



sinarmas land



BUILDING FOR A BETTER FUTURE

SUSTAINABILITY REPORT 2019

Key Performance & Achievements

Company Growth & Achievements Highlights



S\$1,172,9
million in revenue

- Sales of Development Properties: S\$946.5 million
- Rental & Related Income: S\$139.7 million
- Hotel and Golf Operation: S\$26.8 million
- Service Concession Arrangements: S\$11.6 million
- Others: S\$48.3 million



Green Building
5 Greenmark Certified buildings

- Sinar Mas Land Plaza – BSD City
- MyRepublic Plaza BSD City
- Green Office Park 9 BSD City
- Green Office Park 1 BSD City
- Sinar Mas Land Plaza – Jakarta

Scope:

53 projects = **2,535,858.54 m² total GFA in 2019**
→ **261% increase from 2018**



Awards

- **FIABCI World Prix d'Excellence Awards 2019**
World Silver Winner – Sustainable Development Category – Green Office Park 9
- **FIABCI World Prix d'Excellence Awards 2019**
World Silver Winner – Office Category - Green Office Park 9
- **BCI Asia Awards 2019**
Sinar Mas Land - Top 10 Developer 2019, Indonesia
- **Property Guru Indonesia Property Awards 2019**
Best Condo Development (Greater Indonesia) - The Nove Apartment Nuvasa Bay
- **Property Guru Indonesia Property Awards 2019**
Best Condo Landscape Architectural Design (Greater Indonesia) - The Nove Apartment Nuvasa Bay
- **ASEAN Energy Award**
1st Runner Up Green Building – Green Office Park 9
- **CECT Sustainability Award**
Overall Sustainability Performance: Property, Real Estate & Building Construction Industry
- **CECT Sustainability Award**
Project-Based CSR & Business Sustainability: Creating Sustainable Living Area
- **UN Global Compact Network Indonesia**
Most Committed New Member of the Year 2018.

Governance Highlights

0

reported cases of non-compliance concerning:

- market communications and product information,
- health and safety impacts of BSDE's product and services,
- all relevant social and economic laws and regulations
- all relevant environmental laws and regulations

0

reported cases of corruption

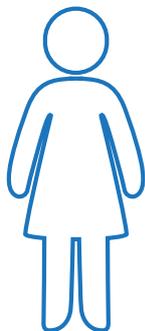
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Significant fines or non-monetary sanctions were imposed on SML

HR Highlights

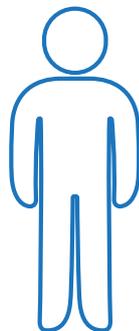
3,727

Total employees



1,132

100%
Full time



2,595



8.45

Average training hour per employee

98%



100%

Return to Work Rate
(from Maternity/Paternity Leave)



No Variation of Minimum Wages Level
between male and female employees

Key Performance & Achievements

Health and Safety Highlights

0

reported cases

of fatalities or any work-related injuries in all our buildings under the Asset Management, Commercial and Retail & Hospitality Group Divisions



Customer and Public Health Safety

- Number of injuries for members of public: decreased from 19 in 2018 to 8 in 2019
- Number of dangerous occurrences: decreased 54% from 76 in 2018 to 35 in 2018.

Community and HR Environmental Initiatives

53%

decrease in single-use plastic bottles as a result of the #lessplastic initiative by SML and BSDE

200

trees planted and 100 biopori holes through BSD green festival.

Health and Safety Initiatives

- Safety awareness and socialisation to employees, tenants and customers
- Annual assessment on OHS activities' related risk
- Implementation on OHS requirements for contractors
- Technical and Safety Audits
- Firefighting training for Emergency Response Team (ERT)
- Fire and earthquake drills simulations with employee, tenants and customers

Community Service Highlights

293

schools benefitted from *Gerakan Sekolah Menyenangkan (GSM)* activities

6,923

students for BSD Knowledge House in 2019

600

market managers and related sellers benefitted from *Pasar Rakyat School*

30

IT students graduated and employed from Techpolitan IT Programming Scholarship

3

renovated schools in Bekasi Regency

3

social healthcare service events benefiting 935 community members

1,200

students participated in Badminton scholarship program

Environmental Highlights

254,645,441 kWh
Total energy consumption

8,069,480 kWh
Green Building Energy Consumption
(4% decrease from 2018)



Energy

137.14 kWh/m²
Overall Energy Intensity
by GFA Occupied
(9% increase from 2018)

143.82 kWh/m²
Green Building Energy Intensity
by GFA Occupied
(5% decrease from 2018)

2,418,608 m³
Total Municipal Water Consumption

71,687 m³
Green Building Municipal Water
Consumption
(16% decrease from 2018)



Water

1.30 m³/m²
Overall Municipal Water Intensity by GFA
Occupied
(5% decrease from 2018)

1.28 m³/m²
Green Building Municipal Water Intensity
by GFA Occupied
(17% decrease from 2018)

183,700 tonnes CO₂e
Total GHG emissions

5,804 tonnes CO₂e
Green Building GHG emissions
(3% decrease from 2018)



GHG Emission

0.0989 tonnes CO₂e/m²
Overall GHG Emissions Intensity by GFA
Occupied
(9% increase from 2018)

0.1034 tonnes CO₂e/m²
Green Building GHG Emissions Intensity by
GFA Occupied
(4% decrease from 2018)

543,081 m³
Of recycled and reused water
=

22%
Of total water consumption
(increase from 4% in 2018)

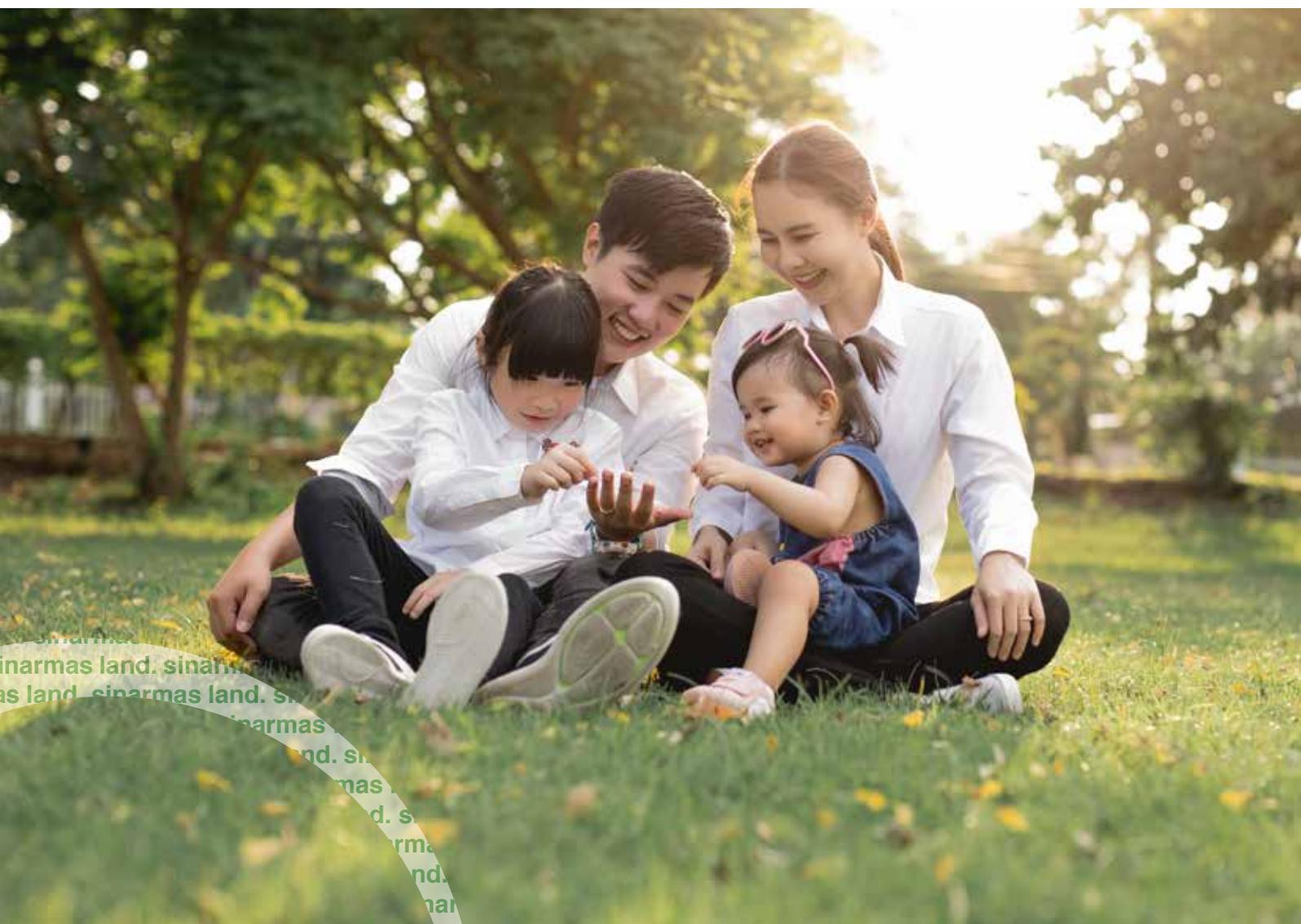


**Recycle &
Reused Water**

15.4 mg/l
average of BOD effluents
(59% decrease from 2018)

Contents

08	About Sinarmas Land	47	Climate Change & the Environment
12	Message from the Chairman & CEO	47	Optimising Building Operation to Achieve Clean Environment
15	About the report	55	Providing and Maintaining Green Open Space
19	Board Statement	56	Providing and Facilitating Various Type of Public Transportation
20	Our Approach	60	Responsible Waste Management Program
20	Sinarmas Land Sustainability Vision	64	Sustainable Community
23	Governance & Risk Management	64	Engagement Program for All Stakeholders
23	Materiality and Stakeholder Engagement	65	Improving Community Welfare in Surrounding Development Area
24	Stakeholder Engagement on our Materiality Assessment	67	Educational Patronage
28	Best in Class Real Estate	67	Initiating Program to Support Knowledge Enhancement
28	Providing Excellent Facilities & Services	68	Improving Educational Method and Facility
37	Attention to Customer and Occupational Health & Safety	73	Appendix
40	Setting Programs to Achieve Sustainable Development	73	Appendix A: Notes for Sustainability Performance Data
45	Compliance to All Related Regulatory Requirements	75	Appendix B: GRI Content Index



Abbreviations

Project Category	Group Division
AM	Asset Management
ARC	Audit and Risk Management Committee
BCA	Building and Construction Authority Singapore
BSDE	PT Bumi Serpong Damai Tbk
Comm	Commercial
ERMC	Executive Risk Management Committee
ESG	Environment, Social, Governance
FGD	Focus Group Discussion
FY	Financial Year
GFA	Gross Floor Area
GHG	Greenhouse Gas
GOP	Green Office Park
GRI	Global Reporting Initiative
GSM	<i>Gerakan Sekolah Menyenangkan (Fun School Movement)</i>
HSE	Health, Safety and Environment
ITC	International Trade Centre
Jabodetabek (JBDBTK)	The Greater Jakarta metropolitan area (an acronym of Jakarta-Bogor-Depok-Tangerang-Bekasi)
MOM Singapore	Ministry of Manpower Singapore
MSME	Micro, Small and Medium Enterprise
OHS	Occupational Health and Safety
PIC	Person-in-Charge
RH	Retail & Hospitality
RTH	<i>Ruang Terbuka Hijau (Green Open Space)</i>
SGX	Singapore Exchange Limited

About Sinarmas Land

As a leading property developer, we recognise that our operations have impacts on Mother Nature, our communities, and our stakeholders including tenants, customers, and residents who live and work within or surrounding our developments. We continue to incorporate sustainability across our operations and take action as a leader in the real estate development industry in Indonesia.

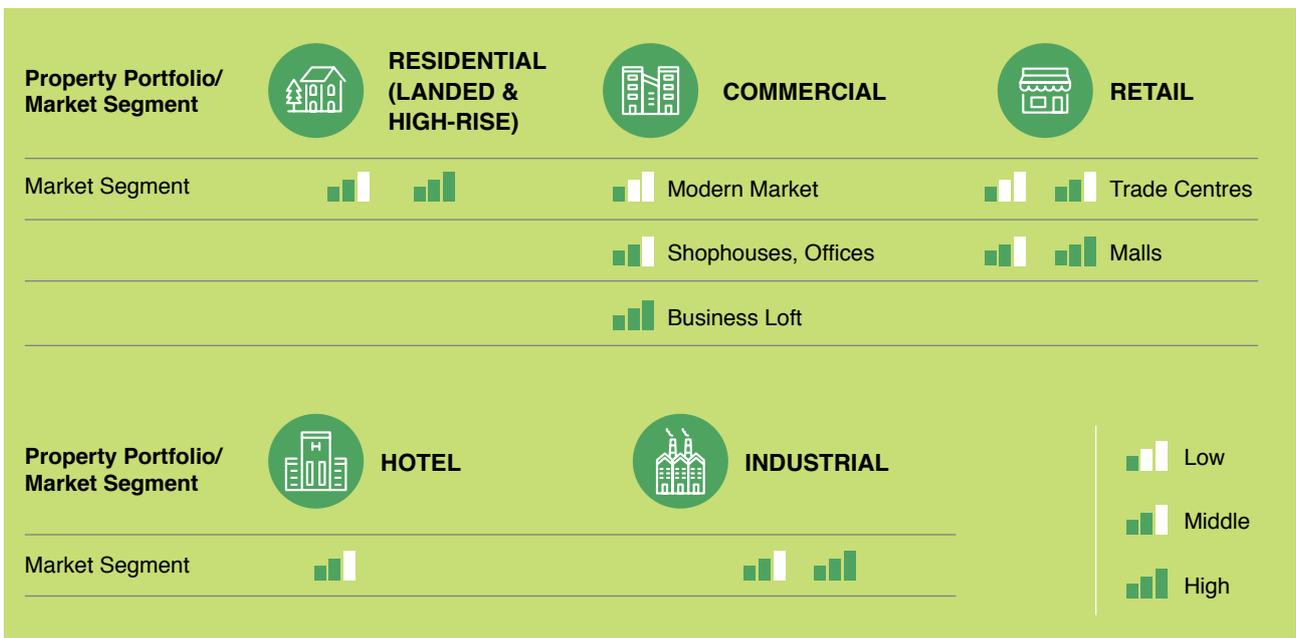
Sinarmas Land Limited (“SML”) is listed on the Singapore Exchange and headquartered in Singapore. We are engaged in property business throughout our operations and investments in Indonesia, Malaysia, China, Australia and the United Kingdom. Our Indonesia Division covers all sub-sectors of the property business, including township development, residential, commercial, industrial and hospitality-related properties. In addition, SML has long-term investments in major commercial buildings, hotels and resorts.

SML operates mainly through three publicly listed Indonesian subsidiaries, namely PT Bumi Serpong Damai Tbk (“BSDE”), PT Duta Pertiwi Tbk (“DUTI”) and PT Puradelta Lestari Tbk (“DMAS”) – with a combined market capitalisation over S\$5.8 billion as of 31 December 2019. As a result, we are one of the largest property developers in terms of market capitalisation in Indonesia. Outside

Indonesia, SML has completed development projects and holds long-term investments in commercial and hospitality assets, across markets including Malaysia, China, Australia and the United Kingdom.

The Group delivered a resilient performance of S\$1,172.9 million in revenue and EBITDA of S\$616.0 million for the financial year ended 31 December 2019. As at 31 December 2019, the Group’s total assets stand at S\$7,757.5 million, with total debt of S\$2,055.0 million and total equity of S\$4,698.7 million. Our revenue can be broken down into: S\$946.5 million from sales of development properties, S\$139.7 million from rental and related income, S\$26.8 million from hotel and golf operations, S\$11.6 million from service concession arrangements and S\$48.3 million from others. Please refer to our Annual Report 2019 for additional details on our corporate structure and our financial results.

Sinarmas Land Limited’s Properties by Market Segments



Network of Operations

Portfolio Overview



BSDE is one of the largest property development companies in Indonesia based on a market capitalisation of IDR 23.2 trillion (\$2.3 billion) as of 31 December 2019. Established in 1984 by a consortium of shareholders, BSDE's operations started in 1989.

Our flagship project, BSD City, is the largest privately developed township and the most ambitious urban planning development in Indonesia with a development area (including land rights) of approximately 5,950 hectares. BSD City's Master Plan is for the city to comprise approximately 80 residential estates, which will cover approximately two-thirds of BSD City's effective area, with seven commercial sub-town centres and three dedicated central business districts.

The development of BSD City's residential, business and commercial properties, as well as supporting amenities and infrastructure is being carried out in three phases. Phase 1 was completed in 2008. We are currently in Phase 2 which is expected to be completed in 2020. Phase 3 is targeted to commence in 2020, with expected completion by 2035. As at 31 December 2019, BSD City has more than 20,000 residential properties, five commercial sub-town centres which include commercial and industrial facilities, schools, hospitals, parks and utilities, with a total population size exceeding 160,000.

In addition to property development, our subsidiary company, BSDE, also provides facility services, such as water treatment and estate management services, and operates several investment properties in BSD

City, including ITC BSD, Ocean Park Water Theme Park and Green Office Park, which is a low-density office park including ten low-density office buildings and a shopping mall sitting on a land area of 25 hectares. BSD City is well-connected to the central business districts in Central Jakarta through two toll roads, Kebon Jeruk and Pondok Indah. To further enhance its accessibility, BSDE commenced construction of the Serpong-Balaraja toll road connecting to BSD City in July 2019. Upon completion, this will provide direct toll road access to the Jakarta-Merak toll road, the main highway linking Jakarta to western Java, as well as linking BSD City directly to the Soekarno-Hatta International Airport. In addition, there are three train stations within BSD City that offer commuters' direct access to Central Jakarta through a double-track railway service.

Outside of BSD City, BSDE has property development projects and landbank situated in Central Jakarta, West Jakarta, North Jakarta, South Jakarta, Bekasi, Cibubur, Surabaya, Medan, Balikpapan, Makassar, Samarinda, Manado, Palembang, Semarang, Depok and Cikarang.

Apart from property development, the Group owns and operates investment properties comprising of office buildings, retail space and hospitality-related assets

About Sinarmas Land

in key Indonesia cities and abroad. In Indonesia, the Group has jointly developed Kota Deltamas with Sojitz Corporation from Japan. Kota Deltamas is a modern self-sustainable integrated township development that consists of industrial, commercial and residential estates strategically located in Bekasi, Jakarta. Also, the Group has entered a joint venture with Itochu Corporation from Japan to jointly develop Karawang International Industrial City ("KIIC"), an award-winning green industrial estate located in Karawang, West Java.

In the United Kingdom, the Group owns three strategically located freehold Grade A office buildings in Central London namely - Warwick House, Alphabeta Building and 33 Horseferry Road – with a total leasable area of approximately 500,000 square feet and assets-under-management close to S\$1.0 billion.

In Malaysia's southern state of Johor, the Group owns and operates the 54-hole Palm Resort Golf & Country Club and 330-room Le Grandeur Palm Resort Hotel, one

of the few integrated golf and leisure destinations in the state of Johor. It is a 30-minute drive from Singapore's Tuas Checkpoint, a 5-minute drive from Johor Senai International Airport and strategically located within the Flagship Development Zone E of Iskandar Malaysia.

In the Indonesian island of Batam, the Group owns and operates Palm Springs Golf & Beach Resort, one of the best golf courses in Batam that provides excellent club facilities together with warm hospitality and first-class services. Within the resort, the Group has carved out 228 hectares for the development of Nuvasa Bay, the first integrated luxury residential and mixed-use development in Batam. Nuvasa Bay offers a panorama of the Singapore Straits along its 1.2 km coastline, which is a 30-minute ferry ride away from the bustling downtown area of Singapore. Located in and amongst a 27-hole international championship golf course and equipped with commercial facilities, hotels and high-end residential property, Nuvasa Bay aims to provide residents and tourists with a balanced and luxurious lifestyle.

Sinar Mas Land Plaza - BSD City



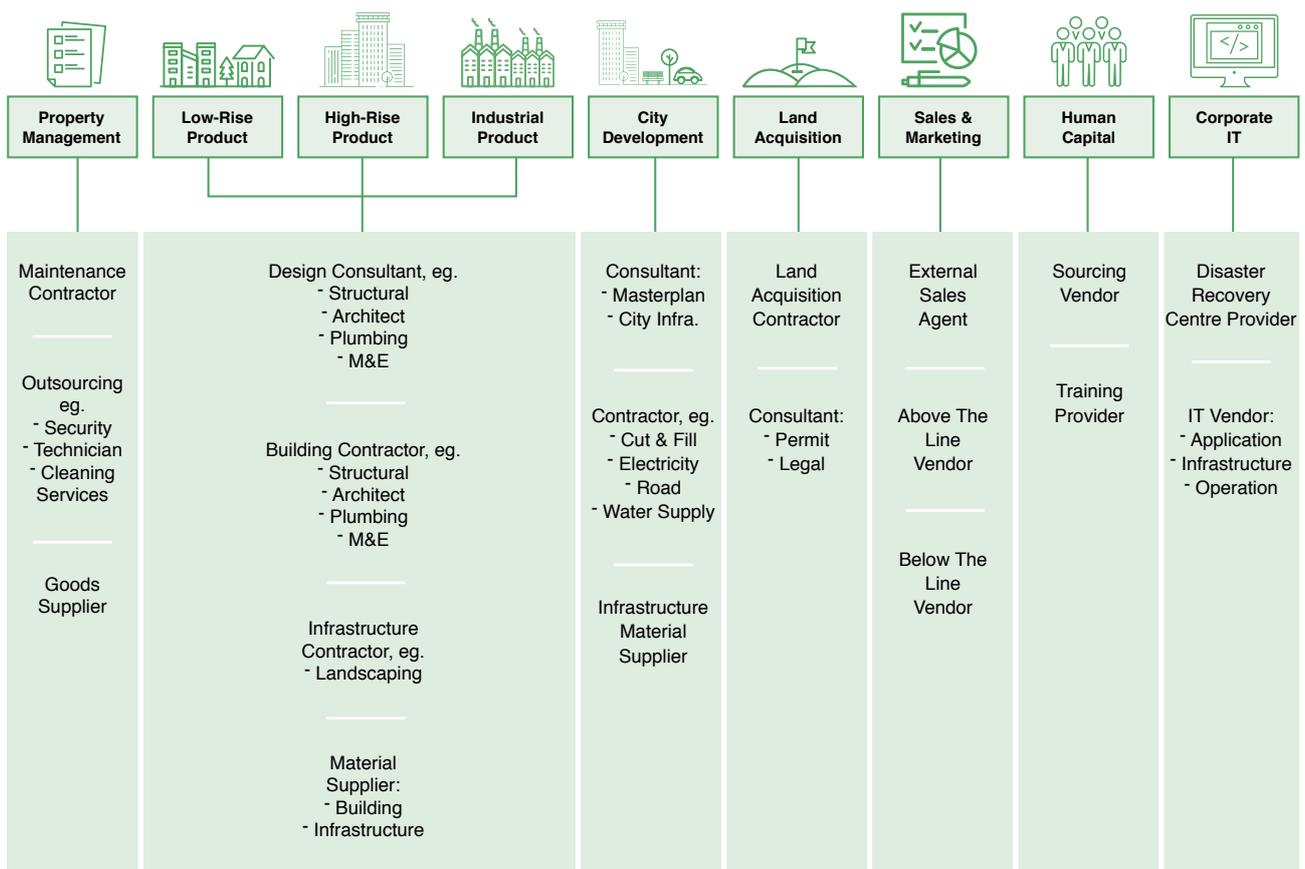
At the end of 2019, SML employed 3,727 people across the Group's operation in Indonesia. For further details on our workforce, please refer to the section "Our Employee" from page 30.

SML's supply chain covers a wide range of vendors, contractors and consultants. We outsource different stage of project development ranging from architectural design to building construction and cleaning services to each subject professional. In doing so, SML brings benefit to the wider community, through the provision of jobs and economic growth. During the FY2019 reporting period, there were no significant changes to the organisation's structure or its supply chain.

We believe that complex sustainability issues often require a collaborative approach. To this end, we actively participate in a range of collaborative initiatives

around sustainability by being a member of the following organisations:

- Founding Corporate Member of the Green Building Council Indonesia
- United Nations Global Compact (UNGC), via the Indonesia Global Compact Network (IGCN)
- Indonesia Developers Association (*Persatuan Perusahaan Real Estate Indonesia*)
- Indonesia Energy Conservation Society (*Masyarakat Konservasi Energi Indonesia /MASKEI*)
- Indonesia Industrial Estate Association (*Himpunan Kawasan Industri Indonesia*)
- Indonesia Retail Building Management Association (*Asosiasi Pengelola Pusat Perbelanjaan Indonesia*) / *APPBI*
- Indonesia Hotel and Restaurant Association
- Jakarta Hotel Association



Chairman and CEO Statement



FRANKY OESMAN WIDJAJA
Executive Chairman

Dear Valued Stakeholders,

2019 saw the strengthening of sustainability policies and implementation within Sinarmas Land Limited (“SML” or “the Company”) and its subsidiaries (collectively “the Group”). This report showcases our continuous commitment to integrating sustainability into the Company’s core business, in order to create value for all stakeholders.

As we close the decade in 2019, businesses, governments, and society at large are realising that in order to create a sustainable future, there needs to be greater involvement and action from all stakeholders. With this comes increased prominence of sustainability disclosure and reporting by corporations around the world.

While SML has been relatively new to sustainability reporting, we are committed to playing our part in championing ESG issues and serving as an example for other organisations in Indonesia and Southeast Asia. To date, SML has produced three annual sustainability reports, which have displayed consistent improvement in reporting standards and alignment with international and national guidelines such as the Global Reporting Initiative (GRI) Standards and 2016 SGX Sustainability Reporting Guide.

In this report, you will be able to see SML’s growing commitment to continually strengthen our sustainability efforts. What started out as an initial focus for sustainability within our flagship BSD City project is now transforming into a comprehensive sustainability strategy and reporting across our operations. In 2019, we have significantly expanded the scope of our report, to be in tandem with our increasing influence and potential to create an impact in Indonesia and beyond.

As a step up from previous years, we have included buildings and projects within BSD City, and in Jabodetabek. The scope expansion in 2019 led to the increase of Gross Floor Area (GFA) and GFA Occupied, by 261% and 346% to 2.5 million m² and 1.86 million m² respectively. In striving for more complete reporting, we will continue to expand our scope in the future. To facilitate this, we have set out a clear roadmap outlining SML’s sustainability progress in reporting scope expansion, as well as future scope expansion targets. This roadmap is set to lead us to cover all our Indonesia operations’ developments and properties by 2021.

In 2019, we engaged our stakeholders to review our material sustainability issues as we look to stay relevant in today’s ever-changing business landscape. Through focus group discussions and surveys with our stakeholders, alongside the help of an independent

sustainability consultant, we were able to assess and categorise material issues into areas of focus, and subsequently prioritising them. This resulted in the integration of the revised areas of focus into four pillars under SML's Sustainability Vision, of which will form the central framework of SML's sustainability approach and reporting moving forward.

The four pillars of SML's Sustainability Vision are, Best in Class Real Estate, Climate Action, Sustainable Community, and Educational Patronage – all of which are mapped to the relevant Sustainable Development Goals (SDGs). In this report, you will learn about the progress we have made and the targets set under each pillar.

In striving to be the best in class within the real estate industry, we focus on creating quality development projects to our customers, as well as implementing human resource policies that are above industry norms. Beyond just creating high-quality projects with excellent facilities and services, SML stands out in our ever-growing commitment to embed sustainable development into our core business strategy, specifically through incorporating "Green" building design and technological innovation in our products.

These efforts have been recognised in Indonesia and internationally. In 2019, SML continued to add the following awards to its existing portfolio:

- **FIABCI World Prix d'Excellence Awards 2019** – World Silver Winner – Sustainable Development Category – Green Office Park 9
- **FIABCI World Prix d'Excellence Awards 2019** – World Silver Winner – Office Category - Green Office Park 9
- **BCI Asia Awards 2019** – Sinar Mas Land - Top 10 Developer 2019, Indonesia
- **Property Guru Indonesia Property Awards 2019** – Best Condo Development (Greater Indonesia) - The Nove Apartment Nuvasa Bay
- **Property Guru Indonesia Property Awards 2019** – Best Condo Landscape Architectural Design (Greater Indonesia) - The Nove Apartment Nuvasa Bay
- **ASEAN Energy Award** – 1st Runner Up Green Building – Green Office Park 9
- **CECT Sustainability Award** – Overall Sustainability Performance: Property, Real Estate & Building Construction Industry
- **CECT Sustainability Award** – Project-Based CSR & Business Sustainability: Creating Sustainable Living Area
- **UN Global Compact Network Indonesia** – Most Committed New Member of the Year 2018.

As a company, we understand the significance of climate change and recognise our responsibility as one of Indonesia's leading real estate developers to contribute



MUKTAR WIDJAJA
Executive Director and
Chief Executive Officer

Chairman and CEO Statement

to Indonesia's Paris Agreement Contributions. In applying international green building standards, SML is able to create positive impacts in the environments we operate in. An example of this is The Breeze BSD City, a lifestyle retail mall dubbed as "the mall with no walls". Through harnessing passive design strategies, the mall reduces energy consumption from air-conditioning and lighting.

While BSD City remains our flagship development, we are expanding the scope of environmental performance disclosures, as mentioned above. We have also established clear monitoring and reporting systems for materials, energy, and water used within our construction and operation of our developments. This not only promotes transparency but also allows us to utilise such data to better manage and optimise our building operations. It is for these reasons of scope expansion that you will notice an increase in materials, energy, and water usage for 2019, as disclosed in the report.

Our efforts also extend beyond SML's projects and properties. As a founding corporate member at Green Building Council Indonesia, we share these best-practices on sustainability with the industry.

We recognise that the wellbeing and progress of local communities in the areas we operate in are key to SML's sustained prosperity and success. Aside from providing larger infrastructural development and support, the Company often participates in community engagement and development initiatives across our operating areas. In 2019, we continued to engage our stakeholders within these communities actively, through regular surveys, campaigns, communications, and community events. These channels allow for members of the communities to raise concerns, feedback and suggestions.

SML considers education to be one of the key foundations of sustainable development. Internally, we conduct annual employee training and performance

reviews to support career growth and up-skilling of employees. We believe that such efforts will create a ripple effect on the wider society, and is also beneficial to the future growth of our Group. Externally, we continue to make a significant impact within the wider community to enable equal opportunity and access to education through scholarships and capacity building programs.

One of such initiatives in 2019 was the *Gerakan Sekolah Menyenangkan* (GSM), a social movement aimed at helping educators in the Tangerang District and South Tangerang City to improve their soft skills, thereby enabling them to nurture successful future leaders.

Certainly, such achievements and success will not be possible without our employees and workers. SML places great emphasis on occupational health & safety for its employees and takes the workplace accidents very seriously. Resulting from our continuous initiatives, we are pleased to report that there were no fatalities or any work-related injuries in all our buildings under the Asset Management, Commercial, and Retail & Hospitality Group Divisions.

Lastly, we would like to acknowledge our stakeholders once again, for providing valuable insight into our materiality assessment, enabling us to continually improve on our disclosures and better realise SML's Sustainability Vision. Moving forward, we hope to sustain and improve on the level of stakeholder engagement and involvement that we saw in 2019.

2020 marks the start of a new decade, one that will see a greater emphasis on sustainable development. We hope that the strategic alignment and centralised focus of our Sustainability Vision will be able to create greater economic, environmental and social value for Indonesia and beyond. We are excited to work together with you to realise this vision.



Franky Oesman Widjaja
Executive Chairman



Muktar Widjaja
Executive Director and
Chief Executive Officer

About The Report

Our sustainability report demonstrates our ever-growing commitment to a greener, healthier, safer and more prosperous Indonesia. This year, we have significantly expanded the scope of our reporting, both in terms of data disclosure and the breadth of operations, as we continue to integrate sustainability values and principles deeper into the fabric of our organisation.

This report covers the period from January 1 to December 31, 2019 (FY2019). Going forward, we will continue to publish this report on an annual basis. Using established and recognised sustainability leaders among our peers as a yardstick, we continue to apply the GRI reporting framework to ensure accuracy, reliability, clarity, and comparability of the information presented in this report.

During 2019, we reviewed our material issues and made subsequent updates to our material issues to better reflect changes in the environment, our business and our stakeholder’s priorities. When reviewing materiality, we adopted a comprehensive, structured and holistic approach to include the society, environment and communities in which we operate. We engaged a wide range of stakeholders during our materiality review, to ensure that we took into consideration both internal and external viewpoints on the sustainability issues that are most pertinent to our long-term value creation. See page 24 for full details of the review.

Scope Expansion

Since publishing our first report in 2018, the Group has expanded the report’s coverage significantly from the initial focus on BSD City to developments outside the flagship development. We aim to cover all of our operations’ developments and properties in Indonesia and internationally by 2021 and 2022 respectively. Below is a roadmap of SML’s sustainability progress in terms of our reporting scope expansion, as well as future scope expansion targets.

In this year’s report, we have expanded the scope significantly to include additional buildings and projects within BSD City and Jabodetabek. The table below provide a detailed list of data collected in this report on a per project/ property basis.

	BSD	JBDTK	Outside JBDTK
2017	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building 		
2018	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building 		
2019	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building Landed Houses	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building 	
2020	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building Landed Houses	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building Landed Houses	
2021	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building Landed Houses	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building Landed Houses	Building (AM, RH, Comm) <ul style="list-style-type: none"> • Green Building • Non Green Building

About The Report

Project Category	Group Division	List of Projects	Material GRI Topics for our Development Projects	
			Material Use Data included within this report	OHS Data included within this report
Development	Commercial	Ruko Golden Vienna	✓	-
	Project Support Services	BSD City Green Office Park (GOP) 1	✓	-
		Foresta Business Loft 6	✓	✓
		Southgate Mall	✓	✓
		Southgate Serviced Apartment	✓	✓
		Southgate Apartment	✓	✓
		Ruko The Icon 5	✓	✓
		Residential	Amarine	✓
	Caelus	✓	-	
	Jadeite	✓	-	
	Savia	✓	-	
	Tevana	✓	-	
	Visana	✓	-	
	Zeva	✓	-	

Project Category	Group Division	List of Projects	Material GRI Topics for our Development Projects			
			Water Data included within this report	Waste Data included within this report	Energy Data included within this report	OHS Data included within this report
Property Management	Asset Management - ITC	ITC BSD	✓	✓	✓	✓
		BSD Junction	✓	✓	✓	✓
		Mall Ambassador	✓	✓	✓	✓
		Mall Mangga Dua	✓	✓	✓	✓
		ITC Cempaka Mas	✓	✓	✓	✓
		ITC Depok	✓	✓	✓	✓
		ITC Fatmawati	✓	✓	✓	✓
		Graha Cempaka Mas	✓	✓	✓	✓
		ITC Kuningan	✓	✓	✓	✓
		ITC Roxy Mas	✓	✓	✓	✓
		ITC Permata Hijau	✓	✓	✓	✓
		ITC Mangga Dua	✓	✓	✓	✓
	Asset Management - Office	Sinar Mas Land Plaza – BSD City	✓	✓	✓	✓
		My Republic Plaza	✓	✓	✓	✓
GOP 9		✓	✓	✓	✓	

■ New Additions to 2019

■ Projects from 2018

Project Category	Group Division	List of Projects	Material GRI Topics for our Development Projects			
			Water Data included within this report	Waste Data included within this report	Energy Data included within this report	OHS Data included within this report
Property Management	Asset Management - Office	Sinar Mas Land Plaza - Jakarta (Tower 1)	✓	✓	✓	✓
		Sinar Mas Land Plaza - Jakarta (Tower 2 & 3)	✓	✓	✓	✓
		Dimo Space	✓	✓	✓	✓
		Marketing Office	✓	✓	✓	✓
		Wisma BCA	✓	✓	✓	✓
		Customer Care Office	✓	✓	✓	✓
		Sinarماس MSIG Tower	✓	✓	✓	✓
		BSD Permit and Township Office	✓	✓	✓	✓
	Retail & Hospitality	Q-Big	✓	✓	✓	✓
		The Breeze	✓	✓	✓	✓
		Le Grandeur Mangga Dua Hotel	✓	✓	✓	✓
	Commercial	Casa De Parco	✓	✓	✓	✓
		Saveria	✓	✓	✓	✓
		Akasa	✓	✓	✓	✓
		The Elements	✓	✓	✓	✓
		Foresta Business Loft 1	✓	-	✓	-
		Foresta Business Loft 2	✓	-	✓	-
		Foresta Business Loft 3	✓	-	✓	-
		Foresta Business Loft Signature	✓	-	✓	-
		Ruko The Icon 1 & 2	-	-	✓	-
		Ruko The Icon 3	✓	-	✓	-
	Residential	Club House The Avani	✓	-	✓	-
		Club House The Icon	✓	-	✓	-
	Strategic Land Bank	BSD Modern Market	✓	✓	✓	-

New Additions to 2019
 Projects from 2018

About The Report

As our commercial and residential properties are managed by external parties, some of these properties are unable to provide waste, health and safety data for this year's report.

We group buildings under our property management into 3 broad categories, namely Green buildings, high-rise office buildings, and the rest of the buildings. As the nature of each building differs, we have set out specific targets for each respective category.

At present, we are not seeking external assurance for this report as our main focus remains on expanding the scope of our reporting and continuing to integrate sustainability into the organisation.

We recommend reading this report together with our Annual Report 2019, which provides key information on our financial performance, as well as additional detail on our corporate governance and risk management. Both reports are critical communication materials in our ongoing engagement with stakeholders. We also invite



GREEN BUILDINGS

GOP 9

**SINARMAS LAND PLAZA - BSD CITY
MYREPUBLIC PLAZA**



HIGH-RISE OFFICE BUILDINGS

**SINAR MAS LAND PLAZA - JAKARTA
SINARMAS MSIG TOWER**



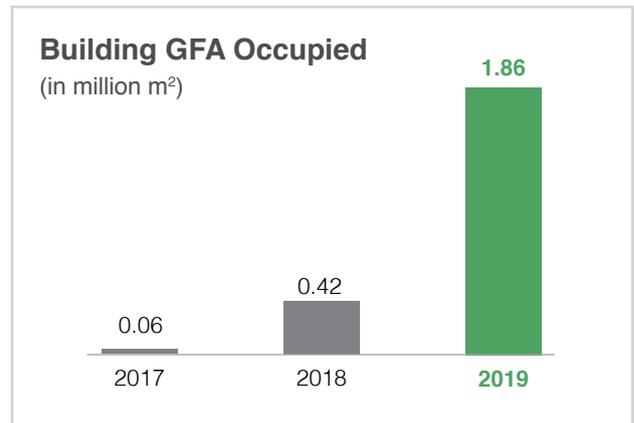
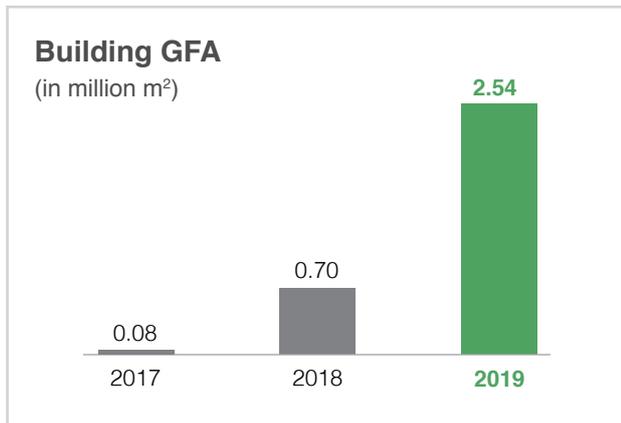
TRADE CENTRES

ALL INTERNATIONAL TRADE CENTRES



REST OF BUILDINGS

**NON-GREEN OFFICE BUILDINGS
RETAIL AND HOSPITALITY
COMMERCIAL, RESIDENTIAL AND TOWNSHIP**



To quantify the scope expansion of our FY2019 report, we used GFA and GFA Occupied as a yardstick for measurement. Our GFA and GFA Occupied in FY2019 surged 261% and 346% to 2.54 million m² and 1.86 million m² respectively. A comparative chart of our increasing scope coverage can be found in the chart above:

our readers to read BSDE's first standalone sustainability report that focuses on the performance of BSD City.

This report uses standard units of measurement. Conversion factors, where required and applicable, are explained in their respective sections.

For any questions regarding this report, please contact Mohammad Reza Abdulmajid, Chief Risk Officer, Sinarmas Land at sustainability@sinarmasland.com.

Board Statement

The Board of Sinarmas Land has the ultimate responsibility for the preparation of this Sustainability Report. Our sustainable development strategy and activities highlighted in this report are guided by internationally recognised frameworks (GRI reporting standards) and institutions such as the United Nations Global Compact (UNGC) and the Brundtland Commission. We are proud to be an early adopter of the UN Sustainable Development Goals, and the first major Indonesian real estate developer to become a signatory of the UNGC through the Indonesia Global Compact Network (IGCN).

This report has been prepared following the GRI Standards: Core Option. It also meets the requirements of the 2016 SGX Sustainability Reporting Guide in all material aspects.

As part of our continual improvement towards sustainability, we have actively engaged our stakeholders in 2019 through various initiatives such as independent consultant-led focused group discussion, and customers

tenant's satisfaction survey conducted by an external vendor. Details of our stakeholder engagements can be found under the sections of "Stakeholder Engagement on our Materiality Assessment" in page 24 and "Engagement Program for All Stakeholders" on page 64. These engagements have allowed the Board to focus our attention and efforts on issues most relevant to our stakeholders.

The Board is constantly working with the Audit and Risk Management Committee ("ARC") to provide oversight on significant environmental, social and governance issues that might potentially have an impact on SML's long-term business objectives. The ARC, in turn, reviews SML's sustainability programs and ensures the Board is kept up-to-date on all relevant developments.

The Board has reviewed SML's material issues determination processes and acknowledged that the list provides a fair representation of SML's material ESG issues. Together with the Management, the Board will continually monitor and review these material issues, as part of our commitment and responsibility to the company and our stakeholders.

Pasar Modern (Modern Market) Intermoda



Our Approach

The four pillars of our Sustainability Vision are entrenched in our identity as an economically, environmentally, and socially responsible organisation. As one of Indonesia’s leading real estate developers, our pillars enable us to create transformative strategies and actions that bring value to our stakeholders, communities, nation and the preservation of Mother Nature.

In this section

The following pages introduce Sinarmas Land’s sustainability vision and strategy, including our approach to materiality and stakeholder engagement.

Sinarmas Land’s Sustainability Vision

All of SML’s projects, spearheaded by our flagship BSD City project, are perfect embodiments of our Sustainability Vision, which is based on the four foundation pillars outlined below. Each of the foundation pillars shapes SML’s sustainability principle and core business strategies. Through them, the Group sets sustainability targets driven by various initiatives and measurement metrics.

SINARMAS LAND’S SUSTAINABILITY VISION

			
BEST IN CLASS REAL ESTATE	CLIMATE CHANGE AND THE ENVIRONMENT	SUSTAINABLE COMMUNITY	EDUCATIONAL PATRONAGE
<p>By providing state-of-the-art facilities and services of the highest quality and with excellent value, we are making a unique contribution to the prosperity of current and future generations, as well as to Indonesia as a whole.</p>	<p>We recognise the need to mitigate climate change and are in a position to contribute positively to Indonesia’s commitments under the Paris Climate Agreement.</p>	<p>As part of our commitment towards the Indonesian people, we actively engage with our stakeholders and work on a number of large scale community projects.</p>	<p>We are committed in ensuring that everyone within the communities of operations, independent of their gender or age, and at their own discretion, has equal access to our education ecosystem.</p>

SINARMAS LAND’S SUSTAINABILITY GOVERNANCE AND CORE VALUES



Best in Class Real Estate

Our top priority and greatest strength: By providing state-of-the-art facilities and services of the highest quality, we are making a significant contribution to the prosperity of current and future generations, as well as to Indonesia as a whole. We are committed to

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

In 2019, we have set four areas of focus in our efforts to be the best in class real estate developer:

- Providing Excellent Facilities & Services
- Attention to Customer and Occupational Health & Safety
- Setting Programs to Achieve Sustainable Development
- Compliance to All Related Regulatory Requirements

These activities are aligned with Sustainable Development Goals (SDG) number:



Climate Change and the Environment

Sinarmas Land recognises the need to mitigate climate change and preserve the environment, to contribute positively to Indonesia's commitments under the Paris Climate Agreement. We are committed to

- steadily growing the percentage of developments built following internationally recognised "Green" standards (e.g. BCA Green Mark, LEED, GreenShip);
- continue to develop public transport and logistics facilities within its projects to minimise unnecessary carbon emissions during transportation of humans and goods; and
- contribute by any means possible to the decarbonisation of Indonesia's economy (e.g. through energy-saving efforts within our projects, lobbying, collaboration with industry peers)

In 2019, we have set four area of focus in our efforts to combat climate change and protect the environment:

- Optimising Building Operation to Achieve Clean Environment
- Providing and Maintaining Green Open Space
- Providing and Facilitating Various Type of Public Transportation
- Responsible Waste Management Program

These activities are aligned with the Sustainable Development Goals number:



We have set the following targets in our efforts with 2019 as our baseline to excel in this area of focus:

No	Description	Types of Target	3 years target
1	Tree Planting (Township, Residential & Commercial)	Number of trees planted	To plant 31,803 new trees
2	Ruang Terbuka Hijau (RTH) or Green Open Space	Number of developed RTH (Public & Private)	1,420,110 m ²
3	Biopori (Residential & Commercial)	Number of biopori holes	17,916
4	Public Transport Program for BSD City	Number of Bus Stops and Passengers	Bus stop: 20% from existing units - Passengers: 5,5% (p.a) from existing number of passengers
5	Length of Pedestrian walkway	Number of developed pedestrian length	9,749 metres

We have also set the following environmental performance targets specifically for the following types of buildings:

Energy				
No	Topics	Baseline	Coverage	Target
1	Energy Intensity	2017	SML Green Buildings in BSD City	5% reduction in 8 years or by 2025
2	Energy Intensity	2019	SML High-Rise Office Buildings in Jakarta	3% reduction in 8 years or by 2027

Water				
No	Topics	Baseline	Coverage	Target
1	Water Intensity	2017	SML Green Buildings in BSD City	10% reduction in 8 years or by 2025
2	Water Intensity	2019	SML High-Rise Office Buildings in Jakarta	2% reduction in 8 years or by 2027

Emissions				
No	Topics	Baseline	Coverage	Target
1	Emission Intensity	2017	SML Green Buildings in BSD City	Similar with energy target calculation
2	Emission Intensity	2019	SML High-Rise Office Buildings in Jakarta	Similar with energy target calculation

Our Approach



Sustainable Community

As part of its commitment toward the Indonesian people, not just within BSD City, SML has contributed positively back to Indonesia's society through numerous key initiatives. We are committed to

- create jobs and business opportunities within BSD City and beyond;
- improve the surrounding community's wellbeing by enhancing their entrepreneurial skills and capabilities;
- ensure the sustainability of Micro, Small and Medium Enterprises (MSMEs) businesses within SML's surroundings by introducing Digital Payment System;
- promote a healthy and clean lifestyle; and
- conduct capacity building activities for MSMEs at SML's modern markets

In 2019, we have set two area of focus to help our communities to prosper and thrive:

- Engagement Program for All Stakeholders
- Improving Community Welfare in Surrounding Development Area

These activities are aligned with the Sustainable Development Goals (SDG) number:



We have set the following targets with 2019 as our baseline in our efforts to excel in this area of focus:

Sustainable Community			
No	Activities	Types of Target	Target (in 5 years)
1	IT Coding School Scholarship	Number of scholarship receivers	100 students with 80% employment rate.
2	Pasar Rakyat School	<ul style="list-style-type: none"> • Number of events • Number of participants 	Activities: 60 Number of participants: - Sellers : 1,400,000 - Market Managers : 2,400



Educational Patronage

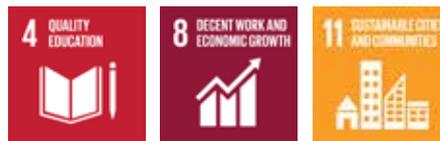
Sinarmas Land acknowledged that education is one of the most important prerequisites for the sustainable development of our society. We are committed to ensuring that everyone within our operational communities, independent of their gender or age, and at their discretion, has equal access to our education ecosystem. We are committed to

- investing in state-of-the-art educational facilities in and around BSD City;
- ensuring students are well-prepared for the growing demand of modern job markets through various initiatives, such as providing scholarships for computer programming; and
- improving the learning process in Junior and Primary Schools through teacher training programs as well as economic and cultural knowledge programs for local communities near SML projects

In 2019, we have set two areas of focus to provide education for all:

- Initiating Program to Support Knowledge Enhancement
- Improving Educational Method and Facility

These activities are aligned with the Sustainable Development Goals number:



We have set the following targets with 2019 as our baseline in our efforts to excel in this area of focus:

Educational Patronage			
No	Description	Types of Target	Target (in 5 years)
1	Gerakan Sekolah Menyenangkan (GSM)	Number of schools	500 schools with green habit program
2	BSD Knowledge House (Rumah Pintar)	Number of activities	500 activities from all centres
3	Berantas Buta Quran (Learn How to Read Quran)	Number of participants	1,500 participants

Governance & Risk Management

The implementation of SML's sustainability development strategy is developed around SML's strong corporate culture and our core values:

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

We have always taken a long-term view in creating value for our stakeholders. Hence, we will continue to integrate our economic, environmental and social goals across our business units through the implementation of sustainability-oriented practices.

Our sustainability initiatives are integrated into the Group's overall governance and operations, with direct guidance and involvement from the Company's management team. Our sustainability structure comprises of senior management, middle management and employees from various functions. Our Executive Risk Management Committee ("ERMC") comprises of 15 senior leaders from different strategic business units ("SBU") and support functions. We have identified roles and responsibilities, with three Person-in-Charge ("PIC") each being responsible for overseeing the respective environmental and social, employment and economic dimensions of the Company. They are supported by process owners for the respective sustainability topics and programs.

By integrating sustainability initiatives into our existing risk management structure, we can ensure that the Board is constantly kept abreast of our material sustainability issues, along with the follow-up progress and mitigation actions taken. We reviewed and mapped the most significant issues to our Enterprise Risk Management ("ERM"), except for certain environmental topics, such as risks relating to waste management and the materials used in our construction activities. These omitted topics will be mapped out progressively in later years as we continue to integrate sustainability initiatives into our operations. In 2019, we further strengthen our corporate risk management practices by incorporating the risk of not achieving our sustainability goals into our ERM.

Materiality and Stakeholder Engagement

In 2019, we undertook a review of our material sustainability issues and updated the materiality assessment matrix. The review of our materiality issues was based on GRI's Principles for Defining Report Content and follows GRI's four-step approach of identification, prioritisation, validation and review of material issues.

As a key part of our materiality review, we engaged a wide group of stakeholders through various approaches such as Focus Group Discussion (FGD), customer and tenant satisfaction surveys, and employee engagement survey to better understand their concerns, feedback and area of improvement.



Roles & Responsibilities of Board and Committees

1

Provide oversight on significant environmental, social and governance issues that might impact SML long-term business objective.

2

Review SML sustainability program and reports and ensure full company support towards sustainable development.

3

Review and recommend the board statement required to be included in the annual sustainability report prior to its issuance.

Our Approach

Stakeholder Engagement on our Materiality Assessment

To ensure our material topics address future risks and opportunities, we undertook a comprehensive materiality review in 2019. Our economic, environmental and social PICs conducted an internal assessment, ranking the degree of significance each topic potentially has on the business, and its relative relevance to SML’s operations and sustainability pillars. The assessment results were reviewed internally by the ERMIC.

Alongside the internal review, SML engaged a wide range of internal and external stakeholders, to take into consideration their opinions on the topics that are key to future proofing SML’s long term value. We adopted various engagement methods to enable us to successfully take into account multiple viewpoints:

- FGDs were conducted for selected stakeholders;
- Customer and Tenant Satisfaction Survey was performed through interviews with our residential & commercial customers, office building & mall tenants, and hotel guests;
- Employee Engagement Survey was performed by SML Human Capital using an online questionnaire.

1. Focus Group Discussion (FGD)

On the 5 and 6 November 2019, we conducted an FGD session with 50 individual stakeholders from eight different stakeholder groups. These individuals represent stakeholders from academia, civil society, tenants, residential customers, media, business partners, regulators, and local communities from both BSD Knowledge House and BSD Modern Market.

Conducted by an independent external consultant, the discussion focused on issues relating to Sinarmas Land’s business processes, conflict of interest and suggestion for future stakeholder engagement initiatives.

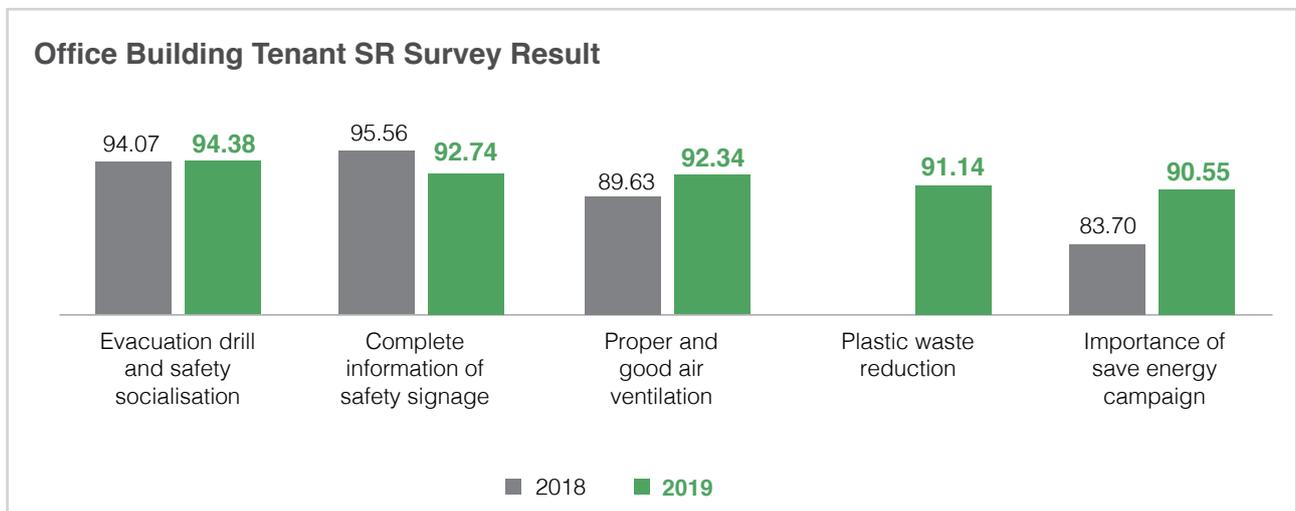
Outcomes from the FGD have been incorporated into SML’s materiality assessment and material topics in this year’s report.

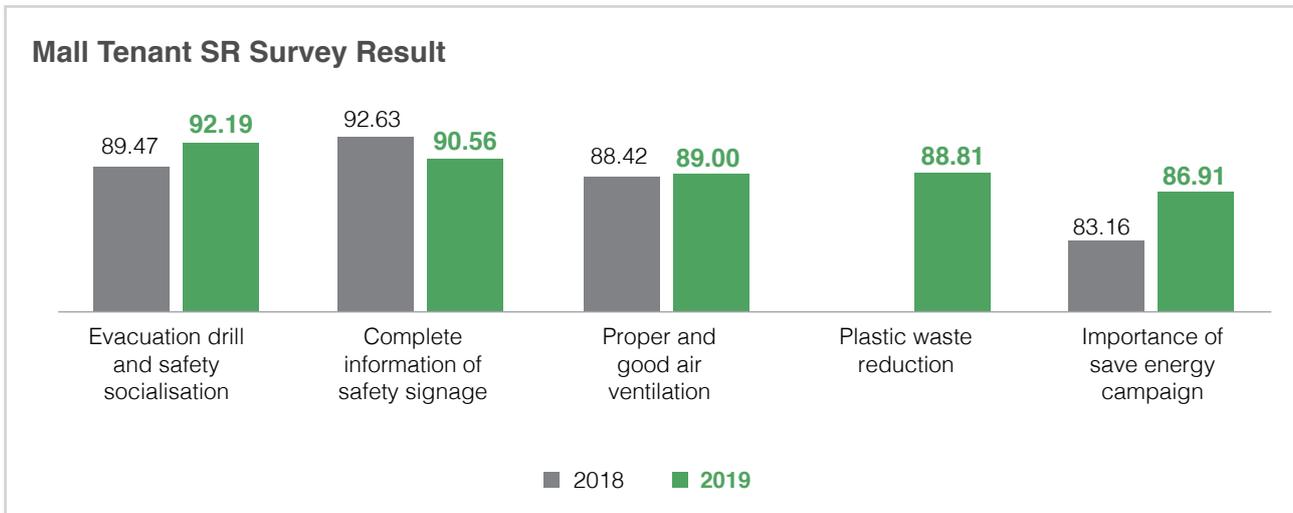
2. Customer and Tenant Satisfaction Survey

In 2019, we conducted a customer and tenant satisfaction survey over a period of 10 weeks to track the following:

- Customer Satisfaction Index (CSI) and Customer Loyalty Index (CLI)
- Perception towards SML
- Sources of satisfaction and dissatisfaction.
- Performance and overall satisfaction of our customer journey
- Performance at each touchpoint which has a direct interaction with customers
- Feedback from customers for future improvements

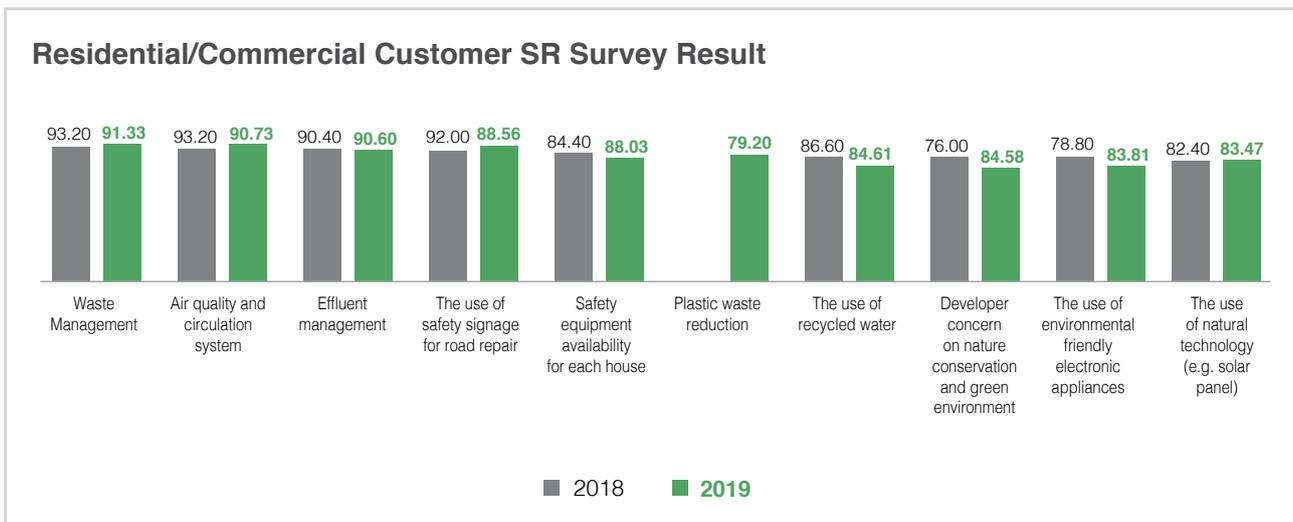
We conducted satisfaction surveys with office building tenants, mall tenants, and residential/customers. A total of 201 office building tenants and 269 mall tenants participated in the survey. Occupational health and safety remain the most important aspect of sustainability for both groups of tenants. This result aligns with SML’s area of focus on “Attention to Customer and Occupational Health”. Separately, both office building and mall tenants now place a higher importance on green environment in 2019, compared to 2018.





603 residential and commercial customers also participated in the survey. Based on the survey result, waste management and air quality are the most significant topics for them. This result aligns with SML's area of focus on "Responsible Waste Management

Program" and "Setting Programs to Achieve Sustainable Development". In addition, all survey participants (office building tenants, mall tenants, residential and commercial customers) showed significant increase in the importance of green environment in 2019, as compared to 2018.



3. Employee Engagement Survey

Employee Engagement Survey (EES) was conducted in 2019 for 2,308 internal employees (permanent and retired contract for staff level and above) with 77.34% participation rate. Questionnaire was prepared internally (SML Human Capital Team) based on employee engagement survey best practices to capture material

issues from employees. The assessment for each question is based on 4 scale of measurement and employees were encouraged to fill the questionnaires through online application. The result have been compiled and presented to Management before incorporated into SML's materiality assessment and material topics in this year's report.

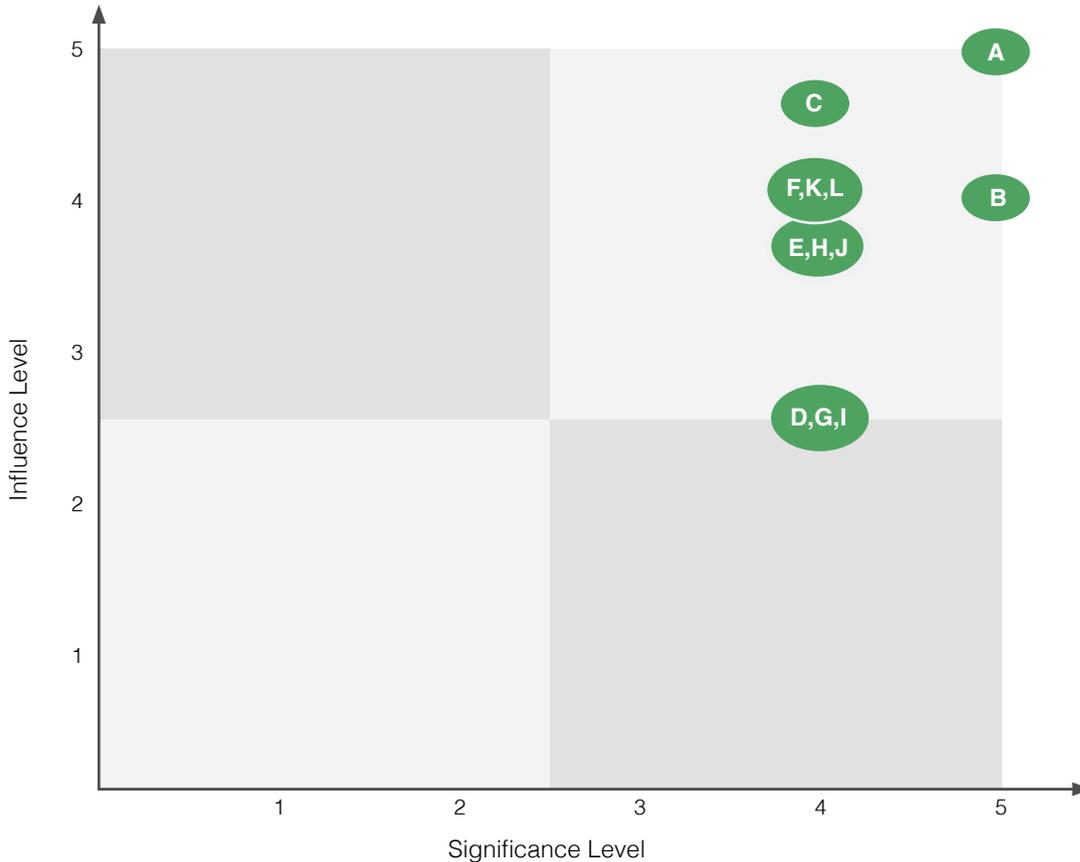
Our Approach

CATEGORY	2018	2019
Targeted Respondents	2,471 employees	2,308 employees
Actual Respondents	1,815 employees	1,785 employees
Participation Rate	73.45%	77.34%
Changes in Participation Rate	An increase of 3.89 percentage points	

All material issues raised by our stakeholders were assessed and categorised. Each area of focus has been mapped on the materiality assessment matrix based on the significance and importance to each stakeholder. The level of significance was determined internally by

our management, while the level of importance was determined from various stakeholder engagements and reviewed by our internal management. The materiality matrix maps out the result from our stakeholder engagements against the area of focus.

Materiality Matrix Chart



- A** Providing Excellent Facilities & Services
- G** Providing and Facilitating Various Type of Public Transportation
- B** Setting Programs to Achieve Sustainable Development
- H** Responsible Waste Management Program
- C** Attention to Customer and Occupational Health & Safety
- I** Engagement Program for All Stakeholders
- D** Compliance to All Related Regulatory Requirements
- J** Improving Community Welfare in Surrounding Development Area
- E** Optimising Building Operation to Achieve Clean Environment
- K** Initiating Program to Support knowledge Enhancement
- F** Providing and Maintaining Green Open Space
- L** Improving Educational Method and Facility

The updated materiality matrix was reviewed and approved by both our senior managers and the ERMC. We have integrated our revised area of focus, identified as being the most material issues to our business

and stakeholders, into SML's four foundation pillars. Subsequently, we mapped the corresponding GRI topics to the focus areas the table below.

Sustainability Pillar	Area of Focus	GRI Topic
Best in Class Real Estate	Providing Excellent Facilities & Services	201: Economic Performance
		202: Market Presence
		205: Anti-Corruption
		401: Employment
		402: Labour-Management Relations
		405: Diversity and Equal Opportunity
	Setting Programs to Achieve Sustainable Development	201: Economic Performance
		203: Indirect Economic Impacts
	Attention to Customer and Occupational Health & Safety	403: Occupational Health and Safety
		416: Customer Health and Safety
	Compliance to All Related Regulatory Requirements	307: Environmental Compliance
		416: Customer Health and Safety
		417: Marketing and Labelling
419: Socioeconomic Compliance		
Climate Change and the Environment	Optimising Building Operation to Achieve Clean Environment	301: Materials
		302: Energy
		303: Water and Effluents
	Providing and Maintaining Green Open Space	305: Emissions
	Providing and Facilitating Various Type of Public Transportation	305: Emissions
	Responsible Waste Management Program	306: Effluents and Waste
	Sustainable Community	Engagement Program for All Stakeholders
Improve Community Welfare in Surrounding Development Area		203: Indirect Economic Impacts 413: Local Communities
Educational Patronage	Initiating Program to Support Knowledge Enhancing	203: Indirect Economic Impacts
		404: Training and Education
		413: Local Communities
	Improving Educational Method and Facility	203: Indirect Economic Impacts

We strongly encourage readers of this report to send us your feedback on the results of our materiality assessment and any other feedback you may have with regards to Sinarmas Land's sustainability efforts.

Please contact Muhammad Reza Abdulmajid, Chief Risk Officer, Sinarmas Land, sustainability@sinarmasland.com on any of the above. We look forward to hearing from you



Best in Class Real Estate

We strive to be the best in class for real estate. As one of the largest property developers in Indonesia, we take this responsibility seriously and seek to continuously develop and improve our sustainability performance.

In this section

The following section provides an overview of Sinarmas Land's efforts to provide best in class real estate and products to our customers. We have identified four areas of focus that is vital to our continuous successes:

- Providing excellent facilities and services
- Setting programs to achieve sustainable development
- Attention to customers and occupational health & safety
- Compliance to all related regulatory requirements

SML is increasing our focus on sustainable development by embedding "Green" concepts into our development projects. We work hard to address climate and environmental issues, as well as minimising the environmental impacts of our projects and products. As one of the founding corporate members of the Green Building Council Indonesia, we aim to remain an exemplary and influential leader in driving sustainable development in Indonesia.

SML also places importance on technological innovation in our development projects. We aim to integrate digital initiatives into our projects to improve management efficiencies post development. At present, we are gradually integrating the management of BSD City with various digital initiatives to create a Smart City that provides high living standards to residents.

Our targets and aspirations to provide excellent facilities and services, to prioritise customer and occupational health and safety, and to realise sustainable development are built upon a strong governance structure that is ethical, transparent, and compliant to all rules and regulations. We have implemented internal systems to monitor and investigate any potential incidents of corruption or non-compliance in every aspect of our business. We seek to remain a trustworthy brand and an industry leader with high ethics and integrity.

Providing Excellent Facilities & Services

At the centre of our efforts is our commitment to provide the best for our customers. SML aims to develop first-class products with excellent facilities and services to

meet (and exceed) the need of our customers. We set targets and implement initiatives to maintain product quality from development to management phases. When developing property, we always perform the following to ensure the quality of our products:

- conduct market research to capture customers' needs and wants;
- perform selection and tender to obtain the best material vendor and contractor;
- perform quality assurance in certain steps of the product development process; and
- provide after-sales services after the product has been sold and handed over to customers.

After the completion of development projects, SML actively provides the best services to customers and tenants as the property and township manager. We ensure the facilities provided to our customers and tenants are sufficient, efficient and in good conditions. Our services include:

- conduct regular maintenance for building equipment;
- ensure health and safety for building occupants;
- conduct regular maintenance in the residential and township environment;
- ensure the environment security of every property, residential and township managed by SML; and
- ensure the availability of public facilities based on residential needs, such as places of schools, worship, malls, hospital, etc.

SML recognises that our human capital is an important asset in providing the best products and services. By focusing on our employees' well-being and personal growth, we strive to be an Indonesian employer of choice. We seek to hire the best and provide them with ample opportunities to nurture their talents and enhance their skills. We have put in place various initiatives and policies to ensure that our workforce and talents develop fairly and effectively to be adept at providing the best services to customers. Our workforce turnover figures are a testament to our commitment to our valued employees.

Our commitment to employees' well-being is demonstrated through our human resource ("HR") policies and initiatives driven by our Human Capital team. The team explores and drives initiatives which are geared

towards building a conducive and inclusive workplace for our employees' development, well-being and satisfaction. Some of the initiatives are:

- competitive remuneration packages;
- fair benefits for full-time employees; an
- equal opportunities provided for all genders on every level

In view of the importance that human capital has on our product and service excellence, we will be looking at our overall employment statistics for the Group's Indonesian operations (excluding any joint ventures), our performance as an equal opportunity employer, and benefits and welfare programs, in this section.

Outstanding Facilities and Services

As a consecutive winner of Prix d'Excellence Awards from The International Real Estate Federation (FIABCI) for innovative planning and design, Sinarmas Land always include the best facilities and services for its customers in all of our development's plan and design. Below lists down some of the facilities and infrastructure that are in place in BSD City:

- A reliable power supply and fibre-optic cables provide the backbone to BSD City's communication infrastructure, ensuring consistent and speedy data connection.
- Public parks provide a place for our residents to escape from the hustle and bustle of everyday modern life. It plays an important role in conserving the environment and protecting the well-being of city dwellers. The network of BSD City's drains and canals provide reliable sewerage and flood management infrastructure, designed to keep BSD City flood-free. Moreover, BSD City is elevated 40 metres above sea level.
- Our professional and well-trained security guards are equipped with a high-end electronic security apparatus throughout BSD City as security and safety is a vital aspect for residents' comfort.
- Healthcare facilities, which includes hospitals, clinics, outpatient care centres, and specialised care centres, such as birthing centres and psychiatric care centres. There are two major hospital in BSD City being Eka Hospital and Medika Hospital BSD.
- Credible education facilities. There is a strong emphasis towards education within BSD City with more than 63 national and international schools and colleges. This includes the Prasetya Mulya University, International University Liaison Indonesia, Atma Jaya University and the all new Sinarmas World School. In the longer-term, SML aim to establish a centre of learning to attract both academics and research projects, turning BSD City into a township of educational excellence.

- City dwellers and visitors alike are well served by sports amenities, including tennis courts, Olympic size swimming pools, a Jack Nicklaus-designed 18-hole golf course, BSD Extreme Park for extreme sports lovers and Ocean Park - a Canadian-designed thematic water adventure park. BSD City also provides a wide range of lifestyle amenities including shopping, dining, multi-cineplex theatres, and many other recreation facilities. Also, traditional markets and numerous shopping centres formed part of BSD City's holistic development.
- Worship facilities for different religious groups in Indonesia. Worship facilities are one of the most important amenities provided to our customers. Currently, SML plans to build a large mosque in Tangerang area within BSD City to provide our Muslim residents with a better place for worship.
- Rather than treating waste as a cost and burden, our waste and materials management program hope to change peoples' mindset by viewing waste as a resource. This approach shall create a cleaner and healthier BSD City.

On services amenities, SML has provided a number of services to complement our products and facilities as follows:

- Integrated customer service, led by our Customer Relations & Service Quality Division, consolidates all complaints from customers and channel them internally to the respective departments for resolution. Through this initiative, we will be able to keep track of the complaints and resolutions, ensuring that no complaints will be left unattended.
- Implementation of OneSmile application. OneSmile is an integrated mobile application with various features such as payments for Public Utility Board (PUB), purchasing of tickets for events and theme parks, live chat with our customer care, news feed, transportation schedules, food and grocery deliveries, and household repair services. This is to improve the convenience and living quality for everyone in BSD City.
- Rolled out in 2019, our mobile customer service allows our customers to reach out to us, independent of time and location, as we seek to gather feedback on areas for improvement.
- Implementation of integrated Front Liner Application System (FAS). FAS enables SML front liners – first responders who direct customer complaints to relevant units, to monitor complaint resolution from related units of buildings and environments in real time as to track and accelerate the complaint resolution process to be more efficiently.

Best in Class Real Estate

Below are some highlights of our initiatives to provide the best services and facilities to our communities in 2019:

LOCAL COMMUNITY PROGRAM

1 Social Service for Health Care

To improve the quality of public health in and around our projects, in 2019, we organised a total of three social health care services event (two in BSD City and one in Southgate Apartment Jakarta) that benefitted 935 beneficiaries.



Social Service for Health Care

2 Clean Water Facilities Deltamas

In response to the long and dry summer season in Indonesia, the team at Kota Deltamas provided clean water facilities for communities in the surrounding Bekasi Regency. This initiative aimed to equip communities with sufficient clean water reserves, as well as preparing them to cope with the dry summer season.

Clean Water Facility Deltamas



3 Renovation of Cisauk Station

The Group completed the renovating and upgrading work at Cisauk Train Station in February 2019. The renovated station can accommodate a larger number of commuters and encourages higher train ridership in and out of BSD City. Train transportation is a lower carbon alternative to other modes of transport.

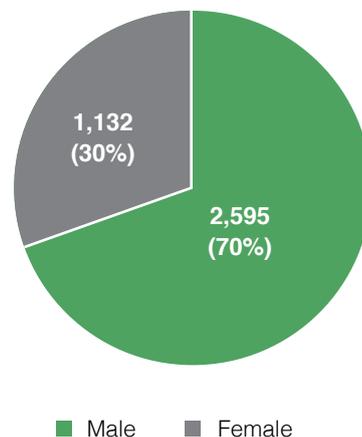


Renovated Cisauk Station

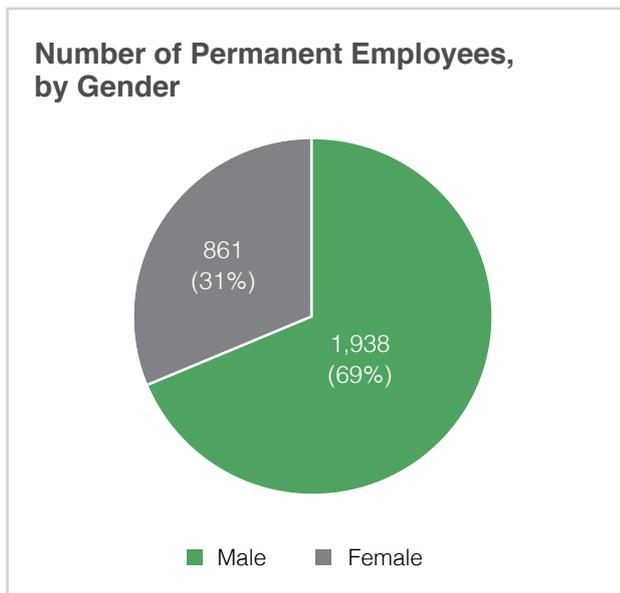
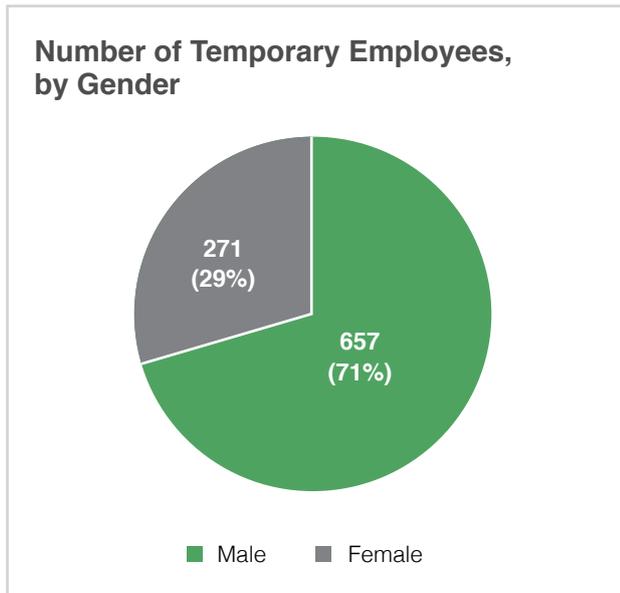
Our Employees

As at 31 December 2019, SML has employed a total of 3,727 (2018: 3,860; 2017: 3,870) employees, of which 2,595 are male (70%) and 1,132 are female (30%). The nature of our business (construction and real estate development) tends to have a higher percentage of male workers. Being an equal opportunity employer, we encourage gender diversity of our workforce, especially in middle management and above.

Total Number of Employees, by Gender



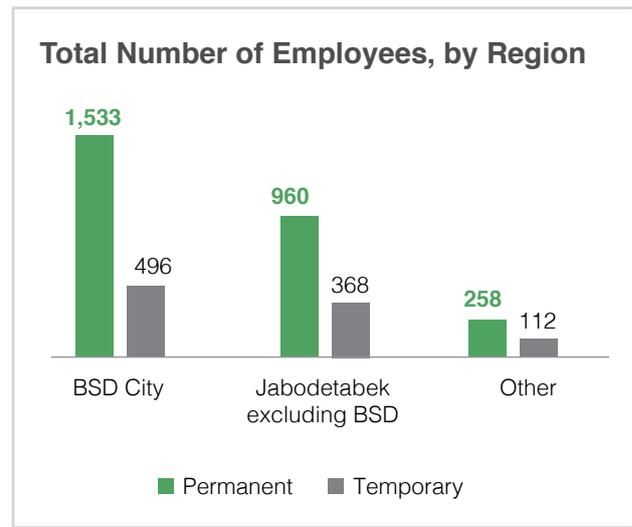
100% of our employees work full-time. Of those full-time employees, 25% are hired on a fixed contract term/temporary basis, with the gender breakdown of permanent and fixed contract term/temporary employees in the charts below. Fixed contracts typically have a term of one year.



Some benefits that are provided exclusively to full-time employees of SML include:

- Participation in our House Ownership Program;
- Severance Payments;
- Vehicle Cash Substitution Facility.

Of the total number of 3,727 employed employees, 2,029 employees are based in BSD City, 1,328 in Greater Jakarta or Jabodetabek, and the remaining 370 employees are based in our other operations across Indonesia. The breakdown of employees by an employment contract for the three regional groups is shown in the chart below.



Diversity and Equal Opportunity

Our commitment to fair labour practices is emphasised in our employee handbook and employment practices. We have an equal opportunities policy on employment, banning any form of discrimination based on race, national origin, religion, disability, gender, sexual orientation, union membership and political affiliation. We believe that our employees should be treated equally, fairly and with respect.

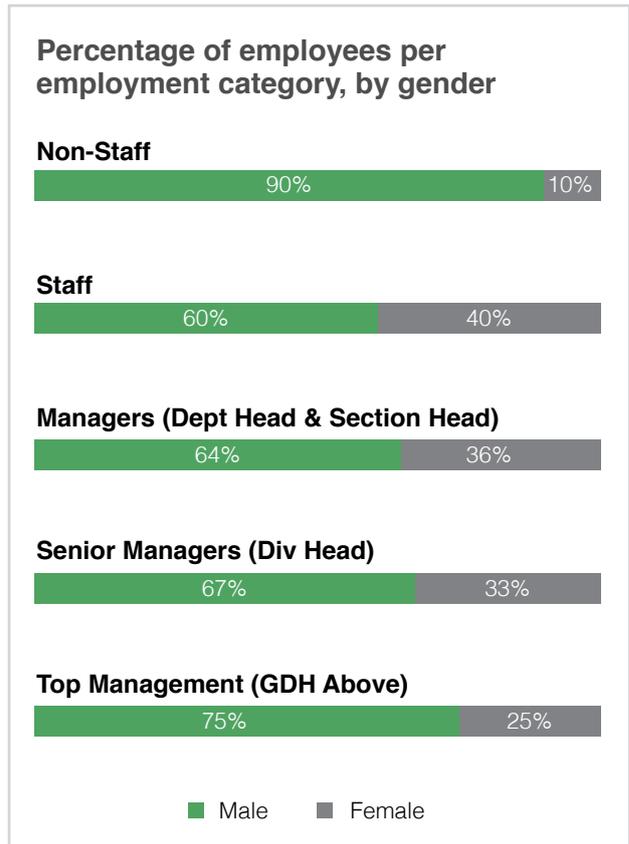
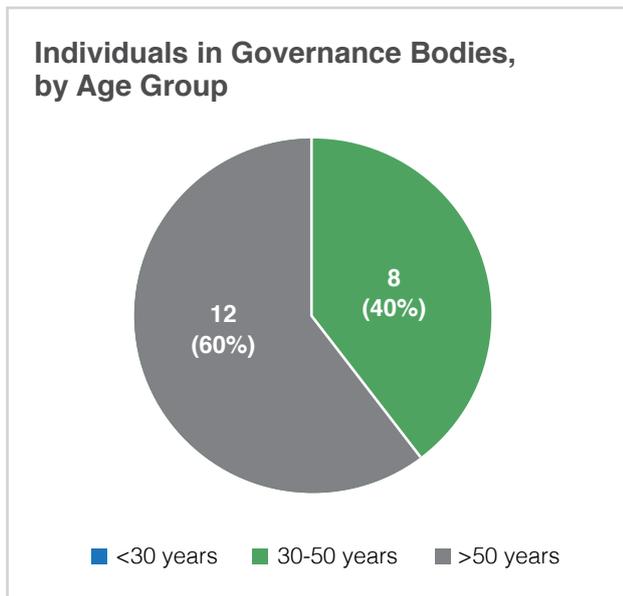
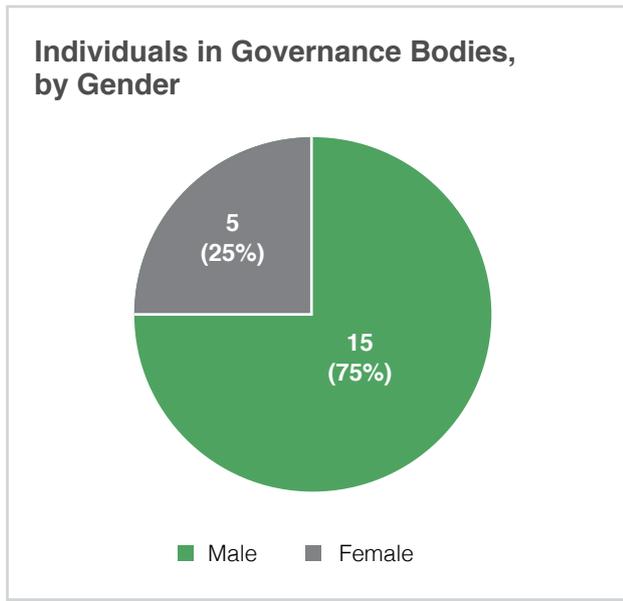
Kartini's Day



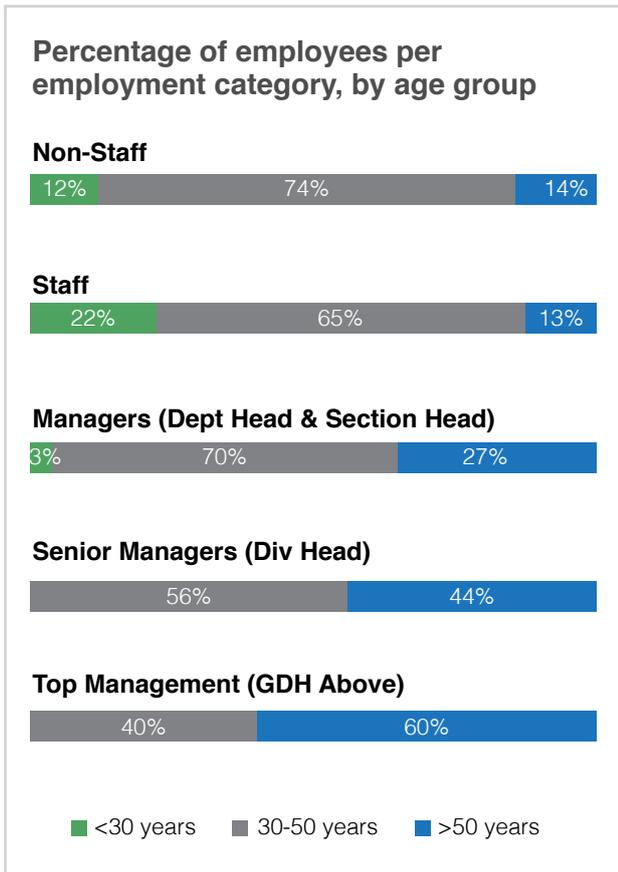
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In 2019, our governance bodies consisted of 25% female and 75% male employees. None of our governance bodies' members is below the age of 30. 40% of them are between the ages of 30 and 50, while the remaining 60% are above 50 years of age.

We have 25% female employees in Top Management, 33% females among Senior Managers (Divisional Heads), 36% female employees among Managers (Department and Section Heads), and 40% and 10% female workers in the staff and non-staff categories respectively.



As SML values the diversity of its workforce, we continue to practice the employment of mature workers. During the reporting period, 60% of our employees in Top Management are above the age of 50, while 45% and 27% respectively of our Senior Managers and Managers were older than 50.



As an equal opportunity employer, we compensate and remunerate our employees based on merit. The ratio of basic salary and remuneration of women to men can be found in the charts on the right¹.

¹ Top Management (GDH above) and Senior managers (Div Head) are based in BSD City only.

Ratio of the Basic Salary of Women to Men, by Employee Category and Location of Operation

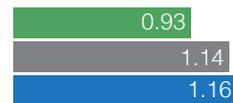
Top Management (GDH Above)



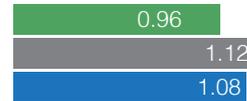
Senior Managers (Div Head)



Managers (Dept Head & Section Head)



Staff



Non-Staff



■ BSD City ■ Jabodetabek excluding BSD ■ Other

Ratio of the Remuneration of Women to Men, by Employee Category and Location of Operation

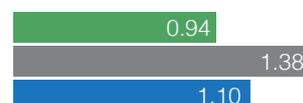
Non-Staff



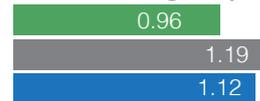
Staff



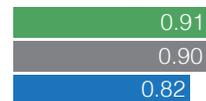
Managers (Dept Head & Section Head)



Senior Managers (Div Head)



Top Management (GDH Above)



■ BSD City ■ Jabodetabek excluding BSD ■ Other

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New Hires and Employee Retention

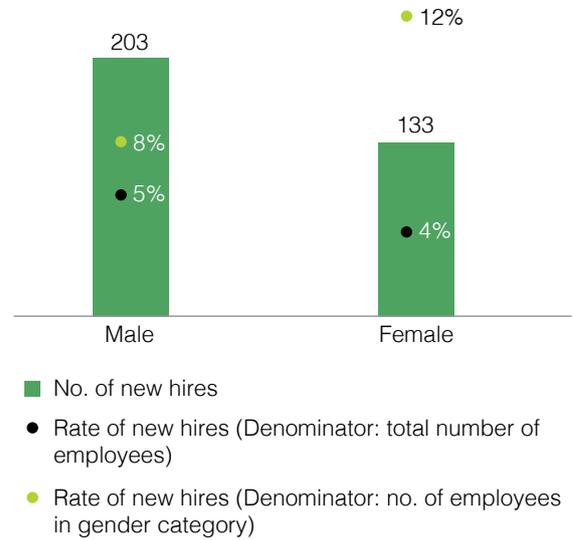
We recognise that welfare and career development contribute significantly to the satisfaction and reputation of a workplace.



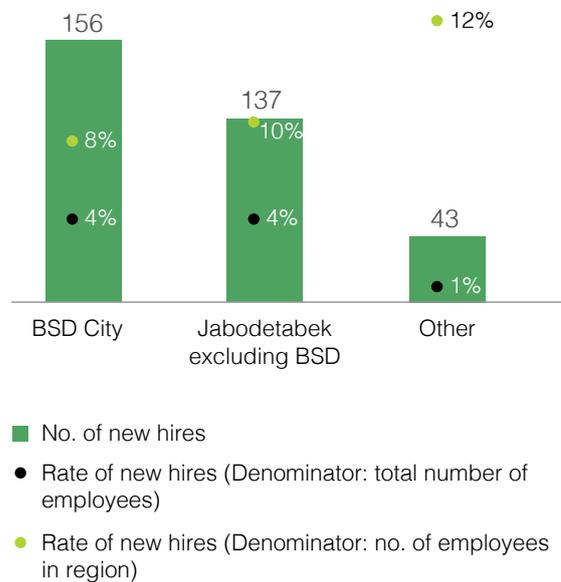
Indonesia Independence Day Celebration

The results of our proactive engagement with employees show that there are no significant levels of dissatisfaction. During the year, we hired 336 (2018: 359; 2017: 541) new employees, contributing to a new hire rate of 9% (2018: 9%; 2017: 17%). As we believe that a diversified team with different age groups, backgrounds, and skillsets will bring enriching perspectives to the workplace, our new hires are from different age groups, including the re-employment of employees above age 50.

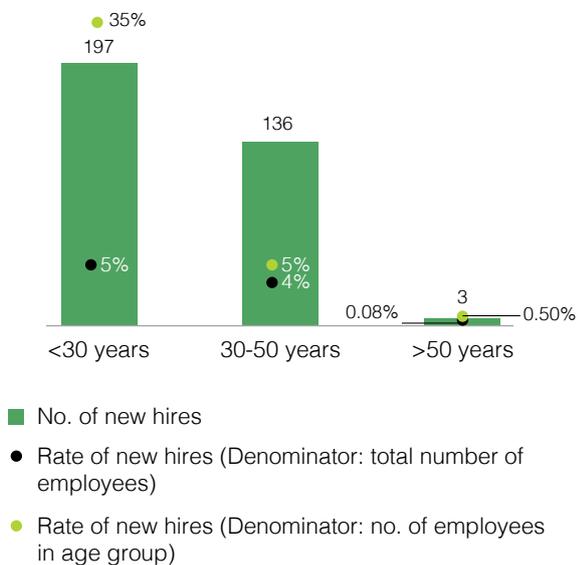
New Hire, by Gender



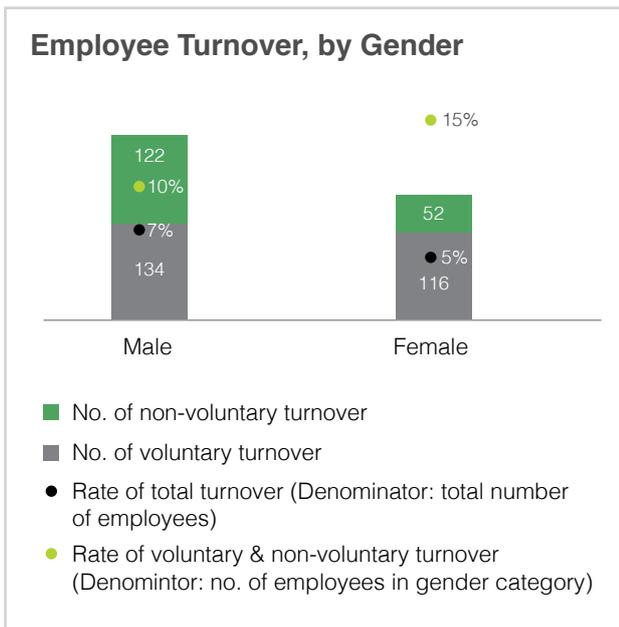
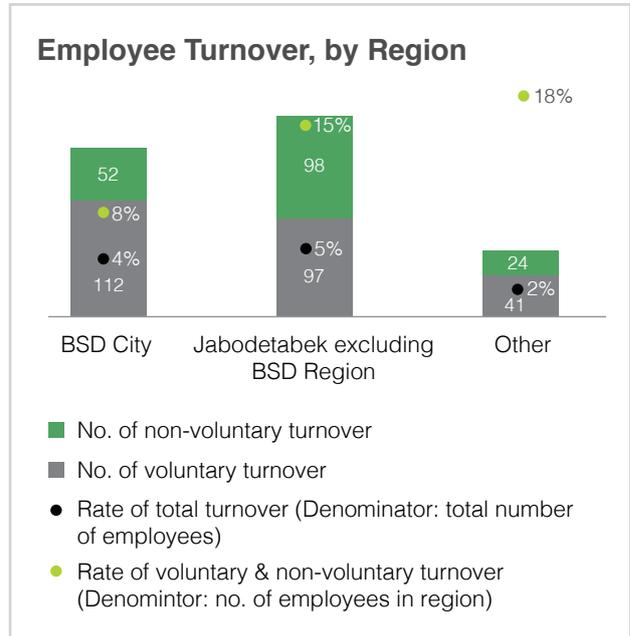
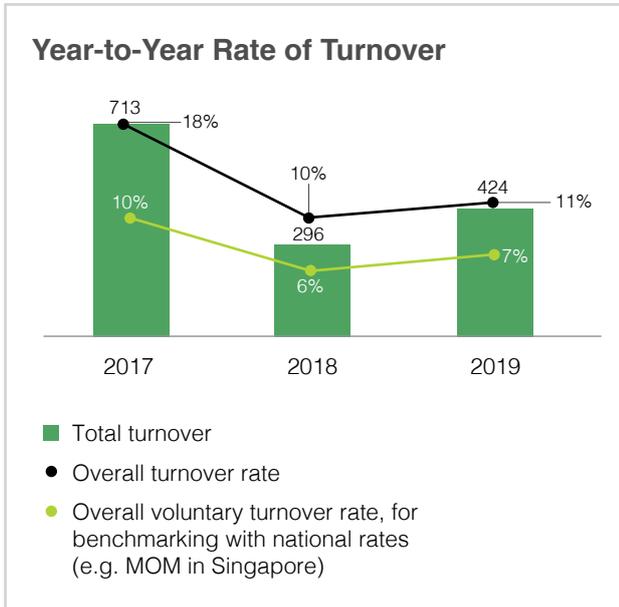
New Hire, by Region



New Hire, by Age Group



SML recorded a total turnover of 424 (2018: 391; 2017: 713) or an overall turnover rate of 11% in 2019 (2018: 10%; 2017: 18%). SML will maintain our ongoing effort and initiatives to improve our employee's well-being and their satisfaction level. Turnover and turnover rate by age group, gender and region are shown in the charts below.



Benefits and Welfare

Beyond competitive remuneration, we care for our employees through welfare and benefit schemes, including but not limited to insurance coverage, healthcare benefits, parental leave, and retirement provision to all our employees. Full-time employees also enjoy a house ownership program, vehicle cash substitution facility, and severance payments.



Health Talk & Medical Corner

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Family-friendly Employer

SML prioritises our employees' welfare. We support our employees by providing benefits and welfare for employees with family, including parental leave, medical benefits, subsidy of marriage and grievance, etc.

In 2019, 65 eligible female employees and 138 eligible male employees took their maternity and paternity benefits respectively. As at 31 December 2019, 64 of the 65 female employees have returned to work after their parental leave ended, while 1 is still on parental leave, whereas all of 138 male employees have returned to work after their parental leave. Therefore, we recorded a return to work rate of 100% for both our female and male employees.

The tables below outline detailed information on male and female employees who took parental leave in 2019, as well as the rate at which employees were still employed 12 months after their return to work from parental leave in 2018.

Respecting Freedom of Association and Collective Bargaining Rights

SML respects all employees' fundamental rights to the freedom of association and the right to be members of trade unions. We are guided by the Indonesian government regulation (as ratified by the ILO) which allows trade unions to represent our employees for collective bargaining, providing our employees with an avenue to seek redress for disputes. A total number of 240 employees (6% of our total workforce) from the Le Grandeur (LG) Hotel subsidiaries (PT. Sinar Wisata Lestari & PT. Sinar Wisata Permai) are covered by collective bargaining agreements.

Above the minimum wage level

We believe in providing decent work remuneration. As such, our employees are remunerated based on experience, position, and competency. We strictly comply with the minimum wage level set by the Government² and

Return to Work Rate in 2019

Type of Parental Leave	No. of employees who utilised their parental leave in 2019	No. of employees who returned to work in 2019 after their parental leave (as of 31 Dec 2019)	No. of employees who are still on parental leave in 2019 (as of 31 Dec 2019)	Return to work rate
Maternity leave for female employees	65	64	1	98%
Paternity leave for male employees	138	138	0	100%

Retention Rate in 2019

Type of Parental Leave	No. of employees who returned to work after their parental leave in 2018 (as of 31 Dec 2019)	No. of employees who returned to work after parental leave ended and were still employed 12 months later (as of 31 Dec 2019)	Retention rate
Maternity leave for female employees	60	48	80%
Paternity leave for male employees	117	109	93%

² The Provincial Wages Council determines any increase of Provincial Minimum Wages. The governor then issues a decree for each province. The current wage increase is based on Government Regulation No. 78 for 2015 stipulating a wage increase of 8.71%.

ensure that all our employees are rightly compensated for their work. As an equal opportunity employer, there is no variation in minimum wages level between male and female employees. The chart below shows the minimum wage level used by SML for each gender and operations locations.



Retirement Plans and other Defined Benefits

Sinarmas Land complies with all relevant government regulations in the following ways:

1. Severance pay for retired employees in accordance with UU Tenaga Kerja No. 13/2003

Under this Act, an employee is entitled to the following severance payment from the employer upon reaching her or his retirement age, based on their length of service to the company.

Although this is not explicitly mentioned as an employer's retirement plan, this severance payment can still be considered as a 'defined contribution plan'. If the employer has their own defined contribution program, the severance amount payable is equal to the difference between these regulations and the employer's defined contribution program. Only permanent employees are eligible for these severance payments.

For every fiscal period, an independent actuary will assess the provision of severance payments, whose findings are disclosed in our annual financial report.

2. Mandatory Defined Contribution Plan (Jaminan Hari Tua)

A mandatory Defined Contribution Plan (Jaminan Hari Tua) by BPJS Ketenagakerjaan is provided for both permanent and non-permanent employees below the retirement age. Normally, an additional 3.7% of an employee's base salary is contributed by the employer and 2% is deducted from the employee's salary. At SML, we have decided to cover both parts of this payment. As of 31 December 2019, all employees have been registered as BPJS Jaminan Hari Tua participants.

A mandatory Defined Benefit Plan (Jaminan Pensiun) by BPJS Ketenagakerjaan is also provided for both permanent and non-permanent employees below the retirement age. Here, 2% are paid by the employer and 1% is deducted from the employee's maximum salary limit which is determined by the government regularly. As of 31 December 2019, all employees have been registered as BPJS Jaminan Pensiun participants.

Attention to Customer and Occupational Health & Safety

A core aspect of product and service excellence is health and safety. We made customer and occupational health and safety ("OHS") a priority through various initiatives, such as awareness programs for customers and tenants, and OHS policies for employees and contractors. We seek to minimise risks of injuries, accidents and illnesses at our development projects to maintain SML's reputation as a reliable developer and manager that upholds the highest standards of health and safety in the industry.

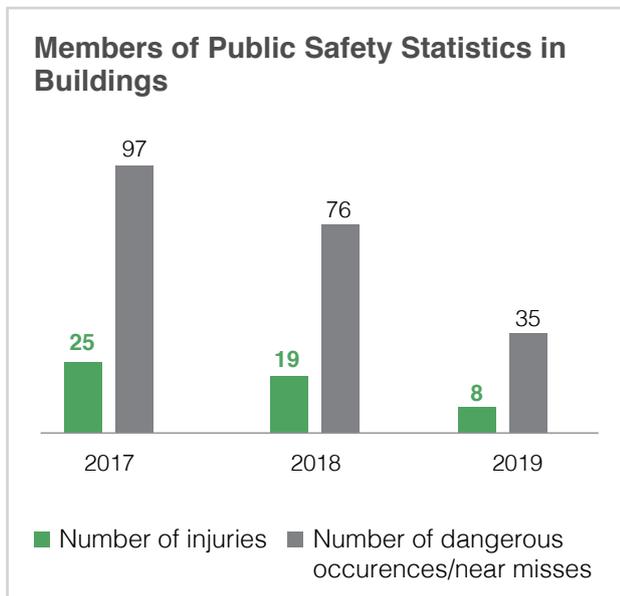
Ensuring Customers' and the Public's Well-Being

We take all incidents relating to our customers' or general public's well-being very seriously. All health and safety incidents involving members of the public such as guests, visitors, occupants, tenants, and customers are reported, and included in our Monthly Operations Report which is submitted to Division Heads and the Group Division Head (CEO).

As part of our Health, Safety, Environment ("HSE") awareness program for tenants, we engage in several regular activities to promote safety in our buildings. These include HSE socialisation, the placement of safety signage in public spaces, corridors and food courts, earthquake drills, and fire drills with tenants and visitors.

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In 2019, there were 8 injuries and 35 dangerous occurrences or near misses involving members of the public in our buildings in our property management portfolio. All injuries were minor, and victims were quickly attended to and resolved. This is a significant improvement from 2018, and safety continues to be an area of focus for us. An investigation is carried out after each incident, the results of which are reported in an incident investigation report, including follow-up actions undertaken. This report is presented during the respective SBU's Monthly Operations Meeting, and actions are identified to continuously improve our safety track record.



Our disciplined approach to ensuring Occupational Health & Safety

Several OHS initiatives conducted in 2019 are as follows:

- Regular assessments such as annual property hazard risk assessments by ERM team;
- Technical and Safety Audits conducted by SML Technical Advisor to ensure compliance by SML employees;
- Annual OHS equipment certification for compliance with fire safety standards of the Indonesian Fire Department;
- Annual assessment on OHS activities' related risk and control by ERM team;
- Specific OHS-related audit by Internal Audit as part of its annual audit;
- Implemented OHS requirements for contractors during construction process;
- Included third party insurance coverage in property management and construction sites;

- Conducted regular maintenance checking based on Equipment Maintenance program;
- Performed safety equipment adequacy assessment for all projects then addressed equipment-related safety issues immediately whenever necessary;
- Performed firefighting and first aid training for Emergency Response Team (ERT);
- Conducted safety socialisation for SML employees and tenants.

In addition, SML has developed and implemented emergency response and crisis management plan. Fire drills and emergency simulations are conducted periodically to ensure that emergency procedures are understood and implemented correctly. We also conduct regular trainings and awareness programs on health and safety for our workforce and tenants. Overall, these initiatives are implemented and conducted to ensure a safety culture is strongly practiced in our operations.

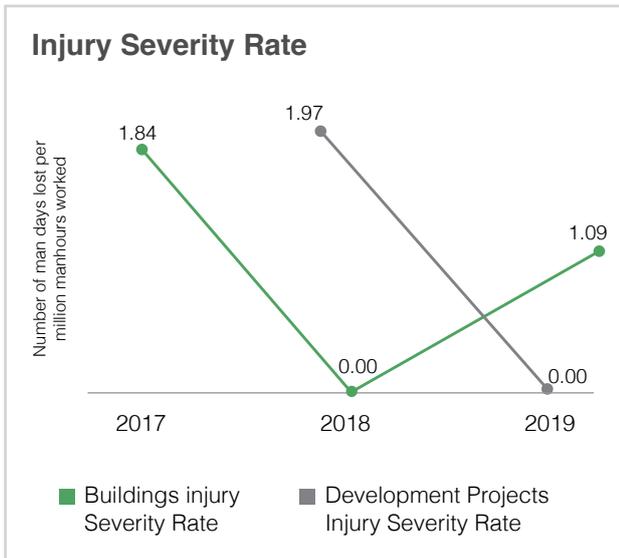
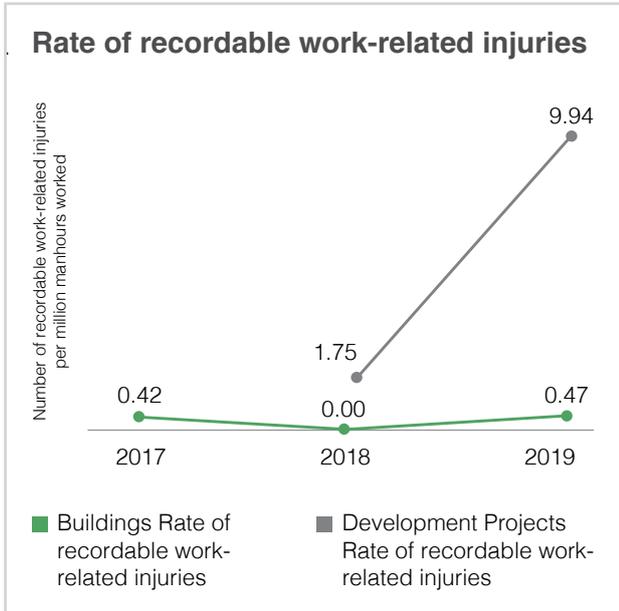
Similar to customer and tenant safety protocol, all incidents are reported to the Safety Department, which will be included in the Monthly Operation Report that is submitted to Division Heads and the Group Division Head (CEO). For certain categories of incidents, such as breakdown of equipment or near misses due to negligence, a thorough investigation report with accompanying follow-up actions will also be submitted to the Division Heads.

Resulting from our continuous initiatives, we are pleased to report that there were no fatalities or any work-related injuries in all our buildings under the Asset Management, Commercial, and Retail & Hospitality Group Divisions.

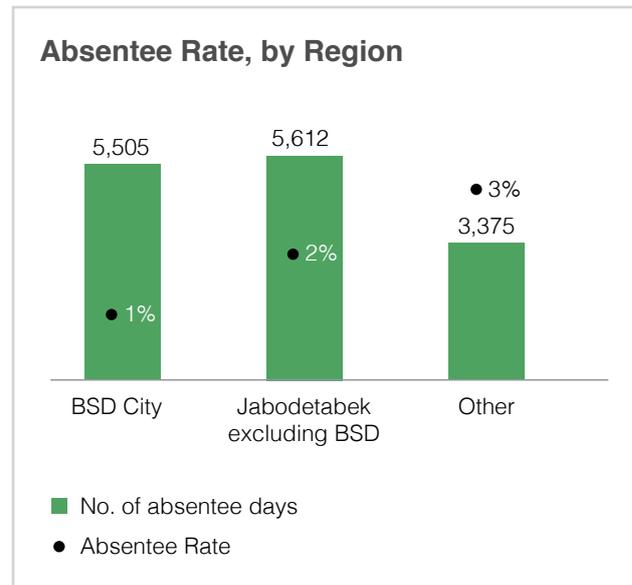
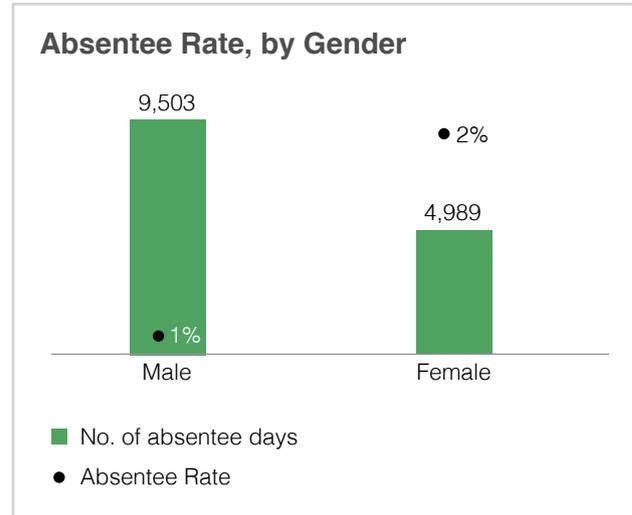
As part of our commitment listed in the inaugural sustainability report, we have started tracking the lost days and total man hours worked for both our employees and contractors by gender. We have also expanded the scope of our OHS data by including information from development projects in BSD City.

There were 32 work-related injuries in FY2019. All injuries were sustained by contractors working on Southgate Phase 1 and 2 development projects. Most accidents occurred due to negligence of safety procedures by contract workers, or misuse of equipment such as saw, hammer, AC overcharged, etc. All cases were minor or moderate injuries, requiring first-aid level medical treatment only, with no lost days. As a result of these injuries, we recorded a Rate of recordable work-related injury rate (formerly AFR) of 9.94 and an Injury Severity Rate (formerly ASR) of 0.47 for our development projects in FY2019. In 2019, our number of injuries increased due to the increase in scope of our reporting, but in particular due to the inclusion of high-rise buildings, such as Southgate Apartments. Injury rates associated with

the development of high-rise blocks tend to be higher on average compared to low rise buildings (which were the main development projects in 2018).



We are pleased to report that the overall absentee rate of our employees is 1% (2018: 1.5%; 2017: 1.8%), with the breakdown by gender and region shown in the charts below.



We have implemented various initiatives to promote a healthy lifestyle and the well-being of our employees:

- Discounted gym memberships for permanent employees;
- Employees' Running Club;
- After work sports activities (basketball, futsal, badminton, volleyball, etc.);
- Blood donation events.

For health and safety, the following initiatives by SML are noteworthy:

- Health and safety awareness through SML intranet and socialisation events;

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Futsal Cup 2020 to promote Work-Life Balance

- Regular fire drills involving all employees and tenants;
- Health and safety training for emergency response team;
- Installation of safety signage in various critical areas of our buildings;

Please note that this section includes data on our construction activities in FY2019.

Setting Programs to Achieve Sustainable Development

SML is an industrial leader in green building and a role model for other property companies to embrace and invest in “Green” concept building in Indonesia. We emphasise on technological innovation and environmental preservation to uphold our responsibility and commitment to our stakeholders and Mother Nature. We are committed to developing a sustainable city guided by the Smart City theme. We also aim to incorporate the “Green” concept into the developments of our products.

Firstly, we will gradually integrate the management of BSD City with digital initiatives such as city information management system, traffic management system, transportation system and customer care and complaint system to create a Smart City that can adapt and thrive with constant technological development. Integrated and digitalised infrastructures can lead to an efficient city that provides a high standard of living to residents.

SML is also increasing our focus on embedding “Green” concepts into all new development projects to address global climate and environmental issues. This is a

strong intention by SML to ensure that our products are promising long-term investments for investors. In 2019, we initiated various projects that support sustainable development. Developed on a 26 hectares site, Digital Hub functions as a physical platform to serve the business and social activities of technology companies. Digital Hub’s main objective is to help businesses and institutions succeed within an environment that fosters collaboration, social interaction, and a sense of community.

SML will continue to leverage on our green building expertise and technological innovation to improve quality and value of our products, thereby improving the well-being of our tenants. BSD Green Office Park is a centerpiece of SML’s sustainable development and digital innovation targets and aspirations.

BSD Green Office Park

To realise our commitment in implementing developments with an environmental cause, BSD Green Office Park, Indonesia’s first green office park, was developed in BSD City with an area of 25 hectares. BSD Green Office Park will feature ten five-storey buildings and a park-like ambience for its tenants. BSD Green Office Park has complied with international green standards for incorporating advanced green architectures to conserve energy, water and natural resources. All its buildings maximise sunlight penetration while reducing solar heat, thus boosting energy efficiencies, and optimising air circulation. For its eco-friendly practices, BSD Green Office Park has received the Green Mark Gold Award from Singapore’s BCA.

In May 2013, BSD Green Office Park was awarded with the Gold Award in the World FIABCI Prix d’Excellence Award in Taiwan under the Category Sustainable Development. In 2012, our BSD Green Office Park received the International Property Award Asia Pacific 2012 for Office Development. It is also the first office district in Indonesia to be certified as a ‘Gold’ Green district by Singapore’s Building Construction Authority (BCA). These achievements are testaments to SML’s continuous commitment to realise and promote sustainable development in the real estate industry.

The following are awards achieved by SML in the reporting period:

- **FIABCI World Prix d’Excellence Awards 2019** – GOP 9 Silver Winner for Sustainable Development Category
- **FIABCI World Prix d’Excellence Awards 2019** – GOP 9 Silver Winner for Office Category
- **BCI Asia Awards 2019 - Sinar Mas Land** – Top 10 Developer
- **Indonesia Property Awards 201** – The Nove - Nuvasa Bay - Best Condo Development

- **Indonesia Property Awards 2019** – The Nove - Nuvasa Bay - Best Condo Landscape Architectural Design
- **ASEAN Energy Award** – GOP 9 - 1st Runner up for Green Building Category
- **CECT Sustainability Award** – Overall Sustainability Performance: “Property, Real Estate & Building Construction Industry”
- **CECT Sustainability Award** – Project-Based CSR & Business Sustainability: Creating Sustainable Living Area
- **UN Global Compact Network Indonesia** – Most Committed New Member of the Year 2018.

- **National Energy Awards (Subroto Award)** - GOP 9 for Green Building Category
- **ASEAN Energy Awards 2018** - Runner Up - Green Office Park 9 (Energy Efficiency Building Category)
- **TOP CSR Award 2018**
- **Best CSR Property Developer** - Top CSR Leader
- **Asia Sustainability Reporting Awards 2018** - Asia's Best First Time Sustainability Report.
- **National Energy Awards 2012, 2013, 2014 (Energy Efficiency Award) winner (Sinar Mas Land Plaza Building)** for energy-efficient, new and existing building category
- **National Energy Awards 2014, 2015 (Energy Efficiency Award) winner (The Breeze Mall)** for energy-efficient building, tropical building category
- **Asean Energy Awards 2015 (Energy Efficiency Award) winner (The Breeze Mall)** for energy efficient, tropical building category
- **Asean Energy Awards 2016 2nd runner up (ICE Convention and Exhibition)** for energy efficient, new and existing building category
- **National Energy Awards 2015 (Energy Efficiency Award) winner (ICE Convention and Exhibition)** for the category of energy-efficient, new and existing building category
- **National Energy Awards 2016 (Energy Efficiency Award) winner (MyRepublic Plaza)** for energy-efficient buildings, new buildings category
- **National Energy Awards 2016 winner (MyRepublic Plaza)** for energy-efficient buildings, green building category
- **Asean Energy Awards 2017 1st runner up (MyRepublic Plaza)** for Energy Efficient Buildings New and Existing Building Category
- **Asean Energy Awards 2017 1st runner up (MyRepublic Plaza)** for Green Building Large Category
- **National Energy Awards 2017 (Energy Efficiency Award) winner** for energy efficiency and new building category
- **The Best Environmental Endeavor**, The 3rd Outstanding Corporate Innovator Indonesia Award
- **Green Property Awards 2017**, Intermoda District BSD City for Green Transportation - TOD Concept – Township category



CECT Sustainability Award

Past awards include:

- **FIABCI World Prix d'Excellence Awards 2018** - GOP 9 World Gold Winner for Conservation
- **MIPIIM Award 2018 - Best Urban Regeneration Project** - Kalijodo Park
- **BCI Asia Awards 2018** - Sinar Mas Land - Top 10 Developers 2018, Indonesia
- **Green Building Council Award 2018** – ‘Gold’ predicate for Design Recognition for GOP 1
- **Asia Pacific Property Awards 2018** – Mixed Used Development – BSD City
- **Asia Pacific Property Awards 2018** - Highly Commended for the Best Office Architectural Design - Knowledge Hub at Digital Hub, BSD City
- **Asia Pacific Property Awards 2018** – Office Development - BSD Green Office Park
- **Asia Pacific Property Awards 2018** – Special Recognition for Public Facility - Kalijodo Park
- **Indonesia Property Awards 2018** - Best Township Development

UN Global Compact Network Award



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The consistent implementation of green building standards in three of our flagship properties has allowed us to achieve significant improvements in our environmental impact. Encouraged by these results, we have selected several new office buildings to be certified with the same green standards and look forward to report on their progress in our future reports.

For our other existing buildings within BSD City, we will consider implementing parts of these green standards guidelines, wherever feasible. We also strive to increasingly implement green building initiatives in our development projects and existing buildings managed by SML to further our aspirations to be a best-in-class real estate developer.

Case Study - Green Building



Sinarmas Land's Green Building initiative highlights the Group's dedication and investment in sustainable development. Green building is a solution by SML in response to the community's increasing demand for environmental-friendly office buildings with modern designs and the best facilities situated in strategic and accessible locations. This initiative is a testament to our commitments to support nature conservation by designing buildings that are environmentally friendly and energy-efficient following the Green District concept. Green District concept encourages developments and buildings that are environmentally, economically and aesthetically sound. On a grander scale, the Green Building initiative also addresses climate change, as well as resource scarcity issues:

- Energy and water savings which reduce energy and water consumptions, thus reducing the company's operational cost;
- Low carbon emissions generated from building energy;
- Zero run off technology with water recycle system and rainwater harvesting system;
- Less harmful for ozone (do not use ozone depleting substances).

For SML's internal operation, opting for green building design will lower operational cost in the long run as aforementioned (although it requires a higher investment in the initial development stage). The use of energy efficient material such as LED lights, automatic toilet flush, and air conditioner with automatic temperature adjustments are energy and water efficient methods to reduce SML's buildings' monthly operational cost.

In total, the Group currently has five buildings within its portfolio with Green Building Certification, three of which are part of the Green Office Park. We have made significant progress between 2018 and 2019. We obtained green certification for Sinar Mas Land Plaza – Jakarta in 2018. In 2019, we have completed the development of GOP 1 and obtained green certification from Greenmark.

1. Sinar Mas Land Plaza – BSD City:
 - a. Built in 2010
 - b. Green Building Certification in 2010
 - c. Certified by Green Mark Singapore
2. MyRepublic Plaza BSD City:
 - a. Built in 2013
 - b. Green Building Certification in 2013
 - c. Certified by Green Building Council Indonesia (GBCI)
3. Green Office Park 9 BSD City:
 - a. Built in 2015
 - b. Green Building Certification in 2015
 - c. Certified by Green Building Council Indonesia (GBCI)
4. Green Office Park 1 BSD City:
 - a. Built in 2018
 - b. Green Building Certification in 2018
 - c. Certified by Green Building Council Indonesia (GBCI)
5. Sinar Mas Land Plaza – Jakarta:
 - a. Built in 1997
 - b. Green Building Certification in 2018
 - c. Certified by Green Mark Singapore

What is Green Building?

Green building (also known as green construction or sustainable building) refers to both a structure and the application of processes that are environmentally responsible and resource-efficient throughout a building's lifecycle: from planning to design, construction, operation, maintenance, renovation, and demolition. This requires close cooperation with the contractors, architects, engineers, and client during the entire development. The Green Building practice adds values to conventional building design through green features. These new features can increase buildings' economic value as well as improve their utility, durability and comforts of living by being environmentally friendly.

Green Building Criteria

Based on Greenship New Building Concept Version 1.2 issued by GBCI (Green Building Council Indonesia), the six criteria of Green Buildings include:

1. *Appropriate Site Development (ASD)*

Maintain or expand the greening of town/surrounding to enhance environmental quality, reducing direct runoff drainage system from overload pressure and minimise the impact on ground water systems for building use.

2. *Energy Efficiency and Conservation (EEC)*

Active monitoring and recording practices to reduce energy consumption through the application of energy efficient measures such as minimising lamps with external lighting and reducing the use of air conditioners with designs and materials that can reduce heat.

3. *Water Conservation*

To minimise the usage of groundwater. Water conservation devices such as water recycle system or rainwater harvesting system are installed. These systems are equipped with auto- discharge function on the hand washer or use recycled water for flushing toilet.

4. *Material Resources & Cycles*

The use of recycled materials to reduce production waste, the use of new raw materials, extend lifespans of existing material substances, and prevent the use of materials that have Ozone Depletion Potential

(ODP) and ODS equal to or greater and to reduce the use of new raw materials.

5. *Indoor Health & Comfort / Air Quality & Comfort*

To maintain and improve indoor air quality by the introduction of outdoor air including monitoring the concentration of carbon dioxide, and reducing environmental and air pollution.

6. *Building Environmental & Management*

To manage the processes of a Green Building design from early stages to facilitate and ensure that the development of the design meets the necessary standards and quality to preserve and protect the environment

As required in Green Building criteria, these green features are featured prominently in our Green Building

- Every building was developed with high energy and water efficiency, uses LED lamps and photovoltaic panels for street lighting.
- Zero run off technology, with rainwater harvesting tanks on each building, natural and modern infiltration wells, and a large lake used for rainwater retention and irrigation. Currently, we are in the process of improving our rainwater harvesting system with the initial design discussion and budget calculations being completed in FY2018. The implementation of this new system is being undertaken by contractor.

Green Office Park 1 (GOP 1)



Best in Class Real Estate



Green Office Park 9 (GOP 9)

Specifically, our BSD Green Office Park epitomises our commitment to realising more Green Buildings in our operation:

- Each building in BSD Green Office Park optimises passive design to reduce thermal heat such as overall thermal transfer value (OTTV) design below 45 Watt/m², and using Computational Fluid Dynamics (CFD) to analyse climate change in this district.
- 80% of the buildings have a north-south facing orientation within 22.5 degrees of the east/west axis and are aerodynamically shaped to catch the prevailing west and south-west winds.
- Integrated connectivity, supporting facilities and transportation systems (shuttle bus, bicycle tracks, etc.), and the availability of pedestrian tracks.
- Maintenance of large green-open landscape spaces between buildings and green roofs on most buildings to reduce heat island effect.

Key challenges

Challenges:

- A key challenge in implementing and advocating for the increasing use of green building is the awareness, or lack thereof, on the importance of green building development to support climate action and sustainable development. Most players in Indonesia's property industry (building owners, consultants, contractors and the government) are not fully aware

of the potentials and benefits of green concept in buildings development. Therefore, socialisation, education and awareness of green building and development need to be promoted among key industry players to elevate green concept to be a common industrial norm and practice.

- Next, there is also reluctance among building owners in Jakarta and Tangerang area to implement green buildings. This is due to the lack of implementation of green building regulation in Jakarta and Tangerang area. Also, the lack of incentives offered by the government to companies to build and implement green building has also led to their reluctance as green building generally requires a higher capital investment in the initial stages.

How to Overcome:

- As a leader in the real estate industry, SML through its representative role in Real Estate Indonesia (REI) association, engaged with regulatory authorities to improve green building regulations and promote incentives to encourage the development of more green building in Indonesia, especially in Jakarta and Tangerang area.

Opportunity for improvement

- SML recognises that the impacts of green building can be further amplified if building occupants – being employees, tenants and other building occupants - develop and practice green habits to complement with the green features that the building possesses.
- Currently, SML has initiated the Green Habit 1.0 program for three green buildings (Sinar Mas Land Plaza – BSD City, MyRepublic Plaza, GOP 9) which focuses on energy and water efficiency. This program can potentially be expanded to other SML buildings and tenants.
- Going forward, SML is preparing to launch the Green Habit 2.0 program which focuses on reducing plastic waste consumption by building occupants. This program will supplement the previous Green Habit 1.0 program and be implemented across all SML buildings to further elevate SML's green initiatives.

As a further indication of our commitment towards the development of green buildings, one of SML's office buildings, GOP 9 was awarded two Silver Awards in the World FIABCI Prix d'Excellence Award 2019 in February 2019 under the Sustainable Development and Office categories respectively. GOP 9 was also awarded first runner-up Green Building by ASEAN Energy Award.

For information on how green building has impacted SML's environmental performance, please refer to "Climate Change and the Environment" section for our environmental performance data.

Compliance to All Related Regulatory Requirements

We placed a strong emphasis on complying with the regulatory frameworks set up on the national and regional level. These include regulations on land acquisition, operational permits, design and construction, finance and accounting, labour laws, customer protection, and environmental frameworks. We have a zero-tolerance approach towards corruption throughout Sinarmas Land's organisation.

We are pleased to report that there were no reported incidents of corruption in FY2019. In addition, no public legal cases regarding corruption were brought against the Group, or its subsidiaries, and no contracts with business partners had to be terminated due to violations related to corruption.

Through the engagement of external consultants, we are actively educating our employees to be more aware of fraud related risk management, how to address issues relating to corruption (e.g. conflicts of interest, bribery, illegal gratuities, extortion), asset misappropriation (e.g. cash, inventory and other assets), and accounting fraud (e.g. asset or revenue over/understatement). In December 2019, we conducted Fraud & Anti-Corruption seminars for selected department heads and look to extend these seminars to all staff in management positions.

All newly hired staff are inducted with SML's core values and the policies listed above in mandatory orientation training courses which include New Hires Introduction & SML Shared Values.

When we identify shortcomings in current regulations, such as in waste management, we proactively engage the relevant authorities and collaboratively develop solutions and frameworks to ensure the well-being of the communities we operate in.

Our employees have received clear guidance on the standards of ethical behaviour required of them through our Code of Conduct policy, supplemented by our whistle-blowing policy that serves as an effective oversight measure for the prevention of fraud, corruption and other types of misconduct. Also, we have policies in place that cover procurement activities and fair employment practices. In the meantime, we are working to strengthen our governance framework to explicitly address environment, health and safety issues. Going forward, we will make details of these policies known to the public.

In addition, we continue to build on our policy for procurement activities to eventually develop it into a

mandatory Supplier Code of Conduct. We are adopting a phased approach, focusing our initiatives on key suppliers and vendors of our value chain. In 2019, we implemented new environmental requirements on suppliers, contractors or vendors of key products and services. These requirements include:

- ISO 14001 certification for suppliers of our construction and building materials such as cement, steel, aluminium, glass, gypsum, indoor paint, tiles, and sanitary materials;
- Legal certification for our wood suppliers, as required by the Indonesian Ministry of Forestry;
- A minimum percentage of recycled content in materials supplied by our steel and cement/concrete suppliers.

Responsible marketing is another important aspect of our work to ensure compliance with all relevant regulations. We have worked hard over the last 47 years to build a reputation as a reliable partner to a multitude of stakeholders, including the government, customers and communities we operate in. A critical part of preserving our standing with these stakeholders is to market our developments appropriately and accurately.

We are pleased to report that in 2019, there were:

Zero incidents of non-compliance concerning marketing communications and product information. There were

0

reported cases of non-compliance concerning:
**market communications
and product information**

0

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

0

reported cases of non-compliance concerning:
**All relevant social and economic laws
and regulations.**

0

**Significant fines or non-monetary sanctions
were imposed on SML**

Best in Class Real Estate

also zero incidents of non-compliance concerning the health and safety impacts of our products and services. Of equal importance is our compliance with all relevant laws and regulations in the social and economic areas. During the reporting period, no significant fines or non-monetary sanctions were imposed on SML.

In line with our stated goals in SML's FY2017 sustainability report, we are pleased to report the following:

- Sustainability initiatives have been fully integrated into our governance structure, including the Board's active involvement through the Risk Committee, Audit Committee and other ad-hoc meetings;
- Other than the minor exceedances in the Biochemical Oxygen Demand ("BOD") of our effluents in QBig Mall and Wisma BCA, which did not result in any penalisation or fines by the government, there were no other incidents of non-compliance with any relevant environmental and social regulatory frameworks;
- We have started to expand the scope of our sustainability reporting to include other SML projects (please refer to page 15 in section 'About this Report');
- All sustainability metrics have been successfully integrated into our ERM system.

Environmental Compliance

Given our ever-growing scope, we are subjected to the most stringent environmental regulatory frameworks in Indonesia.

As part of our environmental compliance, based on Government Regulation No. 27 in 2012 on Environment Control Permits, we are required to submit an extensive Environment Management and Monitoring Effort (UKL/UPL) report every six months. Within the report, it spells out the specific limits for every aspect of environmental impacts (e.g. water, waste, etc.) and we are to ensure that our operations must not breach these limits. The report is submitted directly to the regional government and subject to government approval.

For its ongoing operational permit, SML also has to comply with several HSE regulations such as liquid waste management, fire safety certification, and equipment licenses. The related authorities will perform audits on our operational feasibility and issue permit certificates only upon compliance with these requirements.

Other than the minor exceedances in BOD of our effluents which did not result in any penalisation or fines by the government, we are pleased to report that there were no incidents of environmental non-compliance during the reporting period.

Climate Change & The Environment

At Sinarmas Land, we understand the significant impact of climate change and strive to protect the surrounding environment through policies and existing programs. We are a founding corporate member of the non-profit organisation “Green Building Council Indonesia” since its establishment in 2009. Our key role in the council is to ensure that our property development activities are sustainable and environment friendly.

In this section

This section of the report looks at the various ways in which SML’s operations impact climate change and the wider environment, and lays out our commitment to minimise these impacts. We have identified the following key area of focus:

1. Optimising Building Operation to achieve clean environment
2. Providing and maintaining Green Open Space
3. Providing and facilitating various type of public transportation
4. Responsible waste management program

Covered in this section are:

- Our efforts to reduce the greenhouse gas (GHG) emissions, and improve energy efficiency, associated with our developments and support the Indonesian government’s commitment to the Paris Agreement;
- Main materials used at our construction sites;
- Our water usage along with data on our effluents and discharges generated;
- Statistics on waste created and how we handled it.

In 2019, we monitored the progress of all these environmental performance through the analysis of data collected. As mentioned in “Our Approach” section on page 20, these topics are classified into development or property management stages according to their impacts in each stage:

- Development: materials
- Property management: energy, water, emissions, and effluents and waste

In addition, we have also classified environmental data of our property management portfolios into four categories

in order for us to monitor and pursue our long-term environmental targets:

- Green Buildings³: Sinar Mas Land Plaza – BSD City, MyRepublic Plaza, GOP 9;
- High-Rise Office Buildings: Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower;
- Trade Centres⁴: All ITCs.
- Rest of Buildings from the following property management categories: Non-Green Office buildings, retail and hospitality, commercial, and residential and township;

We continue in our progress to achieve our targets. Please refer to our sustainability targets in “Our Approach” section for more details. Details of our performance against the targets are covered in the following sections. We aim to expand our reporting scope to include the Group’s other operations in our monitoring and reporting processes over the next few years.

* Sinar Mas Land Plaza – Jakarta is a certified green building. It is classified as a high-rise office building as part of our new sustainability targets for high-rise buildings. Please refer to “Setting Programs to Achieve Sustainable Development” for more information on our Green Buildings

Optimising Building Operation to Achieve Clean Environment

While BSD City remains our flagship development, we are expanding the scope of our environmental performance disclosures to include other developments and assets in other locations. In so doing, we are taking a step closer to disclose our sustainability performance and improvements across all parts of our organisation, as

³Green Buildings’ occupancy rate in 2018 was revised from 91.50% to 70.13% due to a correction to MyRepublic Plaza’s GFA Occupied. As a result, GFA Occupied in 2018 is also revised from 72,121 m² to 55,278.10 m² in this report.

⁴ITC BSD’s GFA in 2018 was revised from 40,884 m² to 100,788 m². As a result, GFA Occupied in 2018 was also revised from 39,277.89 m² to 96,828.60 m².

Climate Change & The Environment

part of a transparent and model company that represents the best of Indonesia. More importantly, we want to showcase our ability and dedication towards sustainable development by creating and providing efficient and optimal buildings and infrastructures, and managing services to achieve clean environment.

SML strives to optimise our building operations from development to management stages to create and provide cleaner environment for the lives of residents. We develop and apply principles of sustainability to office buildings, in-line with international green building standards. As a result, we brought positive impacts to the surrounding environment through leading edge sustainability practices. We are constantly developing new ideas and initiatives to realise more green buildings and properties.

We have also embarked on a sustainability program with specific responsibilities assigned to staff across all parts of the organisation. As part of this program, we will be able to better calculate and eventually increase the percentage of recycled input materials, reduce the energy required in the construction and operation of our developments, lower our water consumption and carbon emissions, as well as improve our waste management.

Aside from these initiatives, below are some highlights of our environmental initiatives in 2019:

LOCAL COMMUNITY PROGRAM

1 Green Habit 2.0 “Less Plastic” Program

In 2019, SML launched the Green Habit 2.0 “Less Plastic” program that focuses on substituting plastic bottles with paper cups / tumblers in BSD Office Buildings and residential areas. SML has partnered with Tzu Chi Foundation in collecting plastic waste from several residential clusters in BSD City and office buildings such

Green Habit 2.0 Program



as the Wisma BCA and GOP. The Green Habit program has been implemented in several BSD City’s residential clusters such as Victoria River Park and Green Cove. Since the program began, SML has succeeded in halving the usage in its offices to 5,446 cartons of 400 ml mineral water plastic bottles, or an equivalent of 130,704 bottles.

2 BSD Green Festival 2019

In line with World Environment Day, SML held the 16th Green Festival together with 600 Junior School students from BSD City in 2019. This activity was also marked with the installation of 100 biopori holes, hereby showcasing SML’s commitment to preserve the environment. The event was attended by local government and sustainability association, Indonesia Global Compact Network (IGCN).

3 1,000 Mangrove Trees Planting Events

Karawang International Industrial City (KIIC) is working together with the local government to prevent sea water abrasion around the coastal area in Karawang Regency. In 2019, KIIC planted 1,000 mangrove trees at Karawang Regency to preserve the environment and prevent sea water abrasion. In addition, upon maturity, the mangrove ecosystem will support the growth of marine animals and amphibious, as well as adding the development of sustainability tourism within the area.

4 Telaga Desa Agro Enviro Education Park

Designated as a Biological Variety Park spanning over 3 hectares of land near KIIC, Village Lake (“Telaga Desa”) Agro-Enviro Education Park is a centre for research and education in agriculture, environment and ecotourism.

The following are some key performance indicators for this program (based on FY2019 data):

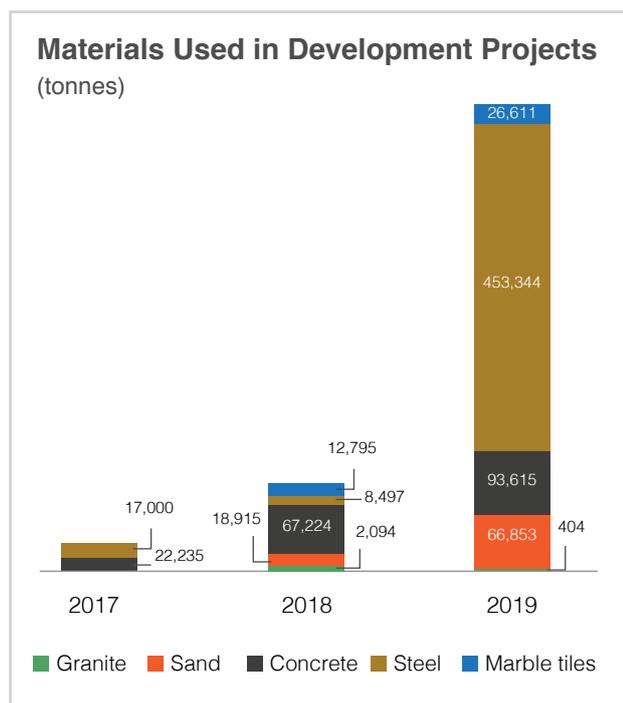
- Eco-tour participants: 9,020 participants
- Training courses conducted: 86
- Visitors studying biodiversity: 4 Universities
- Kg of compost produced: 31,040 Kg (31.04 Tonnes)
- Seeds produced: Kale, Spinach, Cauliflower, Chili, Cayenne Pepper, Broccoli, Chye Sim.

Telaga Desa Agro Enviro Education Park



Materials

As one of Indonesia's leading real estate developers, we recognised that all our developments, which include buildings, supporting amenities and infrastructures have significant impact on the environment. In 2019, concrete, sand, and steel are three of the most consumed materials used by us.



Note: No data on granite, sand, and marble tiles is available for periods before FY2018.

Materials Used in Development Projects (tonnes)	2017	2018	2019
Granite	0	2,094	404
Sand	0	18,915	66,853
Concrete	22,235	67,224	93,615
Steel	17,000	8,497	453,344
Marble tiles	0	12,795	26,611
Total	39,235	109,526	640,828

Please note that the above chart represents total annual amounts of materials used in 2017, 2018 and 2019. Due

to the significant expansion of this year's reporting scope, our materials used data reported a significant increase. In particular, we saw a significant growth in the usage of steel, as steel is required in the early stages of foundation building across our development projects.

We use concrete with recycled content and aim to gradually build our internal monitoring capacity to include other consumable materials and their respective consumed quantities in our internal watch-list, and have them reported in the subsequently reports. We continue to abide by relevant environmental regulations to promote transparency and accountability in our supply chain.

Energy

The built-up environment consumes significant amounts of energy. In the region where BSD City is located, energy is predominantly generated from the burning of fossil fuels that contribute significantly to our greenhouse gas emissions. Adhering to internationally recognised green building standards, such as the Singapore BCA Green Mark standard, we can direct our effort towards achieving greater energy efficiency and reducing energy usage throughout the project lifecycle.

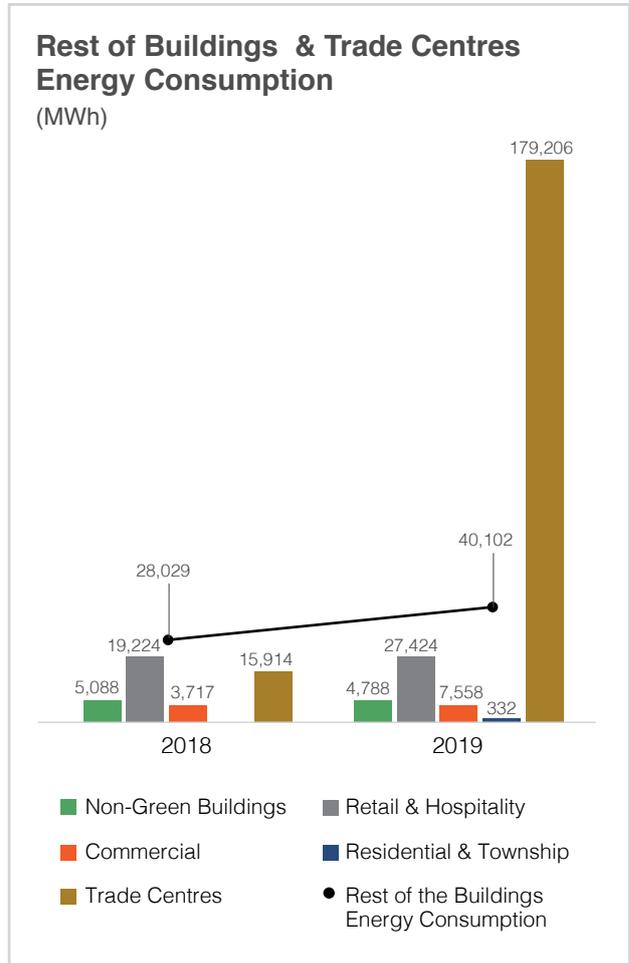
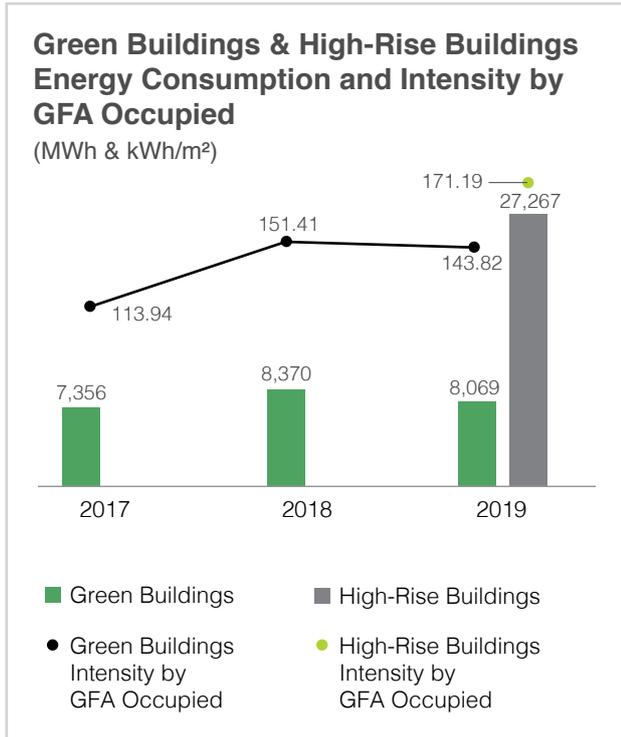
As we significantly expanded the scope of our sustainability data and report this year, all of our reported buildings energy consumption has increased. Our buildings energy consumption and intensity by GFA Occupied are depicted in the following graphs and tables. The graphs are depicted based on buildings with targets (Green and High-rise buildings) and buildings without targets (Rest of Buildings and Trade Centres).

In line with SML's Sustainability Vision, the Group is actively encouraging occupancy in our green office buildings as we seek to reduce environmental footprint, mitigate climate change, and improve the well-being of occupants. In 2019, our Green Buildings' GFA remained at 78,821m² while GFA Occupied increased by 1% from 55,278 m² in 2018 to 56,107 m² in 2019. We are pleased to report that our commitment towards the development and use of green buildings have actualised and continued to yield positive results. Green Buildings' energy consumption decreased by 4% from 8,369,770 kWh in 2018 to 8,069,480 kWh in 2019. Energy intensity by GFA occupied also decreased by 5% from 151.41 kWh/m² in 2018 to 143.82 kWh/m² in 2019. This is still well below the Energy Consumption Index or 'Indeks Komsumsi Energi' (IKE) standard stipulated by the Governor of the Capital Region of Jakarta for green office buildings⁵.

⁵ Based on the IKE by the Governor of the Capital Region of Jakarta, the bottom energy consumption intensity limit for green office buildings is 210 kWh/m²/year while the upper limit is 285 kWh/m²/year. Please refer to Indonesian regulation 'PERGUB DKI NO 38_2012' for more information.

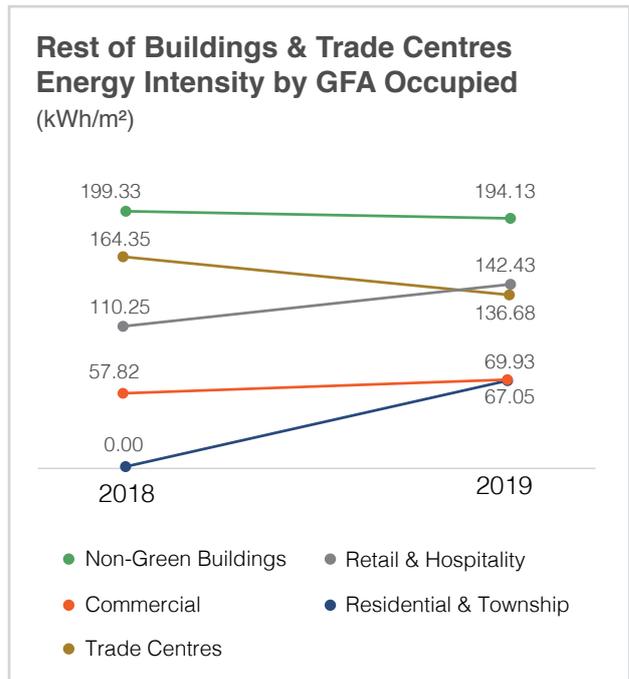
Climate Change & The Environment

In 2019, we have set targets for our high-rise office buildings, namely Sinar Mas Land Plaza – Jakarta and Sinarماس MSIG Tower. Using 2019 as the base year, we began to track and monitor environmental performances of our high-rise buildings. High-rise buildings' energy consumption was 27,267,179 kWh. Energy intensity by GFA Occupied was 171.19 kWh/m².



Due to the significant scope expansion, energy consumption for the rest of our buildings increased by 43% from 28,028,930 kWh in 2018 to 40,102,383 kWh in 2019. The buildings' energy consumption intensity by GFA occupied also increased by 14.46% from 106.10 kWh/m² in 2018 to 121.43 kWh/m² in 2019.

Trade centres experienced the highest increase in energy consumption and intensity by GFA occupied due to the significant increase in the scope for trade centres. Trade centres' GFA increased from 100,788m² in 2018 to 1,553,216 m² in 2019. As a result, energy consumption increased by 1,026% from 15,914,409 kWh in 2018 to 179,206,399 kWh in 2019. However, the trade centres' energy consumption intensity by GFA occupied decreased by 17% from 164.36 kWh/m² in 2018 to 136.68 kWh/m² in 2019.



Building Energy Consumption (kWh)	2015	2016	2017	2018	2019 ⁶
Green Buildings	5,045,797	5,389,651	7,355,903	8,369,770	8,069,480
High-Rise Buildings	N/A	N/A	N/A	N/A	27,267,179
Non-Green Buildings	N/A	N/A	N/A	5,088,360	4,788,210
Retail & Hospitality	N/A	N/A	N/A	19,224,062	27,424,389
Commercial	N/A	N/A	N/A	3,716,509	7,557,662
Residential & Township	N/A	N/A	N/A	N/A	332,122
Trade Centres	N/A	N/A	N/A	15,914,409	179,206,399

Building Energy Intensity, by GFA occupied (kWh/m ²)	2015	2016	2017	2018	2019
Green Buildings	149.5	110.3	113.9	151.41	143.82
High-Rise Buildings	N/A	N/A	N/A	N/A	171.19
Non-Green Buildings	N/A	N/A	N/A	199.33	194.13
Retail & Hospitality	N/A	N/A	N/A	110.25	142.43
Commercial	N/A	N/A	N/A	57.82	69.93
Residential & Township	N/A	N/A	N/A	N/A	67.05
Trade Centres	N/A	N/A	N/A	164.36	136.68

Alongside the development of more internationally recognised green standards buildings, the Group has also undertaken other initiatives to reduce consumption of energy across our developments such as implementation of control timing function for our air-conditioning systems and the usage of energy-efficient LED lightbulbs.

For our green buildings in BSD City, we target to achieve a further total overall energy intensity reduction of 5% for the next 8 years with 2017 as the base year. This reduction will be achieved mainly through the implementation of our Green Habit Program which encourages employees to reduce their energy consumption in their respective workplaces. We have also set target for our high-rise office building in Jakarta (Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower) to achieve a total overall energy intensity reduction of 3% for the next 8 years with 2019 as the base year. Going forward, SML plans to introduce more initiatives to support the achievement of these targets.

Highlight: Energy Efficiency Initiatives for SML Office High Rise Building (Jakarta Area)

We have several energy efficiency initiatives for our office high rise buildings: Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower. In 2017, Sinar Mas Land Plaza – Jakarta has replaced its chiller to optimise the air-conditioning system to that with lower energy consumption. This initiative was in line with Greenmark's requirements. Thereafter, the building was awarded with green building certification in 2018. In 2019, we plan to replace Sinarmas MSIG Tower's chiller plant valve to optimise water pump for chiller and adjusting the cooling tower fan adjustment to optimise the appropriate fan cycle. These initiatives are scheduled to be completed in 2020.

⁶ There was a massive blackout in August 2019 in Java Region for several hours which caused a majority of affected buildings to use diesel-generators for electricity. Hence, there were significant diesel consumption in some buildings' Q3 data.

Climate Change & The Environment

Water

Water is a precious resource. Thus, there is a need for us to monitor our impact carefully in order to avoid and mitigate harmful effects from excessive water consumption, and the discharge of effluents into natural water systems.

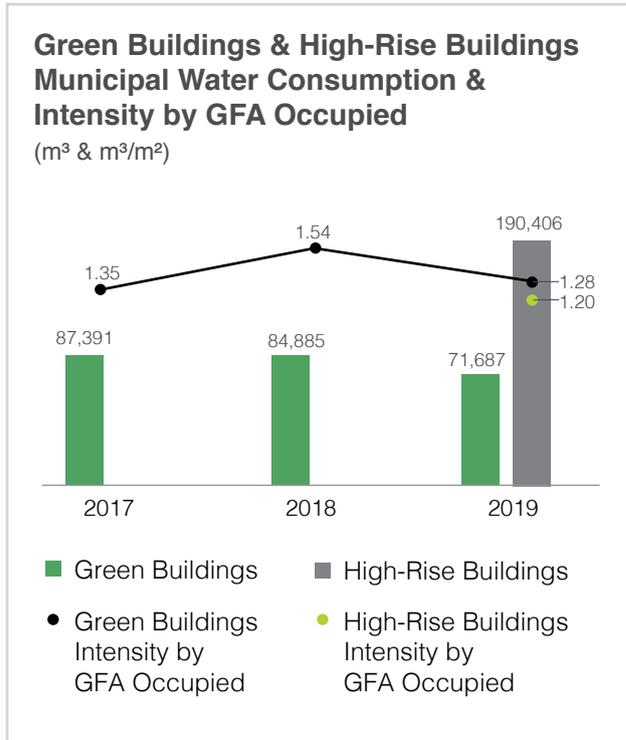
Our buildings' main water consumption source is the municipal water supply. Due to the significant increase in scope, our total municipal water consumption for each category also increased. Our buildings' water consumption and consumption intensities by GFA Occupied are depicted in the following graph and tables. The graphs are depicted based on buildings with targets (Green and High-rise buildings) and buildings without targets (Rest of Buildings and Trade Centres).

In 2019, our Green Buildings' GFA remained at 78,821 m² while GFA Occupied increased by 1% from 55,278 m² in 2018 to 56,107 m² in 2019. We are pleased to report that our commitment towards the development and use of green buildings have actualised and continued to yield positive results. Municipal water consumption for our green buildings decreased by 16% from 84,885 m³ in 2018 to 71,687 m³ in 2019. Water intensity by GFA occupied also decreased by 17% from 1.54 m³/m² in 2018 to 1.28 m³/m² in 2019.

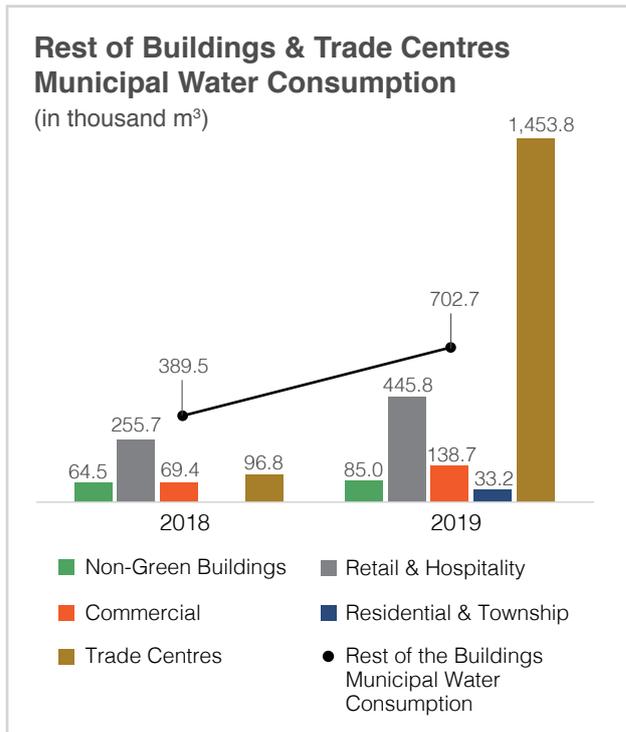
In 2019, we have set new targets for our high-rise office buildings, namely Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower. Using 2019 as the base year, we began to track and monitor environmental performances of our high-rise buildings. High-rise buildings' municipal water consumption was 190,406 m³. Municipal water intensity by GFA Occupied was 1.20 m³/m².

Due to the significant scope expansion, municipal water consumption for the rest of our buildings increased by 80% from 389,543 m³ in 2018 to 702,678 m³ in 2019. Municipal water intensity by GFA occupied increased by 44% from 1.47 m³/m² in 2018 to 2.13 m³/m² in 2019.

Trade centres experienced the highest increase in municipal water consumption and intensity by GFA occupied due to the significant increase in scope. Trade centres' GFA increased from 100,788 m² in 2018 to 1,553,216 m² in 2019. As a result, municipal water consumption increased by 1,401% 96,844 m³/m² in 2018 to 1,453,837 m³/m² in 2019. However, trade centres' municipal water consumption intensity by GFA occupied increased by 11% from 1.00 m³/m² in 2018 to 1.11 m³/m² in 2019.



The following chart and tables provide the performance details on our municipal water consumption and intensities for rest of buildings and trade centres.



Rest of Buildings & Trade Centres Municipal Water Intensity by GFA Occupied



The Breeze BSD City



Building Municipal Water Consumption (m ³)	2015	2016	2017	2018	2019
Green Buildings	73,586	76,005	87,391	84,885	71,687
High-Rise Buildings	N/A	N/A	N/A	N/A	190,406
Non-Green Buildings	N/A	N/A	N/A	64,455	84,983
Retail & Hospitality	N/A	N/A	N/A	255,679	445,782
Commercial	N/A	N/A	N/A	69,409	138,726
Residential & Township	N/A	N/A	N/A	N/A	33,187
Trade Centres	N/A	N/A	N/A	96,844	1,453,837

Building Municipal Water Intensity, by GFA occupied (m ³ /m ²)	2015	2016	2017	2018	2019
Green Buildings	2.18	1.56	1.35	1.54	1.28
High-Rise Buildings	N/A	N/A	N/A	N/A	1.20
Non-Green Buildings	N/A	N/A	N/A	2.52	3.45
Retail & Hospitality	N/A	N/A	N/A	1.47	2.32
Commercial	N/A	N/A	N/A	1.08	1.28
Residential & Township	N/A	N/A	N/A	N/A	6.70
Trade Centres	N/A	N/A	N/A	1.00	1.11

One of our green office buildings, MyRepublic Plaza, continue to use collected rainwater⁷. Our two other green office buildings, GOP 9 and Sinar Mas Land Plaza – BSD City are still implementing this system. The collected

rainwater is used for gardening activities and flushing of toilets. Through the usage of collected rainwater, we aim to reduce our municipal water footprint, which is critical in water-stressed Jakarta.

⁷ Rainwater reported here is not recorded by actual volume captured. These figures are instead based on the GREENSHIP Rating issued by Green Building Council (GBC) Indonesia. The calculation uses average rainfall multiplied by wet days in one year (derived from data provided by the meteorological agency), divided by the total catchment area across all three buildings.

Climate Change & The Environment

We also have systems in place to reuse and recycle used water which is collected from sinks, ablution taps, showers, and air-conditioning systems. Once again, the expended scope contributed to a 2,217% increase in consumption of recycled and reused water from 23,438 m³ in 2018 to 543,081 m³ of reused water in 2019. Percentage of recycled and used water from total water usage also increased from 4% in 2018 to 22% in 2019.

Water Recycled and Reused in Buildings	2018	2019
Total volume of water recycled and reused (m ³)	23,438	543,081
% of water recycled and reused (compared against the total water consumption from all sources)	4%	22%

Meanwhile, our consumption of surface water is subjected to strict environmental impact assessments, and it has been found there are no adverse effects on our stakeholders or on local and downstream biodiversity arising from our water use.

Key Water Initiatives in 2019

Water Initiatives	Savings
Use of recycled water from sinks, ablution taps, showers, and air-conditioning systems	543,081 m ³ equivalent to IDR 6,842,820,600
Use of collected rainwater	1,746 m ³ equivalent to IDR 21,999,600

For our green buildings in BSD City, we target to achieve a further reduction of 10% in water intensity by GFA by 2026 for the operation of completed projects, with 2017 as the base year. These reductions will be achieved by utilising rainwater and water recycling facilities on every green building to complement water consumption from public utilities. We have also set a target for our high-rise office building in Jakarta (Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower) to reduce our water intensity by 2% with 2019 as the base year. Going forward, SML plans to introduce more initiatives to support the achievement of these targets.

Building Rainwater Collected and Stored (m ³)	2015	2016	2017	2018	2019
Green Buildings	0	0	0	4,961	1,746
High-Rise Buildings	N/A	N/A	N/A	N/A	N/A
Non-Green Buildings	N/A	N/A	N/A	N/A	N/A
Retail & Hospitality	N/A	N/A	N/A	N/A	N/A
Commercial	N/A	N/A	N/A	N/A	N/A
Residential & Township	N/A	N/A	N/A	N/A	N/A
Trade Centres	N/A	N/A	N/A	N/A	N/A

Building Water Consumption from all water sources (m ³)	2015	2016	2017	2018	2019
Green Buildings	73,586	76,005	87,391	89,845	73,432
High-Rise Buildings	N/A	N/A	N/A	N/A	190,406
Non-Green Buildings	N/A	N/A	N/A	64,455	84,983
Retail & Hospitality	N/A	N/A	N/A	255,679	445,782
Commercial	N/A	N/A	N/A	69,409	138,726
Residential & Township	N/A	N/A	N/A	N/A	33,817
Trade Centres	N/A	N/A	N/A	96,844	1,508,747

Highlight: Water Efficiency Initiatives for SML Office High Rise Building (Jakarta Area)

In 2011, Sinar Mas Land Plaza – Jakarta upgraded its sanitary system (such as valve supply setting to janitor & Air Handling Unit, auto-faucet sink and censored-urinal flushing for toilet), and improved its water sewage system such as installing Water Treatment Plant (WTP) in Sewage Treatment Plant (STP). Sinar Mas Land Plaza – Jakarta also installed a system for the separation of closet flushing and washer water supply. In 2018 and 2019, water from WTP was used for cooling tower and closet flushing. These initiatives have reduced 50% of the building’s water consumption from 2011 to 2019. Similar initiatives will be implemented for Sinarmas MSIG Tower in 2020 and is expected to optimise Sinarmas MSIG tower’s water recycling system.

Providing and Maintaining Green Open Space

Sinarmas Land consistently includes Green Open Space (*Ruang Terbuka Hijau*, RTH) in every development Master Plan design. At the end of 2019, SML has a total of 4,159,513 m² of RTH. As part of our residential and commercial 3 years plan, we have set a target to have 1,420,110 m² of RTH in the next 3 years using 2019 as baseline year. This practice is in line with our sustainable development targets, as well as complementing our green buildings with green spaces. The creation, provision and utilisation of Green Open Space are intended to:

- Ensure the availability of sufficient space for conservation areas for hydrological preservation;
- Serve as pollutant reduction areas in urban areas; and
- Serve as a recreational and sports facilities for surrounding communities to create a healthy living environment.

There are several areas included in SML’s Green Open Space category:

- City Park and Pond Area;
- Public Green Area;
- Commercial Lot Green area;
- Residential Green Area;
- Road Median; and
- River Side Green (RSS)

Highlight: Biopori Program Initiative

Other than development initiatives and plans, we also conducted green initiatives in communities by spreading messages to encourage environmental conservation and creating more green spaces. In 2019, we continued our CSR tree planting initiatives and encouraged communities to plant trees through biopori holes. We have set a target of planting trees through 17,916 biopori holes in the next 3 years from 2019. This initiative is intended to involve volunteers from residential and commercial property management divisions to educate tenants and residents on the importance of creating and maintaining a green environment.

In 2019, 1,000 volunteers from BSD City and KIIC participated in this initiative. A total of 4,392 trees were planted including biopori holes.



1,000
volunteers



4,392
trees planted

City Park & Pond Area - Vanya Park



Public Green Area – Green Row 25 Foresta



Climate Change & The Environment

Providing and Facilitating Various Type of Public Transportation

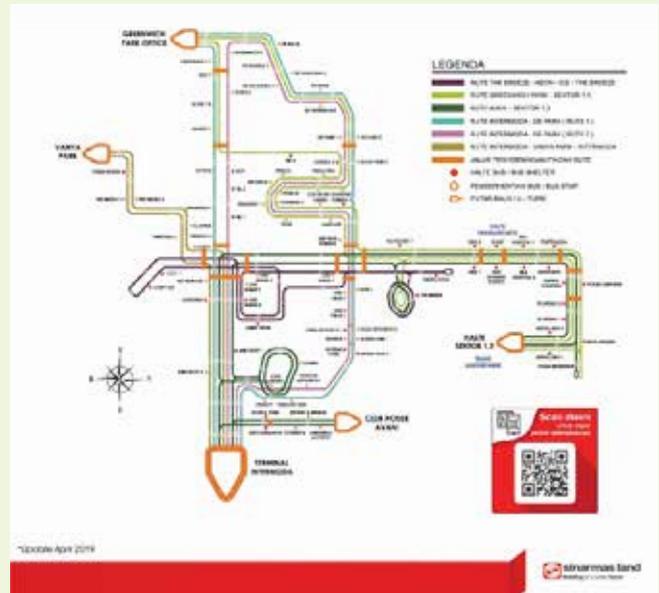
Efficient public transportation infrastructure is a key component of a sustainable city. Sinarmas Land aspires to play a significant role in elevating Jakarta to become a model sustainable city by contributing to the development of the city's public transportation infrastructure. We recognise that we have a role in encouraging the use of public transport in each of our operational areas. By developing this infrastructure, we aim to reduce Greenhouse Gas (GHG) emissions and air pollutions caused by private vehicles to make Jakarta a greener city.



BSD Link Bus

Case Study: Public Transportation in BSD Area

BSD City is a satellite and modern city with a vision to create comfortable and healthy living spaces for residents. To achieve this vision, SML strives to provide BSD City with better modes of integrated public transport. The objective of this initiative is to encourage the use of public transport and to reduce emissions generated from private vehicles. The development of public transport is also accompanied by development of environmental-friendly public facilities, such as wide pedestrian walkways, bus stops and shelters, green spaces, and park and ride facilities.



BSD Link Bus Route Map

BSD Bus Shelter



Some of our initiatives in 2019 are as follows:

BSD Link bus implementation in the BSD City area. Integrated with BSD Intermoda Modern Market, there are currently 14 BSD Link buses being deployed to operate 6 routes. In the future, BSD Link will expand its operations to cover the entire BSD City.

The public transport is also integrated with Modern Market Intermoda Terminal, Cisauk Train Station and with other city (inter-regional) public transport networks (e.g. buses from Bogor and Tangerang, buses to airport & MRT station) to provide wider access for people commuting to and from BSD City, especially SML's business centre.

Revitalisation of the Cisauk Train Station in 2018 to provide easy access to train passengers from the station to various parts of BSD City via BSD Intermoda Modern Market. The newly renovated station can accommodate a larger number of commuters and encourages higher train ridership in and out of BSD City. Train transportation is a lower carbon alternative to other modes of transportation.



New Interconnecting Transport Facility in BSD City

Sinarmas Land has partnered with Grab Holdings Inc. ("Grab"), a Southeast-Asia super app, to provide smart and clean mobility solutions that seeks to also support growth of micro and small business. The initiative is also intended to drive technology development to strengthen BSD City's goal as the first integrated smart city in Indonesia. The collaboration with Grab is also to encourage employees and visitors in BSD City to use Grab as a form of public transportation:

- Grab for Business (GFB): Discount for employees who use Grab transportation for business trip;
- Grab Lane: Dedicated Grab pick-up points in Modern Market BSD City;
- GrabWheels: Grab and SML launched their first innovative mobility solution, GrabWheels, that uses environmental-friendly e-scooters for short distance travel. Scooters can be rented by employees, tenants or visitors in BSD Green Office Park area to commute within the area. GrabWheels forms part of BSD City's multimodal transportation system, a key development for a green smart city.

Our commitment to develop public transportation infrastructures and services is primarily driven by our goals to create a comfort and healthy living environment for our residents and surrounding communities through the reduction of private vehicles usage and emissions. In addition, these alternative transportation modes will greatly improve the mobility of our residents in BSD City and the surrounding areas. All of these are expected to significantly improve business activities within BSD City as city dwellers have better access to the city's business centre.

Key Challenges & Solutions:

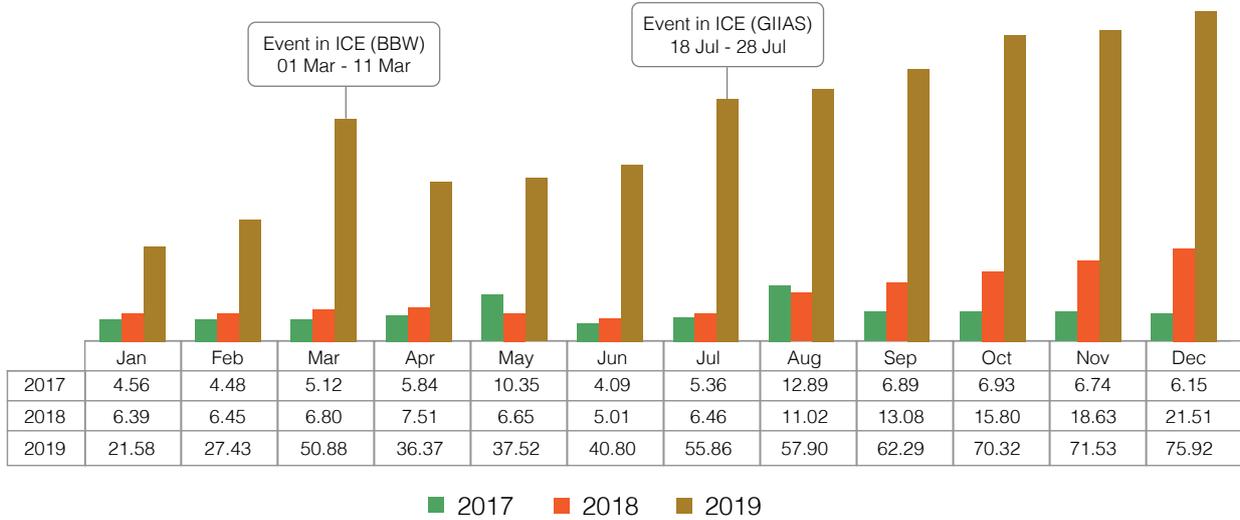
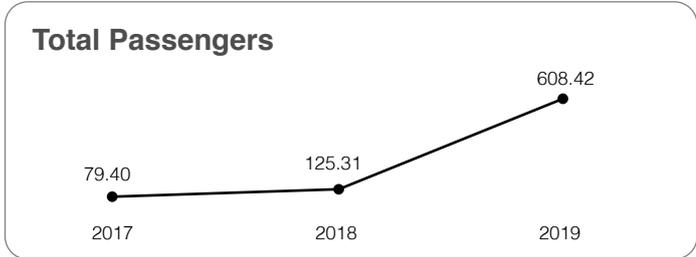
While the number of commuters who uses BSD Link continue to increase in 2019, the amount has yet to meet our expected targets (approximately 37.5% of the targeted population uses BSD Link). This is due to higher preference of using private vehicles or private ride-hailing services such as Grab or Gojek. BSD City Township Management has collaborated with our Marketing and Corporate Communication team to actively promote BSD Link through various media platforms such as flyers, brochure, video Tron, websites and social media outlets to attract more passengers.

GrabWheels



Climate Change & The Environment

Passengers Ridership Statistics (in thousand)



Buses on several routes from Jabodetabek Residence Connection (JRC) and Jakarta Airport Connection (JAC) are not optimally used due to low demand on designated routes. Bus routes analysis was performed to address this challenge to improve JRC and JAC ridership. We listened to feedback and recommendations to adjust departure and journey schedules, and amended routes where necessary.

Opportunity for Improvement

We identified several areas for improvement to optimise the use of BSD City public transport:

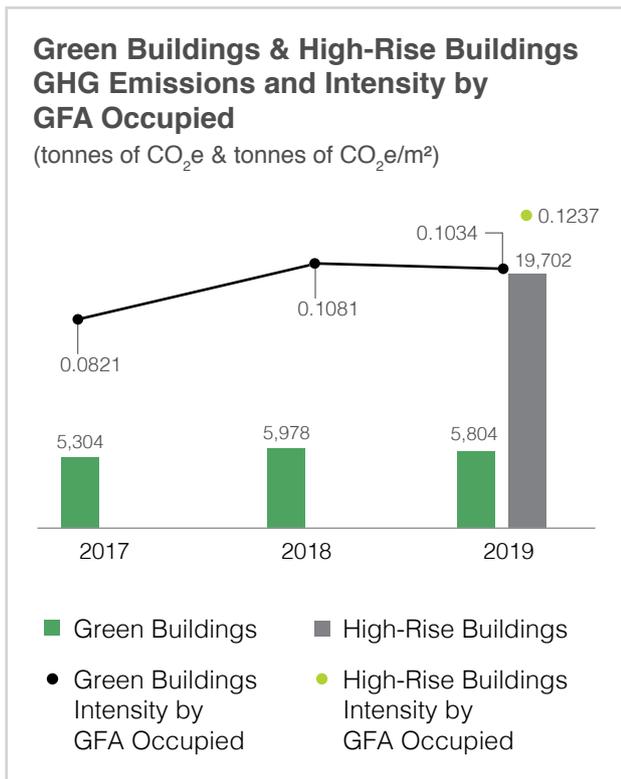
- Improve supporting facilities, such as bus stops and shelters, to provide better service to passengers while waiting for buses;
- Integrate BSD Link information in one mobile application (similar to SML One Smile System) that can provide up to-date information on bus location, capacity, routes, etc.;
- Expand the collaboration with technology companies that provide ride-hailing transport services, such as Grab or Gojek, to capture the need of commuters;
- Implement similar modes of transportation in other SML's areas of operation, integrating them with the transport system in BSD City area.

Emissions

In 2019, GHG emissions from all buildings included in this report have increased due to the expanded scope of reporting. This is in line with our reported information on energy consumption and intensities. Our buildings' GHG emissions and emission intensities by GFA Occupied are depicted in the following graph and tables. The graphs are depicted based on buildings with targets (Green and High-rise buildings) and buildings without targets (Rest of Buildings and Trade Centres).

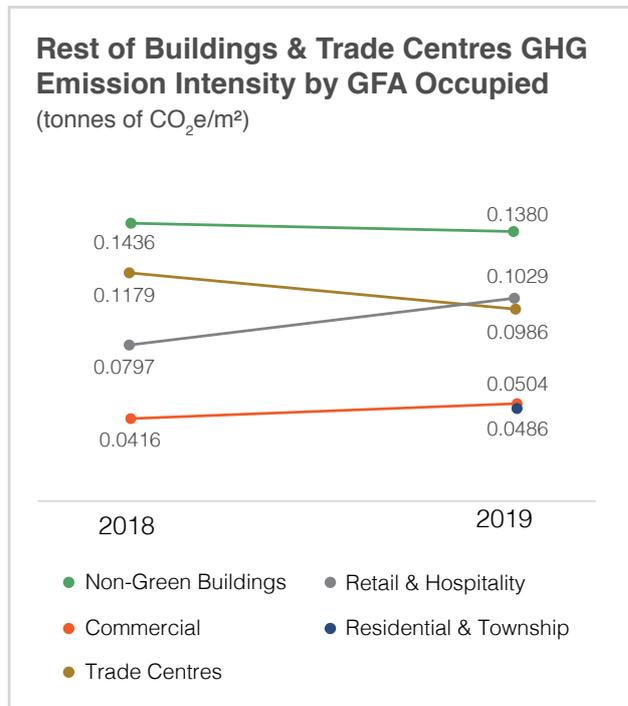
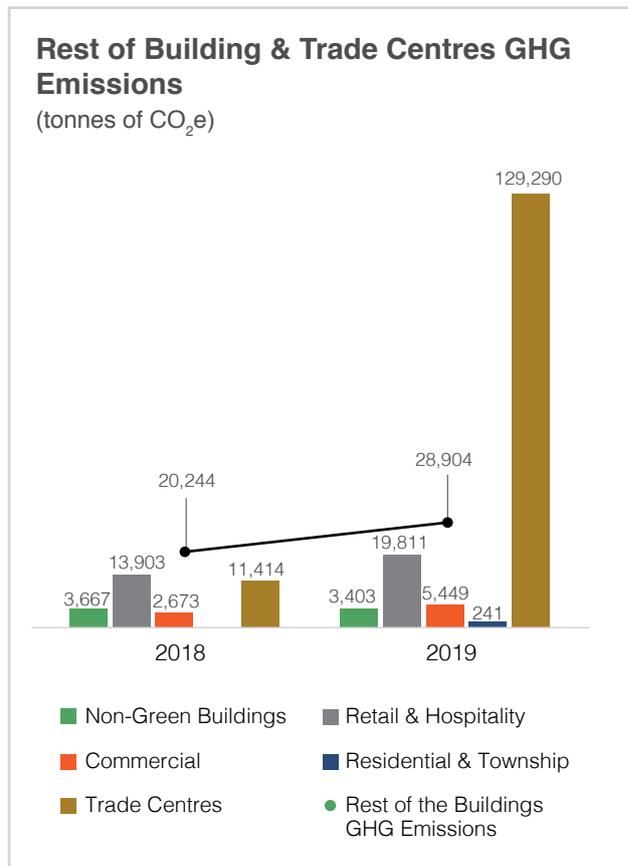
In 2019, our Green Buildings' GFA remained at 78,821 m² while GFA Occupied increased by 1% from 55,278 m² in 2018 to 56,107 m² in 2019. We are pleased to report that our commitment towards the development and use of green buildings have actualised and continued to yield positive results. GHG emissions for our green buildings decreased by 3% from 5,978 tonnes of CO₂e in 2018 to 5,804 tonnes of CO₂e in 2019. Green buildings' overall GHG emissions intensity by GFA occupied also decreased by 4% from 0.1081 tonnes of CO₂e/m² in 2018 to 0.1034 tonnes of CO₂e/m² in 2019.

In 2019, we have set new targets for our high-rise office buildings, namely Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower. Using 2019 as the base year, we began to track and monitor environmental performances of our high-rise buildings. High-rise buildings' GHG emissions was 19,702 tonnes of CO₂e. Emissions intensity by GFA Occupied was 0.1237 tonnes of CO₂e/m².



Due to the significant scope expansion, GHG emissions for the rest of our buildings increased by 43% from 20,244 tonnes of CO₂e 2018 to 28,904 tonnes of CO₂e in 2019. GHG emissions intensity by GFA occupied increased by 14% from 0.0766 tonnes of CO₂e/m² in 2018 to 0.0875 tonnes of CO₂e/m² in 2019.

Trade Centres experienced the highest increase in GHG emissions and intensity by GFA occupied due to the significant increase in the scope. Trade Centres' GFA increased from 100,788 m² in 2018 to 1,553,216 m² in 2019. As a result, Trade Centres' GHG emissions increased from 11,414 tonnes of CO₂e in 2018 to 129,290 tonnes of CO₂e in 2019. However, overall GHG emissions intensity by GFA occupied for trade centres decreased by 16% from 0.1179 tonnes of CO₂e/m² in 2018 to 0.0986 tonnes of CO₂e/m² in 2019.



Climate Change & The Environment

Building GHG Emissions (tonnes of CO ₂ e)	2015	2016	2017	2018	2019
Green Buildings	3,645	3,893	5,304	5,978	5,804
High-Rise Buildings	N/A	N/A	N/A	N/A	19,702
Non-Green Buildings	N/A	N/A	N/A	3,667	3,403
Retail & Hospitality	N/A	N/A	N/A	13,903	19,811
Commercial	N/A	N/A	N/A	2,673	5,449
Residential & Township	N/A	N/A	N/A	N/A	241
Trade Centres	N/A	N/A	N/A	11,414	129,290

Building GHG Intensity, by GFA occupied (tonnes of CO ₂ e/m ²)	2015	2016	2017	2018	2019
Green Buildings	0.1080	0.0797	0.0821	0.1081	0.1034
High-Rise Buildings	N/A	N/A	N/A	N/A	0.1237
Non-Green Buildings	N/A	N/A	N/A	0.1436	0.1380
Retail & Hospitality	N/A	N/A	N/A	0.0797	0.1029
Commercial	N/A	N/A	N/A	0.0416	0.0504
Residential & Township	N/A	N/A	N/A	N/A	0.0486
Trade Centres	N/A	N/A	N/A	0.1179	0.0986

For our green buildings in BSD City, we target to further achieve a total overall emission reduction of 5% over the next 8 years, with 2017 as the base year. These reductions will be achieved mainly through the implementation of our Green Habit Program. We have also set targets for our high-rise office building in Jakarta (Sinar Mas Land Plaza – Jakarta and Sinarmas MSIG Tower). Similar to our energy targets, we aim to achieve a 3% emission intensity reduction over the course of next 8 years with 2019 as the base year. Going forward, SML plans to introduce more initiatives to support the achievement of these targets.

Non GHG Emissions

The air-conditioning systems installed in all of our new buildings in BSD City use refrigerants that do not produce any Ozone Depleting Substances (ODS). Hence, we are pleased to report that none of our buildings produce any ODS.

Responsible Waste Management Program

As a real estate developer and manager, SML recognises that waste management is a critical issue that needs to be addressed to create a sustainable city. We currently have several initiatives on waste management. We coordinated with local government to handle waste

issues, as well as collaborated with Tzu Chi Foundation in Indonesia to gradually socialise and normalise reduction of plastic usage in all BSD City's residential areas. We also appointed certified hazardous waste vendors to collect and manage hazardous waste from buildings managed by SML.

Effluents and Waste

Following the significant scope expansion, we placed all our property management projects into the same group to better manage and monitor the water discharge.

Most of BSD City's water discharge is channelled into our Water Treatment Plant (WTP) where it is treated and redistributed back to our customers. A very small portion of our effluents are discharged into the surrounding Cisadene River, which was found to not be significantly affected by the discharge. We target to comply with all relevant government regulations on waste and water discharged. Please find following statistics on water discharge by destination from our buildings in scope.

While 2019's scope expanded, we are aware that not all building has installed on-site meter to measure water discharge due to their designs. Only the following buildings have on-site meters to measure water discharge:

- Asset Management (ITC) – ITC Fatmawati, Graha Cempaka Mas, and Roxy Mas;
- Asset Management (Office) – MyRepublic Plaza, Sinar Mas Land Plaza - Jakarta (Tower 2 & 3) and Wisma BCA;
- Retail & Hospitality – QBig Mall.

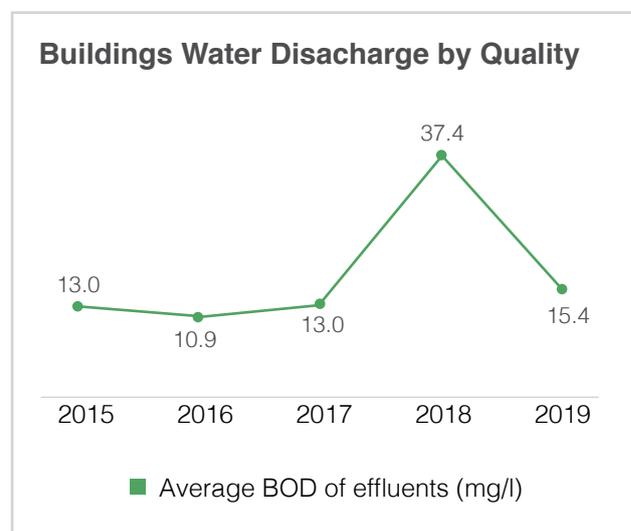
For buildings without on-site meters, we assumed that volume of water discharged is based on the assumption that volume of water discharge from a building is approximately 80% of water consumption for each building. This methodology is aligned with international standards and the Indonesian government’s Ministry of Public Work and Housing. We have applied this methodology to determine the water discharge volume for the following buildings in scope:

- Asset Management (ITC) – ITC BSD, BSD Junction, Mall Ambassador, Mall Mangga Dua, ITC Cempaka Mas, ITC Depok, ITC Kuningan, ITC Permata Hijau, and ITC Mangga Dua;
- Asset Management (Office) – Sinar Mas Land Plaza - BSD City, GOP 9, Sinar Mas Land Plaza - Jakarta (Tower 1), Dimo Space, Sinarmas MSIG Tower, and BSD City Marketing Office;
- Retail and Hospitality – The Breeze, and Le Grandeur Mangga Dua Hotel;
- Strategic Land Bank – BSD Modern Market.

Four of our buildings in scope, namely Customer Care Office, the BSD Permit and Township Office, and our residential apartments Club House The Avani and Club House The Icon use septic tanks, hence there are no records of water discharge from them⁸. Data from our business Loft buildings are also excluded as these buildings are tenanted; SML only maintains control of the common area. Figures in the following table are analysed and achieved based on data collected from buildings with on-site meters as well as buildings that utilised the 80% assumption:

Water Discharge from Buildings by Destination	2018	2019
Discharged into surface water bodies - rivers, lakes, reservoirs (m ³)	188,294	236,515
Discharged into external sewage systems or treatment facilities	144,087	1,532,787
Total water discharged (m ³)	332,381	1,769,302

While there were no incidences of exceeded biochemical oxygen demand (BOD) thresholds from 2015 to 2017, we regret to report that the BOD of our effluents exceeded the limit as stipulated by the Indonesian government on 13 occasions in 2019. Average BOD of effluents also decreased from 37.4 mg/l in 2018 to 15.4 mg/l in 2019. The Indonesian national standard for effluents is a maximum of 30mg/l BOD. Our exceedances were minor and did not affect any local water bodies and its related habitat. While these minor exceedances did not result in any penalisation or fines by the government, we take such matters very seriously. These incidents occurred due to issues relating to grease trap and STP vendor performance in two of our buildings, namely QBig Mall and Wisma BCA. This matter will be resolved in early quarters of 2020 and closely monitored by management.



Buildings Water Discharge by Quality	2015	2016	2017	2018	2019
Average BOD of effluents (mg/l)	13.0	10.9	13.0	37.4	15.4
No. of times local regulation limits for COD/BOD exceeded during the year	0	0	0	12	13

⁸ Septic tanks are ground tanks collecting waste water from the building without going through the Sewage Treatment Plant (STP). The system cannot segregate between solid waste and effluent and it is not common to install meters on these systems. Septic tanks are emptied periodically by authorised vendors and not channelled to the city sewage system or surface water.

Climate Change & The Environment

Building Type	Average BOD of effluents (mg/l)	
	2018	2019
Green Buildings	20.2	15.9
High-Rise Buildings	-	7.8
Non-Green Buildings	23.9	18.9
Retail & Hospitality	56.4	22.9
Commercial	10.1	16.3
Residential & Township	-	14.3
Trade Centres	76.3	11.8

Building Type	No. of times local regulation limits for BOD exceeded	
	2018	2019
Green Buildings	0	0
High-Rise Buildings	-	0
Non-Green Buildings	0	4
Retail & Hospitality	10	6
Commercial	1	0
Residential & Township	-	0
Trade Centres	1	3

We practice waste segregation in our developments and pay special attention in ensuring that no hazardous waste is sent to landfill.

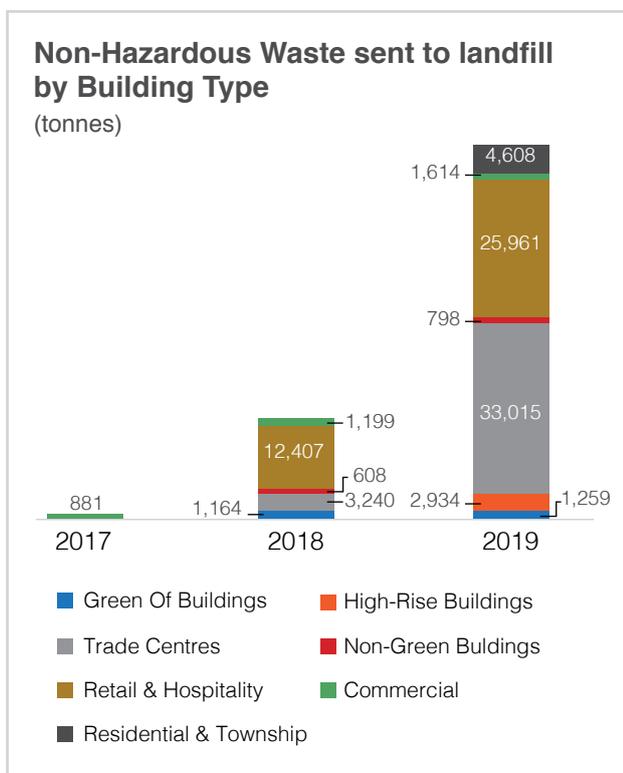
Apart from increasing the types and amounts of material that can be reused and recycled across our operations, we are using our ongoing communications with local government authorities to suggest improvements to the available infrastructure for the processing of non-hazardous waste, which is currently collected, managed, and sent to landfill.

The nine tonnes of hazardous waste materials reported in our Sustainability Report for financial year 2017 has been collected and managed by a certified waste management vendor. In 2018, we stored 300kg of hazardous waste which includes old light bulbs and used batteries in a safe on-site facility, while we finalise the engagement of a certified third-party to collect these materials. In 2019, we have improved our data collection measures to improve our hazardous waste management. Our properties generated 16.457 tonnes of hazardous waste. The significant increase in hazardous waste was due to three factors. Firstly, we have improved our data collection mechanism for hazardous waste after appointing a certified vendor that provided more comprehensive data.

Next, the amount of waste generated increased as the number of tenants in our green buildings increased. Finally, the scope expansion of this year's report to include data from all ITCs, malls and hotels in Jakarta also contributed to the overall increase in hazardous waste. All our offices in green and non-green buildings except Sinarmas Land MSIG Tower, our retail malls QBig Mall, and The Breeze, and all of our trade centres that generated hazardous waste contracted a certified waste management vendor to collect and manage the waste. On the other hand, Sinarmas MSIG Tower and Le Grandeur Mangga Dua hotel stored 515kg and 1,631kg of hazardous waste respectively in safe on-site facilities. Both buildings are in the process of appointing certified vendors to collect and manage their hazardous waste.

Waste Materials	Office (Green & Non-Green) (kg)	Retail & Hospitality (kg)	ITC (kg)
Light Bulbs	196.15	69.65	1,848.08
Batteries	909.18	395.00	1,780.00
Chemical/ Liquid	329.00	1,315.00	8,153.60
Power Supply	18.50	0.00	0.00
Ballast	92.91	68.00	0.00
Others	186.56	397.45	698.00
Total	1,732.30	2,245.10	12,479.68

We have created a policy which regulates that every commercial and hotel building shall appoint a certified waste management vendor to collect and manage our hazardous waste. This policy has been implemented in 2019.



Non-Hazardous Waste sent to Landfill by Building Type (tonnes)	2017	2018	2019
Green Buildings	881	1,164	1,259
High-Rise Buildings	-	-	2,934
Non-Green Buildings	-	608	798
Retail & Hospitality	-	12,407	25,961
Commercial	-	1,199	1,614
Residential & Township	-	-	4,608
Trade Centres	-	3,240	33,015
Total	881	18,618	70,189

Highlight: Less Plastic Initiatives

As part of our SML’s environmental initiatives to mitigate the impact of climate change, BSDE has encouraged its employees to reduce the usage of single-use plastic. According to a study by the University of Georgia, Indonesia is the world’s second-largest ocean plastic polluter, after China, with an estimate of 3.2 million metric tonnes of plastic per annum entering water ways and eventually into the ocean⁹. Based on 2018 data, SML has consumed 11,628 cartons of 400 millilitres (ml) plastic bottled mineral water per year, or an equivalent of 279,072 bottles. As a socially responsible entity that actively protects the environment and the local communities where we operate, we introduced the #lessplastic initiative in the beginning of 2019. This initiative was intended to reduce the usage of single-use plastic, with the first directive targeting the reduction of bottled mineral water. SML replaced bottled water with water gallon and encouraged employees to bring their own tumbler. Water dispensers were placed in meeting rooms and pantries to provide easy access within the office premises. As part of changing habits, SML shared educational information and encouragement to reduce water consumption from single-use plastic bottles through its weekly email blast.

Since the implementation of the initiative, SML have succeeded in halving the usage of bottled mineral water to 5,446 cartons of 400 ml mineral water, or an equivalent of 130,704 bottles. The 53% decrease in the usage of single-use plastic bottles over a one-year period spurred SML to increase the amount of water gallon and dispensers. As next steps, SML will expand this initiative to include guests, vendors, and/or customers by placing recycled paper cups in meeting rooms.

⁹ Jambeck, R. Jenna, Geyer, Roland, Wilcox, Chris, Siegler, R. Theodore, Perryman, Miriam, Andrady, Anthony, Narayan, Ramani, and Law, Kara Lavendar. “Plastic waste inputs from land into the ocean”. Science, vol. 347, no.6223, pp. 768-771. DOI: 10.1126/science.1260352



Sustainable Community

Our sustained commercial success depends on the well-being of our local communities in Indonesia and our areas of operation. We work hard to improve the prosperity of our local stakeholders with targeted, strategic investments into infrastructure and community development.

In this section

The following pages provide an overview of the broad range of initiatives undertaken by Sinarmas Land to create a sustainable community in 2019. SML is committed to integrate our responsibilities with the surrounding communities as part of our Group's business strategy. By improving the socio-cultural environment within our operations' communities through various initiatives, we aim to create significant benefits for local communities based on common shared value and coherent understanding.

Our main initiatives revolved around community development where we have built essential infrastructures such as upgrading public transportation system and infrastructures. We have also expanded social and essential services such as healthcare and water provision to ensure our communities' livelihood are protected and sustained. Economically, we implemented initiatives to improve the life skills our communities through various programs and lessons as well as built new infrastructure to improve their economic wellbeing (i.e. Modern Market Intermoda). Environmentally, we actively involved our communities in programs and initiatives to protect their surroundings and the environment, instilling environmental consciousness in the process.

Apart from large-scale infrastructure projects such as those outlined above, we have also conducted need-based community programs such as collecting donations, making contributions to the victims of natural disasters, promoting healthy living, and supporting the development of worship facilities.

SML, through BSDE and its BSD City flagship development, has developed an entire township equipped with complete facilities and amenities such as residential units, business districts, commercial office buildings, shopping centres, and public facilities – all of which elevate the living standards of the surrounding communities. Through the development of BSD City, SML has created jobs and work opportunities for surrounding communities in Tangerang, increasing the liveability and income per capita for the region.

As one of the largest privately developed satellite cities located at the fringe of Central Jakarta, BSD City has become one of the most desirable locations to reside. Positioned as an urban oasis surrounded by lush

greenery and complete amenities, our city-dwellers are conveniently connected to Jakarta via key pieces of public transport infrastructure.

As a socially aware and responsible organisation, we will continue our contribution to community development based on the identified issues and needs of each community.

Engagement Program for All Stakeholders

Sinarmas Land recognises the importance of stakeholders in driving our business forward. We continuously seek to build and improve relationships with stakeholders by involving them in the right capacity when carrying out business planning and activities. For example, we actively engage our communities to obtain their feedback on their new living spaces in BSD City. We also listen to customers' opinions to develop products and deliver services of the highest quality to benefit our stakeholders. Next, our primary engagement with our employees is at Employee Events held several times throughout the year. We invite all employees to rate their satisfaction level in our annual Employee Satisfaction Survey.

Examples of current stakeholder engagement exercises that are related to our sustainability related topics are:

- Annual Customer Tenant Satisfaction Survey;
- Obtaining feedback from customer and tenant on sustainability topics through questionnaire;
- Focus Group Discussion (FGD) to assess SML's material topics with selected stakeholders;
- Green Habit Campaign involving tenants and residents;
- Media engagement initiatives

Managing Our Impact on Communities

As we continue to develop and enhance the vibrancy of BSD City, certain development activities might inevitably pose some inconvenience to communities in the immediate or surrounding vicinity. Nonetheless, the Group shall respect the rights of local communities and ensure that both our contractors and employees adhere to the legal requirements stipulated by the Indonesian government.

Every contractor appointed or engaged by Sinarmas Land must be rated by the regional regulator and possess a Construction Service Permit Letter issued by the government. This is part of our internal control procedures to ensure that there is no compromise on the quality of our developments.

In addition, we have included the following initiatives to avoid negative impacts during construction activities:

- Regular communication with the communities surrounding the development project about our construction plans;
- Respect the needs and well-being of surrounding communities (e.g. noise reduction, reasonable construction hours, keeping the environment clean during construction);

Apart from the examples of our work undertaken for the benefit of local communities cited above, we are pleased to share that during the reporting period, none of our operations were found to have any significant or potentially negative impacts on local communities. Based on Government Regulation No. 27 (2012) on Environment Control Permits, before commencement of any property development project in Indonesia, every developer must perform an environmental impact assessment (AMDAL) and provide plans to avoid/mitigate the possibility of negative impacts, if any. The content of this assessment is extensive and includes physical, chemical (land, soil, space, etc.), as well as biological aspects (habitats and biodiversity), social factors (economics, safety, culture, etc.) and community health. These regulatory stipulated assessments ensure that developers give due consideration to the potential environmental impacts before embarking on their development. The developer is only allowed to commence the development once they have obtained the approved environmental impact assessment, amongst many other mandatory required approvals, from the local government.

Engagement with Media

Media is an important platform for SML to communicate with the society and other public entities. Through our Corporate Communication Division, SML is actively engaged with the media and communities to provide the latest information on SML products, services and businesses. In 2019, SML undertook the following engagements with the media:

- **Exclusive interview:** SML provided exclusive interview to a few selected media partners. These privileged partners will be able to receive first-hand information of our product or services, as well as having priority rights to get an interview with our representatives.

- **Press release:** SML Corporate Communication Division uses press release to broadcast information, official statement, announcement of new products or services, to the members of the public and media.
- **Press conference:** SML organised a press conference to announce important events or collaboration with joint venture partners, as well as significant ceremonial occasions. During the press conference, media reporters from newspapers, TV, radio and online media platforms are invited to cover the event and attend the post-event Q&A session.
- **Press tour:** SML has a dedicated press tour for photographers from various media partners to visit and take pictures of our developments and product offerings.
- **Media gathering:** On a regular basis, SML Corporate Communication Division organise media gathering as part of its engagement initiative to maintain a good relationship with our media partners. This event serves as a two-way communication between our Corporate Communication team and our media partners to share their concerns, public opinion on the Group, as well as areas for improvement.

Improving Community Welfare in Surrounding Development Area

Sinarmas Land's sustained commercial success depends on the well-being of local communities in our areas of operation. We strive to improve the prosperity of local stakeholders with targeted and strategic investments into local infrastructure and community development.

In 2019, we undertook several initiatives that aims to provide work opportunities, enhance skills and knowledge for potential talent in communities. These initiatives provided a platform for local talents to connect with potential employers and assess opportunities. Some of our main initiatives are as follows:

- Development of modern market in BSD City for local entrepreneurs;
- Improved Tangsel women community's welfare with BSD Knowledge House craft centre;
- Provided computer programming and coding scholarships for students who live around BSD city and linking them to potential employers;
- Conducted a series of training programs partnering *Pasar Rakyat* School at BSD City for Micro, Small & Medium Enterprises ("MSMEs") to enhance their skills. Not only does these training program benefit MSMEs, managers are also able to enhance their management skills in maintaining a clean and healthy marketplace.

In addition, SML has also contributed to various local community initiatives in 2019 through the following actions:

Sustainable Community

LOCAL COMMUNITY PROGRAM

1 IT Programming Scholarship Technopolitan

Technopolitan IT Programming Scholarship is a coding and programming scholarship program for students who live around BSD City. This scholarship will provide students the necessary skillset to meet the growing demand of modern jobs, and supply a constant flow of highly-trained IT professionals for start-ups and other technology companies residing in our Digital Hub project. In 2019, SML has admitted a total of 30 students from two separate intakes. All scholarship students have successfully graduated from the program and employed by IT and Fintech companies.



IT Programming Scholarship

2 Pasar Rakyat School

To further improve the livelihood of MSMEs, we constantly inject business acumen into our MSME partners and educate them on how to operate their business successfully and sustainably. As rapid technological advancement disrupts the way traditional businesses operate, in 2019, *Pasar Rakyat School* focus its trainings towards digital financial management, digital payment, as well as leveraging on social media platform to engage and market its products to customers. In collaboration with Indonesia Ministry of Trade, we have conducted 4 internal and 12 external trainings throughout 2019, benefitting more than 360,100 sellers and 600 market managers.

Pasar Rakyat School



3 Kota Deltamas Culture Festival

Kota Deltamas hosted and organised a Culture Festival in 2019 in Hegamurti Village to support empowerment-based tourism in Bekasi Regency. This annually held event aid to support communities by focusing on their local cultures such as Sundanese and West Java. This program was held in collaboration with stakeholders including local leaders, Government Tourism Office (*Dinas Pariwisata*) and other entities of society.



Kota Deltamas Culture Festival

4 Modern Market (*Pasar Modern*) Intermoda

In March 2018, we launched our second modern market in BSD City. Occupying a land area of 2.6 hectares, the double-storey modern market consists of 539 retail kiosks and 220 stalls. The market is an integrated part of the newly renovated Cisauk train station that is easily accessible by different modes of public transportation. The traditional marketplace is the breeding ground for local entrepreneurs, particularly those belonging to MSME group. Currently, SML has developed and managed four of these markets namely, Modern Market BSD, Fresh Market Kota Wisata, Modern Market Grand Wisata, and Modern Market Intermoda BSD City, benefitting more than 3,000 MSMEs.

5 Craft Centre (*Sentra Kriya*) at BSD Knowledge House (*Rumah Pintar*)

The Craft Centre provides a conducive space for individuals and groups to improve their creativity through lessons such as eco printing (using natural colour from leaves and flowers) and clothes screen printing (*sablon*).

Craft Centre at BSD Knowledge House



Educational Patronage

Our continuous growth and success rests on the knowledge and skillsets of our current human resources, as well as future talents from local communities. We invest strategically in education infrastructure and initiatives to upskill our talents to safeguard the future of Indonesia and our workforce.

In this section

The following pages provide an overview of Sinarmas Land's investment in education. We place a strong emphasis on education, and take a long-term approach to this. A strong education system not only helps our local society, but in the longer-term breeds talent that are essential for the long-term success of our business. More importantly, an educated and self-sufficient population can drive developments in Indonesia and our areas of operation. Ultimately, a prosperous and skilled population can help to alleviate many social issues, as well as improving local communities' living standards.

We aim to be a leader in contributing to the education system and infrastructure within our organisation, as well as communities in Indonesia and our areas of operations. Internally, we implemented various initiatives to improve knowledge and skillsets of our employees. We have also set targets and policies to maintain the quality of our human resources and talents.

Externally, we strive to provide equal opportunity to all members of local communities to gain essential knowledge and skills for them to succeed and be self-sufficient. We conducted education related initiatives and activities to encourage learning and personal developments. In addition, we invested in infrastructure and resources to enhance the learning processes, as well as the renovation of school buildings and extended financial assistance towards the purchase of learning equipment.

Initiating Program to Support Knowledge Enhancement

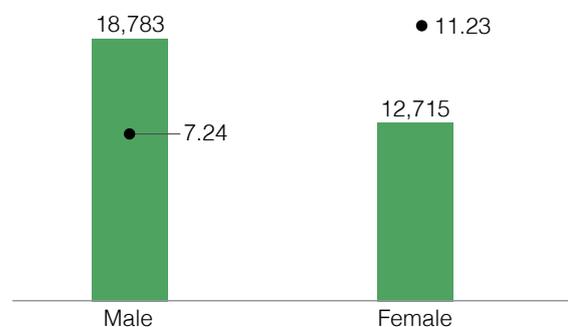
Human resource is one of Indonesia's most important assets. Sinarmas Land considers education to be one of the most important pre-requisites for the sustainable development of society and our employees. We believe that by enhancing knowledge of the Group's employees and communities, we can lay a promising future for SML's sustainability. Therefore, it is imperative for SML to explore ways to upskill our people and to build the best talent pool in our communities. We developed several programs to support these targets:

- Scholarship collaboration with IULI University for community in BSD City;
- Scholarship program for employee's children and family; and
- Scholarship program for community in Tangerang district and South Tangerang City.

Training and development

Internally, we conducted the annual employee training and professional certification. We also allocated an annual training budget and developed in-house programs to support the career growth and aspirations of our employees. We believe that equipping our employees with the skills they require for personal and professional growth would be beneficial to the future growth of our Group. Furthermore, developing skills and nurturing talents allows employees to grow, leading to better opportunities, thereby helping the communities where they live and work to flourish. We also provide on-the-job training opportunities and support sufficiently qualified staff by paying for their relevant professional bodies' membership fees, such as chartered engineers.

Total Number and Average Number of Training Hours per Employee, by Gender



- No. of training hours
- Average no. of training hours (Denominator: no. of employees in gender category)

Educational Patronage

All SML employees are required to undergo at least four hours of training as part of their annual skills enhancement that is related to their job function. As of 31 December 2019, each employee has benefitted from an average of 8.45 hours of training, with a breakdown of 7.24 hours for our male employees, and 11.23 hours for our female employees.



Supervisor Development Program (SDP)



Manager Development Program (MDP) & Advance Development Program (ADP)



In-house Training Program

Average Hours of training per year per employee

(by employee category)



Employee Performance

We also conduct semi-annual performance and career development review. This KPI-based formal review is an important milestone in our employees' career as their performances, strengths and areas of improvement are evaluated transparently and objectively, which will then form the basis for our employees' promotion. In addition, Group Division Heads identify and introduce suitable training and development programs to tailor to their division employees' needs based on employees' previous year performances, results and career plans. In 2019, all employees of all genders and employee categories (senior management, executives, and non-executives) received regular performance and career development review.

Improving Educational Method and Facility

Sinarmas Land is committed to ensure communities have equal opportunities and access to an education system by providing essential educational resources and facilities, and improving on teaching methods. Our initiatives in 2019 to improve education in communities are as follows:

- Introduced *Gerakan Sekolah Menyenangkan* (GSM) – Fun School Movement to change the mindsets of teachers, students and society to equalise and bridge the gaps between different school classifications.
- Conducted *Berantas Buta Quran* (Learn How to Read Al Quran) for Muslim teachers and students to read and understand the Al Quran within 3 hours of the training course; and
- Conducted renovations for schools and libraries in BSD City and other operation areas

SML also allocated areas for educational facilities such as a university, public and private schools in every development area. This is intended to facilitate future residents and surrounding communities with easy access to educational facilities.

Below are highlights of our key educational initiatives in 2019:

LOCAL COMMUNITY PROGRAM

1 Gerakan Sekolah Menyenangkan (GSM)

GSM aims to bridge the gaps and differences between deprived schools and all types of schools to share teaching knowledge and resources. GSM intends to change the opinions on different types of schools by changing the mind-set of teachers, students, and society. Cooperating with various stakeholders in South Tangerang City and Tangerang District, this program is set to benefit Primary and Junior School students. In 2019, there were five GSM activities held in 200 schools, attended by 140 supervisors and 420 teachers from surrounding schools in BSD City.



Gerakan Sekolah Menyenangkan (GSM)

2 Sinarmas Land to groom the next Badminton Champion

Sinarmas Land is committed to develop children with potential talent in the sport of badminton around BSD City, by awarding them with a one-year scholarships. This annual program, which started in 2019, has attracted

Sinarmas Land Badminton Scholarship Program



more than 1,200 participants. Despite the huge turnout, only 10 talented individuals will receive scholarships and to trained at Chandra Wijaya International Badminton Centre.

3 Berantas Buta Quran (BBQ)

Berantas Buta Quran (Learn How to Read Al-Quran) or BBQ is a program for Muslim teachers and students to read and understand Al Quran within the 3 hours training course. The event garnered many positive reviews, boasting SML's image as a socially responsible company that cares about the community around BSD City, especially the Muslim populations. In 2019, BBQ was attended by more than 500 participants from 77 mosques in and surrounding BSD City.



Berantas Buta Quran (BBQ)

4 School & House Renovation (Kota Deltamas)

SML is committed to ensure communities have equal access to education resources and infrastructures by improving educational methods and facilities. In 2019, Kota Deltamas has renovated 3 schools and 3 houses in Bekasi Regency. These schools were severely damage due to natural disasters, while the house renovations were intended to support underprivileged families near Pasir Ranji Village, Bekasi Regency. The event aimed to provide better education facilities and environment for students in Bekasi Regency.

School Renovation



Educational Patronage

All Centres (excluding Craft Centre) at BSD Knowledge House (*Rumah Pintar*)

- **Computer Centre:** improves children's ability to use Microsoft software applications;
- **Book Centre:** improves children's interest in reading by providing them with an extensive range of books;
- **Playing Centre (kindergarten):** focuses on developing and educating children in their early childhood;
- **Audio Visual Centre:** Using audio and visual tools, the centre focuses on activities such as traditional and modern dance and martial arts (*pencak silat*);



Book Centre at BSD Knowledge House



Playing Centre at BSD Knowledge House

- **Sign language:** trainings were conducted to improve the sign language skills for members of the Deaf and Listen Communities in South Tangerang and Tangerang District.

Below are the number of members and students for BSD Knowledge House in 2019:

- **2017:** 7,513 attendants in 620 trainings/activities
- **2018:** 11,299 attendants in 630 trainings/activities
- **2019¹⁰:** 6,923 attendants in 463 trainings/activities

Case Study - Gerakan Sekolah Menyenangkan (Fun School Movement)



Gerakan Sekolah Menyenangkan (GSM) is a social movement formed together with teachers to create a critical, creative, collaborative and fun learning environment and culture in public schools. This initiative aims to help educators (school supervisors, principal, and teachers) in Tangerang District and South Tangerang City to improve their soft skills, as well as to transform schools into fun places to learn, gaining essential knowledge and life skills to nurture successful leaders and learners of tomorrow. In conclusion, GSM is focused on developing human resource which may foster trust between the society and SML.

The GSM movement was founded by a Yogyakarta based married couple in 2013 and SML subsequently adopted this initiative in 2017. Since then, the program has benefitted more than 1,000 educators from 293 schools in Tangerang District and South Tangerang City.

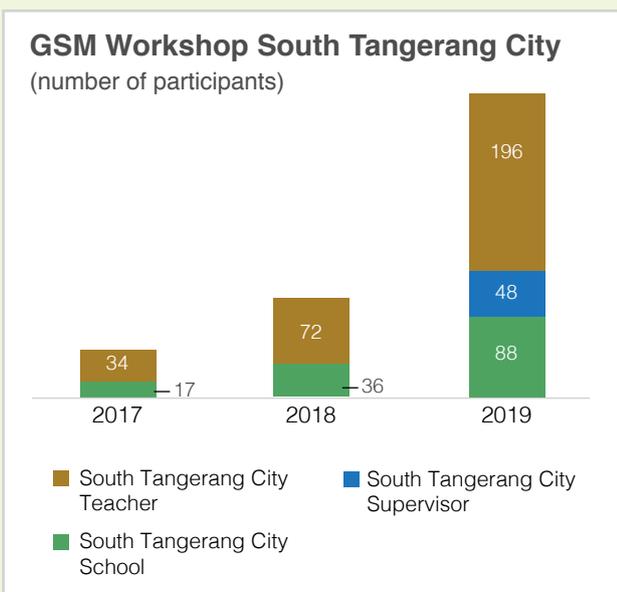
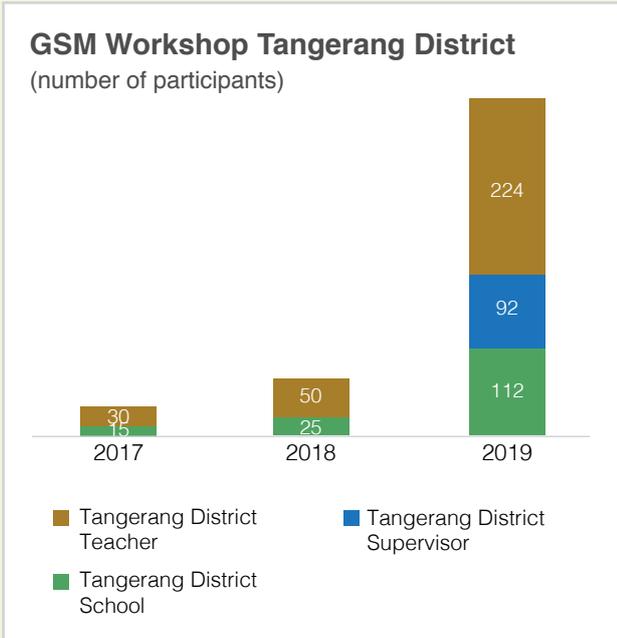
There are three main activities in GSM's implementation:

1. GSM Workshop:

GSM workshop is conducted by GSM's founder with the aims to introduce and familiarise educators with GSM's methods to implement the program in their respective schools. GSM facilitators who are tasked to disseminate and socialise information about GSM to schools throughout Indonesia are then identified, assessed and selected by SML.

¹⁰ Number of members and students decreased because BSD Knowledge House supported several community programs for 5 months from April to August 2019. As a result, training activities were suspended for the 5 months.

We are pleased to report that participation in GSM Workshop in both Tangerang District and South Tangerang City have increased significantly from 2017 to 2019. This increased participation indicates that more schools and educators have begun to value GSM in their teachings.

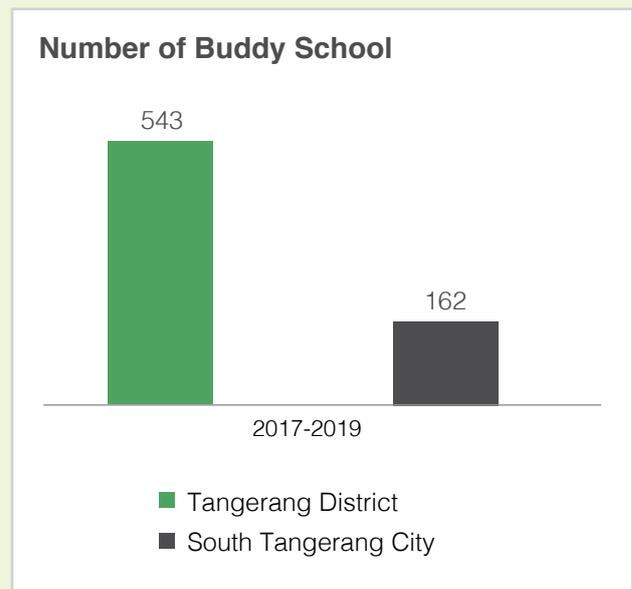


GSM Workshop



2. GSM Buddy School:

GSM Buddy School is a benchmark model school on how to properly implement GSM. Educators from other schools are encouraged to visit the model school to observe and learn about GSM methods and process of implementation. There is a total of 705 GSM Buddy Schools at the end of 2019.



GSM Buddy School



3. GSM Methodology Dissemination:

GSM is disseminated to various schools throughout Indonesia through selected GSM Facilitators trained by SML.

Educational Patronage

As aforementioned, GSM benefits four main stakeholder groups:

- **Society and Sinarmas Land:** GSM creates social impact in the society, especially in SML's operation and development areas. This program is one of the Group's primary business strategies to foster and maintain good relationships with communities and other entities such as civil society, government, academics, and other entrepreneurs.
- **Public Schools/Madrasa:** GSM workshops provide positive activities that will benefit deprived public schools and Madrasas by improving their reputation and confidence to compete with more reputable schools. Schools located in remote areas, villages and suburbs will now have better environment, resources, and learning methods.
- **Educators (School Supervisors, Principal, and Teachers):** Training and workshops for educators may raise their ability and knowledge to provide or carry out more effective teaching methods. After attending GSM, educators in BSD City area will become more effective and independent.
- **Students:** Students can experience the change in the education system generated through GSM implementations. Now, children from poor and disadvantaged families, who previously attended underfunded schools, have the opportunity to receive a better quality of education. Also, teaching methods from this program will make learning more exciting hence helping students to better understand and remain committed at their respective schools or madrasas.

Key Challenges and Solutions:

Some challenges and issues that arose during the GSM implementation are as follow:

- i. Unwillingness/resistance from educators (GSM main target audience) to change. They are accustomed to traditional teaching paradigms whilst GSM's initial stages require educators to changes their mindsets in order to embrace changes in the education methods; and
- ii. Limited resources and time to aid schools or madrasas in the implementation of GSM.

We have proposed several solutions to address the above challenges:

- i. Maintain good relationships with Education Authorities (organiser of public schools) and Ministry of Religion Office (organiser of madrasa education) to socialise GSM, and persuade them that GSM implementation can be the solution for existing educational problems. SML hopes that building trust between the educators

and the Group will encourage educators to be more receptive in the implementation of GSM in their respective learning processes.

- ii. Cooperate with university students who were on internship program in Sinarmas Land. They will join the GSM assistance team to assist in the monitoring and observation of activities in school or madrasas. Direct monitoring and observation are performed throughout the year (3 visits per year), while active monitoring through Whatsapp communication group is performed daily.

Opportunities for the Future of GSM:

GSM initiatives can potentially be implemented in other SML's project locations since we have garner significant amount of positive reviews from educators and students. With support and commitment from SML's leaders, GSM can be expanded into every SML project development.

To achieve the goals set out for this initiative, a formal organisational structure to manage GSM will be established. This organisation structure will consist of an Activity Coordinator, Reporting Coordinator, Observer, Transportation Coordinator, and a Communication Manager.

SML will also engage with local government and GSM's founder to strengthen GSM's legality through formal agreements - Memorandum of Understanding (MOU) or other types of agreement. SML has also encouraged local government to create regional government bodies to regulate and monitor GSM's implementation.

GSM Socialisation (Methodology Dissemination)



GSM Assistance



Appendix A: Notes for Sustainability Performance Data

Environment

1. Buildings' environmental performance data include data of the whole building (common area and tenants' data are included in scope), except for the Commercial buildings where we maintain control of the common area only. Data from tenants is excluded from all Commercial buildings.
2. Buildings' energy consumption, GHG emissions, and respective intensities data include our use of electricity from the grid and diesel fuel for emergency purposes in our back-up generators. Our processes do not use any heating, cooling, or steam consumption.
3. Due to a massive blackout of several hours in August 2019 in Java Regions, a majority of affected buildings used diesel-generators for electricity. Hence, there were significant diesel consumption in some buildings' Q3 data.
4. We do not sell any electricity, heating, cooling, or steam energy to other organisations.
5. Gross Floor Area (GFA) for intensity figures: GFA is identified based on the Built Drawing Data and Tenant Relation Data (based on Tenant Agreement).
6. All covered floor areas of a building, except otherwise exempted, and uncovered areas for commercial uses, are deemed to be the gross floor area of the building.
7. We also report our intensity figures on a GFA occupied basis. GFA occupied is calculated by multiplying occupancy rate (simple average of monthly occupancy rates) with the GFA.
8. Building and development site details including property type, approximate net leasable area, project site area, and expected completion date are available in SML's Annual Report 2019 (Property Portfolio, page 78-87).
9. Green Buildings' occupancy rate in 2018 was revised from 91.50% to 70.13% due to a correction to MyRepublic Plaza's GFA Occupied. As a result, GFA Occupied in 2018 is also revised from 72,121 m² to 55,278.10 m² in this report.
10. ITC BSD's GFA in 2018 was revised from 40,884 m² to 100,788 m². As a result, GFA Occupied in 2018 was also revised from 39,277.89 m² to 96,828.60 m².
11. Standards and methodologies used for unit conversion of diesel fuel are based on the Carbon Disclosure Project.
12. Greenhouse gas conversion is based on the Greenhouse Gas Protocol.
13. Emission factors for electricity consumption are sourced from the Standard Pedoman Teknis Perhitungan Baseline Gas Rumah Kaca Sektor Berbasis Energi Republik Indonesia, Area Jamali (Jawa-Madura Bali): 0.725 kg/CO₂/kWh.
14. Greenhouse Gas Protocol Emission Factors from Cross Sector Tools, March 2017 were used for diesel conversions. The gases included in the conversion of diesel are CO₂, CH₄ and N₂O.
15. Our water consumption data is based on the standards and methodologies defined by the Indonesian National Standard and Indonesian regulation for water supply.
16. We have on-site meters to measure water discharge in only three of our buildings in scope, namely:
 - Asset Management (ITC) – ITC Fatmawati, Graha Cempaka Mas, and Roxy Mas;
 - Asset Management (Office) – MyRepublic Plaza, Sinar Mas Land Plaza - Jakarta (Tower 2 & 3), and Wisma BCA;
 - Retail & Hospitality – QBig Mall.

For buildings without on-site meters, we assumed that volume of water discharged is based on the assumption that volume of water discharge from a building is approximately 80% of water consumption for each building. This methodology is aligned with international standards and the Indonesian government's Ministry of Public Work and Housing. We have applied this methodology to determine the water discharge volume for the following buildings in scope:

- Asset Management (ITC) – ITC BSD, BSD Junction, Mall Ambassador, Mall Mangga Dua, ITC Cempaka Mas, ITC Depok, ITC Kuningan, ITC Permata Hijau, and ITC Mangga Dua;
- Asset Management (Office) – Sinar Mas Land Plaza - BSD City, GOP 9, Sinar Mas Land Plaza - Jakarta (Tower 1), Dimo Space, Sinarmas MSIG Tower, and BSD City Marketing Office;
- Retail and Hospitality – The Breeze, and Le Grandeur Mangga Dua Hotel;
- Strategic Land Bank – BSD Modern Market.

Data from our residential apartment and business Loft buildings are excluded from the scope of water discharge as these buildings are tenanted (SML only maintains control of the common area). Data from the buildings housing the Customer Care Office and the BSD Permit and Township Office are also excluded from this report's scope as these buildings are using septic tanks, hence there are no records of water discharge.

17. Development projects' environmental performance data includes information on materials used. We currently do not report on energy consumption, water consumption, and waste produced in our development projects.

Appendix A: Notes for Sustainability Performance Data

Health and Safety

1. Buildings' health and safety performance data include workplace accidents of employees at building premises.
2. Development projects' health and safety performance data include workplace accidents of contractors at project sites.
3. Safety performance data for members of public include accidents of guests, visitors, occupants, tenants, customers, etc. at building premises.
4. Rate of recordable work-related injury (formerly AFR) is defined as the number of workplace accidents for every one million man-hours worked.
5. Injury severity rate (formerly ASR) is defined as the number of man-days lost to workplace accidents for every one million man-hours worked.

People

1. Data on our employees include the overall employment statistics for our Indonesian operations.
2. Scheduled workdays are calculated by 5 days x 52 weeks minus public holidays, annual leave and parental leave.
3. There are no significant variations in the total number of our employees. A significant portion of the development projects are performed by our contractors during construction.

Average training hours per employee

=

$$\frac{\text{Total training hours for the year}}{\text{Number of employees as at 31 Dec 2019}}$$

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
General Disclosures			
Organisational Profile			
GRI 102 : General Disclosures 2016	102-5	Ownership and legal form	About Sinarmas Land, page 8
GRI 102: General Disclosures 2016	102-6	Markets served	About Sinarmas Land, page 8
GRI 102: General Disclosures 2016	102-7	Scale of the organisation	About Sinarmas Land, page 8 Our Annual Report 2019, page 76-77
GRI 102 : General Disclosures 2016	102-8	Information on employees and other workers	Best In Class Real Estate > Providing Excellent Facilities and Services > Our Employees, page 30
GRI 102: General Disclosures 2016	102-9	Supply chain	About Sinarmas Land, page 11
GRI 102: General Disclosures 2016	102-10	Significant changes to the organisation and its supply chain	About Sinarmas Land, page 11
GRI 102 : General Disclosures 2016	102-11	Precautionary Principle or approach	Our Approach > Governance and Risk Management, page 23
GRI 102: General Disclosures 2016	102-12	External initiatives	Our Approach > Sinarmas Land's Sustainability Vision, page 20-22
GRI 102: General Disclosures 2016	102-13	Membership of associations	About Sinarmas Land, page 11
Strategy			
GRI 102: General Disclosures 2016	102-14	Statement from senior decision-maker	Message from the Chairman and CEO, page 12-14
Ethics and Integrity			
GRI 102: General Disclosures 2016	102-16	Values, principles, standards, and norms of behavior	Our Approach > Governance and Risk Management, page 23
Governance			
GRI 102: General Disclosures 2016	102-18	Governance structure	Our Approach > Governance and Risk Management, page 23
Stakeholder Engagement			
GRI 102: General Disclosures 2016	102-40	List of stakeholder groups	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-41	Collective bargaining agreements	Best In Class Real Estate > Providing Excellent Facilities and Services > Our Employee > Benefits and Welfare > Respecting Freedom of Association and Collective Bargaining Rights, page 36
GRI 102: General Disclosures 2016	102-42	Identifying and selecting stakeholders	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-43	Approach to stakeholder engagement	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-44	Key topics and concerns raised	Our Approach > Materiality and Stakeholder Engagement, page 26-27 Sustainable Community > Engagement Program for All Stakeholders, page 64-65

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
Reporting Practice			
GRI 102: General Disclosures 2016	102-45	Entities included in the consolidated financial statements	a. Our Annual Report 2019, page 45 provides an overview of all our main subsidiaries. b. About The Report, page 15-18
GRI 102: General Disclosures 2016	102-46	Defining report content and topic Boundaries	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-47	List of material topics	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-48	Restatements of information	a. Climate Change & the Environment > In this section, page 47 b. Appendix A, page 73
GRI 102: General Disclosures 2016	102-49	Changes in reporting	Our Approach > Materiality and Stakeholder Engagement, page 23-25
GRI 102: General Disclosures 2016	102-50	Reporting period	About The Report, page 15
GRI 102: General Disclosures 2016	102-51	Date of most recent report	Our second Sustainability Report for FY2018, was published on 28 May 2019. Our previous report can be accessed via this link: http://www.sinarmasland.com/sustainability-report
GRI 102: General Disclosures 2016	102-52	Reporting cycle	About The Report, page 15
GRI 102: General Disclosures 2016	102-53	Contact point for questions regarding the report	About The Report, page 18
GRI 102: General Disclosures 2016	102-54	Claims of reporting in accordance with the GRI Standards	About The Report, page 15
GRI 102: General Disclosures 2016	102-55	GRI content index	GRI Content Index, page 75-84
GRI 102: General Disclosures 2016	102-56	External assurance	About The Report, page 18
Topic Specific Disclosures			
Category: Economic			
Economic Performance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Annual Report 2019, page 46-74
GRI 103: Management Approach 2016	103-2	The management approach and its components	Annual Report 2019, page 46-74
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Annual Report 2019, page 46-74
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	Annual Report 2019, page 97-104
GRI 201 : Economic Performance 2016	201-3	Defined benefit plan obligations and other retirement plans	Best In Class Real Estate > Our Employee > Benefits and Welfare > Retirement Plans and other Defined Benefits, page 37

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
Market Presence			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Providing Excellent Facilities and Services > Benefits and Welfare > Above the minimum wage, page 36-37
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Providing Excellent Facilities and Services > Benefits and Welfare > Above the minimum wage, page 36-37
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Providing Excellent Facilities and Services > Benefits and Welfare > Above the minimum wage, page 36-37
GRI 202 : Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Best In Class Real Estate > Providing Excellent Facilities and Services > Benefits and Welfare > Above the minimum wage, page 37
Indirect Economic Impacts			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Community > In this section, page 64
GRI 103: Management Approach 2016	103-2	The management approach and its components	Sustainable Community > In this section, page 64
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Sustainable Community > In this section, page 64
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66
Anti-Corruption			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46
GRI 205 : Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46
GRI 205 : Anti-Corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46
GRI 205 : Anti-Corruption 2016	205-3	Confirmed incidents of corruption and actions taken	Best In Class Real Estate > Compliance to All Related Regulatory Requirement, page 45-46

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
Category: Environment			
Materials			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 49
GRI 103: Management Approach 2016	103-2	The management approach and its components	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 49
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 49
GRI 301: Materials 2016	301-1	Materials used by weight or volume	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 49
GRI 301: Materials 2016	301-2	Recycled input materials used	Climate Change and the Environment > Optimising Building Operation to Achieve Clean Environment > Materials, page 49
Energy			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51
GRI 103: Management Approach 2016	103-2	The management approach and its components	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51
GRI 302: Energy 2016	302-2	Energy consumption outside of the organisation	a. Climate Change and the Environment > Optimising Building Operations to Achieve Clean Environment > Energy, page 49-51 b. Appendix A, page 73
GRI 302: Energy 2016	302-3	Energy intensity	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51
GRI 302: Energy 2016	302-4	Reduction of energy consumption	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Energy, page 49-51

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
Water			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 52-55
GRI 103: Management Approach 2016	103-2	The management approach and its components	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 52-55
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 52-55
GRI 303: Water 2016	303-1	Water withdrawal by source	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 52-55
GRI 303: Water 2016	303-2	Water sources significantly affected by withdrawal of water	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 52-55
GRI 303: Water 2016	303-3	Water recycled and reused	Climate Change and the Environment> Optimising Building Operation to Achieve Clean Environment > Water, page 54
Emissions			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 55-60
GRI 103: Management Approach 2016	103-2	The management approach and its components	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 55-60
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 55-60
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 58-60
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 58-60
GRI 305: Emissions 2016	305-4	GHG emissions intensity	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 58-60
GRI 305: Emissions 2016	305-5	Reduction of GHG emissions	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 58-60

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
GRI 305: Emissions 2016	305-6	Emissions of ozone-depleting substances (ODS)	Climate Change and the Environment > Providing and Facilitating Various Type of Public Transportation > Emissions, page 60
Effluents and Waste			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 103: Management Approach 2016	103-2	The management approach and its components	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 306: Effluents and Waste 2016	306-4	Transport of hazardous waste	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
GRI 306: Effluents and Waste 2016	306-5	Water bodies affected by water discharges and/or runoff	Climate Change and the Environment > Responsible Waste Management Program> Effluents and Waste, page 60-63
Environmental Compliance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Compliance to All Related Regulatory Requirement > Environmental Compliance, page 46
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Compliance to All Related Regulatory Requirement > Environmental Compliance, page 46
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Compliance to All Related Regulatory Requirement > Environmental Compliance, page 46
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	Best In Class Real Estate > Compliance to All Related Regulatory Requirement > Environmental Compliance, page 46

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
Category: Social			
Employment			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Best In Class Real Estate > Providing Excelent Facilities and Services > New Hires and Employee Retention > page 34
GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Best In Class Real Estate > Providing Excelent Facilities and Services > Our Employee > page 30-31
GRI 401: Employment 2016	401-3	Parental leave	Best In Class Real Estate > Providing Excellent Facilities and Services > Benefits and Welfare > Family-friendly Employer, page 36
Labour-Management Relations			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Providing Excelent Facilities and Services > page 28-29
GRI 402: Labour-Management Relations 2016	402-1	Minimum notice periods regarding operational changes	The minimum notice period is currently defined by our business needs. We do not have a formal policy on this matter yet, but are considering establishing one.
Occupational Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Our disciplined approach to ensuring Occupational Health & Safety, page 38-40
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Our disciplined approach to ensuring Occupational Health & Safety, page 38-40

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Our disciplined approach to ensuring Occupational Health & Safety, page 38-40
GRI 403: Occupational Health and Safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Our disciplined approach to ensuring Occupational Health & Safety, page 38-40
Training and Education			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Educational Patronage > In This Section, page 67 Educational Patronage > Initiating Program to Support Knowledge Enhancement, page 67-68
GRI 103: Management Approach 2016	103-2	The management approach and its components	Educational Patronage > Initiating Program to Support Knowledge Enhancement, page 67-68
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Educational Patronage > Initiating Program to Support Knowledge Enhancement, page 67-68
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Educational Patronage > Initiating Program to Support Knowledge Enhancement > Training and Development, page 67-68
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	Educational Patronage > Initiating Program to Support Knowledge Enhancement > Training and Development, page 67-68
GRI 404: Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Educational Patronage > Initiating Program to Support Knowledge Enhancement > Employee Performance, page 68
Diversity and Equal Opportunity			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Providing Excelent Facilities and Services > Diversity and Equal Opportunity > page 31-33
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Providing Excelent Facilities and Services > Diversity and Equal Opportunity > page 31-33
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Providing Excelent Facilities and Services > Diversity and Equal Opportunity > page 31-33

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Best In Class Real Estate > Providing Excelent Facilities and Services > Diversity and Equal Opportunity > page 31-33
GRI 405: Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	Best In Class Real Estate > Providing Excelent Facilities and Services > Diversity and Equal Opportunity > page 33
Local Communities			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Sustainable Community > In This Section, page 64 Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66 Educational Patronage > Improving Educational Method and Facility, page 68-72
GRI 103: Management Approach 2016	103-2	The management approach and its components	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66 Educational Patronage > Improving Educational Method and Facility, page 68-72
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66 Educational Patronage > Improving Educational Method and Facility, page 68-72
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66 Educational Patronage > Improving Educational Method and Facility, page 68-72
GRI 413: Local Communities 2016	413-2	Operations with significant actual and potential negative impacts on local communities	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 65-66 Educational Patronage > Improving Educational Method and Facility, page 68-72
Customer Health and Safety			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Ensuring Customers' and the Public's Well-Being, page 37-38
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Ensuring Customers' and the Public's Well-Being, page 37-38

Appendix B: GRI Content Index

GRI Standard	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions, if applicable
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Ensuring Customers' and the Public's Well-Being, page 37-38
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Best In Class Real Estate > Attention to Customer and Occupational Health & Safety > Ensuring Customers' and the Public's Well-Being, page 37-38
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
Marketing and Labelling			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 417: Marketing and Labeling 2016	417-2	Incidents of non-compliance concerning product and service information and labeling	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 417: Marketing and Labeling 2016	417-3	Incidents of non-compliance concerning marketing communications	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
Socioeconomic Compliance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 103: Management Approach 2016	103-2	The management approach and its components	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 103: Management Approach 2016	103-3	Evaluation of the management approach	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46
GRI 419 : Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	Best In Class Real Estate > Compliance to All Related Regulatory Requirements, page 45-46



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