

# Reinforcing Sustainability Pillars for Robust Growth



Sustainability Report 2021

# Table of Contents

Sustainability Highlights	1
About Intiland	3
Report Period and Boundaries	12
Message from Founder and CEO	14
Key Financial Performance	18
Our Approach	22
Materiality	27
Stakeholder Engagement	29
Our Supply Chain	32
Managing Social Sustainability	38
Managing Environmental Sustainability	90
GRI and POJK Content Index	109

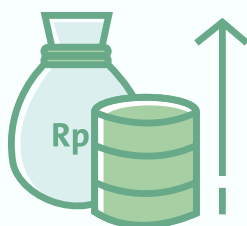
## Notes

This Sustainability Report must be read in conjunction with the Annual Report 2021 and other sustainability related disclosures on our website.

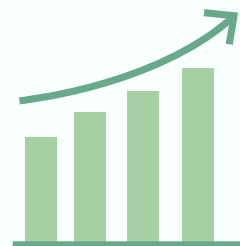
This report contains the words “Company”, “Intiland” and “we” hereinafter referred to PT Intiland Development Tbk, as the company and the management that run business in property industry. For questions and feedback regarding this report, please click **HERE**, or contact us at **info@intiland.com**.



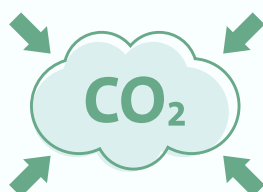
# Sustainability Highlights



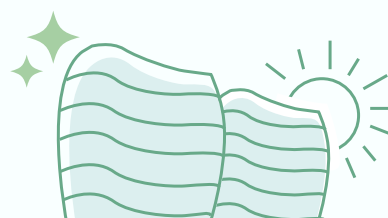
**Rp 2.63 trillion**  
Consolidated revenue in 2021



**Rp 1.64 trillion**  
Consolidated marketing-sales  
in 2021, 75% higher than in 2020



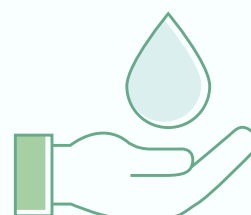
**15.82% Emission  
Reduction**  
GHG emission of our three office buildings is  
further reduced by 15.82%.



**<210 kWh/m2  
Energy Efficient Building**  
South Quarter is in the efficient  
building category (below 210 kWh/m2)  
in the last three years.



**94% Customer  
Satisfaction Rate**  
Tenants and residents greatly appreciate the  
building management for the clarity of  
information, staff's attitude and service,  
handling response time and health protocol  
system.



**6% Water Savings**  
SQ Res saves Rp 128 million in 2021  
for water consumption.



**Special Recognition in Sustainable  
Design & Construction  
PropertyGuru Indonesia  
Property Awards 2021**

This award was given to the Company for its success in developing property products that feature design and development based on sustainable principles.



**Special Recognition in ESG  
PropertyGuru Indonesia  
Property Awards 2021**

This special award was given to the Company for its commitment to its programs and practices related to the environment, society, and corporate governance.



**The Best Sustainable Developer  
PropertyGuru Indonesia  
Property Award 2021**

This award was bestowed to the Company for its commitment to developing property projects with a sustainable concept, design and construction that refers to sustainable guidelines, as well as environmental and social concerns.



**246 Participants for  
the Innovation Award 2021**

A total of 246 participants registered their ideas for continuous improvement at the Company's Innovation Award 2021.



**Gold Rating South Quarter**

GreenShip Certificate for Existing Building from Green Building Council Indonesia (GBCI), 2022 - 2025.



**+99% Covid-19 Vaccination Rate**

More than 99% of Intiland's employees have been vaccinated against Covid-19

## About Intiland

PT Intiland Development Tbk (Intiland) is a leading property developer in Indonesia with more than 45 years of experience with more than 60 projects, 2000 hectares of landbank and 1436 employees across Jakarta and Surabaya. Listed on the Indonesia Stock Exchange since 1991, Intiland has been known as an innovator and trendsetter in the Indonesia property industry. Some of the properties have become national landmarks: Intiland Towers in Jakarta and Surabaya embracing local architecture wisdom; Pantai Mutiara, the first canal estate in South East Asia;

The Regatta, a luxury beachfront development in Pluit, North Jakarta; and Graha Famili, the first golf residential development in Surabaya which has become one of the most prestigious address. Intiland develops a diverse portfolio of property products within four key portfolios which include mixed-use and highrise, landed residential, industrial estate and investment properties (office buildings, apartments, sports and golf facilities). The Company is one of the corporate founders of the Green Building Council Indonesia.

## Vision, Mission, Values

Our vision, mission and values support Intiland's growth objectives and strategy in order to enhance stakeholders' values

### Vision

To make possible the experience of not only living, but living well throughout Indonesia.

### Mission

Intiland is reputed as a transparent, trustworthy and trendsetting property developer committed to highly sustainable and long-term growth and profitability that deals fairly with all stakeholders.





Intiland Tower Jakarta

# Values

## One Roof, Five Pillars

Corporate values are the attitudes that are continuously upheld in carrying out all activities for the growth and development of the Company.



### Trustworthy

We build TRUSTWORTHINESS by upholding our commitment to carrying ourselves with integrity and a sense of responsibility.



### Respect

RESPECT is integral to this trustworthiness, and we have as much regard to our stakeholders as to the environment in which we operate.



### Innovative

we are firm believers in conquering challenges through awesome INNOVATION, which can only thrive in a culture that endorses openness and the courage to try.



### Caring

Yet, innovation is empty without the human touch and this is the reason why we ingrain empathy in our acts of CARE, whether it be through our sincere service or assistance to those in need of relief.



### Excellence

We operate in the above ways to attain EXCELLENCE in all our ventures and thus, cement our role in the lives of people today and in the future.

Regularly, our CHC (Corporate Human Capital) conducts orientation program for new employees and refreshment program for existing employees through our e-learning app GLADIS (Global Learning and Development Information System). GLADIS provides equal opportunities to all employees to develop their knowledge by using technology, in which including vision, mission, values and code of ethics. Employees and stakeholders who are closely related to the Company must sign integrity and non-disclosure agreements.

## Sustainability Values

### Change and Innovate

To make possible the living well, Intiland changes and innovates at all times. New strategy and process are constantly evaluated and developed to produce better supply chain, better customer experience, better employee relations and at the end an excellent company performance.



## Business Activities

Intiland focuses on the development of four main portfolios as the Company's key source of income. These four main portfolios are mixed-use & high-rise, landed residential, industrial estates, and investment properties which generate development and recurring incomes. Intiland focuses its development mainly within Jakarta, Surabaya and their vicinity areas.

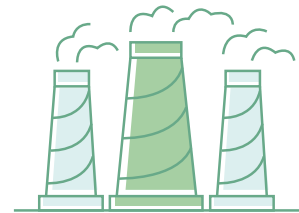
## Our Current Portfolios



**10** Mixed-use and highrise development



**9** Landed residential development



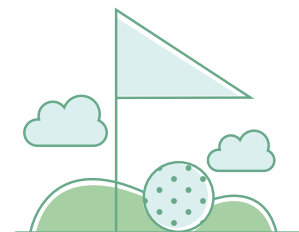
**3** Industrial and warehouse development



**4** Office buildings



**2** Shopping centers



**7** Golf and sports clubs



**25** Hotels  
(3066 rooms)



**5** Cities in Indonesia  
Jakarta, Tangerang, Batang,  
Mojokerto and Surabaya



**More Than** 2,000 hectares  
Land bank to develop

## Market Segmentation

Ninety-five percent (95%) of our market segment for all portfolios either in Jakarta or Surabaya is middle-upper class in the project's respective areas.

## Memberships

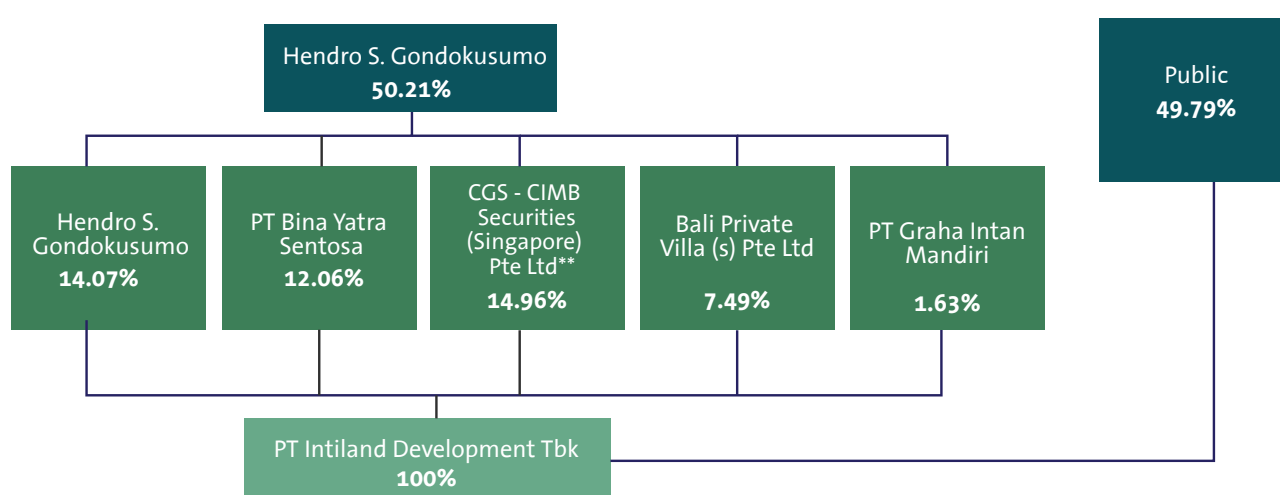
No	Organizations	Positions	Period
1	Green Building Council of Indonesia	Corporate Founder	2009
		Corporate Member	2009 – now
		Member of Supervisory Board (Chandra M. Makmoen)	2021 - now
2	Indonesia Chamber of Commerce and Industry (KADIN)	Corporate Member	2010 – now
		Member of Advisory Board (Hendro S. Gondokusumo)	2021 – 2026
		Secretary of Integrated Property Development Body (Theresia Rustandi)	
		Member of TOD division (Utama Gondokusumo)	
		Member of Travel division (Moedjianto S. Tjahjono)	
3	Real Estate Indonesia (REI)	Corporate Members	1985 – now
		Member of Advisory Board (Hendro S. Gondokusumo)	2019 – 2023
		Vice Chairman of Middle-Up Residential Division (Theresia Rustandi)	
		Vice Treasurer (Utama Gondokusumo)	
4	International Real Estate Federation (FIABCI)	Corporate Members	2019 – 2023
		Corporate Representatives (Hendro S. Gondokusumo)	
5	Indonesian Employers Association (Apindo)	Corporate Member	2015 - now
		Head of Property and Economic Zones Committee for Shopping Center Development, Commercial and Economic Zones (Theresia Rustandi)	2018 - 2023
6	Association of Indonesia Public Listed Companies (AEI)	Corporate Member	2019 – 2023

No	Organizations	Positions	Period
7	Indonesia Shopping Center Association (APPBI)	Member of Advisory Board (Hendro S. Gondokusumo)	2019 - now
8	Association of Building Manager	Corporate Member	2019 - now
9	Building Owner & Manager Association (BOMA)	Corporate Member	2019 – 2023
10	Indonesian Golf Course Owners Association (APLGI)	Corporate Member	2000 – now
		Member of Advisory Board (Hendro S. Gondokusumo)	
		Golf Course Representative (Moedjianto S. Tjahjono)	
11	Golf Club Manager Association of Indonesia	Corporate Member	2000 – now
12	Indonesian Industrial Estates Association (HKI)	Corporate Member	2020 - 2025
		Vice Secretary General 1 (Happy Gunawarman)	
		Member of Policy and Regulation Division (Paramita Adininggar)	
		Coordinator of Central Java 1 (Wihardi Hosen)	
13	Association of Real Estate Broker Indonesia (AREBI)	Member of Advisory Board (Hendro S. Gondokusumo)	1992 - now

## Shareholders Composition as of 31 December 2021

Classifications	Number of Shares	Number of Investors	%
<b>Institutions</b>			
Domestic	1,973,010,734	119	21.52
Foreign	2,990,634,252	122	29.86
<b>Individuals</b>			
Domestic	5,399,299,119	6,027	48.59
Foreign	2,910,080	44	0.03
<b>Total</b>	<b>10,365,854,185</b>	<b>6,312</b>	<b>100.00</b>

## Major and Controlling Shareholders as of 31 December 2021



\*\*total shareownership of Hendro S. Gondokusumo at CGS – CIMB Securities (Singapore) Pte Ltd is 14.96%. The balance of 0.05% is public ownership under CGS – CIMB Securities (Singapore) Pte Ltd as well.

## Sustainability Awards and Acknowledgments



### Special Recognition in Environmental, Social, Governance

*PropertyGuru  
Indonesia Property Awards 2021*

This special award was given to the Company for its commitment to its programs and practices related to the environment, society, and corporate governance.



### ISO 9001 Quality Management System for Intiland

*Lloyd Register  
Quality Assurance 2018 - 2021*

ISO 9001 Quality Management System for Intiland Hospitality and Property Management



### Special Recognition in Sustainable Design & Construction

*PropertyGuru  
Indonesia Property Awards 2021*

This award was given to the Company for its success in developing property products that feature design and development based on sustainable principles.



### The Best Sustainable Developer Indonesia

*PropertyGuru  
Indonesia Property Awards 2021*

This award was bestowed to the Company for its commitment to developing property projects with a sustainable concept, design and construction that refers to sustainable guidelines, as well as environmental and social concerns.



### Gold Rating

*Green Building Council Indonesia 2022 - 2025*

Greenship Certificate for Existing Building for South Quarter

## Head Office Address

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## Social Media



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Intiland Development Tbk



Intiland Development Tbk



PT Intiland Development Tbk



Intiland Tower Jakarta



## Report Period And Boundaries

This 2021 sustainability report contains information for the financial year 1 January – 31 December 2021, unless otherwise stated. The report is prepared according to POJK No 51/POJK.03/2017 and GRI (Global Reporting Initiative) standard. It has to be read as an integral part of the Annual Report 2021 and other information disclosures published in Intiland website. Details of this report can be found in our website : <https://www.intiland.com/en/sustainability-report/>.

In this report, in addition to South Quarter office towers, we have included Intiland Tower Jakarta and Intiland Tower Surabaya for the environmental issues. For social, economy and governance issues, consolidated corporate data will be displayed unless otherwise stated. While for CSR activities, we include relevant projects as necessary. Entities included in the consolidated financial report are PT Intiland Development Tbk and its subsidiaries.

Intiland is still focusing on the improvement of its thorough data collection to include more buildings and projects. External assurance has not been engaged yet, however a consultant has assisted us to prepare the environmental data.



**Hendro S. Gondokusumo**  
Founder & CEO

## Message From Founder and CEO

# ***Reinforcing Sustainability Pillars for Robust Growth***

Distinguished Stakeholders,

We all have learned a lot from the pandemic Covid-19. No one has the absolute powers to control the pandemic. We, regardless who we are, are all connected and affected by the virus. It completely changes our lives. It also speeds up everything which probably we used to think it will happen in the next ten years to come. Change has always been the familiar key word but can we all ever imagine that we must experience constant and speedy change almost everyday because of this virus? Even the government must do daily evaluation on the situation and keep adjusting the regulations whenever necessary. Uncertainty becomes very high especially for businesses that are vulnerable to the pandemic. This situation puts pressures on the higher business risk.

However, we always believe that in every crisis, there will be opportunity. As written in its Chinese characters : 危机 (weiji) = 危 (wei) is danger, 机 (ji) is opportunity. There is always opportunity in any danger. With this in mind, we motivate ourselves to always be tough and brave to change and innovate in order to weather the storm. With our solid foundations, change and innovation become our substantial pillars to reinforce our sustainability. In every moment I have with the board and with our people, I keep reminding them on the importance of those two pillars to redefine our future.

Change will make us move forward, see things differently in a more exciting way. Innovation will make us find new ways to improve and keep up with the situation. With those pillars, we are making sure that we can satisfy our needs and maintain sustainability for our generations to come.

Intiland has just started to produce sustainability report last year, however, the initiatives have been integrated into our project planning since the early stage. We expand from last year's theme : *"strong foundation for the next levels"* to *"reinforcing sustainability pillars for robust growth"* in a sense that we aim to integrate more portfolios and larger supply chain to sustain together.

This year report, we have expanded the scope to include two office buildings : Intiland Tower Jakarta and Intiland Tower Surabaya and several case studies on our cutting waste and low-carbon initiatives. These cutting waste programs have been implemented not only in existing building for energy-saving but also in the project construction process. Our procurement division is to make sure that projects' needs are satisfied. For that, our procurement team goes through the rigid process one by one in details.

This is resulting in a more efficient use of materials and reduced unnecessary waste. You can find the details in our supply chain case study. While for the zero waste initiatives, more projects are participating in the program. We are glad to see they begin from small and simple steps, to make sure it works out well.

With this sustainability report, our sustainability initiatives and performance are neatly structured, measured and communicated effectively towards our stakeholders.

Our commitment to sustainability has brought us three prestigious awards from PropertyGuru Indonesia : Special Recognition in Environmental, Social, Governance; Special Recognition in Sustainable Design & Construction; and The Best Sustainable Developer Indonesia. These appreciations will spur us to work even harder to achieve better. Our South Quarter has managed to maintain its gold rating of greenship certificate from Green Building Council Indonesia (GBCI), shifting from new building to existing building. The evaluation process took more than a year from 2020 due to the shifting.

PROPER certification for our industrial park in Ngoro, East Java is still in the process. Due to the new omnibus law, we need to readjust the license because of the changes in the water treatment specifications. As one of the founding corporate members of Green Building Council Indonesia, Intiland always strives to put forward sustainability concept into each of its development.



## ***We are glad to learn good result from South Quarter in its efforts to achieve its recycled and rain water target from only 16% to more than 25%.***

In materiality assessment, we conducted a more thorough approach. Survey results were discussed amongst the managers through online focus group discussions and brought to the board of directors for decision. Due to the pandemic, we see that our stakeholders' concerns have shifted a bit. Both internal and external shareholders put company stability as the highest priority. This shows the importance on the long-term sustainability rather than short-term financial performance. The employee welfare, wages and benefits as well as clear job descriptions and responsibilities were set as priorities. Competence and training programs are no longer in the priority list. This result will be explored further in order to design relevant and suitable employee programs. For the environment, we are glad to learn good result from South Quarter in its efforts to achieve its recycled and rain water target from only 16% to more than 25%. By refining our Intiland Sustainable Guideline, we strive to go beyond compliance, providing excellence to all our stakeholders and the environment as well.

In order to support the government's target of net-zero emissions, we are pleased to learn that three of our buildings have managed to reduce GHG emission by 15.82%. South Quarter with its less than 210 kWh/m<sup>2</sup> energy consumption, has fallen into an efficient building category based on the DKI Jakarta Governor Regulation no 38/2012 on energy intensity ratio. With the rising popularity of electric vehicles, we have initiated to provide EV chargers in our buildings. World Trade Center in Surabaya is our first building to accommodate this initiative.



South Quarter Jakarta

People play key roles in our development considering that property is a long-term business. For us, managing people well is key to achieve the goals and objectives of the Company.

To fight against Covid-19, more than 99% of our employees have been vaccinated. We also carry out vaccinations for the community around the project to increase their immunity level. A total of 25,287 people were vaccinated through our program in Jakarta and Surabaya.

We are also pleased to know that our customer satisfaction level can reach 94%, far above the 80% satisfaction rate target of GBCI (Green Building Council Indonesia). We are honored to know that our tenants and residents appreciate our building management's clarity of information, the attitude and service of the staff, handling response time and health protocol system.

As we know, property industry plays significant roles in the national economy. According to the Ministry of Finance, it contributed 13.6% to 2020 Indonesia GDP with 8.5 million of workforce. While the Ministry of Investment/Investment Coordination Agency stated that housing, industry and office development ranked first in the domestic investment in 2021 with a value of IDR 85,497.8 billion.

Unfortunately, many people misunderstand the importance of this industry. Many policies and regulations are less supportive to property industry. With this in mind, we believe it is very important to prepare the younger generation with comprehensive knowledge of this industry. When they comprehend, they can make positive impacts for a sustainable industry. This is the key objective of establishing Intiland Youth Panel as our corporate social responsibility initiatives.

In years to come, ESG will play bigger and more important roles. We believe it is not only a framework for reporting, it is a legacy for generations to come. As I mentioned before, no one has the absolute powers to control the world. We are just stewards of nature. In light of recent outbreak, we must collaborate to build a more sustainable and resilient future in terms of economic, social and environment.

We thank you for your endless supports and for your inputs on our first Sustainability Report. Let's make things better.

Hendro S. Gondokusumo  
Founder & CEO



## Key Financial Performance\*



Based on the audited financial statements ended on 31 December 2021, operating revenues from industrial estate development experienced a significant jump of 1,285%, from Rp36.7 billion in 2020 to Rp508.6 billion in 2021. Another segment that experienced an increase was housing development, by 59% from Rp432.8 billion in 2020 to Rp688.3 billion in 2021. The mixed use & high-rise development segment nevertheless saw a 58% decline, from Rp1.8 trillion to Rp772.4 billion due to the sizable sales made in 2020 involving Graha Golf, The Rosebay and Spazio Tower condominiums had subsequently been handed over to the buyers.

In total, the Company recorded operating revenues of Rp2.63 trillion.

The mixed use & high rise development segment recorded the largest contribution of Rp772.4 billion or 29.4 percent of the total. The next contributor to operating income came from the residential area segment with a value of Rp688.3 billion or 26.2 percent. This was then followed by the industrial estate development segment, which contributed 19.3 percent or Rp508.6 billion. The company recorded Rp1.03 trillion in gross profit and Rp665.9 billion in operating profit, showing a decline of 13 percent and 14 percent, respectively. Meanwhile, the net profit for the year attributable to owners of the parent entity amounted to Rp12.2 billion. This was lower than the achievement in 2020, which was Rp76.8 billion.

In 2021, the Company booked a 12 percent increase of recurring income from the figure in the previous year. Recurring income was derived from office rentals, management of sports facilities, and rental of facilities in industrial areas.

Our marketing sales in 2021 recorded 75% of increment from Rp937 billion in 2020 to RP1.64 trillion in 2021. One of the main drivers is tax incentives from the government to give 100% and 50% discount on value added tax to the buyers of property.

Year 2022 will be a momentum for the Company to rejuvenate its business performance. A series of strategic initiatives have been set up to anticipate the improving conditions in the property market and the renewed growth of public interest in buying and investing. The main focus is to boost sales, especially from inventory products in a number of housing and apartment projects.

The Company will also continue to deepen its penetration of industrial estate sales and explore opportunities for collaborative project development, either directly or by cooperating with strategic partners. The development and launch of new projects is one of the business growth strategies that will be carried out with extreme caution, by paying adequate attention to the market niche, existing potentials, and reception of each product in the market.

## Economic Value Generated (in million Rupiah)

	2021	2020	2019
Consolidated Revenue	2,628,632	2,891,388	2,736,388

## Economic Value Distributed (in million Rupiah)

### Operating cost

- Procurement
- Contractor and supplier payments
- Marketing expenses

2021 1,715,215

2020 1,834,264

2019 1,804,555

### Employee wages and benefits

- Salaries
- Work insurance
- Medical expenses
- Retirement plans
- Other compensation & benefits

2021 247,464

2020 278,735

2019 328,283

### Payments to providers of capital

- Interest costs
- Dividends paid to shareholders

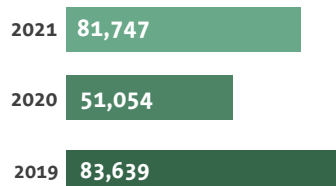
2021 401,852

2020 413,464

2019 418,834

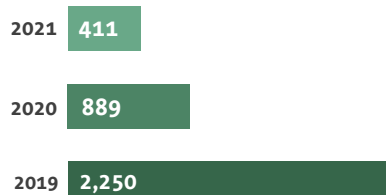
### Payments to government

- Income Tax



### Community\*\* investment

- Community service
- Philanthropic donations



## Economic Value Retained (in million Rupiah)

	2021	2020	2019
<b>Profit of the year</b>	-30,049	68,962	436,709
<b>Total asset</b>			
- Inventories	16,461,785	15,701,873	14,777,496
- Investment properties for recurring income			
- Land for development			

\*Certain accounts in the 2020 consolidated financial statements have been reclassified to conform with the 2021 consolidated financial statement presentation. The reclassifications did not affect the 2020 consolidated statement of profit and loss and other comprehensive income of the Company. The consolidated financial statements of PT Intiland Development Tbk and its subsidiaries for the period December 31, 2021 and 2020 have been audited by Public Accounting Firm Mirawati Sensi Idris, an independent member of Moore Stephens International Limited, and has obtained a fair opinion in all material aspects, in accordance with Indonesian Financial Accounting Standards.

\*\*Not included the allocation of funds to build public and social facilities as required in the permit.

## Sustainable Finance

We recognize that companies with ESG leadership are increasingly being awarded by investors and lenders. We also received requests and checklists from investors regarding the implementation of ESG in our Company. Going forward, Intiland will continue to improve its ESG initiatives to tap on sustainable financing.

## Community Investments

For us, community investment is for the Company to maintain and manage its business so as it has positive impact on the wider community and business will thrive sustainably with the community. In this report, the total number of community investment reported above has not included the allocation of funds to build public and social facilities as required in the permit.

The construction of public and social facilities is a form of social obligation for developers to be handed over to the community or the local government. These obligations are basically aligned and can also be included as part of corporate social responsibility programs and activities.

In next report, we will separate the chart of accounts from project liabilities so that they can be factored into community investments. In addition to that, we will start to calculate the SROI (social return on investment) of the social investments that we contribute. Even though we experienced loss this year, Intiland still allocated funds for social investments.

## Our Approach

Property industry is one of the industries that is heavily regulated. It is essential for us to comply with all related regulations starting from land acquisitions, project permits, all along its business process, up to customers and property management. To make sure the project is worth living and investing, we engage experts and reputable consultants. Projects that we are developing, must go through checklists on legal as well as technical requirements.

To avoid any misconducts, both our employees and vendors are required to sign a non-disclosure agreement and integrity statement. Our employees will be regularly refreshed with our core values, Company's handbook including code of conduct and whistle-blowing policy. Procurement policy is regularly evaluated and improved by our procurement division and project team.

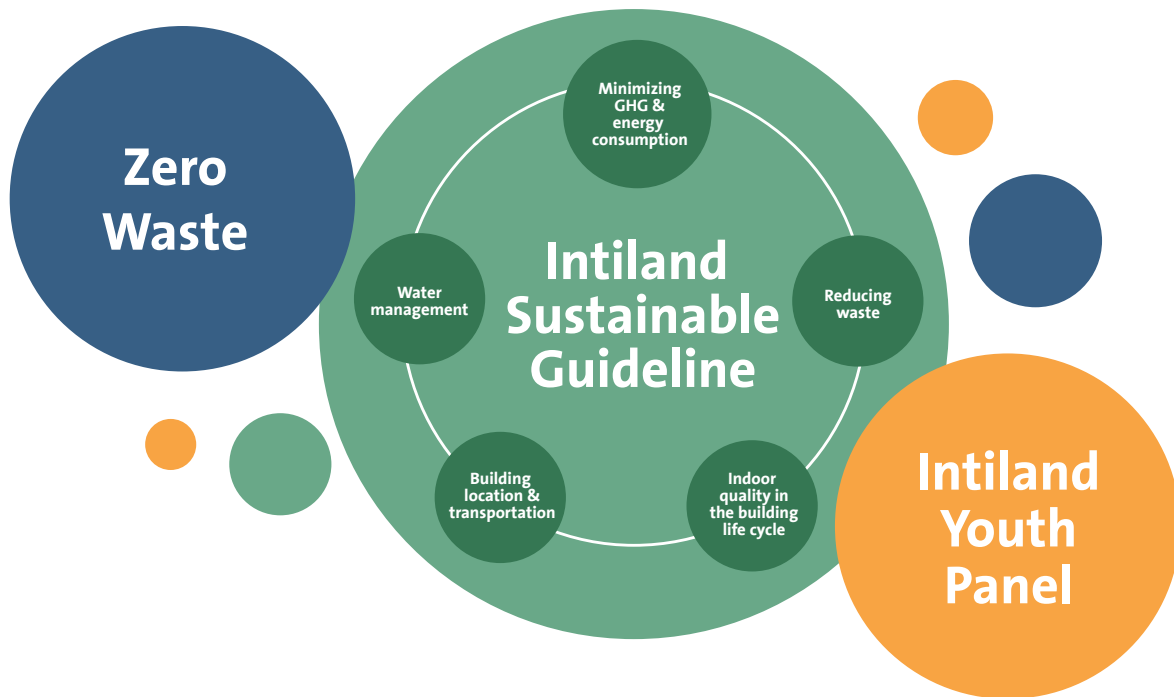
In Intiland, risks are managed and mitigated in corporate as well as project levels. Our risk committee chaired by Intiland's director, will do risk profiling and review the effectiveness of the Company's risk management processes. The results will be discussed with the internal audit team and the audit committee in order to decide the audit priorities. During 2021, the risk committee has identified 21 external risks and 13 internal risks with risk scores ranging from 4 to 20.



DUO Talaga Bestari, Tangerang

## Three Key Sustainability Initiatives

We have put three key programs for our sustainability journey. These three key programs will strengthen and materialize our sustainability journey, thus, improve the stakeholders' trusts leading to the Company's growth.



### 1. Intiland Sustainable Guideline

Intiland Sustainable Guideline remains our core key vision. The guideline which has been created since 2017, is an evolving process, making possible all development process to perform its best in time. With this, we are able to set Intiland standard as the guiding principles to all stakeholders including consultants, vendors, contractors and even customers. This standard differentiates Intiland from peers which we value energy efficiency and green lifestyle without sacrificing affordability, comfort and safety that are still substantial here. This guideline is to ensure environmental

considerations are factored in the design phase and regularly updated to ensure continuous improvement to the latest building research and technology. In late 2021 Intiland started to update the guideline to broaden the sustainability scope not only design but also during feasibility study, procurement, construction, and operation. Intiland Sustainable Guideline focuses on five key outcomes of minimizing greenhouse gas emission and energy consumption, water management, reducing the generation of waste, building location and transportation, and indoor environmental quality in the building life cycles.



## 2. Supply Chain Zero Waste

Intiland is committed to build responsibly without harming the environment and being. With this commitment, we will design and manage our projects and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources. With good procurement policy and process, waste can be reduced to its maximum, thus making the cost more efficient and effective just as needed by the project. In projects, the key problem is always material waste due to overspecifications as we mentioned before in our supply chain chapter. With this in mind, we encourage our partners (vendors, contractors, consultants) to bear with us the detailed process of thorough calculations, estimates and inspections to ensure that the ultimate goal of having on budget procurement and meeting the required specifications can be carried out. Every stakeholder plays its own significant roles to make the earth a better place to live for generations to come.

## 3. Intiland Youth Panel

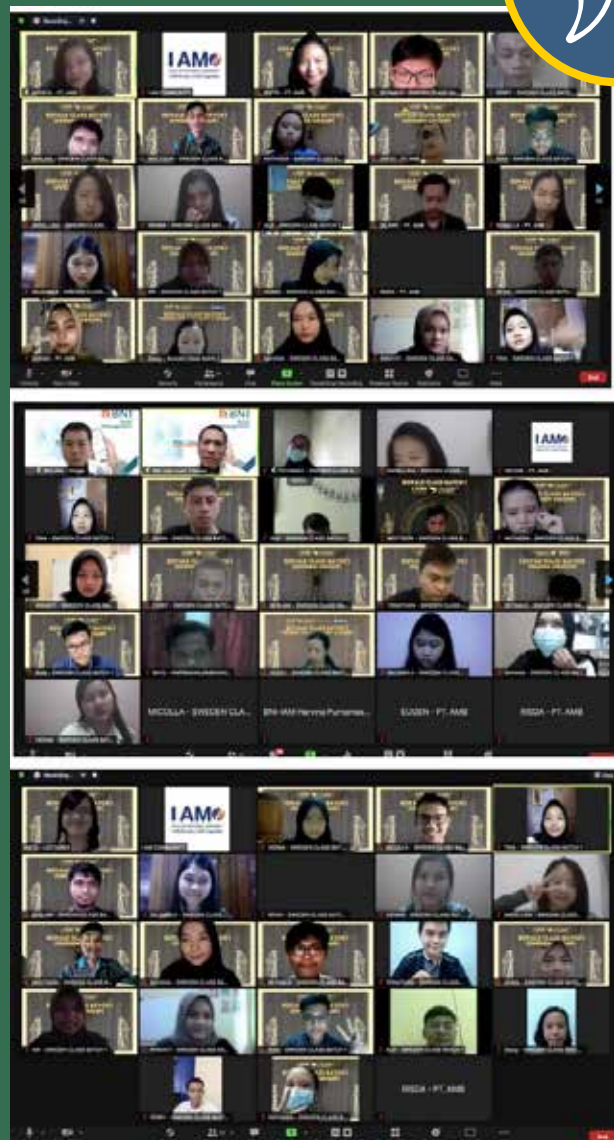
By 2030, it is predicted by UN sustainable development goals that the number of youth will have grown by 7%, amounting nearly 1.3 billion people. In Indonesia, by 2030, youth will occupy 64% of total Indonesia population. With these significant numbers, we all must joint-hand to make sure that youth become a positive force for the country. It is very important to equip them with sufficient knowledge, skills and opportunities so that they can contribute positively in growing the economy. Looking at this, youth will play significant roles in shifting the property industry as well. Their dynamic way of thinking and lifestyle certainly will change the trend. Since property plays significant roles in pushing up the economy, it is very important for the youths to have good basic understanding of the industry. By then, they can move the industry towards progress and ensure the industry maintains its significant contributions to the country.

With these in mind, we develop Intiland Youth Panel with I AM Community (Young Investor Community) as the key driver to encourage young generations to be ready to play their roles in the industry.

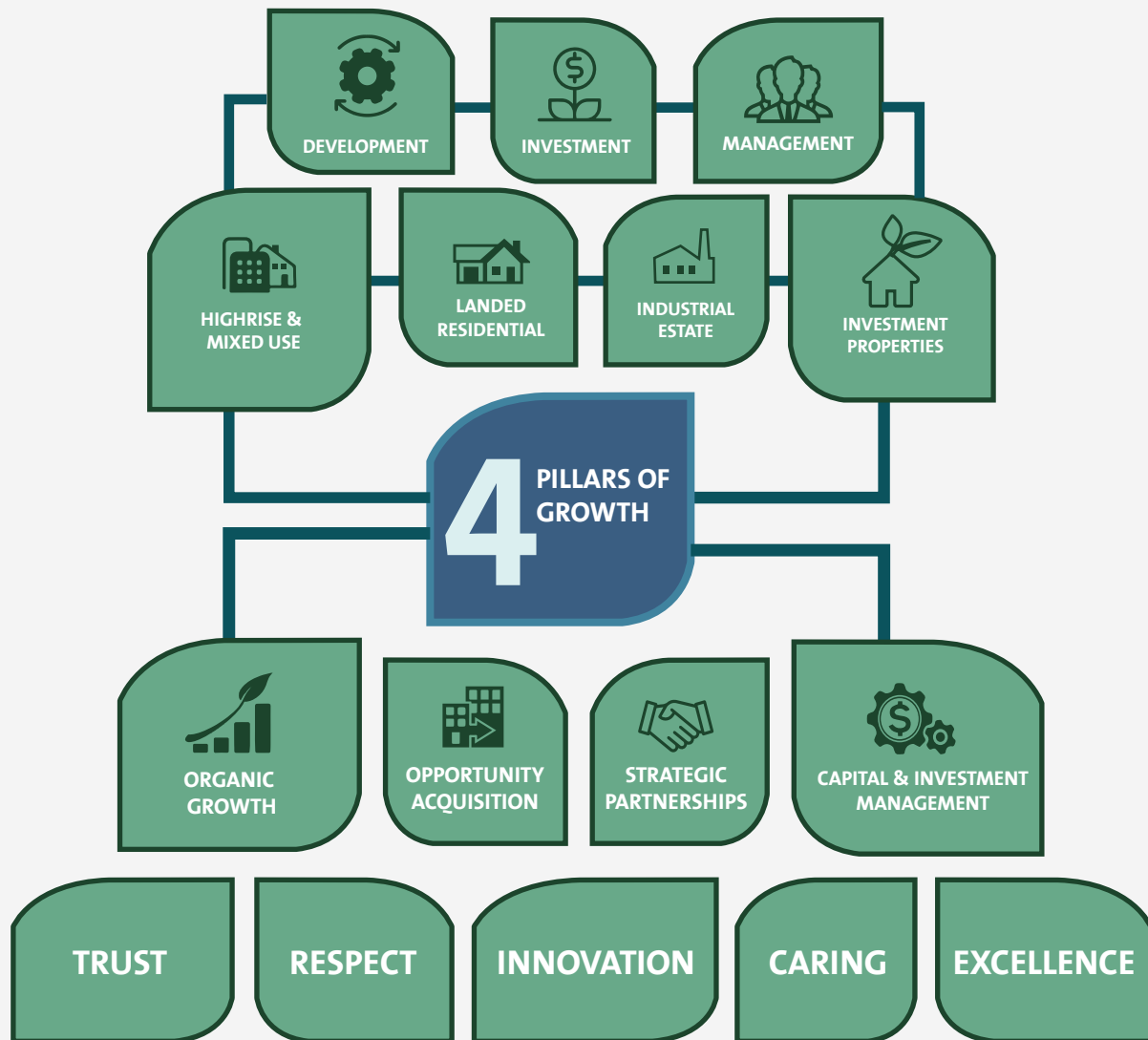
## I AM Talent and Career



An ineffective recruitment process has proven to have a negative impact on a company, ranging from financial losses, wasted time, to the quality of the recruitment itself. Poor recruits can cost a burden to a company. Through I AM Community, we put our efforts on rolling out monthly learning programs for young people who mostly are undergraduate students aged 18-24 years old. The objective is to make them get prepared and be ready to work situation. Here they learned to improve their soft as well as hard skills such as presentation skill, work attitude, managing mindset and emotion and useful technical skills such as social media content and design. There were 422 people joining the program (154 males and 268 females) during 2021.



## Our Sustainability Strategy



The core of the strategy lies on the Four Pillars of Growth : organic growth, opportunistic acquisition, strategic partnership and capital & investment management. These four pillars are to develop Intiland's three key business areas : property development, property investment and property management through four key portfolios : highrise & mixed-use, landed residential, industrial estates and investment properties. The four pillars are meant to increase the values of our existing asset portfolios and land bank to maximize the Company's return on investment. It is also meant to seize opportunities for land acquisitions in order to create long-term values for shareholders, to explore opportunities for strategic partnerships to grow the Company and to enhance funding capabilities of the Company in order to ensure overall financial stability and adequate financial resources.

As the strong base to implement the strategies, we have five basic values as our main strengths :

1. **Trustworthy** by putting forward business transparency of being open, honest and straightforward
2. **Respect** by upholding our commitment to carrying ourselves with integrity and responsibility
3. **Innovation** by conquering challenges through innovation and excellence, a culture that endorses openness and the courage to try
4. **Caring** by having as much regard to our stakeholders as to the environment in which we operate
5. **Excellence** by being committed to highly sustainable and long-term growth and profitability.

## Materiality

In 2021, we conducted a more thorough approach in doing materiality assessment. We engaged broader stakeholders through materiality survey to find out their significant ESG issues towards the Company. There were 3 phases of the materiality assessment :

**Phase 1**

**Stakeholders materiality survey**

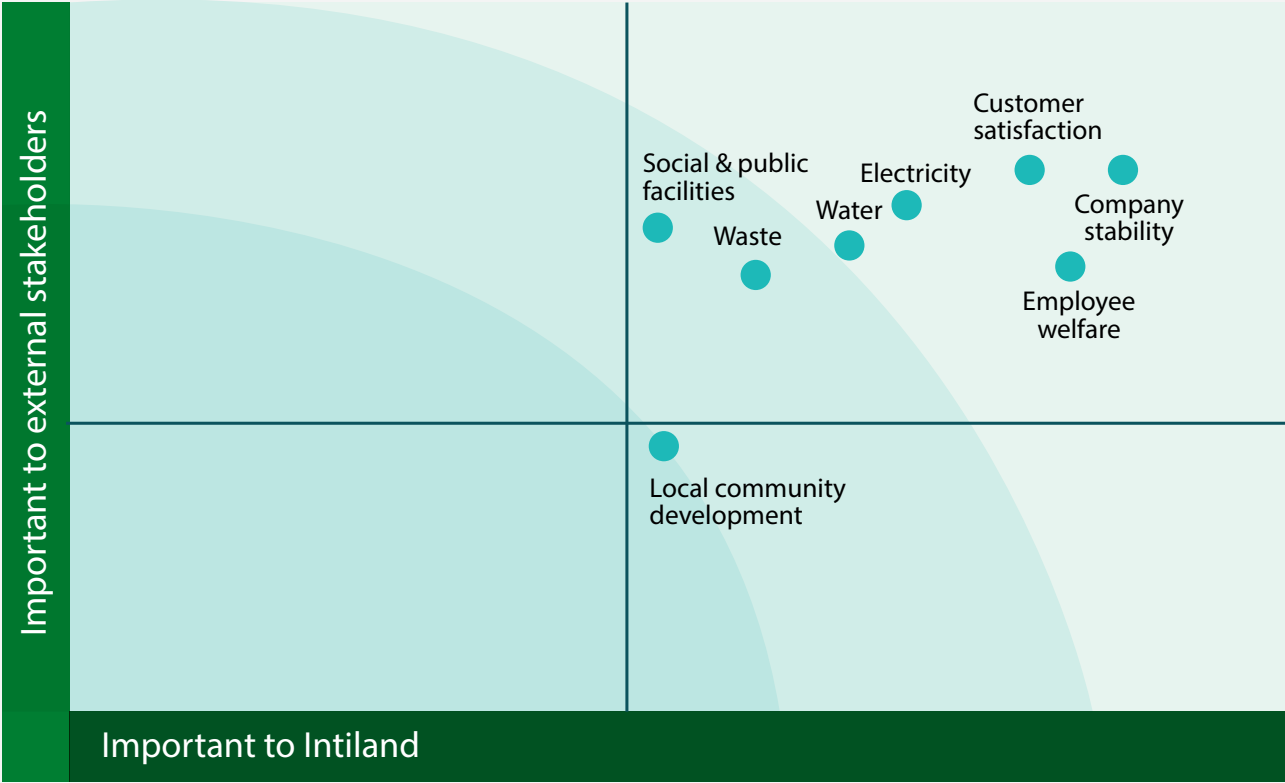
**Phase 2**

**Identify material risks and opportunities through FGD with managers**

**Phase 3**

**Validation from the board of directors**

# Materiality Matrix



The 2021 list of material issues resembles that of 2020. From the assessment, we see that our stakeholders' concerns have shifted a bit. Both internal and external shareholders put company stability as the highest priority. This shows the importance on the long-term sustainability rather than short-term financial performance. For the employee welfare, wages and benefits as well as clear job descriptions and responsibilities are set as priorities. Competence and training programs are no longer in the priority list. These insights will be used as a guidance to evaluate and sharpen our strategy and program to create meaningful sustainability story.

# Stakeholder Engagement

Knowing our stakeholders will create deep understanding and improve their firm involvement in our business. With the survey result, we have evaluated the interests and concerns of our stakeholders in order to be able to address them appropriately. The seven groups of key stakeholders remain the same as last year.

Key Stakeholders	Key Concerns	Engagement Platforms
<b>1. Employees</b>	<ul style="list-style-type: none"> <li>• Corporate direction</li> <li>• Job security</li> <li>• Job rotation</li> <li>• Career and talent development</li> <li>• Remuneration and benefits</li> <li>• Training program</li> <li>• Work environment including Occupational health and safety</li> <li>• Quick decision-making process</li> <li>• Customers' satisfaction</li> <li>• Broader market segmentation</li> <li>• SOP improvement</li> <li>• Employee turn-over</li> <li>• New technology adaptation</li> <li>• Continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Intiland Town Hall Meetings</li> <li>• Regular GM Forum</li> <li>• Learning Corner</li> <li>• Leader's Journey</li> <li>• My Stage, I'm Possible</li> <li>• <b>GLADIS</b> (Global Learning and Development Information System)</li> <li>• <b>NEST</b> (Newton Enhancing, Sharing and Transforming), company's medium of communication among employees for knowledge sharing.</li> <li>• <b>Corin</b>, company's medium of communication among employees for updates on company's achievements in order to foster sense of pride and belonging.</li> <li>• Employee Engagement Survey</li> <li>• Employee Volunteer Program</li> </ul>
<b>2. Customers</b>	<ul style="list-style-type: none"> <li>• Customer relations and advocacy</li> <li>• Purchase agreement</li> <li>• Defect rectification</li> <li>• Design and features</li> <li>• House/workplace safety and health</li> </ul>	<ul style="list-style-type: none"> <li>• Sales Calls</li> <li>• Regular product knowledge events</li> <li>• Official letters</li> <li>• Website, social media and email</li> <li>• Intiland Circle</li> </ul>

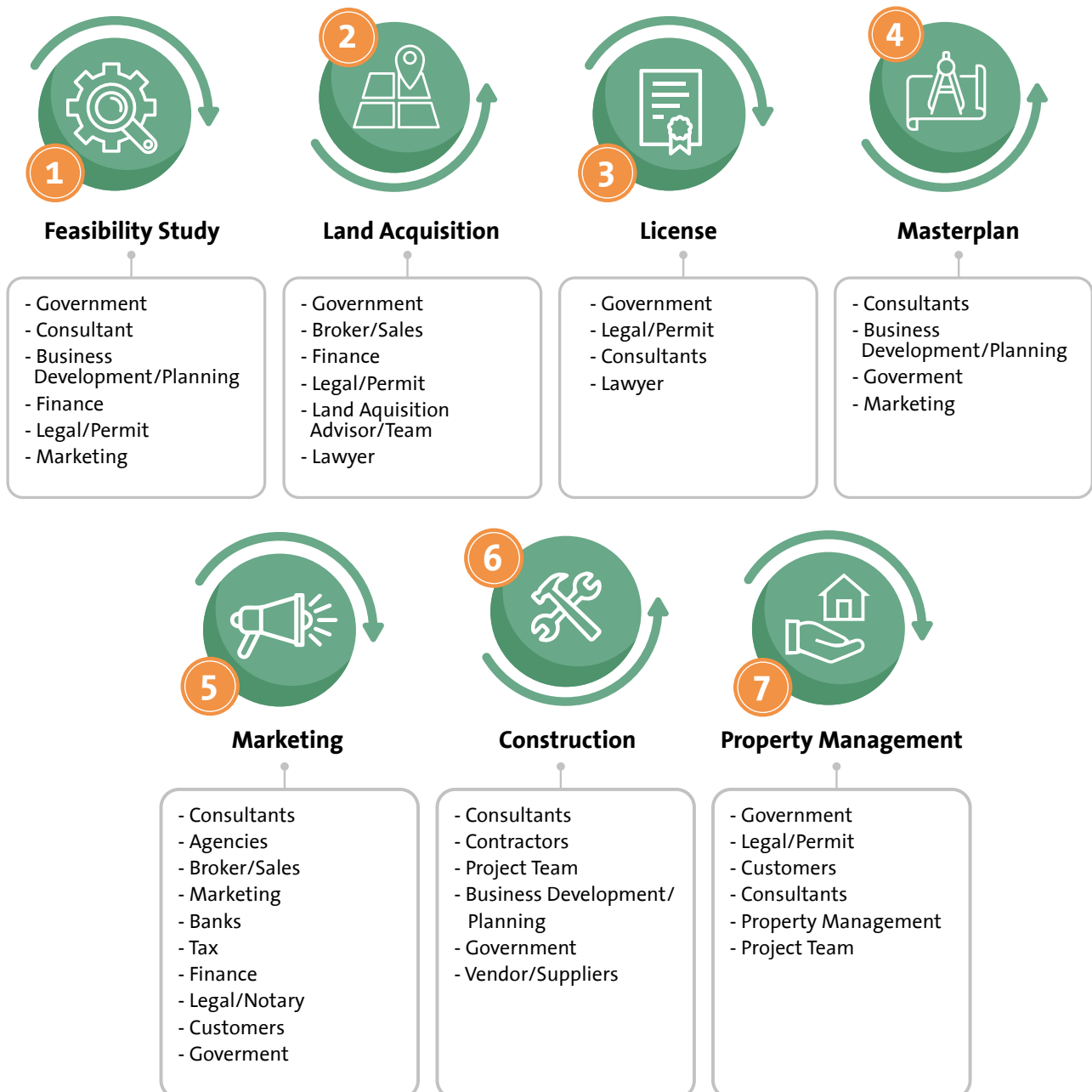


Key Stakeholders	Key Concerns	Engagement Platforms
	<ul style="list-style-type: none"> <li>• Management of facilities/ buildings/environment</li> <li>• Ethical marketing practices</li> <li>• On-time delivery</li> <li>• More affordable pricing scheme and property development</li> <li>• Competitive advantages with innovation and differentiation</li> <li>• Customers' satisfaction</li> <li>• Easy-to-understand content for millennials</li> </ul>	<ul style="list-style-type: none"> <li>• Defects management tracking app and procedures</li> <li>• Surveys</li> <li>• Marketing events</li> <li>• Bamms application for tenants</li> </ul>
<b>3. Consultants, Contractors &amp; Suppliers</b>	<ul style="list-style-type: none"> <li>• Legal compliance</li> <li>• Consistent quality</li> <li>• Punctual delivery</li> <li>• Sustainable design</li> <li>• Productivity</li> <li>• Safety and health</li> <li>• Innovation</li> <li>• Resource and waste management</li> <li>• Zero waste</li> <li>• CSR</li> <li>• Green building</li> <li>• Ecosystem empowerment for better environment</li> </ul>	<ul style="list-style-type: none"> <li>• Intiland Sustainable Design Guideline</li> <li>• Standar Operating Procedures</li> <li>• Procurement specifications</li> <li>• Non-disclosure agreement</li> <li>• Integrity agreement</li> <li>• Engineering review</li> <li>• Regular inspections and risk assessments</li> <li>• Vendor evaluations</li> </ul>
<b>4. Investors and Banks</b>	<ul style="list-style-type: none"> <li>• Growth strategy</li> <li>• Financial performance</li> <li>• Cashflow management</li> <li>• Funding strategy</li> <li>• Market dan product innovation</li> <li>• Pricing strategies</li> <li>• Risk management</li> <li>• Reporting standards</li> <li>• Legal compliance</li> <li>• Consistent monitoring and evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Quarterly financial results announcements</li> <li>• Corporate disclosures</li> <li>• Analyst and investor meetings</li> <li>• Roadshows</li> <li>• Conferences, meetings and site visits</li> <li>• Annual reports</li> <li>• Corporate website and social media platforms</li> <li>• Intiland Investor Updates</li> <li>• Timely response to rating agencies and analysts' requests</li> </ul>

Key Stakeholders	Key Concerns	Engagement Platforms
<b>5. Community</b>	<ul style="list-style-type: none"> <li>• Effective communication on Intiland's construction works and project development</li> <li>• Youth engagement in sustainable real estate</li> <li>• Community engagement to promote hygiene and better life</li> <li>• Green building advocacy</li> <li>• Quality improvement of surrounding community</li> <li>• Corporate values</li> </ul>	<ul style="list-style-type: none"> <li>• Community development programs and activities</li> <li>• Participation in Green Building Council Indonesia</li> <li>• Participation in conferences/forums</li> <li>• Consultations and discussions with academics, NGOs, associations</li> <li>• Annual reports</li> <li>• Corporate website and social media</li> <li>• Advertisements</li> <li>• Charities and donations</li> </ul>
<b>6. Media</b>	<ul style="list-style-type: none"> <li>• Growth strategy</li> <li>• Company performance and updates</li> <li>• New product developments</li> <li>• Future development plans</li> <li>• Market diversification and innovation</li> <li>• Environmental-friendly technology</li> </ul>	<ul style="list-style-type: none"> <li>• Annual reports</li> <li>• Corporate disclosures</li> <li>• Press releases</li> <li>• Press conferences</li> <li>• Regular press briefings</li> <li>• Media interviews &amp; site visits</li> <li>• Media group discussions</li> <li>• Corporate website and social media platforms</li> <li>• Timely response to media's requests</li> </ul>
<b>7. Regulator</b>	<ul style="list-style-type: none"> <li>• Licenses and permit</li> <li>• The industry's contribution to the nation's economic development</li> <li>• Health, safety, environment</li> <li>• Green buildings and lifestyle</li> <li>• The industry best practice</li> <li>• Comprehensive long-term plan supporting sustainable growth</li> </ul>	<ul style="list-style-type: none"> <li>• Senior representation on boards of various organizations</li> <li>• Participation in consultations and dialogues with the regulators</li> </ul>

## Our Supply Chain

In each of the process in our supply chain, we are committed to effectively engage all related stakeholders to ensure that the management of goods and services will produce best results in terms of quality and efficiency. In general, Intiland's supply chain process is as follows :



In each process, many stakeholders, internal as well as external, are involved thus making the process become more complicated. Coordination and collaboration are the keys in order to carry out the business successfully.

For Intiland, during this process, procurement plays strategic role to improve the company's quality standard and profitability. It is especially needed in this pandemic situation where cost of land and labors have already hit the bottom.

We believe with good procurement policy and process, the cost will be efficient and effective, just as needed by the company and the customers. We have identified that the key problem in project management is material waste due to overspecifications. As an effort to mitigate the problem, our procurement process requires consultants to provide thorough calculations, estimates, assumptions and justifications when submitting proposals. Engineering review is also conducted to scrutinize specifications to rationalize design elements on all aspects. The ultimate goal is to achieve procurement or construction on a budget while meeting specifications, longevity and serviceability are also key factors. With these comprehensive data, designs and materials will not be overspecified. They will be just as needed by the project. With these, we shall continue to push our consultants and engineers to question the validity and accuracy of original estimates.

Our procurement division also conducts careful inspection of each report of amounts, confirmation of all engineering solutions, and ensures that each product has been installed and received according to the specifications without any reduction in features or quality. We believe that by conducting procurement based on these principles, the Company can maintain the value proposition given to consumers. The procurement standard and specifications remain the same. The general criteria for suppliers to be short-listed are :

1. Company's legal entity,
2. Product availability and compatibility,
3. Product/service quality,
4. Ability to meet the requirements for installation and delivery schedule,
5. Product/service guarantee,
6. Financial stability,
7. References on other projects and
8. Reasonable price in accordance with the products offered.

Product/service offered by suppliers must meet several rigid as well as flexible guidelines :

1. Intiland Sustainable Guideline,
2. Definition from design/technical consultants,
3. Recommendation from construction management,
4. Previous project experiences and
5. Price and value consideration



## Reducing Waste



Our project Fifty Seven Promenade is a prime example of ensuring value propositions to our customers by conducting a detailed and careful procurement process early in the development stage. The procurement team scrutinized the details and specifications of the glasses material. Working hand-in-hand with the project team, our consultant and the glass manufacturer, we required the manufacturer to produce special-sized glasses for Fifty Seven Promenade. If we used the manufacturer's standard size, our project would generate 25.23% - 57.96% of material waste. With the custom size, waste could be reduced to only 3.25%. This initiative allows related stakeholders to experience the real benefits of questioning the validity and accuracy of the design and material by painstakingly going through the details one by one. With this effort, we can manage to reduce the building's environmental impact.

# Vendor Assessment Checklist

During 2021, several projects have started to assess vendors based on GRI (Global Reporting Initiative) assessment checklist as follows :

## General

- Legal Documentations
- Reliable product availability & compatibility
- Established standards
- Installation requirements and delivery schedules
- Financial stability
- Experiences
- Price vs values vs quality
- Intiland Sustainable Guidelines
- Design or technical consultant
- Construction management

## Social Aspects

- Local communities
- Local sub-vendors/suppliers
- Child labors
- Forced labors
- Reasonable wages
- Health and safety
- Reasonable working hours
- Discriminations
- Gratifications

## Enviromental Aspects

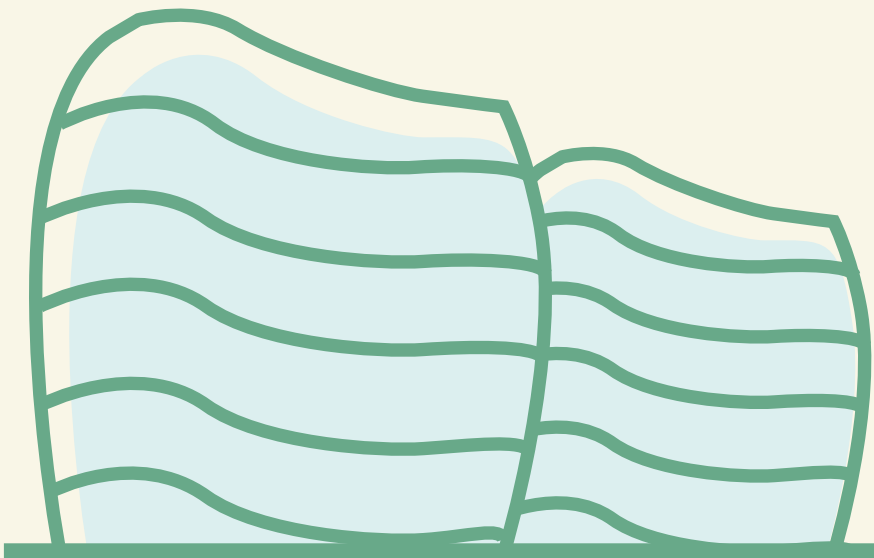
- Environmentally friendly materials
- Natural damage
- Zero waste
- Environmentally-friendly production process

## Product or Service Quality

- Consumers' safety
- Certifications



There were no significant changes in our supply chain in 2021.







Intiland Tower Surabaya



# Managing Social Sustainability

*Property development has huge impacts on society.*

According to the definition by the UK Green Building Council, “social value is created when buildings, places and infrastructure support environmental, economic and social well-being, and in doing so improve the quality of life of people”. In order to carry out those noble social objectives, when doing a development, we need to collaborate closely with many stakeholders both internally and externally. This collaboration is to make sure we can manage the social sustainability. Starting from land acquisitions, conflicts can already arise. By managing the social sustainability, we try to specify and manage both positive and negative impacts of what we do on people and social life.

We are all well-aware that property is a long-term business. To develop an apartment tower, we need at least two years to complete the constructions and probably another two years to hand-over completely to customers physically and legally. Not to mention a 280-ha development which at least takes more than 10 years to develop. Due to this long-term nature of business, people play key roles to the sustainability of a project. People mean customers, employees and community as well.

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## Managing Needs and Trusts

At Intiland, we put customers' needs and trusts as our utmost commitment. The ability to meet and even exceed our customers' expectations is crucial for us. Our long-established track record has proven this commitment. In order to keep up with customers' needs, we keep adapting and innovating. We strive to find new strategy and process in order to develop better supply-chain and better customer experience. This is very important especially in this pandemic situation where everything changes very fast.



South Quarter Jakarta



Since 2020, we have utilized our digital assets to reach out to our customers. To effectively communicate with our customers and key stakeholders, we have developed several applications and tools, namely :

Buildings	Applications	Objectives	Impact
Intiland Tower Jakarta South Quarter Serenia Hills 1Park Residences 1Park Avenue	BAMMS (Building Application Mobile Management System)	Providing automatic system for building/estate management.	More efficient and effective operations. Communication with tenants/residents (requests/inquiries/complaints/work orders) can be done online and progress can be monitored real time.
Serenia Hills	Integrated Smart Home System	<ol style="list-style-type: none"> <li>1. Providing secure access for identified vehicles</li> <li>2. Providing security monitoring for residential areas</li> <li>3. Providing emergency button to contact security</li> <li>4. Connecting camera and security system of the house for residents to remotely control them via the</li> <li>5. Smart Home app BAMMS, providing automatic system for estate management</li> </ol>	More efficient, effective and secure operations. Communication with residents (requests/inquiries/complaints/work orders) can be done online and progress can be monitored real time.
Aeropolis	Parkee	Providing convenience for residents/visitors in extending/renewing parking subscriptions.	Faster process, no queue at the office. Transaction system is transparent. Customers can benefit from the joint-promos with payment partners.
South Quarter	Firecek	Providing mobile checking for fire extinguisher.	Easier to set up, monitor, and carry out inspections on fire extinguishers.
All buildings/estates	Cashless Parking Payment	Providing convenience and reducing fraud.	More efficient and secure payment management.

## Customers' Health And Safety

The health and safety impacts of our development are regularly evaluated for improvement. Due to pandemic, we managed to redesign some of development to accommodate the necessary facilities such as adding shower rooms at The Rosebay Apartment in Surabaya to be used by residents before going up to their units. For material selection, assisted by the consultants, the procurement process must take into account the national as well as international standards and Intiland Sustainable Guideline. To ensure the comfort and protection for the customers, the Company provides product warranty of 90 days in average after the handover to the customers. We engage construction management since the beginning of the project to ensure the agreed specifications are accurately delivered. Timely communication is key in constructions. Some contractors provide progress report in video to be shared with our customers. For handover from the contractor, we will go through the checklist and inspect them directly.

The checklist includes all required permits, from elevator use permits, gondola permits, escalators, taxes, employment, parking to security contracts, landscaping, etc. This checklist will serve as the basis for the maintenance of the building. As for the customers, we provide checklist of their units to be inspected and approved together with the handover agreement.



### Shower Rooms to Combat Covid-19



Intiland continues to set further standard to advance its commitment to combat Covid-19 by adding new shower rooms at The Rosebay, our low-rise apartments in Surabaya. The shower rooms serve as the transit area for residents to clean themselves before going up to their units. This is one of our efforts to promote wellness where residents grow to be healthier and better.



Intiland has been known for its commitment to delivering quality homes and commercial spaces. We won several awards for the recognition of our excellent achievements in 2021, namely :

- **Top Ten Developer 2021** – BCI Asia Awards 2021
- **The Best Property Company & Real Estate** – Urban City Awards 2021
- **Gold Winner : Serenia Hills** - World FIABCI Prix d'Excellence Awards 2021
- **Highly Recognized Condo In Jakarta : 57 Promenade** – Properti Indonesia Awards 2021
- **Best Premium Apartment : Regatta** – Golden Property Awards 2021
- **Best Housing Development : DUO** – PropertyGuru Indonesia Property Awards 2021
- **Gold Winner Office Development : South Quarter** – FIABCI REI Excellence Awards 2021
- **Gold Winner Residential High Rise : 1Park Avenue** - FIABCI REI Excellence Awards 2021
- **Gold Winner Residential Mid Rise : Graha Golf** - FIABCI REI Excellence Awards 2021
- **Silver Winner Residential Low Rise : Graha Natura** - FIABCI REI Excellence Awards 2021
- **Country Winner Sustainable Developer : Intiland** - PropertyGuru Asia Property Awards 2021



The awards recognize our steadfast design and planning process accentuating comfort and values for customers. Health and green environment have always been in our design standard. It is included not because it is relevant and appealing due to the pandemic but dates back many years before. Several projects have gone beyond Indonesia's regulatory requirements.

Graha Famili, developed since 1992, allocates more than 60% of its areas for facilities and landscapes. Graha Natura, developed since 2012, allocates almost half of the land area for green open spaces. The target was to plant at least 10,000 trees from 1,000 different species throughout the area. This number represents about 25% of the 4,000 tree species in Indonesia. To date, there has already been 5,295 trees from 790 species, planted in Graha Natura. DUO Talaga Bestari, our newest development in Tangerang, brings forth breakthroughs and innovations in building and environment designs. It provides an integrated linear garden that segregates access road for vehicles and area for pedestrians thus making it safe for residents. Residents can utilize edible garden to grow any vegetables they like. We create affordable luxuries in DUO to suit millennials' needs and financial ability.



## Popular in Surabaya



Our lake in Graha Natura Surabaya is quite popular. Visitors can enjoy the greeneries and the lake occupying 1.2 hectares of land.

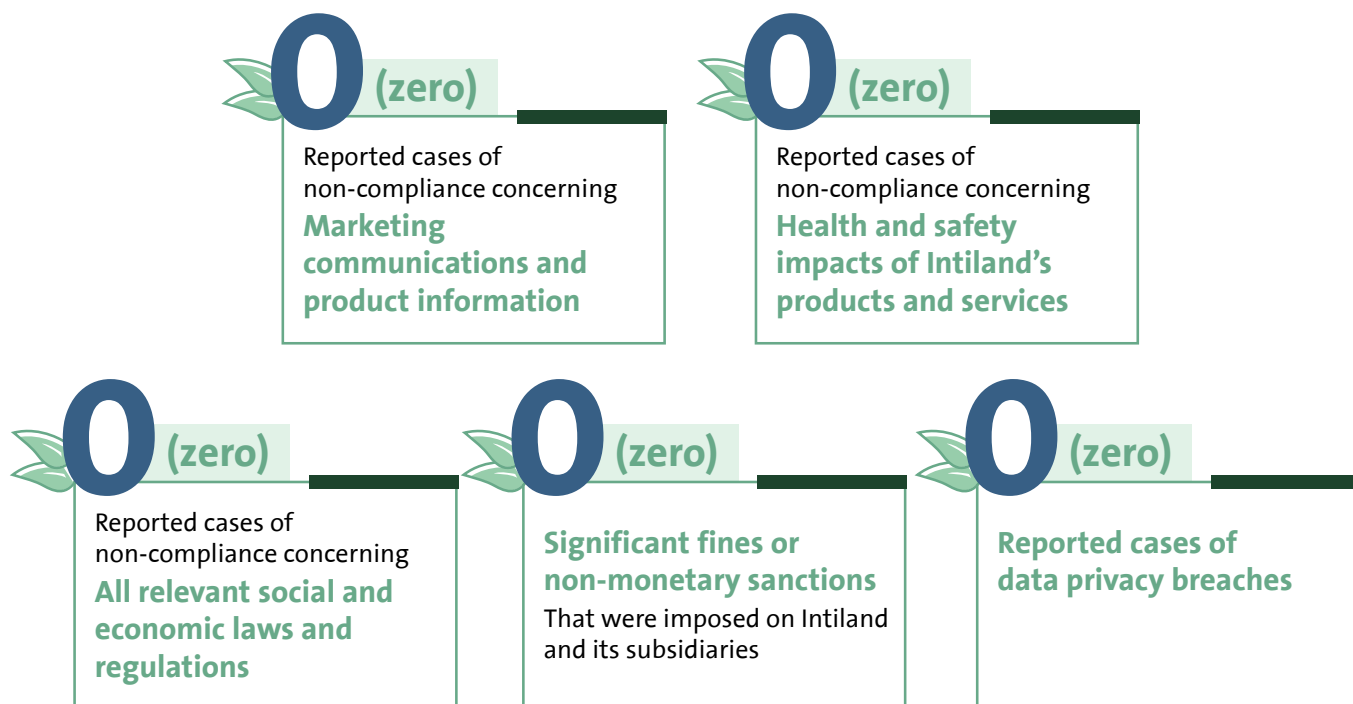
*"Healing at Graha Natura Park, a beautiful picnic spot with a lake. Graha Natura Park is one of the family tourist destinations in Surabaya with beautiful views and cool air"*

(<https://www.gotravelly.com>)

*"Graha Natura Park has gone viral. Many people go picnic in this tourist spot since it has large park with lake view. It is located in Graha Natura luxury housing complex in Surabaya. The park and lake are open for public and it is pet-friendly"*

(<https://wisatamilenial.com>).

In 2021, we are pleased to report that there were :



## Customers' Affordability

In order to enable more people to afford buying property, we develop several payment schemes and collaborate with various funding partners to cater to our customers' financial capabilities.

From 21 June – 30 September 2021, Intiland launched Click & Stay corporate campaign. Collaborating with several bank partners, we managed to secure mortgage rate of 2.75% fixed for 2 years. Other benefits for consumers include prizes worth up to Rp 250 million and free value added tax. During this period, we hold several insightful webinars with several interesting topics such as business opportunities, property investment, survival kit for Covid-19, immune system, healthy & wealthy investment and BTP Insights with Basuki Tjahaja Purnama.



In the second round of the year from 15 October to 31 December 2021, we launched Year End Symphony (YES) campaign. This special promo enables customers to enjoy down payment discount up to 50%, affordable down payment installment of only 1.67%, direct prizes worth up to Rp 250 million, free value added tax, free provision fee and free transfer fee.

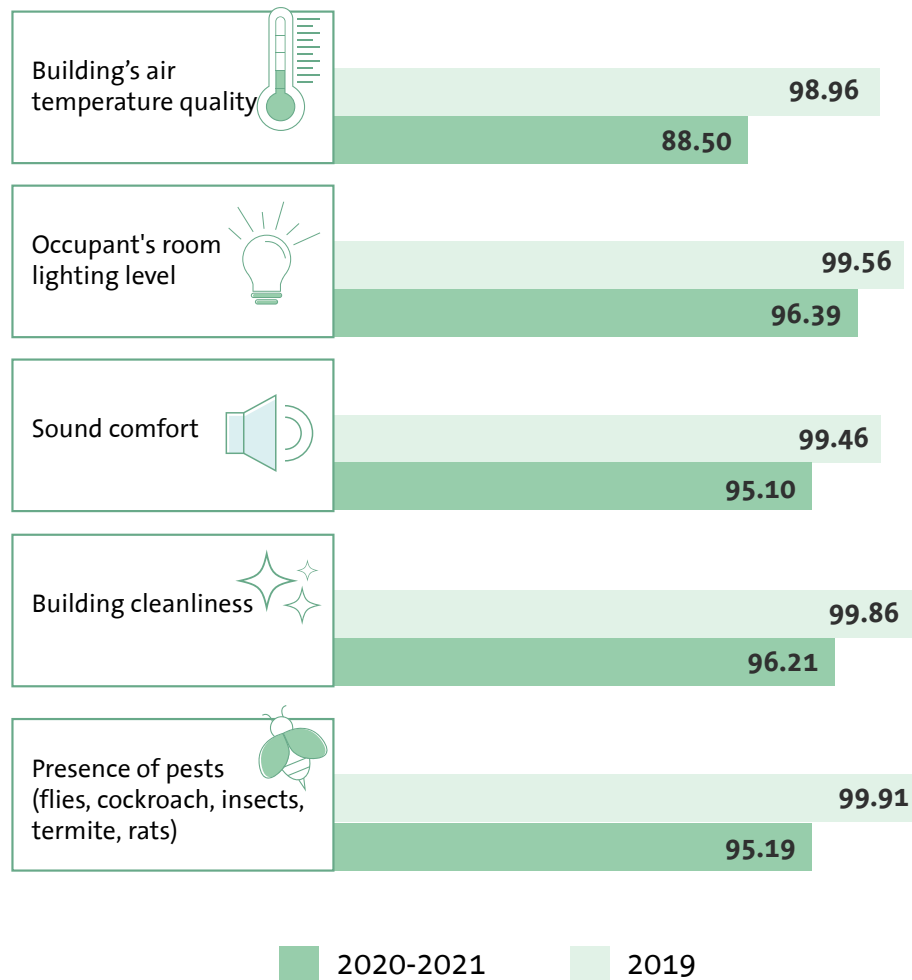
All those two corporate campaigns primarily utilized digital tools as means of communication with customers and potential customers.

The Company managed to book marketing sales of Rp 1.642 billion in 2021, increased 75% year-on-year from Rp 937 billion in 2020. Additional contribution coming from the recurring income in 2021 amounted to Rp 658 billion, increased by 11.5% from Rp 590 billion in 2020.

## Customers' Satisfaction Survey

This year, we have managed to broaden our satisfaction survey to include more buildings and estates.

1. South Quarter's Customer Survey 2019 and 2020-2021 based on GBCI (Green Building Council Indonesia) criteria :

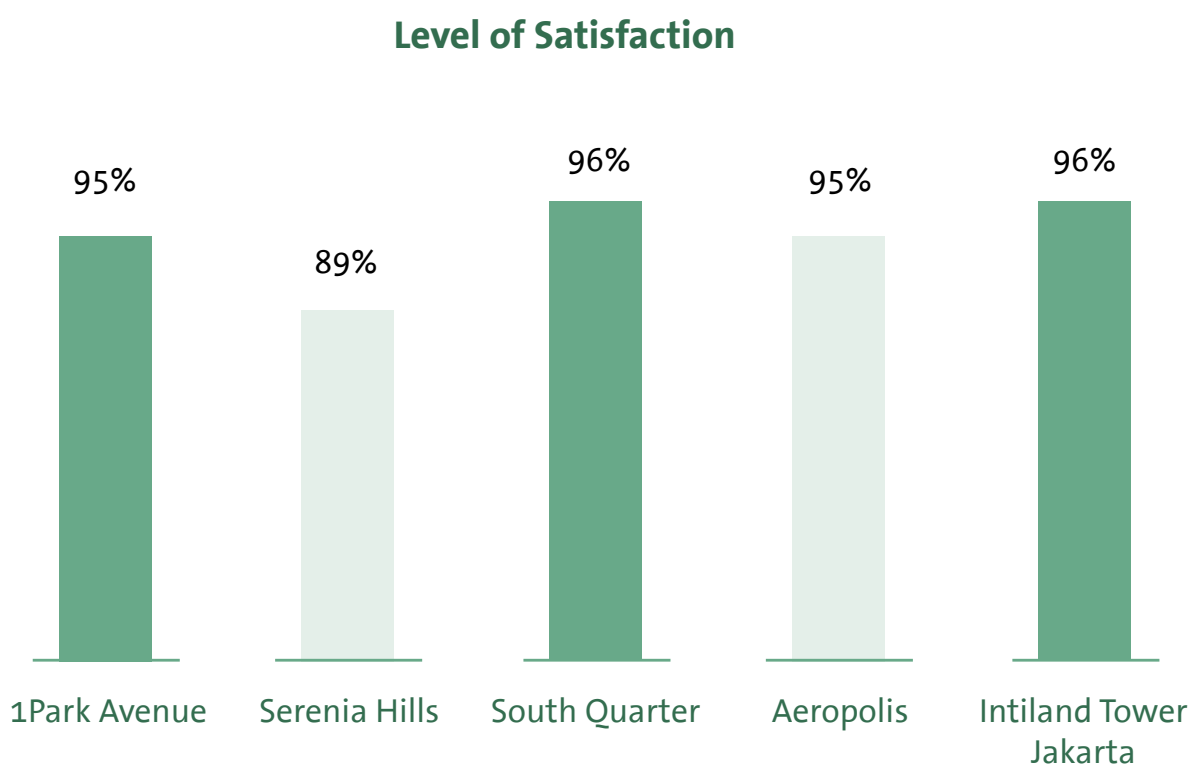


\*Total occupants : 6,077, total respondents : 1,825 (30%)

\*\*Total occupants : 6,625 – 7,016, total WFO : 1,686 (October 2020 – July 2021), total respondents : 878 (52%)

In general, the satisfaction level of the tenants in South Quarter is far above the 80% satisfaction rate target of GBCI (Green Building Council Indonesia). Compared to last year, the satisfaction level is slightly decreased due to the WFO & WFH (Work From Office & Work From Home) policy. Even though total occupants increased in 2020-2021, the WFO tenants were only 315 – 1,686 people during the survey period.

2. During July – December 2021, our services division added Serenia Hills (residential estate), 1Park Avenue and Aeropolis (apartment buildings) Intiland Tower Jakarta (office tower) for customer satisfaction survey. South Quarter is included as well to broaden its satisfaction factors. It is meant to measure from building security system, emergency handling, quality of service, cleanliness, up to parking and invoice systems. The general result is as follows :



1Park Avenue - total occupied units : 249, total respondents : 142 (57%)

Serenia Hills – total occupied houses : 467, total respondents : 137 (29.3%)

South Quarter – total occupied units : 80, total respondents : 48 (60%)

Aeropolis – total occupied units : 2100, total respondents : 151 (7.2%)

Intiland Tower Jakarta – total occupied units : 55, total respondents : 51 (92.7%)





In general, the satisfaction level of tenants and residents of these 5 buildings are above 80%. Tenants and residents greatly appreciate the building management for the clarity of information, staff's attitude and service, handling response time and health protocol system. Areas that need improvement are the resident service application, parking system and toilet conditions.

# Managing Organization, People and Workplace



For us, these three elements : organization, people and workplace, are keys to ensure the Company's growth. Policies and procedures, combined with happy employees in a safe and comfortable working environment will path the way to the success of the Company.

## Managing Organization

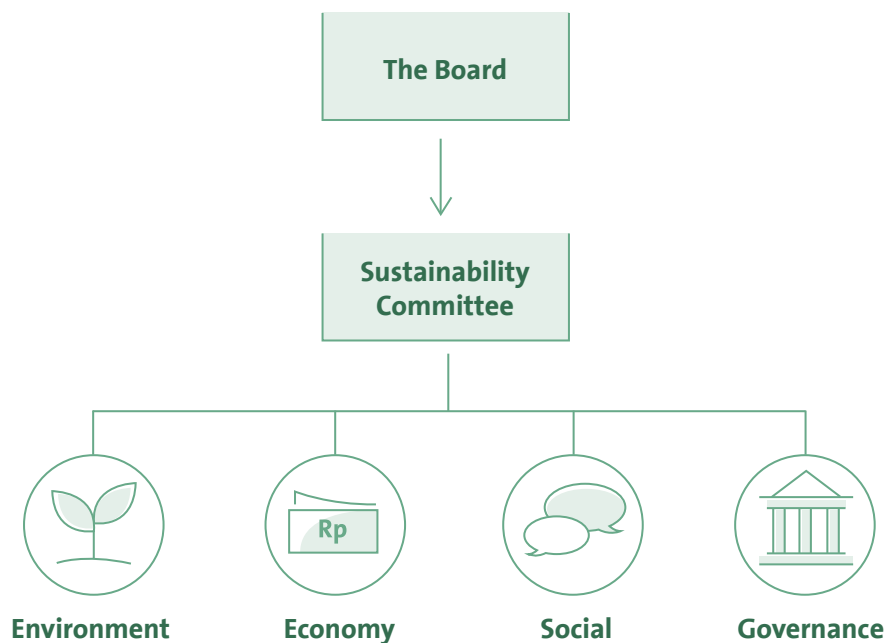
As an organization, Intiland is committed to maintain transparent and trustworthy attitudes towards its people. These attitudes are continuously upheld in carrying out all activities to maintain our stakeholders' trusts and confidence in our ability to achieve long-term growth and profitability of the Company.

In order for our people to be able to establish and develop their careers to their fullest, the Company maintain its family-like environment where people can constructively express their ideas, enrich their knowledge and skills, exchange and share experiences through programs developed to improve our human capital.

## Corporate Governance

For Intiland, corporate governance serves as a foundation in every implementation of the Company's operational activities. As it is a relentless process, we always build awareness of good corporate governance at all levels of the organization. Please check our Annual Report 2021 for full corporate governance report.

## Sustainability Governance Structure



The structure comprises of people across projects and divisions. The sustainability committee comprises of senior management from quality and continuous improvement, risk, finance, internal audit, planning as well as corporate secretary divisions. Its main function is to oversee the identification, assessment and mitigation of significant environment, economic, social and governance issues impacting Intiland's business sustainability while division and project heads as the process and risk owners are to integrate business and sustainability priorities to ensure full supports towards Intiland's sustainability journey. Updates on key changes that might potentially affect the Company in corporate as well as project levels will be alerted to the Board and mitigation initiatives will be proposed.

## Business Ethics and Compliance

In our business process, we will comply to all applicable laws and regulations from land acquisitions to property management. In 2021, there were no cases of non-compliance. For ethical issues, it has been regulated in the company regulations, providing clear guidance on how to behave according to Intiland's values and principles in dealing with colleagues, customers, suppliers, and other stakeholders. This includes gratifications, corruptions, fraud, data confidentiality, etc.

## Corporate Policies & Oversight Function

Intiland has corporate policies to guide its business and employee conducts.

Please refer to our Annual Report and website <https://www.intiland.com/id/gcg> for more details.

At Intiland, the Directors, Board of Commissioners and Committees ensure that the Company implements policies in accordance with the prevailing law and regulations. All corporate and key project operation policies are reviewed and approved by the Directors and/or the Board of Commissioners. New directors, commissioners, and committee members are provided with induction programs to familiarize them with capital market and public company regulations as well as the Company's corporate policies for their compliance while existing members will be regularly refreshed with key and/or updated regulations.



Graha Famili, Surabaya



## Risk Management

Each of the business process involves some degree of risks either low, medium or high. The better we understand the risks, the better we understand the opportunities and costs involved. Since 2017, Intiland has formulated its risk management charter. It codifies the Company's approach to measure, manage, report and control the Company's risks in a systematic and integrated manner to protect the interests of the Company. This charter provides guidelines for implementation of integrated risk management and internal control as components in corporate governance. For details, please check <https://www.intiland.com/wp-content/uploads/2019/08/Risk-Management-Committee-Charter.pdf>.

In 2021, we focus the risk mitigation on the tax incentives, acceleration plan to ensure on-time project delivery, digital marketing and balance scorecard to measure the work performance. Regarding Covid-19, we run WFH and WFO as regulated, strict control on employee performance and health protocol implementation, online invoicing and check-in and out with PeduliLindungi application in our office buildings and retails.



Praxis, Surabaya

## Whistleblowing Policy

Our employees and stakeholders can raise concerns over any violations inside the Company through our whistleblowing channels : a dedicated email account and text number. Violation means any deviation on the Company's regulations either done privately or in group, to gain personal and/or group benefit that may harm the Company. Our Internal Audit is in charge to ensure that each report received will be settled properly. Please see our Annual Report and website for details.

## Culture And Knowledge Management

Since 2017, Intiland has been developing a culture that creates a great place for people to work together. Our TRICE values serve as the foundation for our attitudes and ethics. We believe that business with great work culture will produce sustained and highly performed outputs. Each year with specific theme derived from the values will be on campaign.

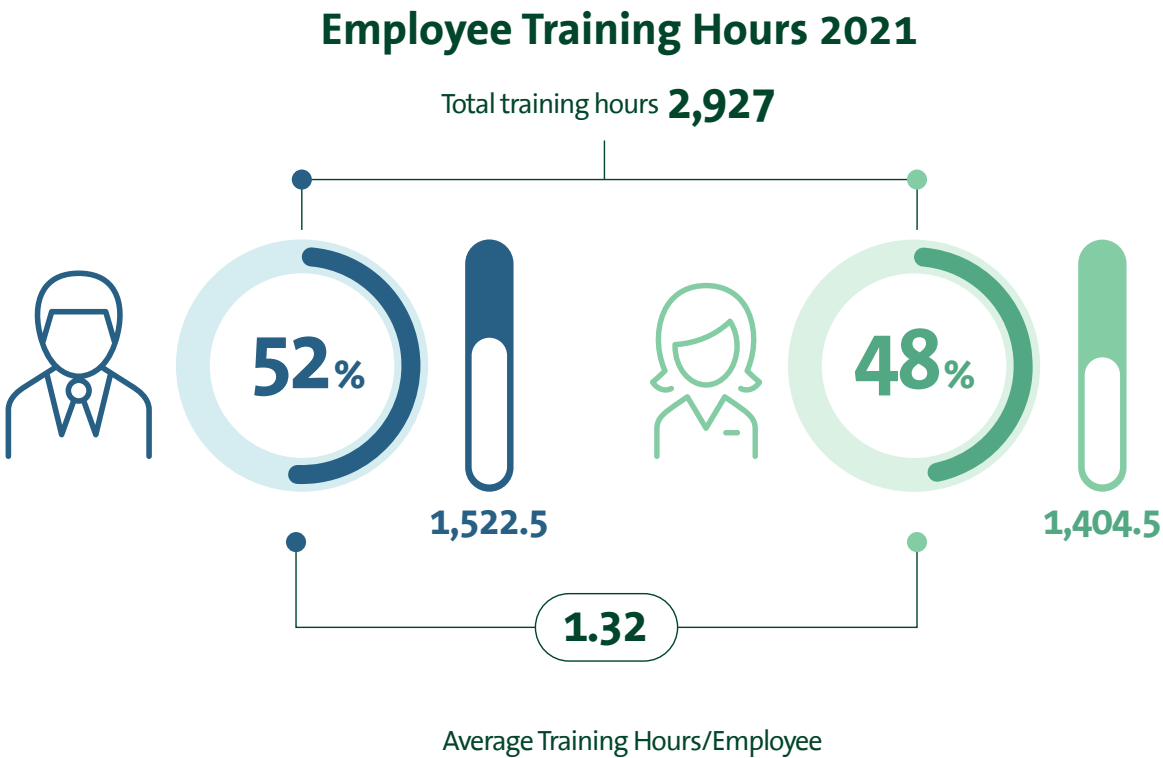
In 2021, the Company continues to maintain the three areas : 1) learning program, 2) infrastructure and policy and 3) monitoring and evaluation.

Year 2021 embraced INNOVATIVE value for the culture campaign. Besides posters and e-learning, the Company conducted SGAJDI competition in August and internal coach workshops in September. Eleven people have been selected to become internal coaches and they are expected to be able to coach other employees to reach their fullest potentials.



For knowledge management, we continue to maintain and improve last year programs that include 1) Learning corners, 2) GLADIS (Global Learning and Development Information System), 3) Leaders Forum, 4) Forum GM and 5) Intiland Townhall.


In 2021, we managed to conduct Intiland Engagement Day to increase employee engagement in a fun and exciting way.



\*Training hours recorded are from corporate office only, excluding the board of commissioners, directors, committees, corporate secretary, internal audit and projects. For details, please check our Annual Report.

## Continuous Improvement and Innovation Award

The continuous improvement culture is getting well established. The annual Innovation Award for continuous improvement competition received a total of 246 participants registering their ideas and 31 were awarded as winners. The Company will fully investigate how to best standardize these ideas for the subsidiaries and projects to take full advantage and if possible, integrate with other innovations and technologies. The 2019 idea has been implemented as GLADIS application while the 2020 idea has been implemented as AIMS. Details on GLADIS dan AIMS can be found below.

Year	Participants		Winners		Problem Solutions
	Jakarta	Surabaya	Jakarta	Surabaya	
2021	165	81	28	3	 Integrated Online Purchasing
2020	152	98	10	6	 Digital Invoicing System
2019	225	200	15	8	 Remote Learning & Development Application




## Employee Productivity

When the working from home policies were enacted, we knew that it was not to be a temporary compliance to the government and we were to embark on a new way of working and collaborating, which we executed with great success. The employees understood that timely decisions must be made,

and collaborations can be done more effectively through means of online meetings in lieu of face to face meetings. The work policies were supported by reliable technologies and allowed everyone to focus on their works while complying with the local government restrictions.

## Smart Applications for Productivity

In order to help employees improve their productivity, our IT division develops several applications and tools to help employees get things done in an efficient and effective manner. These applications can be accessed through online to improve workflow and project management. It is also meant to communicate and coordinate easily through mobile.

Applications	Functions
	SAP, our core system, to compile the Company's financial statements.
	Newforma, a project information management software, to assist project field team in monitoring the progress of work with related parties.
	Alfresco, a document management system software, to store digital documents.

In addition to those three core programs, we also develop our own in-house applications, namely :

## Applications & Functions



SMILE, to record and monitor user's problems through the ticketing system.



LiSA, a reminder for maturity date, such as : contract or license renewal, etc.



AIMS, a center for online administrative input, approval and monitoring of account payable billing processes.



Project Lifecycle, to monitor the progress of a project from inception to topping-off, including progress photos, recording of sale and purchase agreements, handover and project occupancy.



ToMas (inventory management), an inventory recording tool to monitor the entry and exit of goods in the warehouse.



i-Pro, to digitize purchasing processes from purchase requests to approval and purchase order.



GLADIS, an online learning tool for employees.



IB Club, a portal for IB Club members to input, check and redeem their points from the sales.

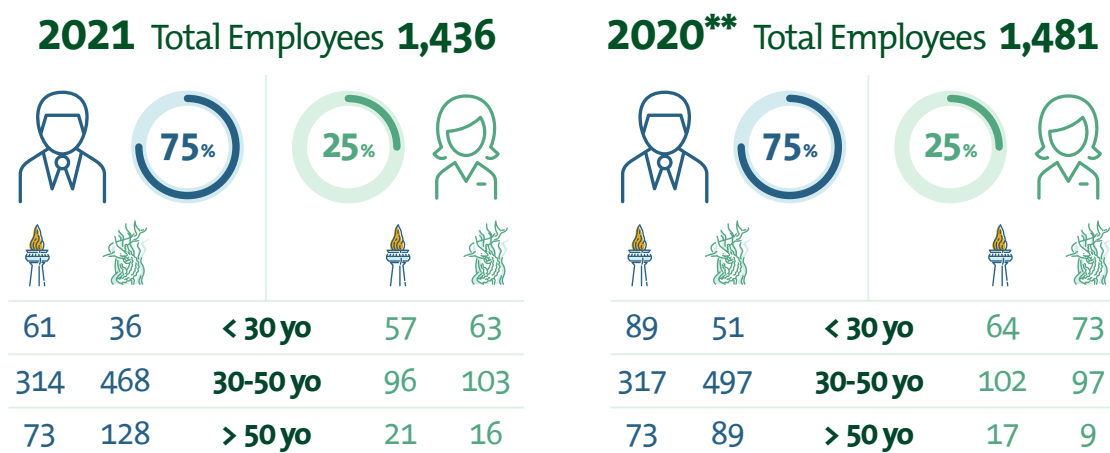
## Managing People



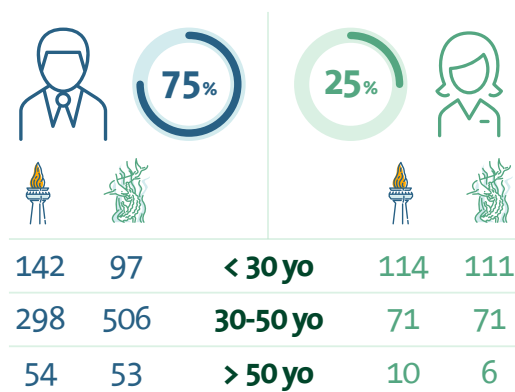
Managing people well is extremely important to achieve goals and objectives of the Company. For organizational development, talents play key roles. Since 2018, we have identified and profiled the target positions to nominate successors in the talent pool. These efforts are to make sure that the succession planning roadmap runs smoothly in head office and projects. During 2020 – 2021, the Company focused on the assessment of competency gap for key positions. This is to measure the performance and competency of key candidates. The scope of this section includes head office as well as project data in Jakarta and Surabaya, unless specified.

## Employee Composition

Total Number of Employees\*



### 2019\*\* Total Employees 1,536



\*including permanent, contract, part-time and daily workers.

\*\*restated, to include daily workers.



: Jakarta



: Surabaya

As at 31 December 2021, Intiland employed a total of 1,436 employees for our head office and projects in Jakarta and Surabaya, of which 75% were men and 25% were women. Even though men dominate the gender ratio for property industry, Intiland provides equal opportunity for men and women to grow and develop further.

Intiland has a diversified workforce across all age groups. In 2021, 67.4% of the total employees are 30 – 50 years old. With these energized people, we expect them to enlighten new energy to the Company.



## Permanent Employees

**2021** Total Employees **1,103**



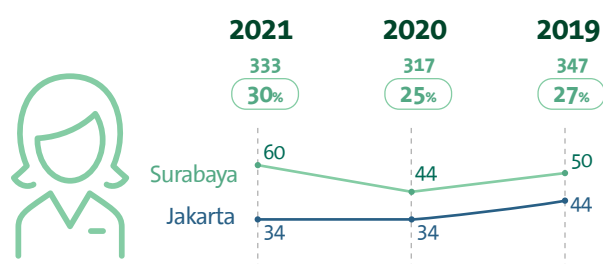
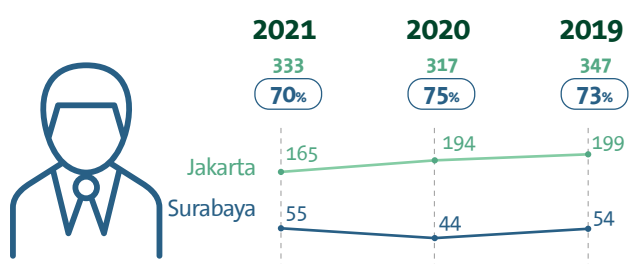
**2020** Total Employees **1,161**



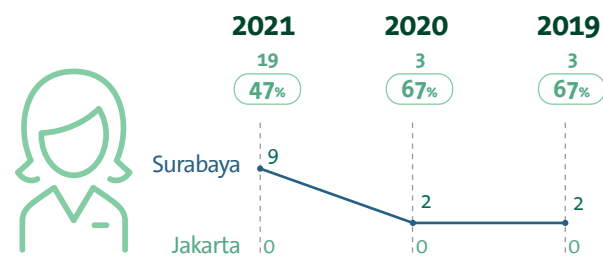
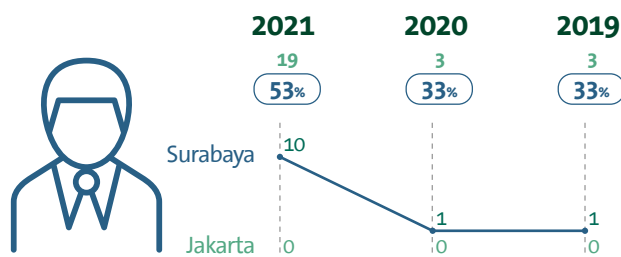
**2019** Total Employees **1,186**



## Contract Employees

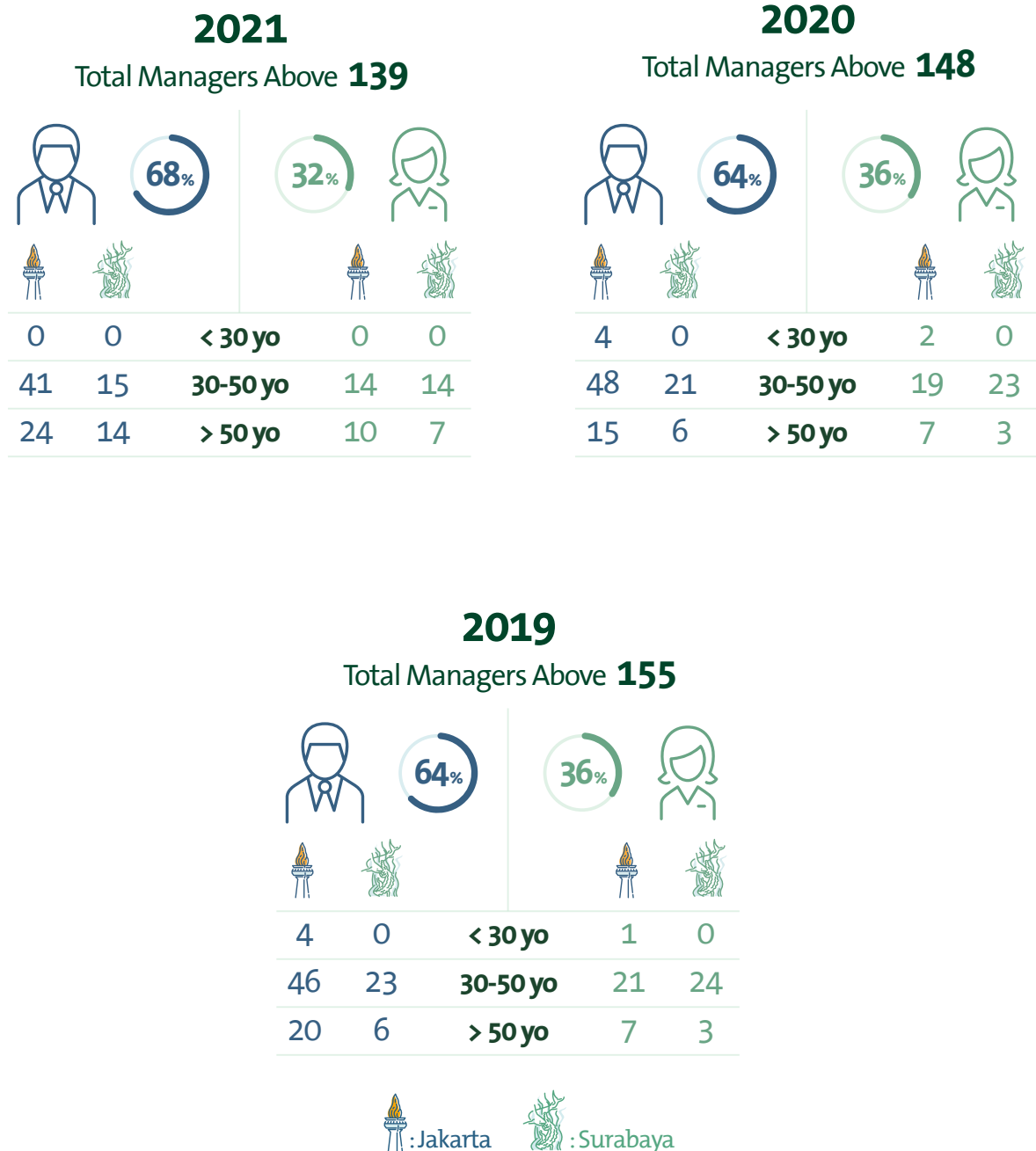


## Daily Workers



Seventy-seven percent of our employees work under permanent terms, while 22% are contractual-based and only 1% are paid daily. They are all under full-time employment. There are no part-time employees in 2021, 2020 and 2019.

## Governance Body

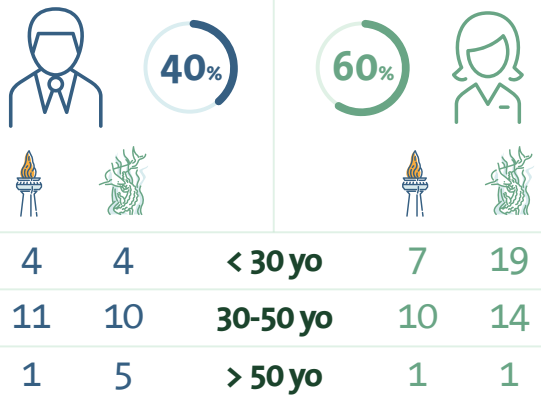


In 2021, our governance body consists of 68% men and 32% women. This means women hold bigger roles in senior positions considering that the composition of the total employees are 75% men and 25% women. Most of them (60.4%) are within 30 -50 years old and the rest (39.6%) are above 50 years old. 97% of the governance body are Indonesians, hired from our local community.

## Employee Resignations

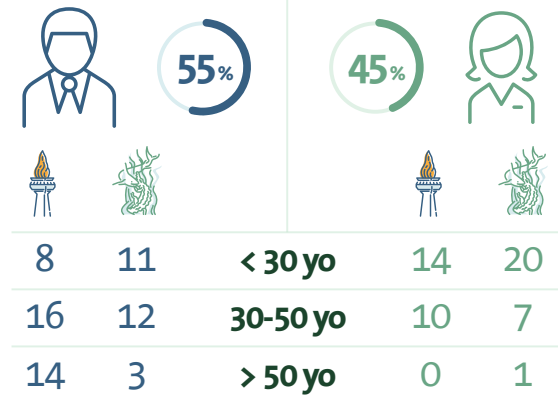
**2021**

Total Resignations **87**



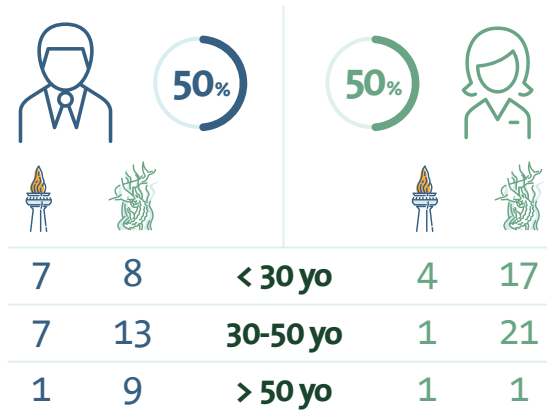
**2020**

Total Resignations **116**



**2019**

Total Resignations **90**

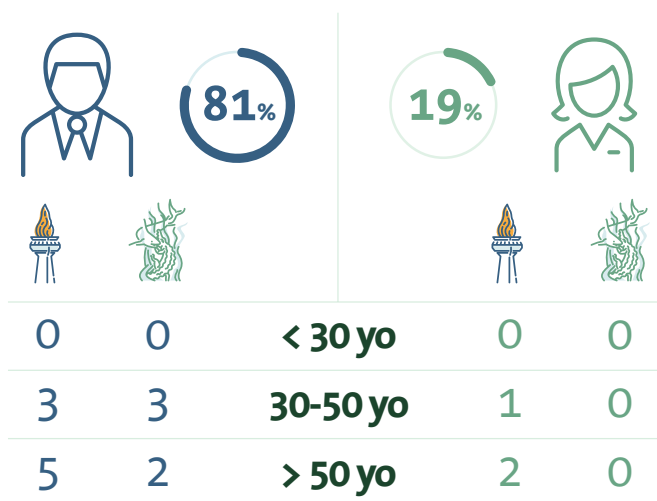


 : Jakarta  : Surabaya

## Involuntary Turnover

# 2021

## Total Involuntary Turnover 16



: Jakarta



: Surabaya

Notes : No involuntary turnover in 2020 and 2019.

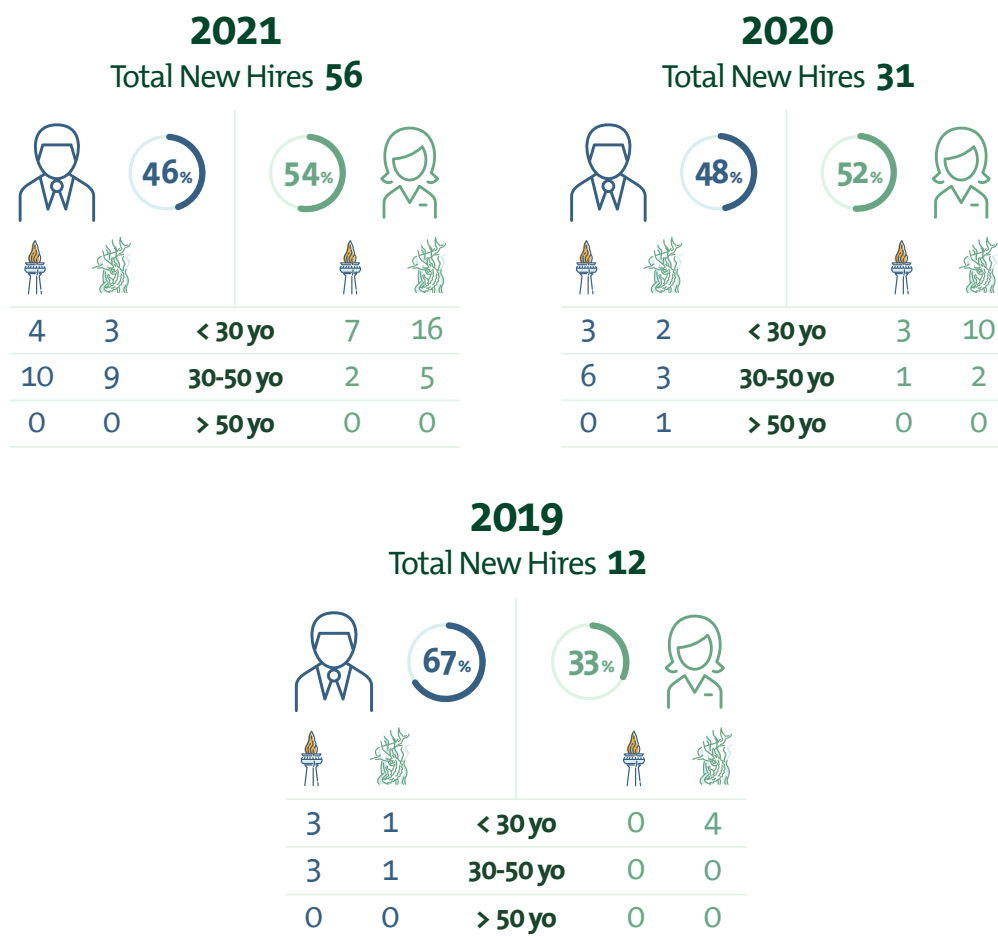


In 2021, the Company still implements tight monetary policy and careful manpower planning due to the uncertain situation because of the pandemic. As advised by the Nomination and Remuneration Committee, the Company continued to implement the wage freeze policy in 2021.

This policy might drive the still high employee turnover in 2021 at 7%. 87.5% of the involuntary turnover is due to retirement and death. There has been no major reorganization in Intiland resulting in the loss of jobs. For employee termination or resignation, a minimum notice of one month will be fulfilled.



## New Hires



Intiland hired 56 new employees in 2021, 80% higher than in 2020. As explained in our previous report, during 2020 due to the pandemic, business slowed down. Recruitments were only for necessary positions. While in 2021, even though the Company still implements strict recruitment process, it has to maintain its operation quality in line with the improvement of the economy and business.

## Local Hires

When applicable, our projects will hire local workers around the projects for various positions. This initiative strengthens the projects' roles in improving the standard of living of the local communities. Trainings are conducted when necessary to improve the skills of recruited local employees to meet the Company standards.

## Equal Opportunities

Intiland's company regulations stipulate the Company's commitment to fair labour practices. Recruitment must be processed on non-discrimination and fairness, regardless of gender, ethnicity, religion or age.



Intiland Tower Jakarta





## Women Empowerment

Even though women consist of only 25% of employees in Intiland, the Company recognizes their key roles and contributions in the Company's growth. Intiland is committed to giving equal opportunity to women for career development. At the corporate level, for instance, we have Ms. Ping Handayani playing key roles as Chief Financial Officer and Ms. Susan Pranata as Corporate Marketing Director. These two roles are key drivers for the Company's growth. 32% of our division and project heads consists of women and they are key decision makers.



### **Fransisca Tatik Yudianti**

*(Project Head of Magnolia Residence, Jakarta)*

"Many people think that only man can lead a project. Well, it is wrong. I thank Intiland for giving me the opportunity to show that a woman is as capable as a man to be a project leader".



### **Renny Mariska**

*(Project Head of Graha Natura, Surabaya)*

"I must say that working in a male-dominated environment is not easy at the beginning. However, along the time, the process that was initially difficult turned out to be interesting challenges for me. I am grateful to be given these trusts and opportunities".



***Left to right standing :***

Ayu Laksmi Susanti (GM Praxis), Irene Rahardjo (Marketing Communications Director) Susan Pranata (Corporate Marketing Director) Jessy Tanizar (GM Finance Accounting), Ping Handayani (CFO).

***Left to right sitting :***

Poppy Tan (Head of Procurement), Tatik Yudianti (Project Head Magnolia Residence) Tien Tien (GM Corporate Finance Accounting)



***Left to right standing :***

Renny Mariska (Project Head Graha Natura), Endah Kelanasari (GM Services), Theresia Rustandi (Corporate Secretary)  
Anita Dwi Kurnia (Head of Human Capital Surabaya)

***Left to right sitting :***

Novita Anggriani (Head of Business Development), Fransiska Husada (Head of Corporate Legal)  
Babay Saubariyah (GM Intiland Tower Jakarta)

## Anti-bullying and Anti-harassment

All employees must be treated with respect. No employee is subject to any physical, psychological, verbal or sexual abuse. We expect our employees to be culturally tolerant and respectful towards each other, taking into consideration the multiculturalism. In 2021, there was no incident of discrimination, bullying or harassment.

## Remuneration Policy

Remuneration policy is formulated and evaluated based on the Company's Articles of Association and prevailing regulations, among others the Law No. 13/2003 on Employment, and the local regulations on minimum wage that prevail in each of the operational areas of Intiland. General remuneration policy is proposed by the Directors to the Board of Commissioners with the recommendations from the Remuneration Committee.

The proposal and recommendation are based on the industry and overall market standard and the company's financial performance. The compensation and reward policies are based on performance which is measured by Key Performance Indicators (KPI) method. Through the KPI, the Company can evaluate the performance of each employee in a more objective and measurable manner. KPI assessment results can be the basis for the Company to provide reward or punishment to the employees.

## Minimum Wage



We comply to the government's minimum wage regulations and there is no salary difference between male and female employees.

## Benefits And Welfare

For full time employees, benefits and welfare include holiday allowances and bonus, travel allowance, health allowance, BPJS kesehatan (social health insurance), BPJS ketenagakerjaan (employment social security), social assistance, pension program, employee co-operative facility, transportation allowance for managers above and overtime allowance for non-staff. At Intiland, employees' health is covered both by 1) the Company and insurance company through medical fee reimbursement and 2) by the Government (social health insurance administration body). These schemes give employees peace of mind at work.

## Maternity Leaves

The Company adopts maternity leaves based on Manpower Law Number 13 of 2003. It is stated that female employees are entitled to 3-month maternity leaves and male employees are entitled to 2-day paternity leaves.

In 2021, 14 eligible female employees had their maternity leaves and returned to work after their maternity leaves. From 14 employees, 13 stay working within 12 months after the maternity leaves end. While for paternity leaves, only one eligible male employees utilized his paternity leaves.

## Pension Program

For pension program, Indonesia has employment social security savings plan managed by social security administrator for workers (BPJSTK). Details on the plan can be found at <https://www.bpjsketenagakerjaan.go.id/program-jaminan-hari-tua.html>. The funds can be used for work accident, death, retirement, job loss and investment. In addition to that, Intiland sets up its own pension fund managed by Manulife Indonesia. The proceeds can be used as cash fund for workers when they retire.



## Internships

Intiland offers students the opportunities to learn and put the theories into actions in a real business process of property industry. In 2021, the Company accepted 8 interns from various universities and backgrounds who had been assigned to divisions and projects.

## Employee Union

The Company respects employees' rights to be members of trade unions. Since the values and attitudes of the Company is family relations and all employees' necessities are fulfilled accordingly, all employee matters can be resolved properly.

## Managing Workplace

We believe that working spaces must be secure and comfortable to create a productive environment. A work environment is the combination of physical settings and social features which will affect feelings, relationships, collaboration, efficiency and employee health.

## Occupational Health and Safety

At Intiland, either at corporate offices or at projects, we have standard operating procedures to mitigate risks of accidents, injuries or illness. For us, our direct employees and workers at the construction sites and managed properties are equally important. The procedure is to prevent accidents, fires, explosions, pollutions and occupational diseases.

To take care of employees' health and safety while working especially when conducting site visits and inspections to projects, we strive to improve our precautionary safety measures by adopting industry best practices.

When accident happens, we will investigate the case, identify the root cause and improve the mitigation and procedures.

At project sites, workers can be the member of Health & Safety Committee (HSC) and jointly with our contractors, statistics are recorded systematically.

Our South Quarter project participates in involving its employees in health and safety training for fire officers, electricians, building fire safety management and management system.



## Working Hours and Accidents/Injuries in 2021

Our SQ Res and Fifty Seven Promenade projects recorded no accidents or injuries in 2021.

### Total Working Hours



SQ Res\*

879,233

Fifty Seven Promenade\*

7,257,148

0

Total Accidents / Injuries

Total Lost Time Injury (LTI)

Accident Frequency Rates (AFR)

Accident Severity Rates (ASR)

Notes :

\*SQ Res construction progress is 28.20%, Fifty Seven Promenade construction progress is 71.32%.

- LTI : accident cases resulting in lost working days
- AFR : ratio of the frequency rate of occurring accidents in a period of time  
(total accidents/total manhours) X 1,000,000
- ASR : severity ratio of occurring accidents in a period of time  
(total lost working days/total manhours) X 1,000,000

## OHS Certificate of Achievement



Our Fifty Seven Promenade project in Jakarta has achieved certificate of achievement of no lost time incident between 6 May 2019 to 31 December 2021.



Employee vaccine activities



**+99%**

Employees Have  
Been Vaccinated

## More On Covid-19 Initiatives

We continue to update employees with knowledge on Covid-19. During 2021, through GLADIS (Global Learning and Development Information System), we had four knowledge series on Covid-19. We also conducted a sharing session from employees with Covid-19 on how successfully recover from Covid-19 and a Health Talk in collaboration with Halodoc about Covid-19 current development. Health protocols are consistently applied in a disciplined manner in offices and projects to stop virus spreading.

By 31 December 2021, 99.4% of employees in Jakarta and 98.8% of employees in Surabaya have been vaccinated. The rest have not been able to be vaccinated due to comorbid factors. The Company seriously promotes the vaccination to help protect employees, clients, customers and visitors from Covid-19. We believe this initiative will improve morale and build trust of the employees. For employees, this will help protect their families as well.

## PeduliLindungi Application



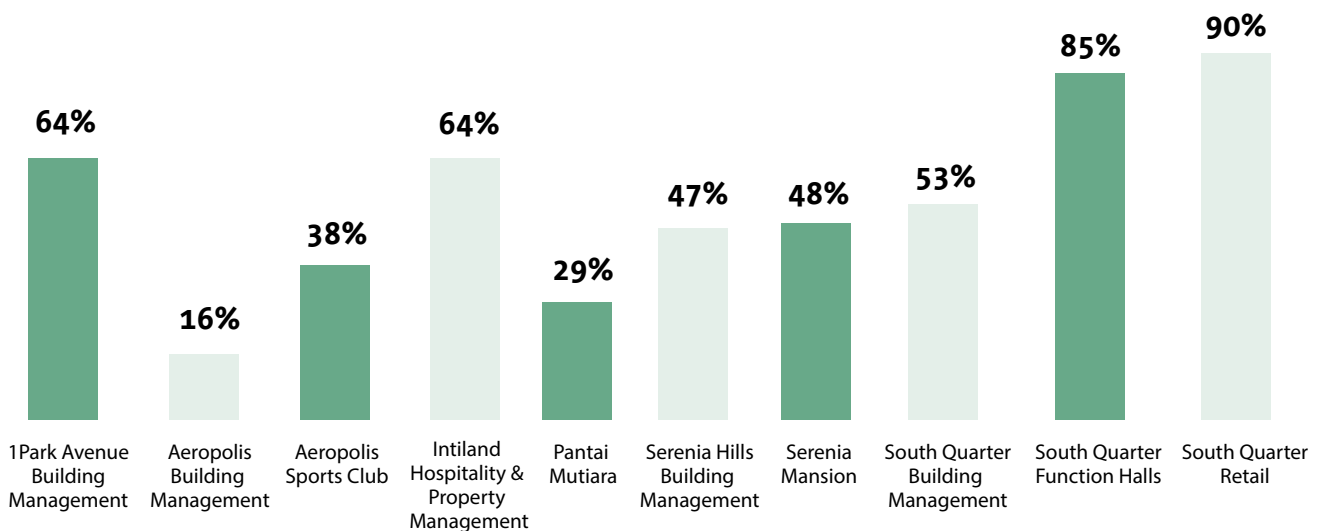
As regulated by the government, we request workers and visitors to our Fifty Seven Promenade construction site to scan the barcode through PeduliLindungi application. This applies to other buildings and sites as well.

## 5s System And Implementation

5S system has been introduced to Intiland since 2014. The 5S system is meant to improve workplace efficiency and eliminate waste. There are five steps in the system, each starting with the letter S :

1. Sort – clearing out unnecessary materials,
2. Set in order - When space is available, we can organize the important items,
3. Shine – When everything is in order, it will be easier to clean and remove dirt and grime,
4. Standardize – new order should be reflected in updated procedures ,
5. Sustain – Responsibility is set and progress is tracked. By providing a systematic framework for organization and cleanliness, 5S helps employees and facilities avoid lost productivity from delayed work.

To ensure consistency of 5S implementation, our services division conducts regular audit. Here are the results of the 2021 5S audit :



5S audit process started with the interview with 5S persons in charge from building or estate management before proceeding to physical audit.





Spazio, Surabaya

## Managing Community



Subco, Surabaya



Property development is usually located in close proximity to local communities. Therefore, it is important to have good collaboration with and positive contributions to the community. We believe that the development will thrive if the surrounding community thrives as well. This is fully understood by the Company to ensure sustainable business which is in line with the Company's vision and values : to provide an opportunity for all Indonesians to have a comfortable living. Comfortable living means living happily and in prosperity surrounded by our loving people.

Our corporate office and projects will formulate a structured approach to manage social impact through social risk evaluation early in the project lifecycle. The program will be tailored to project needs depending on the risk and opportunity assessment, stakeholder engagement and grievance management.

Starting from the planning, we make sure that even the architectural concept will contribute positively to the community, adding dignity to the city's identity. We understand that during the construction process, many disruptions can happen. Hand-in-hand with our contractors and related stakeholders, we strive to mitigate the negative impacts.

In 2021, there were no major complaints officially filed by the community towards our project developments.

## Intiland Youth Panel



The Ministry of Finance stated that the housing sector is strategic since in terms of production, housing development activities contribute 13.6 percent in 2020 National GDP. In terms of expenses, any construction or sale of a house recorded in the investment of the building, contributed 14.46 percent of National GDP 2020. In terms of employment, the housing sector has a workforce of nearly 8.5 million people or 6.59 percent of the total national workforce in 2020.

Ministry of Investment/Investment Coordination Agency stated that for 2021, the housing, industrial and office development ranked first in the domestic investment with a value of IDR 85,497.8 billion and ranked sixth in the foreign investment with a value of USD 2,186.3 million.



Knowing the significant roles played by property industry, we believe that it is very important to prepare the younger generation with comprehensive knowledge of this industry.

With this, they can make positive impacts for a sustainable industry. For doing so, Intiland has established a community consisting of young people named I AM Community (Young Investor Community) since 2018. This community is one of the manifestations of our Corporate Social Responsibility (CSR) initiatives under the umbrella of the Intiland Youth Panel.

I AM Community focuses on self-development, motivation, education, investment, and career development for the younger generation in Indonesia, specifically in property industry. With this, we hope that they will be able to make a difference when they grow to become government officials, developers, entrepreneurs or just simply employees. By December 2021, I AM Community has 27K followers @i\_amcommunity Instagram.



## I AM Community Main Activities in 2021

Name of Activities	Descriptions	Participants	
			
I AM Talent & Career	A medium for young people throughout Indonesia to be trained in soft skills and self-development. Six training programs and a career expo have been held in 2021.	<b>422</b>	
		36% 154	64% 268
I AM Volunteers	A medium for members to actively participate in managing I AM Community's activities.	<b>+900</b>	
I AM Talks	A medium to share knowledge through online interactive discussions.	<b>2,344</b>	
		44% 1,026	56% 1,318
Fun Projects	Soiree at Home (Blind Dates & Serenity) aims to establish new network of friends through online.	<b>71</b>	
		45% 32	55% 39
Investment Program	The launch of new savings program for property investment "Yuk Nabung Properti" (Let's Save Money to Buy Property") with BCA and Aeropolis in October 2021.	<b>21</b>	
		38% 8	62% 13



At corporate level, we participated in several programs with significant impacts to the society.

## Tasola Beach Village, Lombok



Inauguration Ceremony



Initiated by Hendro S. Gondokusumo, our Founder and CEO as the Vice Chairman of the Indonesia Chamber of Commerce and Industry, Intiland participates in the rebuild of Tasola Beach Village, a vigorous tourism village at Tanak Song Lauk, North Lombok. This village experienced an earthquake in 2018. Handover was held on June 11, 2021. Kadin rebuilt 25 houses with pavilions with the interiors, public facilities (office, meeting hall, public toilets, prayer room, cowshed, outdoor plaza), F&B equipment & supplies, infrastructures (roads & gutters), computers and a car.



Tasola Beach Village Environment





## Intiland Teduh Collaborates with Journalist Alliance



Together with Jurnal Peduli Kesehatan Masyarakat (JPKM – Journalist Alliance Care for Public Health), Intiland provides funds and technical assistant to build a good, healthy and comfortable house in a limited land plot. The challenges lie in the condition of the existing house : two families with 5 members staying on a 4.2 X 12.5 m of house on a 53 m2 of land with poor sanitation and inadequate sunlight and air circulation. We managed to turn the house into an ideal living for two families with privacy with 2 bedrooms, 1 bathroom, 1 family room, a kitchen, foyer, small garden with drying area for clothes with adequate sanitation, sunlight and air circulation. Handover was held on 27 February 2021.

## Kampung Kwitang Jakarta



Handover of Facility Building



Intiland with its Fifty Seven Promenade project collaborating with our vendors and contractor have built communal bathrooms and toilets for the fire victims in Kampung Kwitang, Central Jakarta. This rehabilitation program was coordinated by Central Jakarta Mayor. Handover was held on 5 August 2021.

## Covid 19 Vaccinations and Assistance



In 2021, the Company provides Covid 19 program assistance through two types of activities carried out through projects :

**1. Mass vaccination program in Jakarta** (Talaga Bestari, Aeropolis, Serenia Hills, Intiland Tower Jakarta and Pantai Mutiara) and in Surabaya (centralized in Spazio Tower). A total of 25,287 people have been vaccinated for the period of June – December 2021. This program was in collaboration with Tangerang police, Financial Services Authority (OJK), Tangerang regency government, Tangerang general hospital, military district, and Surabaya public health office.

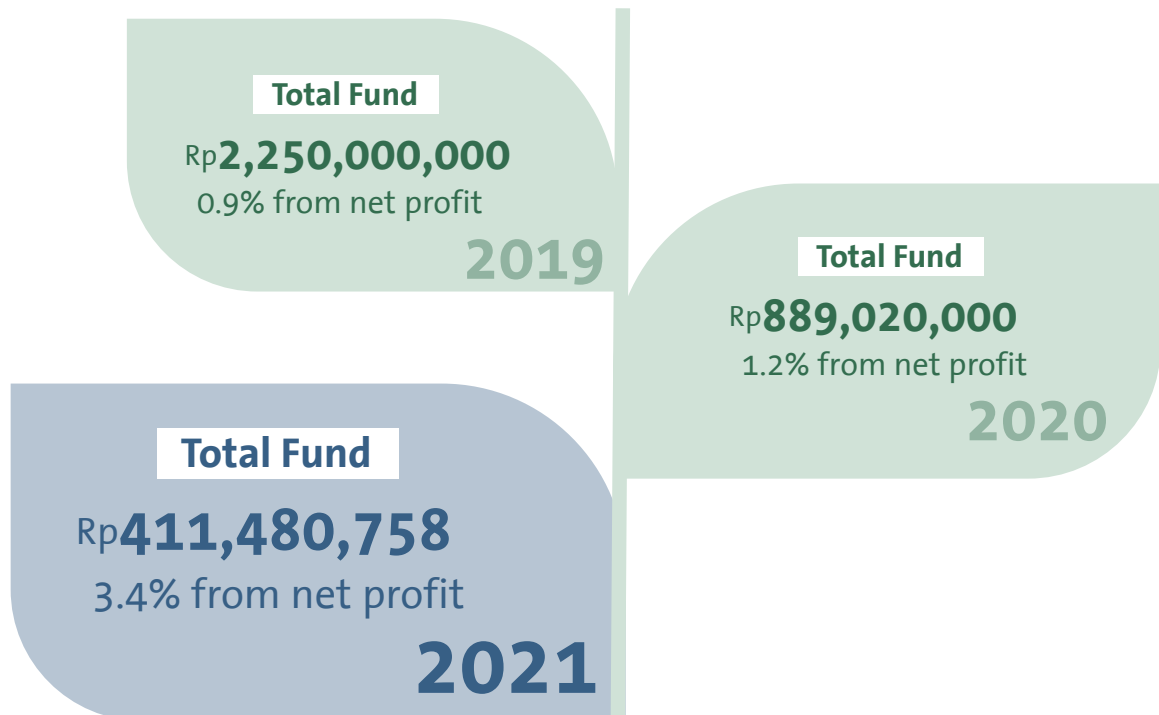




**2. Assistance and donation** through Intiland Tower Jakarta, Aeropolis, South Quarter, SQ Res, Serenia Hills, South Grove, 1Park Avenue, 1Park Homes, Pinang Residence, Pains, Fifty Seven Promenade and Graha Famili Surabaya. Assistance provided was 975 folding beds and 731 basic necessities, in collaboration with Jakarta district government.

At project levels, we conducted various CSR initiatives for the surrounding communities. Each project provides assistance according to the needs of the community from charity, blood donation to supporting local cultural activities. In doing so, the projects coordinate with local authorities.

## CSR Fund Allocations



1Park Avenue, Jakarta





# Managing Environmental Sustainability

The built environment sector plays an important role in responding to the climate crisis. Buildings are responsible for 39% of global carbon emissions, making it the largest contributing sector to climate change in 2019, according to World Green Building Council. It is clear that a transition in the real estate sector is necessary.

At Intiland, we are in a position to drive change to design and operate our building portfolios efficiently using our three key principles: Living well, Quality, and Contribution to the City. Living well is living happy life surrounded by loved ones and good friends in a comfortable and beautiful home in a clean and picturesque environment with excellent facilities.

Quality means consistency in a detail of requirements, specifications, guidelines and characteristics to meet the purpose of the products or services. Last but not least, we must be certain that we give positive contribution to the surrounding area where we are operating, in terms of economy, social and environment.

In line with Indonesia commitment to the country's transition to a low-carbon and climate-resilient future and achieving net-zero by 2060, Intiland remains steadfast in our commitment to sustainability.

Our Intiland Sustainable Guideline as our key guideline to maintain Intiland vision and quality in our products and services, is being refined to meet the increasingly complicated challenges in environment, social and governance.

In 2021, our award-winning South Quarter maintained its GBCI gold certificate moving from new building to existing building. South Quarter is set to be ready to go further beyond compliance. We strive to add more buildings that are under our management as well. In this report, we have included Intiland Tower Jakarta and Intiland Tower Surabaya for the environment report.

Zero waste initiatives are progressing, many more buildings and projects are participating in these good deeds. As for our suppliers and vendors, we are applying a more structured environmental, social and governance criteria for the selection process. This is an evolving process and we need to educate our suppliers and vendors more thoroughly on this matter.

In line with the country's commitment to 3 million electric vehicles by 2030, we participated in providing space for EV chargers. This is our commitment towards a low-carbon economy.

## Intiland Sustainable Guideline

Intiland Sustainable Guideline is an in-house guide creation since 2017. It serves to ensure environmental considerations are factored in the design phase and regularly updated to ensure continuous improvement to the latest building research and technology. In late 2021 Intiland started to update the guideline to broaden the sustainability scope not only design but also during feasibility study, procurement, construction, and operation. Intiland Sustainable Guideline focuses on five key outcomes of minimizing greenhouse gas emission and energy consumption, water management, reducing the generation of waste, building location and transportation, and indoor environmental quality in the building life cycles.

## Intiland Building Performance Tracking

Intiland has been tracking its building performance data, including energy and water consumption, waste generation, and greenhouse gas emissions. This year we collect our operational building data from three managed operational properties: South Quarter (SQ), Intiland Tower Jakarta (ITJ), and Intiland Tower Surabaya (ITS). All of the three buildings are categorized as commercial office buildings. The building management team submits yearly performance data and reviewed by the in-house team and external consultant to ensure consistent and accurate data and identify opportunities for further operational efficiency improvements.



Aurora at Graha Natura Surabaya

## Energy

### Energy Usage

The total energy usage in MWh in 2019-2021 is shown in Table 1 and Graph 1 below. Please note that starting this year we put the limitation of the energy usage for office purposes only, excluding the retail and data center in ITS. The three offices use two energy sources; grid electricity and diesel generators. Diesel generators account only for 0.2% of total electricity usage, indicating that the grid-electricity is the primary energy source of the three office buildings.

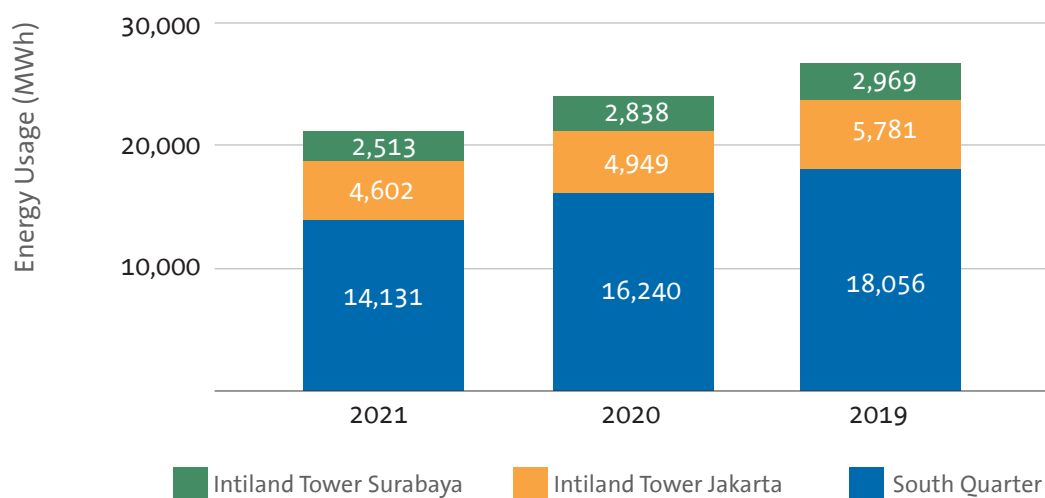
Total energy usage is decreased by 11.57% from 24,026 MWh in 2020 to 21,246 MWh in 2021. This is mainly attributed to the government regulation that limits the maximum occupancy for office buildings due to the fluctuation of COVID-19 cases as well as taking out retail energy consumption in the South Quarter to focus solely on energy consumption in office buildings. South Quarter contributes the biggest portion of the total energy usage due to its size compared to the other two buildings.



Year	2021	2020	2019
South Quarter	14,131	16,240	18,056
Intiland Tower Jakarta	4,602	4,949	5,781
Intiland Tower Surabaya	2,513	2,838	2,969
Total Energy (MWh)	21,246	24,026	26,806

Table 1 : Total Energy Usage

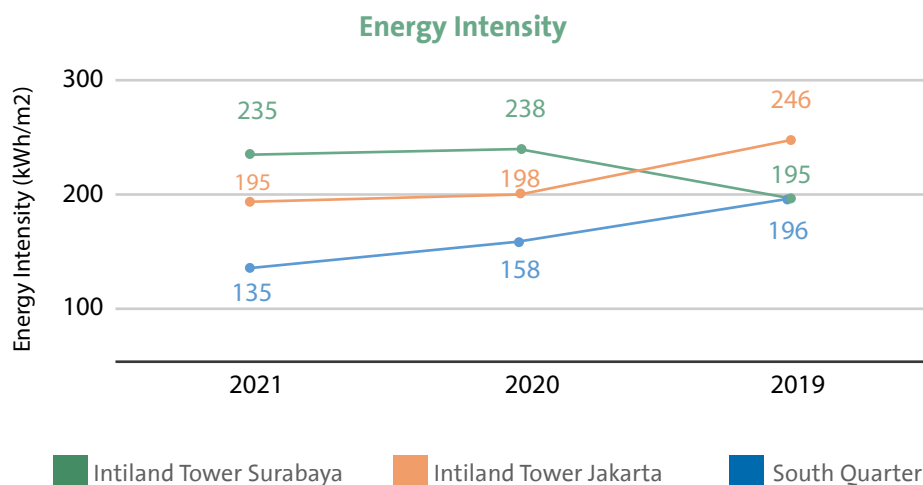
## Total Energy Usage (MWh)



Graph 1 : Total Energy Usage

## Energy Intensity

Energy Intensity ratio or Indeks Konsumsi Energi (IKE) is the total energy usage divided by the total GFA occupied (in accordance with yearly average occupancy ratio) in kWh/m<sup>2</sup>. Graph 2 illustrates the IKE of three office buildings in 2019-2021 based on the IKE calculation in the Governor Regulation of the Capital Region of Jakarta No.38/2012. Three offices are still below the upper limit (285 kWh/m<sup>2</sup>), even South Quarter is in the “efficient” building category (below 210 kWh/m<sup>2</sup>) within the last three years. Please refer to the regulation for the detailed calculation.



Graph 2 : Yearly Energy Intensity Ratio



## Energy Efficiency with Solar Cell at Spazio Surabaya



By utilizing used solar cells and batteries, Spazio, our office building in Surabaya, managed to reclaim it for lightings in its basements and emergency stairs. Each of the eight units of the used solar cells can provide a voltage of 19V DC with 6A. With this initiative, Spazio can reduce waste and save cost to Rp 8.8 million/year.



## EV Chargers at World Trade Center Surabaya



Electric Vehicles (EV) is becoming more popular here. Even though it is said its population still remains low which according to the Transportation Ministry, as reported by CNN Indonesia, they were only 14,400 EVs as of November 2021, Indonesia has already set a target through the Ministry of Industry of


3 million EVs by 2030. This is in line with Indonesia's commitment to reduce CO<sub>2</sub> emissions by up to 41% in the same period and to reach net-zero emissions by 2060 or sooner. The transport sector emits 26% of Indonesia's CO<sub>2</sub> emissions, making it necessary for Indonesia to drive the EV uptake. The Company took the opportunity to support government's initiatives by providing ample space for EV chargers. This is our commitment towards a low-carbon economy. Partnering with PLN (the state electricity company), our World Trade Center in Surabaya built its first EV chargers (SPKLU) with the capacity of 60 KW to be used by two cars at once. Other projects are coming soon with these new facilities.

## Carbon Emissions

The Company's carbon emission includes direct emissions from diesel fuel used in the generator that is categorized as Scope 1 and indirect emissions due to purchased electricity from the PLN at the commercial properties as Scope 2.

The total GHG/carbon emissions in ton CO<sub>2</sub> in 2019-2021 in three offices is shown in Table 2 and Graph 3 below. Please note that the boundary or limitation of the energy usage is for office purposes only, excluding the retail and data center in Intiland Tower Surabaya (ITS). Scope 1 is calculated by multiplying the total kWh production from the diesel generator with the emission factor from an international journal of **Estimation of Carbon Footprints from Diesel Generator Emissions** while scope 2 is calculated by multiplying the total electricity consumption with the emission factor from the **Climate Transparency Report for Indonesia**.

In 2021, GHG emissions are further reduced by 15.81% compared to 2020 corresponding to the government regulation that limits the maximum occupancy for office buildings due to the fluctuation of COVID-19 cases.

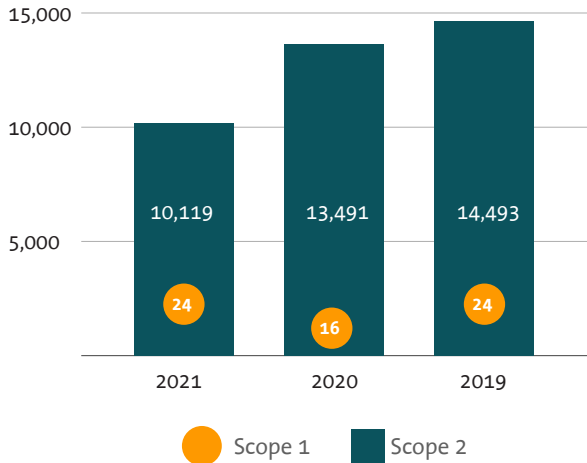


Year	2021	2020	2019
South Quarter	10,143	13,057	14,517
Intiland Tower Jakarta	3,307	3,985	4,654
Intiland Tower Surabaya	1,810	2,288	2,394
Total Carbon Emission (tonnes of CO <sub>2</sub> e)	15,259	19,331	21,565

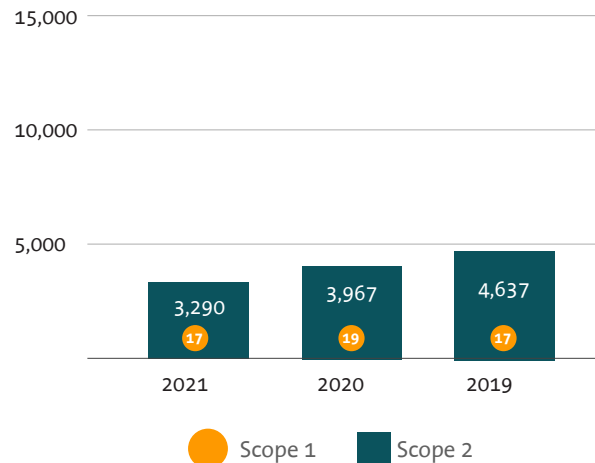
Table 2 : Total Carbon Emission Produced



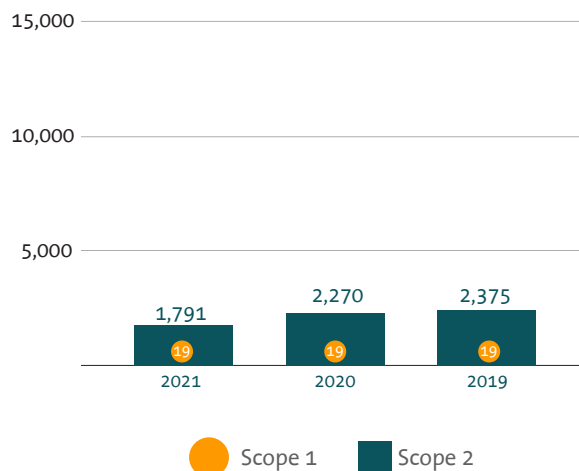
### Total Carbon Emissions (tonnes of CO<sub>2</sub>e) South Quarter



### Total Carbon Emissions (tonnes of CO<sub>2</sub>e) Intiland Tower Jakarta

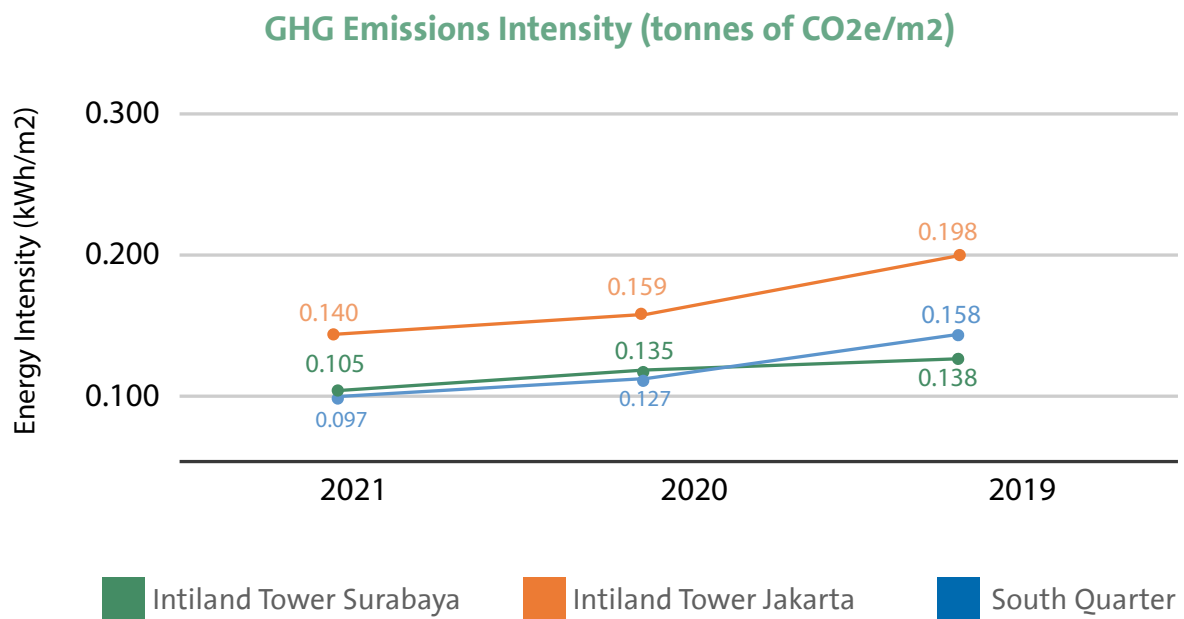


### Total Carbon Emissions (tonnes of CO<sub>2</sub>e) Intiland Tower Surabaya



Graph 3 : Total GHG/Carbon Emission

GHG Intensity is the total GHG/carbon emission divided by the total GFA occupied (in accordance with yearly average occupancy ratio) in tonnes of CO<sub>2</sub>/m<sup>2</sup>. Graph 4 illustrates GHG/carbon emission of the three office buildings in 2019-2021. In 2021, GHG Emission Intensity per GFA occupied is 0.097, 0.140, and 0.105 for South Quarter, Intiland Tower Jakarta, and Intiland Tower Surabaya, respectively.



Graph 4 : Yearly GHG Emissions Intensity per GFA occupied

In South Quarter, Intiland Tower Jakarta, and Intiland Tower Surabaya AC-installed do not use any Ozone Depleting Substance (“ODS”).



Serenia Hills Jakarta



POINS Mall

Intiland, through Pains Mall, a joint venture project in South Jakarta, takes part in the development of Lebak Bulus Transit Plaza, which is located 300 meters from the Lebak Bulus MRT station. The development of the transit plaza is a collaboration with the DKI Jakarta Provincial Government and PT MRT Jakarta. PT MRT Jakarta will manage the Lebak Bulus Transit Oriented Development (TOD) area and is in charge of monitoring the licensing application process. The construction is carried out by PT Inti Menara Jaya, a joint venture of Intiland and Menara Prambanan.

This 2,000 m2 plaza will be equipped with a skybridge connecting Pains Mall, transit hub, bicycle parking, drop off area for private vehicles, Trans Jakarta bus stop and on-line transportation. We believe that this Rp 30 billion investment will positively benefit the public transportation users, pedestrians and Pains Mall as well. The development announcement was officiated by Governor Anies Baswedan on December 8, 2021 and is expected to be completed in the next 10 months. This initiative is in line with our commitment towards a low-carbon economy.

## Water

Intiland takes a holistic approach to water management to maintain and enhance the efficiency, resilience and long-term value of our assets and developments. Responsible water management practices enable us to provide value to building owners and tenants through water and cost savings. Intiland's main water source is from the municipal water supply while a small portion comes from deep wells. Water-saving systems have been implemented since the design stage by installing water-efficient water faucets and separating water meters for public, commercial and building utility areas for better monitoring systems. In addition, to reduce water supply, rainwater collection and wastewater treatment systems were installed in some of our buildings. In all properties, property managers conduct regular water audits to closely monitor water usage so that water fluctuations or anomalies can be identified and acted upon promptly.

The total water consumption of three offices in 2019-2021 is shown in Table 3 and Graph 5 below. Please note that starting this year we use the formula below to calculate the total water consumption and put the limitation of the water usage for office building only, excluding the retail. South Quarter contributes the highest consumption due to its size.

**Water consumption = Water withdrawal - Water discharge**

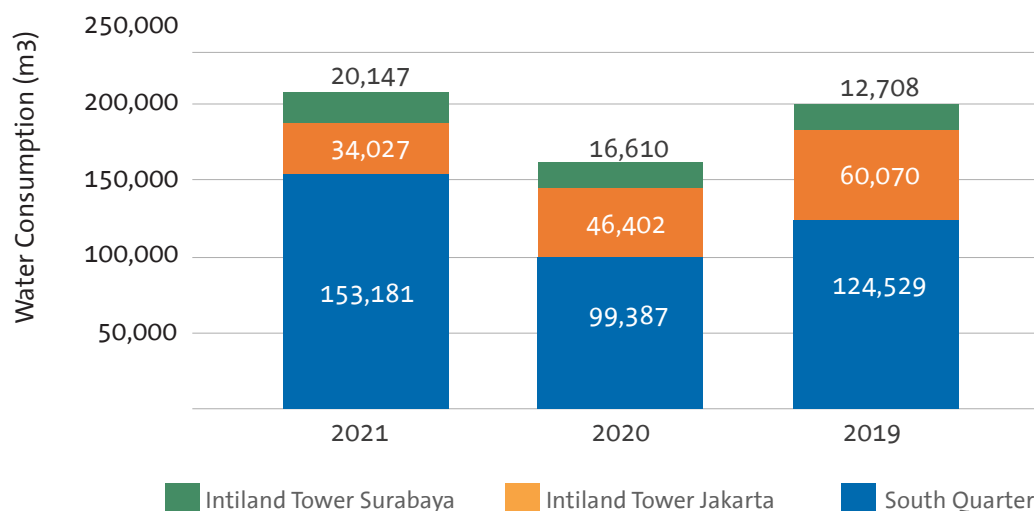
**Water withdrawal = municipal water supply + deep well + rainwater + recycled water**



Year	2021	2020	2019
South Quarter	153,181	99,387	124,529
Intiland Tower Jakarta	34,027	46,402	60,070
Intiland Tower Surabaya	20,147	16,610	12,708
Total Water Consumption (m3)	207,355	162,399	197,307

Table 3 : Total Water Consumption

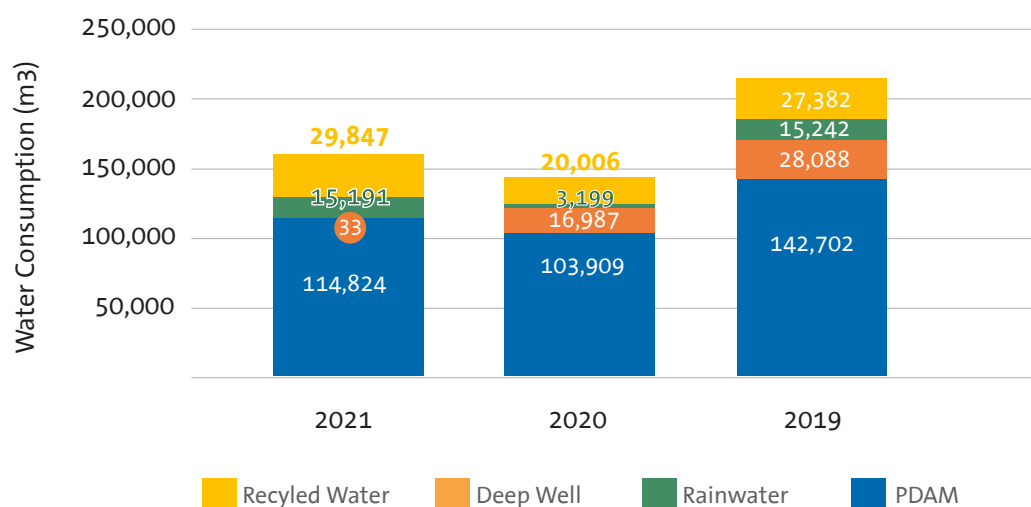
## Total Water Consumption (m3)



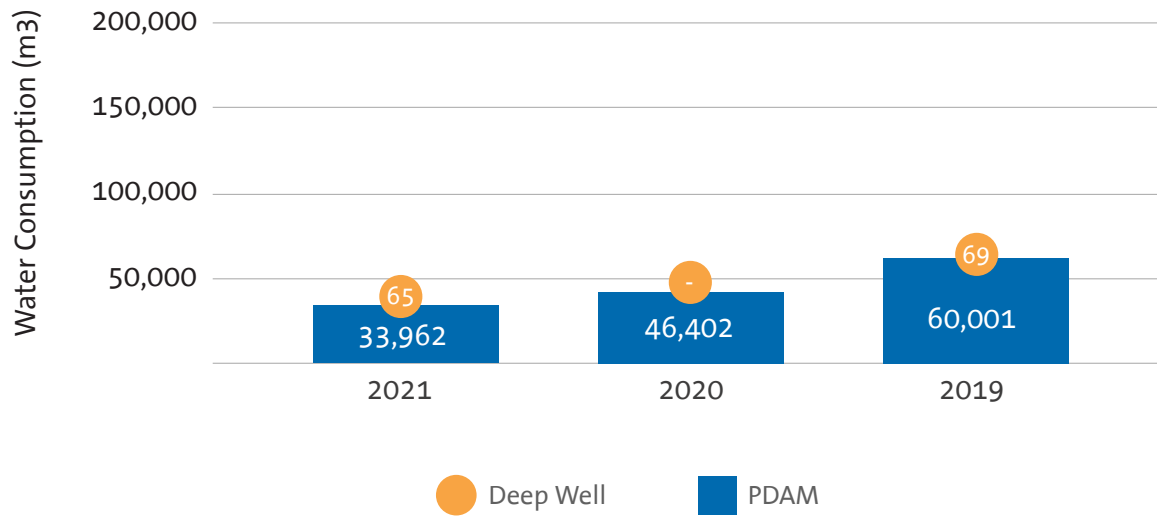
Graph 5 : Total Water Consumption

Water withdrawal sources in 2019-2021 are illustrated in Graph 6. PDAM is the main source of water in three office buildings. Percentage of recycled and rainwater in South Quarter Building is shown in Table 4. Starting this year we use the above formula to calculate the % of recycled and rainwater compared to the total water consumption. In 2021, we successfully met our last year's target to achieve more than 25% water consumption from recycled and rainwater. This can be achieved because in 2021, the water treatment system produced more recycled and rainwater compared to 2020.

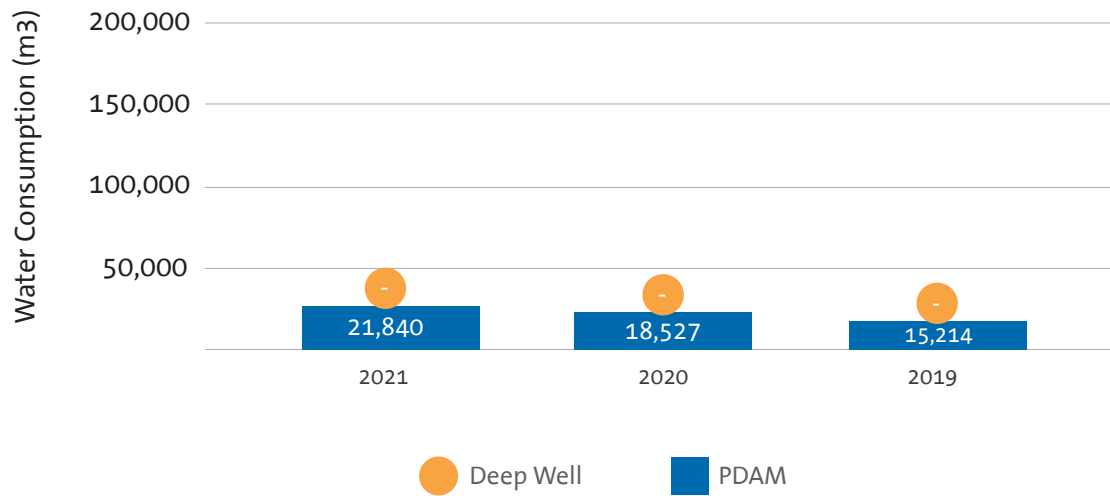
## Water Sources (m3) - South Quarter



### Water Sources (m3) - Intiland Tower Jakarta



### Water Sources (m3) - Intiland Tower Surabaya



Graph 6 : Water Sources in 2019-2021

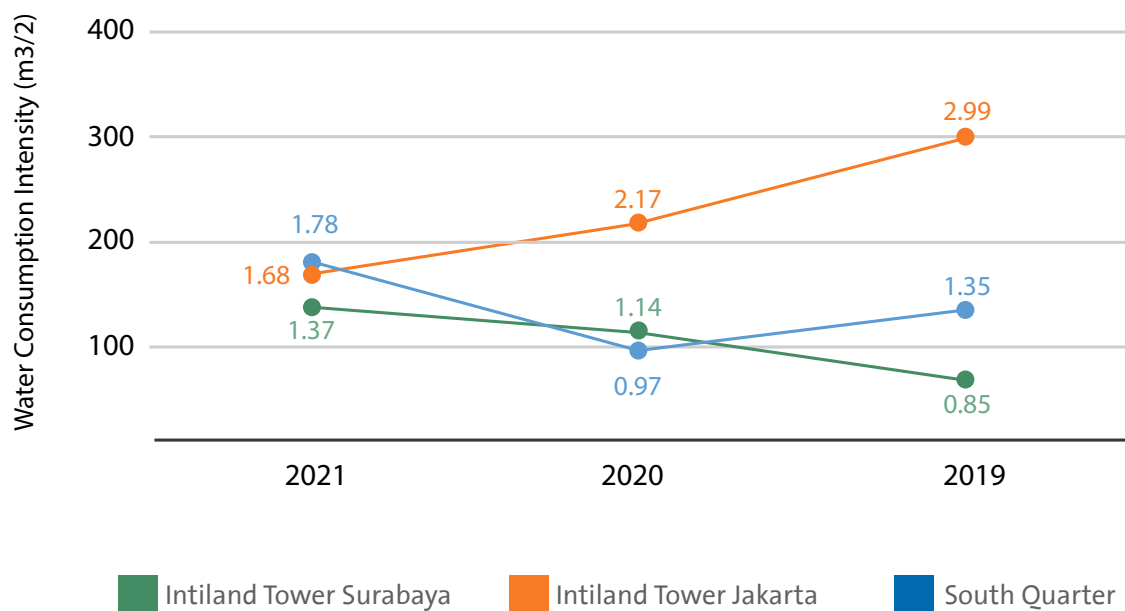


Year	2021	2020
Total recycled and rainwater (m3)	45,038	23,205
Total Water Consumption (m3)	153,181	144,101
% of recycled and rainwater	29.40%	16.10%

Table 4 : Total Recycled Water Produced in 2019-2021 and its Percentage in South Quarter

Water Intensity ratio is the total water consumption divided by the total GFA occupied (in accordance with yearly average occupancy ratio) in m3/m2. Graph 7 illustrates the Water Intensity Ratio of three office buildings in 2019-2021. In 2021, Water intensity in South Quarter is increased due to the usage of the formula to calculate the total water consumption.

### Water Consumption Intensity by GFA Occupied (m3/m2)



Graph 7 : Water Consumption Intensity in 2019-2021

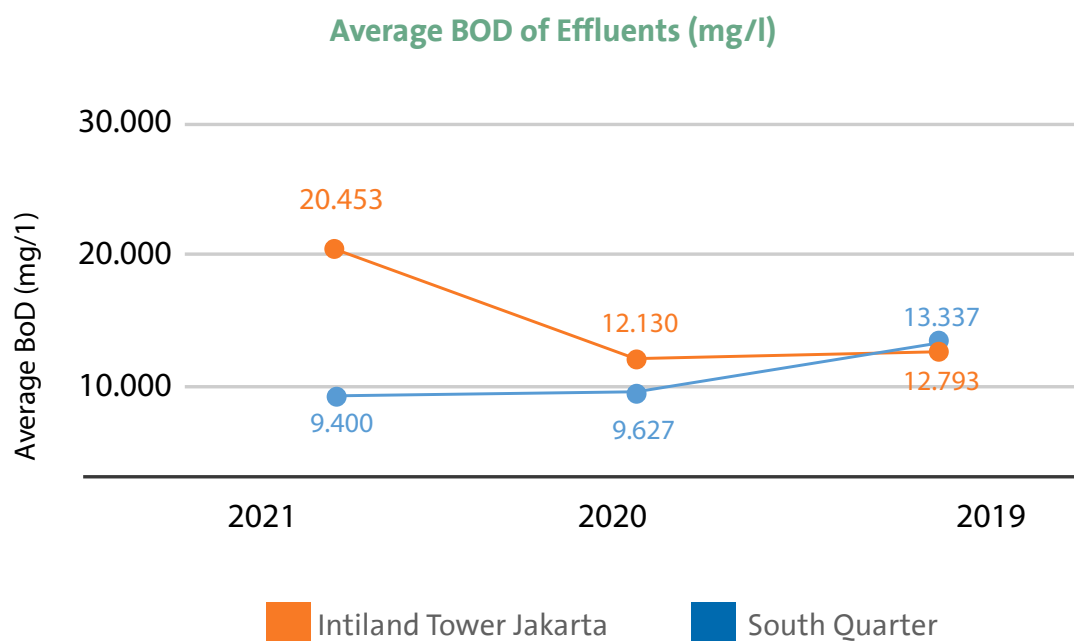


## Cost Savings from Water Recycle at SQ Res

Our apartment project in South Jakarta, SQ Res, has implemented its initiatives to boost the production of recycled water in 2021. It has managed to increase the usage of recycled water towards total water supply by 22.95%. With this, SQ Res is able to reduce its monthly water cost by 6% totaling of Rp 128 million reduction in 2021.

### Effluents

The average Biochemical Oxygen Demand (BOD) of effluent in 2019-2021 in three office buildings is shown in the graph below. Permen Lingkungan Hidup dan Kehutanan No. 21/2018 sets the maximum concentration of 30 mg/L for effluents BOD. From Graph 8, we can see that the yearly average BOD in three office buildings is always in compliance with the standard. Please note that since ITJ discharge water is managed by the PDPAL as mentioned above, BOD measurement is not taken.



Graph 8 : Effluents BOD concentration in 2019-2021

Water discharge in SQ and ITS is shown in Table 5. Since the discharge water of ITJ is managed by the regional wastewater treatment company (PDPAL) by calculating its total asset size, a water meter is not installed yet in ITJ. We aim to install a water meter to continuously monitor our wastewater in the upcoming year.

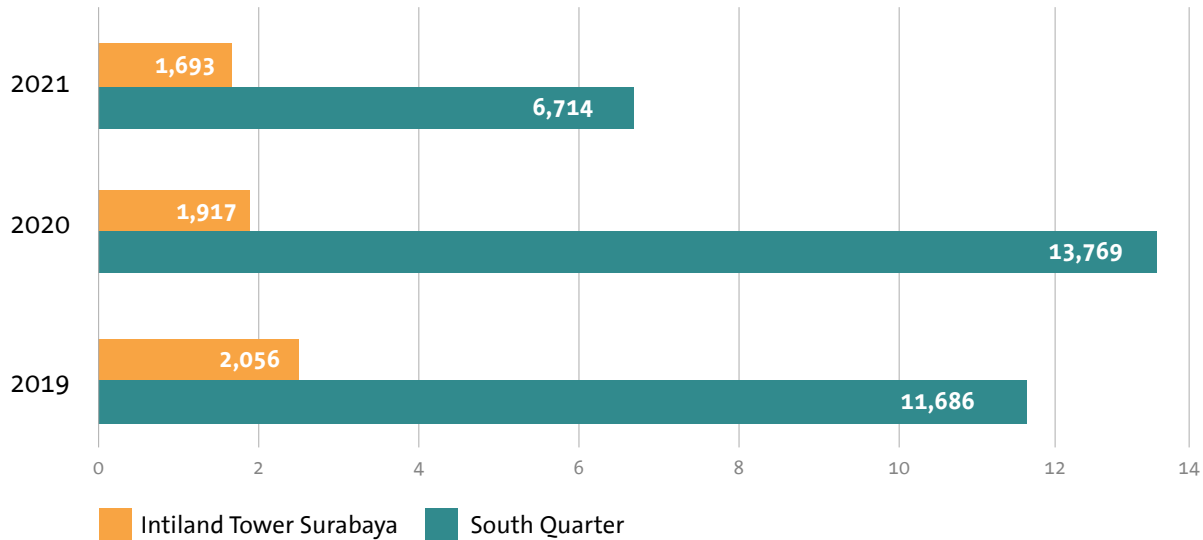


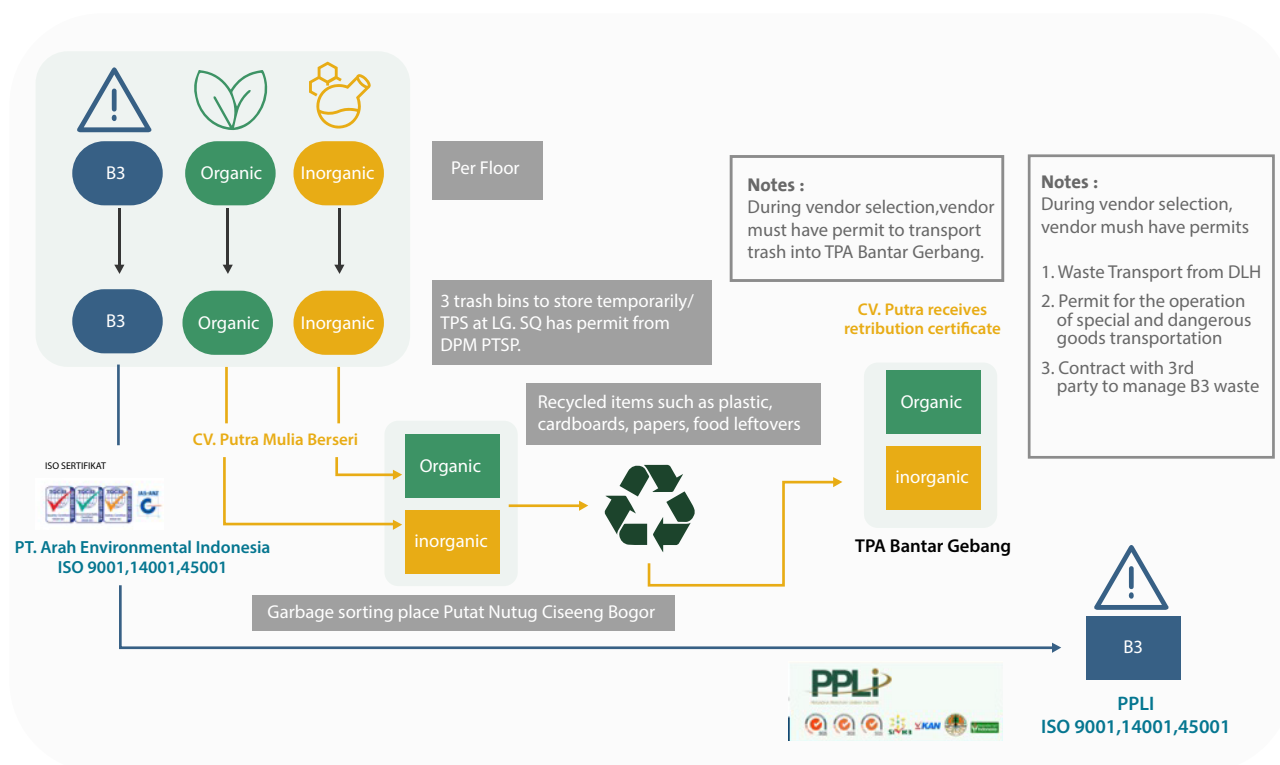
Table 5 : Total water discharge in 2019-2021 (m3)

## Waste

Waste stream in the South Quarter office building is illustrated in Graph 9. Three waste types : hazardous/B3, organic, and inorganic are collected in each floor before transported to the lower ground floor whereas the South Quarter Building Management (SQ BM) team stores it. SQ BM has acquired the permit from DPMPSTP (one-stop permit services board) for temporary storage. Hazardous waste is collected by a certified third-party vendor and transported to the waste management company called PPLI, a state-owned integrated environmental waste management service. Both waste management companies are certified with ISO 9001, 14001, and 45001. During the selection

of the hazardous waste vendor, South Quarter requires the vendor to have the permit from the Department of Environment as well as from the Department of Transportation. Organic and inorganic waste are managed by a third-party vendor. The vendor collects the waste from the SQ building and separates it in the Putat Nutug Ciseeng Bogor to recycle waste such as plastics, cardboards, papers, and food. The remaining waste then travels to the TPA Bantar Gebang, whereas the vendor will receive a receival letter. During the selection of the hazardous waste vendor, South Quarter requires the vendor to have the permit to transport the waste to TPA Bantar Gebang.

## South Quarter Office Tower



Graph 9 : Waste Stream in South Quarter

Graph and table below shows the total hazardous waste and non-hazardous waste for South Quarter and Intiland Tower Jakarta in 2019-2021, respectively. Please note that in Intiland Tower Surabaya waste measurement has just started in late 2021, therefore it is not included in this year report.

Hazardous Waste (tonnes) - South Quarter				Hazardous Waste (tonnes) - Intiland Tower Jakarta			
Year	2021	2020	2019	Year	2021	2020	2019
Lighting	-	446.7	253.8	Lighting	398.0	328.3	414.3
Oil	-	65.6	75.1	Oil	498.0	718.0	-
Electronics	-	36.1	140.2	Electronics	32.4	24.8	2.7
Filter	-	-	3.8	Filter	-	-	-
Total Waste	-	548.3	472.9	Total Waste	928.4	1,071.1	417.0

Table 6 Total Hazardous Waste Produced in kg in SQ and ITJ

Non-Hazardous Waste (tonnes) - South Quarter			
Year	2021	2020	2019
Organic	242,516	257,333	577,158
Inorganic	26,263	20,939	31,940
Total Waste	268,779	278,272	609,098

Non-Hazardous Waste (tonnes) - Intiland Tower Jakarta			
Year	2021	2020	2019
Organic	58,344	100,185	250,990
Inorganic	56,821	-	-
Total Waste	115,165	100,185	250,990

Table 7 Total Non-hazardous Waste Produced in kg in SQ and ITJ



## Zero Waste at Sumatra 36 Surabaya



Wastewater treatment at Sumatra 36

The building management of Sumatra 36 Apartment in Surabaya implements four simple initiatives for zero waste.

1. To reuse the domestic wastewater for watering plants. Monthly test is carried out at the regional environment office to ensure it is met the wastewater quality standard as regulated.
2. To utilize dry leaf waste to be used as plant fertilizers.
3. To reduce plastic waste by reducing the use of plastic bottled drinking water.
4. To reduce paper usage. Paper printing is for essential purposes only.

## Material

Embodied carbon is the carbon dioxide (CO<sub>2</sub>) emissions associated with materials and construction processes throughout the whole lifecycle of a building or infrastructure. Embodied carbon includes emissions from extraction, manufacturing, transportation, installation, repair, replacement, and disposal of the materials used in the building. According to World Green Building Council, buildings are currently responsible for 39% of global energy related carbon emissions: 28% from operational emissions, from energy needed to heat, cool and power them, and the remaining 11% from materials and construction.



Therefore, Intiland has implemented embodied energy reduction and healthy material initiatives such as:

- Prioritize local materials within 1,000km radius from the project site
- Usage of local / native plants
- Non-toxic materials, such as low VOC paintings
- Non-CFC refrigerants, non-asbestos materials
- Usage of recycled materials such as steel
- Usage of low-carbon materials, such as lightweight concrete block and precast panels

We continuously monitor the implementation of these initiatives and start to collect quantitative data from our projects which will be presented in the years to come.



## Reclaimed Materials at SQ Res



Our on-going apartment project, SQ Res, at South Jakarta, utilized simple reclaimed materials from South Quarter office towers. Reclaimed materials used are cables and exit lamps. Cables are used to connect to temporary electricity substation while the exit lamps are used for SQ Res emergency stairs. These simple initiatives help reduce waste from South Quarter and SQ Res can save cost to Rp 50 million.



## GRI CONTENT INDEX

GRI Standard General Disclosures	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions if Applicable
GRI 101: Foundation 2016			
General Disclosures			
Organisational Profile			
GRI 102 : General Disclosure (2016)	102-1	Name of organization	3
	102-2	Activities, brands, products and services	6
	102-3	Location of headquarters	11
	102-4	Location of operations	6, AR38
	102-5	Ownership and legal form	9, AR33
	102-6	Markets served	6
	102-7	Scale of organization	6, 18, AR58, AR60, AR63-68
	102-8	Information on employees and other workers	59-71
	102-9	Supply chain	32-35
	102-10	Significant changes to the organization and its supply chain	35, 49-57
	102-11	Precautionary principle or approach	22-27, 49-57, AR132-193
	102-12	External initiatives	7-8, 10, 21, 25, 29-35, 40-47, 56, 72, 78-88, 94, 105
	102-13	Membership of associations	7-8
Strategy			
GRI 102 : General Disclosure (2016)	102-14	Statement from senior decision-maker	13-17
	102-15	Key impacts, risks and opportunities	13-17, 49-53, AR18-30, AR81-135
Ethics and Integrity			
GRI 102 : General Disclosure (2016)	102-16	Values, principles, standards, and norms of behaviour	5, 14-17, 22, 26-27, 49-54, 69-71
	102-17	Mechanisms for advice and concerns about ethics	AR186-187
	102-18	Governance structure	50-53, AR136-139
	102-19	Delegating authority	50-51, AR139

\*AR refers to Annual Report PT Intiland Development Tbk 2021

102-20	Executive-level responsibility for economic, environmental, and social topics	50
102-21	Consulting stakeholders on economic, environmental, and social topics	27-31
102-22	Composition of the highest governance body and its committees	50, AR139
102-23	Chair of the highest governance body	50, AR139
102-24	Nominating and selecting the highest governance body	AR168-170
102-25	Conflicts of interest	AR150-151, AR158, AR166-167
102-26	Role of highest governance body in setting purpose, values, and strategy	50, AR151, AR155-158
102-27	Collective knowledge of highest governance body	50-51, 53, AR152, AR158
102-28	Evaluating the highest governance body's performance	AR153, AR159
102-29	Identifying and managing economic, environmental, and social impacts	14-19, 38, 90
102-30	Effectiveness of risk management processes	50, 52
102-31	Review of economic, environmental, and social topics	14-18, AR18-30
102-32	Highest governance body's role in sustainability reporting	50
102-33	Communicating critical concerns	51-53
102-34	Nature and total number of critical concerns	51-53
102-35	Remuneration policies	63, 69, AR118, AR160-161
102-36	Process for determining remuneration	AR118, AR160-161
102-37	Stakeholders' involvement in remuneration	AR160-161
102-38	Annual total compensation ratio	Remuneration ratio is not disclosed in the report due to the sensitivity and highly competitive human resource environment.

\*AR refers to Annual Report PT Intiland Development Tbk 2021

	102-39	Percentage increase in annual total compensation ratio	Remuneration ratio is not disclosed in the report due to the sensitivity and highly competitive human resource environment.
Stakeholder Engagement			
GRI 102 : General Disclosure (2016)	102-40	List of stakeholder groups	29-31
	102-41	Collective bargaining agreements	70-71
	102-42	Identifying and selecting stakeholders	29-31
	102-43	Approach to stakeholder engagement	27
	102-44	Key topics and concerns raised	28
Reporting Practice			
GRI 102 : General Disclosure (2016)	102-45	Entities included in the consolidated financial statements	12
	102-46	Defining report content and topic Boundaries	12
	102-47	List of material topics	28
	102-48	Restatements of information	20
	102-49	Changes in reporting	12, 20
	102-50	Reporting period	12
	102-51	Date of most recent report	12,15
	102-52	Reporting cycle	12
	102-53	Contact point for questions regarding the report	Notes
	102-54	Claims of reporting in accordance with the GRI Standards	12
	102-55	GRI content index	109
	102-56	External assurance	NA

\*AR refers to Annual Report PT Intiland Development Tbk 2021

Topic-specific Standards			
Energy Efficiency			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	12,90
	103-2	The management approach and its components	92
	103-3	Evaluation of the management approach	92
GRI 302: Energy 2016	103-1	Energy consumption within the organisation	92-93
	103-2	Energy consumption outside of the organisation	Scope 3 is not measured yet
	103-3	Energy intensity	93
	103-4	Reduction of energy consumption	92-94
	103-5	Reductions in energy requirements of products and services	92-94
Climate Resilience			
	103-1	Explanation of the material topic and its Boundary	95
	103-2	The management approach and its components	95
	103-3	Evaluation of the management approach	95

\*AR refers to Annual Report PT Intiland Development Tbk 2021



GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	95-97
	305-2	Energy indirect (Scope 2) GHG emissions	95-97
	305-3	Other indirect (Scope 3) GHG emissions	95-97
	305-4	GHG emissions intensity	95-97
	305-5	Reduction of GHG emissions	95-97
	305-6	Emissions of ozone-depleting substances (ODS)	97
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N/A as Intiland does not produce these emissions
Product Quality and Responsibility			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	38-40
	103-2	The management approach and its components	38-40
	103-3	Evaluation of the management approach	38-40
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	41-44
	417-2	Incidents of non-compliance concerning the health and safety impacts of products and services	41-44
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	41-44
	417-2	"Incidents of non-compliance concerning product and service information and labeling" 16	41-44
	417-3	Incidents of non-compliance concerning marketing communications	41-44
Occupational Health, Safety and Well-being			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	49, 58, 71
	103-2	The management approach and its components	49, 58, 71
	103-3	Evaluation of the management approach	49, 58, 71

\*AR refers to Annual Report PT Intiland Development Tbk 2021

GRI 403: Occupational Health and Safety 2018V	403-1	Occupational health and safety management system	70-75
	403-2	Hazard identification, risk assessment, and incident investigation	52, 71-75
	403-3	Occupational health services	70-75
	403-4	"Worker participation, consultation, and communication on occupational health and safety"	53-54, 70-75
	403-5	Worker training on occupational health and safety	53-54, 71-75, AR75-80, AR119-131
	403-6	Promotion of worker health	71-75
	403-7	"Prevention and mitigation of occupational health and safety impacts directly linked by business relationships"	71-75
	403-7	"Workers covered by an occupational health and safety management system"	71-75
	403-8	Work-related injuries	71-75
	403-9	Work-related ill health	71-75
Ethical and Transparent Business			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	49
	103-2	The management approach and its components	49
	103-3	Evaluation of the management approach	49
GRI 205: Anti Corruption 2016	205-1	Operations assessed for risks related to corruption	50-53, AR174, AR177-178, AR186-188
	205-2	Communication and training about anti-corruption policies and procedures	50-53, AR187
	205-3	Confirmed incidents of corruption and actions taken	50-53, AR174, AR177-178

\*AR refers to Annual Report PT Intiland Development Tbk 2021

GRI 206: Anticompetitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	50-53
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	50-53
GRI 419: Socioeconomic Compliance 2016	419-1	Non-compliance with laws and regulations in the social and economic area	50-53
Economic Contribution to Society			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	18-19
	103-2	The management approach and its components	18-19
	103-3	Evaluation of the management approach	18-19
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	19-20
	201-2	Financial implications and other risks and opportunities due to climate change	Not measured yet
	201-3	Defined benefit plan obligations and other retirement plans	70
	201-4	Financial assistance received from government	19
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	69
	202-2	Proportion of senior management hired from the local community	61, 64
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	20, 21, 98
	203-2	Significant indirect economic impacts	20-21, 23-25, 34, 66, 70-71, 73,75, 78-88
Responsible Supply Chain			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	32, 35
	103-2	The management approach and its components	32, 35
	103-3	Evaluation of the management approach	32, 35

\*AR refers to Annual Report PT Intiland Development Tbk 2021

GRI 301: Materials 2016	301-1	Materials used by weight or volume	Data is not available yet
	301-2	Recycled input materials used	Data is not available yet
	301-3	Reclaimed products and their packaging materials	N/A as the purchase of materials handled by contractors
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	32-35
	308-1	Negative environmental impacts in the supply chain and actions taken	32-35
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	32-35
	414-2	Negative social impacts in the supply chain and actions taken	32-35
Cyber-readiness and Data Privacy			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	38-40
	103-2	The management approach and its components	38-40
	103-2	Evaluation of the management approach	38-40
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	44
Sustainable Finance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	21
	103-2	The management approach and its components	21
	103-3	Evaluation of the management approach	21
Future-ready Workforce			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	38, 58
	103-2	The management approach and its components	38, 58
	103-3	Evaluation of the management approach	38, 58

\*AR refers to Annual Report PT Intiland Development Tbk 2021

GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	54
	404-2	“Programs for upgrading employee skills and transition assistance programs”	53-54, AR119-131
	404-3	“Percentage of employees receiving regular performance and career development reviews”	69, AR59, AR168-170
Labour Conditions			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	38, 49, 58
	103-2	The management approach and its components	38, 49, 58
	103-3	Evaluation of the management approach	38, 49, 58
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	62-64
	401-2	“Benefits provided to full-time employees that are not provided to temporary or part-time employees”	69-71
	401-3	Parental leave	70
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	63
GRI 406: Non Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	64
Community Impact and Partnership			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	21, 78
	103-2	The management approach and its components	21, 78
	103-3	Evaluation of the management approach	21, 78
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	19-20, 79-88

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Human Rights			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	49, 63-64
	103-2	The management approach and its components	49, 63-64
	103-3	Evaluation of the management approach	49, 63-64
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	35, 49, 63-64
Water and Waste Management			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	99
	103-2	The management approach and its components	99
	103-1	Explanation of the material topic and its Boundary	99
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	99
	303-2	Management of water discharge related impacts	103-104
	303-3	Water withdrawal	100-101
	303-4	Water discharge	103-104
	303-5	Water consumption	104-106
GRI 306: Effluents and Waste 2016	306-1	Water discharge by quality and destination	103-104
	306-2	Waste by type and disposal method	104-106
	306-3	Significant spills	N/A as Intiland does not have spills
	306-4	Transport of hazardous waste	N/A as hazardous waste transportation is managed by the main contractor or third-party vendor.
	306-4	Water bodies affected by water discharges and/or runoff	N/A as wastewater is discharged to public sewage system or sewage treatment plant.

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## CHECKLIST OF POJK NO.51-2017 - ATTACHMENT 2

NO	POJK NO.51-2017 - ATTACHMENT 2	Page Reference An Explanation (If Any)
1	<b>Explanation about Sustainability Strategy</b>	26
2	<b>Sustainability Performance Summary - please fill in with data from the last 3 years (for FSI, Issuer and PLCs who have operated at least 3 years) as follows :</b>	
	a. Covering economic issues 1. Quantity of products or service sold 2. Income or sales 3. Eco-friendly products 4. Local actors involvement in business process – related to sustainable finance	1-2
	b. Environment issues, at least should cover: 1. Energy usage (i.e water and electricity) 2. Emission reduction (for FSI, issuers, and PLCs whose business process have impact on environment) 3. Waste and effluent reduction (for FSI, issuers, and PLCs whose business process have impact on environment) 4. Biodiversity (for FSI, issuers, and PLCs whose business process have impact on environment)	1-2
3	<b>Short profile about Companies – should at least cover :</b>	
	a. Vision, mission, and sustainable values of FSI, issuers, and PLCs	3-5
	b. Name, address, phone, fax, email, website, branch office	11
	c. Scale of the organization should cover : 1. Total capitalization or assets and total obligation (in million rupiah) 2. Total employees by gender, job title, age, education and term of contract 3. Percentage of stock ownership (state and public) 4. Operational areas	6, 9, 18-20, 59-69
	d. Short profile about products, services and business activities	6
	e. Association membership	7-8
	f. Significant changes to organisation (i.e closing for opening or a branch, ownership structure)	No changes
4	<b>CEO Explanation contain of :</b>	
	a. Policy to response challenges in implementing sustainability strategy, such as : 1. Explanation on sustainability values 2. Explanation on sustainability responses of sustainable finance program 3. Explanation on commitment of leadership in achieving sustainable finance program 4. Performance in the implementation of sustainable finance program 5. Challenges in the implementation of sustainable finance program	14-17

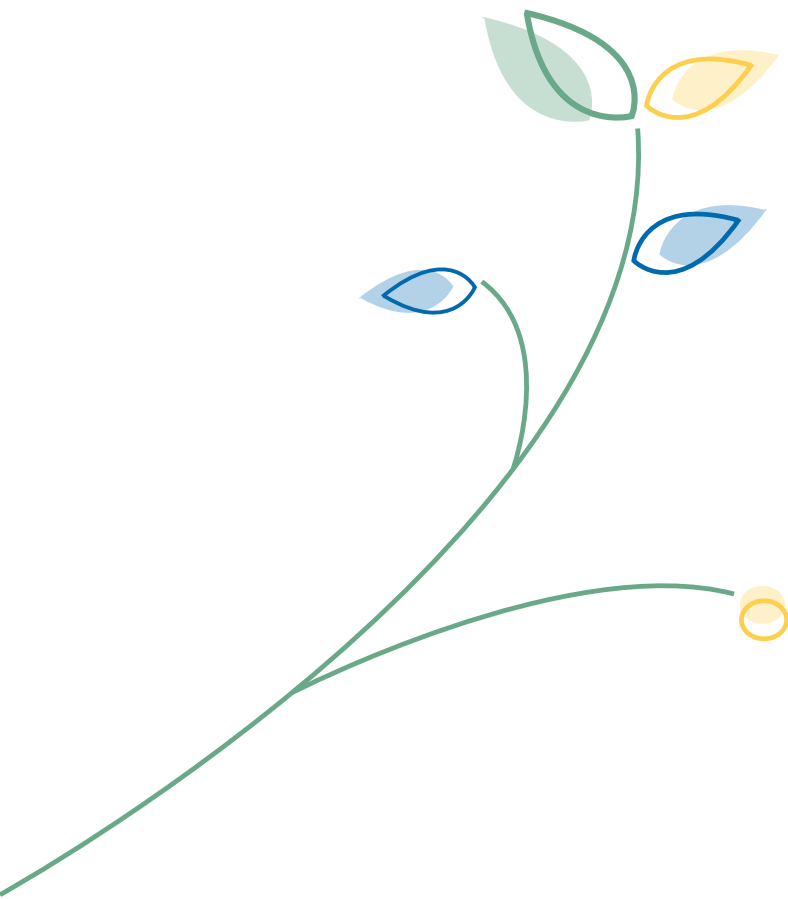
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	b. Implementation of Sustainable Finance, should at least cover: <ol style="list-style-type: none"> <li>1. Performance in Economic, Social, Environment - compare to target; and</li> <li>2. Explanation on success and challenges, including important events during reporting period (for FSI who are mandated to develop SF Action Plan)</li> </ol>	14-17
	c. Strategy to achieve target, should cover: <ol style="list-style-type: none"> <li>1. Risk management on Economic, Social, and Environment</li> <li>2. Business opportunity and prospect</li> <li>3. Explanation about external situation on economic, social, environment that has the potential to influence the sustainability of organization</li> </ol>	14-17
5	<b>Short profile about Companies – should at least cover :</b>	
	a. Explanation on the BOD & BOC, staff or task force's responsibility on executing SF program	50, AR150-161
	b. Explanation on capacity building for BOD, BOC, staff or task force on Sustainable Finance	AR75-80
	c. Explanation about organisation procedure in identification, measurement, monitor and control of risk in implementing Sustainable Finance on Economic, Social, Environment, including the BOD, BOC role in managing, regular monitoring and evaluation on the effectiveness of risk management process	50-52
	d. Explanation about stakeholders, should cover: <ol style="list-style-type: none"> <li>1. Stakeholder engagement based on management assessment, shareholders meeting, decree or others</li> <li>2. Stakeholder engagement strategy: dialog, survey or seminar</li> </ol>	29-31
	e. Problems that have to be dealt with that influence the execution of SF	27-28
6	<b>Sustainability Performance should cover at least :</b>	
	a. Explanation on activities that build the culture of sustainability internally	53-57
	b. Explanation on Economic Performance in the last 3 years, cover : <ol style="list-style-type: none"> <li>1. Comparison of targets and performance of productions, portfolio, funding target, or investment, income, profit and loss in Sustainable Report should be reported separately from Annual Report; and</li> <li>2. Comparison of targets and performance of portfolio, funding target, or investment on financial instruments or projects that are aligned with SF implementation</li> </ol>	18-20
	c. Social Performance in the last 3 years: <ol style="list-style-type: none"> <li>1. Organisation's commitment to deliver products/services equally to customers</li> <li>2. Labor - should cover: <ol style="list-style-type: none"> <li>a. Explanation on equal opportunity and whether or not forced labor or child labor exist</li> <li>b. Percentage of remuneration of lower level permanent staff against the local minimum wages</li> <li>c. Safe and comfortable working environment</li> <li>d. Training and development of employees</li> </ol> </li> </ol>	38-75

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	<p>3. Community, should cover at least:</p> <ul style="list-style-type: none"> <li>a. Information on activities or operational areas that give positive or negative impact to community around location, including financial literacy and inclusion</li> <li>b. Grievance mechanism for community, # of complaints received and addressed</li> <li>c. Social and environmental responsibility that can be connected to SDGs - covering type of activities and achievement of community development program</li> </ul>	78-88
	<p>d. Environmental Performance, should at least cover:</p> <ul style="list-style-type: none"> <li>1. Expenditure of Environmental Cost</li> <li>2. Explanation about eco-friendly material usage, i.e. recycled material</li> <li>3. Explanation of energy usage, should at least cover: <ul style="list-style-type: none"> <li>a. Total usage and energy intensity; and</li> <li>b. Efforts and achievement in energy efficiency, including usage of renewable energy</li> </ul> </li> </ul>	90-107
	<p>e. Environmental Performance for organisations that have operation directly impacted environment, should at least cover :</p> <ul style="list-style-type: none"> <li>1. Performance as mentioned in "d"</li> <li>2. Information about activities and operational areas that impacted positively or negatively to the environment especially affecting ecosystem that support that location</li> <li>3. Biodiversity, should at least cover : <ul style="list-style-type: none"> <li>a. Impact of operational areas that are close to or in conservation or areas with biodiversity; and</li> <li>b. Biodiversity conservation program that protect animal or plant.</li> </ul> </li> <li>4. Emission, should at least cover: <ul style="list-style-type: none"> <li>a. Total and emission intensity produce by type; and</li> <li>b. Efforts and achievement in emission efficiency</li> </ul> </li> <li>5. Waste and effluent, should at least cover: <ul style="list-style-type: none"> <li>a. Total waste and effluent produced by type;</li> <li>b. Waste and effluent management system</li> <li>c. Spill (if any)</li> </ul> </li> <li>6. Number and type of complaints received and addressed related to environmental issues</li> </ul>	90-107
	<p>f. Responsibility in expanding SF products/services, should at least cover:</p> <ul style="list-style-type: none"> <li>1. Innovation and development of SF products/services</li> <li>2. Number and percentage of products/services evaluated on customer safety</li> <li>3. Positive and negative impact resulted from SF products/services, distribution process, mitigation to address negative impact</li> <li>4. Number of product withdrawn and why; or</li> <li>5. Customer satisfaction survey on SF product/service</li> </ul>	38-48
7	<b>If any, independent - written verification</b>	N/A

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