

BUILDING FOR A BETTER FUTURE

SUSTAINABILITY
REPORT
2023



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ABBREVIATIONS

Abbreviations	Explanations
AGM	Annual General Meeting
APPBI	Asosiasi Pengelola Pusat Belanja Indonesia / Indonesia Shopping Center Association
ARC	Audit and Risk Management Committee
BCA	Building and Construction Authority of Singapore
BSDE	PT Bumi Serpong Damai Tbk
COP28	28 th United Nations Climate Change Conference
CMC	Crisis Management Committee
CRSO	Chief Risk & Sustainability Officer
CSR	Corporate Social Responsibility
DMAS	PT Puradelta Lestari Tbk
DUTI	PT Duta Pertiwi Tbk
ERM	Enterprise Risk Management
ERP	Emergency Response Plan
ERMC	Executive Risk Management Committee
ERMS	Enterprise Risk Management & Sustainability
ESG	Environmental, Social and Corporate Governance
FGD	Focus Group Discussion
GBCI	Green Building Council Indonesia
GFA	Gross Floor Area
GHG	Greenhouse Gas
GIIC	Greenland International Industrial Center
GOP	Green Office Park
GRI	Global Reporting Initiative
IABHI	Ikatan Ahli Bangunan Hijau Indonesia / Indonesia Green Building Experts Association
IPT	Interested Party Transactions
ITC	International Trade Centre
JBDTK	Jabodetabek or The Greater Jakarta metropolitan area (an acronym of Jakarta-Bogor-Depok-Tangerang-Bekasi)
KIIC	Karawang International Industrial City
KPI	Key Performance Indicator
IDX	Indonesia Stock Exchange
IGCN	Indonesia Global Compact Network
MASKEEI	Masyarakat Konservasi dan Efisiensi Energi Indonesia / Indonesia Conservation and Energy Efficiency Association
MRF	Material Recovery Facility
MSMEs	Micro, Small and Medium Enterprises
NC	Nominating Committee
OHS	Occupational Health Safety
PIC	Person-in-Charge
RE	Persatuan Perusahaan Realestat Indonesia / Real Estate Indonesia Association
RC	Remuneration Committee
RDF	Refuse Derived Fuel
REC	Renewable Energy Certificates
RTH	Ruang Terbuka Hijau (Green Open Space)
SBTi	Science Based Targets Initiative
SBU	Strategic Business Unit
SDGs	United Nation's Sustainable Development Goals
SGX	Singapore Exchange Limited
SLA	Service Level Agreement
STY	Sustainalytics
TCFD	Task Force on Climate-related Financial Disclosures
TOD	Transit-Oriented Development
UNGC	United Nations Global Compact
WBS	Whistleblowing System
WTP	Water Treatment Plant

ABOUT THIS REPORT

Sinarmas Land Limited, hereafter referred to as “SML” or “the Group”, presents its Sustainability Report 2023 (“the report”). This report offers a comprehensive perspective of the Group’s management systems, initiatives, and performance management in relation to our material environment, social, and governance (“ESG”) topics. The report outlines how ESG principles are incorporated into our business, governance, and operations. Additionally, the report tracks SML’s progress towards achieving our sustainability vision and serves to communicate the Group’s sustainability commitments to our stakeholders.

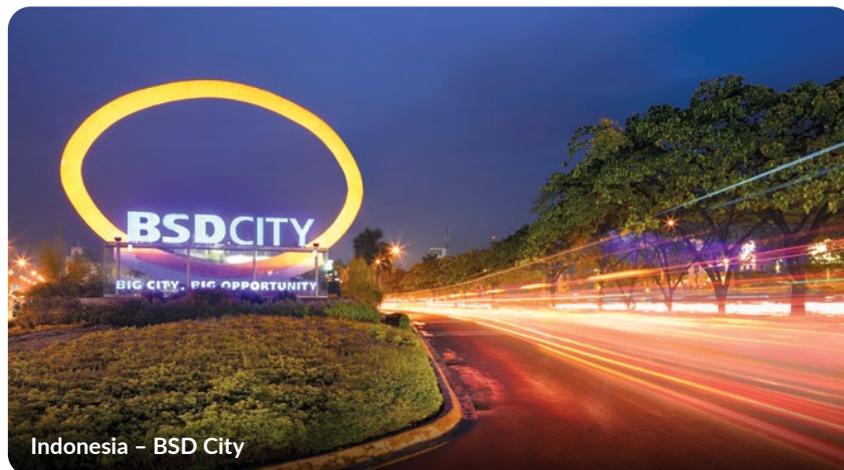
REPORTING PERIOD, SCOPE AND BOUNDARY

This report covers a period spanning from 1 January 2023 to 31 December 2023 (“FY2023” or “reporting period”). SML’s sustainability reporting has evolved to offer a comprehensive overview of our sustainability practices across the entire Group. Beginning with our inaugural Sustainability Report in 2017, which primarily focused on BSD City, we have progressively broadened the report’s scope to include entities which the Group exercises direct control or significant influence. This includes our property management projects and development projects.

ALIGNMENT WITH GLOBAL REPORTING FRAMEWORK

This report is meticulously drafted by considering the needs and expectations of our stakeholders through extensive engagement efforts, ensuring that our disclosures align with their interests.

It adheres to the sustainability reporting guidance set out in the rulebook of the Singapore Exchange Securities Trading Limited (“SGX”). Furthermore, it follows the Universal and Topical Standards established by the Global Reporting Initiative (“GRI”) and incorporates the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”) guidelines on a ‘comply or explain’ basis. GRI and TCFD were selected due to their recognition



as internationally acknowledged reporting frameworks for sustainability and climate disclosures, meeting the expectations of our stakeholders.

The GRI standards were chosen as they represent an internationally recognised and globally established best practice standard for public reporting on economic, environmental, and social performance that incorporates a stakeholder engagement and impact materiality approach to corporate disclosure. Meanwhile, TCFD aims to improve the transparency and accuracy of climate-related financial information, a priority SML has been addressing since 2021.

Continuously striving for enhancement, we benchmark our sustainability strategy and disclosures against international standards and guidance. We proudly adopt the United Nations Sustainable Development Goals (“SDGs”) as a primary method of measuring our impact and performance. Furthermore, we are a signatory of the United Nations Global Compact (“UNGC”) and part of the Indonesia Global Compact Network (“IGCN”).

DATA VALIDATION AND ASSURANCE

While this report currently does not undergo an external assurance, it has undergone an internal assurance by SML’s Internal Audit Group. As a function that maintains independence from SML’s governing body and

management, our Internal Audit Group has conducted an objective assurance on the adequacy and effectiveness of the internal control over the reporting process of the report. The internal assurance was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing issued by the Institute of Internal Auditors, as well as the Guide to Internal Review of Sustainability Report issued by the Institute of Internal Auditors Singapore.

The SML Board of Directors (“the Board”) has endorsed the material topics determined for this year’s report. The Board, supported by the Audit and Risk Management Committee (“ARC”), is in charge of regularly reviewing matters pertaining to ESG. It will reassess the sustainability strategy defined for the Group when necessary, such that it is consistently aligned with SML’s sustainability vision. In our quarterly data validation process, a multi-layer validation of the data collected from the data owners is conducted by gathering the respective Sustainability Report Champions. This performance data is presented in the Executive Risk Management Committee (“ERMC”) and reviewed and approved by the Board.

CONTACT INFORMATION

Any questions regarding this report can be raised with Muhammad Reza Abdulmajid, Chief Risk & Sustainability Officer, Sinarmas Land, at sustainability@sinarmasland.com.

SINARMAS LAND FOR FY 2023

FINANCIAL PERFORMANCE HIGHLIGHT



Total revenue:
S\$1,341.3 million



Total assets:
S\$7,931.1 million

ENVIRONMENTAL PERFORMANCE HIGHLIGHT

Municipal water consumption:
7,897,794 m³



Municipal water consumption intensity
by GFA occupied:
1.05 m³/m²
(2% decrease from 2022)

Building energy consumption:
285,375 MWh



Building energy intensity by GFA occupied:
116.43 kWh/m²
(3% decrease from 2022)

Total GHG emissions:
1,691,987 tonnes of CO₂e

Total building emissions:
228,495 tonnes of CO₂e



Building emissions intensity by GFA occupied:
0.093 tonnes of CO₂e/m²

Emission reduction from renewable
energy source:
16,405.97 tonnes of CO₂e

Renewable energy use:



- Solar panels:
2,922 MWh
- Renewable energy certificates ("REC"):
13,435 MWh

Waste generated:



- Non-hazardous waste:
57,554 tonnes
- Hazardous waste:
124 tonnes

OPERATIONAL PERFORMANCE HIGHLIGHT



Total number of projects: **166**
• Property management projects: **115**
• Development projects: **51**

GFA:
3,907,105 m²
(10% increase from 2022)

GFA occupied:
2,450,986 m²
(10% increase from 2022)



Total number of employees:
4,816
(6% increase from 2022)

SOCIAL PERFORMANCE HIGHLIGHT



Contributions toward community development:
IDR 7,549.8 million



Other donations:
IDR 377.8 million



Average employee training hours:
16.77 hours

AWARDS AND ACCOLADES



Sustainalytics ESG Rating:
14.5
(1.3 points improvement from 2022)

ESG RELATED RECOGNITION IN 2023

SINARMAS LAND LIMITED

ASEAN Energy Awards 2023

- Energy Efficient Building Category
– QBig, BSD City

TrenAsia ESG Excellence Awards 2023

- Best Action in Property Category

Property Guru Indonesia Property Awards 2023

- Best Smart Building Development
– Knowledge Hub
- Special Recognition in ESG

Property Guru Asia Property Awards 2023

- Best Smart Building Development (Asia)
– Knowledge Hub

PT BUMI SERPONG DAMAI TBK

8th Global Good Governance Awards 2023

- 3G Best Green Innovation and Solution Award 2023
- 3G Innovation in Environmental Solution Award 2023

PROGRESS OF OUR SUSTAINABILITY PILLARS

BEST IN CLASS REAL ESTATE

Total number of employees:

4,816

(6.4% increase from 2022)

Hiring rate:

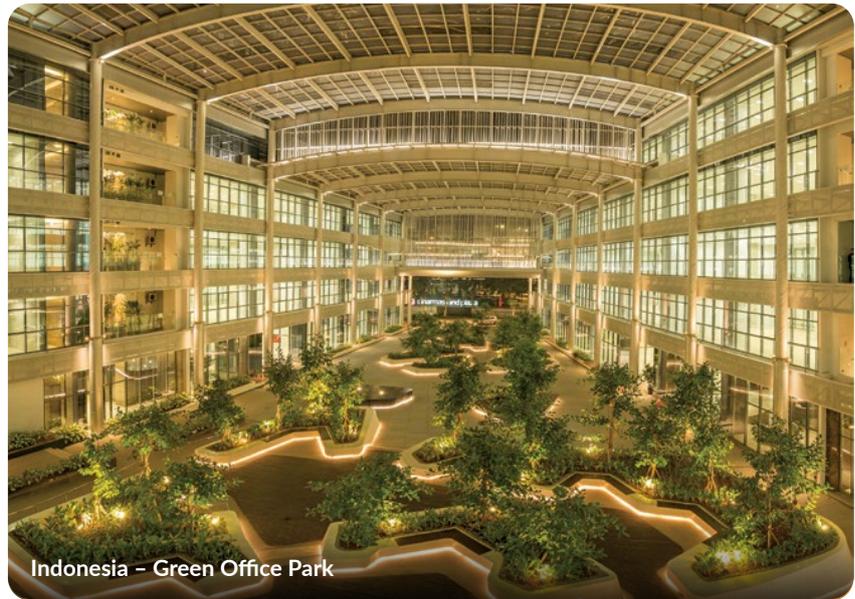
15.03%

(0.41% decrease from 2022)

The Best in Class Real Estate pillar embodies SML's vision to provide state-of-the-art products, facilities, and services of the highest quality with excellent value. To achieve this, we have set targets and implemented measures that demonstrate our commitment to high standards of regulatory compliance and business conduct, customer satisfaction, and prioritising both customer and occupational health and safety.

We maintain a steadfast commitment to uphold high standards of business conduct and ethics, which all employees are expected to adhere. In 2023, we introduced an e-learning training course aimed at raising awareness and providing guidance on issues such as bribery, corruption, conflict of interest, and the utilisation of the SML Whistleblowing System ("WBS").

At SML, a dedicated team is tasked with monitoring and ensuring compliance with all relevant regulations. They verify that any contractors engaged in construction activities meet specific criteria, such as the possession of a regional regulator rating or a government-issued Construction Service Permit Letter before being included in our approved vendor system. This rigorous process is a testament to our commitment to stakeholder safety and satisfaction.



Indonesia – Green Office Park

To ensure customer satisfaction, we have implemented a robust procedure for handling customer complaints and adhering to customer service standards. This includes implementing a Service Level Agreement ("SLA") for prompt resolutions of complaints. Our Integrated Customer Service system enables frontline staff to collate feedback from various channels for swift action, supplemented by our online customer service application, OneSmile.

Ensuring the safety of our employees, workers, and customers remains a top

priority. The SML Occupational Health and Safety ("OHS") Manual shapes our employees' workplace safety culture. Our Construction OHS Standard guides our actions throughout the construction process, overseen and managed by our Risk Management and Business Owners. SML's Emergency Response Plan, regular checks and General Policy on Tenant Emergency Guidelines uphold the safety of our tenants. In 2023, we made substantial progress towards achieving our targets in complaint resolution, customer satisfaction, customer and occupational health and safety, and compliance management.

No.	Topic	Target description	2023 Performance
1	Environment Complaint Resolution	Number of resolved environment-related complaints (meet SLA)	94.08%
2	Property Management Complaint Resolution	Number of resolved complaints related to property management (meet SLA)	99.10%
3	Customer Satisfaction	Score of online customer satisfaction survey (index along scale of 1-5)	4.24
4	Customer and Occupational Health & Safety	Number of worker fatalities for Development Projects	0 worker fatalities
5	Compliance Management	Number of non-compliances (fines, sanction, etc.)	0 non-compliances events

PROGRESS OF OUR SUSTAINABILITY PILLARS

CLIMATE CHANGE & THE ENVIRONMENT

Total energy consumption in 2023:

285,375 MWh

(intensity by GFA occupied: 116.43 kWh/m², 3% decrease from 2022)

Total GHG emissions:

1,691,987 tonnes

of CO₂e

Total building GHG emissions:

228,495 tonnes

of CO₂e

(intensity by GFA occupied: 0.093 tonnes of CO₂e/m², 11% increase from 2022)

Total building municipal water consumption in 2023:

7,897,794 m³

(intensity by GFA occupied: 1.05 m³/m², 2% decrease from 2022)

The Climate Change and Environment pillar is centred around SML's strong commitment to minimising the Company's environmental impact and addressing climate change challenges.

As a real estate developer, we are aware that our operations contribute significant amounts of greenhouse gas ("GHG") emissions and cause impacts on the environment due to the inherent nature of the industry. To mitigate these impacts and reduce our contribution to climate change, we are steadily growing the proportion of developments adhering to internationally recognised green

standards such as BCA Green Mark and Indonesia GreenShip Certification. We also obtain Renewable Energy Certificates ("REC") for selected buildings and continue to develop public transport and logistics facilities within our projects to minimise transport-related carbon emissions. In addition, we actively contribute to the protection of the natural environment and natural resources through the creation of green open spaces, planting of trees, installation of biopori infiltration holes, utilising eco-friendly materials and spearheading initiatives to raise public awareness and reduce plastic waste.

We have set targets and implemented initiatives that focus on addressing key climate and environmental aspects, and we are making significant progress towards achieving our targets. By the end of 2023, we have produced 812 litres of eco enzyme as a result of the National Eco Enzyme Day event, surpassing our target of producing 535.5 litres of eco enzyme between 2023 and 2025. With the successful implementation of the initiative, we have revised our target and set new ambitions for 2025.

No.	Topic	Target description	2023 Performance
1	Green Open Space	Number of developed Green Open Space (public & private)	164,039 m ² Green Open Space developed
2	Length of Pedestrian Walkway	Number of developed pedestrian length	6,060 m pedestrian walkway developed
3	Tree Planting (Township, Residential & Commercial)	Number of trees planted	12,049 new trees planted
4	Biopori (Residential & Commercial)	Number of biopori holes	6,266 new biopori holes

No.	Topic	Target description	2023 Performance
1	Eco Enzyme	a. Number of socialisation events	a. 10 socialisation events
		b. Weight of organic materials processed	b. 130 kg organic materials processed
		c. Amount of eco enzyme produced	c. 812 litre of eco enzyme produced
2	Plastic to Food	a. Number of participants	a. 1,200 persons
		b. Number of plastic waste volume collected	b. 1,956 kg plastic waste collected
3	Use of Green Material	Number of % green material used for residential project (BSD and Greater Jakarta Area)	28.66% green material used for residential project
4	Emission Reduction Using Renewable Energy	% of emission reduction from REC	8.6% of emission reduction

PROGRESS OF OUR SUSTAINABILITY PILLARS

SUSTAINABLE COMMUNITY

Number of activities conducted in Kampung Mantul:

491

(33% increase from 2022)

The Sustainable Community pillar describes our vision to contribute positively to the livelihood of the Indonesian population through spurring the sustainable and economic development of local communities and businesses. We are committed to implement an engagement programme for all stakeholders and to improve community welfare in the areas surrounding our developments.

Utilising various engagement channels, we ensure that we stay informed about expectations and needs of our stakeholders, including our employees, business partners, tenants, commercial customers, and the general public. In the communities surrounding our developments, we implement programmes addressing critical community needs such as clean water, healthcare, and food security, while also supporting small businesses and promoting the integration of people with disabilities. Within our

developments, we engage with our tenants and customers to promote a healthy, clean, and safe living environment and lifestyle.

In 2023, we made significant contributions towards various initiatives, including the establishment of clean water facilities, dengue fever prevention, public blood donations, distribution of supplementary food packages, health check-ups for those in need, support for sustainable farming and food security, development of IT talents, and

strengthening local businesses through our dedicated programmes.

We are well on track to achieve our targets by 2024 and have exceeded three of them including the number of IT coding grant recipients, the number of Kampung Mantul activities, and the amount of revenue generated by the Bina Usaha Micro, Small and Medium Enterprises (“MSME”) programme. We have set a renewed and sustainable target for the Bina Usaha MSME programme.



No.	Topic	Target description	2023 Performance
1	Digital Technology Grant	a. Number of grant recipients	a. 21 new grant recipients
		b. % employment rate	b. 53% total employment rate
2	Kampung Mantul	a. Number of villages	a. 4 villages (1 new village)
		b. Number of activities	b. 122 new activities
3	Bina Usaha MSME	a. Number of MSMEs assisted	a. 34 MSMEs assisted (8 new MSMEs)
		b. Number of MSMEs with disabilities assisted	b. 53 MSMEs with disabilities assisted (29 new MSMEs)
		c. Amount of revenue generated	c. IDR 3.7 billion revenue generated
4	Pasar Rakyat Go Digital	a. Number of participants	a. 270 new participants
		b. Number of participants who receive training on digital payment	b. 120 new participants

PROGRESS OF OUR SUSTAINABILITY PILLARS

EDUCATIONAL PATRONAGE

Number of schools participating in Sekolah Berhati programme:

63

(29% increase from 2022)

Average training hours per employee:

16.77

(84% increase from 2022)



Digital Technology Grant Ceremony

The Educational Patronage pillar reflects our strong belief in the pivotal role of education in societal development. To support this belief, we implement programmes aimed at enriching knowledge for our employees and enhancing the educational methods and facilities within local communities.

In 2023, we continued to prioritise the professional development and career growth of our employees by offering

various training and certification programmes. Additionally, our Human Capital team provides comprehensive support through individual career progression plans, performance reviews, and tailored development programmes.

Through our educational scholarships and three flagship programmes, we strive to enhance the quality of education in schools surrounding the BSD City area, provide additional

learning and education opportunities to local communities such as computer literacy programme, and support faith-related learning initiatives.

We are well on track to achieve our targets and have already exceeded two of them: the number of participants in the Learn How to Read the Quran initiative and the number of activities conducted at the Literature Centre.

No.	Topic	Target description	2023 Performance
1	Learn How to Read the Quran	Number of participants	467 new participants
2	Literature Center	Number of activities	155 new activities
3	Sekolah Berhati	Number of selected schools	63 schools (14 new additional schools)
4	Employee Training Hours	Number of training hours per employee	16.77 training hours per employee

ABOUT SINARMAS LAND

OVERVIEW OF SINARMAS LAND

SML is a real estate developer headquartered in Singapore and listed on the Singapore Exchange. It possesses an international footprint of properties and investments across the Asia-Pacific, spanning Singapore, Indonesia, Malaysia,

Australia, and the United Kingdom. SML is recognised as the largest property developer in Indonesia and operates mainly through three publicly listed subsidiaries in Indonesia, namely PT Bumi Serpong Damai Tbk (“BSDE”), PT Duta

Pertiwi Tbk (“DUTI”), and PT Puradelta Lestari Tbk (“DMAS”) – with a combined market capitalisation of approximately S\$4.1 billion as of 31 December 2023. Further details about SML can be found in the Annual Report 2023.

VISION

To be the leading property developer in Southeast Asia, trusted by customers, employees, society, and other stakeholders

VALUES

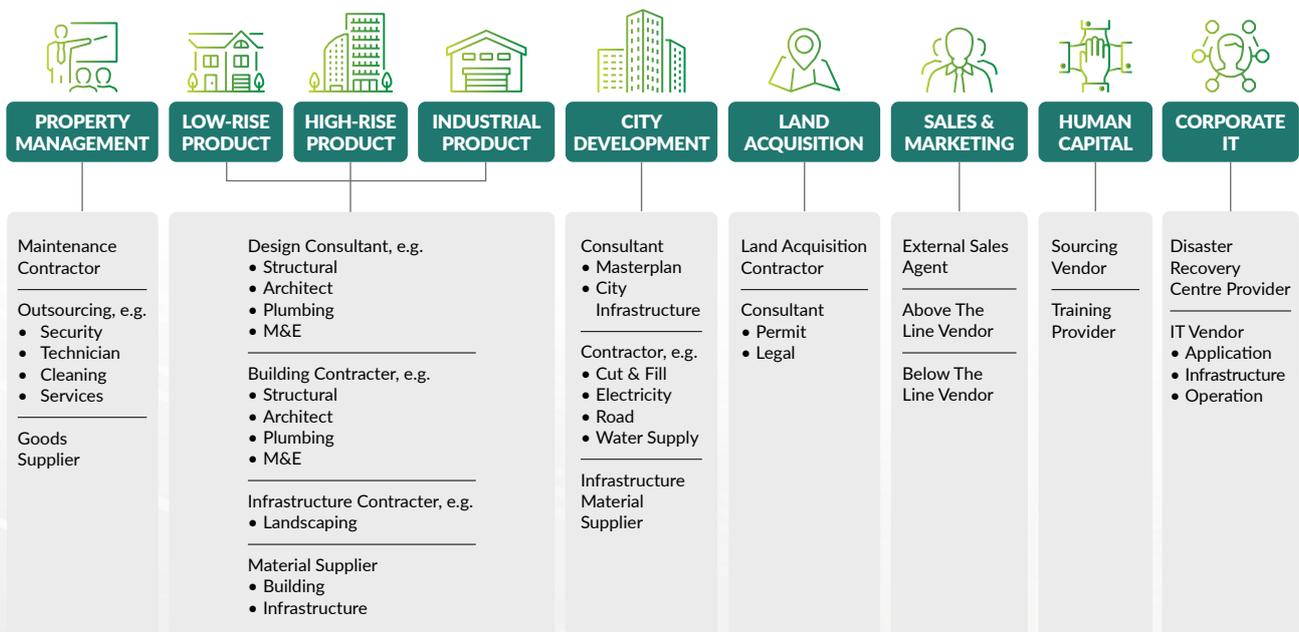
Integrity, Positive Attitude, Commitment, Continuous Improvement, Innovation, Loyalty

OUR VISION AND VALUES

SML is known for its rich experience of more than 50 years in the field of property development. Having first started operations in 1972, our business strategy is guided by our Vision and Values.

OUR VALUE CHAIN AND BUSINESS SEGMENTS

To execute and deliver best-in-class products and services, SML draws on an extensive cross-industry network of suppliers, contractors, consultants, professionals and experts with which we work together at different stages and functions of our business, as illustrated in below chart.



We report that there are no significant changes in our supply chain ecosystem compared with the previous reporting period.

ABOUT SINARMAS LAND

COMPANY MEMBERSHIP

We ensure our ESG strategy and sustainability report adhere to international standards such as the United Nations Global Compact (“UNGC”) of which we are a signatory through the Indonesia Global Compact Network (“IGCN”).

We believe in the importance of engaging with industry associations to gain a comprehensive understanding of

the material topics for the Group. This engagement helps us shape a targeted ESG strategy that effectively addresses risks. As a result, we actively participate in industry bodies such as Indonesia Conservation and Energy Efficiency Association (Masyarakat Konservasi dan Efisiensi Energi Indonesia or “MASKEEI”), Indonesia Green Building Experts Association (Ikatan Ahli Bangunan Hijau Indonesia or “IABHI”),

Real Estate Indonesia Association (Persatuan Perusahaan Realestat Indonesia or “RE”) and Indonesia Shopping Center Association (Asosiasi Pengelola Pusat Belanja Indonesia or “APPBI”). Additionally, our subsidiary, PT Bumi Serpong Damai, is a founding member of the Green Building Council Indonesia (“GBCI”).

SINARMAS LAND LIMITED’S PROPERTY BY MARKET SEGMENTS



CHAIRMAN AND CEO STATEMENT

OUR CONTINUED COMMITMENT TO SUSTAINABILITY

As 2023 marked a gradual return toward economic recovery, a notable trend towards climate change and ESG disclosure emerged. With shareholders and investors increasingly expecting the integration of ESG factors into operational decision-making, SML is taking proactive steps to reduce its carbon footprint and enhance corporate governance and transparency through active stakeholders communication. Rising regulatory requirements for disclosing climate change risks and corporate governance practices have been observed, and as a community-centric business, we fully support active disclosure in the spirit of transparency and ensure compliance with regulations.

Sustainability is deeply embedded in SML's identity, recognising its relevance to our business model. At the 28th Climate Change Conference ("COP28") in Dubai, Indonesia reaffirmed its commitment to reach net-zero emissions by no later than 2060, while Singapore joined the Global Cooling Pledge to commit to reducing cooling related emissions. Furthermore, the World Meteorological Organization Provisional State of the Global Climate Report confirms that 2023 is poised to be the warmest year on record at



Continuous improvement is at the heart of our corporate culture as we constantly review our business practices for enhancement opportunities.



around 1.4°C above pre-industrial levels. In response, SML has committed to setting near-term company-wide emission reduction targets aligned with climate science through the Science Based Targets initiative ("SBTi"). Proactively managing climate change risks remains a key priority, and we are enhancing our resilience accordingly. The imperative for broad-based collaboration with stakeholders to achieve net-zero emissions is critical.

Entering our second year with Sustainalytics ("STY"), SML underwent a comprehensive review and achieved a commendable low-risk ESG Risk Rating, improving its score from 15.8 in 2022 to 14.5 in 2023. Starting March 2023, we began applying Renewable Energy Certificates ("REC") to mitigate Scope 2 and Scope 3 emissions from our buildings and tenants' electricity usage.

Concurrently, we initiated a responsible waste management project with reputable and certified vendors. Additionally, we committed IDR 2.0 trillion to invest in a new Biomedical Campus in Indonesia, supporting the Indonesian government's effort to upgrade infrastructure and healthcare facilities.

Continuous improvement is at the heart of our corporate culture as we constantly review our business practices for enhancement opportunities. We updated our Environmental Management Policy to include our commitment to implementing our Environmental Management System. With regard to our sourcing practices, we have sought to integrate environmentally friendly design into our developments by increasing the adoption of innovative recycled waste in our raw materials such as



FRANKY OESMAN WIDJAJA
Executive Chairman

CHAIRMAN AND CEO STATEMENT

the application of asphalt mixed with plastic waste on the roads in BSD City. Aligning with our pledge to achieve net zero emissions by 2050 through the Indonesia Chamber of Commerce, we have expanded the scope of our GHG inventory and have set an emission reduction target for a 12-years period between 2023 and 2034, projecting to achieve a 35% reduction of emissions from building electricity consumption.

Notable accomplishments were made across our four pillars, the focal points of our sustainability strategy. We aim to mainstream ESG into corporate governance and business activities through our ESG Internalisation and ESG Initiative in the Real Estate Sector. We collaborate with stakeholders to address waste not only within our operations but also among surrounding community residents through our responsible waste management initiatives. Finally, through our initiative MSMEs with Disability, we are deepening our impact in rural areas through bespoke initiatives. Further details can be found in the case studies within the corresponding chapters in the main body of the report.

RECOGNITION

Every year, our developments receive recognition from various Indonesian

“

We aim to mainstream ESG into corporate governance and business activities through our ESG Internalisation and ESG Initiative in the Real Estate Sector.

”

and international bodies for our dedications towards sustainable real estate practices. We are humbled by the acknowledgement bestowed upon us through numerous awards and accolades. In 2023, our developments achieved notable awards, including the Special Recognition in ESG Award by Property Guru Indonesia Property Awards 2023 and the Best Action in Property Award by TrenAsia ESG Excellence Awards 2023.

APPRECIATION

SML's leadership is dedicated to fulfilling our sustainability mission, aiming to reduce our carbon footprint while generating value for our stakeholders. We express gratitude to our shareholders, customers, and other partners for their unwavering support throughout this sustainability journey.

We look forward to building a better future together.



FRANKY OESMAN WIDJAJA
Executive Chairman



MUKTAR WIDJAJA
Executive Director and
Chief Executive Officer

MUKTAR WIDJAJA
Executive Director and
Chief Executive Officer



SINARMAS LAND NETWORK OF OPERATIONS

PORTFOLIO OVERVIEW



5

CITY & TOWNSHIP
PROPERTIES



16

HOTELS, RESORT &
GOLF COURSES



25

RESIDENTIAL
PROPERTIES



1

CONVENTION
CENTRE



25

RETAIL & TRADE
CENTRES



18

COMMERCIAL
PROPERTIES



3

INDUSTRIAL
PROPERTIES



TOTAL ASSETS (S\$)

7,931.1
million



REVENUE (S\$)

1,341.3
million



ACROSS

25
cities



OVER

45 million sqm
of prime land site



1 GOAL

BUILDING FOR

A BETTER FUTURE

OUR APPROACH TO SUSTAINABILITY

Our vision to be the leading property developer in Southeast Asia, trusted by customers, employees, society, and other stakeholders is supported by our sustainability vision and a set of time-bound targets that define our four sustainability pillars.

DEFINING OUR MATERIALITY

SML follows a systematic approach to identify material topics that are relevant to the Group, which includes engaging internal and external stakeholders and considering impacts across our operations and business relationships. The materiality assessment process encompasses four steps, as shown in the image below.

PROCESS FOR MATERIALITY ASSESSMENT AND ANNUAL REVIEW OF MATERIAL TOPICS



In 2023, we evaluated the results of the materiality assessment through our annual stakeholder engagement process and examined the actual and potential negative impacts of property management and development projects on local communities and the environment. During this annual validation of materiality topics, the significance of each topic is reviewed with management, considering emerging risks or issues that could alter a topic's materiality. Feedback from external stakeholders are collected annually, and employees have also been empowered

to submit their perspectives through the annual employee survey. In addition, initial permits prior to the construction of development projects are scrutinised for any adverse impact on the local community.

Major ESG issues identified as material through stakeholder engagement and supplemental research undergo review, sometimes leading to updates in the prioritisation level from previous years, based on impact and likelihood along a 5-point scale. In assessing the impact dimension of each risk,

financial, operational, regulatory, and environmental parameters have been taken into consideration. As a final step, the annually validated list of material topics is signed off by the managerial Person in Charge and presented in the Executive Risk Management Committee ("ERMC") meeting for confirmation by all members of the ERMC.

The 2023 review of material topics reaffirmed continued relevance of the identified material topics, which were slightly restructured to align with SML's sustainability pillars.



Indonesia – Sinar Mas Land Plaza, BSD City

OUR APPROACH TO SUSTAINABILITY

MATERIAL SUSTAINABILITY TOPICS FOR 2023



SUSTAINABILITY PILLAR	FOCUS AREA	LEGEND
 Best In Class Real Estate	Providing Excellent Products, Facilities & Services	A
	Attention to Customers and Occupational Health & Safety	B
	Compliance with All Related Regulatory Requirements	C
	Resilience to IT Cyber Security Risk	D
 Climate Change & the Environment	Reducing the Company's Environmental Impact on the Surrounding Environment and Society	E
	Mitigate and Adapt to Climate Change Risks and Impacts	F
 Sustainable Community	Engagement Programme for All Stakeholders	G
	Improving Community Welfare in Surrounding Development Areas	H
 Educational Patronage	Initiating Programme to Support Knowledge Enhancement	I
	Improving Educational Method & Facility	J

OUR APPROACH TO SUSTAINABILITY



Indonesia – Biomedical Campus, Digital Hub, BSD City

The materiality assessment review in 2023 reaffirmed the relevance of the material topics identified in 2022.

To better align with our Sustainability Pillars, adjustments have been made to environmental and climate change-related material topics.

In 2022, four material topics relating to climate change and the environment were identified: optimising building operations to achieve clean environment, providing and maintaining green open space, providing and facilitating various types of public transportation, and responsible waste management programme. In 2023, these topics have been consolidated under two focal areas:

- Reducing the Company's environmental impact on surrounding environment and society

- Mitigating and adapting to climate change risks and impacts

The remaining topics are unchanged and relate to both our operations and value chain. For instance, under the focus area of “reducing the Company's environmental impact on surrounding environment and society,” we are committed to utilising green-certified products in building materials, investing in green building certification and features such as energy efficiency measures.

ENGAGING OUR VALUED STAKEHOLDERS

Based on the principle of two-way communication, we consistently interact with both internal and external stakeholders to better understand their

views and keep them abreast of our Group's strategies and performance. In addition, we regularly engage with regulators, filing periodic compliance reports or other assessment reports as required. We maintain close relationships with the communities surrounding our developments, offering channels for feedback and exchange such as regular meetings and focus group discussion (“FGDs”). Communication channels with tenants and commercial customers across our residences, buildings, and malls include annual customer satisfaction surveys among other methods. Additionally, we engage with employees through our annual employee survey and regular FGDs, providing avenues for interaction with management through our communication forum.

OUR APPROACH TO SUSTAINABILITY

Stakeholder groups & their significance to SML	Key concerns & expectations	Mode of engagement	Frequency of engagement
Employees The performance of SML depends on the welfare, knowledge, health, safety, and professional growth of its staff.	<ul style="list-style-type: none"> Employee welfare Remuneration and benefits Labor management relation and human rights Diversity and equal opportunity Competency development and career promotion Occupational health and safety Good code of ethics 	<ol style="list-style-type: none"> Employee engagement survey Employee community activities (sports and arts) Communication forum between management and employees Townhall (synergy day) Focus Group Discussion ("FGD") Employee training sessions & performance appraisal Safety drills and awareness sessions Whistleblowing system 	<ol style="list-style-type: none"> Annually As needed As needed Annually As needed Annually Annually Based on case
Local communities SML ensures that the negative impact of our developments on the quality of life for the communities surrounding our operational areas are minimised, and that our presence can empower them and improve their livelihoods.	<ul style="list-style-type: none"> Environmental conditions of their neighbourhood Community empowerment Education quality in surrounding area 	<ol style="list-style-type: none"> Meetings with local communities Public communication plan with residents in 200 m radius of our new developments Implementing the CSR programme FGD Public facility provision (schools, hospital, etc). 	<ol style="list-style-type: none"> As needed As needed As needed As needed As needed
Media SML sees the media as a vital channel to convey information to the public.	<ul style="list-style-type: none"> Transparency of the Company's information and disclosure Product knowledge information 	<ol style="list-style-type: none"> Press releases Press conferences Public exposes Interviews & discussions 	<ol style="list-style-type: none"> Approximately 15 releases/month Based on events Annually Based on event
Academics (university representative) SML ensures that our ESG practices can be an example for the academic literature and society.	Socialisation and education on the Company's ESG practices	FGD	As needed
Civil society (GBCI, MASKEEI, IABHI)* SML ensures that our ESG initiatives reduce our operational negative impact and support civil society's social and environmental goals.	<ul style="list-style-type: none"> The Company's operational impact on society and the environment The Company's social and environmental programmes 	<ol style="list-style-type: none"> FGD Green building certification Association (REI, APPBI)* 	<ol style="list-style-type: none"> As needed Depending on the green building development plan as directed by Management As Needed
Tenants The performance of SML depends on the satisfaction of tenants.	<ul style="list-style-type: none"> Tenant satisfaction with facility and service quality Tenant occupational health and safety Eco-friendly facilities 	<ol style="list-style-type: none"> FGD Tenant satisfaction survey Provision of building facilities 	<ol style="list-style-type: none"> As needed Annually, utilising real-time online customer satisfaction survey method As needed
Residential & commercial customers The performance of SML depends on the satisfaction of customers.	<ul style="list-style-type: none"> Customer satisfaction with facility and service quality Customer and occupational health and safety Eco-friendly facilities 	<ol style="list-style-type: none"> FGD Customer satisfaction survey ONE Smile Application 	<ol style="list-style-type: none"> As needed Annually, utilising real-time online customer satisfaction survey method Realtime
Business partners (Vendors) SML's product delivery depends on the performance of its business partners.	<ul style="list-style-type: none"> Fairness in tender processes On time payment by the Company 	FGD	As needed
Regulator SML is committed to operating within the boundaries of the law and to complying with all regulations.	<ul style="list-style-type: none"> Compliance with related regulations Complete and timely report submission 	<ol style="list-style-type: none"> FGD Sustainability report submission Compliance report Implementing the CSR programme Provision of public facility 	<ol style="list-style-type: none"> As needed Annually Periodically or as required. As needed As needed

Notes:

- * APPBI: Asosiasi Pengelola Pusat Belanja Indonesia / Indonesia Shopping Centre Association
- * GBCI: Green Building Council Indonesia
- * IABHI: Ikatan Ahli Bangunan Hijau Indonesia / Indonesian Green Building Experts Association
- * MASKEEI: Masyarakat Konservasi dan Efisiensi Energi Indonesia / Indonesian Conservation and Energy Efficiency Society
- * REI: Persatuan Perusahaan Real estat Indonesia / Real Estate Indonesia

OUR APPROACH TO SUSTAINABILITY

FOUR PILLARS OF SINARMAS LAND'S SUSTAINABILITY VISION

The materiality assessment and stakeholder engagement process provide clear insights into the Group's material topics, both in terms of impact perspective and stakeholder expectations. These insights serve as clear guidance for the Sinarmas Land Sustainability Vision which was first adopted in 2017 and encompasses four

pillars and sustainability focus areas that have been devised in accordance with the results of the materiality assessment and stakeholder engagement process.

The four pillars delineate our objective: ensuring excellence in SML's facilities and service under the Best in Class Real Estate pillar; addressing responsibilities concerning combatting climate change and protecting the environment under

the Climate Change & the Environment pillar; fulfilling our commitment to uplift communities under the Sustainable Community pillar; and advancing educational development under the Educational Patronage pillar. Each pillar is accompanied by time-bound targets, measures and initiatives aimed at addressing our material ESG topics, ensuring a positive impact on our environment and society.

SINARMAS LAND'S SUSTAINABILITY VISION

 BEST IN CLASS REAL ESTATE	 CLIMATE CHANGE & THE ENVIRONMENT	 SUSTAINABLE COMMUNITY	 EDUCATIONAL PATRONAGE
<p>We create value for our stakeholders and contribute to national prosperity through providing high quality and best-in-class products, facilities and services and are committed to ensuring safe and excellent operations, management and governance standards.</p>	<p>We mitigate our impact on the natural environment surrounding our operations and developments and are committed to becoming a company resilient to a changing climate while mitigating our contributions to climate change.</p>	<p>We actively engage with internal and external stakeholders including the communities in the vicinity of our operations and are committed to providing them sustainable value.</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>
<p>Our focus areas</p> <ul style="list-style-type: none"> To provide excellent products, facilities & services To uphold customer and occupational health & safety To comply with all related regulatory requirements To build resilience to IT cybersecurity risk 	<p>Our focus areas</p> <ul style="list-style-type: none"> To reduce the company's environmental impact on surrounding environment and society To mitigate and adapt to climate change risks and impacts 	<p>Our focus areas</p> <ul style="list-style-type: none"> To implement an engagement programme for all stakeholders To improve community welfare in surrounding development areas 	<p>Our focus areas</p> <ul style="list-style-type: none"> To invest in training and knowledge enhancement for our employees To improve educational method & facility in local communities

CONTRIBUTING TO THE GLOBAL GOALS

Together with the results of the materiality assessment, the 2030 Agenda for Sustainable Development, particularly the UN SDGs, offer direction for our sustainability vision and pillars. The commitments and initiatives outlined within each of our four sustainability pillars are aligned with the SDGs as described below.

SML SUSTAINABILITY PILLAR	SUSTAINABILITY DEVELOPMENT GOALS ("SDGS")						
Best In Class Real Estate							
Climate Change and the Environment							
Sustainable Community							
Educational Patronage							

OUR APPROACH TO SUSTAINABILITY

GOVERNING SUSTAINABILITY AT SINARMAS LAND



SML's highest governance body, the Board of Directors ("the Board"), ensures alignment of the sustainability vision, strategy, and pillars with the Group's business objectives and strategy, and are fully supported across the Group. The Board exercises oversight and provides guidance for the ESG management process, including addressing significant environmental, social, and governance issues impacting our long-term business objectives, and regularly evaluating the performance and adequacy of ESG-related functions.

The Board is supported by the Internal Audit and Risk Management Committee ("ARC") and the Executive Risk Management Committee ("ERMC"), the ARC reviews and monitors the ESG implementation process, ensuring alignment with our sustainability targets and the capability of relevant functions to address material topics. Together with the ERMC, it approves the content of the SML Sustainability Report.

Comprising of 24 senior executives, the ERMC oversees sustainability programmes and assesses the

achievement of our sustainability targets and commitments semi-annually. It also monitors industry-wide trends and organisational changes to inform our programmes and ESG impact management across the Group.

The Enterprise Risk Management & Sustainability Group Division ("ERMS Group Division") is responsible for preparing the sustainability strategy and programmes based on the materiality assessment results and stakeholder expectations, industry practices, regulatory requirements and trends within our operating environment.

Responsibility for ESG management lies with the Chief Risk & Sustainability Officer ("CRSO") who coordinates and oversees the person-in-charge ("PIC") of the respective ESG sub-groups, who in turn are supported by a group of SR Champions, representing business functions responsible for implementing specific ESG policies, targets, and initiatives. The ERMS Group Division and PIC report updates to the Board of Directors semi-annually, including progress, issues, and outcomes.

INTEGRATING ESG AND SUSTAINABILITY RISKS INTO OUR ENTERPRISE RISK MANAGEMENT PROCESS

We believe that managing ESG risks is critical to the resilience and success of our business. Therefore, ESG and climate-related risks are seamlessly integrated into our Enterprise Risk Management ("ERM") framework, processes, and risk categories. We annually address and validate climate risks, encompassing both physical and transition risks, including evaluating the financial impact of physical climate risks.

The ERMC spearheads the ERM and drives the risk management process. It holds semi-annual meetings to discuss the Group's overall enterprise risks, including any critical concerns about the company's negative impact on stakeholders, and to agree on actions to manage these risks. Chaired by the CRSO, who also leads the ERMS Group Division, the ERMC ensures alignment and integration of enterprise risk management and ESG management processes.

OUR APPROACH TO SUSTAINABILITY

Through the ARC and ERM, the Board exercises oversight of ESG and climate-related risks and opportunities. Directors participate in a structured curriculum based on general audit and risk-management practices at the executive level and in lessons on ESG principles. These ensures directors remain abreast of the latest ESG industry trends and emerging regulations. Board director nominations follows a formal process under the Nominating Committee ("NC"), which is responsible for Board appointments. Comprising one Executive Director and two Independent Directors, the NC may consult other directors, management, and external consultants as needed to identify suitable candidates for appointment onto the Board. Criteria such as candidate's experience and independence, alongside adherence to the Board's Diversity Policy, are carefully considered during the nomination process.

The NC also conducts performance evaluations of the Board of Directors. Annually, the NC assesses the effectiveness of the Board in achieving its objectives. This evaluation entails reviewing areas for enhancement within both Board committees and individual directors.

Further insights into our risk management practices and Board- level training and development are detailed in the Corporate Governance section of our SML Annual Report 2023.

FORMALISING OUR SUSTAINABILITY COMMITMENT THROUGH POLICIES

SML has established sound policies and frameworks that shape how we do business and cascade our sustainability

commitment down to the operational level. These policies and frameworks are presented and further described in the following.

List of sustainability related policies:

1. ESG Management Framework
2. Environmental Sustainability Policy
3. Environmental Management Policy
4. ERM Framework
5. Compliance Management Policy
6. Whistleblowing Policy
7. Employee Code of Conduct
8. ESG Investment Checklist

The SML ESG Management Framework governs the comprehensive management of ESG issues at SML, defining roles and responsibilities for management and PICs, and establishing the corporate governance structure for ESG.

Our Environmental Sustainability Policy defines the framework for our environmental management programme, encompassing KPIs measurement, budget integration and data collection process of the Sustainability Report. This ensures that we deliver on our commitments to reduce our environmental impact across the development and operational stages. During development, we implement policies focusing on creating green open spaces, installing biopori infiltration holes, utilising asphalt alternatives for road construction, and using green-certified building materials. Likewise, during the operational and maintenance stage, our policies prioritise energy efficiency, water efficiency, and responsible waste management.

In addition, SML's corporate policies function as fundamental guidelines on business conduct and ethics, applicable to all SML employees. They include various policies such as the Board Diversity Policy, the Whistleblowing Policy, and the SML Employee Code of Conduct.

SML upholds a transparent and equitable Board Diversity Policy to promote good corporate governance within the Group. The Appendices to the Notice of the 2024 Annual General Meeting ("AGM") will disclose any identified potential conflicts of interest, including Directors' and Substantial Shareholders' Interests. Furthermore, the mandate on Interested Persons Transactions ("IPT"), which defines interested persons and the standards for approving transactions with such persons, will be reviewed during the AGM. For more information on Board composition, individual Director profiles and division of responsibilities between the Board and management, please refer to the Corporate Governance section of our SML Annual Report 2023.

SML places significant importance on addressing critical concerns brought to its attention. These concerns, spanning from instances of bribery to those related to fraud, corruption, and conflicts of interest, can be reported by employees in accordance with our Whistleblowing Policy through various channels. Our whistleblowing system operates 24/7, comprising a hotline, email, and website, managed by a third-party audit firm. Reports undergo thorough investigation by the Internal Whistleblowing Committee, which determines the appropriate course action, including remediation measures.

The management and prevention of conflicts of interest are governed by the SML Code of Conduct, mandating all employees to sign a Letter of Compliance with Common Regulations. By doing so, employees commit to abstain from involving in conflicts of interest and are encouraged to use whistleblowing channels to report any incidences. Consultations by our internal personnel are also available to employees, offering guidance on implementing responsible business conduct in day-to-day operations.

Remuneration at SML is determined through a formal process overseen



Materiality Focus Group Discussion

OUR APPROACH TO SUSTAINABILITY

by the Remuneration Committee ("RC"), which exclusively consists of independent directors to ensure impartiality. The total remuneration, comprising both fixed and variable pay, is determined in consultation with external advisors as required. Directors' fees, subject to shareholder approval at the AGM, are disbursed to Independent Directors. Further information on performance evaluation and remuneration can be found in the Corporate Governance section of our SML Annual Report 2023.

DRIVING THE IMPLEMENTATION OF OUR SUSTAINABILITY STRATEGY THROUGH OUR SR CHAMPIONS

The Strategic Business Units ("SBU") and Business Units ("BU") hold the responsibility for executing our ESG initiatives, thereby playing a key role in achieving our sustainability targets and strategy. Monitoring their endeavours are SR Champions and senior management within each SBU/BU tasked with overseeing the unit's ESG

implementation. These SR Champions facilitate internal transformation and integrate our Sustainability Vision at the SBU/BU level. Their duties include compiling comprehensive reports and data for submission to the ERMS and/or SR PIC, overseeing the preparation of SML's sustainability reports, ensuring proper documentation, data accuracy and completeness. Through regular briefings with the President Office Team, SR Champions verify the disclosures in our sustainability reports and gather insights for enhancing processes.

CASE STUDY: INTERNALISING AND OPERATIONALISING ESG IN OUR COMPANY

The Sinarmas Land Sustainability Vision is structured around four key sustainability pillars and focus areas, shaped by our materiality assessment and stakeholder engagement process. This vision is translated into action through a set of time-bound targets, metrics, and initiatives aimed at addressing our material ESG topics and forming the foundation of our ESG strategy. Our sustainability and corporate policies ensure that we fulfil our commitments.

Complementing our Sustainability Vision, we developed an ESG Roadmap, which outlines prioritised action points over a three-year period, guiding us in effecting organisational change to advance our ESG Strategy.

In 2023, we concluded our ESG Roadmap 2021-2023 and successfully achieved several milestones:

- **We aligned our sustainability strategy with global standards and international guidance**, such as the 2030 Agenda for Sustainable Development.
- **We initiated our decarbonisation journey**, starting with a GHG emissions inventory and TCFD disclosure.
- **We engaged an ESG risk rating provider** to perform a maturity assessment of SML's ESG strategy and implementation, benchmarking it with peers.
- **We created an efficient internal sustainability reporting system** that enhanced the data collection and validation process for our annual sustainability report.
- **We set up an internal assurance process** to assess the completeness and accuracy of SML's reported information.



Sustainability Report ("SR") Champion Briefing

Engagement with both internal and external stakeholders is pivotal to driving organisational change effectively. To garner stakeholder support, we conduct regular internal meetings and workshops, such as regular ERMC and SR Champions meetings, as well as various forums for external stakeholders. These include:

- ERMC Meeting: A convening of the Group's top management to gather diverse insights and gain buy-in on ESG implementation.
- SR Champion Briefing: Meetings between PICs from respective departments to conduct sharing and validation of ESG initiatives to be disclosed.
- Media gathering: Conferences and/or interviews with journalists to disseminate our ESG activities to the public.

Despite our achievements, we encounter challenges. Strategy-related challenges include clarifying the impact we aim to deliver and adapting to evolving regulations. Implementation challenges revolve around setting appropriate targets and measurement systems and securing

adequate capital. Obtaining buy-in from internal stakeholders and integrating ESG into existing business processes are also significant hurdles. These challenges underscore the importance of continuous engagement with internal and external stakeholders and reinforce continuous improvement as fundamental to our sustainability journey.

Building on the successes of our ESG Roadmap and mindful of these challenges, we have identified new priorities for 2024-2026 to further drive organisational change in alignment with our Sustainability Vision. The new priorities of our ESG Roadmap include:

- Internalising the ESG programme among our employees
- Cascading our ESG principles throughout our value chain
- Developing initiatives to build the Group's climate resilience and support the transition to a low carbon economy
- Further improving our sustainability reporting processes

BEST IN CLASS REAL ESTATE

SML's aspiration to deliver top-quality real-estate products and services is captured in the following four commitments:

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

PROVIDING EXCELLENT PRODUCTS, FACILITIES & SERVICES MANAGEMENT APPROACH

Our vision to become a best-in-class real estate company entails surpassing mere compliance by prioritising stakeholders expectations at the heart of our operations.

To ensure customer satisfaction, responsible business conduct, and stringent health and safety standards in our construction and building operations, we have established and enacted robust frameworks and policies. These include our ESG policies and governance system, the WBS, anti-fraud and anti-corruption policies, supply chain compliance processes, health and safety policies, and customer satisfaction procedures.

Recognising that our commercial and residential assets serve as vital infrastructure fostering employment, productivity, and overall quality of life, we embrace a role in driving local and regional economic development. By leveraging urban green spaces, supporting conservation efforts, and promoting socio-economic development, we actively contribute towards the sustainable development of the areas we operate in.

Mindful of potential negative impacts associated with development and construction activities, both within our direct operations and those of our contractors, we proactively address



Our vision to become a best-in-class real estate company entails surpassing mere compliance by prioritising stakeholders expectations at the heart of our operations.



challenges such as land disputes and noise disturbances. Through continuous monitoring and precautionary measures, we mitigate these impacts throughout the project lifecycle, ensuring a smooth handover to our customers.

Our commitment extends to delivering exceptional products, facilities, and services that evolve in tandem with the evolving needs of our customers.

Products

Ensuring customer requirements and adhering to industry standards are paramount in our product development process at SML. To achieve this, we have established comprehensive policies and procedures that govern the entire product lifecycle, including the construction process standard, tender management, and vendor performance evaluation. To meet customer requirements and industry standards, we undertake the following measures:

- Conducting feasibility studies, market research and engaging reputable consultants to assess project viability
- Collaborating with credible construction contractors and conduct regular project progress meetings
- Implementing stringent quality control measures to ensure that our products and the handover process align with customer expectations
- Demonstrating our commitment to sustainable building practices by offering a diverse range of high-quality products and services, including green building features and energy efficiency measures

Facilities

Our property management division, responsible for overseeing facilities and amenities provided to residents and visitors, is an integral part of SML's product offerings. We have implemented controls to ensure regular building maintenance is performed and integration of green features into our building environments. Each residential cluster boasts facilities supporting community activities and promoting an active and sustainable lifestyle, such as jogging tracks, parks, commercial areas, canteens and food courts, as well as praying rooms. Additionally, BSD City's water treatment facility ensures a clean and safe water supply.

To bolster commercial activities and local economic growth, we have integrated market and commercial facilities into our developments, including traditional markets, hawker centres, malls, offices, and commercial buildings. Furthermore, we provide medical, fire prevention (e.g., fire department), safety (e.g., police station, security guards, CCTV), and traffic management services to enhance residents' lives.

Simultaneously, we collaborated with technology companies to drive innovation within our community. In 2019, we initiated the construction of Digital Hub aimed at fostering collaboration between SML and local start-ups, thereby unlocking efficiency improvements and digital transformation opportunities within our community.

BEST IN CLASS REAL ESTATE

Services

SML's customer support services enhance our real estate offerings. We employ a robust service management system to uphold our commitment to ensuring customer satisfaction and addressing cases where customer expectations are not met.

This service management system, based on a defined complaint handling process and customer service standard, adheres to our Service Level Agreement ("SLA"), ensuring timely resolution of issues to the expected standard of our customers and stakeholders. Our OneSmile application, integrated with this service management system and supported by our customer service team, enables customers to submit complaints and assistance requests conveniently online.

INITIATIVES

We are implementing a range of initiatives to deliver on our commitment to creating value for our stakeholders and contributing to national prosperity.

• Green Buildings

We remain steadfast in our commitment to steadily increase the percentage of developments that adhere to recognised green buildings standards such as BCA Green Mark and Greenship. In 2023, we initiated the certification process for a new green building site. Further details can be found on page 37.

• R&D and Innovation

We have a market research division that shares valuable insights on the latest property market developments and customer preferences across our workforce, fostering innovation. Additionally, through our subsidiary SML INVITE Fund Management VCC, we explore further investment opportunities in digital and technology-related funds.

• Product Quality Assurance Process

We maintain effective quality assurance processes, from construction stage inspection to customer handover. Moving forward, we plan to strengthen our working

relationship with our contractors, suppliers and vendors to ensure consistent high-quality products, facilities and services.

• Smart City

Investing in digital technologies and smart city development, we aim to enhance efficiencies and sustainability. This aligns with our focus on creating green open spaces to promote healthy and sustainable lifestyles. Implementation of automated traffic management, integrated command centres, and smart home technology in residential clusters are currently underway. In 2023, our efforts were once again recognised with the crowning of Knowledge Hub as the Best Smart Building Development at the Property Guru Indonesia Property Awards 2023 and Property Guru Asia Property Awards 2023.

• Public Facilities and Infrastructure

We believe that SML plays a distinctive role in promoting a sustainable lifestyle by addressing the diverse needs of our customers and tenants and providing essential public facilities and infrastructure. These facilities and infrastructure across our projects include:

- Safety and security facilities and infrastructure such as fire

extinguishers, fire departments, police stations, security guards, and CCTV surveillance

- Public transportation facilities and traffic management systems
- Commercial facilities to support commercial activities, including malls, hawker centres, traditional markets and office spaces
- Community-oriented facilities promoting an active, healthy and sustainable lifestyle such as jogging tracks, parks, praying rooms, canteens and food courts, healthcare and education facilities
- Water treatment facility at BSD City to ensure clean and safe water supply to our residents

• Customer and Tenant Satisfaction Survey

We consistently track the needs of our tenants, residential and commercial customers through annual customer and tenant satisfaction surveys. Furthermore, we conduct routine customer service meetings and monitor complaints from offline and online media channels to continuously enhance our service management process. We measure our customer service and complaints handling quality through the satisfaction surveys.



BEST IN CLASS REAL ESTATE

- **Customer Services and One Smile**

We are dedicated to gathering and responding to customer feedback and complaints through our dedicated service management system, designed for after-sales product development and facilities. This system includes our customer service team and integrated customer service platform, the OneSmile online application, and social media channels such as WhatsApp Groups. By actively engaging with our customers, we gain valuable insights into their expectations, enabling us to consistently enhance the quality of our products and services.

OneSmile



OneSmile functions as a centralised hub for all customer interactions, providing a convenient point of contact for anyone engaging with SML. With just a tap, users can connect directly with our customer service team through instant chat function.

Moreover, OneSmile doubles as a platform for lifestyle-related services. In BSD City, the app facilitates bills payment for the Public Utility Board, ticket purchase for event and theme parks, and request for household maintenance. Users can also access additional information such as local transportation options, food delivery services, and news updates through the app.

Integrated Customer Service



Customer feedback is gathered and centralised through our Cloud for Customer System ("C4C") at our customer service platform. This system allows our staff to efficiently direct aggregated feedback to the relevant team. A dedicated team then monitors the resolution process in real-time, ensuring that complaints are promptly addressed according to the SLA.

In the case of any grievances, SML collaborates with the relevant stakeholders to address and resolve the issues raised.

2023 PERFORMANCE

In 2023, we made significant strides towards achieving our three-year targets on complaint resolution and customer satisfaction. Regarding the number of resolved environmental complaints, four business units have exceeded the target while one business unit fell slightly below expectations. Additionally, we exceeded our targets for resolved property management complaints and our online customer satisfaction survey, as indicated below.

No.	Topic	Types of Target	Target (2022 – 2024)	Achievement in 2023
1	Environment Complaint Resolution	Number of resolved complaints (meet SLA)	> 90.00%	
			a. Commercial BSD	100.00%
			b. Commercial National	100.00%
			c. East Indonesia	87.44%
			d. Residential BSD	91.94%
e. Residential National	91.01%			
2	Property Management Complaint Resolution	Number of resolved complaints (meet SLA)	> 95.00%	
			a. Office Buildings	100.00%
b. Mall & Hotel	98.19%			
3	Customer Satisfaction	Score of Online Customer Satisfaction Survey (index along scale of 1-5)	4.20	4.24

BEST IN CLASS REAL ESTATE

CASE STUDY: DRIVING ENVIRONMENTAL PERFORMANCE AND HELPING MEET COMMUNITY NEEDS AT OUR INDUSTRIAL ESTATES IN BEKASI REGENCY

SML oversees two major industrial estates in Bekasi Regency, West Java province: Karawang International Industrial City (“KIIC”) covering 1,200 hectares and Greenland International Industrial Center (“GIIC”) at Kota Deltamas spanning 2,500 hectares. These industrial estates serve as vital drivers of economic growth in Indonesia. Through various initiatives, they contribute to the sustainable development of surrounding communities and continually advance environmental sustainability.

Environmental initiatives implemented at the estates aim at addressing operational impacts while enhancing public spaces. Key initiatives include:

- Introduction of electric vehicles at both industrial estates to reduce transport related greenhouse gas (“GHG”) emissions, noise and air pollution. GIIC Kota Deltamas employs electric motorbikes and cars for security and site management teams. Electric motorbikes will also be introduced at KIIC in 2024, starting with a purchase of five units.
- Utilisation of solar generated electricity at the KIIC Water Treatment Plant (“WTP”) since June 2021 to reduce energy-related greenhouse gas emissions. The solar panels capacity is 115 KWP, which absorbs 12,000-13,000 KWP every month. Additionally, we purchased 5,175,000 kWh RECs for Deltamas project.
- At GIIC Kota Deltamas, we constructed roads using asphalt that contains plastic waste. In 2023, we conducted a new pilot to repair roads using the polymeric asphalt modifier NEWTLAC 5000, which was developed by one of our KIIC tenants. Additionally, we are using scrap asphalt from damaged and peeling asphalt layers to maintain inspection roads (limestone roads) at KIIC. See page 36 for further details on our asphalt initiatives.
- In accordance with regional regulations, the industrial area at Kota Deltamas needs to follow a zero-pollution approach.

A collaborative tree planting programme between the GIIC Kota Deltamas Industrial Estate Management, the Environmental Services Agency of the Bekasi Regency and several of our business tenants has resulted in extensive tree planting at the riverbanks and green areas within GIIC. This programme improves the microclimate, reduces flood risk, tackles air pollution and enhances quality of life. Further details can be found on page 39.

- Compliance with key international standards such as ISO 9001:2015 for quality management system, ISO 14001:2015 for environmental management system and ISO 45001:2018 for occupational health and safety practices at GIIC Kota Deltamas. Compliance to these standards is constantly monitored and reviewed through annual surveillance audits by independent authorities.

Occupational Health and Safety holds a central role in our workplace management practices. At GIIC Kota Deltamas we conduct regular assessments to identify potential work-related hazards in each location, consulting with employees and related business units. Routine safety patrols are conducted to ensure adherence to health and safety protocols in daily operations. Furthermore, we conduct occupational health training and education initiatives to enhance employees’ safety awareness. Our occupational safety and health policies and procedures are certified under the ISO 45001:2018 certification on occupational health and safety, reflecting our commitment to achieve zero work related accidents.

Through our social initiatives, KIIC and GIIC actively address the needs of nearby communities, leveraging our own employees, tenants and collaborating with local government units, health centres and recognised non-profit organisations. In 2023, both estates continued their longstanding initiatives:

- Programme “Posyandu dan Bantuan Peralatan Posyandu”: This KIIC initiative involves providing supplementary food packages and additional recovery packages to babies and toddlers, in collaboration with local village-level healthcare centres.
- KIIC and GIIC, in partnership with the Red Cross, hold regular blood donation drives to establish a voluntary pool of blood donors nationwide. At KIIC, blood donation practices were organised jointly with the KIIC Tenant Association, resulting in a total of 300 donors participating in 2023.
- We have allocated over 3 hectares of land adjacent to our industrial estate KIIC for the Telaga Desa Agro Enviro Education Park. This park serves as a hub for agricultural and fisheries research, education, environmental conservation and ecotourism. Further details about Telaga Desa Agro Enviro Park can be found on page 39.

Well recognised for their contributions, our industrial estates continue to win awards:

Recognitions awarded to KIIC:

- Award for Eco-Industrial Park category – Resilience and Sustainable Industry Appreciation 2023 – Ministry of Industry.
- Special Indonesia Industry 4.0 Readiness Index (INDI 4.0) Awards 2021 – Smart Industrial Estate Category, Ministry of Industry.
- Telaga Desa Biodiversity Park (Taman Kehati) – 2021 HKAN Award for Exitu Biodiversity Park Management category – Ministry of Environment and Forestry.

Recognitions awarded to GIIC at Kota Deltamas:

- Best Resilience & Sustainability Industry 2023 - Ministry of Industry
- Top GRC Awards 2023 (4 Star) – Top Business
- Gold Winner Industrial Category – FIABCI World Prix d’Excellence Awards 2022
- Best Industrial Estate Development – Property Guru 2022

BEST IN CLASS REAL ESTATE

Employment and Human Capital

MANAGEMENT APPROACH

At SML, our people are more than just employees; they are valued members of our family, essential to the success of our products and services. As a sustainable and responsible organisation, we prioritise policies that safeguard the rights and well-being of our employees, fostering an environment where they can thrive and contribute to our collective achievements.

Our Recruitment Management Policy ensures fair and impartial recruitment practices at SML. We are dedicated to upholding policies that promote equitable remuneration, promotion, and healthcare. Compensation is based on factors such as experience, position, competency, and performance, without differentiation based on gender. Discrimination of any form, including based on race, national origin, religion, disability, gender, union membership, or political affiliation, is strictly prohibited. Our remuneration structure maintains a balanced 1:1 ratio of males to females across all employee categories.

We strictly follow government regulations for minimum wage, ensuring that all employees receive fair compensation that is commensurate with their knowledge and expertise levels. Additionally, we comply with local laws regarding benefit plans, including mandatory defined contribution and defined benefit plans, as well as providing severance pay for retired employees.

We conduct regular evaluations and updates to our compensation system, ensuring that our Group can consistently attract, inspire, and retain a talented workforce. Our policies are complemented by employee performance reviews and monitoring, ensuring that our employees receive fair and adequate recognition and compensation.

We uphold employees' right to access transparent information and fulfil their obligation, as well as their entitlement to labour regulations in line with Indonesian law and regulations.



As a sustainable and responsible organisation, we prioritise policies that safeguard the rights and well-being of our employees, fostering an environment where they can thrive and contribute to our collective achievements.



Our employment system strictly adheres to regulations on the minimum age of requirements, prohibiting child and forced labour while championing human and workplace rights. To address grievances, our internal industrial relations team manages a robust grievance mechanism, maintaining open line of communication with employees to voice concerns and seek resolution.

INITIATIVES

To bolster our employees' well-being, we have implemented several initiatives, including:

- A comprehensive employee benefits package encompassing healthcare, parental leave, pension plans and government-regulated retirement schemes. Additionally, full-time employees may also receive location dependent perks such as house ownership schemes, severance payments, and vehicle

cash substitution facilities. We also provide special compensation such as marital and bereavement benefits.

- The employee privileged programme, an incentive programme offering special rates on products or services from SML tenants.
- Our employee community programme, fostering work-life balance through sponsored sports activities such as tennis, basketball, futsal and running clubs. Employees across business units and hierarchies have formed the SML Choir, supported by a company-sponsored professional trainer. Additionally, we offer health screenings and talks, sharing sessions and webinars on various health topics, physical wellness activities, and team-building events.
- Celebration of notable occasions such as the Republic of Indonesia's Independence Day, National Batik Day, Kartini Day and Mother's Day.



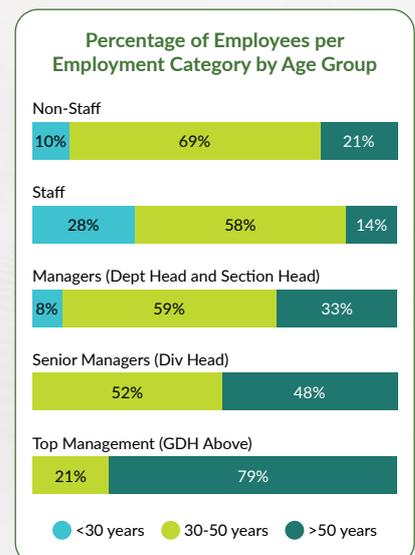
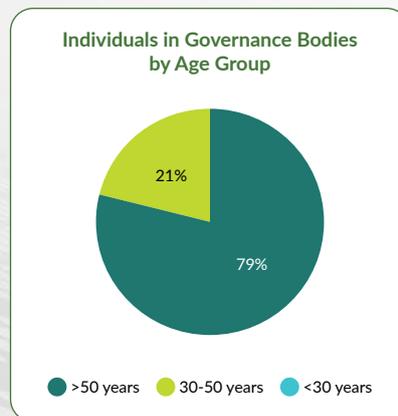
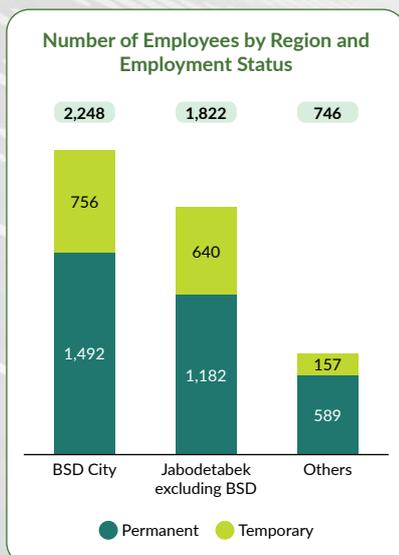
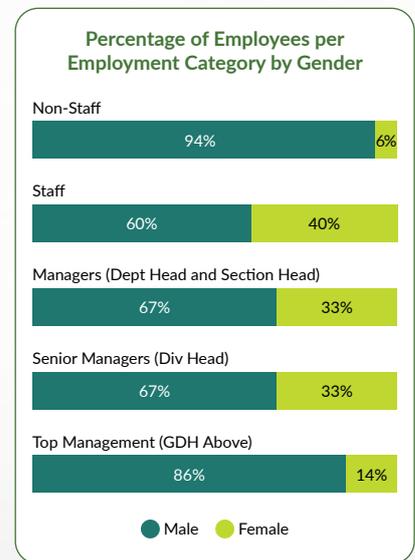
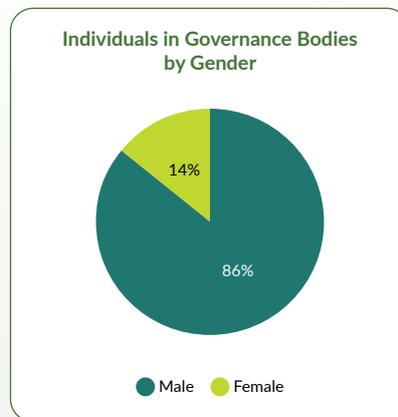
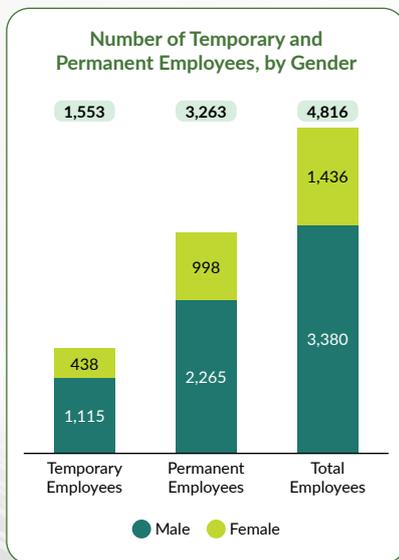
BEST IN CLASS REAL ESTATE

2023 PERFORMANCE

As of 31 December 2023, SML employed a total of 4,816 individuals, representing an increase of 6.4% compared to 4,526 employees in 2022. Among them, 3,263 were permanent employees, while 1,553 were temporary employees, including those on specific contractual period or retired employees with a special contract agreement. The majority of employees, 2,248 employees were based in BSD City, followed by 1,822 in Jabodetabek metropolitan region, with 746 in other regions in Indonesia and internationally.

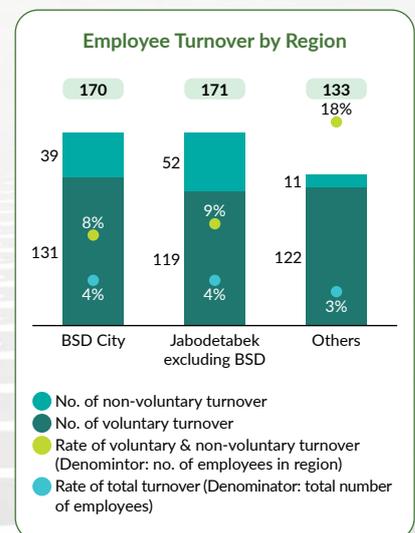
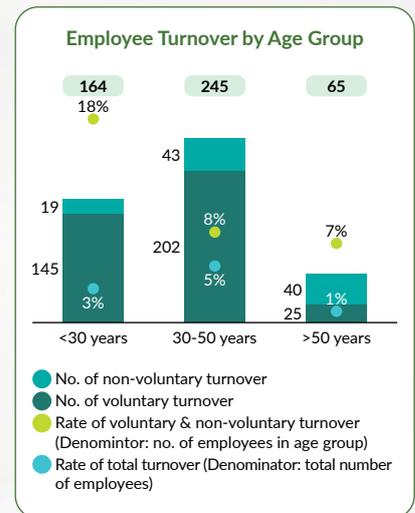
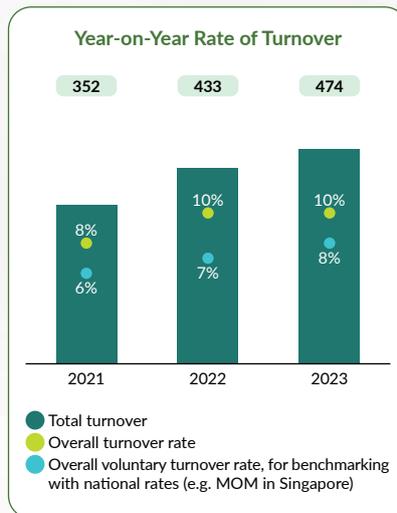
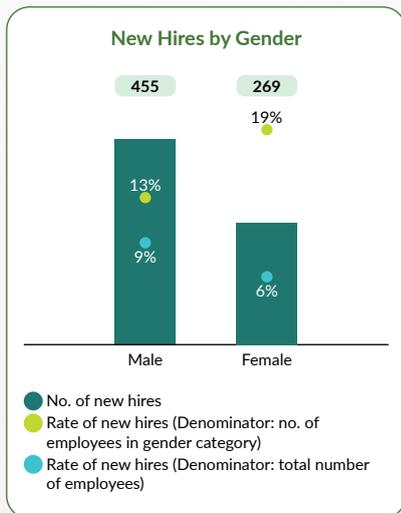
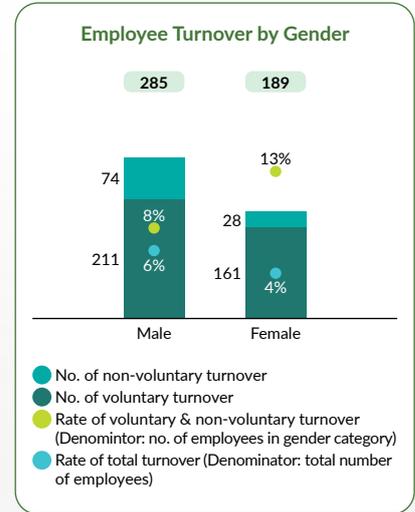
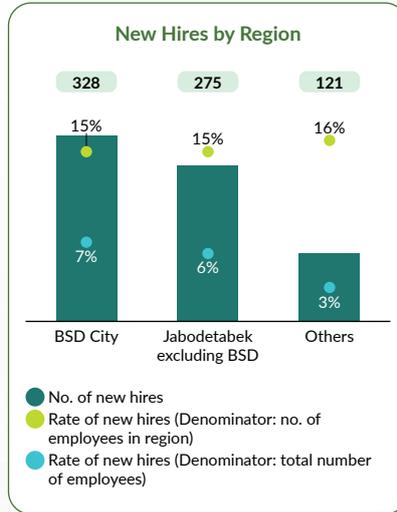
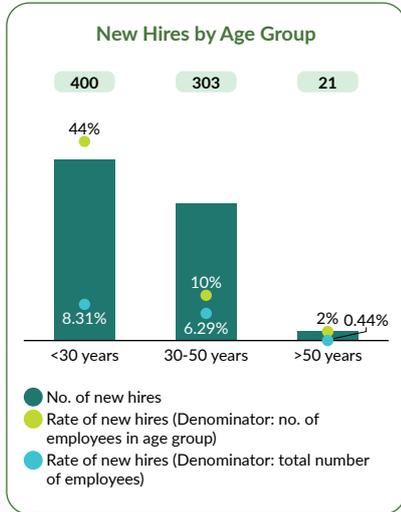
SML prioritises diversity and gender empowerment. As of 31 December 2023, 1,436 female employees represented 30% of our workforce, slightly higher than the 29% in 2022. Women held 33% of manager and senior manager levels, and accounted for 14% of governance body members.

Age diversity is also emphasised, with employees aged 30-50 years and older than 50 years represented across all employment categories. 52% of our senior managers are 30-50 years old, and 48% are over 50 years old. Employees younger than 30 years account for 27% of our general staff and 8% of our managers. Within our governance bodies, 21% of members are 30-50 years of age, and 79% are older than 50 years of age.



BEST IN CLASS REAL ESTATE

In 2023, SML hired 724 new employees, similar to 2022's 727 new hires. The hiring rate decreased slightly from 16.06% in 2022 to 15.03% in 2023. Among new hires, 269 were female, and 400 were younger than 30 years old. Those aged 30-50 years old comprise 303 hires, 21 hired are over the age of 50 years, with individuals younger than 30 years old accounting for the rest of new hires in 2023. Employee turnover rate remained steady at 10% in 2023, matching the previous year's rate.



BEST IN CLASS REAL ESTATE



To create a family-friendly environment, we have implemented parental leave policies compliant with local regulations.

In 2023, 44 working mothers and 110 working fathers utilised their parental leave. By 31 December 2023, all fathers had returned to work while three mothers were still on leave. Among those who had taken parental leave in 2022, the retention rate was 94% for female and 87% for male employees.

Return to work rate in 2023

Type of parental leave	No. of employees who utilised their parental leave in 2023	No. of employees who returned to work in 2023 after their parental leave (as of 31 December 2023)	No. of employees who are still on parental leave in 2023 (as of 31 December 2023)	Return to work rate
Maternity leave for female employees	44	41	3	93%
Paternity leave for male employees	110	110	0	100%

Retention rate in 2022

Total no. of employees who:	No. of employees who had returned to work after their parental leave in 2022	No. of employees who returned to work after parental leave ended and were still employed 12 months later (in 2023)	Retention rate
Maternity leave for female employees	38	33	94%
Paternity leave for male employees	88	83	87%

BEST IN CLASS REAL ESTATE

ATTENTION TO CUSTOMERS AND OCCUPATIONAL HEALTH & SAFETY

MANAGEMENT APPROACH

Our top priority is ensuring the safety of our employees, workers, and customers, thus an adequate system is in place to manage safety hazards across all our business units.

The SML Occupational Health and Safety ("OHS") Manual plays a pivotal role in fostering a culture of workplace safety amongst our employees, providing guidance through drills and training programmes to reinforce their awareness and practices.

In our Development Projects, we strictly adhere to the Construction OHS Standard, ensuring that all required documentation is approved before the start of each project through regular risk assessment & control validation involving Risk Management, Business Owners and Internal Audit.

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

In the event of incidents involving a worker or a member of the public, division heads and the Group Division Head are promptly notified, followed by a comprehensive investigation report. Necessary countermeasures are then implemented, with results reviewed in monthly operations meetings to continually monitor our safety performance.



Our top priority is ensuring the safety of our employees, workers, and customers, thus an adequate system is in place to manage safety hazards across all our business units.



INITIATIVES

In 2023, we enhanced our standard safety protocols with focused initiatives aimed at improving safety standards within our construction and property management operations as outlined below.

Maintain safety in our buildings:

- **Effective building safety measures:** We have implemented a range of measures to ensure high safety standards, ensuring compliance with safety regulations and conducting assessments overseen by our technical advisors. To promote the well-being of employees, tenants, and guests, we have installed indoor air quality management systems, including adjustable heating, ventilation and air-conditioning ("HVAC") systems.
- **Sound emergency and crisis response plans:** We have established a Crisis Management Plan ("CMP") and Emergency Response Plan ("ERP") to serve as a framework for our Crisis Management Organisation and Emergency Response Team ("ERT"), ensuring prompt response during emergencies. Annual fire and earthquake drills for the ERT and building occupants, are accompanied by ongoing emergency response training to enhance ERT capabilities. Regular safety audits are also conducted by our Technical Advisor.
- **Facility health measures:** We conduct routine pest control and cleaning in our buildings, including food courts to maintain a clean and healthy environment for all building occupants.

Ensuring safety in our township:

A dedicated fire department in our township developments guarantees timely response to emergencies, complemented by 24/7 security services provided by our township security team. Additionally, traffic safety is bolstered by the presence of road safety signage and regular road maintenance.

Ensuring safety at our construction projects:

Contractor safety is paramount in our construction projects. Adherence to our Construction Safety Policy is mandatory for all contractors, with their safety performance assessed annually as part of our contractor performance evaluation and selection process. Specifically, contractors involved in the construction of high-rise buildings must submit monthly safety monitoring reports to SML for scrutiny.

Ensuring safety at our industrial estates:

At our industrial estates, occupational health and safety are paramount. GIIC Kota Deltamas, for instance, proactively identifies and reviews potential work-related hazards in consultation with employees and relevant business units. Regular routine safety patrols ensure adherence to safety procedures in day-to-day operations. Moreover, ongoing occupational health training and initiatives enhance employees' safety awareness. GIIC Kota Deltamas' adherence to occupational safety and health standards is underscored by its ISO 45001:2018 certification on occupational health and safety, reflecting its commitment to eliminating work-related accidents.

BEST IN CLASS REAL ESTATE

2023 PERFORMANCE

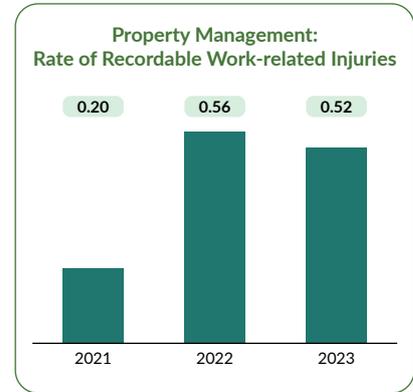
We closely monitor our safety performance across our development projects and property management projects and disclose the number of public-related incidents in our offices, malls, hotel buildings and trade centres, as well as work-related injuries and fatalities.

Property Management*

Description	2021	2022	2023
Work-related accidents	7	10	9
Work-related injuries	Male: 0	Male: 3	Male: 3
	Female: 1	Female: 0	Female: 0
Total number of employees	Male: 1,655	Male: 1,794	Male: 1,895
	Female: 877	Female: 967	Female: 1,029
Total number of work hours	Male: 3,276,104	Male: 3,455,248	Male: 3,739,648
	Female: 1,727,296	Female: 1,864,584	Female: 2,009,408
Total Number of Lost Days	0	0	0

Note:

* The reported numbers include projects in the Asset Management (Office Buildings and Trade Centres), East Indonesia (only for Trade Centres) and Retail and Hospitality (Mall and Hotel Buildings) segments.



Fire Drill in ITC Mangga Dua

Property Management has reported a decrease in the number of work-related accidents. The figures have decreased from ten in 2022 to nine in 2023 while the total number of work-related injuries has remained at three.

This work-related accident is mainly attributed to our trade centres, where SML's operational control over building

management is limited. It is crucial that we closely examine the factors contributing to these accidents and implement necessary measures to reduce their frequency going forward.

The rate of recordable work-related injuries for our buildings has decreased from 0.56 in 2022 to 0.52 in 2023. Since 2021, the injury severity rate

for our buildings (offices, malls, and hotel buildings) has remained at 0. With no lost days reported our incident management has proven effective with minimal disruptions to business operations.

For details on how we calculate the rate of recordable work-related injuries and the injury severity rate, see page 57 in Health and Safety section.

Amongst the number of work-related injuries in 2023, one fatality was reported involving a Property Management staff due to a breach in following standard procedures. To mitigate such incidents, we will intensify our efforts to enhance safety measures, provide training, and implement stringent safety protocols. This affirms our dedication to ensuring a safe work environment for all employees and stakeholders.

BEST IN CLASS REAL ESTATE

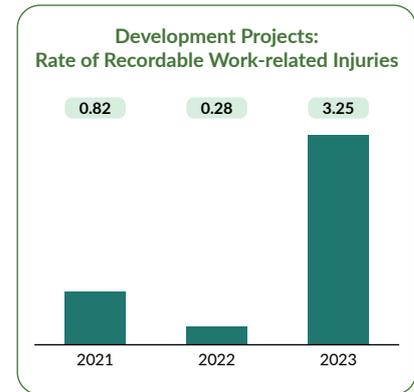
Development Projects Incident Report

Description	2021	2022	2023
Total number of accidents	3	3	12
Total number of injuries	3	2	12
Total number of work hours	3,672,474	7,122,946	3,694,471
Total number of workdays	952	1,577	1,142

In 2023, the number of work-related accidents reported for Development Projects increased from three to 12, while work-related injuries increased from two to 12. The increase in the number of injuries is due to the contractor safety performance at one development project, with the majority of injuries reported as minor. Going forward, we are committed to evaluating and improving our safety measures to reduce the number of accidents and injuries. Since 2021, the injury severity rate for our development projects has remained at 0. Further, the rate of recordable work-related injuries increased from 0.28 in 2022 to 3.25 in 2023. We are pleased to report

that there were no fatalities or high-consequence work-related injuries in 2023.

We have established targets for occupational health and safety, including the number of worker fatalities at our Development Projects for the next three years. However, we are currently reviewing the measurement methodology for the number of incidents at select Property Management projects, so we are unable to disclose our target for this year. Nonetheless, we are pleased to announce that in 2023, we were able to meet our target of zero worker fatalities at our Development Projects.



For details on how we calculate the rate of recordable work-related injuries and the injury severity rate, see page 57 in Health and Safety section.

Topic	Types of Target	Target (2022 - 2024)	Achievement in 2023
Customer and Occupational Health & Safety	Number of worker fatalities for Development Projects	0 fatality	0 fatality

COMPLIANCE WITH ALL RELATED REGULATORY REQUIREMENTS

MANAGEMENT APPROACH

Integrity stands as a cornerstone of SML's core values, encompassing regulatory adherence and maintaining a zero-tolerance stance toward corruption. This commitment serves to uphold the trust bestowed upon us by our stakeholders.

SML's Compliance Management Framework and Code of Conduct ensure strict adherence to all pertinent regulations, encompassing areas such as health, safety, and environmental standards. This framework is reinforced by ongoing monitoring and protocols such as the Whistleblowing Policy and Tender Committee, facilitating the prompt identification of any breaches of SML's Code of Conduct.

INITIATIVES

- Compliance management and monitoring of new regulations:** SML maintains a dedicated team tasked with monitoring and ensuring compliance with all relevant regulations. This involves active engagement with regulators, participation in industry associations, and subscription to platforms providing updates on regulations.
- Awareness on bribery and corruption:** In an effort to raise awareness about bribery, corruption and the WBS, we have introduced a mandatory e-learning training module, ensuring that all staff receive comprehensive training on these issues.
- Conflict of Interest Management:** Comprehensive guidance on conflict of interest is provided to all staff

through the SML Code of Conduct and as part of the anti-bribery and corruption training, allowing employees to navigate potential conflicts effectively.

- Whistleblowing System ("WBS") implementation and socialisation:** WBS is effectively communicated to all staff through the mandatory anti-bribery and corruption e-learning training, ensuring widespread awareness and understanding of the system's purpose and procedures.
- Supplier Compliance Management:** Prior to inclusion in the approved vendor system, all contractors involved in construction activities undergo thorough screening to ensure compliance. This includes verification of regional regulator rating or possession of a government-issued Construction Service Permit Letter.

BEST IN CLASS REAL ESTATE

2023 PERFORMANCE

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

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

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

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

We are pleased to report that we have successfully maintained our goal of zero non-compliances with laws and regulations, which includes zero incidents of fines and sanctions. Our target encompasses non-compliances related to market communications and product information, health and safety impacts of SML's product and services, and all relevant social and economic laws and regulations. There were 12 incidents of environmental non-compliances related to effluent levels in water discharge; further details are provided in the Climate Change & The Environment section.

Topic	Types of Target	Target (2022-2026)	Achievement in 2023
Compliance Management	Number of non-compliances (fines, sanction, etc.)	0 non-compliance	0 non-compliance

RESILIENCE TO IT CYBER SECURITY RISK

MANAGEMENT APPROACH

As we continue to embrace technology, SML aims to enhance its digital capabilities. We propel digital transformation through collaborative business partnerships, leveraging shared networks and the adoption of online work modes and other technologies for our employees' daily activities.

However, with increased reliance on technology comes the imperative to address cybersecurity risks. It is paramount to fortify our security capabilities in tandem with our technological advancements to counter potential threats from malicious actors and software. This proactive approach is vital to preserve public and stakeholders' trust in our business.

SML adheres to rigorous policies governing our technology infrastructure, which dictate the handling of both customers and internal data:

These policies are reinforced by routine practices that enhance our IT resilience. These practices involve a dedicated monitoring team to promptly address security incidents, a disaster recovery plan outlining procedures for identified breach, and a rigorous verification process for all IT equipment procurement before approval.

INITIATIVES

SML has implemented robust measures to safeguard against and respond to cyberattacks and crimes. These measures include comprehensive cyber security and IT risk mitigation strategies, such as cyber-attack tests, an IT Disaster Recovery Centre and fortified cyber infrastructure. Regular cyber security training sessions are conducted to bolster awareness of IT risks among our employees, supplemented by relevant certifications to enhance their ability to counter cyber threats. Furthermore, we are actively enhancing our data security measures to ensure compliance with new

regulations on data privacy, thereby safeguarding the data of our customers, tenants and employees.

2023 PERFORMANCE

0
total number of substantiated complaints received from outside parties and substantiated by the organisation

0
total number of substantiated complaints received from regulatory bodies

0
total number of identified leaks, thefts, or losses of customer data



Electronic Data & Mobile Device Security Policy



Network Management Policy



IT Facilities (Data Centre, IT premises, etc.) Management Policy



Software Management Policy



Crisis Management & IT Disaster Recovery Policy

CLIMATE CHANGE & THE ENVIRONMENT

Our framework to manage climate change and other environmental risks and impact is centred around our commitments to:

1. Reduce the Company's environmental impact on the surrounding environment and society
2. Mitigate and adapt to climate change risks and impacts

REDUCE THE COMPANY'S ENVIRONMENTAL IMPACT ON THE SURROUNDING ENVIRONMENT AND SOCIETY

MANAGEMENT APPROACH

SML's operations, along with those of its partners, tenants, and customers, have a significant environmental impact spanning from project development and construction to property operations.

Water consumption during the construction and operation stage affects natural water resources and ecosystems. To mitigate this impact, careful monitoring of water consumption and wastewater discharge are essential to conserve and prevent contamination of water resources. Additionally, we recognize the importance of waste management in our role as a property company. We also acknowledge that the production, extraction, use, and disposal of materials such as concrete, sand, and steel in construction can have adverse effects on the environment.

Addressing these environmental concerns is crucial for business resilience, cost reductions, increasing property value and meeting stakeholder expectations.

Our management approach and environmental policies are informed by a materiality assessment and stakeholder engagement process. SML's Environmental Sustainability Policy and Environmental Management Policy provide a framework for mitigating potential environmental impact. The Environmental Sustainability Policy outlines our environmental management programme, measurement



Our goal is to reduce our environmental footprint and actively promote green and healthy living among our tenants, customers, and the wider community.



and monitoring of KPIs, and budget integration, while the Environmental Management Policy governs our practices to reduce environmental impact across the development and operational stages, including through energy and water efficiency measures.

Material environmental risks are integrated into our Enterprise Risk Management ("ERM") framework. We do not stop at identifying environmental impacts; we take concrete steps to mitigate them. For instance, we conduct environmental impact assessments for property development projects and engage with stakeholders during operations. These efforts inform the initiatives and measures we adopt to mitigate impacts related to water and effluents, waste, material use, energy use and emissions.

Our goal is to reduce our environmental footprint and actively promote green

and healthy living among our tenants, customers, and the wider community.

Water Resources Management

We aim to decrease our water consumption, improve efficiency, and preserve water resources through sustainable water management practices. Our initiatives extend to addressing wider water-related challenges beyond our operational water footprint.

INITIATIVES ON WATER

We are committed to reducing our reliance on municipal water by utilising alternative water sources. Rainwater harvesting for landscaping purposes is implemented in selected buildings. Moreover, systems are in place to collect and reuse alternative water sources like greywater from sinks, ablution taps, showers, and air conditioning systems.



Constructing plastic asphalt road to recycle plastic waste

CLIMATE CHANGE & THE ENVIRONMENT

Our commitment extends to treating all wastewater discharged in accordance with local regulations. At GIC Industrial Estate, our Water & Waste Treatment Plant ("WWTP") manages wastewater from industrial tenants. Furthermore, we operate a total of 20 water treatment plants and reservoirs at our projects in Balikpapan, Batam, and BSD and have eco sanitation products at more than 50% of our projects. Water meters are installed in each project to monitor water usage and discharge.

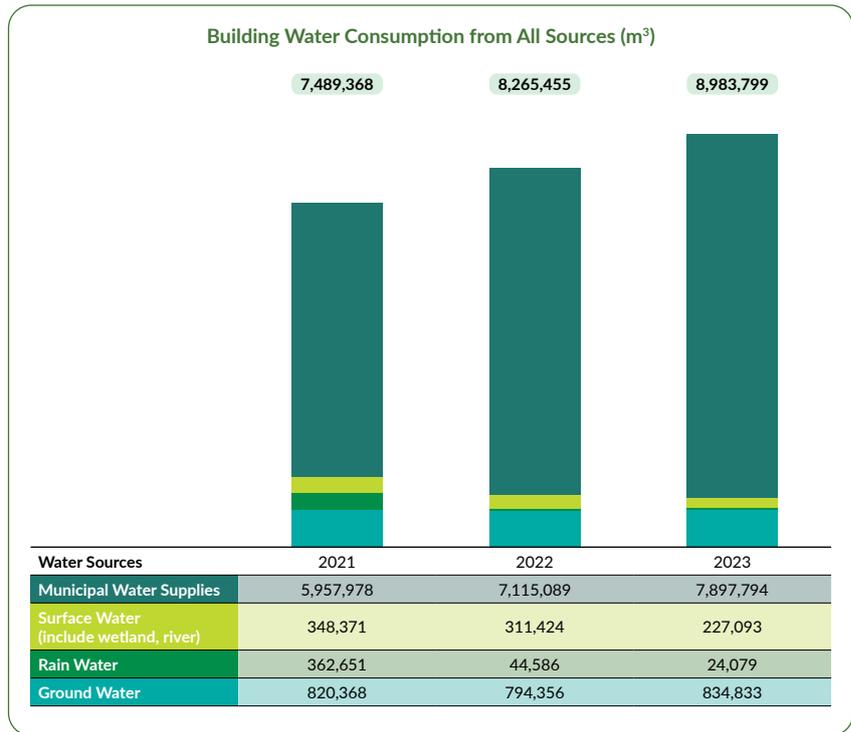
Beyond managing our operational water footprint, our initiatives also address broader water related challenges. For instance, our tree planting programme strengthens riverbanks thus reducing flooding risks (see page 39). Similarly, we have installed biopori infiltration holes across our residential and commercial developments, to enhance rainwater absorption, prevent flooding, and replenish groundwater resources. In 2023 we have installed 6,266 biopori infiltration holes.

2023 PERFORMANCE ON WATER

Water is vital to our operations and tenant needs. We meticulously oversee and track water usage in all our building categories. With our business expansion, water consumption has risen accordingly. Our total water consumption across all building categories has increased from 8,265,455 m³ in 2022 to 8,983,799 m³ in 2023.

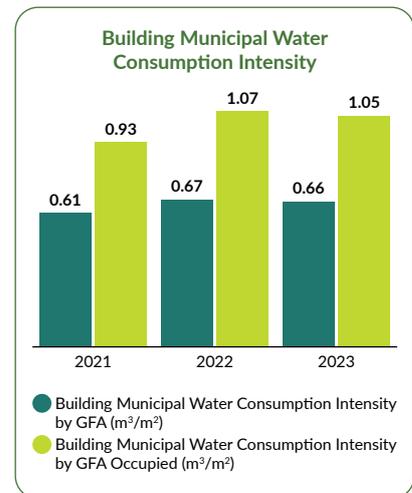
Municipal water serves as our primary water source, and we closely track its consumption across all building categories, including intensity per occupied floor space, as shown in the chart below. The total municipal water consumption increased from 7,115,089 m³ in 2022 to 7,897,794 m³ in 2023 while the water intensity decreased from 1.07 m³/m² in 2022 to 1.05 m³/m² in 2023.

We strive to reduce our reliance on municipal water use by incorporating rainwater and surface water into our operations. The total rainwater usage decreased from 44,586 m³ in 2022 to 24,079 m³ in 2023 due to the prolonged dry weather period in 2023. Similarly, surface water usage at our



residential and township buildings decreased from 311,424 m³ in 2022 to 227,093 m³ in 2023. Additionally, we utilise groundwater at building sites at which municipal water supply is limited.

The amount of water recycled and reused has decreased from 400,612 m³ in 2022 to 370,343 m³ in 2023, which is equivalent to 5% and 4% of total water use respectively. The decline in the volume of recycled water can be attributed to the reduced rate of rainfall, as rainwater constitutes one of the major sources of recycled water.



Amount of water recycled	2021	2022	2023
Water recycled and reused in buildings in m ³	525,936	400,612	370,343
% of water recycled and reused (compared against the total water consumption from all sources)	7%	5%	4%

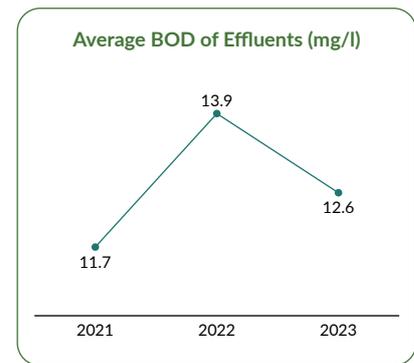
Water initiatives	Savings
Use of recycled greywater	370,343 m ³ equivalent to IDR 4.6 billion (or approximately S\$397,826)*
Use of collected rainwater	24,079 m ³ equivalent to IDR 302.2 million (or approximately S\$25,866)*

* Note: Applying exchange rate of S\$1 to IDR 11,683

CLIMATE CHANGE & THE ENVIRONMENT

We rigorously oversee and track our water discharge to ensure compliance with relevant regulations. The majority of our water discharge is directed into municipal sewage or treatment systems, with monitoring based on the biochemical oxygen demand (“BOD”) of effluents. In 2023, the average BOD of effluents decreased to 12.6 mg/l from 13.9 mg/l in 2022. However, there were 12 instances where the BOD of effluents exceeded the government limit. These exceedances were due to factors such as malfunctions in the sewage treatment plant blower system, a faulty aerator motor, delays in chemical delivery, a low oxygen level in the aeration tank and increased input during the Christmas and New Year holidays. Remedial actions have been taken to address these issues, including necessary repairs.

Water Discharge from Buildings by Destination in m ³	2021	2022	2023
Discharged into surface water bodies – seas, oceans	62,733	85,312	97,335
Discharged into surface water bodies – rivers, lakes, reservoirs	246,933	300,112	327,714
Discharged into external sewage systems or treatment facilities	3,064,178	3,523,750	3,366,567
Discharged through soil infiltration	37,102	35,435	35,495
Total water discharged	3,410,946	3,944,609	3,827,111



Waste Management and Circularity

We are dedicated to ongoing waste reduction, proper waste management and fostering circularity within our operations. To achieve this, we aim to engage our residential and commercial tenants in piloting innovative waste management solutions.



We are dedicated to ongoing waste reduction, proper waste management and fostering circularity within our operations.



INITIATIVES ON WASTE

- Integrated waste management:** In our effort to minimise landfill waste, we have implemented programmes promoting effective waste separation, reuse and recycling particularly through Integrated Waste Management Facility at ITC Cempaka Mas, established in 2022. Equipped with advanced technologies like hydraulic machines for processing reusable inorganic waste materials for further reuse by specialised vendors and the use of biopori infiltration holes for composting, this facility processes 70% of the waste generated at ITC Cempaka Mas, contributing significantly to our waste reduction goals.
- Independent waste management facilities in BSD City:** SML has partnered with a waste management company to implement responsible waste management practices in BSD City. This collaboration focuses on waste sorting at the source, material recovery and residual waste

processing. Waste collected at our pilot sites is transported to the material recovery facility (“MRF”) for sorting and processing. Organic waste is directed to composting sites or sites utilising black soldier flies (“BSF”) to minimise waste. Valuable non-organic waste is sent to recycling facilities, while residual waste undergoes processing using refuse-derived fuel (“RDF”) technology to reduce landfill disposal. In 2023, four pilot sites, including The Icon, Vanya Park, De Park and Case De Parco, participated in the programme. After four months into the programme, 100% of the waste generated at the four sites has been transported and processed at the MRF site. As a result, the residual waste sent to landfills amounted to less than 25% of the total amount of waste collected. Through socialisation events, including leaflets distribution,

posters, and educational videos distributed to residents’ WhatsApp groups, we engaged residents in transitioning to responsible waste management practices. Offline activities such as waste sorting demonstrations and site visits to our partner MRF site in Bekasi and the Bantar Gebang landfill site further reinforce community involvement and awareness.

- Waste separation:** We have installed waste separation bins across our commercial and residential properties to encourage tenants to dispose of waste responsibly.
- Encouraging reuse of packaging:** SML has formed a partnership with an Indonesian startup to introduce a top-up delivery solution for various clubhouses, clusters, and offices within BSD City. This innovative initiative will allow residents to conveniently order a diverse range

CLIMATE CHANGE & THE ENVIRONMENT

of products and refill containers, promoting the reuse of packaging and minimizing single-use materials. Furthermore, the collaborative project aims to incorporate electric vehicle usage to meet daily needs, aligning with sustainability goals.

- Green Habit 2.0:** The Plastic to Food initiative promotes the 3R principle (reduce, reuse, recycle) and decreases plastic waste by encouraging local communities to exchange plastic waste for staple foods. Our programme partner, a reputable petrochemical company, recycles the collected plastic waste into plastic pellets used in plastic asphalt for various projects in BSD City. In 2023, the initiative took place in Cicayur village, recycling 1,958 kg of plastic waste and benefitting 1,200 individuals. Additionally, SML introduced the “Kurban Berkah Tanpa Sampah” initiative to support the Ministry of Environment in implementing a plastic-free Eid al-Adha celebration, replacing 800 disposable plastic bags with 800 bamboo baskets for packaging sacrificial animal meat.
- Plastic recycling for innovative asphalt solutions:** To enhance asphalt pavements’ durability and environmental sustainability, we have implemented innovative solutions utilising plastic waste in asphalt. Roads incorporating plastic waste have been constructed in BSD city and GIIC in Kota Deltamas. At BSD City, plastic waste such as high-density polyethylene (“HDPE”) found in plastic bags is recycled into plastic pellets for asphalt production. In 2023, up to 71,400,000 pieces of plastic were utilised in the construction of roads with a total length of 3,212 metres, which contributed toward a total achievement of 8,611 metres of road construction utilising asphalt incorporating plastic waste. Going forward, we aim to recycle up to 447 tonnes of plastic waste in the construction of more than 100.000 m² of roads. Additionally in 2023, we piloted a new approach for road

repair using the polymeric asphalt modifier NEWTLAC 5000 developed by one of our KIIC tenants. This modifier, offering improved resistance to fuel damage and pavement deformation, enhances pavement durability with recycling plastic waste. We utilised 125,338 kg of the asphalt modifier to repair 175,000 m² of roads. In addition, KIIC has repurposed scrap asphalt from damaged and peeling layers for maintenance work on inspection roads (limestone roads), reusing 1.103 tonnes of scrap asphalt in road maintenance during 2023.

- Eco-enzyme:** Since 2022, we have produced eco-enzyme cleaners using household waste from residential properties in BSD City and nearby areas. This natural cleaning solution is used in office buildings, cutting down expenses associated to the purchase of cleaning products and reducing organic household waste.

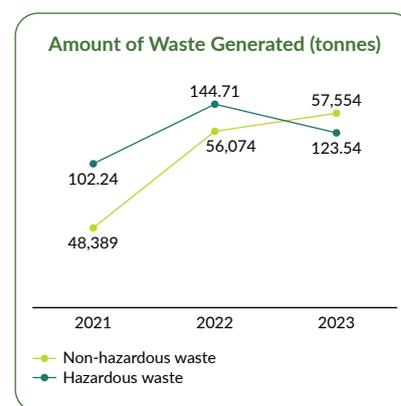
amounted to 123.54 tonnes, marking a 15% decrease from 144.71 tonnes in 2022. The chemical/liquid category dominated, constituting 116.30 tonnes, primarily from the commercial property, Kawasan Kota Deltamas. Chemical/liquid waste generated by industrial tenants and resulting from sedimentation is collected and treated at our WWTP.

Between 2022 and 2023, the quantity of non-hazardous waste disposed of in landfill declined from 55,574 tonnes to 53,108 tonnes. The amount of non-hazardous waste diverted from landfills rose notably from 500 tonnes in 2022 to 4,446 tonnes in 2023. Recycled waste accounted for the majority of this increase, amounting to 3,948 tonnes, primarily attributed to the waste management programme at ITC Cempaka Mas. Additionally, our waste reuse initiatives diverted 162 tonnes of waste from landfills.

2023 PERFORMANCE ON WASTE

The total amount of waste generated across our building categories increased slightly from 56,219 tonnes in 2022 to 57,678 tonnes in 2023. This includes both hazardous and non-hazardous waste.

Certified vendors handle the disposal of hazardous waste such as lightbulbs, batteries, chemicals, power supply ballast and other hazardous materials. In 2023, the total hazardous waste generated



Amount of non-hazardous waste disposed by disposal method in 2023 (in tonnes)

Disposal method	2021	2022	2023
Landfill	48,159	55,574	53,108
Recycle	77	250	3,948
Reuse	-	-	162
Composting, recovery (including energy recovery), deep-well injection, on-site storage	111	169	214
Incineration	42	81	122
Total	48,389	56,074	57,554

CLIMATE CHANGE & THE ENVIRONMENT

We promote responsible waste management among our residential and commercial tenants and have established targets to monitor the progress of our key waste related initiatives. Specifically, for our eco-enzyme initiative, we aimed to conduct 21 socialisation events, process a total amount of 94.5 kg of organic waste, and produce a total of 535.5 litres of eco-enzyme between 2023 and 2025. By the end of the first target year, we held 12 events, processed over 151 kg of waste and produced over 1,000 litres of eco-enzyme. These achievements demonstrate our significant progress towards meeting our initial target and underscore the success of this initiative. As a result, we have revised and updated the target as shown below.

No.	Topic	Description	Types of Target	Target (2023 - 2025)	Achievement as of 31 December 2023
1	Eco Enzyme	Based on socialisation schedule and Eco Enzyme produced for 3 years	a. Number of socialisation events	a. 21 events	a. 12 events
			b. Weight of organic materials processed	b. 404 kg*	b. 151 kg
			c. Amount of eco enzyme produced	c. 2,092 litres*	c. 1,092 litre
2	Plastic to Food	Based on less plastic programme planning for 3 years	a. Number of participants	a. 3,000 persons	a. 2,600 persons
			b. Number of plastic waste volume collected	b. 5,900 kg	b. 4,256 kg

* Target adjusted in 2023.

Greening Our Assets and Townships

In line with our Sustainability Vision's environmental pillar, we have established commitments and targets concerning green buildings, materials, areas, and tree planting. These efforts aim to foster a healthy living environment and mitigate the environmental footprint of our assets. To fulfil these goals, we have devised a comprehensive three-year development plan and are actively implementing various multi-year initiatives.

INITIATIVES ON GREENING OUR ASSET AND TOWNSHIPS

- Green buildings:** We remain steadfast in our commitment to steadily increase the percentage of developments that adhere to internationally recognised green building standards such as BCA Green Mark and Greenship. In 2023, four of our buildings maintained valid green building certificates, namely Sinar Mas Land Plaza in Jakarta – Thamrin Tower 2 (Greenmark BCA), Sinar Mas Land Plaza in Jakarta – Thamrin Tower 3 (Greenmark BCA), Green Office Park Area in BSD City (Greenmark BCA) and NavaPark Area in BSD City (Greenship GBCI). Four buildings in BSD City were undergoing recertification, including Sinar Mas Land Plaza, MyRepublic Plaza, Green Office Park 9 and Green Office Park 1.



Indonesia - Green Office Park 9

- Moreover, we initiated the certification process for an additional site, MSIG Tower in Jakarta. We are committed to further extending our investment and portfolio in green buildings, with a particular emphasis on large commercial buildings.
- Green materials:** We have established a goal to substitute a minimum of 20% of the materials used in the construction of our residential projects in BSD and Greater Jakarta area with green materials by 2025. To achieve this, we have procured certified green materials and as a result, we have been able to replace 28.66% of

materials with green alternatives as of 31 December 2023.

- Three-year green development plan:** We have devised a three-year development blueprint aimed at establishing green open spaces (Ruang Terbuka Hijau or "RTH"), planting trees and installing biopori infiltration holes across our residential and commercial developments. This initiative is designed to yield environmental, health, social and biodiversity benefits. Green open spaces and trees enhance the quality of life and foster a healthy living environment while promoting

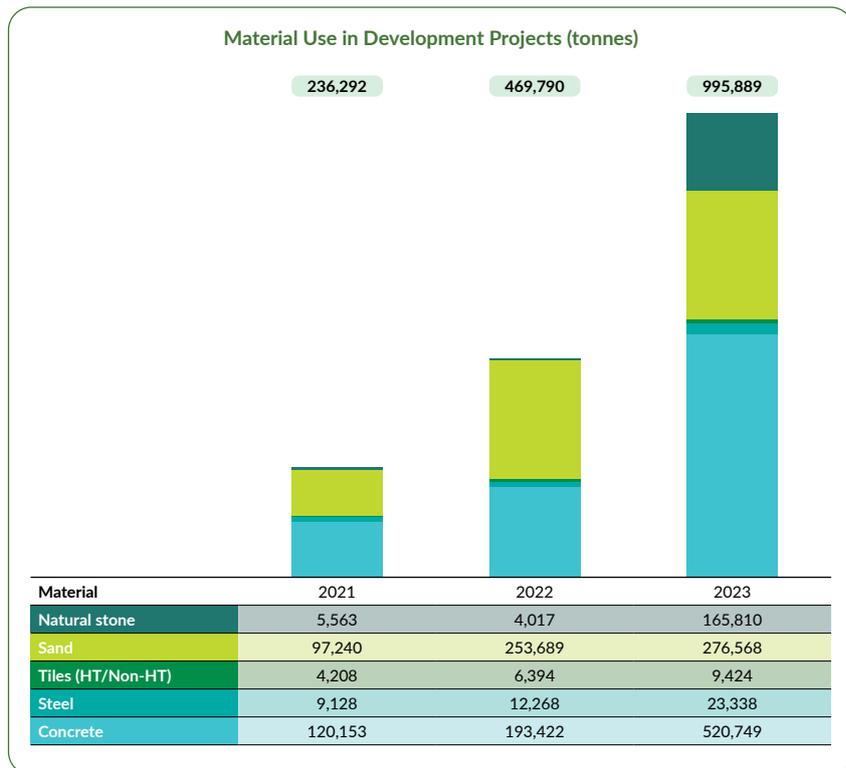
CLIMATE CHANGE & THE ENVIRONMENT

urban biodiversity, microclimate, and air quality improvement. Biopori infiltration holes aid in rainwater absorption into the soil, thereby contributing to groundwater conservation and flood prevention. Additionally, these biopori holes support organic waste composting effects at our developments, reducing the amount of waste sent to landfills.

- **Our tree planting programme and Telaga Desa Agro Enviro Educational Park**, described on page 39, make significant contributions toward the creation of green areas and related environmental and ecological benefits.

2023 PERFORMANCE ON GREENING OUR ASSET AND TOWNSHIP

As our operations expand, our demand for raw materials naturally escalates. The total volume of materials utilised in our development projects has surged from 469,790 tonnes in 2022 to 995,889 tonnes in 2023, marking a 112% increase. This upswing predominately stemmed from heightened utilisation of natural stone and concrete in constructing the toll road in BSD City.



In line with our commitment to sustainability, we aim to elevate the proportion of eco-friendly materials incorporated into our new residential development projects. We have set a target to substitute a minimum 20%

of conventional building materials with green materials for new constructions between 2023 and 2025. For developments built in 2023, we achieved a noteworthy 28.66% usage of green materials.

No.	Topic	Description	Types of Target	Target (2023 - 2025)	Achievement as of 31 December 2023
1	Use of Green Material	Based on material estimation for new development project in three years	Percentage of green materials used for residential projects (in BSD and Greater Jakarta Area)	Minimally 20%	28.66%

Our three year-development plan guides our effort in fulfilling our pledge to provide environmental benefits by establishing green open spaces, the planting of trees and the installation of biopori infiltration holes. In 2023, we renewed our three-year targets, extending them to 2025, and have made significant strides towards achieving them by the end of the first target year. As of 31 December 2023, we have developed 164,039 m² of green open spaces, planted 12,049 trees and installed 6,266 biopori infiltration holes.

No.	Topic	Description	Types of Target	Target (2023 - 2025)	Achievement as of 31 December 2023
1	Green Open Space	Based on SML's 3 years master plan for City Development, Residential and Commercial	Number of developed Green Open Space (Public & Private)	815,488 m ²	164,039 m ² (20%)
2	Tree Planting (Township, Residential & Commercial)	Based on tree planting plan from development projects & estate management and CSR tree planting initiatives for 3 years	Number of trees planted	To plant 24,829 new trees	12,049 new trees (49%)
3	Biopori (Residential & Commercial)	Based on biopori implementation for development projects in 3 years	Number of biopori holes	13,937 holes	6,266 holes (45%)

CLIMATE CHANGE & THE ENVIRONMENT

Environmental Initiatives

Tree planting programme

In compliance with regional regulations, the industrial area at Kota Deltamas adheres to a zero-pollution approach. Through a collaborative tree planting programme between the GIIC Kota Deltamas Industrial Estate Management, the Environmental Services Agency of the Bekasi Regency and several business tenants, extensive tree planting occurs along riverbanks and green areas within GIIC. Initiated in December 2022, the programme engages local farmers in tree maintenance over a five-year period. Beyond reforesting areas within the industrial estates and fostering environmental benefits such as carbon absorption, improved microclimate, and air quality, the programme fortifies riverbanks and creates additional income sources for local farmers.

In 2023 alone, the programme saw the planting of 11,000 trees. Given the success of the programme, we aim to involve more tenants to participate in this tree-planting initiative in the years ahead.

Telaga Desa Agro Enviro-Education Park

Karawang Regency, once a prominent paddy-producing agricultural region in Indonesia, has seen a decline in agricultural activity due to the expansion of the industrial sector and urban settlements. This shift has led to the conversion of agricultural land, impacting the region's agricultural productivity. In response, efforts are underway to revitalise the agribusiness sector and promote sustainable economic growth. To address these challenges, over three hectares of land near our industrial estate, KIIC, have been allocated for the Telaga Desa Agro Enviro Education Park. Established in 2008, Telaga Desa serves multiple purposes, including:

- **Ecological restoration and conservation:** The park facilitates the ecological restoration of the area and the conservation of local tree species, including rare forest trees, through plant nurseries and seed banks.
- **Research:** The park has created an ex-situ biodiversity park (Taman Kehati) and provides research



We understand our unique position to encourage and assist our commercial and residential clients in embracing green practices and to support environmental initiatives in collaboration with local government units.



opportunities for universities and schools focusing on agriculture, fisheries, and biodiversity.

- **Local agribusiness development:** The park offers employment opportunities and training programmes to support the development of local entrepreneurs. Training topics include catfish rearing and production of forestry plant seeds, cultivation of vegetables and fruits, and cultivation of family medicinal/ TOGA plants, solid and liquid compost, and eucalyptus oil. In 2023, the centre conducted 95 training sessions, benefitting local farmers, fishermen, local village-level women's community groups (Pemberdayaan Kesejahteraan Keluarga or "PKK") from seven KIIC Ring 1 villages and other communities.
- **Ecotourism:** The park offers leisure and educational experiences for the public. In 2023, 6,835 participants joined the park's Eco-Tour.
- **GHG emission reduction and other environmental benefits:** By establishing an ex-situ conservation area, the programme reduces GHG emissions in KIIC Industrial Estate and in the district of Karawang. Additionally, it contributes to improved air quality and the creation of open green spaces for nearby communities.

To enhance the benefit to local communities, SML intends to expand by developing an additional five-hectare area dedicated to fruit plants cultivation. Additionally, we plan to collaborate with the Bogor Institute of Farming (Institut Pertanian Bogor or "IPB") to establish an essential oil refinery.

Promoting Green Living

We understand our unique position to encourage and assist our commercial and residential clients in embracing green practices and to support environmental initiatives in collaboration with local government units.

INITIATIVES ON PROMOTING GREEN LIVING

- **Green Habit 1.0:** Through the Green Habit 1.0 programme, we employ banners, posters and email communication across all our office buildings to encourage employees and tenants to conserve electricity and water.
- **Bulan Menanam (Planting Month):** Targeted tree planting serves as an effective strategy in reducing atmospheric CO₂ levels and mitigating climate change. Moreover, trees contribute significantly to enhancing local air quality. In 2023, SML actively participated in tree planting initiatives beyond our development sites. In collaboration with local government departments, we supported tree planting efforts in South Tangerang City, Tangerang Regency and Bogor Regency. Specifically, in South Tangerang City, we collaborated with the Food Security Service to plant 200 fruit and shade trees and provided donations including 200 packs of organic fertilizer, 1,000 freshwater fish seeds, and 220 packs of vegetable seeds. Similarly, in Tangerang Regency, we collaborated with the Tangerang Regency Environmental Service to plant 300 protective trees and donated 200 packs of organic fertilizer.

CLIMATE CHANGE & THE ENVIRONMENT

Green Mobility

Our green mobility initiatives harmonise various modes of transportation modes to fulfil our environmental commitments and align with the government’s transportation goals. The Government of DKI Jakarta aims to boost public transportation and active mobility such as walking and cycling, and our efforts align with these objectives. We bolster public transit availability, promote active mobility, and reduce the environmental footprint of private transportation in the Greater Jakarta metropolitan area.

INITIATIVES ON GREEN MOBILITY

- Electric mobility:** SML’s Green Mobility initiatives encompass diverse strategies aimed at reducing carbon emissions and promoting eco-friendly commuting options. Among these efforts is the installation of Electric Vehicle (“EV”) charging stations in several projects, such as The Breeze, Q-Big and GIC Kota Deltamas, that facilitate the transition to electric vehicles for residents and visitors. We have also embarked on electrification initiatives, such as integrating electric buses into our transportation network. In 2023, we expanded our transportation projects, focusing on electric vehicles. This included the introduction of an electric bus route connecting the GOP area to Intermoda BSD City. In addition, we began electrifying our fleet at industrial estates at Kota Deltamas and KIIC. Additionally, we successfully conducted a proof-of-concept test involving autonomous electric vehicles in our development areas. Plans for implementing these initiatives in the future are under assessment.



Indonesia – Adoption of Electric Vehicle in Kota Deltmas

- Pedestrian:** Our dedication to pedestrian-friendly infrastructure is evident through the development of proper walkways along main roads, in intra-cluster areas and in commercial zones across our projects. These pedestrian pathways not only enhance safety and accessibility but also contribute to a more environmentally friendly experience for residents and visitors. We have set a target to build 45,139 m of pedestrian walkways in our city developments and townships between 2023 and 2025.
- Transit-oriented development areas:** We are committed to green mobility, exemplified by our provision of integrated public transportation facilities such as in BSD City (Intermoda) and connected commuter Line Electric Train (Kereta Rel Listrik or “KRL”) services at Cisauk Station. Additionally, the establishment of the BSD Link Bus Terminal, situated within the Transit-Oriented Development (“TOD”) area in Jabodetabek, further underscores our commitment to promoting

sustainable transportation alternatives. Through these initiatives, we strive to create communities that prioritise environmental sustainability while offering convenient and accessible mobility options for all.

We ensure that our stakeholders are kept informed of our green initiatives through various communication channels, including the Sustainability Report, SML website, press releases and social media platforms.

2023 PERFORMANCE ON GREEN MOBILITY

We monitor passenger numbers at the BSD Link Bus Terminal. In 2023, as the bus service resumed full operation, it served 741,399 passengers.

In 2023, we reaffirmed our commitment to develop pedestrian walkways and set a target to construct 45,139 m at our city developments and townships between 2023 and 2025. As of 31 December 2023, we have built 6,060 m of pedestrian walkways.

Topic	Description	Types of Target	Target (2023 – 2025)	Achievement as of 31 December 2023
Length of Pedestrian Walkway	Based on pedestrian length development plan from City Development/township for 3 years	Number of developed pedestrian length	45,139 m	6,060 m (13%)

CLIMATE CHANGE & THE ENVIRONMENT

MITIGATE AND ADAPT TO CLIMATE CHANGE RISKS AND IMPACTS

MANAGEMENT APPROACH

Climate change poses a profound global challenge, particularly in the Asia-Pacific region, which both contributes significantly to GHG emissions and faces heightened vulnerability to climate impacts. Governments in the region, such as in Singapore and Indonesia, have set ambitious targets to achieve net zero emissions by 2050 and 2060 respectively.

The building and construction sector stand as a major emitter of GHG emissions globally, yet it also hold immense potential for driving decarbonisation efforts within national economies. SML is committed to addressing its climate footprint by implementing measures focused on energy efficiency, renewable energy adoption, and green building initiatives, all while consistently monitoring climate-related risks.

Our Environmental Sustainability Policy and Environmental Management Policy serve as cornerstones, guiding our environmental management practices, target setting, KPI monitoring, and strategic direction in emission reduction efforts. We have established an integrated governance framework and strategy to effectively manage climate-related risks and opportunities, aligning with recommendations from Task Force on Climate-related Financial Disclosures ("TCFD").

In 2023, we have pledged to achieve net zero emissions by 2050 and have set a target to reduce 35% of our emissions from electricity consumption in buildings between 2023 and 2034.

To support this objective, we have conducted a GHG emissions inventory in 2023, covering Scope 1, 2, and all relevant and significant Scope 3 emission sources. Scope 1 emissions cover direct emissions from sources under our ownership or control, including fuel consumption in operations through the use of gensets and company-owned vehicles. Scope 2 emissions represent indirect emissions arising from electricity purchases, calculated based on the common area electricity consumption. Additionally,



In 2023, we have pledged to achieve net zero emissions by 2050 and have set a target to reduce 35% of our emissions from electricity consumption in buildings between 2023 and 2034.



we accounted for Scope 3 emissions, which result from activities associated with assets not directly owned or controlled by the Group but influenced through our value chain.

Energy & Emissions

We implement a range of initiatives aimed at reducing our GHG emissions by enhancing energy efficiency and integrating renewable energy solutions across our residential and commercial developments. Upholding a system of continuous monitoring and reporting on our energy consumption and emissions ensures accountability to our sustainability goals.

INITIATIVES ON ENERGY & EMISSIONS

- **Increasing energy efficiency:** To curtail electricity consumption in both our residential and commercial developments, we implemented several strategies. These include the installation of LED lighting, annual maintenance of chiller plants, and the exclusion of air conditioning systems that utilise ozone depleting substances. Furthermore, our commercial buildings are equipped with Building Automated System ("BAS"), which facilitate the monitoring and optimisation of heating, ventilation, and air conditioning ("HVAC") systems, leading to energy savings. Additionally, smart metres are deployed to enable tenants to monitor and regulate their electricity usage effectively.
- **Energy management workshops:** In 2023, we initiated a programme aimed at empowering building management teams to closely monitor the energy efficiency of the buildings under their supervision. The objective is to identify inefficiencies and optimise energy management practices. As a starting point, we conducted a series of sustainable energy saving workshops for teams at 14 offices.
- **LED street lighting:** Since December 2022 we begun replacing SON lamps with LED street lighting in BSD City and GIIC industrial estate. As of 31 December 2023, we have completed replacements in eight residential clusters.
- **Renewable energy:** We have installed solar photovoltaic (PV) systems across six commercial buildings and purchased RECs



Indonesia – Solar Panel on QBig Mall, BSD City

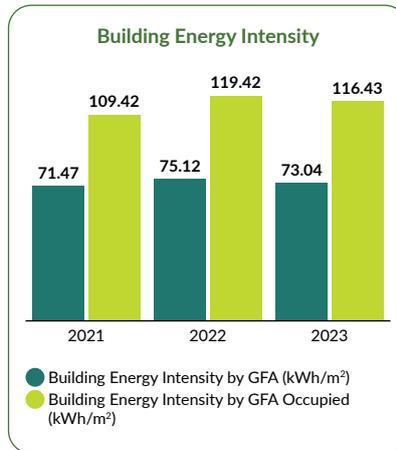
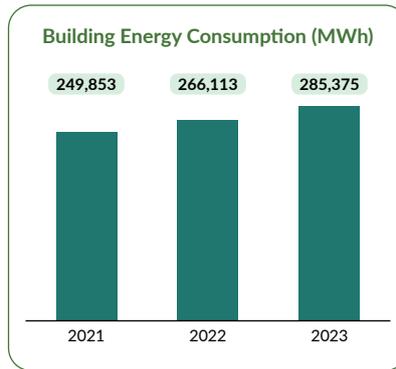
CLIMATE CHANGE & THE ENVIRONMENT

for seven buildings. Through REC purchases, we managed to reduce building energy related GHG emission by 8.6%. In addition, in 2023, the PV systems generated a total 2,921,756 kWh of electricity, covering 13% of the buildings' energy consumption. In addition, since 2021, the KIIC Water Treatment Plant ("WTP") has been powered by solar generated electricity, with a capacity of 115 KWP, absorbing 12,000-13,000 KWP monthly. Moreover, several KIIC tenants have independently installed solar panels and biomass in their respective buildings. In 2024, we will study the feasibility of installing solar panels at the Graha area in KIIC, with ongoing trials of a roof mounted solar photovoltaic system at one of the buildings in Graha area.

- Electrifying our fleet:** Introducing electric vehicles at our industrial estates aligns with our commitment to reduce transport related GHG emissions, noise, and air pollution, while also offering cost savings through reduced fuel consumption. In 2023, at Kota Deltamas, we acquired an additional 10 electric motorbikes, bringing the total number to 20 units, utilised by the security and other site management teams. Furthermore, 12 electric cars were purchased for security purposes to enhance surveillance across the Deltamas area. In January 2024, we plan to introduce five units of electric motorcycles at KIIC to replace existing petrol motorbikes. It is encouraging to note that several of our KIIC tenants have also adopted electric motors and forklifts for their operational needs.

2023 PERFORMANCE ON ENERGY & EMISSIONS

In 2023, the total energy consumption across all our building categories increased to 285,375 MWh from 266,113 MWh in 2022. However, the energy intensity by GFA occupied



decreased to 116.43 kWh/m² in 2023 from 119.42 kWh/m² in 2022.

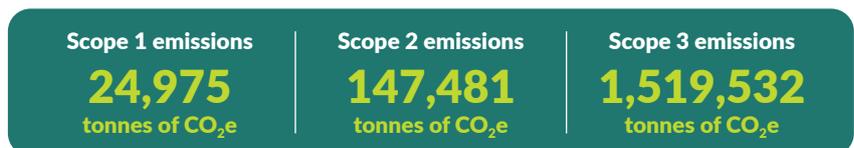
The largest increase in energy consumption occurred at our residential and township buildings followed by retail and hospitality buildings. Energy consumption across our residential and township buildings increased due to additional projects to 9,712 MWh (2022: 4,211 MWh). Energy consumption at retail and hospitality buildings was 50,889 MWh (2022: 44,497 MWh) and at our green buildings 13,016 MWh (2022: 12,105). Energy consumption at trade centres decreased from 146,085 MWh in 2022 to 144,170 MWh in 2023. There was also

a moderate decrease of 1.31% compared to 2022 across our ITC Projects.

Furthermore, we track the energy generated by solar panels installed at six commercial building sites. In 2023, these solar panels generated 2,921,756 kWh of electricity, which helped meet 13% of the buildings' energy use.

In 2023, we engaged a reputable consulting firm to calculate our GHG emissions inventory for FY 2023. The calculations were conducted in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and with reference to the Draft Buildings Sector Science Based Target Setting Guidance. Compared to previous years, the scope of the inventory has been expanded to also cover scope 1 fugitive emissions from refrigerant use and additional scope 3 emission sources. In addition, the calculation of Scope 3 Category 11: Use of sold products has also been updated to cumulate the handed over energy usage along the building/house's lifecycle period. Our emissions inventory now covers all relevant and significant scope 3 emission sources.

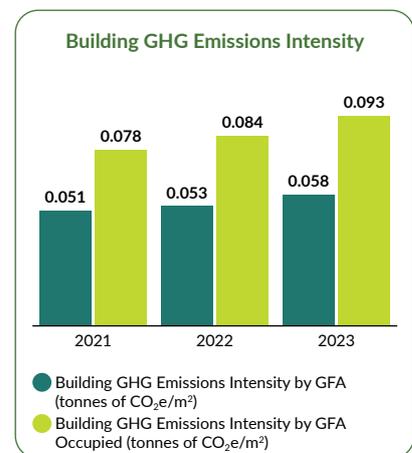
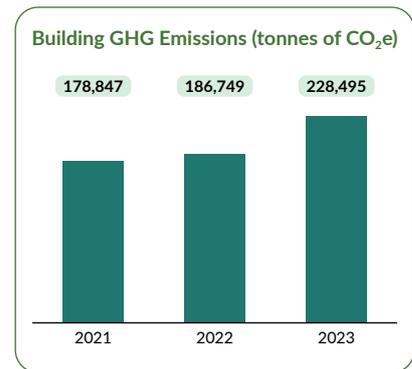
In 2023, SML total CO₂e emissions amounted to 1,691,987 tonnes. A significant portion of these emissions, approximately 90%, stem from our value chain, totalling 1,519,532 tonnes of CO₂e. Within our value chain emissions, the following three categories account for the biggest share: use of sold products, end-of-life treatment of sold products and investments. Our primary source of internal emissions is electricity usage, contributing 147,481 tonnes of CO₂e, which represents 8.7% of our total emissions for the year.



CLIMATE CHANGE & THE ENVIRONMENT

A detailed overview of our GHG emissions by Scope and source is provided in below table.

GHG Scope	SML Emissions (tCO ₂ e)
Scope 1 Fugitive (Refrigerant)	22,885.96
Scope 1 Fugitive (Fire Extinguishing Agent)	0.00
Scope 1 Mobile	1,715.26
Scope 1 Stationary	373.62
Total Scope 1	24,974.84
Scope 2 Electricity (Market-based)	147,480.85
Total Scope 2	147,480.85
Scope 3 Category 1 Purchased Goods & Services	83,970.24
Scope 3 Category 2 Capital Goods (for assets)	679.05
Scope 3 Category 3 Fuel- and Energy-related Activities	51,135.15
Scope 3 Category 4 Transportation and distribution (upstream)	187.55
Scope 3 Category 5 Waste generated in operations	90.40
Scope 3 Category 6 Business travel	710.52
Scope 3 Category 7 Employee commuting	28.26
Scope 3 Category 8 Leased assets (upstream)	9.05
Scope 3 Category 11 Use of sold products	996,941.83
Scope 3 Category 12 End-of-life treatment of sold products	169,242.55
Scope 3 Category 13 Leased assets (downstream)	80,640.56
Scope 3 Category 15 Investments	135,896.62
Total Scope 3	1,519,531.79
Total All Emission	1,691,987.47



In our FY 2023 we also calculated our in-use operation emissions, which refer to the emissions associated with a building's operation during its usage phase. These emissions total 1,449,174 tonnes of CO₂e, translating to an emissions intensity of 371 tonnes of CO₂e/m² GFA or 591.26 tonnes of CO₂e/m² GFA occupied.

With the aim of achieving Net Zero emissions by 2050, we have established a target and a 12-year roadmap to reduce our building energy related emissions by 35% between 2023 and 2034. As of 31 December 2023, we have successfully reduced emissions by 8.6% through the

purchase of 13,435 MWh RECs for seven buildings including Green Office Park 1, Green Office Park 9, MyRepublic Plaza, Sinar Mas Land Plaza BSD, Sinar Mas Land Plaza Thamrin Jakarta – Tower 1, Sinar Mas Land Plaza Thamrin Jakarta – Tower 2 & 3 and Deltamas project.

With electricity accounting for the largest share of our own emission, we calculate and disclose building energy use related emissions on an annual basis. The calculation considers the following emission sources: Scope 1 stationary combustion, Scope 2 electricity, and Scope 3 Category 13 leased assets (downstream). Our building energy related GHG emissions increased by 22% from 186,749 tonnes of CO₂e in 2022 to 228,495 tonnes of CO₂e in 2023 due to an increase in our building area.



Topic	Description	Types of Target	Target (2023 – 2034)	Achievement as of 31 December 2023
Emission Reduction Using Renewable Energy	Based on Renewable Energy Certificate implementation roadmap	% of emission reduction from REC	35%	8.6%

CLIMATE CHANGE & THE ENVIRONMENT

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (“TCFD”) REPORT

GOVERNANCE

At SML, we prioritise addressing both the physical and transitional risks associated with climate change, recognising the imperatives of safeguarding our business for the future. Therefore, climate-related risks oversight is deeply integrated into the highest echelons of our company, with the Board holding responsibility for supervising the application and management of the SML Risk Management Framework and ESG implementation, including climate change risks. This ensures that climate change and other sustainability-related risks and impacts are appropriately identified and evaluated. Moreover, the Board oversees and directs ESG implementation, including climate change mitigation and adaptation, to ensure its alignment with the Group's business strategy. As part of their duty, the Board engages in annual corporate governance training, which encompasses ESG matters.

Assisting the Board in its oversight role is the Board Committee and the

ERMC. The Board Committee provides guidance on and monitors the overall execution of ESG initiatives, while the ERMC leads our ESG and sustainability programmes, providing guidance on our Sustainability Vision, strategy and targets, including those pertaining to climate risks. With representation from 24 senior executives, the ERMC ensures effective cross-departmental executive responsibility over climate risks. The ERMC convenes semi-annually to assess ESG implementation progress, the attainment of GHG emission targets, and the outcome of climate risks evaluations.

The day-to-day management of climate risks is spearheaded by the Chief Risk & Sustainability Officer, tasked with developing the Group's ESG strategies and initiatives and managing ESG-related risks and opportunities. Additionally, our network of SR champions monitors and evaluate climate risks across our Strategic Business Units and development projects.

Since 2017, we have consistently and transparently reported our emissions to stakeholders. Beginning in 2022, we expanded our reporting scope to include baseline for Scope 1, 2, and 3 emissions, whereas previously, we reported solely on emissions from electricity and diesel use.

STRATEGY

Through our rigorous ESG risk mapping and scenario analysis, we have identified a spectrum of climate-related risks and opportunities that span short-to long-term horizons and significantly impact our business and value chain. Beyond transition risks, which encompass regulatory, market, reputational and technological factors, we recognise the financial consequences that may arise from physical risks. These hazards, such as flooding, heavy rainfall, droughts and escalating temperatures, pose tangible threats to our employees, assets, and supply chains, potentially jeopardising our financial stability.

Transition Risks

Transition Risk Category	Risk Events
Policy	Shifts in electricity sources using renewable energy
	Obligation to provide responsible waste management model
	Demand for more comprehensive disclosures on climate change actions and metrics
	Imposition of carbon tax
Market	Increased demand for green products (green building certifications, green houses, etc.)
	Increased demand for using green material
Reputation	Shifts in customer preferences towards other environmentally friendly products
	Increased stakeholder concern or negative stakeholder perception
Technology	Substitution of existing transportation to low-carbon emission alternatives
	Increased cost of new technology to support building energy and water efficiency

CLIMATE CHANGE & THE ENVIRONMENT

Physical Risk		
Types of Risk	Adaptation Effort Summary	
	Routine Operational	Additional Adaptation Effort
Flood	<ul style="list-style-type: none"> Regular cleaning of water drainage Routine flood pump maintenance Coordination with estate team, ERT and/or local government in the event of flooding 	<ul style="list-style-type: none"> Additional flood pump instalment Normalisation of canals and rivers Construction of flood embankment Construction of retention pond
Drought/wildfire	<ul style="list-style-type: none"> Regular landscape maintenance (weed trimming) Coordination of estate/landscape team in the event of wildfires 	Additional weed trimming for undeveloped land
Heavy rainfall	<ul style="list-style-type: none"> Routine rooftop maintenance Regular cleaning of water drainage Regular landscape maintenance (tree trimming) Coordination with estate/landscape team in case of fallen tree incidents 	<ul style="list-style-type: none"> Additional canopy installation/repairment Lightning rod internal panel instalment Leakage repairment
Landslide	<ul style="list-style-type: none"> Routine inspection on land movement Maintaining water content Coordination with estate/landscape team in case of landslide 	<ul style="list-style-type: none"> Soil reinforcement Additional tree planting
Rise of sea level	<ul style="list-style-type: none"> Building embankment for sea lane by local government Natural mangrove planting 	<ul style="list-style-type: none"> Instalment of additional embankment to prevent future abrasion

Our risk assessment approach and processes are outlined in the Risk Management section below.

To mitigate climate-related risks and capitalise on opportunities, SML implements a comprehensive strategy and set of measures including

- Emission assessment and target setting: Conducting regular emission inventories and validating results. In 2023, SML committed to set near-term company-wide emission reduction targets in line with climate science and with the Science Based Targets initiative (“SBTI”) target setting approach.
- Climate risk and opportunity analysis: Conducting regular physical and transition climate risk assessments, evaluating the impact of these risk to our assets.
- Expanding the adoption of green solutions: Increasing the adoption of practices, technologies and products that facilitate emission reductions across our business and operations. This includes green building certifications, use of green materials and renewable energy, creating

green open spaces and providing the infrastructure for green mobility.

- Minimising operational emissions: Implementing operational enhancement to reduce our emissions related to energy consumption and waste generation, while supporting emission reductions among our residential and commercial tenants.
- Streamlining governance structures and internal processes to support decarbonisation: Gradually adjusting our operating model to align with decarbonisation objectives and develop effective policies.
- Stakeholder engagement: Leveraging our sphere of influence and collaborating with key external stakeholders such as suppliers and vendors to support our decarbonisation efforts.
- Contributing toward a net-zero enabling ecosystem in Indonesia: Participating in the Indonesian Chamber of Commerce and Industry (KADIN) Net Zero Hub to advance our climate action in line with national and international best practices. Additionally,

engaging with national and international businesses and facilitates sectoral dialogue with the Indonesian government.

RISK MANAGEMENT

The SML ERM Framework determines financial, operational, legal, compliance, project, and climate-related risks and strategic risk categories, addressing Group-wide impacts. The framework outlines the procedures for risk management, including our risk assessment and mitigation measures. Annually, management conducts assessments to identify emerging risks, deliberating them at the Group Division level before implementing countermeasure plans.

In addition to our existing enterprise risk management process, we conduct annual materiality and physical risk assessments. Climate-related risks and opportunities are integrated into our corporate-wide ERM process, aligning with TCFD’s recommendations. Physical risks and their respective financial and

CLIMATE CHANGE & THE ENVIRONMENT

non-financial impacts are evaluated in the annual risk assessments.

In 2023, we initiated transition risk assessment for each business unit, focusing on four main risk categories: policy, technology, market and reputation. The risks were evaluated based on their impact on business operations and finances, as well as the likelihood of occurrence and defined time horizon for impact. We are committed to enhancing our risk management process and scenario analysis in the future.

METRICS AND TARGETS

Within the framework of the SML Sustainability Vision, we have established commitments and targets against which we regularly evaluate and provide annual reporting on our performance. To assess climate-related risks and opportunities in alignment with the Group's strategy and risk management process, we employ various key metrics, including but not limited to:

- Total gross carbon emissions (tonnes of CO₂e)
- Building carbon intensity by gross floor area
- Total electricity consumption
- Building energy intensity by gross floor area
- Proportion of electricity consumption from renewable source



Renewable Energy Certificate Ceremony

Moreover, we track and disclose metrics relating to water consumption, recycling and reuse of water, as well as water discharge and waste. Please refer to the performance tables in this report for further information.

Previously, our emission reporting only included electricity and fuel-related emissions. However, starting in 2022, we began reporting on Scope 1, Scope 2 and selected Scope 3 GHG emissions. As of 2023, we have further expanded our GHG emissions inventory to encompass Scope 1 fugitive emissions from refrigerant use and all relevant and significant Scope 3 emissions. Our GHG inventory accounting follows the globally recognised GHG Protocol Corporate

Accounting and Reporting Standard and aligns with the Draft Buildings Sector Science Based Target Setting Guidance. For historical performance data, please refer to the performance tables provided on page 43.

Aligned with Singapore's national climate target, we have committed to achieving net zero emissions by 2050. To fulfil this pledge, we have established a 12-year target aiming to reduce 35% of our emissions from energy use in buildings between 2023 and 2034. To meet this goal by 2034, we will be implementing a series of initiatives focused on green building enhancement, renewable energy and energy efficiency improvements.

SUSTAINABLE COMMUNITY

SML's properties serve as vital hubs within communities, contributing to the upliftment of the well-being of residents, visitors and infrastructure users. Our commitments to local communities encompass dual objectives:

1. Engagement programme for all stakeholders
2. Improving community welfare in surrounding development areas

ENGAGEMENT PROGRAMME FOR ALL STAKEHOLDERS

MANAGEMENT APPROACH

We meticulously assess and address the impacts of our real estate developments on surrounding communities throughout the construction and operation phases. Prior to construction, we conduct thorough evaluations and environmental impact assessments for each property, adhering to the Indonesian government's regulation on Environment Control Permits. These assessments are critical for identifying potential negative impacts across various criteria, including physical, chemical, biological, socio-economic, and public health aspects.

During construction, we schedule work at reasonable times to minimise noise-related disturbances and ensure contractors comply with regulatory standards. All contractors must either be rated by regional regulators or possess a Construction Service Permit Letter from the government.

Maintaining open communication with our stakeholders, including tenants, customers, suppliers, and local communities, is essential for long-term business success and avoiding disruptions. Led by our Corporate Communication Division, we engage with the general public and provide updates on our activities through our outreach initiatives and annual media campaigns. Additionally, we engage tenants in our environmental and philanthropic initiatives.

We acknowledge the central role that suppliers, contractors, and vendors play in optimising asset performance, managing risks, and delivering high-quality products, facilities, and services. We endeavour to continuously strengthen our working relationships with our business partners and



We meticulously assess and address the impacts of our real estate developments on surrounding communities throughout the construction and operation phases.



conduct regular supplier performance assessments to ensure that they meet our expectations.

INITIATIVES

- **Employee engagement:** Our annual employee engagement survey provides valuable insights into the concerns and expectation of our employees. This survey covers all permanent employees, as well as those on extended contracts, spanning from staff-level positions upwards.
- **Tenant engagement:** We actively support our tenants in adopting green practices and a sustainable lifestyle. Initiatives include procuring RECs for select green buildings and conducting a Green Habit campaign to raise awareness about water and energy conservation. Furthermore, we organise blood donation drives to encourage tenant participation in community welfare activities.
- **Customer engagement:** We conduct an annual Environment and Safety Perception survey among our residential and commercial customers, office building and mall tenants to measure their satisfaction with our environmental, health and safety initiatives.
- **Supplier engagement:** We prioritise engagement with our vendor particularly MSMEs. This includes effective vendor management practices and soliciting feedback from vendors to improve collaboration and operational efficiency.
- **Community engagement:** Our commitment to building sustainable communities extends to applying green building and design principles in our developments. We provide green open spaces and sport facilities to promote an active lifestyle. In addition, we contribute to critical healthcare and education facilities in the surrounding

communities. Moreover, we support MSMEs in building successful business ventures and access local markets. (see pages 50-52 and page 55 for further details).

2023 PERFORMANCE

In 2023, our annual online employee engagement survey achieved an impressive participation rate of 87%, maintaining consistency with previous years' findings. Similarly, our annual online customer and tenant engagement survey yielded higher customer satisfaction scores, reflecting our commitment to enhancing customer experience. Further details can be found on page 22.

Our customer Environment and Safety Perception survey also yielded an encouraging average score of 87.97% (2022: 88.07%), indicating the growing importance of our environmental, health and safety initiatives to our customers.

Additionally, we organised two media events in 2023 to showcase our sustainability-related initiatives and provide updates on our projects. On 5th April 2023, we hosted a breakfast event attended by journalists and bloggers to discuss SML and Deltamas's ESG initiatives and provide updates on the progress of the Balaraja Toll Road construction.

Furthermore, on 2nd August 2023, we held a media talk show featuring internal sustainability experts from PT BSD, including the Director and Chief Risk & Sustainability Officer, alongside with representatives from the government sector and international consulting firm. The discussion focused on exploring the opportunities and benefits of sustainability for the property industry in Indonesia.

SUSTAINABLE COMMUNITY

CASE STUDY: EMPOWERING PEOPLE WITH DISABILITIES

SML integrates care for marginalised or underprivileged groups into its corporate social responsibility (“CSR”) mission. Through our CSR initiatives, we aid in fostering a strong and inclusive community for person with disabilities (“PWD”). Since 2022, our collaboration with educational institutions like the Special Needs School and a reputable fashion school in Jakarta have provided support for individuals with hearing impairments, autism, and Down syndrome in BSD City.



Upon graduation, PWDs often face obstacles in entering the workforce. Aligned with SDG 8: Decent Work and Economic Growth, and SDG 10: Reduced Inequalities, we strive to empower them by boosting confidence in job market integration and equipping them skills for economic independence.

Our comprehensive training covers a spectrum of foundational and innovative learning, from computer literacy to specialised courses in fashion design.

Products like zero-waste kimono designs and art-painted sneakers exemplify the skills required. Participants meeting eligibility criteria can earn certification under the Archives Handling (Filling) Cluster scheme.

Recognising the diverse challenges participants encounter, we tailor our approach by continuously adapting our training materials and incorporating psychologists as companions to better understand and cater to individual needs and potentials.

Future plans entail expanding beyond BSD City, collaborating with companies offering apprenticeship and employment opportunities to PWDs. Additionally, we aim to broaden the programme’s market outreach for products designed by PWD, increasing programme visibility and impact.



IMPROVING COMMUNITY WELFARE IN SURROUNDING DEVELOPMENT AREAS

MANAGEMENT APPROACH

Our dedication lies in enhancing the well-being of communities surrounding our projects and development areas. This involves enhancing socio-economic outcomes, empowering women and small business owners, and addressing vital healthcare necessities such as access to clean water and food. We firmly believe that our efforts do not only positively benefit local communities and society in general, but also contribute to the sustained prosperity of our business in the long-term.

INITIATIVES

We initiated and execute a range of multi-year projects aimed at fostering sustainable progress within local communities, with the significant focus on the villages surrounding BSD City and KIIC industrial estate.



Local Agriculture Partnership Programme

To bolster socio-economic development, we support MSMEs through various programmes such as Pasar Rakyat School Go Digital, BSD MSME Centre and Bina Usaha MSME.

We promote the growth of local agribusinesses and the adoption of green farming practices through

initiatives such as Telaga Desa Agro Enviro Education Park and our Local Agriculture Partnership programme.

Through our Digital Technology Grant programme, we equip students for careers in the IT sector and contribute to the development of our Digital Hub project.

SUSTAINABLE COMMUNITY

Addressing crucial healthcare needs in local communities, we facilitate the installation of water facilities in villages, organise employees blood donation drives, conduct fogging to prevent the spread of dengue fever, and collaborate with the Government of Indonesia to accelerate the reduction of stunting through health check-ups and provision of supplementary food packages.

For further details on our initiatives, please refer to pages 50-52.

2023 PERFORMANCE

We have set targets for our multi-year community welfare initiatives and are actively monitoring their progress, as outlined below. We are pleased to report that we have made substantial headway across all our initiatives, surpassing targets set in our Digital

Technology Grant, Kampung Mantul, and Bina Usaha MSME initiatives.

Given the impressive progress achieved in our Bina Usaha MSME initiative, we have revised these targets, setting higher benchmark. Regarding the number of MSMEs supported, we have raised the target from 55 to 80. Additionally, we have increased the anticipated revenue generation from IDR 4.9 billion to IDR 7.5 billion.

No.	Topic	Description	Types of Target	Target	Achievement as of 31 December 2023	
1	Digital Technology Grant	Based on 5 years projection for IT Coding Grant target	a. Number of grants recipients	a. 80 students*	a. 88	110%
			b. % employment rate	b. 50% employed rate*	b. 53%	106%
2	Kampung Mantul	Based on number of schools selected for 3 years	a. Number of villages	a. 5 villages**	a. 4	80%
			b. Number of activities	b. 480 activities**	b. 491	102%
3	Bina Usaha MSME	Based on Bina Usaha MSME program planning for 3 years	a. Number of MSME assisted	a. 65 MSMEs***	a. 34	52%
			b. Number of MSME with disabilities assisted	b. 80 MSMEs***	b. 53	66%****
			c. Amount of revenue generated	c. IDR 7.5 billion***	c. IDR 5.1 billion****	68%****
4	Pasar Rakyat Go Digital	Based on estimation Pasar Rakyat Go Digital projection for 3 years	a. Number of participants	a. 1,000 MSMEs***	a. 882****	88%****
			b. Number of participant who receive trainings on digital payment	b. 532 MSMEs***	b. 422****	79%****

*: 5 years target (2020 - 2024)

** : 3 years target (2022 - 2024)

***: 3 years target (2023 - 2025)

****: Target achievement reflects 2023 performance and 2022 baseline

SUSTAINABLE COMMUNITY

COMMUNITY WELFARE INITIATIVES

Clean water facilities at Kota Deltamas

SML remains dedicated to providing clean water facilities within our developments and surrounding communities. In 2023, we installed a water treatment plant in our development Kota Deltamas, extending its benefits to the surrounding villages of Cibungur and Nagasari, as well as the Serang Baru District in Bekasi Regency. Cumulatively, the water supply we provided for these areas averaged 600 m³ per day or 6,700 m³ per month throughout the year.

Fogging at KIIC

Throughout 2023, our commitment to curbing the spread of dengue fever persisted as we conduct regular fogging in KIIC, along with the seven neighbouring villages.

Voluntary blood donation

SML initiated its blood donation programme in 2013, mobilising employees to contribute to the pool of regular voluntary blood donors nationwide. To ensure the safety and efficacy of collected blood, we collaborate closely with the Karawang Red Cross, adhering to stringent donation practices. At GIIC Kota Deltamas, blood donation opportunities are offered for Deltamas employees three times a year, with plans to expand to more employees of the GIIC industrial area in collaboration with the Red Cross.

In our industrial estate KIIC, blood donation drives are conducted jointly with the KIIC Tenant Association, resulting in the participation of 300 donors throughout 2023. Additionally, the ITC Group received a total of 1,777 blood bags from donors in various locations including Surabaya, Roxy Mas, Cempaka Mas, Kuningan, Permata Hijau, Fatmawati and Depok.

Digital Technology programmes

The Digital Technology Grant, in partnership with Techpolitan, is a coding and programming grant programme tailored for students residing near BSD City. Our objective through this programme is to equip students with skills for IT jobs and contribute to the advancement of our Digital Hub project. In 2023, we successfully conducted the programme with a total of 10 participants. By the year's end, seven participants had graduated.

The Scholarship for Digital Technology Programme, launched in 2022 in collaboration with the Tangerang Regency Government, aims at preparing the workforce for the digital technology era and Industry 5.0. In 2023, scholarships were awarded to 39 participants, of which 14 achieved graduation by the end of the year.

Supporting the Government of Indonesia in reducing stunting

The Government of Indonesia has set a target to decrease the stunting rate to 14 percent by 2024. Caused by undernutrition and frequent infections, stunting can result in slower growth, cognitive damage and impaired learning. To expedite the reduction of stunting nationwide, SML administered two programmes in close collaboration with local village-level healthcare centres and Integrated Health Post for Child Health (Posyandu).

Through the programme "Sehat Bersama Posyandu", we offer complimentary health check-ups for infants and toddlers in the villages surrounding BSD City. In 2023, the programme served a total of 706 Posyandu participants and 314 recipients of free health check-ups.



Complimentary health check-up for infants and toddlers

Additionally, through the "Posyandu dan Bantuan Peralatan Posyandu" programme, our industrial estate KIIC distributes supplementary food packages (Pemberian Makanan Tambahan or "PMT") and additional food recovery packages (Pemberian Makanan Tambahan Untuk Pemulihan or "PMTP") to infants and toddlers aged 0 months to 5 years old in surrounding communities. In 2023, a total of 44,509 packages were distributed across seven villages.

Kepedulian Sosial Masyarakat (Social Care for Community)

During 2023, we implemented the Social Care for Community programme, designed to support our communities through the donation of cooking oil. The ITC Group organised events at ITC Depok in collaboration with the metropolitan police force POLRES Depok, benefitting approximately 250 customers.

SUSTAINABLE COMMUNITY

Pasar Rakyat Go Digital

Pasar Rakyat Go Digital is an extensive training programme targeting the public market community in BSD City, aimed at enhancing the sustainability of MSME businesses. The programme offers online capacity building sessions for MSME sellers, focusing on market managers and sellers, with training modules covering digital platforms, financial management, and the upkeep of hygienic marketplaces.



Interaction with Mr Koko Haryono Deputy Secretary of Ministry of Union and SME

Participants swiftly acquire skills to leverage the digital ecosystem for enhancing their marketing endeavours. In 2023, 207 MSMEs from BSD City Modern Market participated in this programme, with 120 MSMEs benefitting from digital payment training. By year's end, the programme had notably increased digital transaction adoption among MSMEs to 88% (27% increase from 2022) and the utilisation of financial technology e-commerce among MSMEs to 79% (23% increase from 2022).

Bina Usaha MSME

Bina Usaha MSME programme is designed to enrich the knowledge and capability of MSMEs in various aspects including product quality, branding, financial management, strategic marketing and business management. This is achieved through educational sessions and capacity building exercises covering certification, sales and talent support, monitoring and evaluation, and collaboration with government agencies for education and talent scouting. The programme comprises three tiers: the basic level focuses on business

start-up, the regular level emphasises brand management and enhancement, and the advanced level involves mentorship sessions to address specific business challenges. In 2023, eight MSMEs successfully graduated from the programme out of a total of 199 participants.



Furthermore, the programme extends its support to 29 MSMEs operated by or employing individuals with disabilities who have participated in our "Empowering people with disabilities" initiatives (see case study on page 48 for further insights).

The Local Agriculture Partnership Programme

The Local Agriculture Partnership Programme is a community initiative established to foster sustainable and eco-friendly farming practices among regional farmers in the surrounding areas of SML's operations. Programme activities include:

- Identifying suitable land assets
- Establishing partnerships with nearby farmers
- Strengthening the institutional capacity of local farmer groups
- Providing training and support for environmentally conscious agriculture (green farming), including the production of organic fertilisers
- Offering facilities and infrastructure such as integrated agricultural centre, field site resting houses (saung) and greenhouses
- Supplying horticultural plant seeds

Since its inception in 2022, the programme has utilised approximately 166 hectares of land owned by SML across seven villages in the Rumpin District, Kabupaten Bogor: Mekar Sari, Kerta Jaya, Cipinang, Suka Mulya, Taman Sari, Rumpin, and Kampung Sawah. To date, the programme has benefited 480 farmers and has cultivated nine varieties of agricultural products including fruits, nuts, vegetables, tubers, spices, and organic fertilisers.

SUSTAINABLE COMMUNITY

Kampung Mantul

Kampung Mantul forms an integral part of SML's sustainability initiative aimed at empowering the communities of South Tangerang and Tangerang District village community to effectively manage their living environment, fostering a healthy atmosphere, and ensuring food security (ketahanan pangan). The programme's primary objective is to instigate a shift in people's attitudes towards food security and self-reliance.

Aligned with SDG 2: Zero Hunger, the programme initially targets residents of villages or rural areas around the BSD City development area, with the potential for expansion to SML's project development areas in other Indonesian cities.



Empowering communities to be food security-conscious

The programme encompasses the following components:

- Formation of farmer groups and trainings in organic farming techniques
- Establishment of a waste bank along with training in waste bank management and waste sorting practices
- Cultivation of maggots and eco-enzymes for composting, as well as breeding of indigenous Kampung Unggul Balitbangtan ("KUB") chicken, catfish and goats

Various activities, including the installation of 502 biopori holes across Tangerang Regency and South Tangerang City to facilitate water absorption to prevent floods, have been carried out under the programme.

BSD MSME Centre

The BSD MSME Centre, formerly Sentra Kriya (Craft Centre) at BSD Knowledge House, serves as a hub for participants enrolled in the Bina Usaha MSME programme to undergo training in establishing and sustaining successful business ventures. By 31 December 2023, eight graduates had completed the MSME training.

The centre's initiatives primarily revolve around enhancing participant's creativity through various workshops such as eco-printing (using natural colours from floral) and clothes screen-printing (sablon). These workshops are facilitated by a network of experts from universities, local communities, and industry professionals, aiming to enhance participants' skills and product quality to augment their income. Despite constraints posed by the COVID-19 pandemic, the MSME Centre conducted three bazaars during the year and maintained online sales activities.



Workshop by BSE MSME Centre

To support this programme, we also provide a MSME corner to facilitate marketing and sales of products. In 2023, BSD Intermoda Modern Market hosted the MSME corner.

Other support extended by KIIC

In addition to the aforementioned initiatives, KIIC has extended support to various other endeavours throughout the year 2023. These efforts encompass a range of activities, including providing aid during natural disaster in Cianjur, contributing donations for religious celebrations such as distributing food packages for Eid al-Fitr and sacrificial animals for Eid al-Adha. Furthermore, KIIC regularly sponsor diverse activities such as Karang Taruna training sessions and meetings, student art competitions, institutional anniversary celebrations, mass circumcisions events, Ramadhan breakfasting, distribution of basic necessities, Pasanggiri martial arts events, football and badminton tournaments, Indonesia Independence Day commemorations, and fundraising activities for the Red Cross.

EDUCATIONAL PATRONAGE

Our belief that educational attainment aids socio-economic mobility motivates our intentions in carrying out our social responsibility as a corporation. With a focus on both internal and external education initiatives, our efforts encompass:

1. Initiating programmes to support knowledge enhancement
2. Improving educational method & facility

INITIATING PROGRAMMES TO SUPPORT KNOWLEDGE ENHANCEMENT

MANAGEMENT APPROACH

Ensuring widespread access to education plays a pivotal role in equipping our workforce with the necessary skills for their professional growth within SML and beyond. Our array of training and certification programmes, outlined in SML's programme policies and procedures, were created with the belief that employee development yields long-term benefits for both individuals and the organisation.

Employee learning commences during orientation upon joining the company. Our induction programme comprises a combination of technical and non-technical skills development, including mandatory, fraud-related, and discretionary leadership training tailored to each individual's experience level. These initiatives are supplemented by continuous coaching and mentoring, with progress closely monitored through annual performance evaluations and career reviews. Additionally, employee certification schemes are available for those seeking advancement in their learning journey.

INITIATIVES

- **Capability and skill development:** Our commitment to fostering employee growth and career advancement is evident through our array of training and certification programmes, complemented by dedicated support from our Human Capital Team. Collaborating closely with individual managers, the team devises personalised career progression plans, conduct performance evaluations, and



To identify and nurture aspiring future leaders, our Human Capital Team offers specialised development programmes tailored to various employee levels.



tailored development initiatives for each employee's need. Regular career development reviews are conducted for all permanent employees to ensure alignment between their aspirations, knowledge and skills, and the Company's strategic objectives.

- **Talent development programme for future leaders:** To identify and nurture aspiring future leaders, our Human Capital Team offers specialised development programmes tailored to various employee levels, including management trainee programme or executive leadership coaching for senior management. Our internal talent recruitment and development standards prioritise the identification, coaching and skill enhancement of our internal talent through focused initiatives such as SML Career Studio, the Advanced Development Projects ("ADP") and the career development review process. SML Career Studio, for instance, is a comprehensive development programme to support employees' professional development and career growth by challenging talented employees to work on a strategic one-year project selected by our Top Management. The ADP provides leadership and project management training in collaboration with other talents from Group Division.
- **Collaboration with universities:** In collaboration with esteemed institutions like the Singapore Management University and Monash University Indonesia, we offer a comprehensive leadership programme aimed at further enriching our employees' skill sets.
- **Fraud risk awareness training:** We provided eLearning sessions aimed at enhancing awareness of fraud risks. As of 31 December 2023, 153 section heads had completed these training sessions, with eight section heads still participating. We are pleased to announce a participation rate of 75% and an average post-test score of 89.
- **IT security training:** In 2023, we conducted an IT security training course for Department Head (Manager) level. Out of the targeted 242 targeted Department Heads, 206 successfully completed the course, resulting in an 85% participation rate.
- **Anti-bribery and corruption training:** In 2023, we organised an anti-bribery and corruption training course for Department Head (Manager) level employees. Of the 276 participants, 155 successfully completed the course, yielding a participation rate of 56%.



We acknowledge that the success of SML relies on the growth and vitality of our employee base. As such, we are committed to ongoing coaching and other initiatives aimed at nurturing professional development.

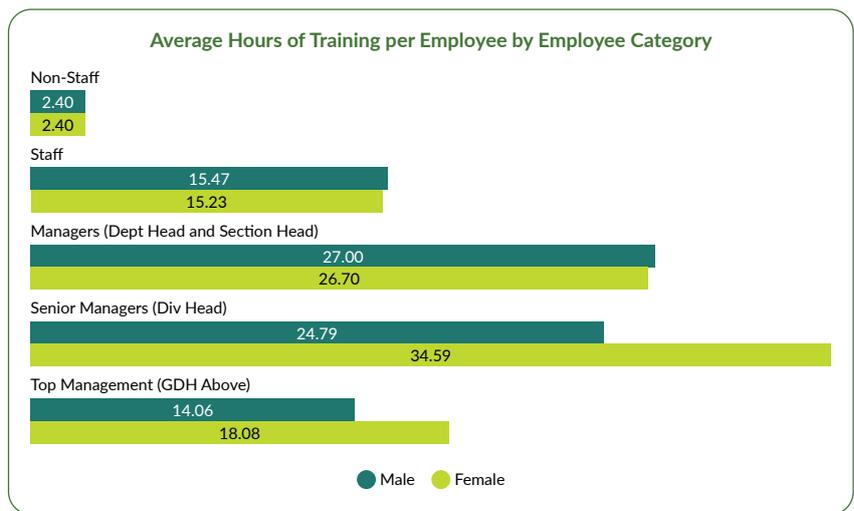
EDUCATIONAL PATRONAGE

2023 PERFORMANCE

In order to monitor our dedication to cultivating a proficient workforce, we established a target of attaining an average of ten training hours per employee. We are pleased to report that in 2023, the average number of training hours reached 16.77, surpassing our target.

Topic	Description	Types of Target	Target (2022 - 2024)	Achievement in 2023
Employee Training Hours	Based on average training hours per employee in 3 years	Number of training hours per employee	10 hours	16.77 hours

Acknowledging the significance of talent development in fostering a skilled workforce, we remain dedicated to consistently improving our training curriculum. Over the past few years, we have progressively increased the training hours offered to all our employees. In 2023, we achieved a total of 69,155 training hours, with an average of 14.36 hours per employee. This marks a significant increase from 2022, during which we provided a total of 35,523 training hours, with an average of 7.8 hours per employee.



Every employee, irrespective of gender or hierarchical position, is entitled and undergoes annual performance and career development reviews. We offer coaching and mentoring sessions to support our employees in pursuing their career aspirations. In 2023, all employees underwent these reviews, as shown below.



EDUCATIONAL PATRONAGE

IMPROVING EDUCATIONAL METHOD & FACILITY

MANAGEMENT APPROACH

A robust education system serves as the foundation for nurturing the next generation of the workforce. By actively engaging with communities, we have the opportunity to play a role in enhancing educational methodology and facilities. Leveraging our resources and partnering with key stakeholders in the education sector, we strive to make meaningful contributions to this endeavour. We have established multiyear flagship initiatives with defined targets and continuous monitoring to ensure that our efforts result in ongoing enhancements.

INITIATIVES

Educational scholarship

We provide scholarships to students in seven villages within KIIC Ring 1 to support their education and skills development, thereby contributing to the enhancement of capabilities and competencies among local Indonesian talent.

Scholarships awarded in 2023 were distributed in two stages:

- January – June 2023: 278 students (138 junior high school/ equivalent students and 140 high school/ equivalent students) from 40 schools received a total of IDR 292.2 million.
- July – December 2023: 278 students (138 junior high school/ equivalent students and 140 high school/ equivalent students) in 40 schools were awarded a total of IDR 292.2 million.



KIIC sponsoring scholarships to students in nearby villages

BSD Literature Centre

BSD Literature Centre, formerly known as BSD Knowledge house, is dedicated to providing education and literature programmes for local communities, fostering learning and development in local communities. In 2023, the centre offered a variety of programmes including:

- Computer Centre: Enhancing children's proficiency in Microsoft's operating system and software applications
- Literature Centre: Stimulating children's interests in reading through an extensive collection of books
- Playing Centre (kindergarten): Focusing on early childhood development and education
- Audio Visual Centre: Utilising audio and visual tools to promote activities such as traditional and modern dance and martial arts (pencak silat)
- Sign Language Centre: Providing training to enhance sign language skills for individuals with hearing disabilities in South Tangerang

We are pleased to provide attendance figures and activity statistics for BSD Knowledge House over the past four years:

- 2021: 8,689 attendees participated in 392 interactive trainings/activities
- 2022: 9,049 attendees participated in 264 interactive trainings/activities
- 2023: 3,387 attendees participated in 96 interactive trainings/activities



Fostering learning and development in early childhood

As the majority of activities returned to offline formats, there was a decrease in the number of participants between 2022 and 2023.

Sekolah Berhati

Inaugurated in 2021, Sekolah Berhati is an educational development initiative aimed at fostering environmental and innovative transformation within selected schools in the vicinity of BSD City. In 2023, the programme prioritise health principles and the enforcement of robust health protocols aligned with COVID-19 guidelines, with the objective of ensuring the continued operation of schools as effective teaching and learning facilities. Throughout 2023, the Sekolah Berhati programme was delivered through 24 sessions, which were attended by 437 teachers representing 47 schools in South Tangerang.



Sekolah Berhati Programme

EDUCATIONAL PATRONAGE

Learn How to Read the Quran

We believe it is important to instil a sense of faith within communities, aiding them in navigating life's diverse challenges with courage. To achieve this, we conduct a programme aimed at guiding communities in learning how to read the Holy Quran. In 2023, this programme persisted in Balikpapan, East Balikpapan, involving 310 participants, 50 mosques and 157 religious scholars (Ustadz).

Other support extended by KIIC

Throughout 2023, KIIC supported various improvement and repair projects in educational facilities. These projects included renovations for classrooms at the Sukaluyu Elementary school, enhancements to prayer rooms and mosques, upkeep of public cemeteries, upgrades to sports hall facilities, and refurbishment of an Islamic boarding school student dormitory.

2023 PERFORMANCE

We have established three key multi-year initiatives with set targets to track their progress regarding participation rates and activities. In 2023, we surpassed the targets set for our Learn How to Read the Quran and Literature Centre initiatives. Moreover, we are nearing our target for the Sekolah Berhati initiative.

No.	Topic	Description	Types of Target	Target (2020 - 2024)	Achievement as of 31 December 2023	
1	Learn How to Read the Quran	Based on 5 years projection for learning the Quran target	Number of participants	900 participants	1,154	128%
2	Literature Center	Based on yearly activity plan for BSD Literature Centre	Number of activities	860 activities	948	110%
3	Sekolah Berhati	Based on number of villages selected and activities conducted for 3 years	Number of selected schools	64 schools	63	98%

APPENDIX 1: NOTES TO SUSTAINABILITY PERFORMANCE DATA

ENVIRONMENT

PROPERTY MANAGEMENT

1. Total project in 2023 is 115. A detailed list of projects is provided in Appendix 4.
2. Buildings' environmental performance data include data of the whole building (common and tenants' area data are included in scope).
3. Buildings' energy consumption, GHG emissions, and respective intensities data include our use of electricity from the grid, solar photovoltaic systems and diesel fuel for emergency purposes in our back-up generators. Our processes do not use any heating, cooling, or steam consumption.
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. All covered floor areas of a building (except otherwise exempted), indoor and basement parking areas, and uncovered areas for commercial uses, are deemed to be the gross floor area of the building.
6. 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.
7. Our major properties details including property type, approximate net leasable area, project site area, and expected completion date are available in SML Annual Report 2023 (Property Portfolio).
8. The carbon accounting method adopted in this report is calculated in accordance with The Greenhouse Gas Protocol
9. GHG boundary consolidation approach is using the Operational Control approach

10. All emissions are calculated as carbon dioxide equivalent (CO₂e). In addition to carbon dioxide (CO₂), the carbon dioxide equivalent (CO₂e) values reported include the global warming potential (GWP) from methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFCs). Remaining gases (perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃) are not reported as they are not considered relevant to the direct business activities of SML.

11. All GWP values used in this methodology reference the figures over a 100-year horizon relative to CO₂ as reported in Intergovernmental Panel on Climate Change's (IPCC) sixth assessment report (AR6).

12. Our data for emissions generated was obtained using the relevant emission factors such as Indonesia Ministry of Energy, US EPA, UK DEFRA and from latest available grid emission factor from government sources.

13. To calculate GHG emissions pertaining to Scope 3 - Category 11, the estimated life expectancy of building was defined as 50 years according to Indonesia's local regulation on building code for government buildings.

14. Our water consumption data is based on the standards and methodologies defined by the Indonesian National Standard and Indonesia regulation for water supply. Calculation of water discharge was performed using assumptions on the amount of water discharged whereby we assume for certain buildings that 80% or 5% of water consumed was discharged using technical judgement based on data from similar buildings.

DEVELOPMENT PROJECTS

15. Total project in 2023 is 51. A detailed list of projects is provided in Appendix 4.

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

HEALTH AND SAFETY

17. Buildings' health and safety performance data include workplace accidents of employees at building premises.

18. Development projects' health and safety performance data include workplace accidents of contractors at project sites.

19. Safety performance data for members of public include accidents of guests, visitors, occupants, tenants, customers, etc. at building premises.

20. Rate of recordable work-related injury is defined as the number of workplace accidents for every one million man-hours worked.

21. Injury severity rate is defined as the number of man-days lost to workplace accidents for every one million man-hours worked.

PEOPLE

22. Data on our employees include the overall employment statistics for our Indonesian and overseas operations.

23. Scheduled workdays are calculated by 5 days x 52 weeks minus public holidays, annual leave and parental leave.

24. There are no significant variations in the total number of our employees. A significant portion of the development projects are performed by our contractors during construction.

25. Average training hours per employee calculation method:

$$\frac{\text{(Total training hours of the year)}}{\text{Number of employees as of 31 December 2023}}$$

APPENDIX 2:

MAPPING OUR SUSTAINABILITY PILLARS TO GRI STANDARDS

Sustainability Pillar	Area of Focus	Applicable GRI Topic Standards
Best in Class Real Estate	Providing Excellent Products, Facilities & Services	201 – Economic Performance
		202 – Market Presence
		203 – Indirect Economic Impacts
		205 – Anti-Corruption
		401 – Employment
		402 – Labour-Management Relations
		405 – Diversity and Equal Opportunity
	Attention to Customer and Occupational Health & Safety	403 – Occupational Health and Safety
		416 – Customer Health and Safety
	Compliance to All Related Regulatory Requirements	2 – General Disclosure
		416 – Customer Health & Safety
		417 – Marketing and Labelling
	Resilience to IT Cybersecurity Risk	418 – Customer Privacy
Reduce the Group’s environmental impact to surrounding environment and society	301 – Materials	
	303 – Water and Effluents	
	306 – Waste	
Mitigate and adapt to climate change risks and impacts	302 – Energy	
	305 – Emissions	
Sustainable Community	Engagement Programme to All Stakeholders	413 – Local Communities
	Improving Community Welfare in Surrounding Development Area	203 – Indirect Economic Impacts
		413 – Local Communities
Educational Patronage	Initiating Programme to Support Knowledge Enhancement	203 – Indirect Economic Impacts
		404 – Training and Education
	Improving Educational Method & Facility	203 – Indirect Economic Impacts
		413 – Local Communities

APPENDIX 3:

GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-1 Organisational details	About Sinarmas Land, page 8			
	2-2 Entities included in the organisation's sustainability reporting	About this Report, page 2			
	2-3 Reporting period, frequency and contact point	About this Report, page 2			
	2-4 Restatements of information	Notes to Sustainability Performance Data, page 57			
	2-5 External assurance	About this Report, page 2			
	2-6 Activities, value chain and other business relationships	About Sinarmas Land, page 8			
	2-7 Employees	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital > 2023 Performance, page 26			
	2-8 Workers who are not employees	-	2-8a, 2-8b, 2-8c	Information unavailable/incomplete	SML hires interns and outsourced workers. However, currently this data is not fully available; hence, we are planning to start collecting the data from the relevant teams in 2024.
	2-9 Governance structure and composition	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, page 18 Best In Class Real Estate > Providing Excellent Facilities and Services > Employment and Human Capital > 2023 Performance, page 26			
	2-10 Nomination and selection of the highest governance body	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, pages 18-19			
	2-11 Chair of the highest governance body	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, pages 18-19			
	2-12 Role of the highest governance body in overseeing the management of impacts	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, page 18 Our Approach to Sustainability > Integrating ESG and Sustainability Risks into our Enterprise Risk Management Process, pages 18-19 Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Task Force on Climate-Related Financial Disclosures (TCFD) Report, page 44			
	2-13 Delegation of responsibility for managing impacts	Our Approach to Sustainability > Integrating ESG and Sustainability into our Enterprise Risk Management Process, pages 18-19			
	2-14 Role of the highest governance body in sustainability reporting	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, page 18			

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GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-15 Conflicts of interest	Progress of Our Sustainability Pillars > Best in Class Real Estate, page 4 Our Approach to Sustainability > Formalising our Sustainability Commitment through Policies, pages 19-20 Best in Class Real Estate > Compliance with all related regulatory Requirements > page 31			
	2-16 Communication of critical concerns	Our Approach to Sustainability > Integrating ESG and Sustainability Risks into Our Enterprise Risk Management Process, pages 18-19 Best in Class Real Estate > Compliance with All Related Regulatory Requirements, page 31			
	2-17 Collective knowledge of the highest governance body	Our Approach to Sustainability > Integrating ESG and Sustainability Risks into Our Enterprise Risk Management Process, pages 18-19			
	2-18 Evaluation of the performance of the highest governance body	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, page 18			
	2-19 Remuneration policies	-	2-19b	Not applicable	Currently, we do not disclose whether ESG considerations are taken into account when determining remuneration.
	2-20 Process to determine remuneration	Our Approach to Sustainability > Governing Sustainability at Sinarmas Land, pages 19-20			
	2-21 Annual total compensation ratio	-	2-21a, 2-21b, 2-21c	Confidentiality constraints	SML is not at liberty to disclose this information since the Company is obligated to maintain its confidentiality.
	2-22 Statement on sustainable development strategy	Chairman and CEO Statement, pages 10-11			
	2-23 Policy commitments	About Sinarmas Land > Company Membership, page 9 Our Approach to Sustainability > Formalising our Sustainability Commitment through Policies, pages 19-20			
	2-24 Embedding policy commitments	Our Approach to Sustainability > Formalising our Sustainability Commitment through Policies, pages 19-20			
	2-25 Processes to remediate negative impacts	Our Approach to Sustainability > Formalising our Sustainability Commitment through Policies, page 19 Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Management Approach > Services, page 22-23			

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GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Our Approach to Sustainability > Formalising our Sustainability Commitment through Policies, page 19			
	2-27 Compliance with laws and regulations	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, pages 31-32			
	2-28 Membership associations	About Sinarmas Land > Company Membership, page 9			
	2-29 Approach to stakeholder engagement	Our Approach to Sustainability > Engaging our Valued Stakeholders, pages 15-16 Sustainable Community > Engagement Programme for All Stakeholders > Management Approach, page 47			
	2-30 Collective bargaining agreements	-	2-30a, 2-30b	Not applicable	There are no employees covered by collective bargaining agreements. Nevertheless, SML recognises the freedom of employees to obtain information transparently and carry out their obligations, as well as to obtain their rights to manpower (labour) regulations in accordance with the laws and regulations of the Government of Indonesia and in accordance with the general principles of The International Labour Organization.
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Our Approach to Sustainability > Defining Our Materiality, pages 13-14			
	3-2 List of material topics	Our Approach to Sustainability > Material Sustainability Topics for 2023, page 14			
GRI 3: Material Topics 2021	3-3 Management of material topics	Annual Report 2023, pages 42-63			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report 2023, pages 42-63			
	201-2 Financial implications and other risks and opportunities due to climate change	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Task Force on Climate-Related Financial Disclosures (TCFD) Report, pages 44-46			
	201-3 Defined benefit plan obligations and other retirement plans	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital, page 25			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Management Approach > Services, page 21			

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GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
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 Products, Facilities & Services > Employment and Human Capital, page 25			
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainable Community > Improving Community Welfare in Surrounding Development Area > Management Approach, page 48			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Sustainable Community > Improving Community Welfare in Surrounding Development Area, pages 48-52			
	203-2 Significant indirect economic impacts	Sustainable Community > Improving Community Welfare in Surrounding Development Area, pages 48-52			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > Management Approach, page 31			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 31			
	205-2 Communication and training about anti-corruption policies and procedures	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 31 Educational patronage > Initiating Programmes to Support Knowledge Enhancement, page 53			
	205-3 Confirmed incidents of corruption and actions taken	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 31			
GRI Environmental Standards					
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Management Approach, page 33			
GRI 301: Materials	301-1 Materials used by weight or volume	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Greening our Assets and Townships, page 38			
	301-2 Recycled input materials used	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, pages 35-36			
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Management Approach, page 41			

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GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 302: Energy	302-1 Energy consumption within the organisation	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions, pages 41-42 Notes to Sustainability Performance Data, page 57			
	302-2 Energy consumption outside of the organisation	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions, pages 41-42 Notes to Sustainability Performance Data, page 57			
	302-3 Energy Intensity	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions, page 42 Notes to Sustainability Performance Data, page 57			
	302-4 Reduction of energy consumption	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions, pages 41-42 Notes to Sustainability Performance Data, page 57			
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Management Approach, page 33			
GRI 303: Water	303-1 Interactions with water as a shared resource	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Initiatives on Water, pages 33-35			
	303-2 Management of water discharge-related impacts	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Initiatives on Water, pages 33-35			
	303-3 Water withdrawal	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > 2023 Performance on Water, page 34			
	303-4 Water discharge	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > 2023 Performance on Water, pages 34-35			

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GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 303: Water	303-5 Water consumption	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > 2023 Performance on Water, page 34			
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Management Approach, page 41			
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions > 2023 Performance on Energy & Emissions, pages 42-43			
	305-2 Energy indirect (Scope 2) GHG emissions	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions > 2023 Performance on Energy & Emissions, pages 42-43			
	305-3 Other indirect (Scope 3) GHG emissions	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions > 2023 Performance on Energy & Emissions pages 42-43			
	305-4 GHG emissions intensity	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Energy & Emissions > 2023 Performance on Energy & Emissions, page 43			
	305-5 Reduction of GHG emissions	Climate Change and the Environment > Mitigate and Adapt to Climate Change Risks and Impacts > Initiatives on Energy & Emissions, pages 41-42 and 2023 Performance on Energy & Emissions, pages 42-43			
GRI 3: Material Topics 2021	3-3 Management of material topics	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Management Approach, page 33			
GRI 306: Effluents and Waste	306-1 Waste generation and significant waste-related impacts	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, page 35			

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GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 306: Effluents and Waste	306-2 Management of significant waste-related impacts	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, pages 35-37			
	306-3 Waste Generated	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, page 36			
	306-4 Waste diverted from disposal	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, page 36			
	306-5 Waste directed to disposal	Climate Change and the Environment > Reduce the Company's Environmental Impact on the Surrounding Environment and Society > Waste Management and Circularity, page 36			
GRI Social Standards					
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital > Management Approach, page 25			
GRI 401: Employment	401-1 New employee hires and employee turnover	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital, pages 26-27			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital, page 25			
	401-3 Parental leave	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital, page 28			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Management Approach, page 25			
GRI 402: Labour/management relations	402-1 Minimum notice periods regarding operational changes	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital, page 25	402-1b	Not applicable	There are no employees covered by collective bargaining agreements.
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			

APPENDIX 3: GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 403: Occupational Health and Safety (2018)	403-1 Occupational health and safety management system	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			
	403-2 Hazard identification, risk assessment, and incident investigation	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			
	403-5 Worker training on occupational health and safety	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			
	403-9 Work-related injuries	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > 2023 Performance, page 30			
GRI 3: Material Topics 2021	3-3 Management of material topics	Educational Patronage > Initiating Programmes to Support Knowledge Enhancement > Management Approach, page 53			
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Educational Patronage > Initiating Programmes to Support Knowledge Enhancement > 2023 Performance, page 54			
	404-2 Programmes for upgrading employee skills and transition assistance programmes	Educational Patronage > Initiating Programmes to Support Knowledge Enhancement > Initiatives, page 53			
	404-3 Percentage of employees receiving regular performance and career development reviews	Educational Patronage > Initiating Programmes to Support Knowledge Enhancement > 2023 Performance, page 54			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital > Management Approach, page 25			
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Best In Class Real Estate > Providing Excellent Products, Facilities and Services > Employment and Human Capital, pages 26-27			
	405-2 Ratio of basic salary and remuneration of women to men	Best In Class Real Estate > Providing Excellent Products, Facilities & Services > Employment and Human Capital > Management Approach, page 25			

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GRI CONTENT INDEX

GRI Standard	Disclosure	Location In Report	Omissions		
			Requirement(s) Omitted	Reason	Explanation
GRI 3: Material Topics 2021	3-3 Management of material topics	Sustainable Community > Improving Community Welfare in Surrounding Development Area > Management Approach, page 48 Educational Patronage > Improving Educational Method and Facility > Management Approach, page 55			
GRI 413: Local Communities	413-1 Operations with local community engagement, impact assessments and development programmes	Sustainable Community > Improving Community Welfare in Surrounding Development Area, pages 48-49 Educational Patronage > Improving Educational Method and Facility, pages 55-56			
	413-2 Operations with significant actual and potential negative impacts on local communities	Sustainable Community > Improving Community Welfare in Surrounding Development Area, page 48 Educational Patronage > Improving Educational Method and Facility, page 55			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Attention to Customers and Occupational Health & Safety > Management Approach, page 29			
GRI 416: Customer Health and Safety	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 > Initiatives, page 29			
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 32			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Compliance with All Related Regulatory Requirements > Management Approach, page 31			
GRI 417: Marketing and labeling	417-2 Incidents of non-compliance concerning product and service information and labeling	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 32			
	417-3 Incidents of non-compliance concerning marketing communications	Best In Class Real Estate > Compliance with All Related Regulatory Requirements, page 32			
GRI 3: Material Topics 2021	3-3 Management of material topics	Best In Class Real Estate > Resilience to IT cyber-security risk > Management Approach, page 32			
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Best In Class Real Estate > Resilience to IT cyber-security risk > 2023 Performance, page 32			

APPENDIX 4: TABLES OF BUILDINGS IN SCOPE

DEVELOPMENT PROJECTS

Building Category	List of Projects	Material GRI Topics for Our Development Projects	
		Material use data included within this report	OHS data included within this report
Commercial	Ruko Pasar Modern Timur 2	✓	
Commercial	Northridge Business Center 1	✓	
Commercial	Northridge Business Center 2	✓	
Commercial	Taman Tekno X tahap 1	✓	
Commercial	Ruko The Loop	✓	
Commercial	Ruko Golden Boulevard Grand City Balikpapan	✓	
Commercial	Ruko A6 Balikpapan Baru	✓	
Commercial	Ruko London Park Avenue Wisata Bukit Mas Surabaya	✓	
Commercial	Ruko New Palladium Grand City Balikpapan (Blok E & F)	✓	
Commercial	Aerium Apartment	✓	✓
Commercial	The Nove Condominium 3	✓	✓
Commercial	Knowledge Hub	✓	✓
Commercial	Grand Lucky	✓	✓
Commercial	Capital Cove	✓	✓
Commercial	K-Town Eastvara	✓	✓
Commercial	Nusantara Hebat	✓	
Commercial	Ruko Campton	✓	
Commercial	Ruko Greenwich Business Park	✓	
Commercial	The Barn	✓	
Commercial	DP Mall Expansion	✓	✓
Commercial	Urban Forest	✓	
Commercial	Latinos Business District	✓	
Commercial	Ruko Downtown Madison Tahap 2 Kota Wisata	✓	
Residential & Township	Security & Command Center	✓	
Residential & Township	Cluster Paddington Wisata Bukit Mas Surabaya (Rumah dan Infra (urugan dan DPT))	✓	
Residential & Township	Cheville Tahap 1 Grand City Balikpapan	✓	
Residential & Township	Hayfield Tahap 3B Grand City Balikpapan	✓	
Residential & Township	Nordville Grand City Balikpapan	✓	
Residential & Township	Chelsea Tahap 2 Wisata Bukit Mas	✓	
Residential & Township	Azura Starlight	✓	
Residential & Township	Quantis	✓	
Residential & Township	Virginia Arcade	✓	
Residential & Township	Castilla Nuevo	✓	
Residential & Township	Myza	✓	
Residential & Township	Aether	✓	
Residential & Township	Askara Nue	✓	
Residential & Township	Enchante	✓	
Residential & Township	Freja Chic	✓	
Residential & Township	Grand Freja	✓	

APPENDIX 4: TABLES OF BUILDINGS IN SCOPE

Building Category	List of Projects	Material GRI Topics for Our Development Projects	
		Material use data included within this report	OHS data included within this report
Residential & Township	Tanakayu Chava	✓	
Residential & Township	Tanakayu Jiva	✓	
Residential & Township	Tanakayu Svadhi	✓	
Residential & Township	Tanakayu Svani	✓	
Residential & Township	Tanakayu Svasti	✓	
Residential & Township	The Blizfield	✓	
Residential & Township	Yuthica	✓	
Residential & Township	Eonna	✓	
Residential & Township	Cluster Miami Tahap 2 Kota Wisata	✓	
Residential & Township	Cluster Mississippi Tahap 1 Kota Wisata	✓	
Residential & Township	Cluster Mississippi Tahap 2 Kota Wisata	✓	
Residential & Township	Balaraja Toll Road	✓	

APPENDIX 4: TABLES OF BUILDINGS IN SCOPE

PROPERTY MANAGEMENT

Building Category	List of Projects	Material GRI Topics for Our Property Management			
		Energy data included within this report	Water data included within this report	Waste data included within this report	OHS data included within this report
Green Office Buildings	Sinar Mas Land Plaza, BSD City	✓	✓	✓	✓
Green Office Buildings	MyRepublic Plaza	✓	✓	✓	✓
Green Office Buildings	Green Office Park 9	✓	✓	✓	✓
Green Office Buildings	Green Office Park 1	✓	✓	✓	✓
High-Rise Office Buildings	Sinarmas MSIG Tower	✓	✓	✓	✓
High-Rise Office Buildings	Sinar Mas Land Plaza Thamrin - Tower 1 Jakarta	✓	✓	✓*	✓
High-Rise Office Buildings	Sinar Mas Land Plaza Thamrin - Tower 2 & 3 Jakarta	✓	✓	✓	✓
High-Rise Office Buildings	Cashbac	✓	✓	✓*	✓
Non-Green Office Buildings	Marketing Office BSD City	✓	✓	✓	✓
Non-Green Office Buildings	Wisma BCA BSD City	✓	✓	✓	✓
Non-Green Office Buildings	Customer Care Office BSD City	✓	✓	✓	✓
Non-Green Office Buildings	BSD Permit and Township Office	✓	✓	✓	✓
Non-Green Office Buildings	Sinar Mas Land Plaza Surabaya	✓	✓	✓	✓
Non-Green Office Buildings	Sinar Mas Land Plaza Medan	✓	✓	✓	✓
Non-Green Office Buildings	Management Office Ruko Mangga Dua Surabaya	✓	✓	✓	
Non-Green Office Buildings	Marketing Gallery Klaska Surabaya	✓	✓	✓	
Non-Green Office Buildings	Management Office Villa Bukit Mas Surabaya	✓	✓	✓	
Non-Green Office Buildings	Estate Management Office Wisata Bukit Mas Surabaya	✓	✓	✓	
Non-Green Office Buildings	Management Office Grand City Balikpapan	✓	✓	✓	
Non-Green Office Buildings	Marketing Office Grand City Balikpapan	✓	✓	✓	
Non-Green Office Buildings	Office Banjar Wijaya	✓		✓	
Non-Green Office Buildings	Alphabeta Building	✓	✓	✓	
Non-Green Office Buildings	Strand Building	✓	✓	✓	
Non-Green Office Buildings	Singapore Office	✓	✓		
Non-Green Office Buildings	Management & Marketing Office Grand Wisata	✓	✓	✓	
Non-Green Office Buildings	Management & Marketing Office Legenda Wisata	✓	✓	✓	
Non-Green Office Buildings	Management Office Kota Bunga	✓	✓	✓	
Non-Green Office Buildings	Management Office Kota Wisata	✓	✓	✓	
Non-Green Office Buildings	Tower Kaina The Nove Batam	✓	✓	✓	
Commercial	Casa De Parco Apartment	✓	✓	✓	
Commercial	Akasa Apartment	✓	✓	✓	
Commercial	Foresta Business Loft 1	✓	✓	✓	
Commercial	Foresta Business Loft 2	✓	✓	✓	
Commercial	Foresta Business Loft 3	✓	✓	✓	
Commercial	Foresta Business Loft 5	✓	✓	✓	
Commercial	Foresta Business Loft 6	✓	✓	✓	
Commercial	Foresta Business Loft Signature	✓	✓	✓	
Commercial	Ruko The Icon 1 & 2	✓		✓	
Commercial	Ruko The Icon 3	✓	✓	✓	

APPENDIX 4: TABLES OF BUILDINGS IN SCOPE

Building Category	List of Projects	Material GRI Topics for Our Property Management			
		Energy data included within this report	Water data included within this report	Waste data included within this report	OHS data included within this report
Commercial	Ruko The Icon 5	✓	✓	✓	
Commercial	Ruko 91 District	✓		✓	
Commercial	Ruko 92 Avenix	✓	✓	✓	
Commercial	Ruko ICE Business Park	✓	✓	✓	
Commercial	Ruko YC Hub	✓		✓	
Commercial	The Elements	✓	✓	✓	
Commercial	Southgate Apartment	✓	✓	✓	
Commercial	Hotel Le Premier Kota Deltamas	✓	✓	✓	
Commercial	Marketing Office & Annex Building Deltamas	✓	✓		
Commercial	Sport Center Deltamas	✓	✓		
Commercial	Malibu Club House Deltamas	✓	✓		
Commercial	Kawasan Kota Deltamas		✓	✓	
Commercial	Fasilitas GIIC - WTP, WWTP, Kantor Security, Pemadam Kebakaran	✓	✓		
Commercial	Estate Management KIIC			✓	
Commercial	Graha KIIC	✓	✓	✓	
Commercial	Sentra KIIC	✓	✓	✓	
Commercial	STP Phase III KIIC	✓	✓		
Commercial	STP Phase IV KIIC	✓	✓		
Commercial	WTP STP Phase I KIIC	✓	✓		
Commercial	WTP STP Phase II KIIC	✓	✓		
Commercial	Notredame Adventure Park Wisata Bukit Mas Surabaya	✓	✓	✓	
Commercial	Food Center Grand City Balikpapan	✓	✓	✓	
Commercial	Tower Azure Klaska Surabaya	✓	✓	✓	✓
Residential and Township	Reservoir The Nove Batam	✓	✓		
Residential and Township	Club House Palm Spring Golf Batam	✓	✓	✓	
Residential and Township	Club House Palm Spring Golf Karawang	✓	✓	✓	
Residential and Township	Rest House Palm Spring Golf Karawang	✓	✓	✓	
Residential and Township	Pump Station Palm Spring Golf Karawang	✓			
Residential and Township	Maintenance Palm Spring Golf Karawang	✓	✓	✓	
Residential and Township	Colosseum Club House Wisata Bukit Mas Surabaya	✓	✓	✓	
Residential and Township	WTP Grand City Balikpapan	✓	✓	✓	
Residential and Township	WTP Balikpapan Baru	✓	✓	✓	
Residential and Township	WTP Sport Club Balikpapan Baru	✓	✓	✓	
Residential and Township	Club House The Avani	✓	✓		
Residential and Township	Club House The Icon	✓	✓		
Residential and Township	Club house Vanya Park	✓	✓		
Residential and Township	Sport Club Banjar Wijaya	✓	✓		
Residential and Township	Club House Bora-Bora Greenwich	✓	✓		
Residential and Township	Club House Phi-Phi Club Greenwich	✓	✓		
Residential and Township	Club Villa De Park	✓	✓		

APPENDIX 4: TABLES OF BUILDINGS IN SCOPE

Building Category	List of Projects	Material GRI Topics for Our Property Management			
		Energy data included within this report	Water data included within this report	Waste data included within this report	OHS data included within this report
Residential and Township	Sport Club Palazetto Foresta	✓	✓		
Residential and Township	Sport Club Sportivo Foresta	✓	✓		
Residential and Township	Sport Club Giardina Foresta	✓	✓		
Residential and Township	Sport Club Primavera Foresta	✓	✓		
Residential and Township	Pasar Modern Banjar Wijaya	✓	✓	✓	
Residential and Township	Sport Club Grand Wisata	✓	✓	✓	
Residential and Township	Marketing Office & Sport Club Kota Wisata	✓	✓	✓	
Residential and Township	Eldorado Waterpark Legenda Wisata	✓	✓	✓	
Residential and Township	Spa & Swimming Pool Kota Bunga	✓	✓	✓	
Residential and Township	BSD Modern Market	✓	✓	✓	
Residential and Township	Intermoda Modern Market	✓	✓	✓	
Residential and Township	Sarana Rekreasi dan Olah Raga/Kolam Renang Griya Loka Sektor 1.3	✓	✓	✓	
Residential and Township	Balaraja Toll Road	✓	✓	✓	
Residential and Township	Ocean Park BSD	✓	✓	✓	
Residential and Township	Quantis Bsd Sport Club	✓	✓	✓	
Residential and Township	Urban Garden (Nursery)	✓	✓		
Retail & Hospitality	QBig	✓	✓	✓	✓
Retail & Hospitality	QBig – Blok G	✓	✓	✓	✓
Retail & Hospitality	The Breeze	✓	✓	✓	✓
Retail & Hospitality	Mall Balikpapan Baru	✓	✓	✓	✓
Retail & Hospitality	DP Mall Semarang	✓	✓	✓	✓
Retail & Hospitality	Rooms Inc	✓	✓	✓	✓
Retail & Hospitality	Resort & Golf Malaysia	✓	✓	✓	
Trade Centres	ITC BSD	✓	✓	✓	✓
Trade Centres	BSD Junction	✓	✓	✓	✓
Trade Centres	Mall Ambassador	✓	✓	✓	✓
Trade Centres	ITC Cempaka Mas	✓	✓	✓	✓
Trade Centres	ITC Depok	✓	✓	✓	✓
Trade Centres	ITC Fatmawati	✓	✓	✓	✓
Trade Centres	Graha Cempaka Mas	✓	✓	✓	✓
Trade Centres	ITC Kuningan	✓	✓	✓	✓
Trade Centres	ITC Roxy Mas	✓	✓	✓	✓
Trade Centres	ITC Permata Hijau	✓	✓	✓	✓
Trade Centres	ITC Mangga Dua	✓	✓	✓	✓
Trade Centres	Kawasan Mall Mangga Dua - Mall Mangga Dua - Harcomas - Wisma Eka Jiwa - Orion Dusit - JN 1 - JN 2 - Ruko Bahan Bangunan	✓	✓	✓	✓
Trade Centres	ITC Surabaya	✓	✓	✓	✓

* Note: Waste data was consolidated at Sinarmas Land Plaza Thamrin – Tower 2 & 3 Jakarta





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