

Strong Foundation For the Next Levels

Sustainability Report 2020



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Sustainability Highlights



Rp 2.89 trillion
Consolidated revenue in 2020



Rp 778 billion
Consolidated operating profit in 2020



81% Water Savings

EDGE Certified, Green Building Council Indonesia, for South Quarter – Tower A, B and C



28% Energy Savings

EDGE Certified, Green Building Council Indonesia, for South Quarter – Tower A, B and C.



32% Less Embodied Energy in Material

EDGE Certified, Green Building Council Indonesia, for South Quarter – Tower A, B and C.



4,099 tCO2/year Savings for Carbon Emissions

The carbon emissions of South Quarter are approximately 10,089 tonnes per year, with the estimated total CO2 saving is 4,099 tCO2/year compared to the local buildings in Jakarta.



54% Decrease in Waste

In 2020, South Quarter generated a total of 278 tonnes of non-hazardous waste, decreased by 54% compared to the previous year.



Blue Rating

For Ngoro Industrial Park in managing the environment from Ministry of Environment and Forestry.



99% Customer Satisfaction Rate

In South Quarter, tenants' survey shows 98-99% of customer satisfaction level towards the building quality and service.



Radius 1,000 km for Local Suppliers

Based on GBCI's Greenships, South Quarter implements the principles that raw material origin or fabrication is within a radius of 1,000 km from the project location and the use of indigenous plants and local cultivation on a provincial scale



Top CSR Awards Star 3

for PT Intiland Development Tbk in 2020 for compliance to ISO 26000, good corporate governance and alliance of CSR with business strategy.



Gold Rating

for Design Recognition of South Quarter from Green Building Council Indonesia (GBCI), 2015 – 2020.



Top Ten Developers BCI Asia Awards 2020

PT Intiland Development Tbk is one of the top ten developers in Indonesia that has made the greatest contribution to the built environment including the sustainability in the developments.

About Intiland

Name of Company	: PT Intiland Development Tbk
Company Status	: Limited liabilities company
Date of establishment	: 10 June 1983
Head office address	: Intiland Tower lantai Penthouse Jl. Jendral Sudirman 32, Jakarta 10220
Telephone	: +62 21 570 1912 / 570 8808
Faximile	: +62 21 570 0014 / 570 0015
Email	: info@intiland.com
Website	: www.intiland.com
Social media	
Instagram	: @intilanddev
Facebook	: Intiland Development Tbk
Youtube	: Intiland Development
LinkedIn	: PT Intiland Development Tbk

Vision

Intiland is to make possible the experience of not only living, but living well throughout Indonesia.

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.

Mission

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

About Intiland

Values

One Roof, Five Pillars

Corporate values are the attitude that is continuously upheld in carrying out all activities for the growth and development of the Company. Intiland stands tall on five values known as TRICE, namely :



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.

Vision, mission and values were developed through painstaking process of discussions with the Company's founders, directors and employees. Vision, mission and values are socialized through orientation program held by CHC (Corporate Human Capital) particularly for new employees. For others, refreshment program will be held through GLADIS (Global Learning and Development Information System). This e-learning app is meant to provide 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.



Intiland Tower Jakarta

Business Activities

Intiland focuses on four segments of business development. These four segments which are the Company's main source of income, are divided into two groups of income : development income and recurring income. These four segments are :



mixed-use
& high-rise



landed
residential



industrial
estates



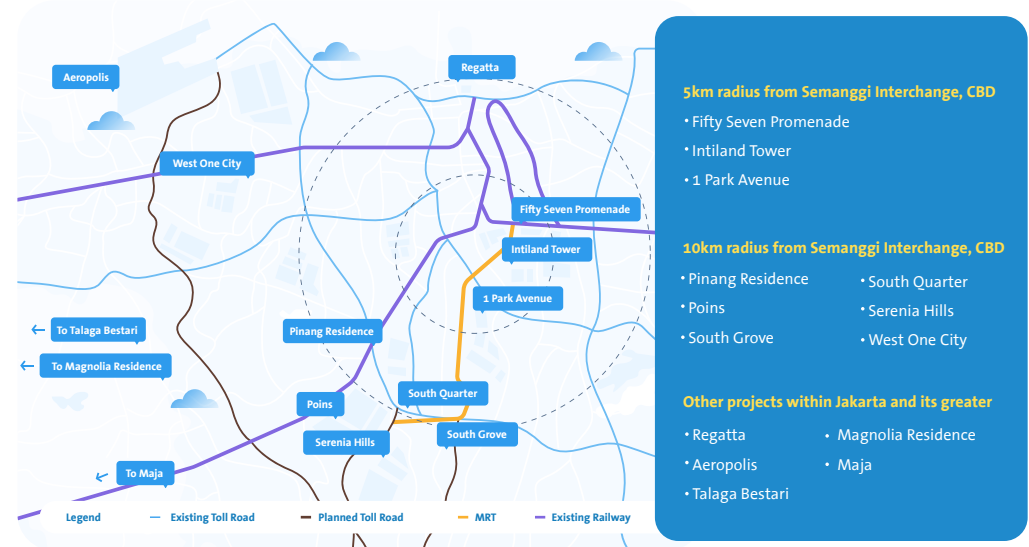
investment
properties

The Company's project locations are within Jabodetabek areas (Jakarta, Bogor, Depok, Tangerang, Bekasi) and within Surabaya and its vicinity.

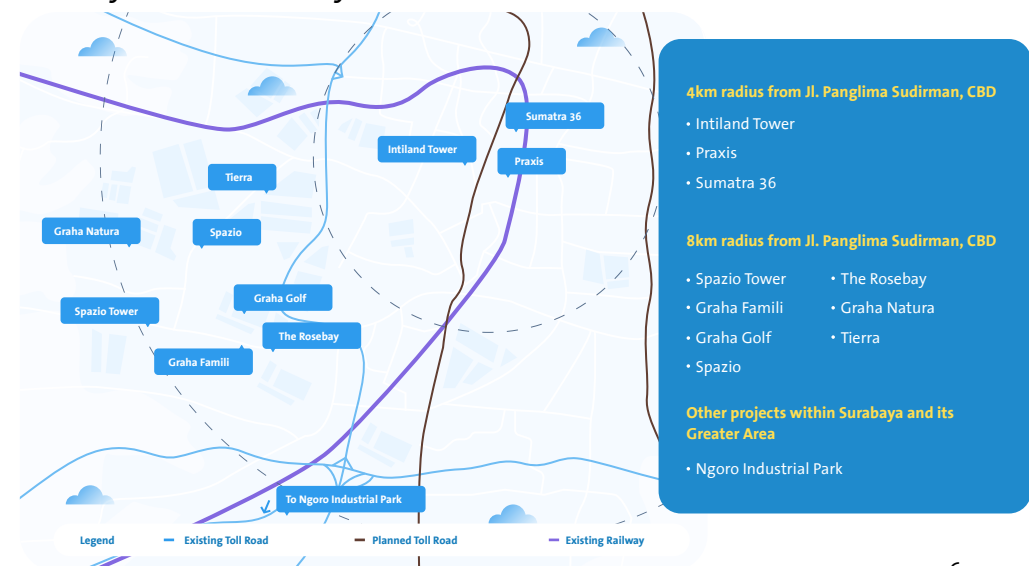
The Company books its revenues from development as well as recurring incomes of office leases, hotel chains, golf and sports club management in several cities in Indonesia.

Operational Areas

Jakarta and its vicinity

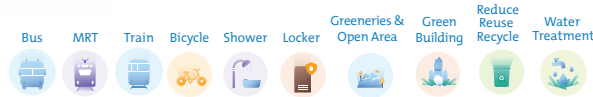


Surabaya and its vicinity



Jakarta and its vicinity

Mixed-use and Highrise



Fifty Seven Promenade - Thamrin, Central Jakarta

A high-quality, luxurious waterfront living concept right at the heart of Jakarta's CBD.



Aeropolis - Close to Soekarno-Hatta airport

An integrated mixed-use development project designed as an airport city.



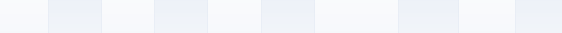
1Park Avenue - Kebayoran Baru, South Jakarta

The zen-inspired apartment to let you bask in the peace and serenity of nature.



Regatta - Pantai Mutiara, Pluit, North Jakarta

This iconic apartment, the brainchild of Tom Wright of the Burj-Al-Arab fame, was designed especially for those who fancy a healthy and modern living setting right on the beach.

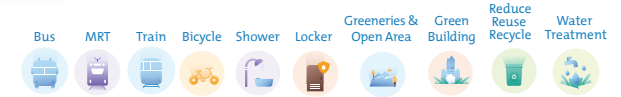


SQ Res - Jl RA Kartini, TB Simatupang, South Jakarta

This apartment is to cater to the needs for modern living for the dynamic urban population integrated.



Landed Residential



Serenia Hills - Lebak Bulus, South Jakarta

A nature-infused residential area, a great harmony between comfort and serenity.



Griya Semanan - Taman Semanan Indah, West Jakarta

A modern-minimalistic residential cluster that maximizes the use of space, making your house look delightfully beautiful and yet exceptionally functional



Talaga Bestari - Tangerang, West Java

A housing complex with a comfortable living space to support family's various activities.



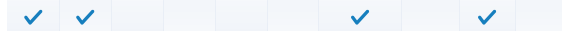
Magnolia Residence - Tangerang, West Java

A fusion of minimalistic design and green living concept create a feeling of total convenience living in this residential cluster.



South Grove - Lebak Bulus, South Jakarta

With a concept that boasts an exclusive level of privacy for the home, this residential complex bestows a great convenience of living in a green and elegant environment.

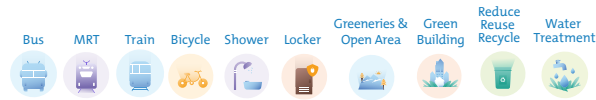


1Park Homes - Kebayoran Baru, South Jakarta

This Gregorian-styled residential cluster offers a sense of maturity and opulence aimed at successful individuals and families.



Investment Properties



Intiland Tower Jakarta - Jl Jend Sudirman, Central Jakarta

The office building designed by Paul Rudolph offers an area for doing business that is not only dynamic but also boasts a green environment.

✓	✓	✓	✓	✓		✓	✓	✓	✓
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South Quarter - Jl RA Kartini, TB Simatupang, South Jakarta

Designed innovatively with due regard to the green building principles, South Quarter (SQ) offers a range of pluses, such as convenience, energy efficiency, and an elegant and visually-pleasing building design.

✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
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Poins - Lebak Bulus, South Jakarta

A Transit Mall, a new hub and meeting point in the South Jakarta.

✓	✓		✓	✓	✓	✓		✓	✓
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Club Pantai Mutiara - Pantai Mutiara, North Jakarta

A comprehensive sports complex with a unique ambience conferred by the glorious view of Jakarta's beachfront.

			✓	✓	✓	✓		✓	
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Club Serenia Mansion - Serenia Hills, Lebak Bulus, South Jakarta

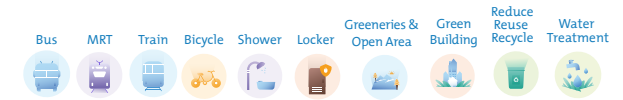
A modern exclusive club with a touch of soothing tropical garden.

✓	✓		✓	✓	✓	✓		✓	
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Splash Swimming Pool & Gym - Taman Semanan Indah, West Jakarta

A sports club with a calm and comfortable feel, offering an array of supporting facilities.

✓		✓	✓	✓	✓	✓			
---	--	---	---	---	---	---	--	--	--



Runway Sports Club - Aeropolis, Tangerang, West Java

Fitness facilities to help you maintain your healthy lifestyle.

✓		✓	✓	✓	✓	✓		✓	
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Sports Club Talaga Bestari - Talaga Bestari, Tangerang, West Java

Modern fitness center well-suited for family's weekend excursions.

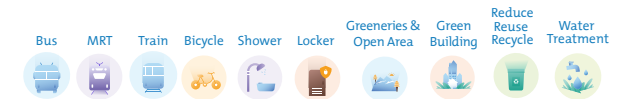
✓			✓	✓	✓	✓		✓	
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Intiwhiz Hotel Chain - Jakarta, Semarang, Bali, Yogyakarta, Surabaya, Manado, Balikpapan, Samarinda, Padang, Trawas, Bromo and other cities in Indonesia.

Indonesia's leading and most promising hospitality management provider with international standard of quality service.

✓	✓	✓	✓					✓	✓
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Industrial Estates



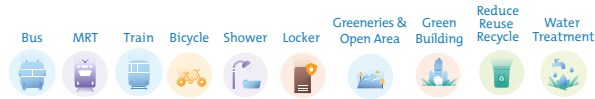
Aeropolis - Close to Soekarno-Hatta airport

This warehouse complex is part of Aeropolis integrated areas to support the activities of Soekarno-Hatta airport.

✓		✓	✓			✓		✓	
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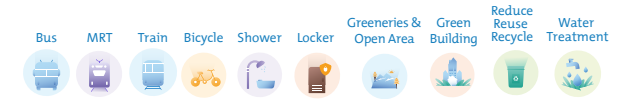
Surabaya and its vicinity

Mixed-use and Highrise



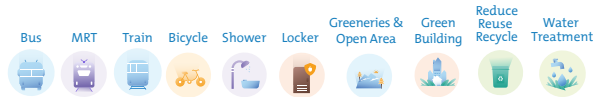
Spazio Tower - Graha Famili, West Surabaya, East Java									
A nature-infused residential area, a great harmony between comfort and serenity.			✓	✓	✓	✓		✓	✓
Praxis - Jl. Sono Kembang, Surabaya, East Java									
An urban lifestyle center combining shopping center, apartments, and office building.	✓		✓	✓	✓	✓		✓	✓
Sumatra36 - Jl. Sumatra, Surabaya, East Java									
This apartment is designed for those who yearn to live in an urban area with lush green environment, and an unsurpassed level of security and privacy.	✓		✓	✓	✓	✓		✓	✓
Graha Golf - Graha Famili, West Surabaya, East Java									
A stunning view of the golf course, and a luxurious living. Each floor only has four apartment units to ensure privacy and convenience.			✓	✓	✓	✓		✓	✓
The Rosebay - Graha Famili, West Surabaya, East Java									
A low-rise residence concept exuding a sense of a cozy resort that aims to spoil life.			✓	✓	✓	✓		✓	✓

Landed Residential



Graha Famili - West Surabaya, East Java									
An exclusive feel that boasts the comfort of a clean, green, safe and tastefully-designed environment, integrated with a vast range of amenities to enhance life.			✓	✓	✓	✓		✓	✓
Graha Natura - Lontar, West Surabaya, East Java									
A green, breezy, and pristine environment as the key to a healthy lifestyle.	✓		✓	✓	✓	✓		✓	✓

Investment Properties



Intiland Tower Surabaya - Jl. Panglima Sudirman, Surabaya, East Java

An office building designed with beauty and elegance in mind, and in accordance with energy-efficient building principles where each floor has a terrace to provide better air circulation and natural lighting.

✓		✓	✓	✓		✓	✓	✓	✓
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Spazio - Graha Famili, West Surabaya, East Java

Enjoy the ease, convenience, and flexibility of having your office at a strategic location, in a building designed perceptively both indoor and outdoor.

			✓	✓	✓	✓		✓	✓
--	--	--	---	---	---	---	--	---	---

World Trade Center Surabaya - Jl. Pemuda, Surabaya, East Java

An IT shopping center mainly selling cellular phones, smart phones, laptops, cameras, and other gadgets.

✓		✓	✓	✓	✓	✓		✓	✓
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ROCA Sports Center - Graha Famili, West Surabaya, East Java

A green, breezy, and pristine environment as the key to a healthy lifestyle.

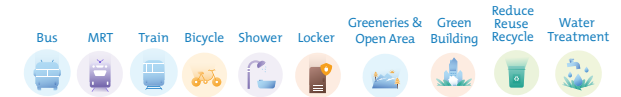
			✓	✓	✓	✓		✓	
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Golf Graha Famili & Country Club - Graha Famili, West Surabaya, East Java

An 18-hole and 72-par golf course that offers various challenges such as flat area, pond, river, bunker, and hill.

			✓	✓	✓	✓		✓	
--	--	--	---	---	---	---	--	---	--

Industrial Estates



Ngoro Industrial Park - Mojokerto, East Java

An industrial estate in the valley of Mount Penanggungan, a popular choice for many national and international companies seeking for a base for their operations.

✓			✓			✓		✓	✓
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Batang Industrial Park - Batang, Central Java

The industrial estate, planned to develop up to 280 hectares, has a strategic location with access to national road and toll roads, and is within close proximity to Semarang Ahmad Yani International Airport and the seaport.

✓		✓	✓			✓		✓	✓
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The Company’s Market Segmentation

The Company’s main market segment (95%) is the middle-upper class for all portfolios in Jakarta as well as Surabaya.

Memberships

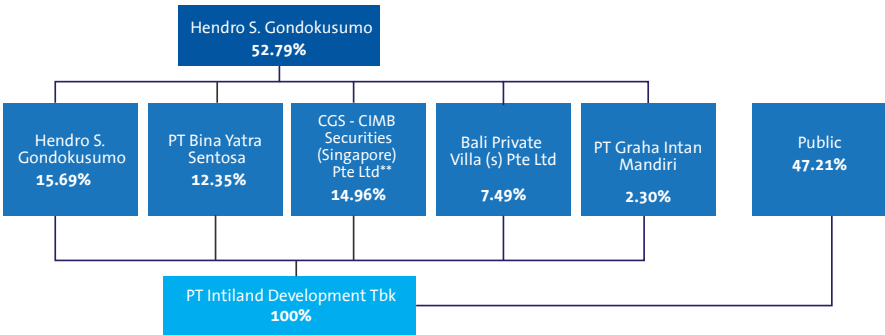
Organization Names	
1	Indonesia Chamber of Commerce and Industry (KADIN)
2	Real Estate Indonesia (REI)
3	International Real Estate Federation (FIABCI)
4	Indonesian Employers Association (Apindo)
5	Association of Indonesia Public Listed Companies (AEI)
6	Indonesia Corporate Secretary Association (ICSA)
7	Indonesia Shopping Center Association (APPBI)
8	Association of Building Manager
9	Building Owner & Manager Association (BOMA)
10	Indonesian Golf Course Owners Association (APLGI)
11	Golf Club Manager Association of Indonesia
12	Indonesian Industrial Estates Association (HKI)

Shareholders Composition

31 December 2020

Classification	Number of Shares	Number of Investors	(%)
Institutions			
Domestic	2,230,295,903	127	21.52
Foreign	3,095,486,952	127	29.86
Individuals			
Domestic	5,037,049,150	6901	48.59
Foreign	3,022,180	40	0.03
Total	10,365,854,185	7,195	100

Major and Controlling Shareholders



Awards And Acknowledgments



CERTIFICATION



Report Period And Boundaries

This sustainability report is the first sustainability report published by PT Intiland Development Tbk (Intiland). It contains information for the financial year 1 January – 31 December 2020, unless otherwise stated. Some data are from the past three years.

This report is based on the regulation of the Financial Services Authority (OJK) and prepared according to GRI (Global Reporting Initiative) standard core option. It has to be read as an integral part of the Annual Report 2020 and other information disclosures published in Intiland website. Details of this report can be found ***HERE***.

This first sustainability report focuses on our operations in three office towers in South Quarter, an integrated mixed-use development which is located in TB Simatupang, South Jakarta, particularly for environmental issues. South Quarter is one of Intiland's key projects, a joint-venture with GIC (Government of Singapore Investment Corporation) developed since 2012 and has obtained "Green-ship New Buliding 1.2 – Gold Rating for Design Recognition" from Green Building Council Indonesia 2015 – 2020 and EDGE Certificate for water, energy and material consumptions. For social, economy and governance issues, consolidated corporate data will be displayed.

Message From Founder And CEO

Strong Foundation For The Next Level



Distinguished Stakeholders,

At the time this sustainability report was written, we were all still struggling to rise from the Covid-19 pandemic. We at Intiland continue to strengthen resilience in new ways. Strengthen the foundation for the next challenge.

Intiland is a unique developer. We have our own strong identity as an innovative developer. We have three key principles when developing a project. **One is LIVING WELL.** We want our customer to live happy life surrounded by loved ones and good friends in a comfortable and beautiful home in a clean and picturesque environment with excellent facilities. **Two is CONSISTENCY IN QUALITY STANDARD.** We develop a detail of requirements, specifications, guidelines and characteristics to meet the purpose of the products or services.

Three is POSITIVE CONTRIBUTION to the surrounding area in terms of economy, social and environment. We make sure our project development is beneficial and add values to the surrounding community.

These principles are clearly visible in the company's track record. For us, developing and building a property project is not just a beautiful physical development, what is more important is how to make a maximum contribution in the long term to all our stakeholders. This is in line with the company's vision and mission.

When developing a project, we always ask basic question : "do I want to live and work in this property?" This very simple question has profound meaning since it concerns all aspects of our physical, mental and spiritual needs. With this basic question, we always put quality first.

An affordable house is not a leaky house with sloping floors. The main difference between affordable homes and luxury homes is not in the quality of construction. Construction is about safety and it is non-negotiable. The main difference is only in the quality of finishing.

In line with the growing developments and demands, we must always look for innovative ways and efforts to be able to answer these challenges. The basic principles of design concerning health and comfort remain the most important ones, but their application must be creative in dealing with current situations and conditions. During the current Covid-19 pandemic, property design must be able to answer pandemic problems from flowing air, sunlight that must enter the house to the need for "work from home" and "school from home". The trend of this need must be quickly anticipated by the company. Close collaboration with investors, contractors, vendors, suppliers, consumers and even the surrounding community is very important for the company's sustainability.

The three key principles are the basic foundation for the development of a project. If these are perfectly integrated, the sustainability of the project will be well maintained, including economic, environmental, social and governance elements. The occurrence of the Covid-19 pandemic has a very significant impact on the company's sustainability priorities. Stable financial performance is a top sustainability priority in order to further strengthen Intiland's foundation to face the next challenges.

For our baseline, we protect our values as a guidance for the Company to mitigate risks and direct our business conducts and behaviors. This includes regulatory compliances, risk management, operational efficiency and reputation maintenance. For the next step, we will create values for our stakeholders by sustaining our cores, creating new initiatives and delivering fast by using our competitive advantages in innovation, management capabilities, strategic alliances, brand values and good mutual relationships among employees, with our customers and the community.

By then, operational efficiency will be improved leading to the growth of the company. This will expand our market shares with brand enhancement and product innovation.

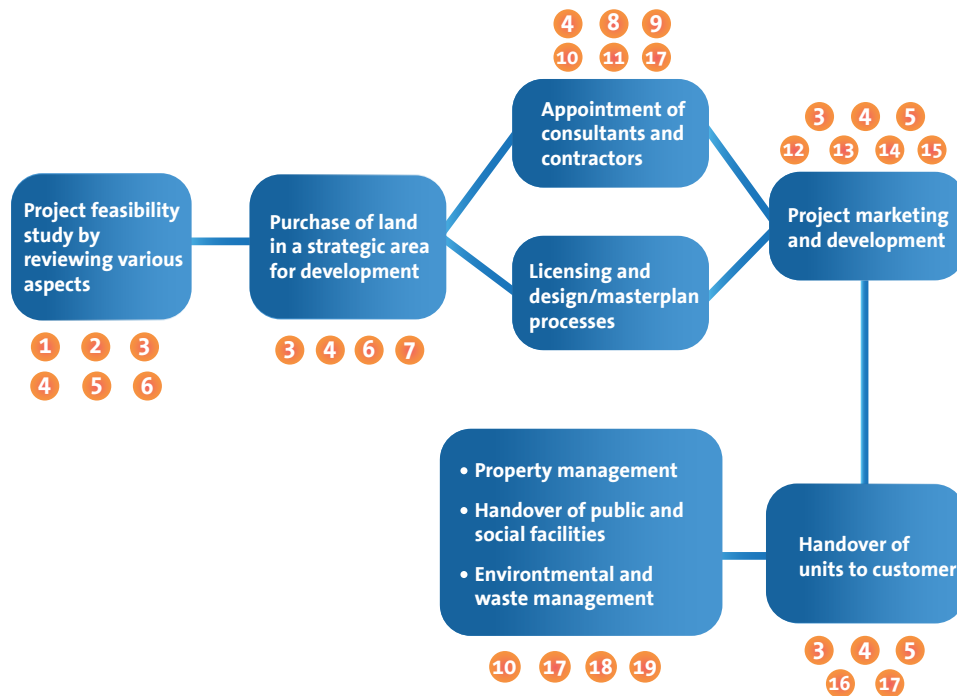
For our long-term plan, we will focus on three main areas. First, we will establish our sustainable guideline for energy efficiency and green lifestyle. Second, we will improve our zero waste program to be more comprehensive and systematic in our supply chain. Third, we believe youths are very important in years to come. They are shaping the future of our property industry. 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.

This 2020 sustainability report is the first report that we have published. We realize that this report might still not be comprehensive and we will further improve it in the years to come. With a strength of 1,478 employees, we will continue to develop our performance and achieve better sustainability initiatives, as a real reflection of the company's vision, mission and values.

We look forward to your input and ideas.

Jakarta, 30 June 2021
Hendro S. Gondokusumo
Founder & CEO

Our Supply Chain



Intiland implements several standards on quality, design, price as well as technical specifications. In certain cases where applicable, we apply stricter criteria for environmental factors especially for our key suppliers. South Quarter, Intiland's key project in South Jakarta, engages key suppliers in its supply chain to embrace safe and environmental-friendly products and services. We have established clear procurement standard and specifications for our suppliers. Along the way, we will improve the standard to include not only technical criteria but as well as environmental and social .

The general criteria for suppliers to be short-listed are as follows :

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
8. Reasonable price in accordance with the products offered.

Note :

- | | | |
|----------------------------------|---|------------------------------------|
| 1. Consultant FS | 8. Consultants (architect, structure, etc) | 15. Agency |
| 2. Business Development/Planning | 9. Contractor (Foundation, main structure, etc) | 16. Customers |
| 3. Finance | 10. Government | 17. Project Team |
| 4. Legal/Permit | 11. Permit Consultant | 18. Property management |
| 5. Marketing | 12. Broker/Sales | 19. Property management consultant |
| 6. Land acquisition advisor | 13. Marketing Consultant | |
| 7. Land acquisition team | 14. Vendor/Supplier | |

Product/service offered by suppliers must meet several rigid as well as flexible guidelines depending on the requirements and product/service compatibility i.e :

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

For design, we have Intiland Sustainable Design Guideline. This guideline has been developed to take into account the importance of an integrated sustainable business concept. With more than 45 years of track record, Intiland is well-acknowledged for its project quality. Three key principles, which are always integrated when developing a project, are :



1. Living well :

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.



2. Consistency in quality standard :

a detail of requirements, specifications, guidelines and characteristics to meet the purpose of the products or services.



3. Positive contribution to the surrounding area
in terms of economy, social and environment.

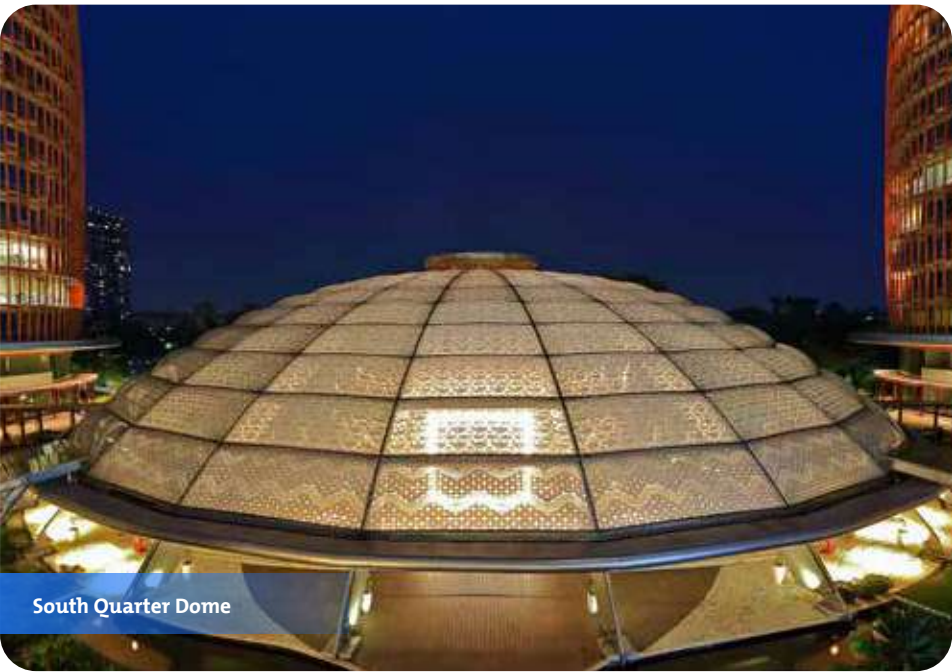
Intiland conducts the principle of procurement of goods accordingly through a careful inspection of each report of amounts, confirmation of all engineering solutions, and ensures that each product has been installed and received according to specifications without any reduction in features or quality. Intiland believes that by conducting procurement based on these principles, the Company can maintain the value proposition given to consumers. The company is committed to providing the best residence for its consumers and assured that the policy carried out by the procurement division will not affect the final results of Intiland's products.

In addition, starting 2019, we conduct engineering review, a process 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. Overspecification is a key finding in many tenders. To combat that, we need to do it early in the planning and design process.

A collaborative effort has to be initiated to rationalize the design and all that goes in it. We shall continue to push our consultants and engineers to question the validity and accuracy of original estimates.

In South Quarter, we add greenship criteria for material resource and cycle such as no CFC or halon for fundamental refrigerant, reusing building and material, environmentally processed product (ISO 14000, 5% recycled material, renewable material), non ODS usage for the whole building system, certified wood, modular design, and local material. In addition to that, South Quarter implements the principles that main raw material origin or fabrication location is within a radius of 1,000 km

from the project location and reaches 50% of the total material costs. If the above materials come from within the territory of the Republic of Indonesia, it reaches 80% of the total material costs. The use of local plants (indigenous) and local cultivation on a provincial scale according to the Indonesian Institute of Sciences (LIPI) is 60% of the canopy area/number of plants.

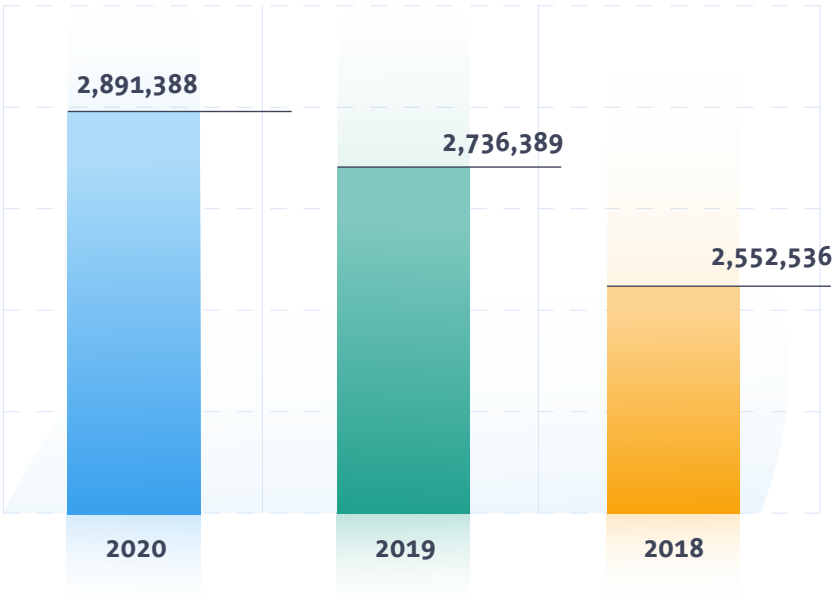


South Quarter Dome

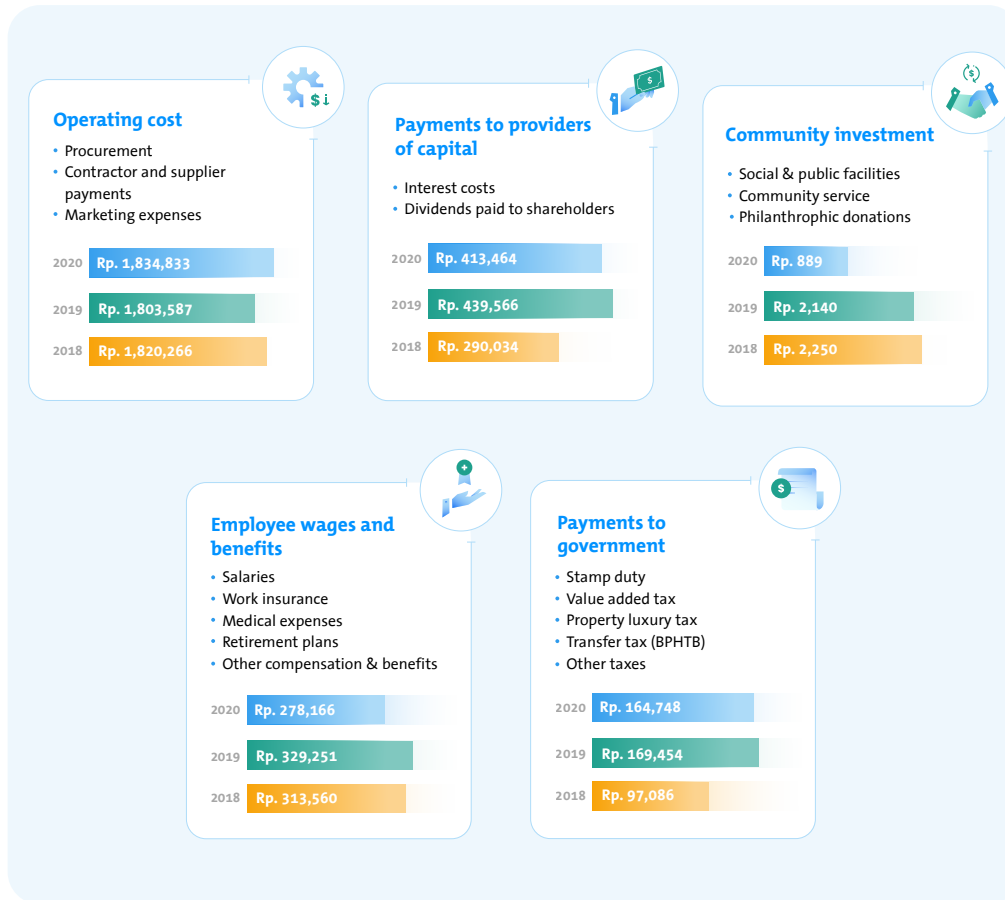
Key Financial Performance

Economic Value Generated (in million Rupiah)

Consolidated Revenue



Economic Value Distributed (in million Rupiah)



Economic Value Retained (in million Rupiah)





Fifty Seven Promenade Jakarta

Our Sustainability Journey



Intiland establishes sustainability journey to ensure the evolving process will take place effectively and efficiently in the long run. It starts from compliance and risk management steps. For us, this step is very important to set strong foothold upon achieving the long-term goals which are to increase the values of Intiland for our stakeholders..

We have identified three key areas to be our long-term focus :

1. Establishing SUSTAINABLE GUIDELINE for energy efficiency and green lifestyle.

This will set further standard for buildings and project developments to embrace environmental as well as social standard.

2. Supply Chain ZERO WASTE.

The Company will design and manage products and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources

3. Empowering Youths for Sustainable Real Estate.

Youths play significant roles in shaping the future of real estate industry. With their dynamic knowledge and skills, they have the power to shift the industry trend and policies. 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 it contributes significantly to the country.

These key areas will further strengthen our corporate performance in terms of economic, environmental and social issues. Customers' trusts and satisfaction will be improved leading to the Company's growth. Improved relationships with stakeholders will positively benefit the Company in the long run, at the end to further shape a better and more conducive industry.



Intiland Sustainability Strategy



Intiland focuses on three business areas : property development, property investment and property management. These three business areas are to be developed through four development portfolios from highrise & mixed use, landed residential, industrial estates to investment properties. In order to ensure that the four portfolios will be established well in the market, the Company has Four Pillars of Growth as the strategy : organic growth, opportunistic acquisition, strategic partnership and capital & investment management.

In organic growth strategy, Intiland strives to increase the value of its existing asset portfolio and development of land bank in order to maximize the Company's returns on investment for shareholders. This has been carried out through the application of prudent principle in planning, developing and managing the Company's assets and land bank. The Company also regularly evaluates its assets and divests low-yielding, mature and non-core assets in favor of investments in higher-yielding assets.

In opportunistic acquisition strategy, the Company continuously monitors the development of property market, particularly the residential area, office space and hotel. This aims to seize opportunities for acquisition from land development and property or other business companies with a strategy that is adjusted to the value

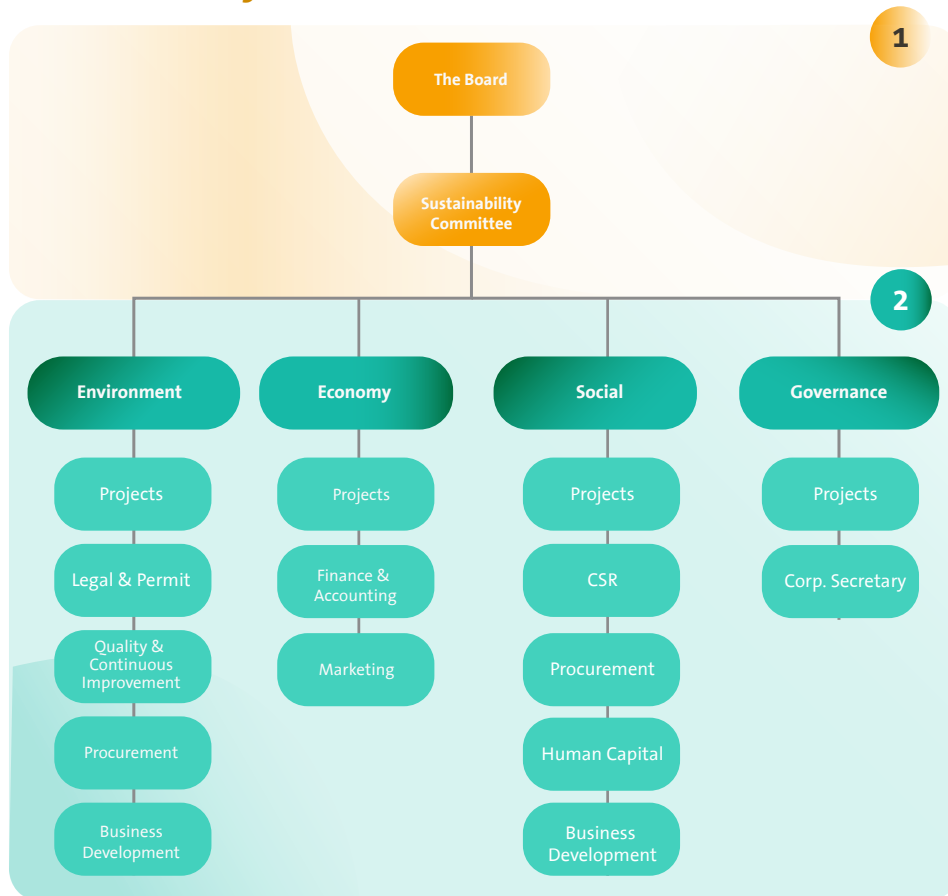
Through acquisition, the Company will be able to create long-term values for shareholders.

In strategic partnerships strategy, Intiland continues to explore opportunities to enter into joint venture or strategic partnerships with landowners, investors and shareholders whose investment strategic focus is in line with the Company's growth strategy.

In capital & investment management strategy, the Company always monitors its working capital and balance sheet to maintain financial flexibility and reserves for both current development and future growth. The Company also makes a constant effort to explore the opportunities to enhance funding capabilities, such as improving the visibility in the global investment community. This effort is done to ensure overall financial stability and the adequacy of financial resources for the development of the Company's projects.

As the strong foothold, Intiland upholds five basic values which underlie the main strength of Intiland namely TRANSPARENCY, INTEGRITY, INNOVATION & EXCELLENCE, CARE, and LONG-TERM GROWTH.

Sustainability Governance Structure



Note:

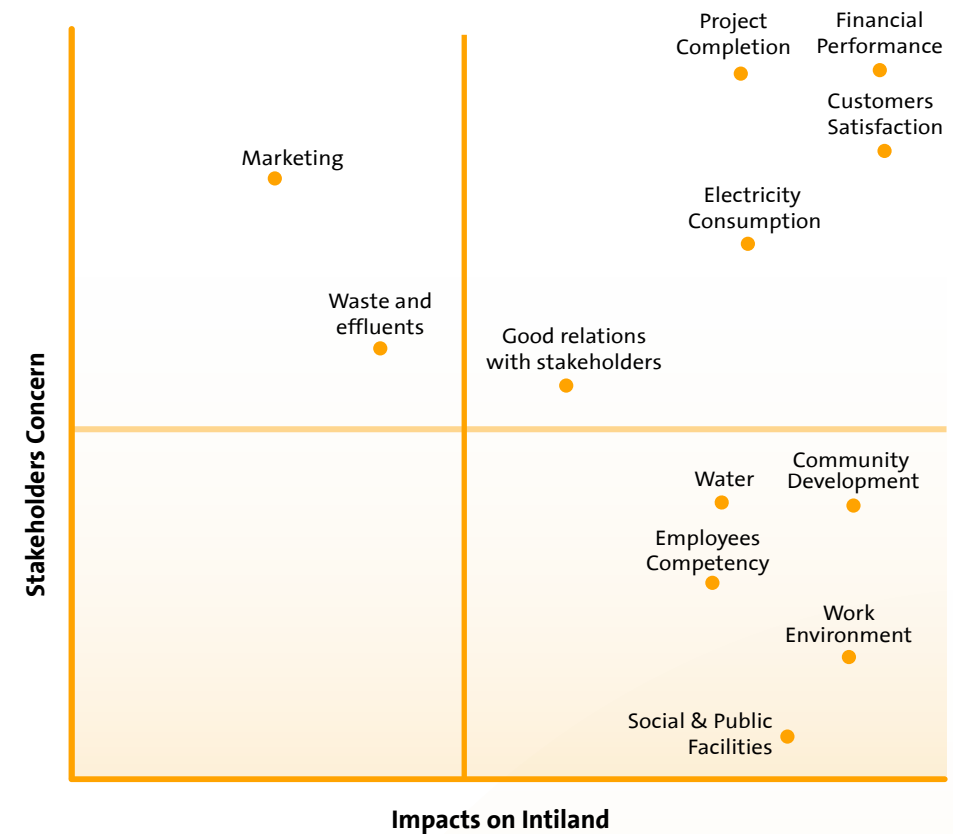
1

To oversee the identification, assessment and mitigation of significant environment, social and governance issues impacting Intiland's business sustainability.

2

To integrate business and sustainability priorities to ensure full supports towards Intiland's sustainability journey.

Materiality Matrix



These material issues help us in identifying, evaluating and improving our sustainability journey, practice and disclosure to align with our stakeholders' expectations. Our long-term journey will focus on three key areas to respond to these material issues. The sustainable guideline and zero waste supply chain will improve our financial and project performance, increase customers' satisfaction, reduce waste and effluents, including a more responsible consumption of water and electricity. By nurturing youths to have a better understanding of property industry, the Company will gain trusts leading to the Company's growth and strong brand values, and at the end to have a better and more conducive industry environment.

Stakeholder Engagement

It is very important for us to be able to have a deep and good understanding on our stakeholders and their needs. With this, we can engage, anticipate and meet their expectations for the Company's long-term success. We have identified seven groups of key stakeholders, their roles to Intiland including their key concerns and engagement platforms to the Company.



Intiland Teduh Program

Key Stakeholders and Their Significant Roles to Intiland



Our Employees

Competencies, work environment, health and safety of our employees are key to Intiland's performance

Key Concerns

- Corporate direction
- Job security
- Career development
- Remuneration and benefits
- Training program
- Work environment including occupational health and safety

Engagement Platforms

- Intiland Town Hall Meetings
- Regular GM Forum
- Learning Corner
- Leader's Journey
- My Stage, I'm Possible
- GLADIS (Global Learning and Development Information System)
- NEST (Newton Enhancing, Sharing and Transforming), company's medium of communication among employees for knowledge sharing.
- Corin, company's medium of communication among employees for updates on company's achievements in order to foster sense of pride and belonging.
- Employee Engagement Survey
- Employee Volunteer Program



Our Customers

Making sure customer's satisfaction by delivering on-time project completion, safe and consistent high-quality products and services, is the ultimate objective of the Company.

- Customer relations and advocacy
- Handover appointments
- Purchase agreement
- Defect rectification
- Design and features
- House/workplace safety and health
- Management of facilities/buildings
- Management of environment
- Ethical marketing practices

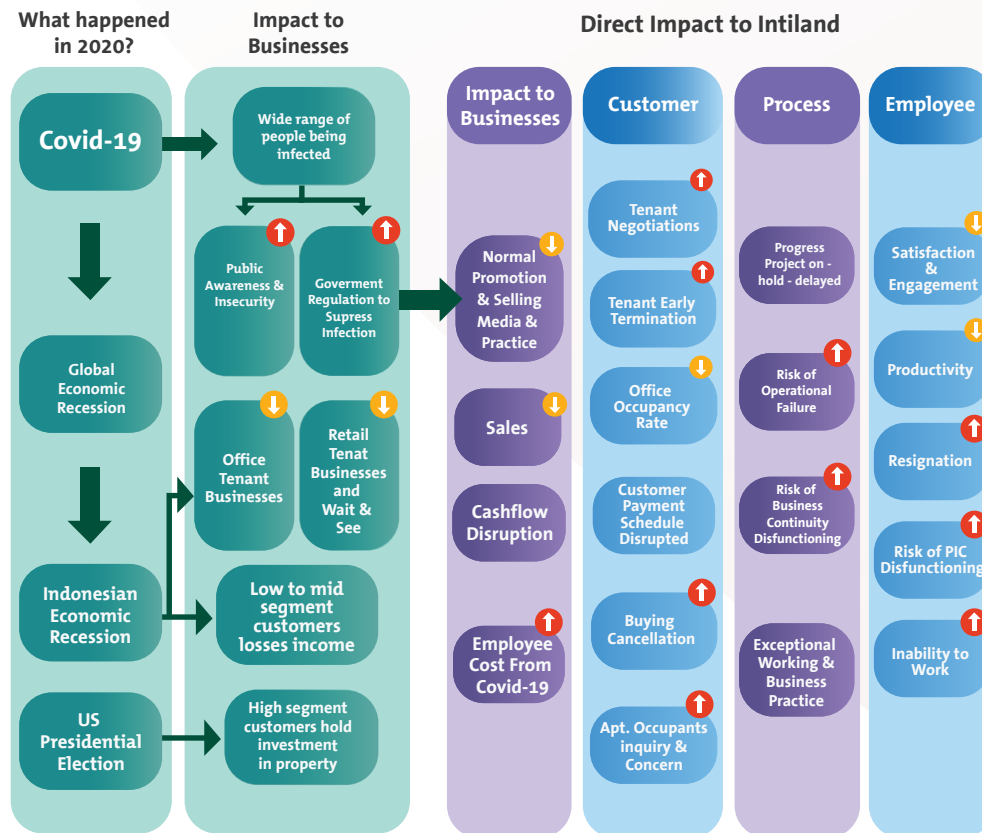
- Sales Calls
- Regular product knowledge events
- Official letters
- Website, social media and email
- Intiland Circle
- Defects management tracking app and procedures
- Surveys
- Marketing events

Key Stakeholders and Their Significant Role to Intiland	Key Concerns	Engagement Platforms
 <p>Our Consultants, Contractors & Suppliers</p> <p>We ensure our consultants, contractors and suppliers carry out their operations in accordance with our guidelines and standard operating procedures.</p>	<ul style="list-style-type: none"> • Legal compliance • Consistent quality • Punctual delivery • Sustainable design • Productivity • Safety and health • Innovation • Resource and waste management • Zero waste 	<ul style="list-style-type: none"> • Intiland Sustainable Design Guideline • Standar Operating Procedures • Procurement specifications • Non-disclosure agreement • Integrity agreement • Engineering review • Regular inspections and risk assessments • Vendor evaluations
 <p>Our Investors and Banks</p> <p>We ensure overall financial stability and the adequacy of financial resources for the development of our projects. We provide channels for open communication and disclose information equally.</p>	<ul style="list-style-type: none"> • Growth strategy • Financial performance • Cashflow management • Funding strategy • Market dan product innovation • Pricing strategies • Risk management • Reporting standards 	<ul style="list-style-type: none"> • Annual General Meetings • Quarterly financial results announcements • Corporate disclosures • Analyst and investor meetings • Roadshows • Conferences, meetings and site visits • Annual reports • Corporate website and social media platforms • Intiland Investor Updates • Timely response to rating agencies and analysts' requests

Key Stakeholders and Their Significant Role to Intiland	Key Concerns	Engagement Platforms
 <p>Media</p> <p>We always engage media regularly in order to improve effective communication and raise greater positive exposures on Intiland.</p>	<ul style="list-style-type: none"> • Growth strategy • Company performance and updates • New product developments • Future development • Market diversification and innovation 	<ul style="list-style-type: none"> • Annual reports • Corporate disclosures • Press releases • Press conferences • Regular press briefings • Media interviews & site visits • Corporate website and social media platforms • Timely response to media's requests
 <p>Regulators</p> <p>Partnering with related organizations, we work with key regulators to improve the sustainable growth of the industry.</p>	<ul style="list-style-type: none"> • Licenses and permit • The industry's contribution to the nation's economic development • Health, safety, environment • Green buildings and lifestyle • The industry best practice 	<ul style="list-style-type: none"> • Senior representation on boards of various organizations • Participation in consultations and dialogues with the regulators
 <p>Our Community</p> <p>Intiland is committed to always providing positive benefits from its existence especially for the community.</p>	<ul style="list-style-type: none"> • Effective communication on Intiland's construction works and project development • Youth engagement in sustainable real estate • Community engagement to promote hygiene and better life • Green building advocacy • Quality improvement of surrounding community 	<ul style="list-style-type: none"> • Community development programs and activities • Participation in Green Building Council Indonesia • Participation in conferences/forums • Consultations and discussions with academics, NGOs, associations • Annual reports • Corporate website and social media • Advertisements • Charities and donations



Major Events In 2020 and Its Impact To Businesses and Intiland



In 2020, we have identified the on-going situations and its impact to business and specifically to Intiland. Covid-19 caused a global economic recession, which also affected Indonesia. This condition exacerbates the difficult situation caused by the trade war between the US and China.

Covid-19 attacks the whole world without exception and causes concern to the public. The government's focus and efforts are fully devoted to overcoming this pandemic. The main problem does not stop at health problems, the impact of the economic recession has resulted in difficulties in the sustainability of the company's performance. Many companies are delaying or even stopping their operations. As a result, there were layoffs. Many workers lose their income, while those who still have funds delay their spending and investment. The economy is slowing down.

For Intiland, there are four main areas affected: finance, consumers, processes and employees.

On the financial side, sales performance declined drastically, there was cash flow disruption and an increase in employee costs due to Covid-19. On the consumer side, many consumers propose negotiations, termination of contracts, delays in payment, and even cancellation of purchases. On the process side, there are potential risks that must be mitigated: delays in project completion, operational failures, dysfunction of business continuity and changes in business practices and work habits. On the employees side, there is a decrease in job satisfaction and engagement, decreased productivity, increased resignation requests, the risk of dysfunctional person in charge and increased inability to work.



Graha Golf, Surabaya

Our Environment

We are fully aware that our operations will contribute either positively or negatively to the environment. Based on the three key principles set as our standard :



Living well



Quality

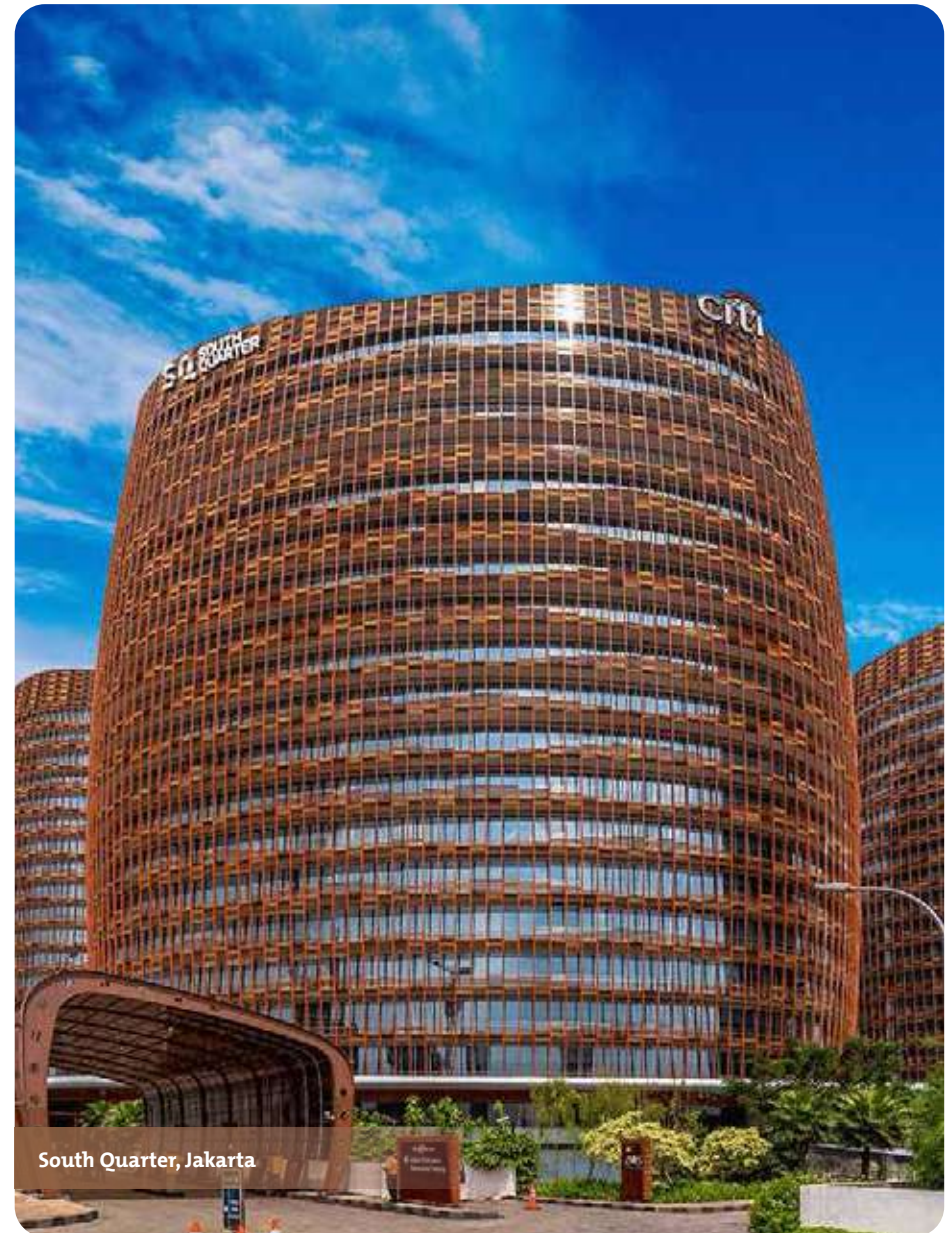


Contribution
to the city

as mentioned in our CEO message, we embrace the standard starting from the very beginning of the development journey. Those three key points are not to be compromised.

For us, the challenge to build visionary developments is how to contribute positively to the environment and society. Local wisdom is very important in a development. Compliance to regulation is a must do, however, we strive to go beyond just compliance. In the development of South Quarter in South Jakarta, we are committed to maintain our green building certification and apply ISO 14000 to our key supply chain. This commitment will be improved and gradually applied to other projects as well.

This section will describe our efforts to improve energy efficiency, carbon emissions reduction, materials used, water usage, waste and effluent discharges. This section will only cover public facilities and areas in South Quarter Tower A, B and C. To perfectly match the metrics required, we have EDGE and Greenship experts to properly monitor our building performance across all the major aspects of environmental impacts. Simultaneously, we are working to improve our sustainability performance in order to carry out the journey as planned.



South Quarter, Jakarta

South Quarter is an integrated mixed-use development located in TB Simatupang South Jakarta. The first three office towers and a retail space were launched in 2012. Total lettable space for office towers is 76,753 sqm and for retail area is 7,542 sqm. In this report, it includes only the three office towers. From 2015 up to now, South Quarter has consistently passed the qualification of Greenship Gold Certification for New Building from Green Building Council Indonesia (GBCI). This certification is reviewed bi-annually through several checklists, interviews, surveys and on-site technical audit.

GBCI is an independent organization established in 2009 by professionals in design and construction industry who are concerned about green building practices.

The main focus of GBCI is to pursue the socialization and transformation of sustainable green principles, particularly in building construction industry in Indonesia with four main programs including market transformation, training & education, green building certification and stakeholder engagement (www.gbciindonesia.org)

In addition to that, South Quarter frequently received awards. In 2016, South Quarter received three awards namely Best Office Architectural Design Indonesia, Best Commercial Development and Best Office Development at Indonesia Property Awards. In the same year, representing Indonesia, South Quarter won the Best Office Architectural Design at South East Asia Property Awards. In 2017, South Quarter ranked second for the category of Large Green Building at the Subroto Awards an accolade for national energy efficiency held by the Ministry of Energy and Mineral Resources of the Republic of Indonesia.

It is an appreciation for the building's successful implementation in the design and energy saving system. In 2019, South Quarter received the Appreciation on Water Conservation award at the Green Building Appreciation & Innovation Day : Re-Invented Buildings, organized by Schneider Indonesia and the Green Building Council Indonesia. In the same year, SQ Res Apartment, the latest development in South Quarter received Best High-End Condo Development at the Indonesia Property Awards by PropertyGuru.



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This is a post-construction certification for existing building, reviewed based on the building data, orientation, system and utility data in a cloud-based platform to calculate the cost of going green and utility savings. The engine has a set of city-based climate and cost data, consumption patterns and algorithms for predicting the most accurate performance results. EDGE (Excellence in Design for Greater Efficiencies) is part of IFC (International Finance Corporation), a member of World Bank Group. IFC created EDGE to respond to the need for a measurable and credible solution to prove the business case for building green and unlock financial investment (<https://edgebuildings.com/about/about-edge/>)



28%
Energy Savings



81%
Water Savings



32%
Less Embodied Energy

EDGE Certified Green Building Council Indonesia,
for South Quarter - Tower A, B and C.

South Quarter Tower A, B and C show 28% energy savings, 81% water savings and 32% less embodied energy in materials, as compared to the average buildings in Jakarta, Indonesia. These figures are based on the evaluation of the structure, MEP systems and architectural concept of South Quarter. South Quarter is equipped with a set of energy savings features to reduce building energy consumption. South Quarter uses reflective light color paint for its roof and external walls as well as polyurethane foam insulation to reduce the heat gain from the sun. In addition, fixed external shading devices are installed to prevent excess sunlight into the the building.

High-efficient water fixtures are installed in the building such as bathroom/kitchen faucets, urinal, and dual-flush closets. An integrated water management system is utilized to help reducing wastewater and stormwater runoff. Rainwater is collected from the rooftop and stored in a tank before it is treated and reused. Grey and black water from toilets will be treated and reused for cooling tower makeup water, toilet flushing, and irrigation. By adopting comprehensive rainwater and grey/black water recycling systems, high-efficiency water-saving fixtures, South Quarter is expected to consume 217,141 m³/year more less

compared to the typical buildings in Jakarta, Indonesia. Embodied energy of materials in South Quarter is expected to produce 1,908 MJ/m² more less compared to the typical buildings in Jakarta, Indonesia. This is due to the sustainable materials used during the material selection, such as micro concrete tiles on steel rafters for the roof and in-situ reinforced concrete for the floors and walls.

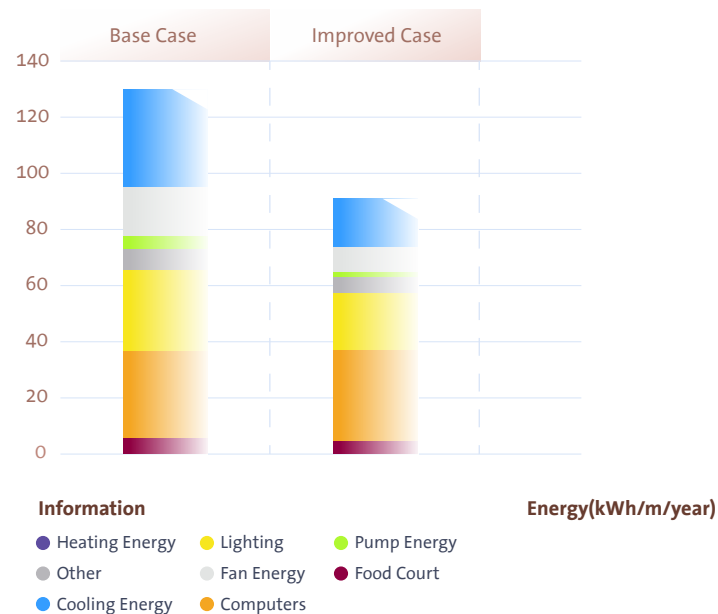


Below is the detailed explanation of each category. Since the profiles of the three towers are almost the same, we use South Quarter Tower A (SQA) for energy details, South Quarter Tower B (SQB) for water details and South Quarter Tower C (SQC) for embodied energy details, unless otherwise stated.

Energy Savings

Energy Efficiency Measures 27.63%

Meets Edge Energy Standard



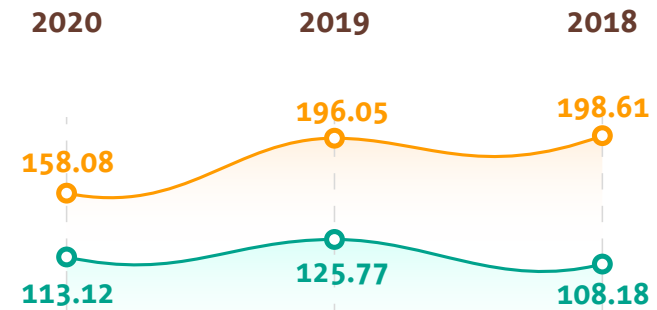
SQA (shown as the Improved Case bar graph) has energy reduction compared to the base case of buildings in Jakarta, Indonesia (shown as the Base Case bar graph). Its cooling energy is 40% more efficient than average buildings in Jakarta, Indonesia. The fan energy is 35% more efficient while the lightings are 45% more efficient. Overall, SQA's energy efficiency is 27.63% and it meets EDGE minimum energy savings requirement (20% energy savings).

Actual Energy Consumption (Compilation of SQA, SQB and SQC)

2020	2019	2018
16,240,448 kWh	18,055,998 kWh	15,531,367 kWh
249,089.55 IDR	276,935.74 IDR	238,213.96 IDR

→ Total Energy Intensity per GFA (kWh/m²)

→ Total Energy Intensity per GFA Occupied (kWh/m²)



* Occupancy rate : 2020 = 71.56%, 2019 = 64.15%, 2018 = 54.47%.

In general, buildings consume significant amount of energy. For South Quarter, since it is already 28% more efficient in energy usage compared to other buildings in Jakarta, Indonesia, we focused on how to fully utilize its energy intensity. Total energy consumption in 2020 decreased from 18 million kWh in 2019 to 16.2 million kWh in 2020. Most of the tenants implemented social restrictions to limit their employees due to pandemic situation.

Energy intensity by GFA Occupied decreased by 19% from 196.05 kWh/m² in 2019 to 158.08 kWh/m² in 2020, which is still lower than Energy Consumption Index or 'Indeks Komsumsi Energi' ("IKE") standard, stipulated by the Governor of the Capital Region of Jakarta No.38, 2012 (between 210 kWh/m² /year to 285 kWh/m²/year for green office buildings).



South Quarter, Jakarta

The management has undertaken other initiatives to improve the energy efficiency such as conducting energy audit and setting the target for efficiency and action plans. In addition, the management also launched energy efficiency campaigns encouraging tenants to turn off lights in vacant rooms, use natural lightings for rooms with windows, use stairs instead of lifts for reachable floors and use of energy-efficient LED lightbulbs. Separation of the electricity meter has been done for air management system, light management system and other electricity loads to closely monitor the energy usage.

Illumination Level

Based on greenship criteria, the measurement taken in South Quarter shows that illumination level in rooms is in accordance with SNI 03-6197-2000 on energy conservation on illumination system. By applying energy savings on the room illumination, this resulted in an increased energy efficiency by 39%.

Illumination Level Tabel

Tower A

	NLA office	T5 2x28W	LED 18W	Watt
GF	1,142.23	56	4	3208
Mezz	848.47	163	67	10334
2nd Floor	1,639.55	226	60	13736
3rd Floor	1,639.55	226	60	13736
5th Floor	1,817.35	226	60	13736
6th Floor	1,817.35	226	60	13736
7th Floor	1,817.48	226	60	13736
8th Floor	1,817.48	226	60	13736
9th Floor	1,817.48	226	60	13736
10th Floor	1,817.65	230	59	13942
11th Floor	1,817.65	227	63	13846
12th Floor	1,817.65	224	60	13624
15th Floor	1,817.65	226	60	13736
16th Floor	1,817.65	226	60	13736
17th Floor	1,817.65	226	60	13736
18th Floor	1,817.91	226	60	13736
19th Floor	1,640.19	226	60	13736
20th Floor	1,640.19	226	60	13736
21st Floor	1,640.19	226	60	13736
P Floor	1,640.19	226	60	13736
Total	33,641.51			260994
LDP TOWER A				7.76

Tower B

	NLA office	T5 2x28W	LED 18W	Watt
GF	756.24	56	4	3208
Mezz	850.09	118	18	6932
2nd Floor	1,639.55	226	29	13178
3rd Floor	1,639.55	226	28	13160
5th Floor	1,817.47	226	28	13160
6th Floor	1,817.47	226	28	13160
7th Floor	1,817.60	226	28	13160
8th Floor	1,817.60	226	28	13160
9th Floor	1,817.60	226	28	13160
10th Floor	1,817.86	226	28	13160
11th Floor	1,817.86	226	28	13160
12th Floor	1,817.86	226	28	13160
15th Floor	1,817.86	226	28	13160
16th Floor	1,817.86	226	28	13160
17th Floor	1,817.86	226	28	13160
18th Floor	1,818.12	226	28	13160
19th Floor	1,640.29	226	28	13160
20th Floor	1,640.29	226	28	13160
21st Floor	1,640.29	226	28	13160
P Floor	1,640.29	226	28	13160
Total	33,259.57			247038
LDP TOWER B				7.43

Tower C

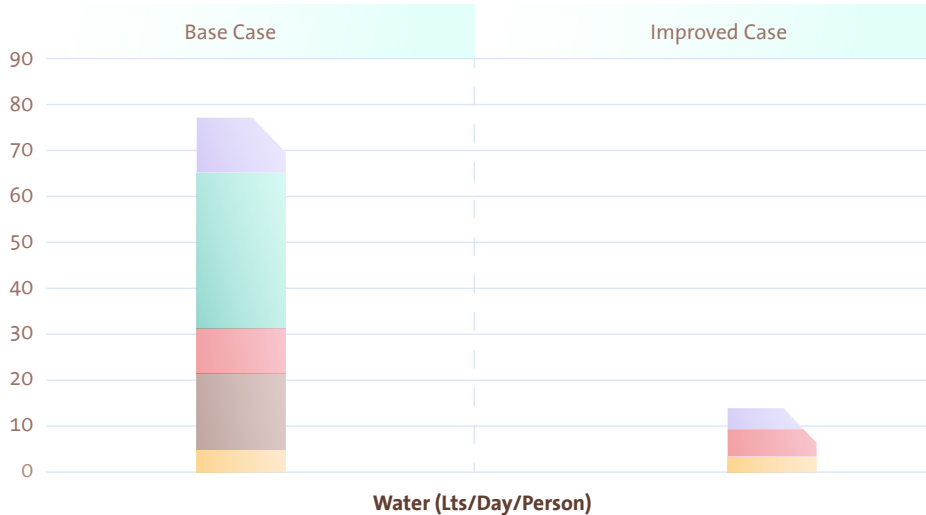
	NLA office	T5 2x28W	LED 18W	Watt
GF	1,246.89	56	4	3208
Mezz	848.12	163	57	10154
2nd Floor	1,639.55	226	60	13736
3rd Floor	1,639.55	226	60	13736
5th Floor	1,818.33	226	60	13736
6th Floor	1,818.33	226	60	13736
7th Floor	1,818.33	226	60	13736
8th Floor	1,818.33	226	60	13736
9th Floor	1,818.33	226	60	13736
10th Floor	1,818.59	226	60	13736
11th Floor	1,818.59	226	60	13736
12th Floor	1,818.59	226	60	13736
15th Floor	1,818.59	226	60	13736
16th Floor	1,818.59	226	60	13736
17th Floor	1,818.59	226	60	13736
18th Floor	1,818.87	226	60	13736
19th Floor	1,639.77	226	60	13736
20th Floor	1,639.77	226	60	13736
21st Floor	1,639.77	226	60	13736
P Floor	1,639.77	226	60	13736
Total	33,755.24			260610
LDP TOWER C				7.72

LDP Average	7.64
LDP Baseline	12
% Savings	36%



Water Savings | South Quarter Tower B

Water Efficiency Measures 80.96% **Meets Edge Water Standard**

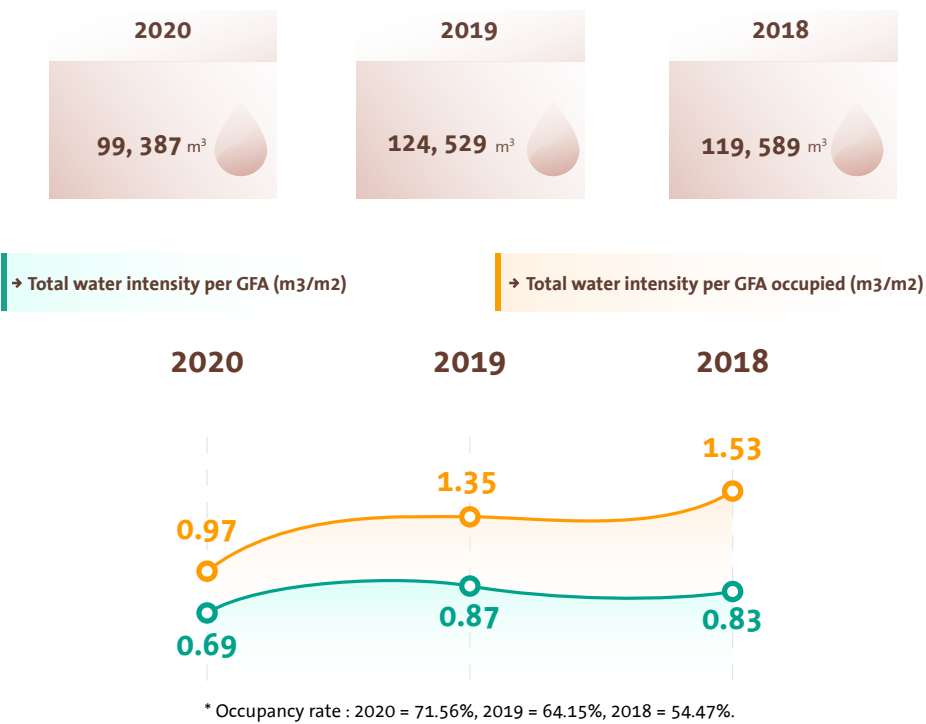


Information

- Other
- HVAC
- Food Court
- Water Closets & Urinals
- Water Faucets

SQB has significant water reduction compared to base case of buildings in Jakarta, Indonesia. Its water usage of faucets is 67% lower than average buildings in Jakarta, Indonesia. Water closets, urinals and HVAC are 100% more efficient. Overall, SQB’s water efficiency is 80.96% and it meets EDGE minimum water savings requirement.

Water Consumption (Compilation of SQ A, SQ B And SQ C)



By building structure and system, water savings in South Quarter is already 81% more efficient compared to average buildings in Jakarta, Indonesia. With this, our efforts in building operation are to mitigate excessive water consumption. Water consumption is the total water withdrawal from multiple water sources minus the water discharged to local water bodies. Water consumption for South Quarter reduced from 124,529 m3 in 2019 to 99,387 m3 in 2020

contributing to a significant decrease in water intensity by GFA Occupied from 1.35 m3/m2 in 2019 to 0.97 m3/m2 in 2020. The management is committed to a more efficient water consumption by installing flow restrictor on the water faucets, separating water meter for public, commercial and building utility areas, and conducting monthly audit for water usage. The management launched water conservation campaign to tenants and visitors of South Quarter.

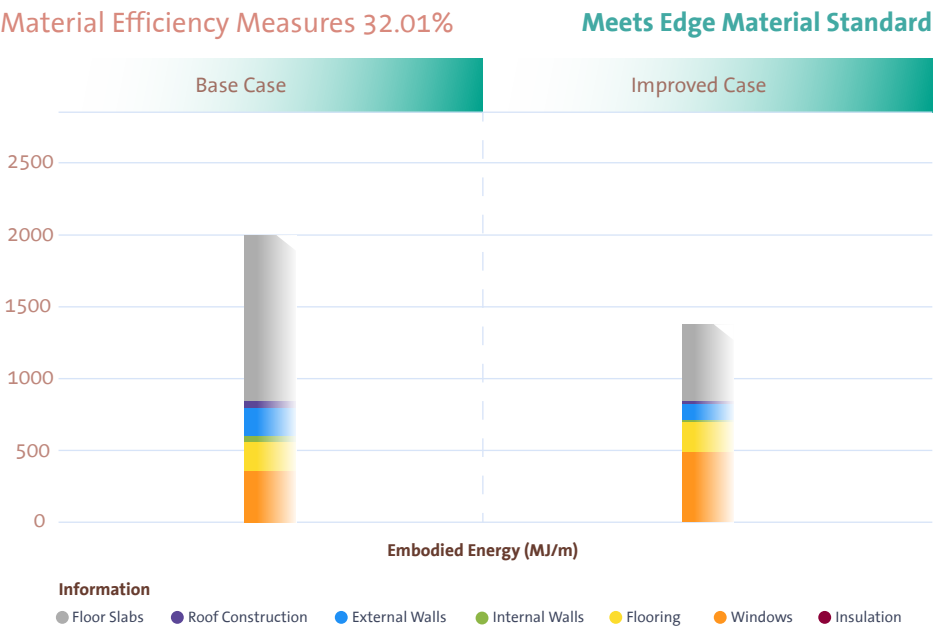
Water Source In 2020

PDAM (Municipal Water)	Deep Well	Recycled & Rain Harvesting Water
103,909	16,987	23,205
72.1%	11.8%	16.1%

In 2020, the building’s main clean water source is still PDAM (municipal water) consisting of 72.1% of the total sources. Other sources include deep well (11.8%) and recycled & rain harvesting water (16.1%). The management set a more challenging target for the use of recycle & rain harvesting water to be 25% by 2021.

Embodied Energy Of Materials

Embodied Energy Savings | South Quarter Tower C



South Quarter Tower C (SQC) has lower embodied energy compared to the base case of buildings in Jakarta, Indonesia. Its floor slab has 54% lower embodied energy than average buildings in Jakarta, Indonesia, while its external wall has 42% embodied energy reduction. However, the aluminum windows frame has higher embodied energy of material by 36%

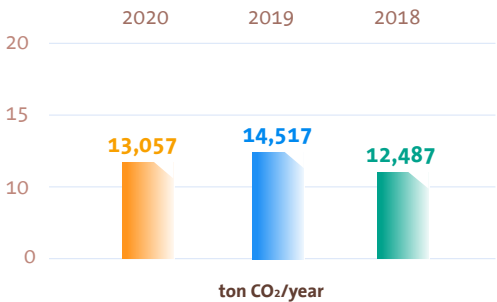
compared to the local buildings. Overall, SQA's embodied energy savings of material is 32.01% and it meets EDGE minimum materials requirement. The savings of Embodied Energy of Materials from the EDGE calculation for SQA, SQB and SQC are approximately 86,105 GigaJoule compared to the local buildings.

South Quarter's Scope 2 GHG emissions intensity per GFA occupied decreased by 19% or 0.0305 tonnes of CO2e/ m2 due to reduced energy consumption from the impact of the COVID-19 pandemic

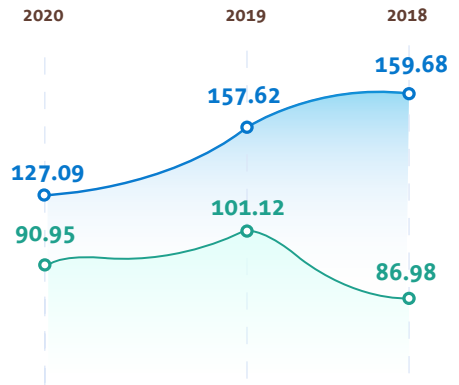
Carbon Emissions: 3,275.50/tCO2/Year



Operational Carbon Emissions



Total energy intensity per GFA occupied (kWh/m2)
Total GHG Intensity (kgCO2e/m2)



* Occupancy rate :
2020 : 71.56% 2019 : 64.15% 2018 : 54.47%.

The carbon emissions from the EDGE calculation for SQA, SQB and SQC shown in above graphs are approximately 10,089 tonnes per year, with the estimated total CO2 saving is 4,099 tCO2/year compared to the local buildings.

Indoor Air Quality

South Quarter conducted the Indoor Air Quality test in late 2020 as the requirement to obtain GreenShip Existing Building. We used three reference standards from the government : Kemnaker 5/2018, Permenkes 1405/2002 and Permenkes 48/2016. From all parameters, the air pollutants in South Quarter are far below the maximum limit allowed, thus making the air quality healthy.



Resume of Air Test Result for South Quarter

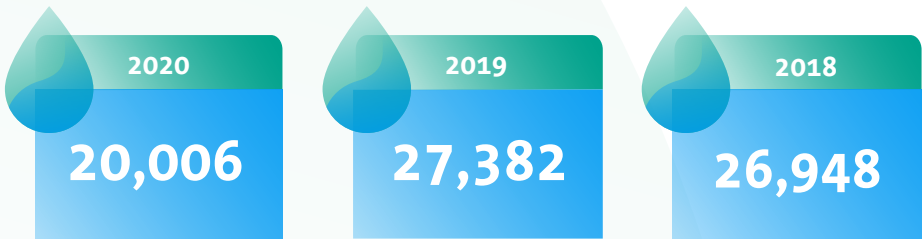
Parameter	Source	Effect	Reference Standard	Max Limit	Test Result		
					Tower A	Tower B	Tower C
Sulfuric acid (H₂S)	Pipe leak	Causes eye, nose, throat and skin irritation	Kemnaker 5/2018	1 BDS	< 0.001 BDS	< 0.001 BDS	< 0.001 BDS
Ammonia (NH₃)	Batteries, nitric acid (HNO ₃), plastic paper, refrigerants & detergents	Corrosive, irritating, burns, eye damage		17mg/m ³	< 0.02 mg/m ³	< 0.02 mg/m ³	< 0.02 mg/m ³
Carbon monoxide (CO)	Heating appliances, gas appliances, ovens, vehicle fumes	Headache, dizziness, nausea, vomiting		8.7 BDS	< 1 BDS	< 1 BDS	< 1 BDS
Nitrogen dioxide (NO₂)	Combustion processes, chemicals	Cause various respiratory diseases		150 µ/m ³	3.51 - 9.47 µ/m ³	3.51 - 9.47 µ/m ³	3.51 - 9.47 µ/m ³
Sulfur dioxide (SO₂)	Sulfur processing products	Causes coughing, shortness of breath		0.25 mg/m ³	0.0010 - 0.024 mg/m ³	0.013 - 0.022 mg/m ³	0.013 - 0.020 mg/m ³
Toluene (VOC)	Paints, aerosol gases, disinfectants, cleaners, copiers, printers, etc	Cause headaches, liver damage, irritate the eyes, nose, throat and cause cancer		50 BDS	< 0.14 BDS	< 0.14 BDS	< 0.14 BDS
Formaldehyde	Paints, adhesive coatings, cleaning agents, air fresheners, wood preservatives	Causes eye, nose, throat and skin irritation		100 µ/m ³	2.10 - 9.91µ/m ³	2.10 - 9.91µ/m ³	2.10 - 9.91µ/m ³
Dust	Bad air	Respiratory infection	Permenkes 1405/2002	150 µ/m ³	16.2 - 47.24 µ/m ³	12.67 - 36.20 µ/m ³	11.48 - 33.20 µ/m ³
Asbestos	Cement board, pipe, asbestos cement chimney, stucco	Asebstosis, mesothelloma	Permenkes 48 Tahun 2016	0.1 fiber/mL	Not found	Not found	Not found
Bacteria	Humidity	Respiratory infections		700 cfu/m ³	16-119 cfu/m ³	16-119 cfu/m ³	16-119 cfu/m ³

Effluents

South Quarter is equipped with an integrated water management system to help reducing water discharge to the local water bodies. Wastewater from the toilets, pantry, ablution will be collected, filtered (in WWTP and STP), and recycled for toilet flushing, landscape irrigation, and makeup water for cooling tower.

Total recycled water in 2020 is 20,006 m3, 27% lower than 2019 due to the lower water consumption during Covid-19 pandemic. Rainwater and AC condensate water are collected and stored in the rainwater tanks before being treated and reused. This system will help to reduce stormwater runoff thereby minimizing impact on natural hydrology.

Recycled Water (in m3)



Some portion of the treated effluents are discharged into Grogol river. The quality of the treated effluents is measured by an accredited laboratory. The BOD in South Quarter’s effluents was far below the regulated standard which is 30 mg/l.

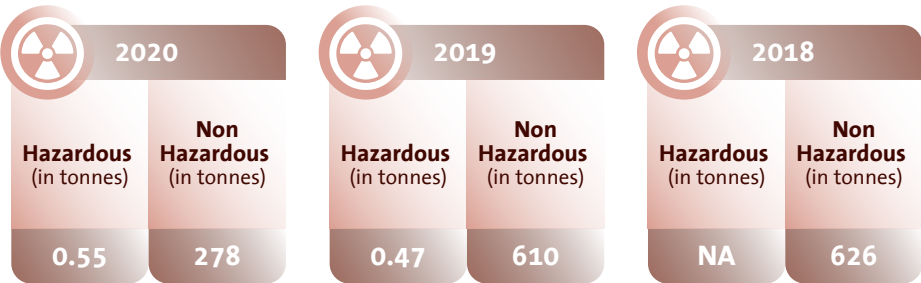
In this report, we have not included the data on the water discharge. The infrastructure is still being improved in order to measure accurately.

Water discharged by quality

	2020	2019	2018
Biochemical Oxygen Demand (BOD) of discharge (mg/l)	9,627	13,337	16,997
BOD of effluents (mg/l)	9,627	9,627	16,997
No. of times local regulation limits for COD/BOD exceeded	0	0	0

Waste

Intiland aims to manage waste at South Quarter responsibly. In order to increase the attention of tenants and visitors, the management launched a campaign to separate waste into three categories : organic, inorganic and hazardous waste / B3. The management also provides different waste bins for this purpose in public areas.



In 2020, South Quarter generated a total of 278 tonnes of non-hazardous waste, decreased by 54% compared to 2019 due to the impact of Covid-19.

Non-hazardous inorganic waste consisting of cardboards, papers, plastics, metals and glasses will be separated and recycled by a third party vendor and the rest will be sent to landfill. Organic waste which contributes 92-95% of the non-hazardous waste will be reused as fish feed while the residual will be transported to the landfill.

Total non-hazardous waste in kg						
Year	Organic	Cardboards	Papers	Plastics	Metals	Glasses
2018	593,362	17,658	3,391	2,334	4,485	4,755
2019	577,158	13,619	8,196	2,018	4,124	3,983
2020	257,333	7,777	3,778	2,211	3,512	3,661

We collected hazardous waste with a total of 0.55 tonnes hazardous waste includes lightings, oil, and electronics in 2020. South Quarter has stored its hazardous waste in on-site facility safely, before the vendor picks-up the waste. We use a third-party vendor to manage and transport hazardous waste to a certified waste management company, PPLI. PPLI has been certified with several international certification such as ISO 9001 and ISO 14001 to provide an integrated waste management services for its clients.

Total hazardous waste in kg				
Year	Lighting	Oil	Electronics	Filter
2019	253.8	75.1	140.2	3.8
2020	446.7	65.6	36.1	0

Regular Training Programs

Every six month, the staff will undergo training programs for the operation and maintenance of building site, energy, water, material and HSES (Health Safety Environment and Security). The training program includes but limited to efficiency in land use, efficiency in

travel, environment capacity, connectivity, emission reduction, mass transportation, energy evaluation, preventive maintenance, water consumption, surface water evaluation, green material and waste management.



Training Program at SQ Res

Key Environmental Activities

Environmental responsibility is closely related to the Company's business processes. This is reflected in the Company's attention to each development process' environmental impact, from the planning process and construction, to after-sales product stages, such as area and building management. Intiland develops projects that always prioritize environmentally-friendly and energy-saving elements, in accordance with the Company's commitment. This commitment was reflected in the early construction stage of the Intiland Tower building in 1984, at a time when the wider community had not paid adequate attention to environmental issues and green building design.



Energy savings

South Quarter's location and building alignment takes into account the sun's orientation. As a step to reduce heat and glare, its buildings are covered with louvres. This method saves electricity that would have been used by air conditioners (AC). Waste water is processed and reused to water plants in the bicycle parking area.



Conservation & Biodiversity

Conservation of the Pesanggrahan river bank in Serenia Hills is conducted in collaboration with local communities through various activities, including the planting of Gabion, Bamboos, Java Plum, Bignay, Santol Candlenut, and Cape tree. This conservation maintains the width and depth of the river and prevents flooding and landslides. In addition, the life of local plants and animals as well as the entire ecosystem around the river are well preserved.



Waste management

In Serenia Hills, household waste management is conducted in collaboration with the Sangga Buana Foundation, the local non-profit organization and its local hero, Bang Iding. Selected household organic waste is converted to fertilizer and fodder. This initiative becomes the livelihood of local community. Currently the collaboration can support more or less 20 people



Infrastructure

- In order to reduce carbon emissions, the management in cooperation with PT MRT Jakarta developed a Park and Ride facility for MRT riders in August 2019. Riders can park their cars in this facility and by using TransJakarta buses, they will be transferred to MRT station in Lebak Bulus.
- As part of its obligations, South Quarter has built road to connect Jl RA Kartini (the main road) to Jalan Lebak Bulus 1. The road helps reduce the traffic congestions and provide alternative for the movement of people and vehicles.



- South Quarter also built pedestrian lanes and parks as its obligations for public facilities. The lanes provide convenience to pedestrians and the parks improve air quality.
- In Serenia Hills, we build flyovers for people and vehicles. The flyover concept was utilized to maintain the Pesanggrahan river ecosystem below it and at the same time connect people and vehicles from the Jakarta site to the Tangerang site of the project.



Biodiversity

In collaboration with Seameo Biotrop (South East Asia Regional Center for Tropical Biology) and Purwodadi Botanical Gardens, conservation and biodiversity efforts were conducted by planting 500 types of plants, from a planned 1,000 species in Graha Natura.



Fund raising initiative and conservation talks

In line with the Company's efforts to support conservation and biodiversity, the Company assists the Indonesian Nature Conservation Foundation by providing a space for fundraising booths for nature conservation activities. The activities are meant to encourage employees and visitors of Intiland Tower Jakarta and South Quarter in Jakarta and Intiland Tower Surabaya and Spazio Tower in Surabaya, to be aware of the importance of nature conservation and actively involve in the efforts to save nature.

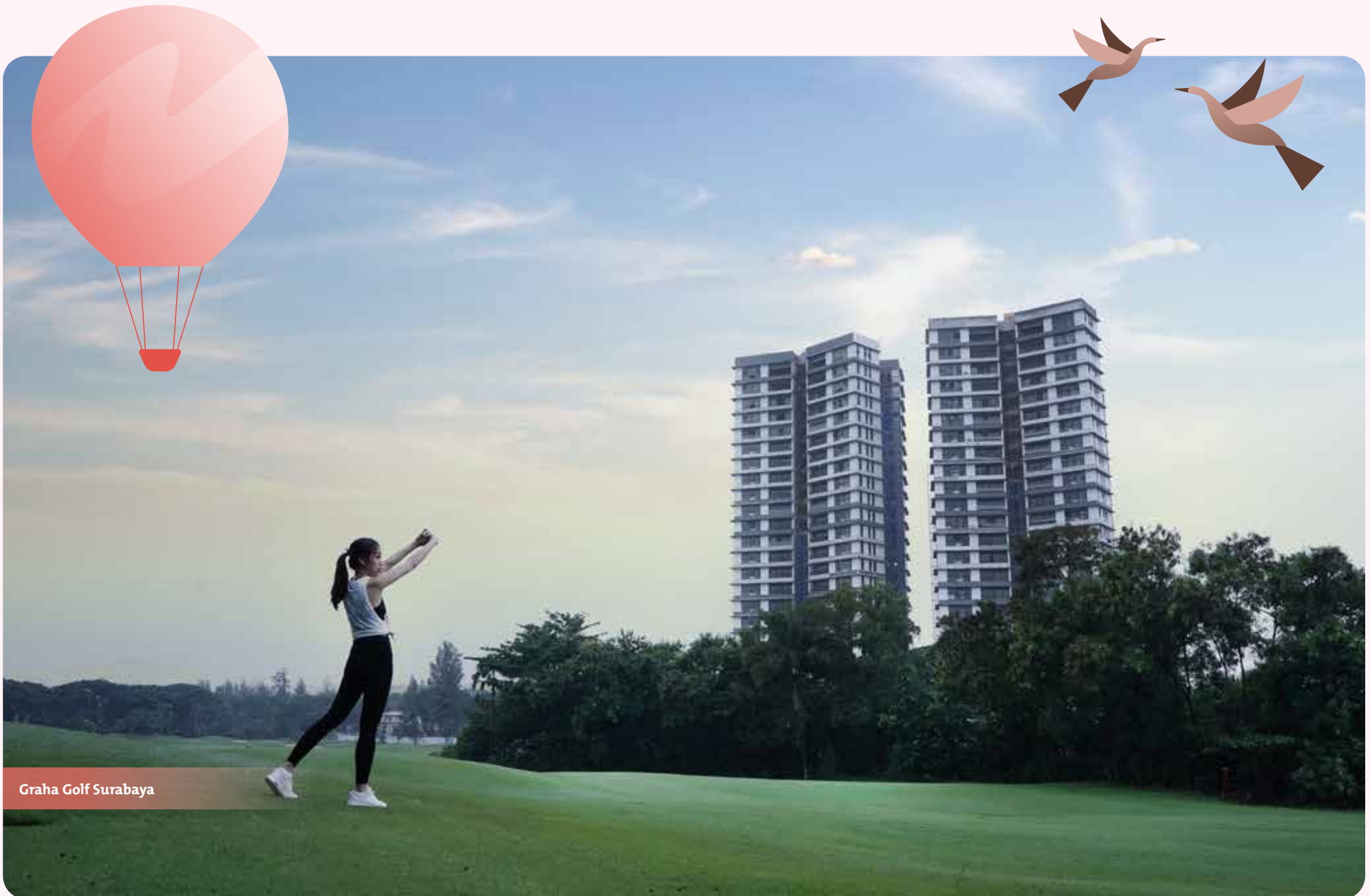
As much as Rp13,050,000 has been successfully raised. These activities were also filled with conservation talks, which proved to be very inspiring for children with their families as well as employees and tenants to make them more aware about the environment, especially in terms of conservation. The holding of this discussion was attended by a more than 150 participants, aiming at encouraging the community, ranging from children to adults, to pay more attention to environmental sustainability, especially regarding nature conservation.



Effluents

In collaboration with the Dutch company Qua-Vac, waste water in Graha Natura is treated in an integrated and centralized manner, so it can be reused for watering plants, washing cars, and more.





Graha Golf Surabaya

Our People



























The Company believes that people are the most valuable assets that must be managed properly and sustainably. As a labor and capital-intensive company that employs thousands of workers, the Company sees human resources development as an important priority. The Company is proactively preparing and implementing

human resources development and succession programs to support the Company in facing the global dynamics and challenges. Our human capital team explores and drives initiatives to build a conducive and inclusive workplace for our employees' development, well-being and satisfaction



Serenia Hills Employees

Employee Composition

	Full-Time		Part-Time		Daily Worker		Total Employees		
	Permanent	Contract							
 Jakarta	 285	 149	 194	 34	 N/A	 N/A	 N/A	 N/A	662
 Surabaya	 593	 134	 44	 45	 N/A	 N/A	 N/A	 N/A	816
Total	 878	 283	 238	 79	 N/A	 N/A	 N/A	 N/A	1,478

As at 31 December 2020, Intiland employed a total of 1,478 employees, of which 75.5% were male (1,116 people) and 24.5% were female (362 people). Due to the nature of the industry, male usually dominates the gender ratio. However, Intiland gives equal opportunity for all employees to grow and develop further

In Jakarta, Intiland employed a total of 662 employees of which 434 were permanent employees and 228 were contract-base employees. While in Surabaya, there were a total of 816 employees of which 727 were permanent employees and 89 were contract-base employees. The Company did not have daily (non-employee) workers.

Jakarta

Surabaya

♂	♀	Level	♂	♀
6	1	Executives	1	0
4	1	Project/ Business Unit Directors	5	0
14	9	General Manager & Deputy General manager	6	5
67	28	Manager & Assistant Manager	27	26
107	46	Supervisor	69	40
108	80	Staff	124	90
173	18	Non-Staff	405	18
479	183	Total	637	179

Our managers above consisted of 35% female and 65% male employees. 77.7% of the female managers and 72.6% of male managers were between 30 – 50 years old. Managers below 30 years old were only 4% while managers above 50 years old were 20.9%. For Surabaya, 99% of employees are from local East Java.

Jakarta

Surabaya

♂	♀	Education Background	♂	♀
8	3	Doctorate and Master Degree	9	11
277	146	Bachelor Degree	159	135
12	9	Diploma	8	9
182	25	Highschool and below	461	24
479	183	Total	637	179

Jakarta

Surabaya

♂	♀	Manager	♂	♀
4	2	<30 yo	0	0
48	19	30-50 yo	21	23
15	7	>50 yo	6	3
67	28	Total	27	26

For education background, in Jakarta, 57.8% has bachelor degrees, while in Surabaya 72.4% are high school graduates. Condition in Surabaya occurs due to the permanent employment of securities in estate management and caddies in golf club. Most of them are high school graduates.

Jakarta			Surabaya		
♂	♀	Ages	♂	♀	
73	17	>50 yo	89	9	
317	102	30 - 50 yo	497	97	
89	64	<30 yo	51	73	
479	183	Total	637	179	

Most of our employees (68.5%) were between 30 – 50 years old. In Jakarta, 13.6% were above 50 years old and 23.1% were below 30 years old. While in Surabaya, only 12% were above 50 years old and 15.2% were below 30 years old. Those below 30 years old in Surabaya, 58.9% were female.



Portofolios Jakarta		
♂	♀	
91	77	Head office
140	40	Mixed-use and highrise
159	43	Landed residential
0	0	Industrial estates
89	23	Investment Properties
479	183	Total

Portofolios Surabaya		
♂	♀	
38	59	Head office
41	24	Mixed-use and highrise
184	55	Landed residential
53	11	Industrial estates
321	30	Investment Properties
637	179	Total

In Jakarta, most employees were employed in mixed-use & high rise (27.2%) and landed residential (30.5%) portfolios. While in Surabaya, 29.3% were in landed residential portfolio and 43% were in investment properties.

This high percentage of employees in investment properties happens in Surabaya due to the permanent employment of securities, as explained before in education background section.

♂	♀	New Hires Jakarta
0	0	>50 yo
6	1	30-50 yo
3	3	<30
9	4	Total
♂	♀	New Hires Surabaya
1	0	>50 yo
3	2	30-50 yo
2	10	<30
6	12	Total
15	16	Total Jakarta dan Surabaya

The turnover rate in 2020 was 7.8% of the total employees which is still below the average industry of 10% according to Mercer's 2019 Indonesia Total Remuneration Survey. Our average turnover rate has usually been less than 2%. From the table, we can see that voluntary employee turnover of employees below 30 years old was 45.7% of the total turnover.

While turnover of 30 – 50 years old employees was 38.8% and above 50 years old was 15.5%. This might be the result of the millennials having easily left companies. With their distinctive characteristics, they might choose to leave companies when it is not to their liking, resulting in high turnover.

Jakarta			Surabaya		
♂	♀	Voluntary Employee Turnover	♂	♀	
14	0	>50 yo	3	1	
16	10	30 - 50 yo	12	7	
8	14	<30 yo	11	20	
38	24	Total	26	28	

Total Jakarta & Surabaya ♂ 64 ♀ 52

During 2020 along with the economic slowdown, the Company did not recruit many new employees. Recruitments were open only for necessary positions and projects. In recruitment, we believe that different age groups, backgrounds and skillsets will strengthen the dynamics of the workplace as properly needed.

We recognize that welfare and career development contribute significantly to the satisfaction and reputation of a workplace. From our employee survey in 2019 of 1,033 respondents, we saw no significant levels of dissatisfaction. The survey focused on Employee Value Proposition (EVP). The EVP is how the labor market and employees perceive the value they gain by working in an organization. It comprises five attributes :

1. Rewards include compensation, health and retirement benefits and vacation
2. Work includes job-interest alignment and work-life balance
3. Organization includes market position, product/service quality, and social responsibility
4. Opportunity includes career & development opportunities & organization growth rate
5. People include manager and coworker quality, senior leadership reputation and camaraderie

The summary of the survey is as follows :

No	Descriptions	Scores (1-4)
1	Intiland is a trusted company.	3.34
2	Intiland respects its stakeholders.	3.09
3	Intiland provides a platform for employees to convey innovative ideas.	3.05
4	Intiland cares about its stakeholders.	3.15
5	Intiland continuously provides the best results for its stakeholders.	3.14

Implementation of values in workplace :

No	Descriptions	Percentage (1-100)
1	Trustworthy	59.50
2	Respect	68.00
3	Innovative	64.25
4	Caring	62.25
5	Excellence	41.00

No	Descriptions	Scores (1-4)
1	Work and personal life balance.	3.03
2	Jobs are in line with interests.	3.16
3	My current work location is in line with my interests.	3.11
4	Praise, recognition from the team/boss.	3.02
5	Freedom to explore ideas.	3.11
6	My work has a big impact on organizational outcomes.	3.14
7	Supportive environment to work collaboratively	3.12
8	The Company has a good reputation in managing employees	3.09
9	Adequate company development.	2.99
10	Use of the latest technology.	3.03
11	Good reputation of the company (brand awareness).	3.34
12	Social and environmental responsibility.	3.23
13	Intiland's stability gives me a sense of security.	3.08
14	The company provides clear career opportunities and paths for me.	3.01
15	The company provides opportunities for my self-development.	3.00
16	The company gives awards according to my achievements.	2.94

Our human capital team plans to make improvements to increase employee satisfaction levels. The team will focus on the improvement of the lowest scores, do compensation and benefit benchmarking with the industry standard and evaluate the performance appraisal mechanism.



Remuneration Policy

Intiland formulates the remuneration for its employees with reference to the Company’s Articles of Association and the 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 Remuneration Committee. The committee recommends based on the industry and overall market standard and the company’s financial performance. Employee performance assessment is a system used to assess and determine the suitability of the work carried out by an employee, given their duties and responsibilities.

Intiland implements the principle of accountability that demands conformity between job descriptions and their actualization. Performance assessment is also an effort to assess achievement aiming to increase both the Company’s and employees’ productivity. Employee performance is measured using the Key Performance Indicator (KPI) method, which is conducted annually. Through the KPI method, 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*		♂	♀
50	15	Total		11	6

Total Jakarta & Surabaya ♂ 61 ♀ 21

*in Rupiah (Jakarta Rp4,280,000 & Surabaya Rp4,200,500)

In 2020, Intiland’s employees at the lowest level received a base salary that was higher than the minimum wage prevailing in each operational area of the Company. From 1,478 employees, only 5.5% (82 employees) received minimum wages while the rest was rewarded above that. On a regular basis, the Company adjusts the amount of remuneration to the rising living standards. This adjustment of remuneration also takes into account the individual’s performance and the Company’s performance.

Basically the composition of the remuneration of the employees is as follow:

1. Basic salary
2. Holiday allowances and bonus
3. Travel allowance
4. Health allowance
5. BPJS kesehatan
6. BPJS ketenagakerjaan
7. Social assistances
8. Pension program
9. Employee co-operative facility
10. Transportation allowance for managers above
11. Overtime allowance for non-staff



Culture Management

We believe culture is very important in a company. It unites people and keeps the company's principles and direction. A very basic foundation for company to grow. This process of cultivating and scaling work culture inside a company includes keeping a pulse on the performance of the company's culture while measuring the impact of the culture on morale and productivity.

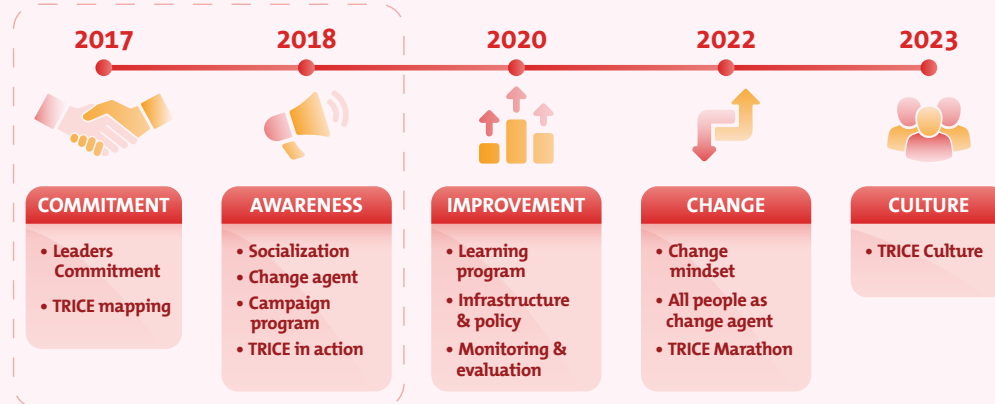
Since 2017, Intiland has been focusing on establishing a work environment that helps people contribute and collaborate at their full potential with our TRICE values as the foundation. We have been developing a culture which creates a great place for people to work together. By then, we believe that business with great work culture will produce sustained and highly performed outputs.

Knowledge Management

Intiland sees the importance of enhancing its human resources and this was the rationale for the establishment of the Newton program with a vision to create a culture and environment for sharing knowledge that contributes to Intiland's success by allowing employees to :

1. Learn from each other through sharing experiences, knowledge, and information
2. Access data to promote knowledge development which in time will become a policy
3. Communicate using an integrated system (nest.intiland.com)
4. Connect with people who practice and are interested in supporting further innovation

TRICE journey





SGA JDI competition



Intiland TownHall

To support the vision of Newton, several Knowledge Sharing programs were formulated, namely :

1. Learning Corner, conducted once a month, discussing about the development of the latest knowledge or technology, book review, sharing knowledge among employees who take part in training, etc, aiming to increase employee knowledge.

2. Leader's Journey, conducted every 2 months, the main event is sharing session from top management in Intiland with all challenges or obstacles that can be successfully surmounted thanks to strategic thinking, values, and wisdom which are inherent in the figure of Intiland's leaders, which aims to motivate and inspire employees.

3. My Stage, I'm Possible, conducted every two months as a venue for the millennials to dare to come up with new ideas or innovations, and ideas for the Company's progress. The topics presented can vary but are limited to knowledge that can be applied in their daily duties.

4. GLADIS (Global Learning and Development Information System), serving as a tool for Intiland employees to gain knowledge and learn online (e-learning). Through this program, launched in 2019, Intiland seeks to provide equal opportunity to all its employees to gain access to knowledge and enhance themselves.

Throughout 2020, the Company conducted internal training with the main purpose of enhancing the knowledge and job skills of its employees. In addition to participating in internal training, particular or selected employees took part in training sessions conducted by external parties. The Company also held a series of training and internalization regarding company values, purchasing, fire alarm operational system, emotional relationships, business development, Occupational Health and Safety basics, and working effectively during a pandemic. The Company also organized a series of personal development and leadership training activities through.

a program named Workshop Dancing with Coaching. he purpose of the activity was to internal-ize the company values, especially the value of Respect, in line with the values that were formu-lated for 2020. Through this training, employees gained learning and experience in building mutual respect and respect within a team, as well as learn basic coaching theory and practice and equip employees with a coach mindset. This training also motivated employees to remain enthusiastic about coaching and equipped employees with decision-making tools. This program was held over six months, from July to December 2020.

Total training and development programs in 2020 and 2019 :

	Total Participants	Durations (hours)
2020	913	75,5
2019	413	189

In 2020, the Company organized and executed 15 training programs with the participation of 913 employees with total training hours of 75.5 hours. These programs do not include training programs of the board of commissioners, directors, corporate secretary and internal audit (94 training programs in 2020).

Covid-19 Initiatives

In order to increase employees’ awareness and knowledge about Covid-19, the Company conducts digital learning through GLADIS. This lesson is also meant to enforce the 5M health protocol to prevent the chain of virus spreading. At the end of the lesson, to ensure the comprehensive understanding of the employees, a quiz is carried out. For those who succeed, they can download the digital certificate

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Innovation Award

In order to cope with daily work challenges and increase the speed and accuracy at work, starting 2018 the Company introduced SGA JDI competition to welcome innovative ideas from employees. Ideas are to be presented to the panel consisting of directors and the execution is monitored and assessed by QCI (Quality & Continuous Improvement) team. JDI (Just Do It) is an individual activity to solve problems

that require immediate actions whose solutions are already figured out. SGA (Small Group Activities) is meant to invent solution to a problem. SGA needs to analyze problems, invent solutions and execute the actions. By then, SGA team is to evaluate and standardize the system. Problems to be identified can be derived from customers' complaints, audit findings, risk assessment or member experience.

From this competition, 4 problem solutions have already been implemented in the Company and it contributes to the improvement of the speedy and more accurate business process in Intiland, namely Global Learning and Development Information System (GLADIS). Automated Invoice Management System (AIMS), Project Lifecycle Apps, Architect and consultant evaluation procedure.



	Medium Project (SGA)	Small Project (JDI)
Objective	Improvement in division, department, or sites	Daily, small improvement
Project selection & Goal Setting	Team, according project guidelines	Daily occurrences
Duration	4-12 months	Max 3 Month
Leader	Supervisor, Manager and above	Supervisor & Below
Team Member	1 div, dept, or sites cross functional	1 div, dept, or sites
Team Size	3-7 members	1 - 3 members

Year	Participants		Winner		Problem Solution
	Jakarta	Surabaya	Jakarta	Surabaya	
2020	152	98	10	6	Digital invoicing system
2019	225	200	15	8	Remote learning & Development application

Occupational Health And Safety (GRI 403)

Hand in hand with our contractors, suppliers and customers, we ensure the occupational health and safety for all the employees and workers. We do our best efforts to mitigate any risks of accidents, injuries or illness. For us, our direct employees as well workers at our constructions sites and managed properties are of the same importance for our day-to-day operations. All workers are subject to our Standard

Operating Procedure (SOP) for HSE (Health Safety Environment) management. The standard is to ensure that we can achieve a consistently high HSE implementation in our workplace. It is to prevent accidents, fires, explosions, pollution and occupational diseases.



Safety Performance In South Quarter Construction Site In 2020:

Working Hours
183,680

0 Total Accidents
Total Lost Time Injury
Accident Frequency Rate
Accident Severity Rate

In South Quarter construction site, we have direct employees and workers from our contractors and suppliers. In 2020, average manhours of our direct employees were 4,320 hours/month while the workers varied from 9,980 to 26,040 hours/month depending on the length of the work contracts. Total manhours in 2020 were 183,680 hours. We are pleased to report that there were zero accidents in 2020. In our tender shortlisting process, we require our contractors to have an established HSE management system. HSE is not to be compromised. We engage our contractors on HSE matters from pre-construction to completion stage identifying potential problems from material handlings, working at heights, ground water exploitation, landslides and floods to occupational diseases like dengue fever and covid-19.

Our contractors regularly reinforce the importance of safety culture in the site in order to nurture good safety habits starting from as simple as wearing safety uniforms and equipment. With the covid-19 pandemic, more health and safety habits are reinforced. Wearing masks, social distancing, washing hands and rapid tests are becoming the new normal in project sites. At sites, we have health clinic for emergency treatment, however if needed, workers will be taken to hospital for more thorough treatment. On site, we have HSE organization structure and HSE committee consisting of members from developer, main and sub-contractors to make sure all procedures, equipment, signages are properly in operation and in place.



Intiland Tower Surabaya

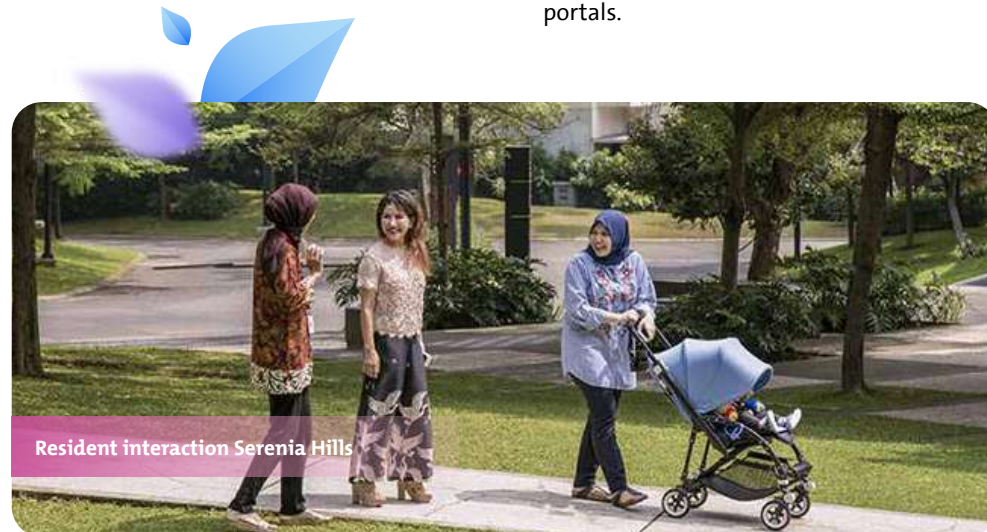
Our Customers

Intiland has a long-established track record as an innovative property developer. Starting from land acquisitions, concept development up to construction and property management, we prudently identify and evaluate the conditions. Conflict management, land titles and environmental impact play important roles in our industry and must be managed accordingly.

We engage experts and consultants since the beginning of the business process to help us in making sure that the development area is suitable and feasible to be developed in accordance with Intiland Sustainable Design

Guideline by taking into account the importance of an integrated sustainable business concept : living well, quality standard and positive contribution.

Changes in the current situation because of the pandemic, resulted in the new habits in people. A number of important steps have been carried out in order to adapt to changes that occur in the market. In 2020, SQ Res apartment in South Jakarta launched a virtual show unit in interactive 3D. This service allows customers to experience the apartment show unit from anywhere. Starting 2020, we focus on leveraging our digital assets for our project marketing in collaboration with property marketing portals.



Resident interaction Serenia Hills

Customers' Health and Safety

Product and consumer responsibility is one of the most important factors that can guarantee the continuity and sustainability of a business. The Company is highly concerned about the importance of its product and service quality by carefully maintaining the process from the very early stage of planning, development implementation, handover to consumers, to after-sales services. In the selection of building material, the Company refers to our Intiland Sustainable Design Guideline, as well as national and international applicable standards : SNI (Indonesia National Standard), PUIL (General Requirement of Electricity Installation), ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers), NFPA (National Fire Protection Association), ARI (Air-conditioning and Refrigeration Institute), AMCA (Air Conditioning & Mechanical Contractors' Association), PUBBI (General Requirement of Building Material in Indonesia), SII (Indonesia Industry Standard), ASTM (American Society for Testing and Material),

IEC (International Electrotechnician Commission), VDE (Verband Deutscher Elektrotechniker), DIN (Deutsche Industrie Norm), NEMA (National Electrical Manufacturers Association), JIS (Japanese Industrial Standard), ANSI (American National Standards Institute), etc.

Likewise, in an effort to provide comfort and protect consumer rights, most of the product of the Company provides a product warranty period of average 90 days after the handover to the customers.

In the process of constructing a building or house, we ensure that the safety and comfort of customers can be realized properly. In general, the specifications of the building or house are stated in the marketing brochure. During construction, we are assisted by consultants and experts in their fields to ensure the specifications are realized properly.

For some of the buildings we are developing, contractors provide direct reports in the form of construction progress videos which we also share with customers so that they know the latest developments of the apartment or office units they buy. When the building has been completed and is in the handover process, together with the contractor, we go through the checklist in details which will be attached to the handover report. We submit this checklist to the building management for inspection since it will serve as the basis for building maintenance work. The checklist includes all required permits, from elevator use permits, gondola permits, escalators, taxes, employment, parking to security contracts, landscaping, etc.

In our South Quarter project, in general, the checklist to be approved by customers to complete the minutes of handover, includes:

1. Civil and architecture work
2. Air conditioning
3. Emergency system
4. Electrical and mechanical, including telecom
5. Detailed unit plan

In Serenia Hills, our residential project in South Jakarta, in the handover document, we clearly state the brands and their product and service warranty certificate to give comfort to the customers.

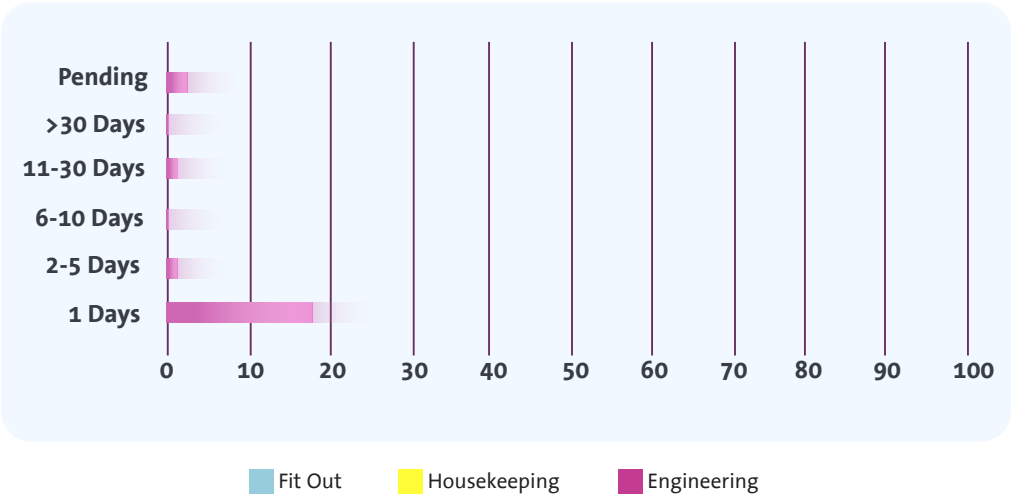
Product responsibility is also manifested in the design planning process that takes into account the comfort and added value for customers. The Company has received numerous awards in design and architecture, for its success in designing superior concepts for buildings and development areas.

2020	2019	2018
<p>Serenia Hills, Best Landed Residential Development at the 2020 FIABCI-REI Excellence Awards.</p> <p>Intiland, Top 10 Property Developers 2020 at BCI Asia's Top 10 Awards 2020.</p>	<p>SQ Rés Apartment, Best High-End Condo Development at the Indonesia Property Awards 2019 held by PropertyGuru.</p> <p>Intiland, Best Developer at the Indonesia Property Awards 2019 held by PropertyGuru.</p> <p>Intiland, Special Recognition & Sustainable Development at the Indonesia Property Awards 2019 held by PropertyGuru.</p> <p>Intiland, Special Recognition & Design Construction at the Indonesia Property Awards 2019 held by PropertyGuru.</p> <p>Serenia Hills, Exclusive Housing Development in Jakarta at the Indonesia Property Award 2019.</p> <p>Intiland, Excellent in Marketing Strategy at the Indonesia Property Award 2019 held by Warta Ekonomi.</p> <p>Regatta Apartment, Property Management Service Excellence Award (PMSEA) 2019.</p>	<p>Serenia Hills, Country Winner-Best Housing/ Landed Development at the 2018 Asia Property Awards.</p> <p>Serenia Hills, 2018 Best High-End Housing Development (Jakarta) at the 2018 Indonesia Property Awards held by PropertyGuru.</p> <p>Serenia Hills, 2018 Best Housing Development (Indonesia) at the 2018 Indonesia Property Awards.</p> <p>Intiland, Best National Property Developer at BTN Property Awards 2018. The award was held by PT Bank Tabungan Negara (Persero) Tbk.</p>

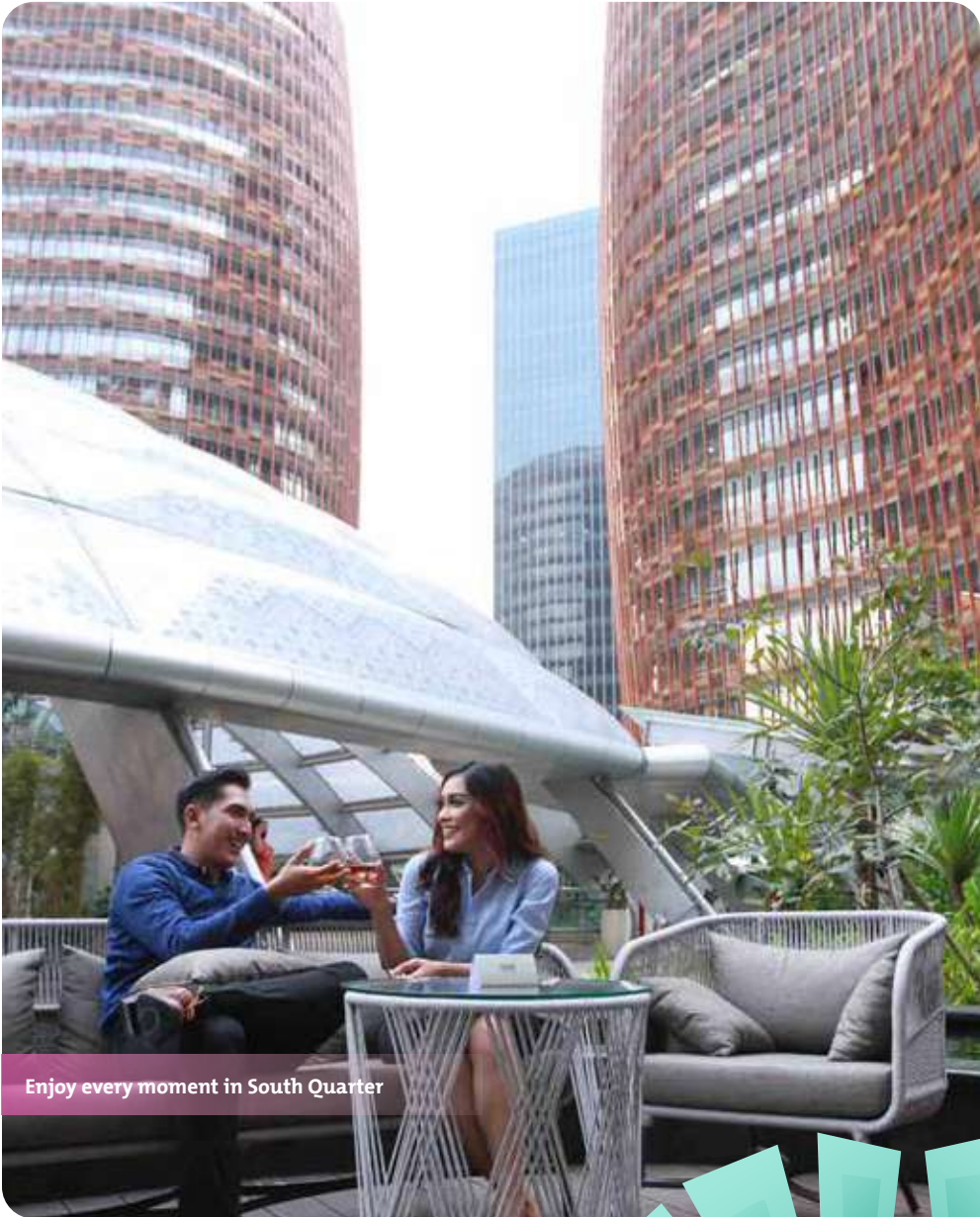


The Company also upholds its commitment to product responsibility through its Customer Relationship Management (CRM) functions integrated in the project. One of CRM's main functions is to improve customer service quality, and to act as a liaison between the customers and the Company. Customers can communicate with the Company, for instance by filing complaints or suggestions, to improve the Company's product quality.

Summary of Complaints in South Quarter



In 2020, South Quarter recorded that there were 17 complaints about engineering that were settled in 1 day. Two cases of complaints were settled in 2-5 days, one case was settled in 11-30 days and two cases were postponed for more than 30 days. The unfinished job in the range of time more than 1 day is due to the unavailable materials or the Work Order forms have not been submitted yet to Tenant Relations Department



Enjoy every moment in South Quarter

Customers' Affordability

Due to the ongoing pandemic situation, we understand the difficulty of customers in managing their finances to purchase properties. We collaborate with various funding parties, especially banks to cater to our customers' financial capabilities. We also made various efforts, starting from an affordable down payment and low mortgage interest rates with various direct prizes. The banks support positively by providing many additional incentives such as free administration fees, insurance discounts, etc.

Intiland Story: Fabulous Friday is our special promo programs launched from October – December 2020. This special promo program offers convenience in purchasing various Intiland property products, which are participated by 17 Intiland's best properties located in Jakarta, Tangerang and Surabaya ranging from housing, apartments, low-rise residential, offices, commercial, SOHO to warehousing units.

The special promos offered are discounts up to 25% for hard cash purchases, 5% down payment paid in 8 installments, purchases with direct installments of 30 to 66 months, free BPHTB tax, first two-year paid leave facilities and many direct prizes. The Company also collaborates with leading national banks to present more attractive and competitive promos in the market. One of these collaborations is through a special mortgage program with a fixed 4.5% interest for three years with Bank BNI and Bank Mandiri. There are other various attractive loan interest promos with Bank BCA, Bank BTN, and Bank CIMB Niaga

Customers' Satisfaction Survey

In South Quarter, the building management conducts survey to its tenants to gain feedback on their satisfaction level towards the building. This is to better understand our tenants' expectations, identify issues to improve building and service quality. Our target is to achieve at least 80% satisfaction level from South Quarter's office and retail tenants. This survey was conducted in October 2019. In 2020, it was a bit challenging to conduct the survey due to pandemic and the WFH (Work From Home) policy from tenants. The 2020 survey has been extended to 2021.

South Quarter's Customer Survey 2019 Result

Total occupants : 6,077 people, total respondents : 1,825 people (30%).

	Highly Dissatisfied	Dissatisfied	Satisfied	Highly Satisfied
Building's air temperature quality	0.13	0.28	81.18	17.78
Occupant's room lighting level	0.02	0.42	89.50	10.06
Sound comfort	0.06	0.48	91.52	7.94
Building cleanliness	0.00	0.15	84.66	15.20
Presence of pests (flies, cockroach, insects, termite, rats)	0.00	0.09	87.68	12.23

In general, the satisfaction level of the tenants in South Quarter is around 98-99%, far above the 80% satisfaction rate target. The highest satisfaction level is pest control (99.91%) and the lowest satisfaction level is building's air temperature quality (98.96%).





Regatta, Jakarta

Our Community



Employee participation for Intiland Teduh Program

The Company is fully aware of the need for meaningful and positive contribution to the society, either those living in the proximity of the projects or the general populace. This contribution is the main material with which the Company can ensure sustainable business. This is one philosophy that rings true with the Company's own vision: To provide an opportunity for all Indonesians to have a comfortable living. The definition of comfortable living is none other than living happily and in prosperity surrounded by loved ones and

close associates in a comfortable and delightful home within a clean environment and good facilities. The strong commitment and efforts made by the Company in sustainable CSR programs and activities have resulted in recognition and appreciation from many institutions since 2017. In July 2020, the Company won the Top CSR Awards Star 3 at the Top CSR Awards 2020 which was held by Top Business magazine, the National Committee on Governance Policy, and the CSR Society.

At the same event, the founder and president director of the Company, Hendro S. Gondokusumo, also received an award as Top Leader on CSR Commitment 2020. This award is an appreciation for the Company and the Company's leaders for their dedication and commitment to providing concrete contributions and benefits to society and the environment and benefits to society and the environment.

The Company carries out an integrated CSR program at the corporate level and in every project development. The main priority of the CSR program is set for the nearest environment (1st ring), namely the community around the projects developed by the Company which is located in Jakarta, Tangerang, Banten, Surabaya, Mojokerto, and up to several areas in the provinces of East Java and Central Java.



Social and Community Affairs

The Company believes that its success is inseparable from the contribution of the surrounding community. The Company always strives to be socially and environmentally responsible by contributing back to the improvement of their quality of life. Intiland carries out a series of community engagement and empowerment programs at the corporate level, as well as through projects that it is developing.

Community Activities 2018 – 2020

We highly value community in our projects. Being part of a community makes us feel that we connect to each other, feel safe and secure. This will create strong bonds among us and make us feel that we are one big family. Community becomes a very important strong foundation for the sustainability of the projects we are developing

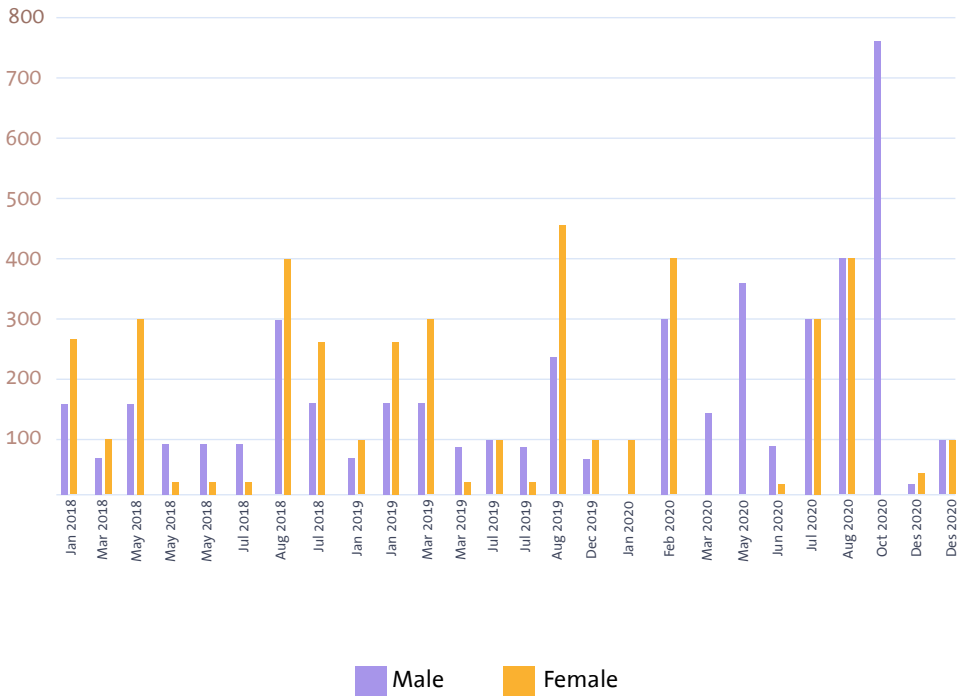


Residents’ Activities

Serenia Hills, our landed residential development in South Jakarta, has an envious strong bond among the residents. They voluntarily create community programs involving the residents, the project’s employees and nearby communities.

There are 26 residents’ fun and rewarding activities conducted during 2018 – 2020 namely residents’ gatherings, picnics at Active Park, Easter celebrations, Break-Fast-ing gatherings, Christmas & New Year parties, donations to orphans, bazaars, and sharing sessions on health or family-related topics.

Serenia Hills Resident’s Engagement Rate



Total residents of Serenia Hills is about 1,600 people. Average residents’ engagement rate is 20.42%. The highest is 50% (800 people) for independence day celebration contests and the lowest is 4.69% (75 people) for Covid-19 sharing session. For the activity costs, 80-90% is borne by the residents.



Intiland Berbagi

In the education sector, through the Intiland Berbagi program, the Company invited employees and tenants in several Intiland projects, such as Intiland Tower, 1Park Avenue, Aeropolis and South Quarter, to donate quality children's books. This book donation drive activity was conducted in commemoration of the National Book Day. Around 3,000 books were distributed to several street schools, such as the Street Children's Alternative School (SAAJA), 1001 Buku, and the Mata Kita community. Books were also distributed to RPTRA (child-friendly open public space) Intiland Teduh, namely RPTRA Karet Tengsin, RPTRA Rawa Buaya, and RPTRA Semper Barat. These three RPTAs were developed under Intiland Teduh program in Jakarta.



Intiland Berbagi Program



Intiland Teduh

The Company conducts a community involvement and development program for community around its projects, called the Intiland Teduh program. The program's mission is to build simple and habitable homes. In collaboration with Habitat for Humanity, the Company has built 25 houses and 4 public toilets in Pekong village, in proximity to our Talaga Bestari project in Tangerang. In Neglasari District, Tangerang, adjacent to Aeropolis, we constructed 20 houses and 40 family toilets for 60 households, catering for 183 beneficiaries.

During the process, community members, as the program's beneficiaries, were directly involved in the construction of their own homes. In addition to infrastructure, Intiland Teduh program also provides community education on Clean and Healthy Living Behavior by conducting "hand washing with soap" activity.



Intiland Teduh Program

In these 2 programs, employees were given the opportunities to serve as volunteers and helped the community to build the houses. About 200 employees from head office and related projects were involved in these programs.

Intiland Teduh program was also conducted in Sungailiat, Bangka Belitung. In collaboration with Real Estate Indonesia (REI), the Company assisted a home renovation program for Mrs. Tura. This home renovation activity was conducted to commemorate REI's Anniversary.



Blood donations

The Company regularly holds blood donation in collaboration with Indonesia Red Cross as a manifestation of the Company's social and humanitarian care, because a drop of donated blood can be very meaningful to the lives of others. In addition, donating blood is also beneficial for the donor's physical condition, as it reduces the risk of heart disease and cancer, controls blood pressure, and accelerate the regeneration of blood cells.

Each project conducts its own blood donor activities. Aeropolis, our project in Tangerang, conducts the blood donor tri-monthly. At least 50 donors participate in each activity consisting of mainly of employees, residents and visitors of Aeropolis. In addition to blood donation, free medical check up is available for cholesterol levels, heart conditions, etc. With these regular activities, we expect residents and communities around our projects can be more aware of the importance of health.



Blood Donation at Aeropolis, Tangerang



We Care Program, response to covid-19 pandemic

In dealing with covid-19 emergency, the Company launched various initiatives as an emergency response program by providing direct assistance to the community and several institutions to deal with and prevent the spread of Covid-19. The Company provided basic goods, medicines, health products, health masks, personal protective equipment, and other basic needs to the community, especially for those who live in the proximity of our projects. Nine projects in Jakarta and ten projects in Surabaya participated in this program. The Company also took the initiative to ensure that all projects were proactive in helping street vendors around the project sites and also the online motorcycle taxi drivers through online food ordering policy. These two informal sectors were among the most directly affected when the Covid-19 pandemic began.



We Care Program Jakarta



We Care Program Surabaya

Contribution to Society at Large 2018 – 2020

Giving back to society will make us able to live better lives and give better lives to other people. Although we prioritize social programs for the first-ring community in our projects, we still pay attention to the needs and interests of the wider community.



Intesa School of Hospitality

Intesa School of Hospitality was established in 2013 as part of the Company's mission to provide assistance and improve the quality of education for disadvantaged communities. Intesa is a link-and-match program to bridge the needs of the community for a vocational institution that is affordable to meet the needs of skilled workers in the hospitality and tourism industry. It received an award in the Education Quality Improvement category at the 2017 CSR Summit & Awards event conducted by The La Tofi School of CSR. By 2020, 282 students had been registered, 73.8% of which had completed their education and went to work in various hotels in many cities in Indonesia.



Students from Intesa School of Hospitality



Badminton champion scout

In collaboration with Tangkas Badminton Association – which was later changed to PB Tangkas Intiland – the Company is committed to scouting for potential star badminton players in Indonesia. In addition to scouting for badminton talent, this collaboration also focuses on developing PB Tangkas athletes' competency to participate in championship competitions, both at national and international levels. In addition to Marcus Fernaldi Gideon, Jonathan Christie, and Wahyu Nayaka, PB Tangkas Intiland succeeded in producing four athletes to join the PBSI National Training Center, including Winny O. Kadow, Zachariah J. Sumanti, Vicky Angga Saputra, and Christian Adinata.



Monthly online class

In November 2020, the Company in collaboration with Airlangga University in Surabaya inaugurated an online class program for students on the use of medicinal plants in the daily life of the community. This online class was held every month to discuss various interesting topics that were tailored to the topic of discussion on the use of medicinal plants which were delivered by experts in their respective fields. This program was launched as a follow-up program for the development of Husada Park, a green park with a botanical garden concept that was developed in 2012 in Graha Famili in Surabaya. Husada Park, with an area of one hectare, houses more than 700 types of medicinal plants and is designed as a center for the study of medicinal and herbal plants in Surabaya.



Prevention and eradication of narcotics

The Company supported the Indonesian National Narcotics Agency for the prevention and eradication of narcotics. Its activities include socialization to government agencies and institutions, state-owned enterprises, private sectors, educational institutions and the community, as well as conducting urine tests, implementing programs and establishing regulations, supervising and mobilizing community social activities against drug trafficking and abuse. The value of the grant given is Rp 1 billion.



Disaster Relief, Lombok

Intiland actively participated in Kadin Indonesia's disaster relief in Lombok Island. When Lombok was hit by earthquake and tsunami in 2018, Bapak Hendro S. Gondokusumo (CEO of Intiland) as the Vice Chairman of Kadin Indonesia property division called out companies to help Lombok. Intiland donated funds, ideas, programs and human resources to help rebuild public facilities in 6 villages, give scholarships and develop tourist village called Tasola Beach Village to support the economic revival of the villagers in Tanak Song Lauk, North Lombok.



Tasola Beach Village environment



Empowering Youth

Property industry has a significant role in driving the economy in Indonesia. There are 175 related industries behind the property with approximately 30 million workers in it. Given the importance and complexity of the property industry, it is necessary to provide young people with a comprehensive understanding from an early age about this industry. We believe in the power of youths to make positive changes for a sustainable future.



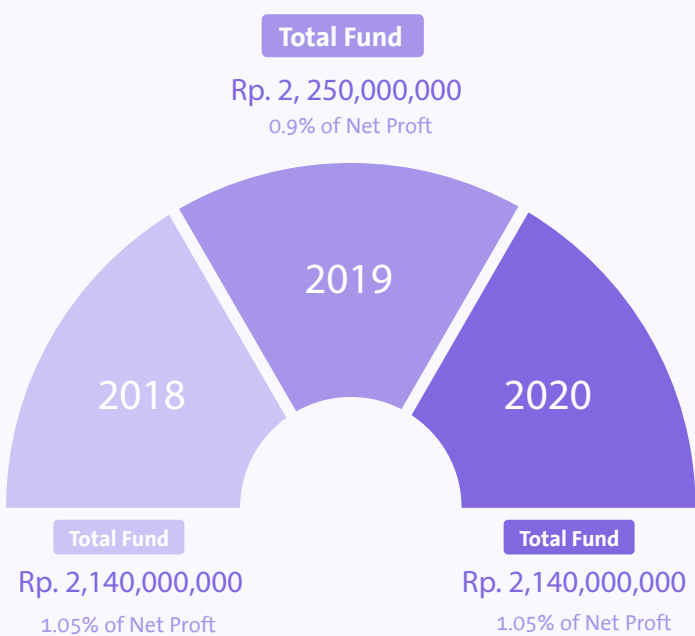
Intiland Youth Panel – I AM Community

The Company takes a strategic role in introducing property investment and industry to young people or millennial groups by creating a community of young people who focus on educational activities, expertise, personal development, and motivation regarding property investment and industry.

This community, which was initiated in 2018, has grown rapidly and its membership comes from various regions throughout Indonesia. It started with only less than 500 Instagram followers to 26,300 followers currently. Its 396 elite members come from several cities in Indonesia namely Jakarta, Bandung, Tangerang, Bali, Surabaya, Semarang, Balikpapan, Medan, and another large cities in Indonesia. With digital platform, I AM Community is even more able and easier to unite young people

from various regions in Indonesia. Up to 2020, I AM Community has successfully conducted 7 education programs involving a total of 250 participants from several cities in Indonesia. Up to 2020, I AM Community has successfully conducted 7 education programs involving a total of 250 participants from several cities in Indonesia.

CSR Fund allocation





Talaga Bestari, Tangerang

GRI Content Index

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
Organisational Profile	102-1	Name of organization	Page 3
	102-2	Activities, brands, products and services	Page 6
	102-3	Location of headquarters	Page 3
	102-4	Location of operations	Page 6
	102-5	Ownership and legal form	Page 3, 11
	102-6	Markets served	Page 11
	102-7	Scale of organization	Page 43
	102-8	Information on employees and other workers	Page 43 - 46
	102-9	Supply chain	Page 15
	102-10	Significant changes to the organization (size,structure,ownership) & its supply chain	NA
	102-11	Precautionary principle or approach	Page 20
	102-12	External initiatives	Page 12
	102-13	Membership of associations	Page 11
Strategy	102-14	Statement from senior decision-maker	Page 13 - 14
Ethics and Integrity	102-16	Values, principles, standards and norms of behaviour	Page 4
Governance	102-18	Governance structure	Intiland Annual Report 2020 Page 137

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
Stakeholder Engagement	102-40	List of stakeholder groups	Page 23 - 24
	102-41	Collective bargaining agreements	Page 23 - 24
	102-42	Identifying and selecting stakeholders	Page 23 - 24
	102-43	Approach to stakeholder engagement	Page 23 - 24
	102-44	Key topics and concerns raised	Page 23 - 24
Reporting Practice	102-45	Entities included in the consolidated financial statements	Intiland Annual Report 2020 Page 57-64
	102-46	Defining report content and topic Boundaries	Page 12
	102-47	List of material topics	Page 22
	102-48	Restatements of information	NA
	102-49	Changes in reporting	NA
	102-50	Reporting period	Page 12
	102-51	Date of the most recent report	Page 12
	102-52	Reporting cycle	Page 12
	102-53	Contact point for questions regarding the report	Page 3
	102-54	Claims of reporting in accordance with the GRI Standards	Page 12
	102-55	GRI content index	Page 68
	102-56	External assurance	NA

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI Economic & Governance Standard			
103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 17 - 18
	103-2	The management approach and its components	Page 17 - 18
	103-3	Evaluation of the management approach	Page 17 - 18
201: Economic Performance	201-1	Direct economic value generated and distribute	Page 17 - 18
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 48
	103-2	The management approach and its components	Page 48
	103-3	Evaluation of the management approach	Page 40
GRI 202: Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Page 48
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 60 - 66
	103-2	The management approach and its components	Page 60 - 66
	103-3	Evaluation of the management approach	Page 60 - 66
GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	Page 40
	203-2	Significant indirect economic impacts	Page 60- -66

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Intiland Annual Report 2020 page 188
	103-2	The management approach and its components	Intiland Annual Report 2020 page 188
	103-3	Evaluation of the management approach	Intiland Annual Report 2020 page 188
GRI 205: Anti-corruption	205-1	Operations assessed for risks related to corruption	Intiland Annual Report 2020 page 188
GRI Economic & Governance Standard			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 28 -30
	103-2	The management approach and its components	Page 28 -30
	103-3	Evaluation of the management approach	Page 28 -30
GRI 301: Materials	301-1	Materials used by weight or volume	Page 28 -30
	301-2	Recycled input materials used	NA

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 31 - 33
	103-2	The management approach and its components	Page 31 - 33
	103-3	Evaluation of the management approach	Page 31 - 33
GRI 302: Energy	302-1	Energy consumption within the organization	Page 31 - 33
	302-3	Energy Intensity	Page 31 - 33
	302-4	Reduction of energy consumption	Page 31 - 33
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 34 - 35
	103-2	The management approach and its components	Page 34 - 35
	103-3	Evaluation of the management approach	Page 34 - 35
GRI 303: Water	303-1	Water withdrawal by source	Page 34 - 35
	303-2	Water sources significantly affected by withdrawal of water	Page 34 - 35
	303-3	Water recycled and reused	Page 34 - 35
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 35 - 36
	103-2	The management approach and its components	Page 35 - 36
	103-3	Evaluation of the management approach	Page 35 - 36
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Page 35 - 36
	305-2	Energy indirect (Scope 2) GHG emissions	Page 35 - 36
	305-4	GHG emissions intensity	Page 35 - 36

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 38 - 39
	103-2	The management approach and its components	Page 38 - 39
	103-3	Evaluation of the management approach	Page 38 - 39
GRI 306: Effluents and Waste	306-1	Waste generation and significant waste-related impacts	Page 38 - 39
	306-2	Management of significant waste-related impacts	Page 38 - 39
	306-5	Waste directed to disposal	Page 38 - 39
GRI Social Standard			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 43 - 53
	103-2	The management approach and its components	Page 43 - 53
	103-3	Evaluation of the management approach	Page 43 - 53
GRI 401: Employment	401-1	New employee hires and employee turnover	Page 46
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 48

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 103: Management Approach GRI 403: Occupational Health and Safety (2018)	103-1	Explanation of the material topic and its Boundary	Page 53
	103-2	The management approach and its components	Page 53
	103-3	Evaluation of the management approach	Page 53
	403-1	Occupational health and safety management systems	Page 53
	403-2	Hazard identification, risk assessment, and incident investigation	Page 53
	403-3	Occupational health services	Page 53
	403-4	Worker participation, consultation, and communication on occupational health and safety	Page 53
	403-5	Worker training on occupational health and safety	Page 53
	403-6	Promotion of worker health	Page 53
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 53
	403-9	Work-related injuries	Page 53
GRI 103: Management Approach GRI 404: Training and Education	103-1	Explanation of the material topic and its Boundary	Page 49 - 52
	103-2	The management approach and its components	Page 49 - 52
	103-3	Evaluation of the management approach	Page 49 -52
	404-1	Average hours of training per year per employee	Page 49 - 52
	404-2	Programs for upgrading employee skills and transition assistance programs	Page 49 -52

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 404: Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	Page 49 -52
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 44
	103-2	The management approach and its components	Page 44
	103-3	Evaluation of the management approach	Page 44
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Page 44
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 60 - 66
	103-2	The management approach and its components	Page 60 - 66
	103-3	Evaluation of the management approach	Page 60 - 66
GRI 413: Local Communities	413-1	Operations with local community engagement, impact assessments and development programs	Page 60 - 66
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 55 - 56
	103-2	The management approach and its components	Page 55 - 56
	103-3	Evaluation of the management approach	Page 55 - 56
GRI 416: Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	Page 55 - 56
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Page 55 - 56

GRI STANDARD GENERAL DISCLOSURES	DISCLOSURE NUMBER	DISCLOSURE TITLE	PAGE NUMBER AND REASONS FOR OMISSIONS IF APPLICABLE
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Page 55 - 56
	103-2	The management approach and its components	Page 55 - 56
	103-3	Evaluation of the management approach	Page 55 - 56
GRI 417: Marketing and labeling	417-2	Incidents of non-compliance concerning product and service information labelling	Page 55 - 56
	417-3	Incidents of non-compliance concerning marketing communications	Page 55 - 56

NO	POJK NO.51-2017 - ATTACHMENT 2	PAGE REFERENCE AND EXPLANATION (IF ANY)
	d. Short profile about products, services and business activities	Page 7, 8, 9, 10
	e. Association membership	Page 11
	f. Significant changes to organisation (i.e closing for opening or a branch, ownership structure)	NA
4	CEO Explanation contain of: 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 b. Implementation of Sustainable Finance, should at least cover : 1. Performance in Economic, Social, Environment - compare to target; and 2. Explanation on success and challenges, including important events during reporting period (for FSI who are mandated to develop SF Action Plan) c. Strategy to achieve target, should cover : 1. Risk management on Economic, Social, and Environment 2. Business opportunity and prospect 3. Explanation about external situation on economic, social, environment that has the potential to influence the sustainability of organization	Page 13, 14
5	Sustainable Governance, cover: a. Explanation on the BOD & BOC, staff or task force's responsibility on executing SF program b. Explanation on capacity building for BOD, BOC, staff or task force on Sustainable Finance 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	Page 22 Annual Report 2020 page 53, 70 Annual Report 2020 page 182

NO	POJK NO.51-2017 - ATTACHMENT 2	PAGE REFERENCE AND EXPLANATION (IF ANY)
	<p>d. Explanation about stakeholders, should cover:</p> <ol style="list-style-type: none"> 1. Stakeholder engagement based on management assessment, shareholders meeting, decree or others 2. Stakeholder engagement strategy: dialog, survey or seminar <p>e. Problems that have to be dealt with that influence the execution of SF</p>	Page 23, 24
6	Sustainability Performance should cover at least:	
	a. Explanation on activitiest that build the culture of sustainability internally	Page 49, 50, 51, 52
	<p>b. Explanation on Economic Performance in the last 3 years, cover:</p> <ol style="list-style-type: none"> 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 2. Comparison of targets and performance of portfolio, funding target, or investment on financial instruments or projects that are aligned with SF implementation 	Page 17, 18
	c. Social Performance in the last 3 years:	
	1. Organisation's commitment to deliver products/services equally to customers	Page 55 - 58
	<p>2. Labor - should cover:</p> <ol style="list-style-type: none"> a. Explanation on equal opportunity and whether or not forced labor or child labor exist b. Percentage of remuneration of lower level permanent staff against the local minimum wages c. Safe and comfortable working environment d. Training and development of employees 	Page 43 – 53
	<p>3. Community, should cover at least:</p> <ol style="list-style-type: none"> a. Information on activities or operational areas that give positive or negative impact to community around location, including financial literacy and inclusion b. Grievance mechanism for community, of complaints received and addressed 	Page 60 - 66

NO	POJK NO.51-2017 - ATTACHMENT 2	PAGE REFERENCE AND EXPLANATION (IF ANY)
	c. Social and enviromental responsibility that can be connected to SDGs - covering type of activities and achievement of community development program	Page 60 - 66
	d. Environmental Performance, should at least cover: <ol style="list-style-type: none"> 1. Expenditure of Environmental Cost 2. Explanation about eco-friendly material usage, i.e. recycled material 3. Explanation of energy usage, should at least cover: <ol style="list-style-type: none"> a. Total usage and energy intensity; and b. Efforts and achievement in energy efficiency, including usage of renewable energy 	Page 30 - 33
	e. Environmental Performance for organisations that have operation directly impacted environment, should at least cover: <ol style="list-style-type: none"> 1. Performance as mentioned in "d" 2. Information about activities and operational areas that impacted positively or negatively to the environment especially affecting 3. Ecosystem that support that location <ol style="list-style-type: none"> a. Impact of operational areas that are close to or in conservation or areas with biodiversity; and b. Biodiversity conservation program that protect animal or plant. 4. Biodiversity, should at least cover: <ol style="list-style-type: none"> a. Impact of operational areas that are close to or in conservation or areas with biodiversity; and b. Biodiversity conservation program that protect animal or plant. 5. Emission, should at least cover: <ol style="list-style-type: none"> a. Total and emission intensity produce by type; and b. Efforts and achievement in emission efficiency 6. Waste and effluent, should at least cover: <ol style="list-style-type: none"> a. Total waste and effluent produced by type; b. Waste and effluent management system c. Spill (if any) 	Page 34 - 41

NO	POJK NO.51-2017 - ATTACHMENT 2	PAGE REFERENCE AND EXPLANATION (IF ANY)
	<p>4. Biodiversity, should at least cover:</p> <p>a. Impact of operational areas that are close to or in conservation or areas with biodiversity; and</p> <p>b. Biodiversity conservation program that protect animal or plant.</p> <p>5. Emission, should at least cover:</p> <p>a. Total and emission intensity produce by type; and</p> <p>b. Efforts and achievement in emission efficiency</p> <p>c. Spill (if any)</p> <p>6. Number and type of complaints received and addressed related to environmental issues</p>	Page 34 - 41
	<p>f. Responsibility in expanding SF products/services, should at least cover:</p> <p>1. Innovation and development of SF products/services</p> <p>2. Number and percentage of products/services evaluated on customer safety</p> <p>3. Positive and negative impact resulted from SF products/services, distribution process, mitigation to address negative impact</p> <p>4. Number of product withdrawn and why; or</p> <p>5. Customer satisfaction survey on SF product/service</p>	Page 55 - 58
7	If any, independent - written verification	NA

CONTACT US

www.intiland.com

Intiland Tower PH Floor
Jl Jend Sudirman 32 Jakarta 10220 Indonesia
T : 6221 5701912
E : info@intiland.com

