



# Overcoming Challenges, Delivering Growth

Sustainability Report 2023

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This Sustainability Report is an integral part of the Annual Report 2023 and other sustainability-related disclosures on our website.

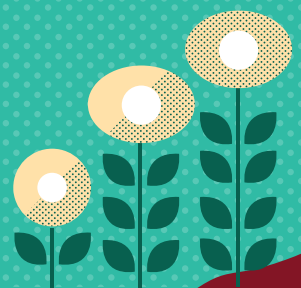
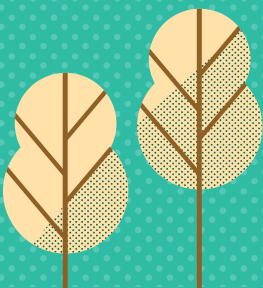
This report contains the words “Company”, “Intiland” and “we” hereinafter referred to PT Intiland Development Tbk, as the company and the management that run business in property industry.

For any questions regarding this report, please contact us at [info@intiland.com](mailto:info@intiland.com).





## I. Foundation of Sustainability



## About Intiland

With over 45 years of experience, Intiland has become one of the leading property developers in Indonesia. Its role as a trendsetter in the development of the nation's properties has enabled it to develop more than 65 projects, covering over 1,981 hectares of landbank, with 1,288 employees spread across Jakarta, Tangerang, Surabaya, Mojokerto, and Batang.

Various Intiland properties have become icons due to their architectural beauty, for examples the Intiland Tower in Jakarta and Surabaya. Long before green building concepts became popular as they are today, Intiland's Founder and CEO, Mr. Hendro S. Gondokusumo, had a vision to build energy-efficient office buildings. In 1983, the company began constructing the Wisma Dharmala Sakti Building on Jalan Jenderal Sudirman, Jakarta Pusat now renamed Intiland Tower with energy-saving approaches such as using terraces or canopies on the building's facade to reduce heat indoors. Thus, Intiland Tower stands as the antithesis of box-shaped buildings that rely solely on room coolers, which are built worldwide.

Other notable properties of the company that have become city icons include Pantai Mutiara, a luxurious beachfront area in Pluit, North Jakarta; Regatta the Icon, premium condominiums in Pantai Mutiara with views of Jakarta Bay's landscape; South Quarter, an office buildings that implement green building principles in Jakarta; and Graha Famili, a residential development with the first golf course facility in Surabaya.

Listed on the Indonesia Stock Exchange since 1991, Intiland develops a diverse portfolio of property development within four key portfolios namely mixed-use and highrise, landed residentials, industrial estate and investment properties (office buildings, apartments, golf course, and sports facilities).

As a concrete action towards sustainable development, Intiland is one of the companies that founded the Green Building Council Indonesia (GBCI), an organization advocating for the implementation of green building principles in the construction sector.

### Vision



Intiland provides opportunities for all Indonesian citizens to enjoy a comfortable life. A comfortable life is a happy and prosperous one, surrounded by loved ones and close friends, in a comfortable and beautiful home, in a clean and pleasant environment with the best facilities.

### Mission



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



## Corporate values

### TRICE: One Roof, Five Pillars

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

#### Trustworthy

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



#### Respect

**RESPECT** is integral to the 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.



Ensuring that the Company's culture and values are embedded and applied in the daily work activities and lives of employees is an important factor for the Company. The process of internalizing the Company's culture and values has been carried out by the Company continuously through orientation programs for new employees and refresher programs for other employees through training, webinars, and GLADIS (Global Learning and Development Information System) e-learning application. These programs help employees to build trust and develop knowledge and competencies equally. We also require all employees to sign integrity and confidentiality agreements as an effort to ensure transparency and trust of stakeholders who deal with the Company.

## Business Activities

The Company divides its business activities into four core segments portfolio, mixed-use and high-rise development, landed residential, industrial estate, and investment properties in the Greater Jakarta area (Jakarta, Bogor, Depok, Tangerang, and Bekasi) as well as Surabaya and its surrounding areas and Batang, Central Java.

In terms of revenue, the Company earns revenue from sales of real estate and recurring income from office rental, the development of hotel chain and management of golf course as well as sports facilities in several cities in Indonesia.

### Our Project Development Portfolios



## Market Segmentation

**95%**

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

## Organization Memberships

No	Organization	Position	Period
1	<b>Green Building Council of Indonesia</b>	Founder	2009
		Corporate Member	2009 – 2024
		Supervisory Board Member (Chandra M. Makmoen)	2021 – 2024
2	<b>Indonesia Chamber of Commerce and Industry (KADIN)</b>	Corporate Member	2010 – 2026
		Advisory Board Member (Hendro S. Gondokusumo)	2021 – 2026
		Secretary of the Integrated Property Area Development Agency (Theresia Rustandi)	2021 – 2026
		Member of TOD Division (Utama Gondokusumo)	2021 – 2026
		Member of Tourism Division (Moedjianto S. Tjahjono)	2021 – 2026
3	<b>Real Estate Indonesia (REI)</b>	Corporate Member	1985 – 2024
		Advisory Board Member (Hendro S. Gondokusumo)	2019 – 2024
		Head of the Consumer Protection (Theresia Rustandi)	2023 – 2027
		Vice Treasurer (Utama Gondokusumo)	2019 – 2024
4	<b>International Real Estate Federation (FIABCI)</b>	Corporate Member	2019 – 2024
		Corporate Representative (Hendro S. Gondokusumo)	2022 – 2024
5	<b>Indonesia Employers Associations (Apindo)</b>	Corporate Member	2015 – 2024
		Head of Residential and Hospitality Development (Theresia Rustandi)	2018 – 2024
6	<b>Indonesian Listed Companies Association (AEI)</b>	Corporate Member	2019 – 2024

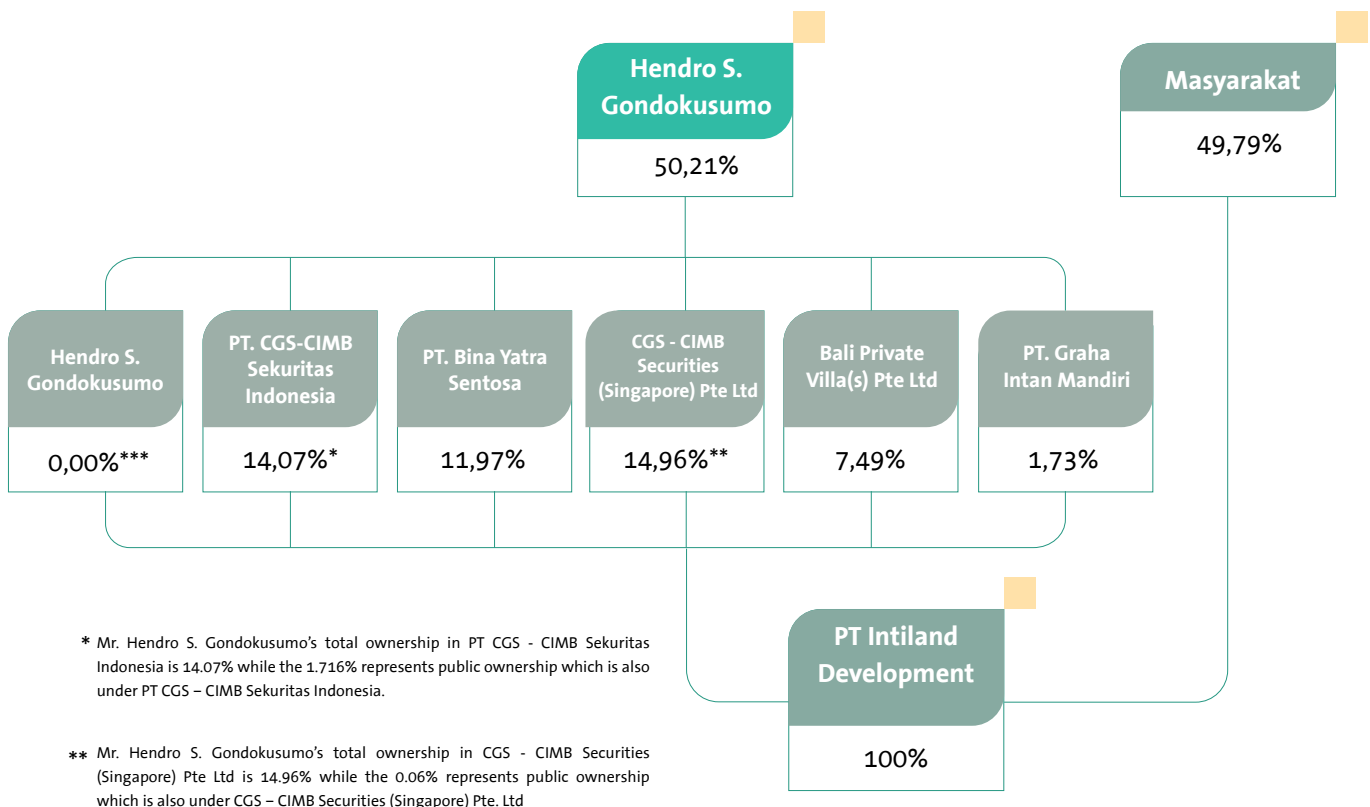


No	Organization	Position	Period
7	<b>Indonesian Shopping Center Management Association (APPBI)</b>	Member of Advisory Board (Hendro S. Gondokusumo)	2019 – 2024
		Corporate Member <ul style="list-style-type: none"> <li>Poins Mall TB Simatupang</li> <li>WTC Surabaya</li> </ul>	2019 – 2024
8	<b>Indonesian Golf Course Owners Association (APLGI)</b>	Corporate Member <ul style="list-style-type: none"> <li>Graha Famili</li> </ul>	2000 – 2024
		Member of Advisory Board (Hendro S. Gondokusumo)	2000 – 2024
		Golf Course Representative (Moedjianto S. Tjahjono)	2000 – 2024
9	<b>Golf Club Manager Association of Indonesia</b>	Corporate Member <ul style="list-style-type: none"> <li>Graha Famili</li> </ul>	2000 – 2024
10	<b>Indonesia Industrial Estates Associations</b>	Corporate Member <ul style="list-style-type: none"> <li>Ngoro Industrial Park</li> <li>Batang Industrial Park</li> </ul>	2020 – 2025
		Member of Advisory Board (Hendro S. Gondokusumo)	2021-2025
		Vice Secretary General 1 (Happy Gunawarman)	2023 – 2026
		Vice Chairman of Policy and Regulations Division (Paramita Adininggar)	2023 – 2026
		Cordinator of Central Java 1 (Wihardi Hosen)	2023 – 2026
11	<b>Association of Real Estate Broker Indonesia (AREBI)</b>	Member of Advisory Board (Hendro S. Gondokusumo)	1992 – 2024
12	<b>Indonesian Flat Residents Association (P3RSI)</b>	Corporate Member	2012 - 2026
		Chairman of East Java Area (Ariyanto Hermawan)	2023 - 2026

## Shareholders Composition as of 31 December 2023

	Classification	Number of Shares	Number of Investors	%
Institutions	Domestic	3.919.879.664	125	37,82%
	Foreign	2.881.742.813	123	27,80%
Individuals	Domestic	3.563.659.628	16.162	34,38%
	Foreign	572.080	39	0,01%
	<b>Total</b>	<b>10.365.854.185</b>	<b>16.449</b>	<b>100.00%</b>

## Major and Controlling Shareholders as of 31 December 2023



## Head Office

Intiland Tower, Penthouse Floor,  
Jl. Jendral Sudirman 32, Jakarta 10220

## Telephone

+62 21 5701912 / 5708808

## Fax

+62 21 5700014 / 5700015

## Email

info@intiland.com

## Website

www.intiland.com

## Social Media



Instagram : \_\_\_\_\_  
@intilanddev



Facebook : \_\_\_\_\_  
Intiland Development Tbk



Youtube : \_\_\_\_\_  
Intiland Development Tbk



LinkedIn : \_\_\_\_\_  
PT Intiland Development Tbk

## About This Report

This report covers Intiland's sustainability-related activities for the financial year 1 January – 31 December 2023, unless otherwise stated. This report has to be read as an integral part of the Annual Report 2023 and other information disclosures published in Intiland website. Details of this report can be found in our website:

<https://www.intiland.com/en/sustainability-report/>

In determining the most important issues to our stakeholders, we referred to POJK No 51/POJK.03/2017 and GRI (Global Reporting Initiative) standard which we believe provide best practice and widely used guidance. In determining the materiality, we engaged our stakeholders to identify material topics significant to our business process.

In 2023 report, we added Graha Golf and The Rosebay for the environmental issues. For social, economic and governance issues, consolidated corporate data will be displayed unless otherwise stated. For CSR activities, we include relevant projects as necessary. Entities included in the consolidated financial report are PT Intiland Development Tbk and its subsidiaries.

Although it does not involve External Assurance, we have been assisted by consultants to preparing and analyzing environmental data.





## Sustainability highlights



**Rp3.91 trillion**

Consolidated revenue in 2023.



**Rp 950.7 billion**

Marketing-sales in 2023



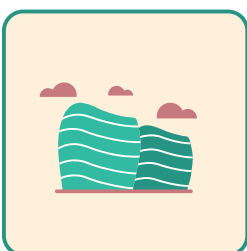
**Rp14.6 trillion**

Total assets in 2023



**Rp174.11 billion**

The Company's Net Profit in 2023



**<200 kWh/m2 Energy Intensity in 2023**

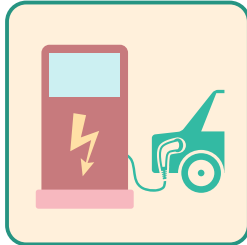
Intiland has managed to keep its two offices building and four apartment buildings' energy intensity below 200 kWh/m2 in 2023.



**Reduced 300 Tonnes Organic Waste**

In 2023, we reduced organic waste by 300 tonnes from all properties due to a number of initiatives from our projects.





### EV Chargers Intitiatives

Intiland has made initiatives to implementation and installation of EV Chargers Station in our properties, including South Quarter, Intiland Tower Jakarta, 1Park Avenue, Aeropolis, and Fifty Seven Promenade.



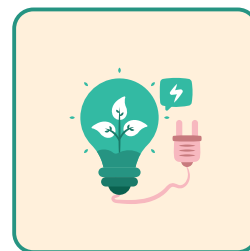
### Gold Rating for Existing Building – Greenship V1.1 2022 - 2025

Our integrated office complex South Quarter received the Gold Rating for Existing Building – Greenship V1.1 from Green Building Council Indonesia.



### The Favorite National Housing Figure Award

Founder & CEO of Intiland Mr. Hendro S. Gondokusumo, received the Favorite National Housing Figure award from the Association of Settlement and Public Housing Developers (HIMPERRA).



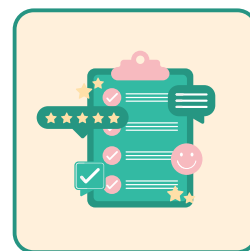
### SROI 1,1

In 2023, the Company will carry out 43 CSR's activities that provide an average Social Return on Investment value of 1.11.



### >82% 5S Audit Results

The building management of the 1Park Avenue apartment successfully to maintained 5S audit score for two consecutive years above 80%.



### 98% Satisfied

98% of the customers expressed satisfaction with services based on the survey results of our 7 property projects.



## Awards and Certification

### Awards



June 9, 2023

**SQ Rés**

Best High-End Apartment (Java Area)  
Lamudi.co.id Property Awards 2022



December 7, 2023

Mr. Hendro S. Gondokusumo  
Most Favorite Figure for National Housing  
HIMPERRA 2023

### Certification



**ISO 9001**

Quality Management System  
Intiland Hospitality and Property Management  
From: Lloyd Register Indonesia  
Quality Assurance  
2021 – 2024



#### • South Quarter

- “GreenShip New Building 1.2 – Gold Rating for Design Recognition and Final Assessment”
- From: Green Building Council Indonesia, 2015 – 2020.
- “GreenShip V1.1 – Gold Rating for Existing Building.
- From: Green Building Council Indonesia, 2022 – 2025





## Message From Founder and CEO “Overcoming Challenges, Delivering Growth”





## Distinguished Stakeholders,

The year 2023 marked a dynamic and challenging period for the national property industry. Throughout the year, we faced various factors influencing the dynamics of the property market, such as economic fluctuations, changing consumer buying trends, and political conditions as the general election campaign period began. Concrete steps were necessary to maintain business performance and foster growth.

Facing these challenges, Intiland proactively sought the best solutions to maintain business stability. Sustainable initiatives continued to be carried out, covering various aspects of our business from planning, procurement, construction, sales, to operational and human resources quality improvement. These crucial steps include in-depth studies and a strong understanding of the market and consumer needs. The company also implemented important strategies to enhance its business amidst an increasingly competitive market environment, both in terms of developing new products and improving operational efficiency.

We remain focused on identifying and optimizing new business opportunities, including market exploration, innovative project developments, and strategic partnerships with other stakeholders. By expanding the scope and reach of the company's business, Intiland's position in the market is expected to strengthen further, leading to sustainable growth. The company also conducts careful risk management to identify, evaluate, and manage risks associated with its operational activities. These measures aim to protect the company from potential losses and ensure stable operational continuity.

## Optimism Based on Key Strategies

The company has established key strategies to be implemented in 2024. Firstly, strengthening sales performance, particularly of ready-to-use units

from various projects. Increased sales and market share strengthening can provide greater revenue to enhance profitability. This achievement will create long-term business growth for the company. The next step is to focus on organic growth through the development of new projects to optimize and increase the value of the property portfolio.

Secondly, refining the financial structure reflects the company's efforts to manage the balance between expenditures and revenues. Having a healthy financial structure provides a solid foundation for the company to create long-term growth and enhance the trust of stakeholders.

Thirdly, enhancing human resources quality through the development of outstanding, competent, and service-oriented Intiland personnel. Excellent human resources will enhance customer experience and satisfaction levels. We realize this goal through various employee development programs, such as training, mentoring, rotation, and open promotions. The company provides fair and open opportunities for all employees to advance their careers and enhance their knowledge and skills.

These combined strategies form a solid foundation for achieving long-term growth. Strengthening sales performance and organic growth, improving financial structure, and focusing on enhancing human resources quality will help the company address industry challenges and enhance overall company value. We maintain an optimistic attitude as we have established the right steps to ensure business sustainability in the future.

## Focus on Sustainability and Contribution

This sustainability report is our fourth report with the theme "Overcoming Challenges, Delivering Growth." Sustainability has always been our priority and a tangible contribution to achieving the United Nations Sustainable Development Goals (UN SDGs). We are committed to minimizing the negative impacts of our business activities and the properties



we manage, as reflected in our main sustainability principles of living healthy and quality lives, as well as contributing to urban development.

Environmental sustainability is one of the pillars of the Environment, Social, Governance (ESG) sustainability efforts we undertake at Intiland. As a leading property developer in Indonesia, we recognize the importance of paying more attention to environmental impacts. Therefore, we continue to maintain sustainable lifestyle and practices in all aspects of company operations.

Intiland promotes living well in terms of welfare and health, a focus that has been growing in recent years among the younger generation. We continue to maintain the quality of products in our property portfolio by adopting best practices in all aspects of business activities.

We believe that effective waste management is a key component of our vision to provide quality living spaces in beautiful environments that will promote the well-being of building occupants. We aspire to implement waste management hierarchy as an effort to strengthen our goal to be more sustainable in all property and business practices. In 2023, we continued our waste reduction program by increasing initiatives that support target achievement.

Overall, the waste reduction program has been

progressing well. In 2023, we successfully reduced up to 300 tons of organic waste across all properties. For example, Intiland Tower Jakarta launched a bottle waste collection campaign for recycling with a third party. Through cooperation with office management, we managed to collect around 7-8 kg per month.

We also took steps to minimize carbon emissions and embodied carbon in new development construction through sustainable procurement practices. This commitment is manifested, among other things, in selecting local materials within a 1,000 km radius of the project location, utilizing and preserving local and native plants, and selecting other low-carbon materials. In 2023, a noticeable trend emerged from the total amount of materials used in three of our projects, experiencing a significant decrease, by only 18% compared to the previous year. Another achievement was maintaining energy intensity in two office buildings and four apartment buildings below 200 kWh/m<sup>2</sup>. These six buildings consist of South Quarter, Intiland Tower Jakarta, 1Park Avenue, Aeropolis, Graha Golf, and The Rosebay.

Commitment to sustainability does not stop at the company's internal scope. We emphasize the importance of contributing to the community and the surrounding areas of projects by always considering ways to add value to the social lives of the surrounding communities. These efforts are

practiced in all aspects of business activities, from design, construction, operation, to maintenance and project development.

We continue to monitor the performance of the company's property portfolio and make our best efforts to reduce negative impacts on the environment and society. An important effort to be undertaken is to provide real added value from our projects to society. Through comprehensive stakeholder engagement processes, both internal and external, we ensure the accuracy and reliability of the data reported in the 2023 Sustainability Report.

Social responsibility programs are also key priorities for the company's long-term sustainability. In 2023, the company carried out 43 CSR activities, mostly focused on the community and the environment around the projects. In 2023, we also initiated the calculation of the impact of these CSR programs through the Social Return on Investment (SRoI) method. Of the 43 CSR activities, an SRoI value of 1.11 was generated, meaning that the social investment conducted successfully provided positive added value to the company.

Customer management has always been an important factor to be measured and further studied. We are grateful to have successfully maintained and retained customer satisfaction levels over the past two years. Based on surveys conducted in five projects, the average customer satisfaction rate exceeded 90 percent. These results are encouraging and drive us to continuously improve and enhance them.

In compiling this report, we added reports from two apartment projects in Surabaya, namely Graha Golf and The Rosebay. These two projects complement the reports from the apartment projects 1Park Avenue, Aeropolis, as well as three commercial office buildings, namely South Quarter, Intiland Tower Jakarta, and Intiland Tower Surabaya. Thus, there are a total of seven properties covered in the 2023 Sustainability Report. We are committed to progressively increasing the number of properties reported while ensuring the reliability and accountability of the reported data.

**Hendro S. Gondokusumo**

Founder & CEO

## Key Financial Performance

Based on the audited financial report ending 31 December 2023, the Company posted operating revenues of Rp3,907 billion, an increase of 24.08% from the same period in the previous year, amounting to Rp3,149 billion. This increase mainly came from the recognition of revenue from Fifty Seven Promenade and the handover of housing units to landed housing projects, such as Talaga Bestari and Graha Natura.

The Company's performance in 2023 demonstrated a positive trend, as reflected in the increase in profit for the year booked in 2023, at Rp758 billion, from Rp192 billion in 2022.

There was a significant amount of revenue recognized in 2023 originating from the Fifty Seven Promenade project, which began to be handed over to buyers since the completion of the project in September 2022.

## Details of Revenue

Development income contributed Rp3,135 billion in 2023, or an increase of 29.17% from Rp2,427 billion in 2022. Meanwhile, recurring income generated Rp771 billion in 2023, or an increase of 6.92% from Rp721 billion in 2022.

The highest contribution to total operating income in 2023 was from the mixed-use & high-rise segment amounting to Rp2,028 billion (51.91%), the residential area segment amounting to Rp861 billion (22%), the recurring income segment amounting to Rp771 billion (19.74%), and the industrial area segment amounted to Rp246 billion (6.30%).



## Sales Performance

Our marketing sales in 2023 were recorded at Rp950.7 billion, or 40 percent of the target of Rp2.4 trillion. This income decreased by 2 percent compared to marketing sales in 2022 which reached Rp1.08 trillion. We observed that the condition of the national property market in 2023 remained challenging. Expectations of significant market growth have not yet occurred throughout 2023. The lack of purchases of apartment products was also one of the factors causing the low marketing sales acquisition in 2023.

Marketing sales contribution still mainly came from sales in the residential area segment amounting to Rp450.7 billion, or 34.8 percent achievement of the target of Rp1.29 trillion. In the mixed use & high rise segment, the Company recorded marketing sales of Rp161.8 billion, or 21 percent of the target. Meanwhile, the industrial area development segment contributed marketing sales of Rp338.2 billion, or 99 percent of the target of Rp342 billion.

The Company remains optimistic that economic stability in 2024 will improve. This condition provides a positive signal for business people to increase trust and investment. By optimally harnessing all of its strategic resources, the Company is confident that it will be able to surmount all challenges and take advantage of every opportunity to create sustainable and long-term business growth.



All strategies implemented by the Company will be in line with efforts to increase the competency and capacity of the internal sales and marketing team and agent partners. Through a targeted marketing strategy, the Company is ready to face the challenges of 2024. The Company will not only adapt to the increasingly dynamic market conditions, but also take advantage of existing opportunities to remain a key player in the national property industry.

## Economic Value Generated (in Rp million)

Description	2023	2022	2021
Consolidated Revenue	3.906.828	3.148.755	2,628,632



## Economic Value Distributed (in Rp million)

Description	2023	2022	2021
Operating Expenses <ul style="list-style-type: none"> <li>• Procurement</li> <li>• Payments to contractors and suppliers</li> <li>• Marketing expenses</li> </ul>	2.344.133	1.936.399	1,715,275
Employee Salaries and Benefits <ul style="list-style-type: none"> <li>• Salaries</li> <li>• Work insurance</li> <li>• Medical expenses</li> <li>• Retirement plan</li> <li>• Other compensation &amp; allowances</li> </ul>	292.224	243.130	246,350
Payments to Providers of Capital <ul style="list-style-type: none"> <li>• Interest expense</li> <li>• Dividends paid to shareholders</li> </ul>	389.477	408.134	401,852
Payments to the Government <ul style="list-style-type: none"> <li>• Value added tax</li> <li>• Luxury goods sales tax</li> <li>• Acquisition Duty on Rights on Land and Buildings</li> <li>• Other taxes</li> </ul>	95.867	67.194	81,877
Social Investments** <ul style="list-style-type: none"> <li>• Social and public facilities</li> <li>• Social services</li> <li>• Philanthropic donations</li> </ul>	630	343	411

## Economic Value Retained (in Rp million)

Description	2023	2022	2021
<b>Profit for the year:</b> <ul style="list-style-type: none"> <li>Reinvested in the core business</li> <li>Future business acquisitions and investments</li> </ul>	758.028	191.968	-29,065
<b>Total assets :</b> <ul style="list-style-type: none"> <li>Inventories</li> <li>Investment properties for recurring income</li> <li>Land for development</li> </ul>	14.603.908	16.351.848	16,460,005

\* Certain accounts in the 2022 consolidated financial statements have been reclassified to conform to the presentation of the 2023 consolidated financial statements. The consolidated financial statements of PT Intiland Development Tbk and subsidiaries for the period 31 December 2023, 2022 and 2021 have been audited by the Mirawati Sensi Idris Public Accounting Firm, an independent member of Moore Global Network Limited, with a qualified opinion in all material matters, in accordance with Indonesian Financial Accounting Standards.

\*\* Not including allocation of funds for building public and social facilities as required in the permit.

### Financial Incentives from the Government

The Government-funded Value Added Tax Incentive (PPNDTP) was extended again by the Government in 2023 based on Regulation No. 120 of 2023. This program targets property buyers in the form of landed houses and apartment units. The incentive is divided into two periods. First, from November 1, 2023, to June 30, 2024, a 100 percent tax discount is provided for properties with a maximum value of Rp 2 billion with a selling price not exceeding Rp 5 billion. The second period applies from July 1, 2024, to December 31, 2024, with a 50 percent tax discount for properties with a maximum value of Rp2 billion and a selling price not exceeding Rp5 billion.

Throughout this program period in 2023, the Company could sell 50 house/shop/apartment units with a total sales of IDR76.3 billion where buyers can benefit from PPNDTP incentives.

### Sustainable Finance

We continuously review and monitor the latest developments in sustainable finance trends in Indonesia. In principle, we are open to opportunities in exploring the issuance of sustainability-oriented financial instruments with a focus on implementing ESG in the Company. We hope that the authorities will provide further incentives to companies that deploy ESG initiatives that utilize sustainability-oriented financial resources.

## Defined Benefit Plans and Other Retirement Plans

For full time employees, benefits and welfare include holiday allowances and bonus, travel allowance, health allowance, BPJS kesehatan (social health insurance), BPJS ketenagakerjaan (employment social security), social assistance, pension program, employee co-operative facility, transportation allowance for managers above and overtime allowance for non-staff.

At Intiland, employees' health facilities is covered both by:

1. The Company and insurance company through medical fee reimbursement, and
2. The Government (social health insurance administration body). These schemes give employees peace of mind at work.

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

In 2023, there 22 employees had their maternity leaves and returned to work after their maternity leaves. The number consists of 9 female employees and 13 male employees.

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



## Community Investments

See “Social Value Review” chapter for details.

## Anti Corruption

Intiland has Code of Ethics and Integrity Pact that all stakeholders must read and understand.

The Company’s Code of Ethics contains standard norms and business ethics that apply in Intiland as the embodiment of the Company’s values. The Code of Ethics is a guide for all organs of the Company in attitude, behavior and decision making.

The Integrity Pact regulates, among other things, anti-corruption, collusion, and nepotism (KKN) policies and regulates gratuities policies. The gratification policy regulates employees not to take actions that fall into the category of gratification, including receiving benefits or inducements in any form from third parties.

The Company takes firm action against every employee and third party who is proven to be involved in KKN and gratuities, namely dishonorably terminating employment, or contract and if

necessary criminal proceedings are carried out.

The Code of Ethics and Integrity Pact are signed by all employees and third parties who cooperate with companies such as contractors, suppliers, etc. Prior to signing, socialization and education will be given regarding the contents of the Code of Ethics and the Integrity Pact.

To ensure good governance, the Company has a whistleblowing facility as a means of communication to receive information about violations that have occurred in the company. Each input will be followed up by the Internal Audit team and given guaranteed confidentiality. The Company has procedures to protect and keep the the confidentiality of whistleblower’s identity as an important thing in the Whistleblowing System process.



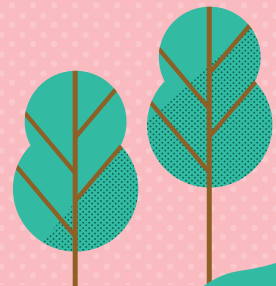
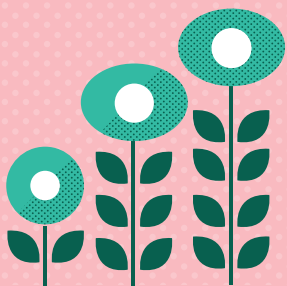








## II. Responsibility and Commitment



## Our Approach

Intiland continues to strive to create sustainable business growth trends. To ensure that this target is achieved, we synergize the Company's values and culture into all aspects of business processes and decision making. Fundamentally, we prioritize the creation of "renewal and innovation" as the main pillars in a sustainable approach to facing current dynamics in the industry. We are acutely aware that in order to remain relevant and progress, the Company needs to adapt and innovate at all times. We regularly evaluate and make improvements to every aspect of strategy, planning, business processes and business performance.

Intiland is committed to improving the quality of the supply chain, improving customer experience, and strengthening relationships with employees to achieve the ultimate goal of becoming a superior property developer in this industry. We realize that as a member of the national property industry, compliance with rules and regulations is very important. We ensure that every project complies with safety, comfort and sustainability standards, so that it can be the best choice for consumers and investors. This goal reflects our commitment to achieving long-term growth values that go beyond mere profit factors. By strengthening these principles, the Company not only strengthens its business resilience, but also safeguards the long-term interests of its stakeholders. The strategies that we have designed and implemented aim to create long-term added value for stakeholders and to ensure continuity and sustainability for Intiland's future.

Risk mitigation is an important step that cannot be ignored in implementing any sustainability strategy. Intiland's Risk Committee is tasked and responsible for compiling risk profiles collaboratively with those

responsible for each business process. The risk profile is then refined by the Project Leader or Head of the relevant Division which then results in a risk registration which is monitored and updated regularly. Through this approach, we ensure that potential risks that arise in business operations can be identified in a timely manner and proactively managed to maintain long-term continuity and sustainability of the business.

In 2023, the Company's risk profile remained the same as in 2022. This risk profile included the following risks:



The Risk Committee added a new risk sector that had been identified, namely the risk of being a holding company. Based on this identification, there are a total of 39 risks in the "very high" category, 72 risks in the "high" category, and 89 risks in the "medium" category. The results of this identification are then followed up by management, project leaders and divisions by carrying out comprehensive mitigation of these risks.

## Our Sustainability Strategy



Aligned to best-practice and widely-used standards :



Sustainability reporting since



2020 | 2021 | 2022 | 2023



Since 2000, Intiland has laid the foundation of its main growth strategy, defined as the Four Pillars of Growth. These pillars serve as the main strategic foundation for growth, which encompasses organic growth, acquisition opportunities, strategic partnerships, and capital and investment management. This vision has been designed to support business development in Intiland's three main business lines, which include property development, property investment, and property management. The three business lines are consolidated through four development segment portfolios, namely mixed-use & highrise, residential areas, industrial areas and investment properties.

It is our view that these four pillars are the basis for the Company to maximize its rate of return on investment, through increasing the value of portfolio assets and increasing land reserves. This step is more than just to increase financial value, but is also an opportunity to expand the land bank which has significant long-term potential and value for shareholders. In addition, we are always looking for strategic partnership opportunities to develop our entity more broadly. This strategy aims to increase financial capabilities to ensure financial stability and the availability of adequate resources for the continuity of the Company's overall operations.

Intiland espouses five main values which form the moral basis and strength of the Company, namely:

- 
**1. Trustworthy**  
 Trustworthy (business transparency, honesty, and straightforwardness)
- 
**2. Respect**  
 Respect (commitment to integrity and responsibility)
- 
**3. Innovation**  
 Innovation (a culture that prioritizes openness and the courage to strive)
- 
**4. Caring**  
 Caring (appreciation for stakeholders and the environment)
- 
**5. Excellence**  
 Excellence (commitment to achieving sustainable and long-term growth and profitability)

In carrying out business processes and business operations, we follow Intiland's Sustainable Guidelines and GBCI (Green Building Council Indonesia) norms. Our Sustainability Report has been prepared based on two leading practice standards that are widely recognized, namely, OJK (Financial Services Authority) standards and GRI (Global Reporting Initiative) standards.

Intiland has been reporting its sustainability initiatives in official publications since 2020. However, such initiative has been an integral part of the planning of every Intiland project since the beginning. The principles of sustainability have been the foundation that inspired our founders. These sustainability principles continue to guide every step we take.



## Intiland Sustainable Guideline



In 2022, Intiland introduced the Intiland Sustainable Guidelines (ISG), an initiative that affirms our commitment to maintaining exceptional quality standards while continuing to shift towards greater sustainability. ISG is an evolution of our previous internal guidelines, namely Intiland's Sustainable Design Guidelines (ISDG) in 2017. This change reflects our commitment to always innovate, update and follow the latest developments in sustainable construction research and technology.

The ISG serves as a design guide for our entire team. These guidelines aim to ensure that each project meets strict sustainability standards and adheres to applicable green building regulations and standards. At Intiland, ISG not only incorporates sustainability elements and green building features for a variety of building categories, but also incorporates these principles into every phase of project development.

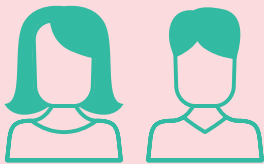
In 2023, Intiland consistently focused on five key categories. The five categories are Building Location and Transportation (BLT), Reducing Energy Consumption and Greenhouse Gases (MGE), Water Management (WMA), Material and Waste Management (MWM), and In-Building Quality (IQB). Through this comprehensive approach, we strive to ensure that projects are environmentally high-performing and also create spaces that accommodate the well-being and productivity of their occupants. Description of the ISG is presented in the chapter titled “Managing Environmental Sustainability”



## Materiality Assessment

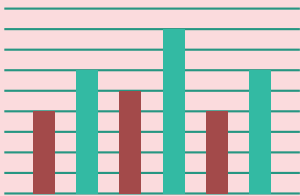
In order to prepare the 2023 Sustainability Report, we conducted two stages of materiality assessment, referring to the guidelines provided by GRI. These stages include: First, a survey conducted with our stakeholders, and Second, the identification of key issues considered material by the Board of Directors. We carried out this assessment as an internal evaluation step towards issues deemed important to determine economic, environmental, social and governance aspects that have a significant impact on Intiland and its stakeholders.

Based on the survey results, we then determined three main categories that have a material impact on overall business operations and objectives at this time.



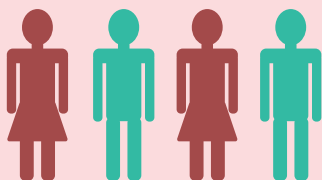
### Products and Customers

Ensuring a sense of security and comfort for consumers by paying attention to every stage of project development, starting from product selection, commitment to using quality materials, to minimizing the risk of product defects during handover.



### Economy

Managing capital and finances carefully and prudently to ensure business operations run well, as well as develop more effective marketing strategies to achieve predetermined growth targets.



### Employees

Capable of maintaining business performance and stability so as to provide a comfortable working environment and atmosphere for employees as an important asset.



## Stakeholder Engagement

We choose to actively engage stakeholders through various corporate communication channels and programs. This step includes conveying the latest information regarding the Company's performance and progress through various information media, such as annual reports, quarterly reports, and press releases which we publish regularly on the company website. In addition, we also maintain open and responsive communication channels with stakeholders to provide a clearer picture of their needs and expectations, as well as increase their

level of involvement in the company's business activities. At Intiland, transparency is not only a principle, but also a value that we uphold in all interactions with stakeholders.

We have identified stakeholder groups that played a major role in the Company's business processes. In 2023, we analyzed at least seven stakeholder groups; this number was consistent with the previous year's.

Key Stakeholder	Key Concerns	Engagement Platforms
<b>1. Employees</b>	<ul style="list-style-type: none"> <li>• Profitability.</li> <li>• Organizational structure with clear job descriptions and responsibilities.</li> <li>• Fair performance appraisal.</li> <li>• Company stability.</li> <li>• Customer satisfaction.</li> <li>• Pension program.</li> <li>• Award.</li> <li>• Occupational Health and Safety.</li> <li>• Comfortable work environment.</li> <li>• Gender equality (opportunities, remuneration, non-discrimination).</li> <li>• Mechanisms to communicate with customers.</li> <li>• Suitability of competency to the job given.</li> <li>• Training programs.</li> <li>• Employee turnover rate.</li> <li>• Rotation and mutation programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Intiland Town Hall Meetings.</li> <li>• GM Forum.</li> <li>• Learning Corner.</li> <li>• Leader's Journey.</li> <li>• My Stage, I'm Possible.</li> <li>• GLADIS (Global Learning and Development Information System).</li> <li>• NEST (Newton Enhancing, Sharing and Transforming), official channel of communication between employees to share knowledge.</li> <li>• Corin e-newsletter, information medium for employees regarding updates on Company achievements to foster a sense of pride and belonging.</li> <li>• Employee engagement surveys.</li> <li>• Employee volunteerism program.</li> </ul>

Key Stakeholder	Key Concerns	Engagement Platforms
<b>2.</b> <b>Customers</b>	<ul style="list-style-type: none"> <li>• Company stability.</li> <li>• Customer satisfaction.</li> <li>• Timely handover.</li> <li>• Conformity to specifications as promised.</li> <li>• Product clarity to customers.</li> <li>• Communication with customers.</li> <li>• More affordable products or payment terms.</li> <li>• Safe and non-harmful building materials.</li> <li>• Sustainable and environmentally-friendly designs and concepts.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer contact.</li> <li>• Regular product introduction events.</li> <li>• Official letters.</li> <li>• Website, social media and email.</li> <li>• Intiland Circle.</li> <li>• Damage tracking application and management procedures.</li> <li>• Surveys.</li> <li>• Marketing activities.</li> <li>• BAMMS application for tenants.</li> </ul>
<b>3.</b> <b>Consultants, Contractors, and Vendors</b>	<ul style="list-style-type: none"> <li>• Timely delivery.</li> <li>• Conformity to promised specifications.</li> <li>• Safe and non-harmful building materials.</li> <li>• Sustainable and environmentally-friendly designs and concepts.</li> <li>• Evaluate vendors based on ESG criteria.</li> <li>• Occupational Health and Safety.</li> <li>• Waste and waste water management.</li> <li>• Payment to vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Intiland Sustainable Guideline.</li> <li>• Standard Operating Procedures.</li> <li>• Procurement specifications.</li> <li>• Confidentiality agreements.</li> <li>• Integrity agreements.</li> <li>• Technical overviews.</li> <li>• Routine inspections and risk assessments.</li> <li>• Vendor evaluations.</li> </ul>

Key Stakeholder	Key Concerns	Engagement Platforms
<b>4.</b> <b>Investors and Banks</b>	<ul style="list-style-type: none"> <li>• Profitability.</li> <li>• Company stability.</li> <li>• Payments to investors.</li> <li>• Land reserves.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meeting of Shareholders.</li> <li>• Announcement of quarterly financial results.</li> <li>• Company disclosure.</li> <li>• Meetings with analysts &amp; investors.</li> <li>• Roadshows.</li> <li>• Conferences, meetings and site visits.</li> <li>• Annual reports.</li> <li>• Company website and social media platforms.</li> <li>• Intiland Investor Updates.</li> <li>• Timely response to requests from rating agencies and analysts.</li> </ul>
<b>5.</b> <b>Communities</b>	<ul style="list-style-type: none"> <li>• Sustainability strategy.</li> <li>• Stakeholder involvement.</li> <li>• Violation reporting system.</li> <li>• Citizen activities.</li> <li>• Local community development.</li> <li>• Recruitment of local employees.</li> <li>• Community investment.</li> </ul>	<ul style="list-style-type: none"> <li>• Community development programs and activities.</li> <li>• Participation in GBCI.</li> <li>• Participation in conferences/forums.</li> <li>• Consultations and discussions with academics, NGOs or associations.</li> <li>• Annual reports.</li> <li>• Company website and social media platforms.</li> <li>• Advertisement.</li> <li>• Assistance and donations.</li> </ul>
<b>6.</b> <b>Media</b>	<ul style="list-style-type: none"> <li>• Growth strategy.</li> <li>• Company performance and updates.</li> <li>• New product development.</li> <li>• Future development plans.</li> <li>• Market diversification and innovation.</li> <li>• Environmentally friendly technology.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual reports.</li> <li>• Disclosure of company information.</li> <li>• Press conference.</li> <li>• Media interviews and project visits.</li> <li>• Media group discussions.</li> <li>• Company website and social media platforms.</li> <li>• Timely response to media requests.</li> <li>• Licenses and permits.</li> </ul>

Key Stakeholder	Key Concerns	Engagement Platforms
<b>7.</b> <b>Regulators</b>	<ul style="list-style-type: none"> <li>• Payment of taxes.</li> <li>• Fulfillment of statutory and regulatory obligations.</li> <li>• Wages and benefits for employees.</li> </ul>	<ul style="list-style-type: none"> <li>• Senior representatives on the management of various organizations.</li> <li>• Participation in consultation and dialogue with regulators.</li> </ul>

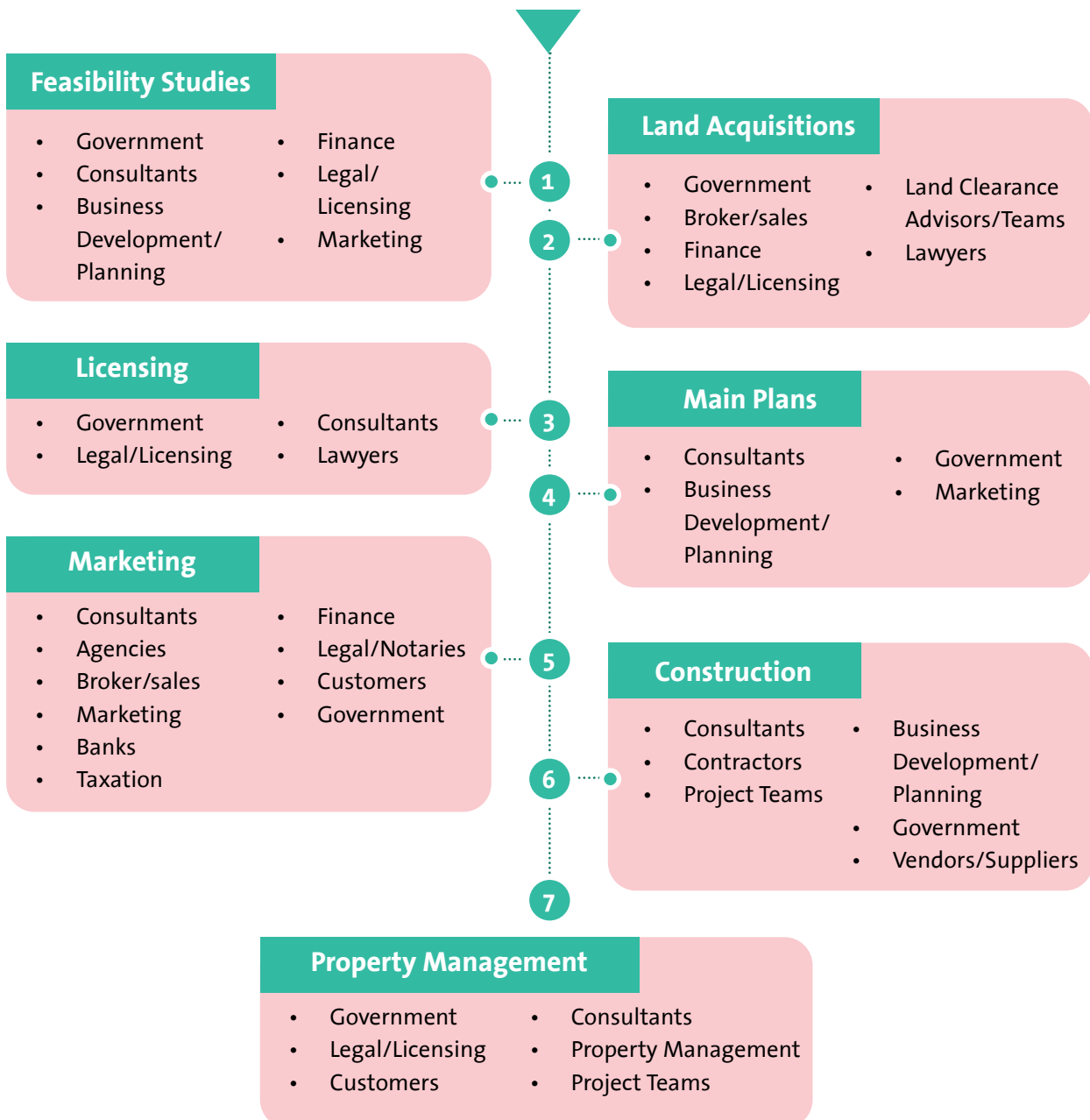




## Our Supply Chain

Amidst the increasingly complex business dynamics, we have been involving various stakeholders, both internal and external, in every stage of the business process. Effective coordination and excellent collaboration are important keys to ensuring smooth operations and overall business success. By integrating diverse perspectives and interests, we can be more responsive to the challenges and opportunities that exist around us, and create an inclusive and productive work environment for all parties involved.

In general, Intiland's business processes are as follows:



In 2023, the main challenges in project management continued to result from material waste which arose due to building over-specification. We continued to strengthen the clarification process with suppliers to ensure that the quality and quantities offered are optimized as much as possible, according to project needs while still paying attention to cost efficiency.

Procurement has a strategic role in improving quality standards and profitability. We believe that by implementing effective procurement policies and processes, costs could be managed more efficiently and in accordance with the needs of the Company and customers.

In 2023, in our procurement system we continued to carry out a waste reduction policy through engineering reviews to check specifications and rationalize design elements in all aspects. We found that over-specification was a major finding

in many tenders. As a solution, reviews had to be carried out from the beginning of the planning and design process. The collaborative effort begins with rationalizing the design and everything in it. We will continue to encourage our consultants and engineers to question the validity and accuracy of initial estimates.

The use of Building Information Modeling (BIM) is of paramount importance to verify the volume and quantity of materials used. Through this detailed engineering review through modeling, we were able to generate material usage savings of up to 30%. Areas such as partitions, pipes, cables, etc. are usually the areas that are checked the most and contribute the most. BIM, in addition to modeling, is also used to determine takeoff quantities and collision detection.

## Engineering and Procurement Consultation

In an effort to improve the quality of the procurement system, we expanded to professional services in the capacity of engineering and procurement consultants for third party health facility projects in 2023. We received a mandate to protect investments from excessive spending, but also to develop projects that are designed, determined, and held appropriately. This breakthrough means challenging design consultants to ensure they deliver a design that meets all design aesthetic, engineering and solution requirements without completely exhausting the given budget.

This breakthrough was a challenge for us considering that the project was not owned by Intiland. This trust served as a form of recognition of our competence and expertise in engineering consulting and procurement. The entire procurement team has the mandate and trust to be able to complete the work in 2024, at the same time as the construction work phase of the project begins.

## Vendor Assessment Checklist

A number of projects that we manage have regularly carried out an assessment process for key vendors and suppliers using the GRI (Global Reporting Initiative) assessment checklist. The assessment process for vendors and suppliers uses an approach to the four most important aspects being general, social, environmental and product/service quality aspects. More detailed information and explanation of the vendor and supplier assessment process is as follows:

### General

- Legal documentation
- Product availability and compatibility
- Determination of standards
- Installation requirements and delivery schedules
- Financial stability
- Experience
- Price vs. value vs. quality
- Intiland Sustainability Guideline
- Technical designs or consultants
- Construction management

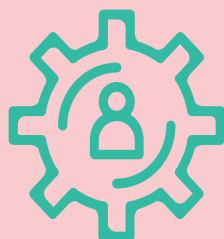
### Social Aspect

- Local communities
- Local sub-vendors/suppliers
- Child labor
- Forced labor
- Standard salaries
- Health and safety
- Reasonable working hours
- Discrimination
- Gratification



### Product/Service Quality

- Consumer safety
- Certifications



### Environmental Aspect

- Environmentally-friendly materials
- Environmental damage
- Zero waste
- Environmentally-friendly production processes

In 2023, we conducted an assessment of five major vendors or suppliers from nine projects. Specifically for the Aeropolis project, we only assessed three main vendors but still used the previously-adapted data processing methods. The results of this assessment showed a fairly good percentage value. The assessment of general aspects of vendors in nine projects showed an average score of 94%.

In the product/service quality aspect, the average score was 79%, with the highest score from South Quarter reaching 95%, followed by Aeropolis 92%, etc. The assessment of the social aspect received an average score of 94%. Four of our projects, namely Fifty Seven Promenade, Aeropolis, Talaga Bestari, and Praxis received an assessment score of up to 100%. Finally, in the environmental aspect, the average score was 89%. There were four projects that received a score of 100% and met all the assessment criteria, namely Aeropolis, Intiland Tower Jakarta, Talaga Bestari, and Praxis.

Based on our evaluation and observations, there remains a need for synergy between the project and the vendors to ensure that all vendors fully understand the importance of the criteria explained in the assessment checklist. From this assessment process, we conclude that there is still a need to carry out continuous awareness raising regarding the assessment standards from GRI.

No	Project	General Aspect	Product/Service Quality Aspect	Social Aspect	Environmental Aspect
1	Fifty Seven Promenade	98%	75%	100%	80%
2	Aeropolis	100%	92%	100%	100%
3	Intiland Tower Jakarta	83%	75%	99%	100%
4	South Quarter	96%	95%	98%	85%
5	Talaga Bestari	100%	80%	100%	100%
6	Graha Famili	72%	55%	60%	60%
7	Intiland Tower Surabaya	98%	90%	86%	90%
8	Praxis	100%	75%	100%	100%
9	1Park Avenue	96%	75%	99%	83%
<b>Average</b>		<b>94%</b>	<b>79%</b>	<b>94%</b>	<b>89%</b>



## Delivering Values and Innovation

The Company understands that understanding and meeting customer needs and beliefs is key to success in the property industry. We are committed to continuing to raise the value of all our property products, while keenly observing the dynamics of market needs. Intiland has firmly focused the development of its projects in strategic areas such as Jakarta, Tangerang, Surabaya, Mojokerto, Batang, and surrounding areas with a focus on the middle to upper market segments in accordance with the characteristics of each project.

In 2023, we continued to utilize digital assets in the form of several application systems, starting from the project development stage to pursuing avenues to communicate with our customers. Some of the application systems used by the Company include:

1.

**BAMMS (Building Application Mobile Management System)** to provide an automation system for building/housing management to communicate with tenants and residents regarding requests, questions, complaints, work orders, etc.

2.

**Integrated Smart Home System** to provide safe access for security monitoring and emergency handling.

3.

**SAP system** for compiling financial data including accounts payable and receivable systems.

4.

**Newforma for project information management** which is useful for assisting the project field team in monitoring the work progress of related parties.

5.

**Project Lifecycle** to monitor project progress from the beginning to the topping-off and handover stages, including progress photos, sales and purchase agreement records, handover documents, and occupancy status.

Apart from the above, our IT team has also successfully developed a number of applications that are useful in carrying out business processes, including:

**1.**

**i-Pro (Integrated Purchasing Online)** function to digitize existing business processes in the Purchasing Department, from creating PRs as well as approval systems to later becoming SOQ and PO.

**2.**

**LiSA (License System Automation)** as a reminder system for everything that is due, such as: contract extension, software license renewal, extension of letters/documents/permits, and so on.

Another innovation is collaboration between the Human Capital division and the IT team which has successfully developed several application systems that are already running, such as:

**1.**

**GLADIS** functions as an online learning tool. Every employee can learn and carry out a series of tests from learning materials anytime and anywhere.

**2.**

**STAR (Star Talent Assessment & Reinforcement)** berfungsi untuk memonitor setiap tahapan proses program pengembangan bakat.

In 2023, all digital assets were appropriately harnessed, and helped ensure the continuity of the Company's operations in every aspect of its business.

## Customer Health and Safety

Since the first idea for project development, we have involved consultants and experts to properly ensure the feasibility of every project we are about to undertake. To ensure comfort and protection for customers, our procurement process has strict procedures and standards that all consultants and suppliers must follow. We also provide a product

guarantee for an average of 90 days after the handover to every customer. Our customers can view the detailed handover checklist and check it directly.

Quality control is the largest part of a project team's work. During the construction phase, construction

managers or construction supervisors carry out quality checks which then record and log them into the electronic system. The existing findings are then sent wirelessly to a centralized server to be provided to the appropriate party, who is responsible for corrective steps.

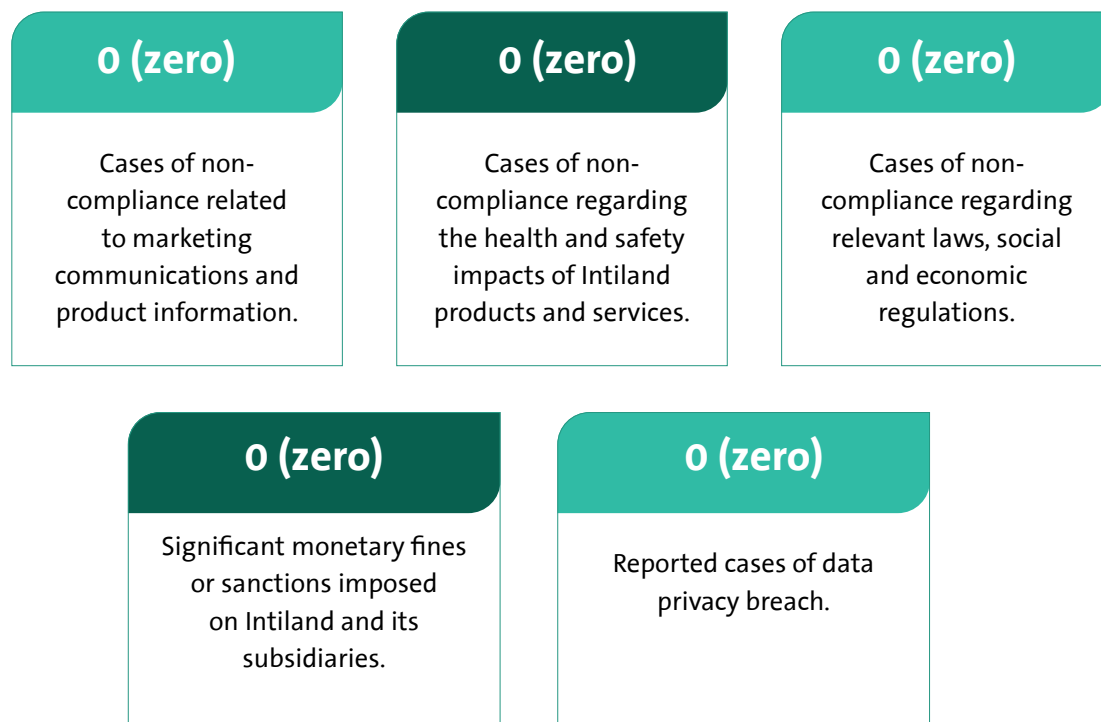
During the handover stage, the Intiland project team was part of the handover process to record defects found by the new owner. The same defect management process will still be carried out, but the main difference is that the new owner will receive a printed copy of all their findings signed by both parties. We also collect customer surveys during the handover process to obtain data and to help improve the product and overall customer experience.

During the operational phase, the building or property manager will have technicians conduct

inspections and note any defects found or submit repair requests. From this stage, repair processing will then be carried out until the problem is resolved. These procedures and mechanisms help us gain insight into work quality, material quality and overall customer satisfaction. We use the data collected for tactical and strategic decisions of interest regarding customer health and safety.

Intiland has an established track record of commitment to quality. We receive appreciation and appreciation for this commitment. Please access our website: <https://www.intiland.com/en/awards/> to learn more about the awards.

For us, cases of non-compliance that had a direct impact on our customers became a critical factor that had to be scrutinized at all times. In 2023, there were zero cases of non-compliance, as detailed further below:



## Customer Satisfaction Survey

Customer satisfaction is one of the most important aspects to ensure the Company's sustainability. Customers, as one of the Company's main stakeholders, have a right to obtain the best quality products and services. In an effort to ensure the quality of products and services, every year we conduct surveys with customers. This survey is not only intended to measure the level of customer satisfaction, but may also provide valuable and effective feedback for us to improve the quality of our products and services.

In 2023, we updated the data processing methods in customer satisfaction surveys. From the survey results, we learned that the satisfaction level of tenants and residents of the 5 projects that took part in the survey is at the Satisfied level, and tends to be better than in 2022. Of the five projects, 1Park Avenue was the only project where customer satisfaction scores had increased for three years in a row. Meanwhile, we saw that only the South Quarter experienced a slight decline in the satisfaction level in 2023. Talaga Bestari project was not included in the data calculations in the 2023 report, because the data obtained was not sufficiently comprehensive. In general, we saw the need to encourage all residents to more actively participate in surveys.

The following is a table of customer satisfaction level values in 2023:

No	Project	2023 Satisfaction Level	2022 Satisfaction Level	2021 Satisfaction Level
1	1Park Avenue	3.31	3.27	3.20
2	Serenia Hills	3.36	3.17	3.20
3	South Quarter	3.03	3.15	3.20
4	Aeropolis	3.06	2.83	3.40
5	Intiland Tower Jakarta	3.19	3.18	3.30
6	Talaga Bestari*	-	2.81	-

Exceedeed expectation	: 4
Met Expectation	: 3
Below Expectation	: 2
Unsatisfied	: 1



## Notes on respondents:

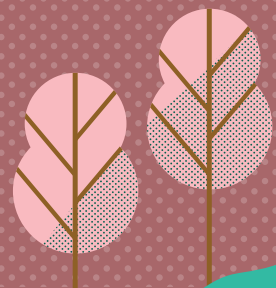
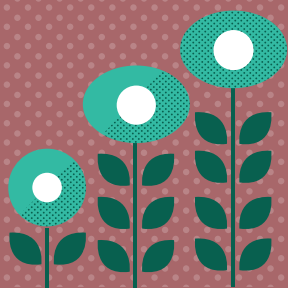
Project	Total Occupied Units	Total Respondents	Percentage
1Park Avenue	281	55	20%
Serenia Hills	509	91	18%
South Quarter	106	44	42%
Aeropolis	2.660	101	4%
Intiland Tower Jakarta	68	66	97%

Overall, tenants and residents sincerely appreciated the services they had received. However, there were several suggestions on what needed to be improved, namely cleanliness of public areas such as toilets, places of worship, etc. Apart from that, the attitude and quality of service of security officers and parking services was also noted for improvement in terms of the quality.





### III. Environmental Value Review





## Environmental Sustainability

In 2023, we passed the half-time mark of the United Nations Sustainable Development Goals (UN SDGs), as such, sustainability continues to be a priority in Intiland as we strive to contribute in achieving the goals. Intiland believe in minimising the negative impacts of our business activities as well as properties under our purview, as reflected in our key sustainability principles of **Living Well, Quality, and Contribution to the City**.

Environmental sustainability is one of the pillars of the ESG sustainability efforts we do in Intiland. As a major property developer in Indonesia, Intiland recognises the significance of our environmental impacts and therefore continues to uphold means to accelerate sustainable lifestyle and implementation of sustainability principles in all aspects of our practices.

Intiland promotes **Living Well** in terms of well-being and health, a focus that has been growing in recent years especially among younger generations. We maintain Quality in our portfolio by adopting the best practices in all aspects of our business activities, from our choices in building materials, design decisions, and operational management system of our properties. Intiland's pledge to sustainability does not stop on our doorsteps, we put emphasis on the importance of our **Contribution to the City** in which we operate by always taking into account the surrounding environment and how to add value in the community.

These efforts are practised and enforced in all aspects of our business activities from the design, operation, and maintenance of our portfolio as well as our corporate activities.



## Intiland Building Performance

Intiland continues to track the performance of our portfolio and to make improvements in order to lower our negative impacts to the environment. To ensure accurate and reliable information and data in our reports, Intiland team carried out a comprehensive stakeholder engagement process by meeting with building managers, project managers, administrators, and engineers as well as conducted site visits with the respective projects across our portfolio.

This year we are reporting two new residential projects in Surabaya namely Graha Golf and The Rosebay. This raises our total reported properties to seven (7) properties, including two residential buildings: 1Park Avenue and Aeropolis, and three commercial office buildings: South Quarter (SQ), Intiland Tower Jakarta (ITJ), and Intiland Tower Surabaya (ITS). Intiland is committed to progressively increasing the number of our reported properties all while ensuring reliability and accountability of the data reported.

This year, Intiland Tower Surabaya underwent a thorough update. Rather than just assessing office space, they now measure the entire building, including areas like the data center and Internet Service Provider (ISP) sections. These changes provide a more complete picture of building performance and can help building managers understand building data better and plan for the future.

No	Property	Tipology	Total area (m2)
1	South Quarter	Perkantoran	120,916
2	Intiland Tower Jakarta	Perkantoran	30,602
3	Intiland Tower Surabaya	Perkantoran	19,348
4	1Park Avenue	Apartemen	59,024
5	Aeropolis	Apartemen	109,829
6	Graha Golf	Apartemen	22,837
7	The Rosebay	Apartemen	25,544



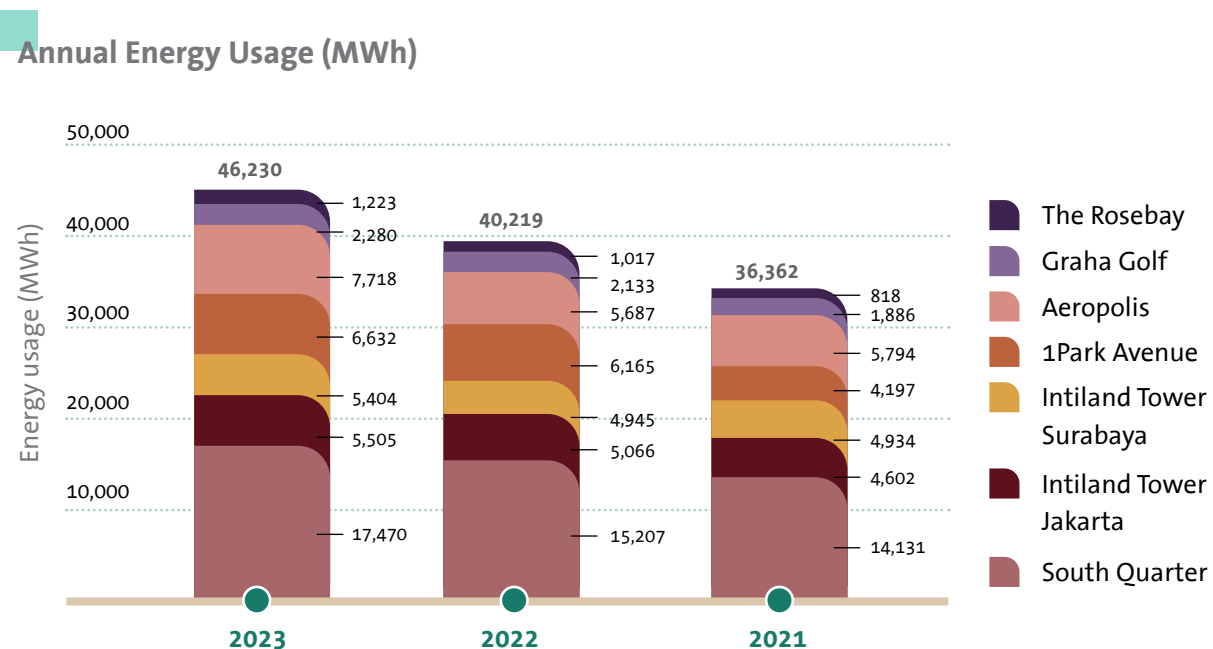
Graha Golf is a luxury condominium complex on a 2,8 hectare land within Graha Famili residential district in Surabaya that is currently being completed in stages. Graha Golf, as the name suggests, takes the golf centric concept. Located right next to the Golf Graha Famili country club, Graha Golf offers premium housing with the 18-hole golf course view. The facilities offered include two swimming pools, a gymnasium, barbeque area, and playground for kids.

The Rosebay is a seven block low rise residential complex designed by WOW Architects Singapore, adopting the green building concept by maximising natural light and ventilation reflected in the building facade, drop off area, and corridors. Each block is only between 4-8 storeys in height with no face-to-face units, combining luxury with the comfort of landed housing, giving a resort-like feel. The Rosebay stands on a one hectare land within the Graha Famili residential area in West Surabaya, providing the blocks with a view of the golf course on one side and lush greenery on the other.

## Energy

### Energy Usage

Building energy usage encompasses all of the building's energy needs to operate and maintain lighting, HVAC, and other building systems. The data is derived from the total grid electricity consumption of each property as well as the amount of energy supplied from backup diesel generators.



In 2023, our properties collectively used more energy—46,230 megawatt-hours (MWh) in total, which is 15% higher than the year before. This increase reflects the return to business as usual after the pandemic, showing that our operations and the economy are picking up steam again. For example, at South Quarter, where occupancy went up by more than 15% compared to the previous year, energy use also rose by 14%. As mentioned earlier, ITS now tracks the entire building's energy use, so reinstatement is made for the past three years data.

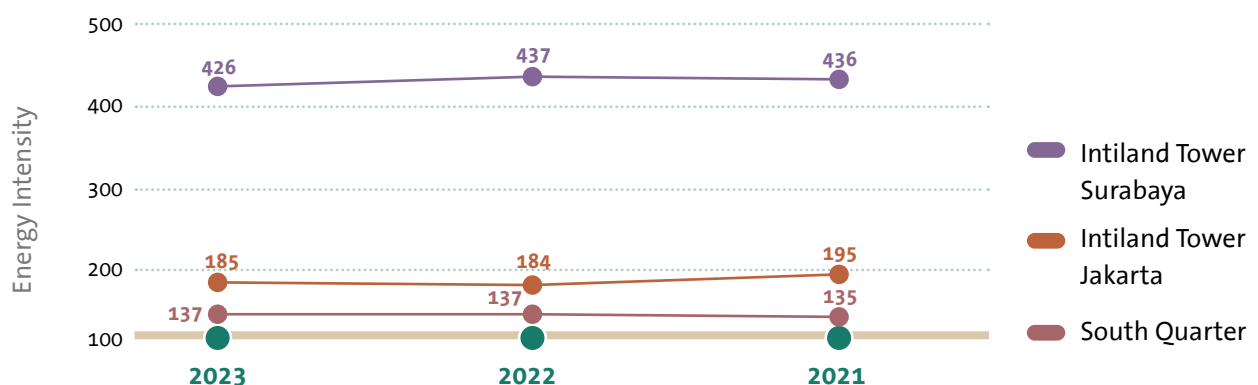
## Energy Consumption Index

As stated in the Governor Regulation of the Capital Region of Jakarta no. 38/2012, the energy consumption index (IKE) takes into account the context in which the energy data taken such as the GFA, occupancy rate as well as standardised operating hours and therefore illustrate a benchmarked comparison between building performances. The regulation benchmarked building energy consumption index based on building function.

Two new residential buildings brought us to categorize energy intensity by function: Office and Residential, in order to accurately compare between building data. In the office building, South Quarter and Intiland Tower Jakarta consistently keep energy intensity below 200 kWh/m<sup>2</sup>, maintaining energy intensity in the “efficient” office building category. However, Intiland Tower Surabaya (ITS)'s energy intensity has steadily increased over the past two years because despite the fewer occupancy rate, energy consumption has risen compared to 2021 in ITS.

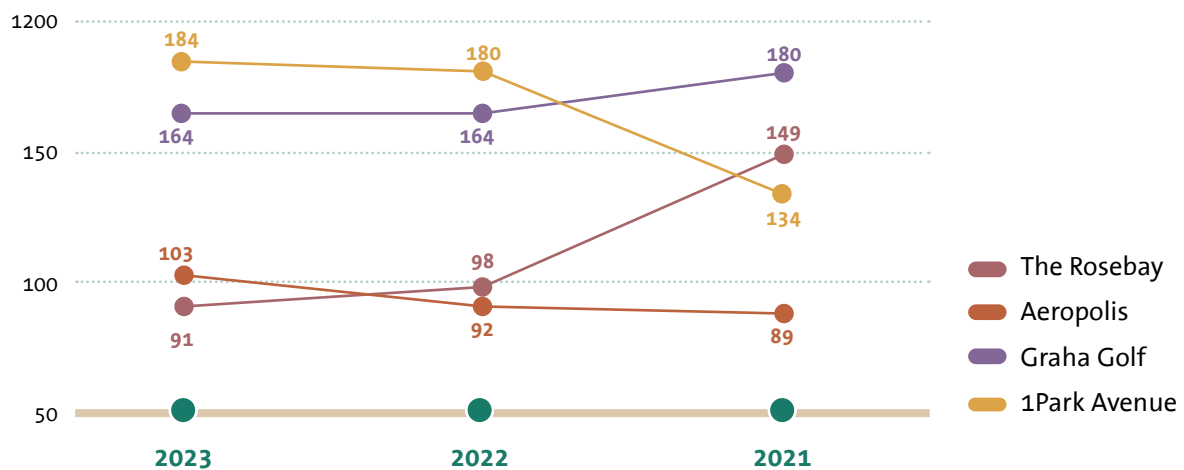
With ITS now including a larger area, including data centers and ISPs, its energy intensity surpassed the typical office buildings. This increase is primarily attributed to the energy-intensive equipment found in data centers and ISPs, such as networking gear and storage drives. Consequently, the energy consumption per square meter can be as high as 1,000 kWh/sqm in some data center cases.

### Energy Intensity (Office)



In terms of residential buildings, restatements of energy intensity information in 1Park and Aeropolis were made due to the incorrect formulas used in the previously reported energy intensity. Across all four residential buildings, energy intensity remained relatively consistent between the years 2022 and 2023. However, a slight increase in energy intensity was observed at 1Park Avenue in 2022 compared to 2021 primarily attributed to a surge in energy consumption despite a slight rise in occupancy rates.

### Energy Intensity (Apartment)



## GHG Emissions

As our business grows, so do our efforts to maintain energy efficiency and relatively low emissions. Our initial step in doing so is by consistently including our GHG inventory in our sustainability report. Intiland has been adhering to the GHG Protocol framework in calculating our GHG inventory, our Scope 1 emission includes direct emission from our on-site diesel fuel-powered generators, while our Scope 2 emission is defined as the indirect emissions from the grid electricity generation (PLN). It is also worth noting that Intiland does not use Ozone Depleting Substances (ODS) in any of our properties.



### Total GHG Emissions

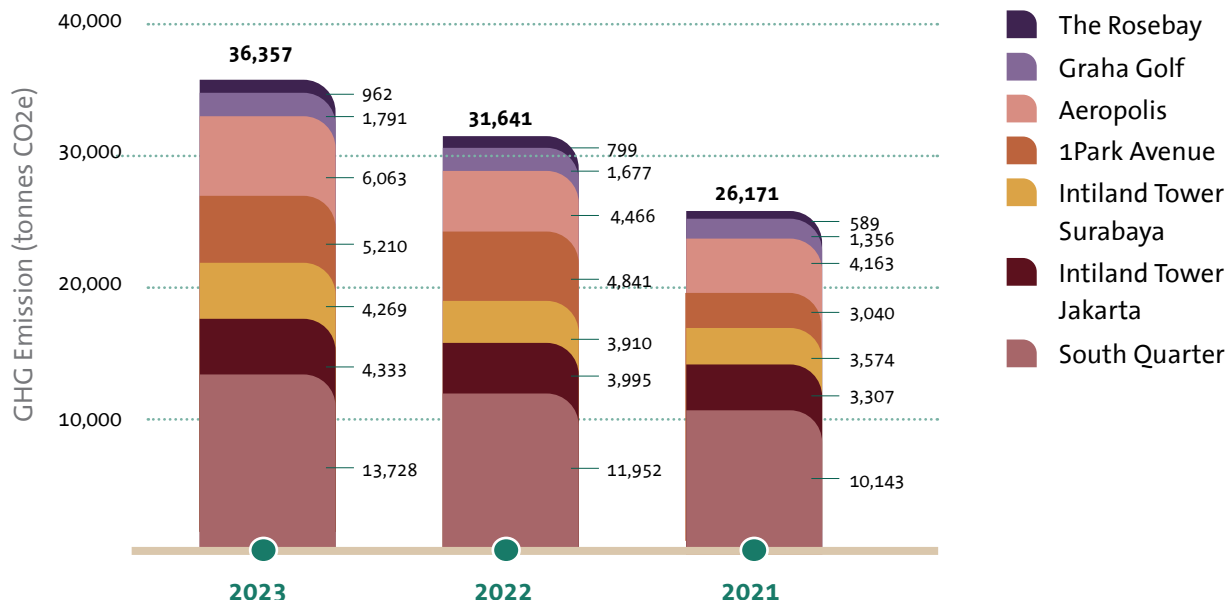
Intiland ensures accountability in each of its sustainability reporting, we currently report Scope 1 and 2 emissions of our reported properties in our GHG inventory, while making efforts in order to be able to responsibly report our Scope 3 emissions. For Scope 1 calculation we use the emission factor from the international academic paper, and our Scope 2 emission factor is from the latest Climate Transparency Report of Indonesia.

2023	2022	2021
Scope 1 : <b>173</b>	Scope 1 : <b>181</b>	Scope 1 : <b>187</b>
Scope 2 : <b>36,184</b>	Scope 2 : <b>31,460</b>	Scope 2 : <b>26,002</b>
<b>Total : 36,357</b>	<b>Total : 31,641</b>	<b>Total : 26,190</b>

Intiland's buildings for 7 assets contributed a total of 36,357 tonnes of CO<sub>2</sub>-equivalent (tCO<sub>2</sub>e) in 2023, increasing 15% from 2022 (31,641 tCO<sub>2</sub>e). Our Scope 1 greenhouse gas emission has been constantly low (contributing only 0.57% to total GHG emissions) due to the rare use of our genset. However, there is an increase in electricity consumption in our Scope 2 mainly from the South Quarter of 13,728 tonnes of CO<sub>2</sub>-equivalent (tCO<sub>2</sub>e) in 2023 compared to the last year (11,952 tCO<sub>2</sub>e) due to the increase in occupancy rate.



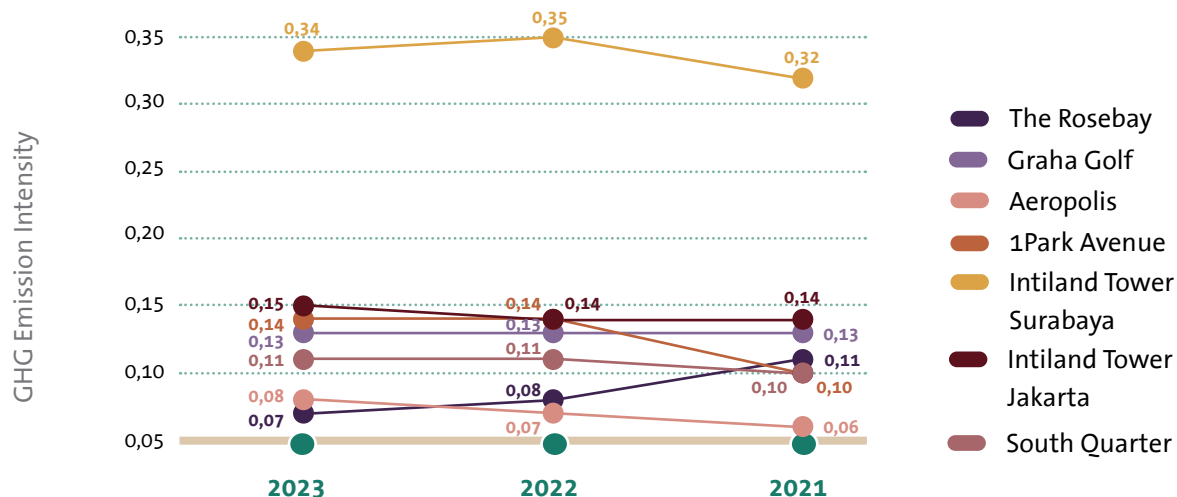
## Total Emission (Tonnes CO<sub>2</sub>e)



## GHG Emissions Intensity

GHG emissions intensity considers the building size and occupancy to provide a more accurate data representation across our portfolio. The emission intensity is calculated through the ratio of total GHG emission to the total GFA occupied adjusted for the annual average occupancy rate, measured in tonnes of carbon dioxide equivalent per square metres (tCO<sub>2</sub>e/m<sup>2</sup>). Restatement is needed for 1Park, and Aeropolis due to a calculation correction and larger area included for Intiland Tower Surabaya (ITS). The GHG intensity in ITS is larger compared to the other buildings mainly because the building is occupied by data centers and Internet Service Providers (ISPs).

## GHG Emissions Intensity



## Water

Water is a finite resource that makes Earth the blue planet. Highlighted in the UN SDGs as Goal 6 - Ensure availability and sustainable management of water and sanitation for all, Intiland is committed to do our part in achieving the goal by progressively implementing water recycling systems in our existing properties as well as our new developments and continuously tracks our progress on the road to a more sustainable future.

In being responsible with our use of water, we also contribute to ensuring water security in dry months as well as lowering the cost incurred from water usage. Intiland actively promotes responsible water management both within our corporate activities as well as to our tenants and/or occupants, as each stakeholder has a role to play and that only together can we achieve true sustainability.



### Total Water Consumption

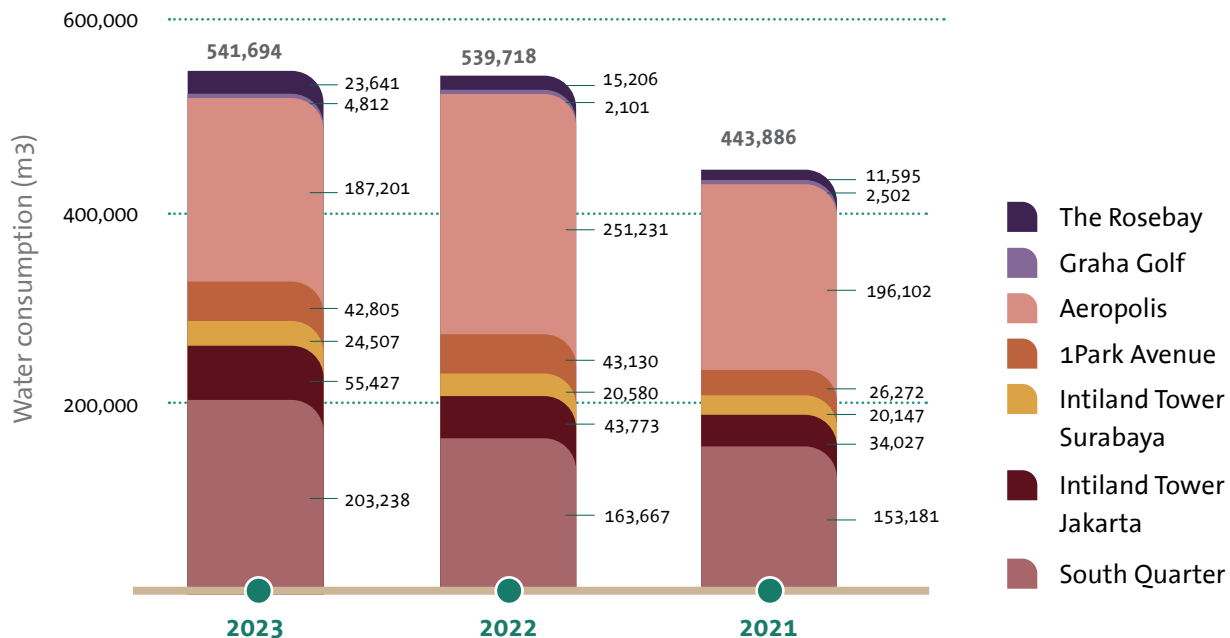
The total water consumption is the sum volume of all water withdrawals that is not discharged to the city sewer system. This withdrawal from all sources including municipal water, deepwell, rainwater, and recycled water. Do note that the water consumption data is excluding retail areas water usage. To avoid misinterpretation of the terms we use in this section, please refer to the following formula:

$$\text{Water consumption} = \text{water withdrawal} - \text{water discharge}$$

$$\text{Water withdrawal} = \text{municipal water supply} + \text{deep well} + \text{rainwater} + \text{recycled water}$$

The overall water consumption across the properties has remained relatively consistent compared to the previous year. This stability can be attributed to two primary factors: Firstly, the sustained similarity in water consumption is largely a result of increased occupancy rates across all properties. The higher number of occupants naturally leads to a consistent demand for water usage throughout the properties. Secondly, a notable decrease in water usage occurred specifically at Aeropolis in 2023. This decrease can be traced back to a significant event that took place in mid-2023: the repair of a major leak in an underground clean water pipe. Initially detected towards the end of 2022, this leak had caused a substantial rise in water withdrawal and consumption throughout that year. This repair effectively rectified the issue, resulting in a significant improvement in water conservation efforts at Aeropolis.

## Annual Water Consumption (m3)



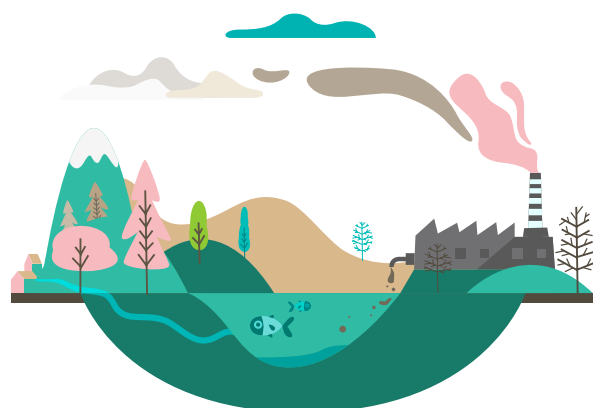
## Alternative Water Sources

As a part of our commitment to water conservation efforts, we in Intiland have made steps to integrate water recycling systems into our properties and new developments. The recycled water is used mainly for flushing in lavatories in public areas and for landscape maintenance purposes. We ensure the quality and safety of the recycled water as well as the plumbing system to bolster the success of this initiative.

The table presented illustrates the utilization percentages of alternative water sources in comparison to water obtained from municipal supplies and deep wells. This comparative analysis aims to provide a comprehensive depiction of the distribution of water sources utilized.

In ensuring accuracy and precision in portraying their respective proportions, the percentages attributed to alternative water sources, such as recycled

water and rainwater harvesting, are juxtaposed against the combined usage of water drawn from municipal supplies and deep wells. It's worth noting that in the previous year's data analysis, the total water consumption was considered instead of primary water sources only. Therefore, to maintain consistency and facilitate a clear understanding of the trends over time, a new way to represent the data is utilized.



Property	South Quarter			1Park Avenue		
Year	2023	2022	2021	2023	2022	2021
Primary water source	234,452	147,664	114,857	76,982	67,937	61,961
Alternative water source	57,444	37,654	45,038	8,785	8,743	6,873
Alternative water percentage	24.5%	25.5%	39.2%	11.4%	12.9%	11.1%

In 2022, the water recycling system at South Quarter encountered a minor issue, resulting in a reduction in the production of recycled water. However, prompt repairs were carried out during the same year, ensuring that the system was restored to normal functioning by 2023. During the subsequent year, 2023, there was a notable increase of 50% in the utilization of alternative water sources in the South Quarter. This increase amounted to approximately 20,000 cubic meters more compared to the previous year. Despite this substantial rise,

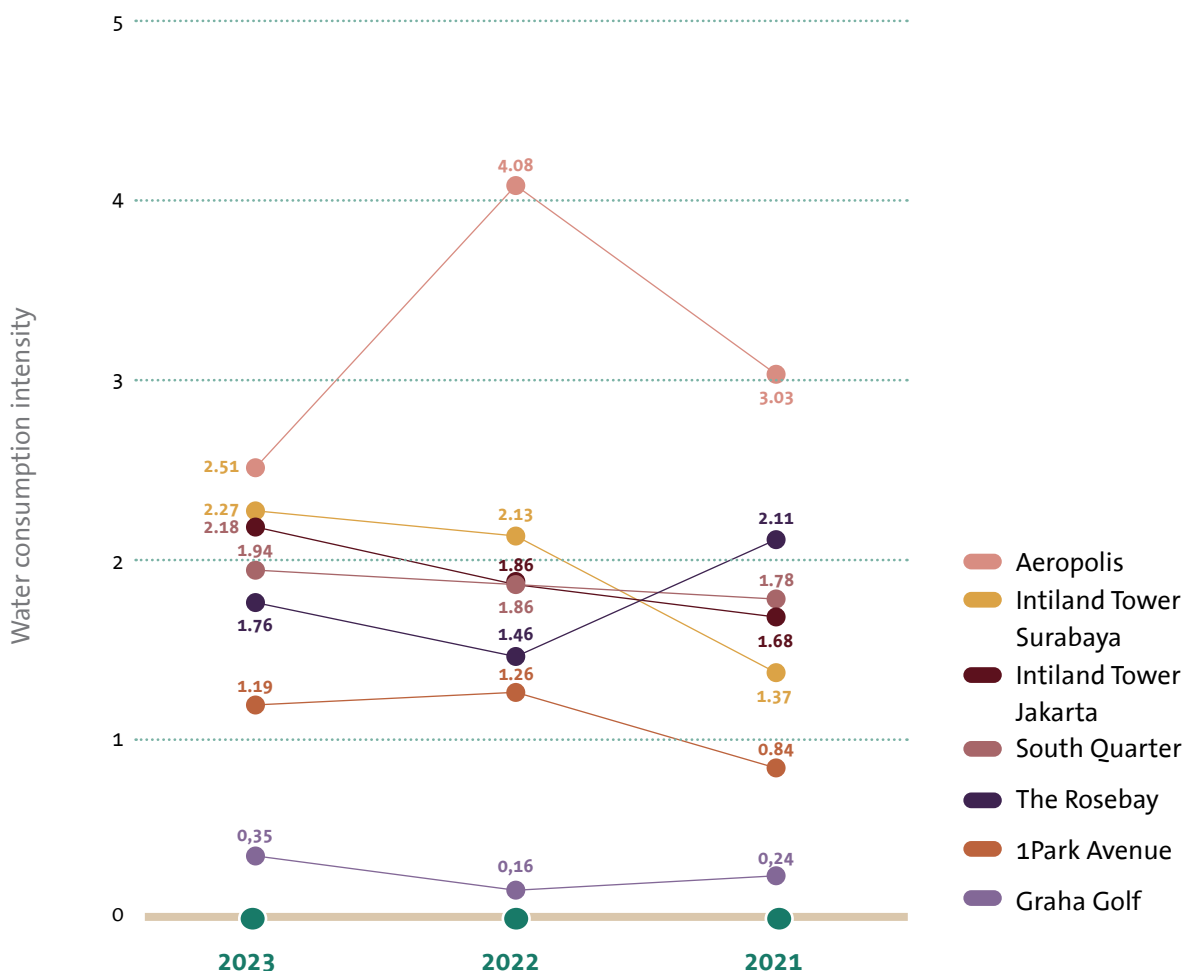
the total percentage of alternative water sources in South Quarter experienced a slight decline relative to the preceding year due to the fact that primary water sources also saw an almost doubling in their contribution during the same period. Meanwhile, at 1Park Avenue, the use of recycled water remains constant compared to the previous year, primarily due to limitations in storage tank capacity.

### Water Intensity

Water intensity is calculated through the ratio of total water consumption to the total GFA occupied adjusted for the annual average occupancy rate. Just as other environment data intensity indicators, the following figure provides a fairer comparison between properties and therefore showcasing a more accurate representation of actual conditions by eliminating building size and occupancy factor of the property.



## Water Consumption Intensity



The water intensity trends are on the rise across our entire portfolio, corresponding to the overall increase in water consumption. Nevertheless, there is a notable exception in Aeropolis, where a substantial reduction in water consumption is shown, primarily due to the repair period for the clean water pipe underground leakage this year.

## Effluents

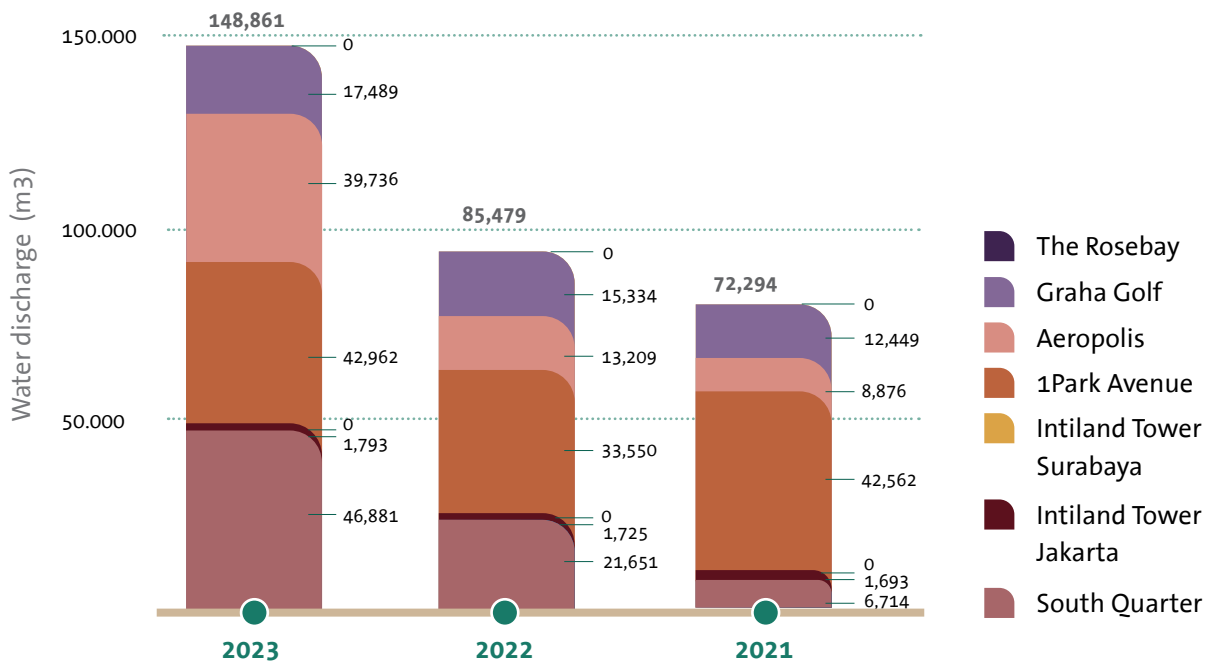
Aside from resources we take from the environment, responsible water management also takes into account the water we discharge to our surroundings. Intiland constantly monitored the quantity and quality of effluent to ensure we optimised the water usage from our business activities where our portfolios are. Responsible water management plays a major part in our environmental risk management as a real estate developer.

Graha Golf and The Rosebay are two of our reported properties this year that stand on Graha Famili, a major residential complex in Surabaya. Graha Famili manages wastewater through a *bozem*, a vernacular man-made lake system that serves as a runoff catchment as well as water storage system for dry season. The *bozem* covers a large area of land and serves the residential properties within Graha Famili including containment of treated wastewater and rainwater runoff.

In the current capital city, Jakarta, a portion of the central region has implemented a centralised wastewater disposal system. Intiland Tower Jakarta is situated within the affected areas, and therefore is excluded from the overall effluent data.

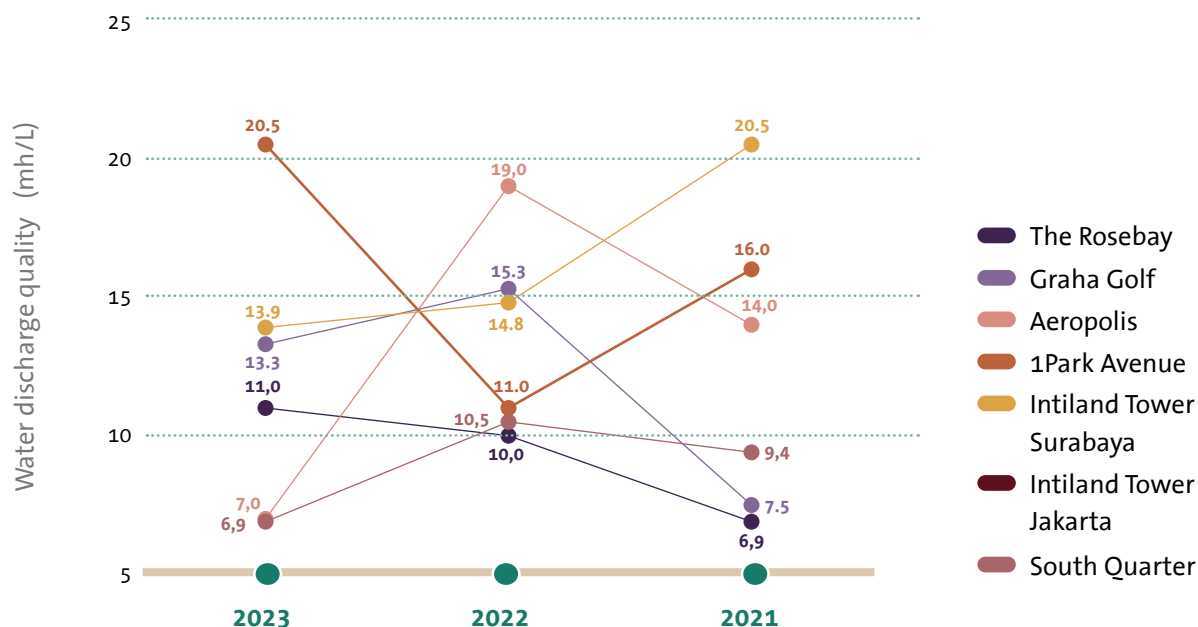
Our wastewater effluent is rising across properties alongside our water consumption increase. However, Aeropolis experienced a notable surge due to errors in the water flow measurement device in previous years.

### Water Discharge (m3)



Intiland also monitored the quality of our water discharge to the city sewerage system through the BOD parameters. BOD stands for Biochemical Oxygen Demand, which is the amount of oxygen needed by the microorganisms to decompose organic matter in the wastewater. BOD serves as a crucial indicator for assessing the quality of effluent; a higher BOD value corresponds to poorer water quality, which negatively impacts aquatic ecosystems. Therefore, Intiland consistently oversees and manages BOD levels in the effluent to ensure they stay below the maximum limit of 30 mg/L BOD specified in the Ministry of Environment and Forestry Regulation no. 68/2016.

## Water Discharge Quality (mg/L).



BOD is one of the essential parameters to determine water quality. BOD level is influenced by the amount of water. When there is a higher volume of water, the concentration of organic matter may be diluted, leading to a potentially lower BOD level. Conversely, in a smaller volume of water, the same amount of organic matter can result in a higher BOD concentration.

We have successfully maintained the BOD levels within the prescribed limits across all seven properties we own. 1Park Avenue shows a significant increase from 11 mg/L in 2022 to 20.5 mg/L in 2023. This is because the overflow is being collected separately, so the wastewater is more concentrated leading to a higher BOD concentration.

## Waste

### Total Waste Generated

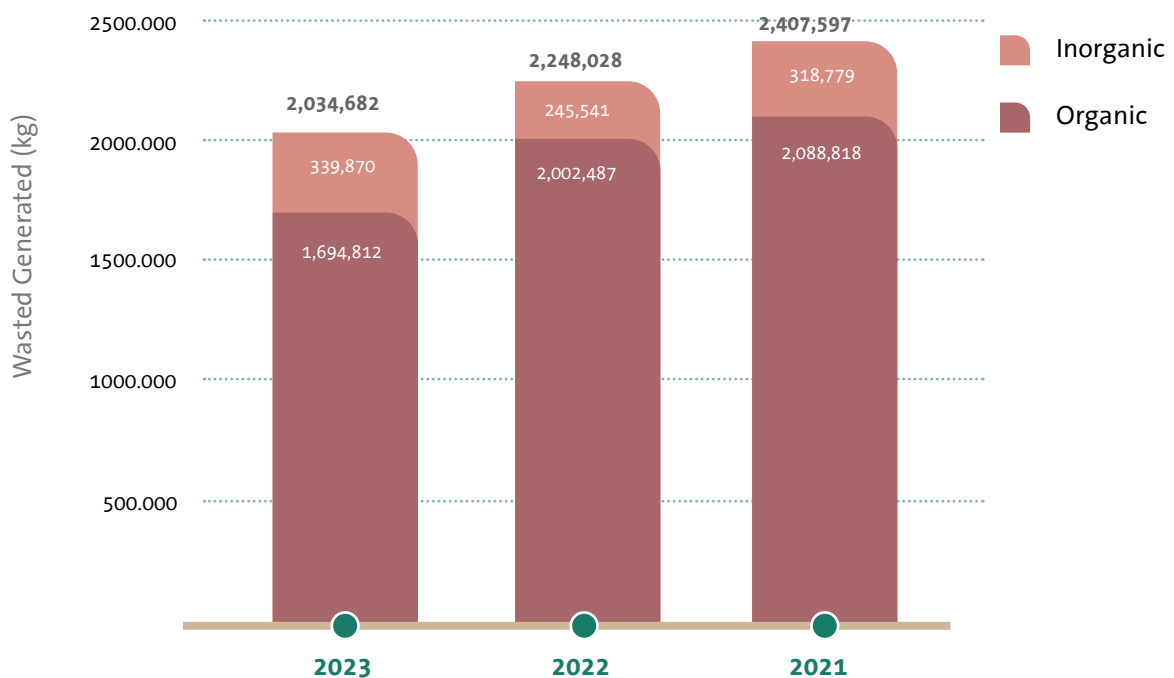
Intiland believe that effective waste management is a key component in our vision to provide a space for quality living in picturesque environment that promotes the wellbeing of our building occupants. We aspire to implement the waste management hierarchy in efforts to cement our goals of becoming more sustainable in all our properties and business practices. To do so, we implement the crucial first step by segregating our waste in categories.

We classify our waste by its character, hazardous and non-hazardous waste. This classification is then divided into more specific categories. Hazardous waste is divided into lighting, oil, electronics, and filters. Whilst non-hazardous waste is divided into organics and inorganics (cardboard, paper, plastics, metals, and glasses).

In our non-hazardous waste, organic waste is reduced by 300 tons in 2023 across our properties, mostly due to the lower organic waste production from Aeropolis. Meanwhile the inorganic category shows a slight increase in waste mostly coming from the 1Park Avenue by 20 tons and The Rosebay.

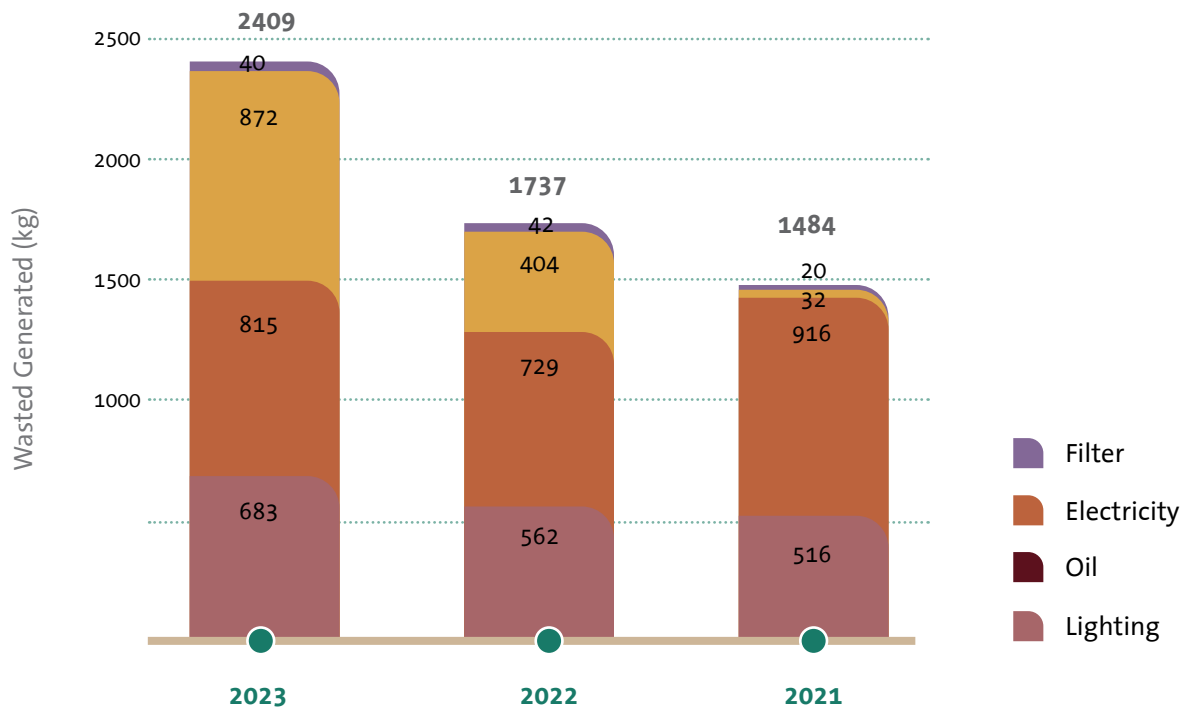
Intiland Tower Jakarta began collecting bottle waste this year for recycling with a third party. Through collaboration with office management, we've successfully gathered around 7-8 kg per month. This initiative aims to make a positive impact on the environment.

### Total Non-Hazardous Waste Generated (kg)



Hazardous waste requires a specialised disposal methodology and expertise to avoid causing harm to people's health and the environment. We acknowledge this concern and therefore contracted certified third-party vendors for collection and transportation of our hazardous waste. Our hazardous waste disposal shows an increase, particularly in the electronic waste from Aeropolis.

### Total Hazardous Waste Generated (kg)



## Material

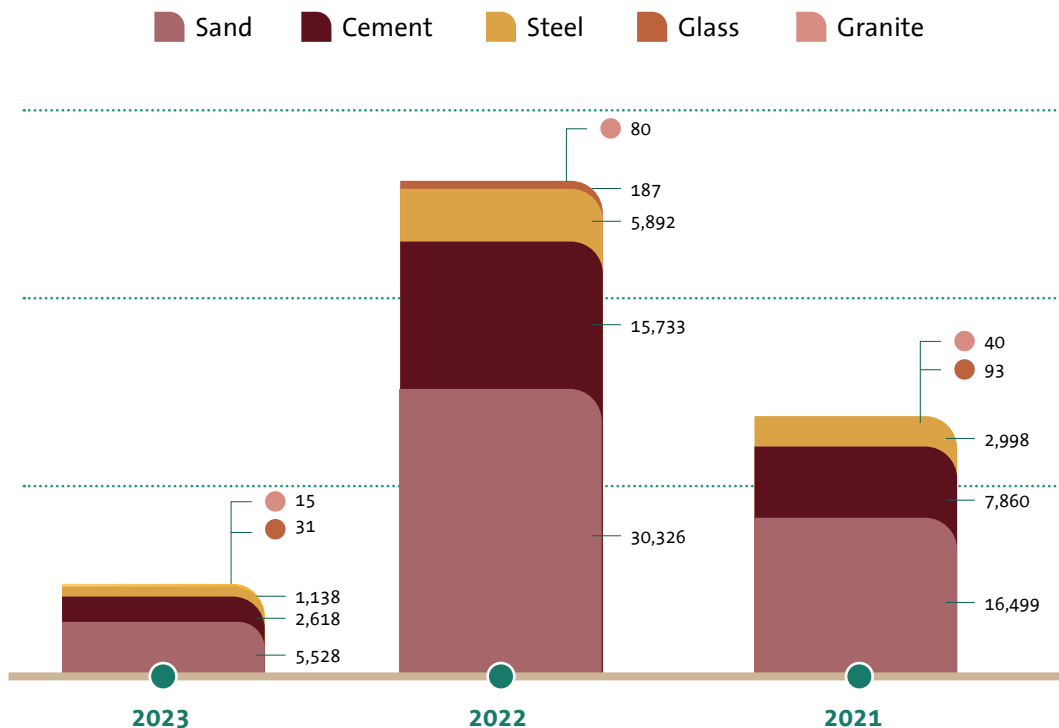
Building materials and construction make up to 11% of the 39% of global energy related carbon emissions contributed by buildings and the built environment according to the World Green Building Council. Intiland has been making steps to minimise the carbon emissions as well as embodied carbon in the construction of our new developments by means of sustainable procurement practices namely but not limited to to select local materials within 1,000 km radius of the project site whenever possible, utilise and preserve local and native plants, and selection other low-carbon materials. We avoid CFC in our refrigerants, usage of materials containing asbestos, and high-VOC paints for our builds.





In our comprehensive analysis, we've collated data on the top five materials utilized across three of our prominent development projects: SQ Res, Fifty Seven Promenade, and the newly constructed warehouse buildings at Aeropolis. Throughout the span of 2023, a notable trend emerged wherein the total quantity of materials employed experienced a significant reduction, amounting to merely 18% compared to the preceding year. This decline is mainly attributed to the completion of several projects within the portfolio during this period, leading to a decreased demand for construction materials.

Over the course of the last three years, our analysis unveils a consistent pattern in material usage, with sand emerging as the predominant material employed across all projects. Following behind are cement and steel, which have consistently held prominent positions in the hierarchy of utilized materials.



## Biodiversity

To prevent is always better than to intervene, we in Intiland take into consideration the biodiversity value of the land and the surroundings in the selection of our project sites and the function that we built on it. The sites for our properties are not in protected areas or areas with high biodiversity value, regardless we always want to ensure that we conserve and protect the natural biodiversity, both flora and fauna, on the land we develop.

## Environmental Initiatives

The surge in commercial market adoption of electric vehicles (EVs) has correspondingly increased the demand for EV chargers. Recognizing this, Intiland has made initiatives in the form of a team to handle implementation and installation of EV chargers in our properties, including South Quarter, Intiland Tower Jakarta, 1Park Avenue, Aeropolis, Fifty Seven Promenade, to name a few. In pursuit of this vision, Intiland has forged partnerships with third-party collaborators, pooling resources and expertise to ensure the seamless integration of EV chargers into our properties. Through these collaborations, we aim to accelerate the transition towards electric mobility, offering convenient charging solutions that align with our ethos of environmental stewardship and innovation.





Intiland also encourages our facilities managers to establish on-site plant nurseries in order to lower the cost as well as the carbon footprint of the purchase of new plants for landscape maintenance. Plants on-site have also been statistically proven to improve well being of building occupants. The goal at this nursery is to produce a hundred polybag plants every month. These plants are needed for parks in the South Quarter and for various projects like Serenia Hills and Talaga Bestari. It's all part of a plan to minimize waste and keep our environment green.



Graha Natura is a 80 hectare mixed-use development in Surabaya. Together with Kebun Raya Purwodadi, Seameo Biotrop (Southeast Asian Regional Centre for Tropical Biology), and several other scientific institutions, we started an environment conservation program by planting 10,000 vegetation encompassing 1,000 national species in almost half of the green open spaces in the residential area.

Other than biodiversity, Graha Natura is also committed to build healthier and waste-free residential area by implementing the Integrated Sewage Treatment Plant (ISTP), a system that centrally treats both liquid and solid household waste. Through the application of this technology, every unit in Graha Natura no longer requires an individual septic tank.



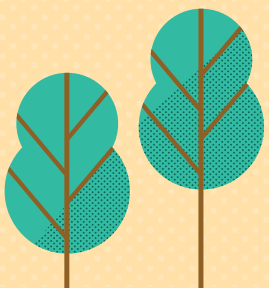
The Praxis zero waste program aims to ensure that waste is managed in a thoughtful and eco-conscious manner. Our strategies are to reduce the waste source, segregate it, and then reuse or recycle it. Using treated liquid waste from the sewage treatment plant (STP) for activities like watering plants and cleaning outdoor floors can potentially save more than 100 cubic metres of clean water from the water utility (PDAM) each month. Praxis also collects and sells up to 100 kilograms of cardboard waste every three months and reuse waste building materials like PPR pipes, gypsum, and iron for minor repairs in both units and public areas.







## IV. Social Value Review





Social sustainability is a vital part that is inseparable from the Company's long term growth. Social sustainability involves a commitment to identifying and managing the business's impact on society and the environment. The Company's relationships and engagement with stakeholders are paramount in ensuring social investments directly enhance quality of life.

For us at Intiland, managing social sustainability is about managing and synergizing Human Resources (HR), organization and work environment. Human capital remains our most valuable asset, requiring opportunities for development and advancement. In organizational development, HR plays a pivotal role in fostering an optimum work environment conducive to productivity and employee satisfaction. Effective work management encompasses not only planning, organization, and execution but also factors such as job descriptions, decision-making processes, interpersonal relationships, and job security, etc.



## THE ORGANIZATION

### *Good Corporate Governance*

Good corporate governance serves as a guideline in every operational activity of the Company. Good corporate governance is a process of managing and overseeing business operations, including aspects of task allocation, authority, and responsibility. Given its dynamic process, good corporate governance at Intiland is continuously introduced to all levels of the organizational hierarchy. Please refer to our 2023 Annual Report for a comprehensive overview of the good corporate governance practices we implement.

### *Sustainability Governance Structure*



The sustainability governance structure encompasses several aspects of HR management across all projects and divisions. The Sustainability Committee consists of senior management from various divisions, such as Quality and Continuous Improvement, Risk, Finance, Internal Audit, Planning, and Corporate Secretary. Its main responsibility and mandate is to oversee the process of identifying, examining and mitigating environmental, economic and social problems that may affect the sustainability of Intiland's operations.

Meanwhile, Division Heads and Project Leaders serve as the operators of processes and risks, thus bearing the responsibility of harmonizing sustainability priorities with business strategy and ensuring unwavering support for Intiland's sustainability efforts. Any strategic advancements with the capacity to affect the Company at either the corporate or project level will be communicated to the Board of Directors, followed by the submission of proposals for mitigation initiatives.

## ***Company Policy and Supervisory Function***

Intiland has established company policies to govern business operations and regulate employee conduct. For more information on these policies, please refer to the Annual Report and visit our website at <https://www.intiland.com/en/gcg>.

The Board of Directors, the Board of Commissioners, and the Company Committees have the responsibility to ensure the implementation of company policies in accordance with applicable regulations and laws. The Board of Directors and/or the Board of Commissioners also reviews and simultaneously approves all Company policies at the corporate level and major projects.

New members of the Board of Directors, the Board of Commissioners, and the Committees will participate in an induction program. This program provides an introduction to and understanding of capital markets, public company regulations, and the Company's policies to ensure compliance. Furthermore, returning members will undergo a refresher program and receive regular information updates on changes and regulatory provisions.

## ***Risk Management***

In 2017 Intiland developed a Risk Management Charter. The charter serves as the foundation for management to assess, manage, report, and control risks systematically and holistically, safeguarding the Company's interests. Additionally, the Risk Management Charter serves as a framework for implementing integrated risk management and internal controls, integral components of corporate governance. For further information, visit <https://www.intiland.com/wp-content/uploads/2023/05/Risk-Management-Committee-Charter.pdf>

In 2023, a turning point was anticipated with respect to the development of the property sector following the Covid-19 pandemic. However, the onset of the political campaign period, coinciding with the preparation of 2024 simultaneous general elections in Indonesia, also impacted the national property sector's development. The political campaign period during the simultaneous general elections in Indonesia presented new risks that affected economic stability, investment in the national property sector, and people's interest in purchasing property.

In response to these circumstances and challenges, the Risk Management Committee re-evaluated and mapped the Company's risk profile and mitigation strategies. Furthermore, the committee conducted risk profiling across all areas, encompassing project development risks in mixed-use and high-rise segments, residential and industrial areas, and investment properties. Comprehensive risk management was implemented throughout various stages, including planning, land acquisition, development, sales and marketing, handover, and property management. Further details on risk mitigation measures implemented in 2023 are available in the Company's Annual Report.

## Whistleblowing Policy

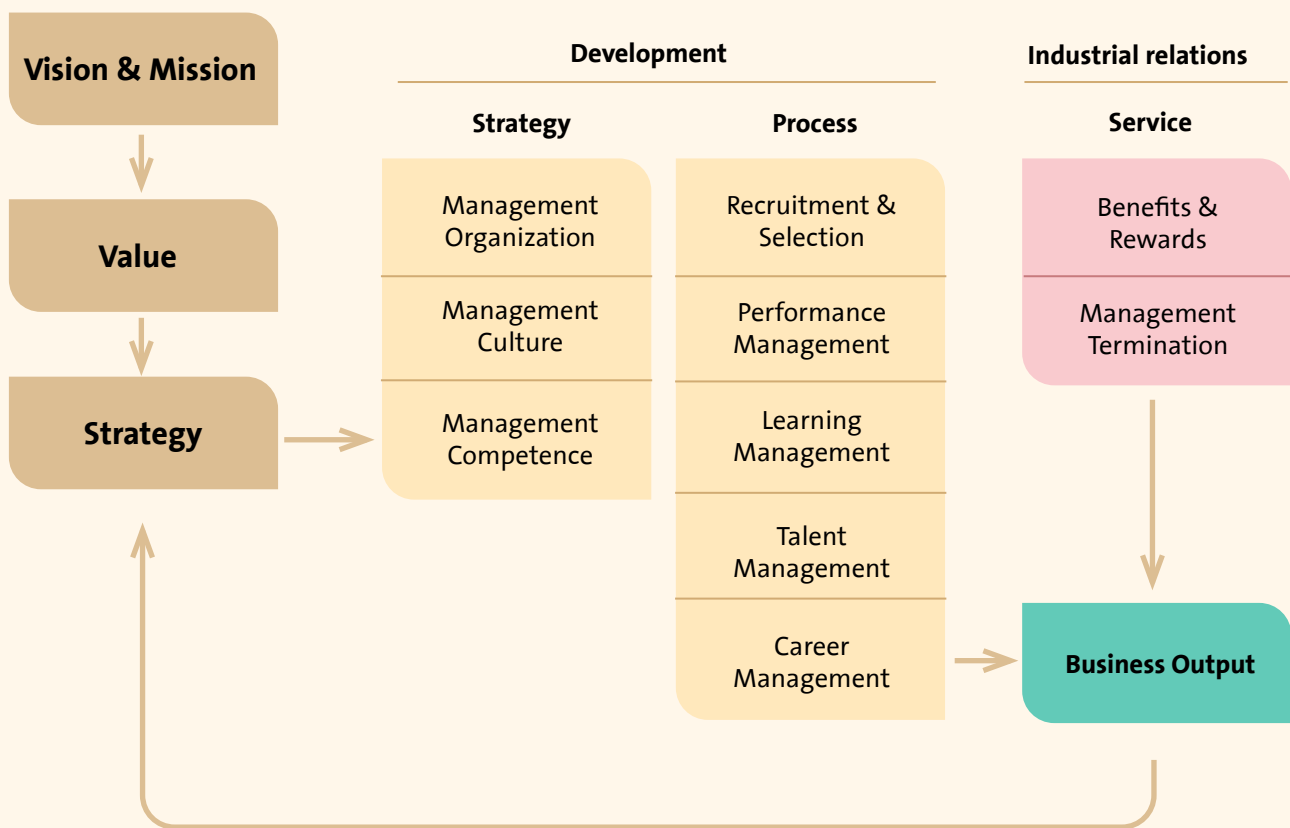
The Whistleblowing Policy epitomizes the commitment to achieving Good Corporate Governance. Any deviation from company policy, whether carried out individually or collectively, with the intention of securing personal or group benefits at the expense of the Company, constitutes a violation. The implementation of a Whistleblowing system is a pivotal measure for the Company to uphold or enhance transparency and to counteract practices that may jeopardize the Company's operations and reputation

fraud, violations, or non-compliance that could pose financial or non-financial risks to the Company. We also prepare a reporting mechanism through the whistleblowing system, which includes email accounts and dedicated telephone numbers for whistleblowing purposes. The Internal Audit Team is accountable and has ensured that every report received through these channels is thoroughly addressed and resolved. For further details, please refer to our Annual Report and visit the Company's official website.

The Company extends the widest scope for internal and external parties to report any indications of



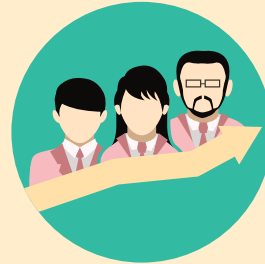
## Human Resources Management



At Intiland, we recognize HR as one of the most important assets for the Company in achieving our vision, mission and goals. For this reason, the alignment of human potential with sustainable resource management principles stands as an indispensable endeavor. The Company employ a strategic organizational management approach, foster internalization of company culture, and facilitate continuous competence development

to effectively manage human resources. This comprehensive process spans from recruitment to ongoing career management. By prioritizing investment and focus on HR management, The Company ensure that the current HR capacity can propel the long-term sustainability of the Company's business.



**ORGANIZATION  
MANAGEMENT****COMPETENCE  
MANAGEMENT****TALENT  
MANAGEMENT****LEARNING  
MANAGEMENT****CAREER  
MANAGEMENT**

In 2023, our strategic development areas remained focused on five key aspects: 1) organization, 2) competence, 3) talent, 4) learning, and 5) career. Regarding organizational development, the Company enhanced the efficiency of the organizational structure. In competence development, our emphasis was on identifying the key attributes of each competence and assessing exceptional individual talents. The implementation of the talent pool program facilitated the Company's acceleration and organizational growth by establishing internal forums for interaction and discussion between junior employees, newly recruited employees, and their managers.

Furthermore, in talent management, we allocated resources to develop prospective supervisors into future leaders. In learning management, the Company adapted to the new environment by designing e-learning programs and sought to engage employees with company values. The Company prioritized the formation of future leaders through a series of continuous training, development, and mentoring processes. Ultimately, in career management, the Company designed concepts and systems that were widely communicated to the entire team.

## Sustainability Enhancement and Innovation Awards

In 2023, the principle of continuous improvement remained a cornerstone of our operations. Under the theme of 'Excellence', various divisions and projects presented its ideas at the annual competition conducted by the Company, many of which were successfully executed. These ideas encompassed both enhancements to existing processes and entirely new concepts. This year, the Company received a total of 82 innovation submissions, resulting in the recognition of 10 deserving winners for their outstanding contributions. Compared to 2022, the number of entries for the 2023 competition increased, leading to a higher number of winners. The Quality Continuous Improvement Division is consistently exploring ways to standardize innovative ideas for widespread adoption across all subsidiaries and projects, while also integrating them with other innovations and technologies

Year	Participants*		Winners*		Problem Solutions
	Jakarta	Surabaya	Jakarta	Surabaya	
<b>2023</b>	192	53	26	6	Golf Club Management & Operations Optimization System
<b>2022</b>	116	62	17	21	SubCO Booking Software
<b>2021</b>	165	81	28	3	Integrated Online Purchasing

*\*the number of employees participated in the competition*

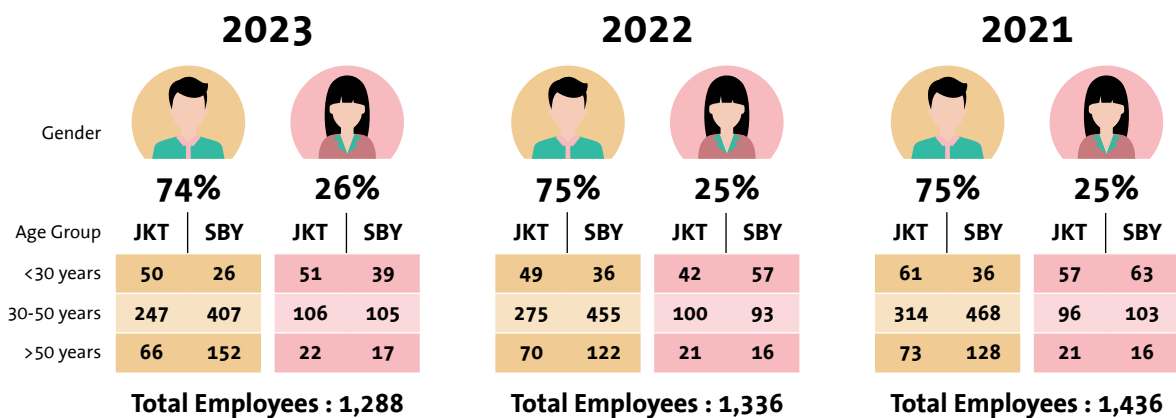
## THE PEOPLE

The scope of discussion regarding Human Resources in this section includes the head office and project data in Jakarta and Surabaya, unless otherwise stated.



### Employee Composition

#### Total Number of Employees\*



Note: JKT = Jakarta, SBY = Surabaya

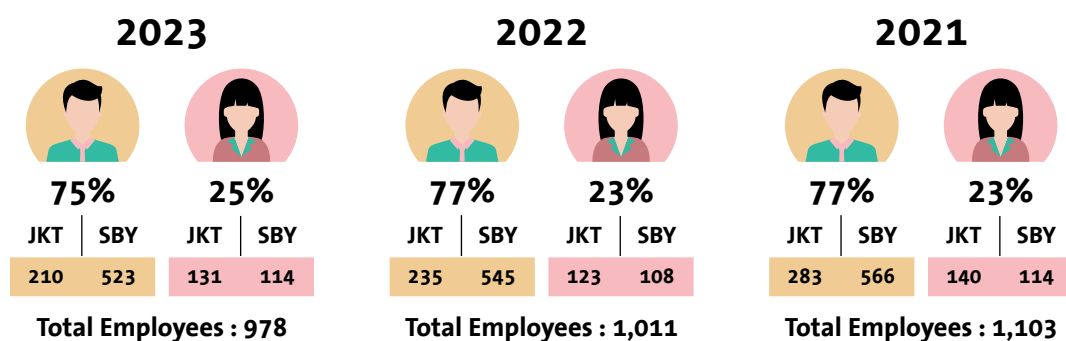
\* Including permanent, contract, part-time and daily employees.

As of 31 December 2023, the number of Intiland employees reached 1,288 personnel, working at the head office and projects in Jakarta and Surabaya. Based on gender composition, Intiland's workforce consisted of 74% men and 26% women. There was a change in the percentage composition of female employees,

which increased by 1% compared to the previous two years. Nevertheless, Intiland consistently offers fair and open opportunities for career development to all of its employees, regardless of gender.

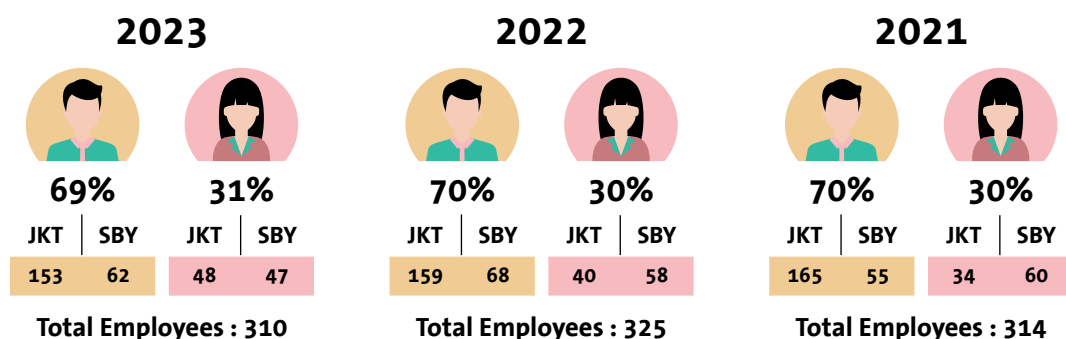
Intiland employees represented various age groups. In 2023, 67% of the total employees were in the 30-50 year age range. This condition indicated that more than half of Intiland's workforce belonged to the productive age group, which was a valuable asset for the Company in developing its business.

### ***Permanent Employees***



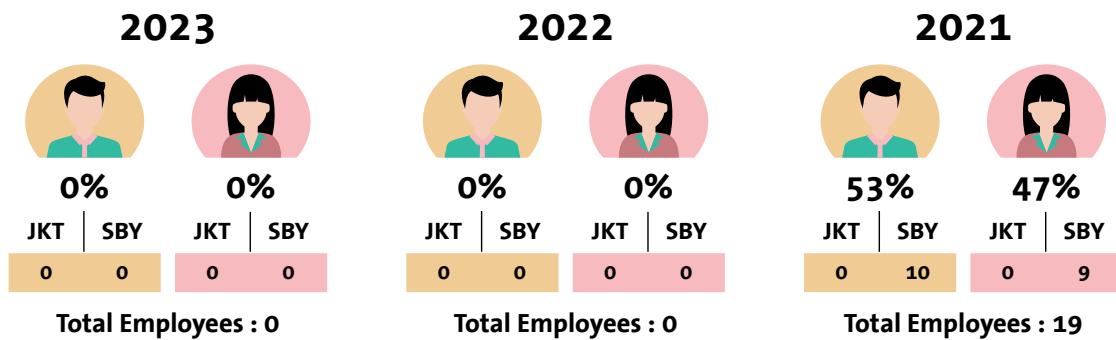
Note: JKT = Jakarta, SBY = Surabaya

### ***Contract Employees***



Note: JKT = Jakarta, SBY = Surabaya

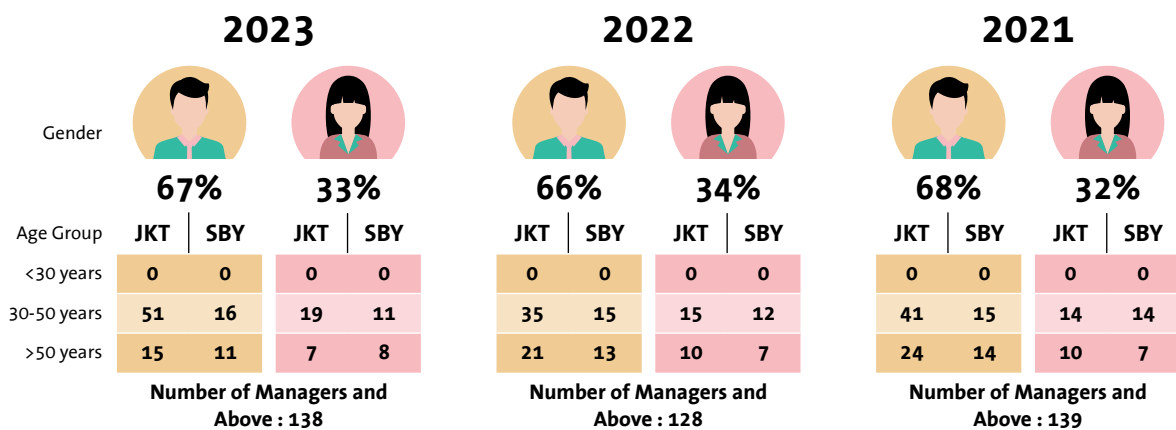
## Daily Employees



Note: JKT = Jakarta, SBY = Surabaya

In 2023, 76% of employees held permanent positions, while 24% were employed on a contractual basis, and none were compensated daily. This distribution remained consistent with that of 2022. All employees maintained full-time employment status, with no instances of part-time employment recorded in the years 2021, 2022, and 2023.

## Governance Body



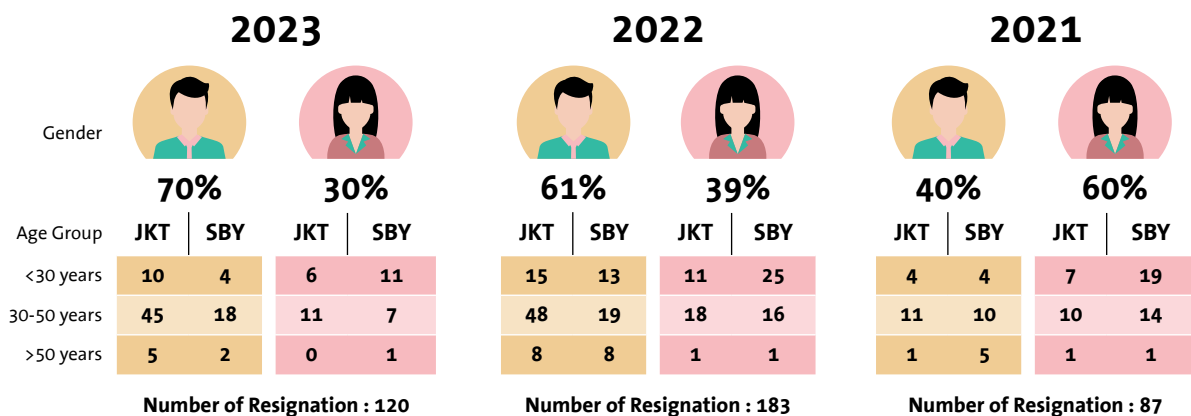
Note: JKT = Jakarta, SBY = Surabaya



In 2023, the composition of Intiland's governance body, or management team, consisted of 67% men and 33% women. The representation of women in senior management positions decreased by 1% compared to 2022. This change, however, was not significant considering the overall employee composition, which consisted of 74% men and 26% women.

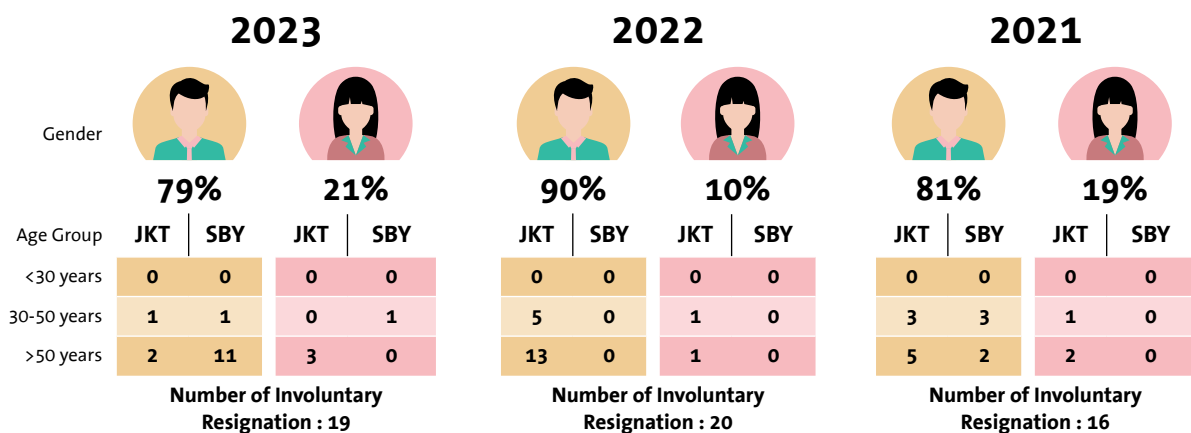
The majority of employees who advanced to management positions, accounting for 70%, were in the 30-50 year age range, with the remaining 30% aged over 50. Additionally, 97% of the members of the Management Board were Indonesian citizens recruited from the local community.

## Employee Resignation



Note: JKT = Jakarta, SBY = Surabaya

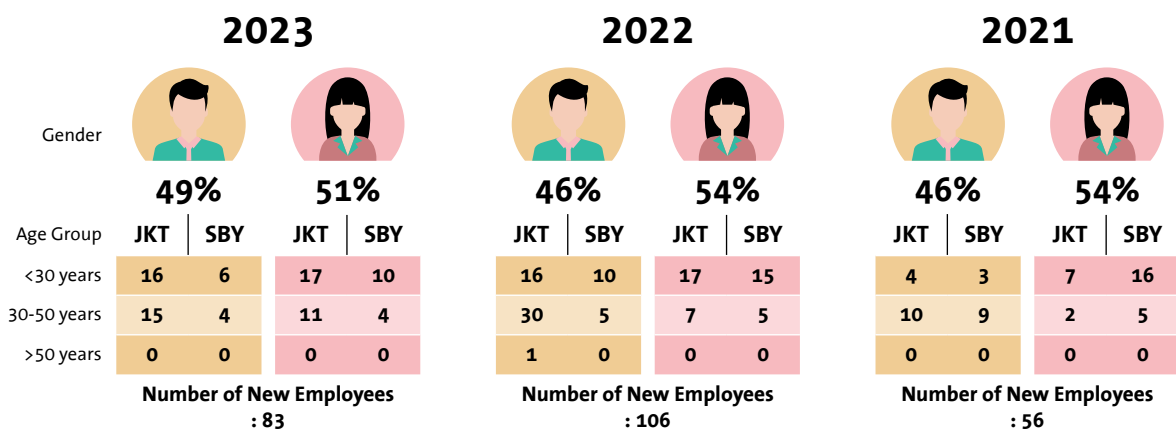
## Involuntary Resignation



Note: Jkt = Jakarta, Sby = Surabaya

In 2023, the Company did not implement a reorganization program, which led to a decrease in job opportunities. Procedures for terminating or resigning from employment required employees to give at least one month's notice before resignation.

## New Employees



Note: JKT = Jakarta, SBY = Surabaya

In 2023, Intiland recruited 83 personnel. The number of new employees were smaller than in 2022, but remained reasonably proportionate given the changes in employee composition over the past three years. The recruitment process prioritized key positions to uphold operational quality in alignment with the Company's economic and business expansion.

## Local Employment

In 2023, Intiland implemented its local employment policy to uphold the use of local workers. Through this policy, the Company was able to hire local workers residing in the area of the project based on their availability and suitability for various required positions. This approach helped the Company in enhancing the project's integration and contribution to local communities, while also serving as an initiative to elevate the community's living standards. Additionally, the Company conducted training programs for local employees to enhance their skills, enabling them to meet the Company's standards and criteria.

## Equal Opportunity

Intiland remains steadfast in its commitment to upholding fair labor practices, as clearly outlined within the Company's policies. Our approach to employee recruitment and career development ensures non-discrimination and fair treatment for all individuals, regardless of factors such as ethnicity, religion, race, socioeconomic status, gender, age, marital status, and others.

## ***Anti-bullying and Anti-harassment***

Intiland's corporate regulations unequivocally stipulate that every employee is entitled to respectful treatment without exception. Any form of harassment, whether physical, psychological, verbal, or sexual, is strictly prohibited. The Company uphold the values of cultural tolerance and mutual respect among employees by embracing cultural diversity. In 2023, There were no incidents of discrimination, bullying, or harassment reported.







## ***Remuneration Policy***

The Company has a remuneration policy that is prepared and evaluated in accordance with the Company's Articles of Association and applicable regulations, including Law no. 13/2003 on Employment and regional regulations regarding minimum wages in operational areas. The remuneration policy has been implemented by the Board of Directors by proposing a general remuneration policy to the Board of Commissioners based on recommendations from the Remuneration Committee, which takes into account industry and market standards, as well as the Company's financial performance.

Employee remuneration policies are established according to performance, as evaluated using Key Performance Indicators (KPIs). Utilizing KPIs ensures that the employee performance evaluation process is conducted objectively and quantifiably. The outcomes of the KPI assessment form the basis for the Company's decisions regarding rewards or penalties for employees.









## Minimum Wage

	2023				2022				2021			
<b>Provincial Minimum Wage</b>	JKT : Rp 4,905,000 SBY : Rp 4,525,500				JKT : Rp 4,460,000 SBY : Rp 4,375,500				JKT : Rp 4,267,349 SBY : Rp 4,200,479			
<b>Gender</b>												
	JKT	SBY	JKT	SBY	JKT	SBY	JKT	SBY	JKT	SBY	JKT	SBY
Above Minimum Wage	244	465	152	159	327	435	151	144	239	44	146	0
Equivalent to Minimum Wage	119	120	27	2	67	178	12	22	165	237	18	23
Below Minimum Wage	0	0	0	0	0	0	0	0	0	0	0	0

Note: JKT = Jakarta, SBY = Surabaya

The Company has guaranteed adherence to government-mandated minimum wage regulations as well as regional regulations. Furthermore, the Company consistently uphold non-discriminatory practices in salary determination, ensuring parity between male and female employees.

## Employee Training Hours

	2023		2022		2021	
	6.116		7.219		2.927	
<b>Number of Training Hours</b>						
	62%	38%	65%	35%	52%	48%
	3,802.5	2,313.5	4,671	2,548	1,522.5	1,404.5
<b>Average Training Hours / Employee</b>	4.75	4.75	5.40	5.40	1.32	1.32

The number of training hours only included training sessions attended by employees at the head office and excluded training attended by the Board of Commissioners, Board of Directors, Committees, Corporate Secretary, Internal Audit, or personnel at the project sites. Further details can be found in our Annual Report.

In 2023, a total of 6,116 hours of employee training were recorded, attended by both male and female employees. Based on this figure, the average training hours attended by employees amounted to 4.75 hours. In addition to training, several programs related to company culture were implemented to internalize company values. These programs aimed to enhance work effectiveness and foster a positive work environment within the Company. One such program was the engagement day program, which was conducted for a total of 3,888 hours and attended by all employees.

## Maternity Leave

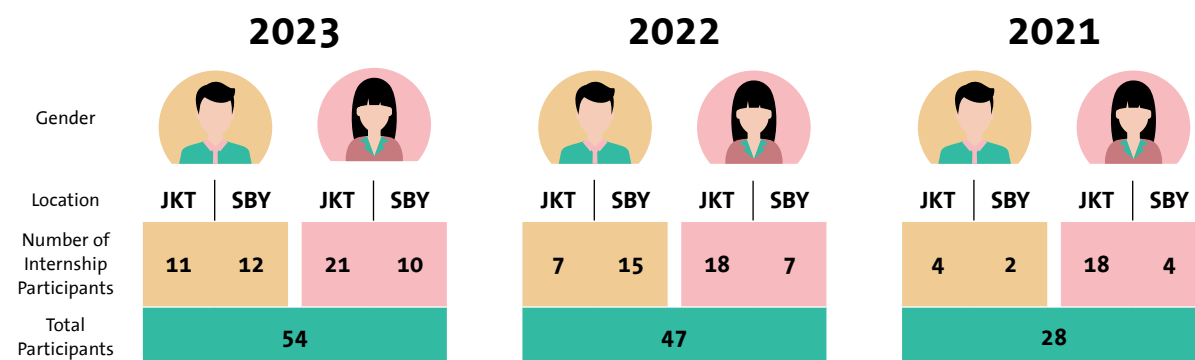
In 2023, nine female employees took maternity leave and subsequently returned to work after its conclusion. All nine employees continued working for a period of 12 months following the end of their maternity leave. Additionally, 13 male employees took paternity leave and resumed work upon its completion. All male employees continued working for 12 months after the conclusion of their leave period.

## Internship

As property developers, our focus extends beyond constructing properties; we also strive to cultivate a promising future for the younger generation. Fulfilling this commitment involves providing tangible support to university students through an internship program integrated with the Merdeka Belajar Kampus Merdeka initiative, as implemented by the Government. Through this initiative, the Company identify top talents and proactively contribute to nurturing a highly skilled younger generation, poised to compete on a global scale.

In 2023, the Company accepted 54 interns from diverse universities and educational backgrounds in Indonesia. This marked a 15% increase in the number of interns compared to 2022. These interns came from various educational disciplines and were assigned to different divisions and projects in Jakarta and Surabaya, including Corporate Secretary, Corporate Communications, Corporate Legal, Finance, Accounting, Tax, and Planning and Supervision. Their internships lasted between 3 to 6 months.

The following figure illustrates the number of interns in 2023 and in the preceding years.





Over the past three years, there was a notable rise in the acceptance rates for internships. The number of interns in 2023 increased by 15% compared to 2022. This uptick correlates with the expansion of admissions across various divisions and underscores the Company's steadfast dedication to supporting the Kampus Merdeka program through partnerships with several universities in Indonesia. This strategic collaboration yields tangible benefits for university students while concurrently bolstering Intiland's position as a company devoted to human resources development and the future of the property industry in Indonesia.

## INTILAND YOUNG LEADERS (IYL)

The Intiland Young Leaders (IYL) program is an initiative under the Intiland Youth Panel (IYP). It aims to offer hands-on leadership experience to the younger generation while emphasizing cooperation, community engagement, humility, cultural values and local wisdom inherent in our society. In 2023, the Company organized the second IYL from 30 August to 02 September 2023, in the Baduy community area, specifically in Marengo Hamlet, Kanekes Village, Lebak, Banten. This event was attended by 15 participants aged 20-25 years who

hailed from various regions in Indonesia, including Jakarta, Bandung, Central Java, Surabaya, Lampung, and Jambi. Throughout the activity, participants were actively involved in preserving culture and the environment. They engaged in community service initiatives, learned about local culture and wisdom, took practical steps to clean up the village, and provided warning boards for tourist or visitors and environmentally friendly waste bins.



## Labor Union

The Company upholds and acknowledges the entitlement of each employee to join a labor union. Guided by the Company's core values, which consistently prioritize fostering familial bonds and satisfying employee requirements in order to effectively address all employee concerns.

## THE WORKPLACE

### *Occupational Health and Safety*

Across all facets of its operations, Intiland maintains rigorous standards in implementing Occupational Safety and Health (OHS) measures. We hold a profound dedication to the collective well-being of our employees, customers, and society at large, ensuring that every project and business endeavor adheres to stringent OHS protocols.

At every step, our actions are guided by meticulous security principles, spanning from the initial stages of building design and construction to property management. The Company prioritizes ongoing OHS training for both employees and work partners, ensuring widespread internalization of the importance of occupational health and safety throughout the Company. Our transparent accident and health incident reporting system enables swift and efficient identification and management of potential risks.

In the event of an accident, the Company conducts thorough investigations, identifies root causes, and enhances mitigation strategies and procedures.

Personnel at project sites have the opportunity to join the Health & Safety Committee (HSC) alongside contractors, systematically documenting safety and health statistics together.

In 2023, the Company conducted 69 training workshops, seminars, and webinars related to occupational health and safety, totaling 1,909 hours of training. The training program primarily focused on managing the buildings where we operate, including Greenship Associate, Greenship Professional, Hazardous Waste Management Operator (OPLB3), Security Insights and Supervision Standards (Gada Madya and Gada Pratama), Overall Thermal Transfer (OTTV) Workshop, Fire & Evacuation Drill, Enhancing the Competence of K3 Experts, Establishing an OHS Culture in the Workplace, and Emergency Team Dissemination. The following is a table outlining the occupational health and safety training:

Project	Number of Training Programs	Total Training Duration (hours)
South Quarter	7	288
Fifty Seven Promenade	43	1.681,5
Praxis	2	93,5
Intiland Tower Jakarta	5	990
Intiland Tower Surabaya	1	19
The Rosebay	11	612
<b>Jumlah</b>	<b>69</b>	<b>1.909</b>

## Working Hours and Work Accidents in 2023

In 2023, the Company recorded three work accidents at the South Quarter and The Rosebay. These work accidents did not stem from employee negligence in adhering to Occupational Health and Safety (OHS) protocols. The effective implementation of the OHS system, which has been in place, enabled us to mitigate more significant risks.

Project	Total Working Hours	Total Accidents / Injuries	Total Lost Time Injury (LTI)*	Accident Frequency Rates (AFR)	Accident Severity Rates (ASR)
South Quarter	883.456	2	15	2.26	16.98
Fifty Seven Promenade	425.436	0	0	0	0
Graha Famili	524.768	0	0	0	0
Praxis	228.975	0	0	0	0
Intiland Tower Jakarta	149.717	0	0	0	0
Intiland Tower Surabaya	161.424	0	0	0	0
Aeropolis	869.372	0	0	0	0
The Rosebay	3.332.708	1	14	0.30	4.20
Talaga Bestari	1.062.656	0	0	0	0

Notes:

\* Total lost time injury in daily scale

- LTI: Accident cases that result in lost work days.

- AFR: The ratio of Accident Frequency Rates within a certain period of time.  
(total accidents/total working hours) X 1,000,000

- ASR: The ratio of Accident Severity Rates within a certain period of time.  
(total lost work days/total working hours) X 1,000,000.

Despite encountering work accidents cases in 2023, overall, the Accident Frequency Rates (AFR) and Accident Severity Rates (ASR) at the buildings under the Company's management exhibited satisfactory values. This accomplishment underscores the effectiveness of our risk mitigation measures for OHS, and underscores our unwavering commitment to prioritize the safety of all workers across all project sites. To enhance OHS quality standards, the Company consistently evaluates and enhances the OHS protocols within the Company's operations. We remain dedicated to fostering safety awareness among all employees and contractors engaged in our project development.

### Service Quality Enhancement Initiative

Ensuring product and service excellence amid challenging times is our foremost objective to sustain competitiveness in an ever-evolving market landscape. We recognize that consumer satisfaction stands as a key determinant of success



in the property sector. Hence, it is imperative to promptly and effectively address every consumer concern by actively listening, responding, and understanding their feedback. In September 2023, the Company introduced an integrated grievance handling

system. This system is developed not only to efficiently address public and consumer grievances but also to enhance coordination among the Company’s internal teams, including project teams

Through this integrated grievance handling system, the Company is able to offer higher quality and responsive services. This enhancement in service quality is a demonstration of our commitment to continually evolve in response to market demands and to emerge as a prominent player in the property industry that is oriented towards customer satisfaction and service excellence. By utilizing this system, the Company has established new standards in managing grievances and enhancing service quality.

Aeropolis	1Park Avenue	Talaga Bestari
Number of Grievances* 2	Number of Grievances* 1	Number of Grievances* 3
Average handling time (hours) 36,8	Average handling time (hours) 50,5	Average handling time (hours) 2,6

\*The number of grievances received were calculated since its launch in September 2023

The Aeropolis and 1Park Avenue projects required a longer average complaint resolution time of 36.8 hours and 50.5 hours, respectively, because the complaints were received during holidays and outside of operational hours. However, the grievances were immediately responded to and followed up on the next working day. We strive to ensure that every complaint received is handled quickly, efficiently and solutively through clear procedures and systems.

## 5S System

The implementation of the 5S system (Sort, Set in Order, Shine, Standardize, and Sustain) has proven to be a successful framework for upholding an orderly, systematic, and efficient work environment. With a decade of utilization, the 5S system has evolved into a cornerstone for the Company, enhancing the quality, comfort, and productivity of the work environment. At Intiland, the 5S system serves as a model approach, demonstrating its effectiveness in enhancing efficiency and sustainability in managing work environment and resources.

The following are the 5S system steps implemented by the Company:

**1****Sort**

Eliminate unnecessary items or objects from the work environment to declutter, maximize space, and optimize resource utilization.

**2****Set In Order**

Arrange the remaining items in a logical and orderly manner, ensuring they are placed in the correct location for easy access and retrieval.

**3****Shine**

Regularly clean surfaces, remove dust, and maintain equipment to ensure proper functionality.

**4****Standardize**

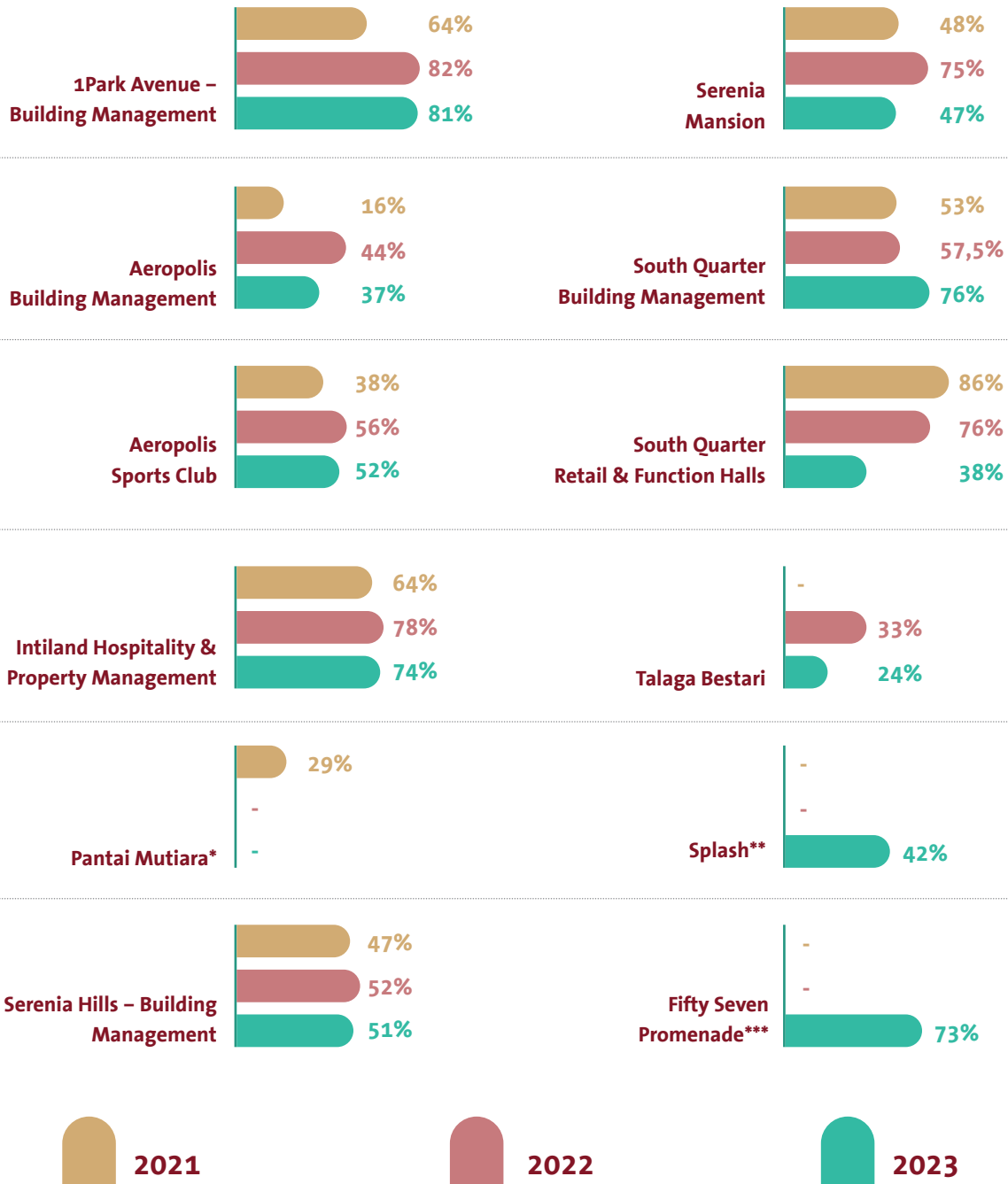
Implement procedures and standards to ensure a consistently organized and clean working environment.

**5****Sustain**

Implement sustainable efforts to preserve an organized, clean, and efficient work environment over time.

To maintain consistency in the implementation of the 5S system, the Company, via the Internal Services and Audit Division, conducts regular audits of the system across projects. Presented below are the assessment findings from the audits conducted over the past three years:





\* Since 2022, Mutiara Beach is no longer be included due to the closing of its sports club.

\*\* In 2023, Splash underwent its inaugural 5S implementation audit.

\*\*\* Fifty Seven Promenade commenced its inaugural operations in 2023.

Based on the table above, the Company observed that there was a decrease in the results from implementing the 5S system compared to the previous year. However, this decrease in value was attributed to the adoption of new, more comprehensive standards in 2023. Consequently, it will take time for projects to implement and adapt to these changes. One crucial aspect of this new standardization is the emphasis on a more thorough measurement and assessment of each 5S value. This has led to stricter and more detailed criteria, necessitating greater effort for implementation.

As per the audit results, the Company noted that the S1 (sort) score attained the highest ranking. This indicates that efforts to streamline processes and optimize resource usage are progressing well, serving as the foundation for further enhancement of work efficiency and productivity.

On the contrary, there was a decline in the S4 (standardize) value, which scores were recorded as the lowest. This assessment underscores the need

for greater focus on improving aspects of care and maintaining sustainability of the work environment and resources. It is imperative to intensify regular improvements and evaluations to ensure that sustainability and conservation principles are effectively integrated throughout the process. Additionally, efforts are ongoing to enhance awareness and organize training programs for all relevant personnel, improve infrastructure and management systems, and review existing policies and procedures.

The Company extended its appreciation to projects that have consistently implemented and upheld high 5S scores over the years. The recipients of the 5S Culture Reward 2023 includes 1Park Avenue - Building Management project as the first winner, South Quarter - Building Management as the second winner, and Intiland Hospitality & Property Management as the third winner.



## THE COMMUNITY



The community plays an integral role in Intiland's development journey. The Company firmly believe that the success of our growth is intertwined with the progress of the surrounding community. Hence, the Company conducts community development programs aimed at delivering lasting contributions and advantages to local community, fostering stronger community bonds, and collectively shaping a brighter future.

Throughout the project development process, the Company recognized the significance of addressing social issues that often emerge. Thus, the Company have adopted a structured approach to managing the impact of our projects right from the onset of their life cycle. In addition to social risk management, the Company acknowledges the importance of stakeholder engagement and grievances resolution. As a result, the Company consistently aligns our collaborations with related stakeholders, including contractors, suppliers, and local community leaders.

Furthermore, the Company extends support to the community through a series of social responsibility initiatives that are deeply ingrained in the Company's identity and values. By focusing on education, health, and other vital areas, the Company aims to generate tangible positive outcomes for the communities surrounding our project sites. Concurrently, the Company endeavors to fortify harmonious and sustainable relationships with local communities.

In 2023, there were no major grievances formally lodged by the community regarding the progress of our projects.

## COMMUNITY OUTREACH

### Health Care



- Aeropolis promoted the Your Way to Wellness program by organizing free pound fit classes for Aeropolis tenants and residents. The program was conducted twice with 50 participants.
- Intiland Tower Surabaya, through the Journey to Health program, organized free yoga classes as a facility for exercising and maintaining health for tenants. The provision of this facility was a form of action and health support for employees at the Intiland Tower Surabaya building. This program was implemented for 9 months after working hours and was attended by 510 participants.
- 1Park Avenue, through the Nourish at Work program, provided nutritious food for 57 building management employees. Held every Friday, this program was not just a health improvement initiative but had become part of the Company culture that paid attention to employee welfare.



## Blood Donor

3 GOOD HEALTH  
AND WELL-BEING17 PARTNERSHIP  
FOR THE GOALS

- Blood donor events are routinely organized across several of the Company's projects, including Aeropolis, Serenia Hills, Spazio, and Intiland Tower Jakarta. In 2023, each of these projects saw participation from 537 donors, with 59 donors at Aeropolis, 98 at Serenia Hills, 140 at Spazio, and 240 at Intiland Tower Jakarta.



## Zero Stunting

2 ZERO  
HUNGER3 GOOD HEALTH  
AND WELL-BEING17 PARTNERSHIP  
FOR THE GOALS

- Zero Stunting is a government program to overcome the problem of malnutrition among children. As a form of support for this program, Graha Famili Surabaya, in collaboration with the Surabaya City Government, provided aid to enhance nutrition for 2 toddlers residing in the vicinity during the lunar month. Additionally, Spazio and Spazio Tower facilitated fundraising efforts for the Zero Stunting program through a garage sale initiative involving all employees.





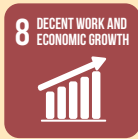
## Environmental Care



- Recognizing the significance of environmental sustainability, Intiland Tower Jakarta and Graha Natura undertook initiatives to support neighboring communities. Intiland Tower Jakarta donated 220 flower pots for community nursery activities in the Tanah Abang District of Central Jakarta. Similarly, Graha Natura contributed by providing 1,000 polybags of bougainvillea flower plants to assist in preserving the environment of Surabaya City, managed by the Surabaya Environmental Service. Moreover, Intiland Tower Jakarta and South Quarter collaborated with the Nusantara Nature Conservation Foundation, a non-profit organization specializing in environmental conservation. They provided support by allocating a space for fundraising activities aimed at mangrove conservation programs across Indonesia.



## Local Recruitment



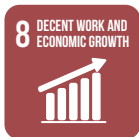
- Enhancing the quality of life for local communities is a significant aspect of project development, particularly through the provision of employment opportunities for local residents. The Company has actively fulfilled this commitment across various projects by recruiting individuals from local communities. Examples of projects where this initiative has been implemented include Graha Famili, Graha Natura, Talaga Bestari, Aeropolis, 1Park Avenue, and South Quarter. Additionally, these local workers receive essential training and guidance to enhance their skill sets. In 2023, a total of 94 project employees hailed from the vicinity surrounding the project site.





## Youth Engagement

### Intiland Youth Panel (IYP)



Since 2018, The Intiland Youth Panel is an integral part of Intiland's Corporate Social Responsibility (CSR) initiatives, which is designed to empower the younger generation through diverse activities and platforms. These activities focus on fostering their development across various domains including self-improvement, motivation, education, investment, leadership, and career advancement. Through this program, the Company facilitates a range of activities encompassing education, training, social skills, and environmental awareness. The program aims to equip the youth with holistic development opportunities, enabling them to become proactive agents of positive change within society and the environment.

One of the core activities of the Intiland Youth Panel involves organizing workshops, seminars, and training sessions addressing topics crucial to the younger generation's growth, such as leadership, entrepreneurship, interpersonal skills, and sustainable development. Furthermore, the IYP offers participants the chance to join Intiland's talent pool, providing them with priority access to internships and job opportunities.

As of December 2023, the Intiland Youth Panel has 25 thousand followers on Instagram under the handle @intiland\_iyp.



## IYP Activities in 2023

### Intiland Young Leaders (IYL)

- IYL is an initiative aimed at nurturing and empowering youth in leadership, problem-solving, analytical thinking, and public speaking abilities. In 2023, the second edition of Intiland Young Leaders was held with the participation of 15 individuals from various parts of Indonesia. IYL activities were conducted from 30 August to 2 September 2023, in the Baduy community area, Lebak, Banten. This program integrated direct learning methods with principles of leadership and social consciousness, serving as a valuable platform for participants to enhance their social aptitude, awareness, and leadership skills.



### Project Visit

- The Company extends its support to the education sector by organizing study visit programs to project sites to students from various universities across Indonesia. These visits cover projects such as Spazio, South Quarter, Regatta, and Fifty Seven Promenade. In 2023, Intiland conducted seven project site visits, which were attended by 279 students representing diverse departments and universities in Indonesia.



## Assistance and Donation

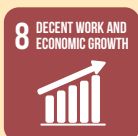
### Intiland Care



- Through its projects, Intiland provided various forms of assistance and donations to communities surrounding the project sites. These assistance programs included providing basic necessities (sembako), cash aid, building materials, and sacrificial animals. Participating projects encompassed 1Park Avenue, 1Park Homes, Fifty Seven Promenade, Aeropolis, Graha Famili, South Quarter, Intiland Tower Jakarta, Intiland Tower Surabaya, Serenia Hills, Golf Graha Famili, Praxis, and Talaga Bestari. The total value of these assistance and donations amounted to approximately Rp392.9 million.



### Infrastructure Support



- Improving infrastructure and public amenities represented one aspect of support provided by the Company to the local communities. Various forms of assistance were rendered, including the construction of multipurpose buildings, renovation of office spaces, establishment of mosques and prayer rooms, bridge repairs, and installation of institutional boards. Projects participating in this initiative comprised Talaga Bestari, Serenia Hills, 1Park Homes, Aeropolis, and Graha Natura. In 2023, the total value of infrastructure support exceeded Rp1.5 billion.







## Support for Social Activities

3 GOOD HEALTH  
AND WELL-BEING



11 SUSTAINABLE CITY  
AND COMMUNITIES



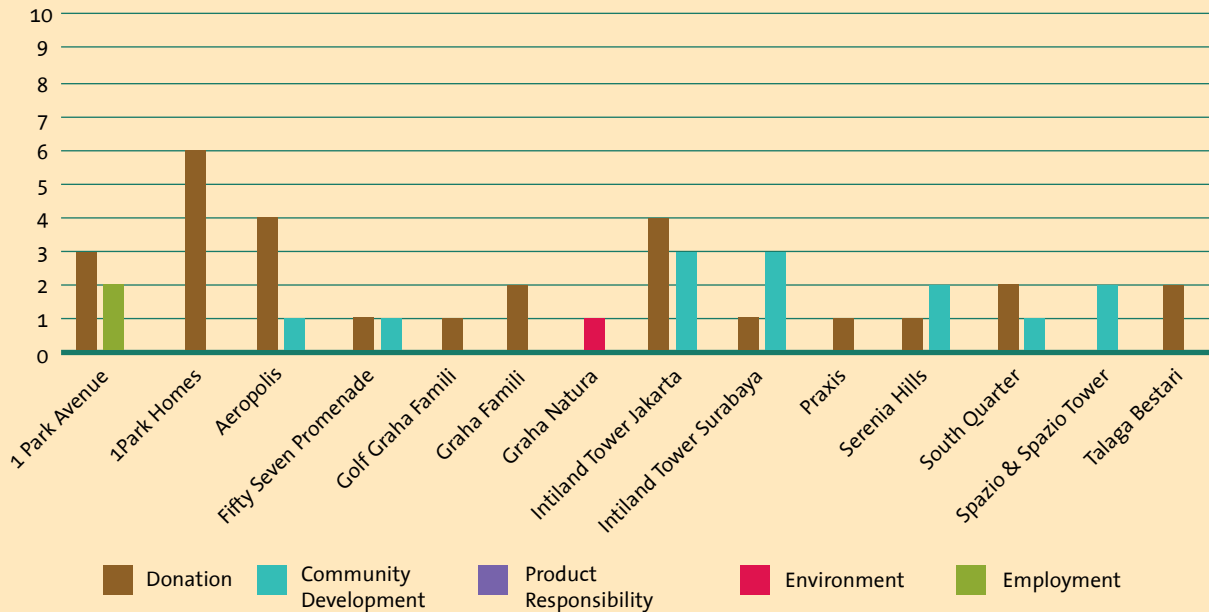
17 PARTNERSHIP  
FOR THE GOALS



- Intiland actively engaged in a range of events orchestrated by both the community and governmental bodies. Such engagements encompassed the celebration of religious holidays, the commemoration of Independence Day on 17 August, and the maintenance of places of worship. Furthermore, the Company extended opportunities for individuals with disabilities to acquaint themselves with our projects. At the Serenia Hills residential development, the Company organized a Cane Rally for the Blind, aiming to advocate for enhanced accessibility and the advancement of adaptive tools fitted with sensors to detect obstacles and hazards for visually impaired individuals. The total allocation for supporting participation in these events amounted to Rp42 million.



## CSR Activities in 2023



In 2023, there were 46 CSR activities conducted by our development projects. The most frequently conducted activities were in the fields of community development and assistance & donation.

## CSR Funding Allocation\*

	2023	2022	2021**
<b>Total Cost</b>	630,000,000	996,000,000	411,480,758





\*Allocation of funds for the CSR initiatives carried out by the Company and projects, excluding funds allocated for the construction of public and social facilities mandated by permits.

\*\*Only CSR activities carried out by the Company

## Measuring Impact

Intiland has employed the Social Return on Investment (SROI) framework to evaluate the effectiveness of its CSR programs. Through careful measurements and in-depth analysis, we obtained an average Social Return on Investment (SROI) score across our CSR programs, i.e.,  $>1.1$ . This score reflects that social investments carried out through CSR activities provide a new optimal level of return for the Company. This achievement confirms our commitment to ensuring that every CSR program implemented is able to provide positive benefits for the surrounding community and provide a real impact for the Company.

The following are the results of the SROI assessment of CSR activities by development segment:

SROI Residential Area 	SROI Industrial area 	SROI Mixed-use and High Rise 	SROI Investment Property 
14 CSR Programs	0 CSR Programs	19 CSR Programs	13 CSR Programs
SROI $< 1$	SROI $< 1$	SROI $> 1$	SROI $> 1$

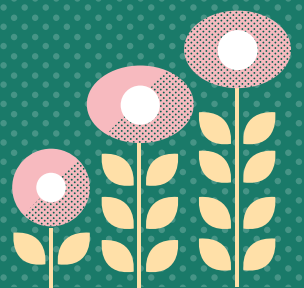
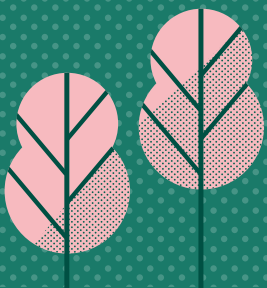
Annually, the Company determines crucial programs and agendas to advance social, economic, and environmental sustainability within the Company's internal environment. One such activity involves conducting training, refreshment, and outreach programs on Social Return on Investment (SROI) for project teams. In 2023, representatives from 22 projects located in Jakarta and Surabaya took part in these initiatives.







**V. Annexes**



## GRI CONTENT INDEX

GRI Standard General Disclosures	Disclosure Number	Disclosure Title	Page Number and Reasons for Omissions if Applicable
<b>GRI 101: FOUNDATION 2016</b>			
<b>GENERAL DISCLOSURE</b>			
<b>Organizational Profile</b>			
<b>GRI 102 : General Disclosure (2016)</b>	102-1	Name of organization	4
	102-2	Activities, brands, products and services	6
	102-3	Location of headquarters	10
	102-4	Location of operations	10
	102-5	Ownership and legal form	9
	102-6	Markets served	6
	102-7	Scale of organization	6
	102-8	Information on employees and other workers	22-25, 34-35, 68-89
	102-9	Supply chain	38-39
	102-10	Significant changes to the organization and its supply chain	38-41
	102-11	Precautionary principle or approach	28-32
	102-12	External initiatives	23-24, 29, 34-46, 63-66, 82-86, 90-100
	102-13	Membership of associations	7-8
<b>Strategy</b>			
<b>GRI 102 : General Disclosure (2016)</b>	102-14	Statement from senior decision-maker	16-19
	102-15	Key impacts, risks and opportunities	16-19, 28, 70
<b>Ethics and Integrity</b>			
<b>GRI 102 : General Disclosure (2016)</b>	102-16	Values, principles, standards, and norms of behaviour	4-5
	102-17	Mechanisms for advice and concerns about ethics	25, 70-71
	102-18	Governance structure	69, 77-78
	102-19	Delegating authority	69
	102-20	Executive-level responsibility for economic, environmental, and social topics	69
	102-21	Consulting stakeholders on economic, environmental, and social topics	34-37
	102-22	Composition of the highest governance body and its committees	69
	102-23	Chair of the highest governance body	69
	102-24	Nominating and selecting the highest governance body	69



	102-25	Conflicts of interest	71
	102-26	Role of highest governance body in setting purpose, values, and strategy	69
	102-27	Collective knowledge of highest governance body	69, Annual Report 2023
	102-28	Evaluating the highest governance body's performance	69, Annual Report 2023
	102-29	Identifying and managing economic, environmental, and social impacts	12-13, 23-25, 28-33
	102-30	Effectiveness of risk management processes	70
	102-31	Review of economic, environmental, and social topics	16-19
	102-32	Highest governance body's role in sustainability reporting	69
	102-33	Communicating critical concerns	28-37
	102-34	Nature and total number of critical concerns	33-37
	102-35	Remuneration policies	80-81
	102-36	Process for determining remuneration	80-81
	102-37	Stakeholders' involvement in remuneration	80-81, Annual Report 2023
	102-38	Annual total compensation ratio	Remuneration ratio is not disclosed in the report due to the sensitivity and highly competitive human resource environment.
	102-39	Percentage increase in annual total compensation ratio	Remuneration ratio is not disclosed in the report due to the sensitivity and highly competitive human resource environment.
<b>Stakeholder Engagement</b>			
<b>GRI 102 : General Disclosure (2016)</b>	102-40	List of stakeholder groups	34-39
	102-41	Collective bargaining agreements	33-37
	102-42	Identifying and selecting stakeholders	34-37
	102-43	Approach to stakeholder engagement	33-37
	102-44	Key topics and concerns raised	33-37

Reporting Practice			
GRI 102 : General Disclosure (2016)	102-45	Entities included in the consolidated financial statements	10
	102-46	Defining report content and topic Boundaries	10
	102-47	List of material topics	33
	102-48	Restatements of information	2, 10
	102-49	Changes in reporting	10
	102-50	Reporting period	10
	102-51	Date of most recent report	10
	102-52	Reporting cycle	10
	102-53	Contact point for questions regarding the report	Table of Content
	102-54	Claims of reporting in accordance with the GRI Standards	10, 29
	102-55	GRI content index	102-109
	102-56	External assurance	10
Topic-specific Standards			
Energy			
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	50
	302-2	Energy consumption outside of the organisation	Scope 3 is not measured yet
	302-3	Energy intensity	51-52
	302-4	Reduction of energy consumption	51-52
	302-5	Reductions in energy requirements of products and services	51-52
Water and Effluents			
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	55-60
	303-2	Management of water discharge-related impacts	55-60
	303-3	Water withdrawal	55-60
	303-4	Water discharge	55-60
	303-5	Water consumption	55-60
Biodiversity			

<b>GRI 304: Biodiversity 2016</b>	304-1	Operational sites owned, leased, managed, or adjacent to, protect areas and areas of high biodiversity value outside protected areas.	63
	304-2	Significant impacts of activities, products, and services on biodiversity	N/A
	304-3	Habitats protected or restored	N/A
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	N/A
<b>Emission</b>			
<b>GRI 305: Emissions 2016</b>	305-1	Direct (Scope 1) GHG emissions	53-54
	305-2	Energy indirect (Scope 2) GHG emissions	53-54
	305-3	Other indirect (Scope 3) GHG emissions	Not measured yet
	305-4	GHG emissions intensity	53-54
	305-5	Reduction of GHG emissions	53-54
	305-6	Emissions of ozone-depleting substances (ODS)	N/A as Intiland does not use ODS
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	N/A as Intiland is not regulated to monitor its air emission
<b>Waste</b>			
<b>GRI 306: Waste 2020</b>	306-1	Waste generation and significant waste-related impacts	60-62
	306-2	Management of significant waste-related impacts	60-62
	306-3	Wasted generated	60-62
	306-4	Wasted diverted from disposal	60-62
	306-5	Wasted directed to disposal	60-62
<b>Product Quality and Responsibility</b>			
<b>GRI 416: Customer Health and Safety 2016</b>	416-1	Assessment of the health and safety impacts of product and service categories	43-46
	417-2	Incidents of non-compliance concerning the health and safety impacts of products and services	43-46
<b>GRI 417: Marketing and Labeling 2016</b>	417-1	Requirements for product and service information and labeling	43-46
	417-2	"Incidents of non-compliance concerning product and service information and labeling" 16	43-46
	417-3	Incidents of non-compliance concerning marketing communications	43-46

Occupational Health, Safety and Well-being			
<b>GRI 403: Occupational Health and Safety 2018V</b>	403-1	Occupational health and safety management system	84-85
	403-2	Hazard identification, risk assessment, and incident investigation	84-85, 87-89
	403-3	Occupational health services	84-85
	403-4	“Worker participation, consultation, and communication on occupational health and safety”	84-85
	403-5	Worker training on occupational health and safety	84-85
	403-6	Promotion of worker health	84-85
	403-7	“Prevention and mitigation of occupational health and safety impacts directly linked by business relationships”	84-85
	403-8	“Workers covered by an occupational health and safety management system”	84-85
	403-9	Work-related injuries	84-85
	403-10	Work-related ill health	84-85
Ethical and Transparent Business			
<b>GRI 205: Anti-Corruption 2016</b>	205-1	Operations assessed for risks related to corruption	25, Annual Report 2023
	205-2	Communication and training about anti-corruption policies and procedures	25, Annual Report 2023
	205-3	Confirmed incidents of corruption and actions taken	NA, no incidents
<b>GRI 206: Anticompetitive Behavior 2016</b>	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	NA, no incidents
<b>GRI 307: Environmental Compliance 2016</b>	307-1	Non-compliance with environmental laws and regulations	NA, no incidents
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1	Non-compliance with laws and regulations in the social and economic area	NA, no incidents

Economic Contribution to Society			
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	20-23
	201-2	Financial implications and other risks and opportunities due to climate change	23
	201-3	Defined benefit plan obligations and other retirement plans	24
	201-4	Financial assistance received from government	23
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	81
	202-3	Proportion of senior management hired from the local community	77, 79
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	97
	203-2	Significant indirect economic impacts	100
Responsible Supply Chain			
GRI 301: Materials 2016	301-1	Materials used by weight or volume	62-63
	301-2	Recycled input materials used	Data is not available yet
	301-3	Reclaimed products and their packaging materials	N/A as the purchased of materials handled by contractors
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	40-41
	308-2	Negative environmental impacts in the supply chain and actions taken	NA, no incidents
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	40-41
	414-2	Negative social impacts in the supply chain and actions taken	NA, no incidents
Cyber-readliness and Data Privacy			
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	44



Future-ready Workforce			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	81
	404-2	“Programs for upgrading employee skills and transition assistance programs”	73-74
	404-3	“Percentage of employees receiving regular performance and career development reviews”	73-74
Labour Conditions			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	78-79
	401-2	“Benefits provided to full-time employees that are not provided to temporary or part-time employees”	23
	401-3	Parental leave	82
GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes	79
GRI 406: Non Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	NA, no incidents
Human Rights			
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	40-41

## INDEX OF POJK NO.51-2017 - ATTACHMENT II

No.	POJK No.51-2017 - Attachment II	Page Reference And Explanation (If Any)
1	Explanation about Sustainability Strategy	29-32
2	Sustainability Performance Summary - please fill in with data from the last 3 years (for FSI, Issuer and PLCs who have operated at least 3 years) as follows :	
	a. Covering economic issues 1. Quantity of products or service sold 2. Income or sales 3. Eco-friendly products 4. Local actors involvement in business process – related to sustainable finance	20-23
	b. Environment issues, at least should cover: 1. Energy usage (i.e water and electricity) 2. Emission reduction (for FSI, issuers, and PLCs whose business process have impact on environment) 3. Waste and effluent reduction (for FSI, issuers, and PLCs whose business process have impact on environment) 4. Biodiversity (for FSI, issuers, and PLCs whose business process have impact on environment)	49-66
3	Short profile about Companies – should at least cover:	
	a. Vision, mission, and sustainable values of FSI, issuers, and PLCs	4-5
	b. Name, address, phone, fax, email, website, branch office	10
	c. Scale of the organization should cover: 1. Total capitalization or assets and total obligation (in million rupiah) 2. Total employees by gender, job title, age, education and term of contract 3. Percentage of stock ownership (state and public) 4. Operational areas	6, 9, 20-23, 75-77
	d. Short profile about products, services and business activities	4
	e. Association membership	7-8
	f. Significant changes to organisation (i.e closing for opening or a branch, ownership structure)	No Changes

4	<b>CEO Explanation contain of:</b>	
	a. Policy to response challenges in implementing sustainability strategy, such as : 1. Explanation on sustainability values 2. Explanation on sustainability responses of sustainable finance program 3. Explanation on commitment of leadership in achieving sustainable finance program 4. Performance in the implementation of sustainable finance program 5. Challenges in the implementation of sustainable finance program	16-19
	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)	16-19
	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	16-19
5	<b>Sustainable Governance, cover:</b>	
	a. Explanation on the BOD & BOC, staff or task force's responsibility on executing SF program	69
	b. Explanation on capacity building for BOD, BOC, staff or task force on Sustainable Finance	69, Annual Report 2023
	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	23, 69-70
	d. Explanation about stakeholders, should cover: 1. Stakeholder engagement based on management assessment, shareholders meeting, decree or others 2. Stakeholder engagement strategy: dialog, survey or seminar	33-37
	e. Problems that have to be dealt with that influence the execution of SF	33-37

6	Sustainability Performance should cover at least:	
	a. Explanation on activities that build the culture of sustainability internally	20
	b. Explanation on Economic Performance in the last 3 years, cover: 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	20-23
	c. Social Performance in the last 3 years: 1. Organisation's commitment to deliver products/services equally to customers 2. Labor - should cover: 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 3. Community, should cover at least: 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 c. Social and environmental responsibility that can be connected to SDGs - covering type of activities and achievement of community development program	44, 75-100
	d. Environmental Performance, should at least cover: 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: a. Total usage and energy intensity; and b. Efforts and achievement in energy efficiency, including usage of renewable energy	48-66

	<p>e. Environmental Performance for organisations that have operation directly impacted environment, should at least cover:</p> <ol style="list-style-type: none"> <li>1. Performance as mentioned in “d”</li> <li>2. Information about activities and operational areas that impacted positively or negatively to the environment especially affecting ecosystem that support that location</li> <li>3. Biodiversity, should at least cover: <ol style="list-style-type: none"> <li>a. Impact of operational areas that are close to or in conservation or areas with biodiversity; dan</li> <li>b. Biodiversity conservation program that protect animal or plant.</li> </ol> </li> <li>4. Emission, should at least cover: <ol style="list-style-type: none"> <li>a. Total and emission intensity produce by type; and</li> <li>b. Efforts and achievement in emission efficiency</li> </ol> </li> <li>5. Waste and effluent, should at least cover: <ol style="list-style-type: none"> <li>a. Total waste and effluent produced by type;</li> <li>b. Waste and effluent management system</li> <li>c. Spill (if any)</li> </ol> </li> <li>6. Number and type of complaints received and addressed related to environmental issues</li> </ol>	48-66
	<p>f. Responsibility in expanding SF products/services, should at least cover:</p> <ol style="list-style-type: none"> <li>1. Innovation and development of SF products/services</li> <li>2. Number and percentage of products/services evaluated on customer safety</li> <li>3. Positive and negative impact resulted from SF products/ services, distribution process, mitigation to address negative impact</li> <li>4. Number of product withdrawn and why; or</li> <li>5. Customer satisfaction survey on SF product/service</li> </ol>	38-46
7	<b>If any, independent - written verification</b>	N/A



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