

# SUSTAINABLE TRANSFORMATION



SINTESA GROUP



Sustainability Report

2021

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# MESSAGE FROM OUR CEO

Dear Our Readers,

Welcome to the first Sintesa Group Sustainability Report. This report is written to communicate the sustainability commitments and efforts that we put into action from 2019 until 2021.

A lot has changed since Sintesa Group was first established 100 years ago. What started as a family business now consists of 17 subsidiaries that continue to evolve over time.

Back in the day when the world started to look more into socially responsible practices, Sintesa Group has also begun treading our path towards sustainability. We believe the practice of Environmental, Social and Governance (ESG) is essential in creating long-term value that could be a powerful tool in delivering a more sustainable and prosperous future, aside from safeguarding businesses from future risks and therefore improving investment performance within the company. It aligns with our business' fundamental principle of People, Planet, and Profit, which represents our purpose to contribute to the benefit of the society, and eventually the world.

Marking 100 years of our presence, we started an important transformation that opens a new chapter for us, in which we work towards our vision as a Sustainable Excellence Company. We made gradual changes throughout Sintesa Group, starting from how we operate the business to the products and services we developed. We made conscious decisions to make investments that can contribute to Sustainable Development Goals (SDGs) through our subsidiaries.

As we approach 2021, the ongoing pandemic continues to affect our lives and strain resources worldwide. Adding to the

complexity, climate change and resource depletion also take a toll on the environment, humans, and businesses. These challenges require innovative solutions and collaboration from all sectors, including Sintesa Group as a responsible business. We believe in responsible investments and operations, and we synthesized this belief into Sintesa Group's SDGs Road Map: Sintesa for The Earth.

This road map, implemented in 2021, guides our actions and decision-making toward achieving the UN SDGs. Through this road map, we strive to minimize our negative impact on the environment while promoting sustainable development in all aspects of our business. We aim to continuously improve and align our practices with global sustainability standards and regulations. We believe that by integrating sustainability into our operations, we are not only contributing to a better future for our planet, but also creating long-term value for our stakeholders.

As we believe that our employees are key players in driving sustainable change within our company and in the larger community, we focus on raising their awareness and understanding of how their actions can drive a positive impact. We continue to provide opportunities for them to develop their talents and skills as well as prioritize safety measures to protect their health during the COVID-19 pandemic.

Sintesa Group has always been committed to sustainable development, and we continue to strive towards this goal in everything we do. We believe that in our transformation, empowering sustainability needs collaboration from everyone—every effort from every person matters. This year is another milestone for Sintesa Group, and I want to thank everyone involved in Sintesa Group's business journey.



SHINTA WIDJAJA KAMDANI  
CEO Sintesa Group



WE SEE SUSTAINABILITY NOT MERELY AS ACTION ON CORPORATE RESPONSIBILITY, BUT AS A STRATEGIC IMPERATIVE; SHIFTING FOCUS FROM BUSINESS EFFICIENCY ALONE TOWARDS INNOVATION THAT CREATES SUSTAINABLE VALUE.

# REPORT'S THEME: EMPOWERING SUSTAINABILITY FOR SINTESA GROUP TRANSFORMATION

For over 100 years, Sintesa Group has undergone a consistent transformation. Starting as a family business, Sintesa Group has successfully grown into one of the leading strategic investment holding companies in Indonesia. Under the leadership of the third generation, Shinta Widjaja Kamdani led the company's transformation by embracing sustainability as a core principle.

In 1999, the Sintesa Group changed its organizational structure by transforming into a consolidated holding. The implementation of the consolidated holding concept, which involved the development of a four-pillar business structure, increased the effectiveness of the Sintesa Group's management and professionalized the company's governance. The transformation from a family business to a strategic investment holding company is also conducted by clearly separating between "governing the family and governing the business". Through the formation of an Executive Committee, the process of making business decisions is no longer limited to shareholders, but has become one of the Executive Committee's responsibilities.

The next transformation continued in 2019 with the vision of becoming a sustainable excellence company. Despite the global pandemic challenges, 2020 also marked a big step for Sintesa Group's transformation by implementing the SDGs as the DNA of the company's operations and investments. SDGs as the framework of company outcomes are the tools to ensure that decisions are made to achieve sustainable development in its three dimensions – economic, social, and environmental – in a balanced and integrated manner.

Through our positioning as a strategic investment company, the SDGs have helped Sintesa Group develop a reliable business model as a guide for business expansion to product and service development based on responsible investment principles. We adopted sustainability in subsidiary operations through a commitment to change to minimize risks that arise in business process with objectives as follows:

- Drive growth
- Map business risks
- Map company goals
- Strengthen the company's reputation
- Encourage business opportunities and market penetration

Looking ahead, we remain committed to our journey of transformation. We are confident that by staying true to our core values and continuously reinventing ourselves, we will be able to thrive in an ever-changing world.





# 01

## ABOUT SINTESA GROUP

- About Sintesa Group
- Milestones
- Our Business
- Scale of Operations
- Employee Demographic
- Associations & Company Achievements

# ABOUT SINTESA GROUP

GRI 102-1, GRI 102-16

Over more than a 100-year journey, change has become the key to our adaptability and the catalyst that drives the transformation of Sintesa Group. The founding of Sintesa Group in 1919 was a strong foundation that represents the starting point of the progress we have achieved today. In 1959, Sintesa Group innovated by shifting its business focus to become a trading company, showing its capability in engaging a diverse range of local and international business partners from various industries.

Our journey of transformation continued as in 1999, we made a huge step forward by shifting into a strategic investment holding company. Our business portfolio has expanded diversely through 4 business pillars and 16 subsidiary companies.

In conducting its operational and investment activities, in 2020, Sintesa Group transformed its vision to become a sustainable excellence company by integrating the SDGs as the DNA of all its subsidiaries. Sintesa Group is committed to promoting sustainable growth that benefits people, planet, and profit.



# MILESTONES

GRI 102-5



## Build 1919

Oey Kim Tjiang started our business in 1919 as a rubber plantation named N.V. Handelsbouw en Cultuur Maatschappij. This business is the beginning of Sintesa Group's journey, which was started by the family's first generation.



## Growth 1959

In 1959, we altered the name of N.V. Handelsbouw en Cultuur Maatschappij to PT Tigaraksa and shifted our focus to trading as the core business. Our continued growth also came with increased dealings with various local and international audiences, from customers to shareholders and suppliers to partners such as Johnson & Johnson, Tom-Warner, Wyeth-Ayerst Sterling, BASF of Germany and many more.



## Transform 1999

The year 1999 is another crucial milestone in Sintesa Group's journey. Sintesa Group was born due to the decision of the third generation of the family, Shinta Widjaja Kamdani, who recognized the value of creating synergistic transformation.

In doing so, Sintesa Group synergized various independent companies into one integrated identity that reflects our identity as a strategic investment holding company and a leading brand that can be trusted globally.

This change marked a new milestone for our business with a focus on four main pillars: Property, Energy, Industrial Products and Consumer Products. Under these four business pillars, Sintesa Group has invested in sixteen companies with two pillars listed on the Indonesia Stock Exchange.



## Driving for Sustainable Excellence Company 2019

A family business with a journey of 100 years and still moving forward is solid evidence that sustainability matters, not only making profit the only goal but also how the business can have a significant impact on people and planet. In pursuing the achievement of our Vision to become a Sustainable Excellence Company, we incorporate SDGs into our business model and responsible business practice by developing our very own SDGs Roadmap: Sintesa for the Earth.

With clean and renewable energy initiatives, eco-friendly tourism and health impact principles, the Sintesa Group has committed more than ever to progress in championing sustainable business and creating multi-stakeholders value.



THROUGH THE 4E VALUES, THE TRANSFORMATION INTO A CONSOLIDATED HOLDING COMPANY IS NOT LIMITED TO STRUCTURAL CHANGES, BUT ALSO INVOLVES CULTURAL SHIFTS TO ADAPT TO THE DYNAMIC BUSINESS, WITH AN EMPHASIS ON THE COMPANY'S CORE VALUES.



We have **4E values** (Empathy, Empowerment, Excellence, Entrepreneurship), to strengthen the collective leadership mindset within the Company.



### Empathy

We believe in care and compassion as the foundation of individual and social responsibility of our Group.



### Empowerment

We believe in empowering our people who work within the organization, based on trust and competence within the corporate system that leads towards achieving higher self-esteem and productivity.



### Excellence

We believe in striving for excellence in everything we do, from products to services and from ideas to implementation to benefit communities where we work and live in.



### Entrepreneurship

We believe in building an entrepreneurial spirit to drive motivation, creativity and resilience at all levels of the workforce which in turn leads to excellence in innovation and a result-oriented culture.



# OUR BUSINESS

GRI 102-2, GRI 102-6, GRI 102-45

We are committed to achieving sustainable business growth through expansion strategies and incorporating sustainable targets into the value chain.

We believe that sustainable growth is an achievement that must be accomplished with the ability to gather the needs of today's life without sacrificing the lives of future generations. This is aligned with the transformation of Sintesa Group towards a Sustainable Excellence Company, with a solid commitment to implementing sustainability targets in our business model as well as the value chain.

The harmonization of our business objective is to ensure we meet consumer demands and accelerate sustainability focus that is aligned with Sustainable Development Goals into a business model and operation managed by all of our subsidiaries.



During our transformation phase, which started in 1999, we have synergized 16 subsidiaries into 4 business pillars:



### Consumer Products

The Consumer Products business pillar comprise of consumer goods distribution and production and distribution of health products.



### Energy

As a Sustainable Excellence Company, Sintesa Group is expanding its business portfolio in the energy sector. It is our contribution to providing clean, green and renewable energy for a cleaner environment as sustainable energy drives economic growth and enhances social and economic development that enables the world to thrive.



### Property

The business portfolio developed through this business pillar includes properties of several hotels in several cities such as Jakarta, Manado, Palembang, Muara Enim, and Bali. Sintesa property business pillar also invests in construction services, building management, and architectural design of numerous commercial areas and carries out business development for integrated Special Economic Zones for Tourism.

PT CIPTA MUSTIKA



PT HIYU PERMAI



### Industrial Products

In the Industrial Products pillar, Sintesa Group focuses on developing its business portfolio through the sale of high-quality specialty steel, production of parts and engineering strengthening to support various industrial sectors, marketing of industrial gas, medical gas, and other related services, as well as manufacturing of ferrous-based and non-ferrous-based casting materials and special maintenance electrodes for repair and maintenance purposes.



# SCALE OF OPERATIONS

GRI 102-4



**SINTESA GROUP HAS  
4 BUSINESS PILLARS  
SPREAD THROUGHOUT  
INDONESIA.**



**Consumer Product**

- 1 head office
- 23 branch offices
- 4 operational offices



**Energy**

- 2 head offices
- 1 power generation unit



**Property**

- 5 hotels
- 1 office building
- 1 head office
- 1 operational office
- 1 integrated tourism area



**Industrial Products**

- 1 head office
- 3 subsidiary offices
- 30 branch offices
- 1 manufacture plant

# EMPLOYEE DEMOGRAPHIC

GRI 102-7, GRI 102-8

Pillar	Gender			Status			Location		
	Male	Female	Total	Permanent	Contract	Total	Head Office	Branch Office	Total
 Industrial Product	341	81	422	341	81	422	57	365	422
 Consumer Product	1,750	467	2,217	1,873	344	2,217	360	1,857	2,217
 Property	424	96	520	280	240	520	511	9	520
 Energy	62	12	74	15	59	74	17	57	74
 Holding	9	7	16	15	1	16	15	1	16
<b>Total</b>	<b>2,586</b>	<b>663</b>	<b>3,249</b>	<b>2,524</b>	<b>725</b>	<b>3,249</b>	<b>960</b>	<b>2,289</b>	<b>3,249</b>

# ASSOCIATIONS & ACHIEVEMENTS

[GRI 102-12, GRI 102-13]

As a leading strategic investment company, Sintesa Group is a member and part of the working group of several global and national institutions/associations.

These associations include:



## Achievements

Sintesa Group and its subsidiaries have been rewarded with a number of achievements, such as:

### Sintesa Group

- Become a Co-lead of the Property sector in creating GISD-specific sector metrics

### PT Meppo-Gen:

- Blue PROPER (2020-2021)
- Adopt the Clean Development Mechanism (CDM) developed by the United Nations

### PT Tira Austenite Tbk:

- EDGE Certification in 2019
- ISO 9001:2015

### PT Tigaraksa Satria Tbk:

- Zero Accident Award
- Good Manufacturing Practice Certification, 2005
- SNI Award, 2015 Gold Category
- ISO 9001:2015 ID09/01351
- SNI ISO/IEC 17025:2017 LP-656-IDN



# 02

## HOW WE REPORT

- About the Report
- Defining Report Content
- Stakeholder Engagement

# ABOUT THE REPORT

GRI 102-3, 102-10, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54

**A journey of a thousand miles begins with a single step. In carrying out our transformation towards becoming a Sustainable Excellence Company, the first Sustainability Report of Sintesa Group embodies our corporate responsibility through measuring performance in managing impacts on the environment and society.**

This report marked the beginning of our sustainability journey, which will continue to be evaluated and improved over time. In this report, Sintesa Group would like to share the efforts conducted and compiled in the 2021 reporting period starting from January 1, 2021 - December 31, 2021. The term "Sintesa Group/PT Widjajattungal Sejahtera/Company/We" refers to Sintesa Group. This is our first report, there is no significant changes to the Company's organizational structure and supply chain.

This report has been prepared in accordance with the GRI Standards: Core Options and Global Investors for Sustainable Development (GISD) sector-specific metrics. GRI, or Global Reporting Initiative, is an independent international standards organization that helps businesses, governments, and other organizations understand and communicate their impact on climate change, human rights, and corruption.

The Global Investors for Sustainable Development (GISD) Alliance is a group of 30 of the world's top business leaders convened by the United Nations Secretary General to arrive

at solutions that scale up private finance and investment necessary to achieve the Sustainable Development Goals (SDGs). As one of their key deliverables, the GISD Alliance published sector-specific metrics that will provide investors with key insights in aligning their financing with sustainable development and measure SDG impact. These metrics provide a better measurement of contributions to the Sustainable Development Goals (SDGs) by companies active in a particular sector.

To make it easier for readers to find GRI Standards disclosures, we have included a GRI Standards index at the back of the report.

Our commitment to implementing sustainability initiatives is reflected through the subsidiaries of each business pillar: PT Meppo-Gen, PT Menara Duta, PT Tira Austenite Tbk, and PT Tigaraksa Satria Tbk. At this moment, Sintesa Holding has yet to integrate the data of its subsidiaries. To ensure more comprehensive and accurate reporting in the future, we plan on incorporating these data and information into our system.

Through this report, we also sincerely invite stakeholders and readers to participate in the ongoing transformation of Sintesa Group into a Sustainable Excellence Company. Our readers and stakeholders could contribute to our ongoing journey by providing feedback or input that can be submitted via email or the Sintesa Group head office as follows:

✉ [info@sintesagroup.com](mailto:info@sintesagroup.com)

📍 Menara Duta Building, 3<sup>rd</sup> Floor,  
JL. HR Rasuna Said, Kav. B-9, Kuningan, RT.3/RW.1,  
Kuningan, Karet Kuningan, Setiabudi, South Jakarta  
City, Jakarta 12910



# DEFINING REPORT CONTENT

GRI 102-46, GRI 102-47

In preparing this report, we applied the 10 reporting principles of the GRI Standards in determining the content and quality of the report.

The four reporting principles in defining report content are stakeholder inclusiveness, sustainability context, materiality, and completeness. For the quality of the report itself, there are six principles, namely accuracy, balance, clarity, comparability, reliability, and timeliness.

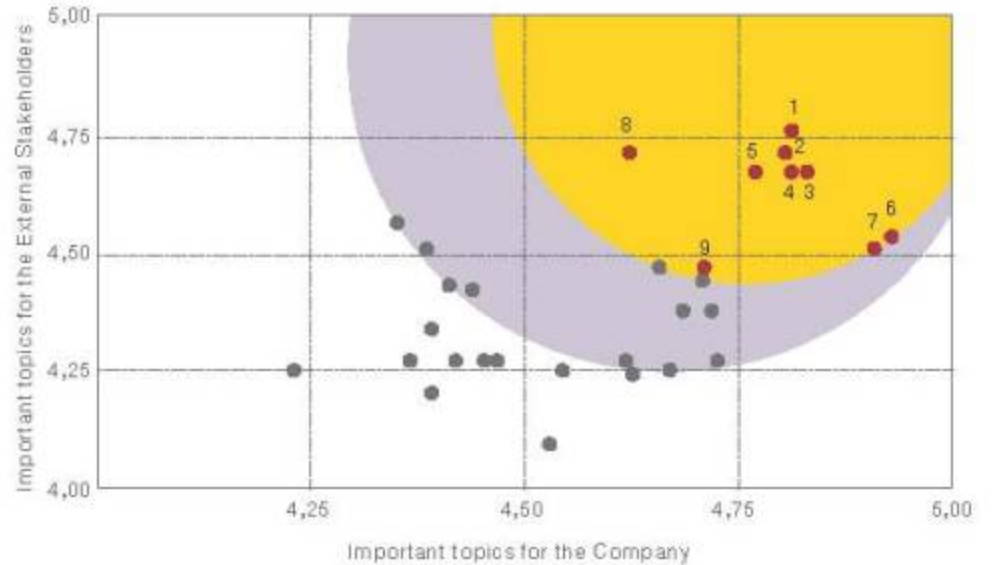
## Reporting steps:



In this sustainability report, we seek to obtain information about other important topics from our stakeholders through a materiality topic survey as part of implementing the stakeholder inclusiveness. The material topics identified were then reviewed and approved by our Board of Directors.

From the results of the materiality survey conducted for internal and external stakeholders, there are 10 materiality topics that are the focus of this reporting period.



























## Materiality Matrix



Nine topics that are important to the Company and stakeholders
  Topics that are irrelevant to the Company and stakeholders



Next, we mapped each materiality topic to the GRI Standards. Each topic has its own boundaries in our supply chain. This topic boundary determines the impact of a material topic and the role of Sintesa Group. The impacts we report may be caused, contributed to, or associated with our activities through business relationships.

No	Material Topics	GRI Topics	Supplier	Sintesa Group	Business Pillar	Customer	
1	Ensures information security and confidentiality of customers data accordance with the applicable code of ethics	Customer Safety					 Caused by
2	Occupational Health and Safety (OHS) management system is implemented throughout Company's operations	Occupational Health and Safety					 Contributed by
3	Upholds ethics and integrity in its working culture	Ethics and Integrity					 Linked by
4	Treats all of its stakeholders fairly and equally, and has never been involved in ethnicity, religion, or certain community groups issues or human rights violations	Diversity					
5	Has an anti-corruption and bribery policy	Anti-Corruption, Ethics and Integrity					
6	Sintesa Group against any practices breaching human rights, including child labor, forced labor, and sexual harassment	Human Rights					
7	Company chooses reliable, trusted and traceable suppliers and business partners	Procurement Practices					
8	Across its operations, Sintesa Group consumes water responsibly and has water-saving measures	Water and Effluents					
9	Wastewater treatment plants are in place and Company monitors the quality of water discharge continuously	Water and Effluents					

# STAKEHOLDER ENGAGEMENT

GRI 102-42, 102-43, 102-44

**Sintesa Group recognizes that our goals could never be achieved without the support of our stakeholders.**

Even when the pandemic restricts our activities, we constantly communicate with our stakeholders, as they are essential components of the Sintesa Group. We utilized a variety of technologies to communicate with our stakeholders both offline or online to ensure everyone's health and safety.



## Working Closely with Several Sustainability Associations

We stay up-to-date with sustainability trends by engaging with major organizations such as the Indonesia Business Council for Sustainable Development (IBCSD), the Indonesia Business Coalition for Women Empowerment (IBCWE), Indonesia Global Compact Network (IGCN) and Global Reporting Initiative (GRI). These associations provide us with valuable insight that must be applied to our corporate platform and pillars.

## Supporting Our Government

Our partnership with the government and related ministries such as Bappenas involve staying up-to-date on compliance updates, preparing SDGs National Action Plans (RAN), and helping combat COVID-19.

## Support Community

Our company aims to establish connections and support communities, particularly those who are marginalized. Furthermore, we partner with various organizations to facilitate Diffablepreneurship and Nature School initiatives.

## Engage and Connect with Our Employees

During the pandemic, we maintained regular communication with employees using digital technology and regular newsletters. We communicate several things, such as policy changes, training, gathering activities, etc., so that employees always get the latest information about the Company. We also hold town hall and sustainability committee meetings regularly through virtual means.

## Moving Forward for Better Indonesia

We build a close relationship with several non profit organizations for conduct several projects. Our Leader, Shinta Kamdani is actively involved in business and social organizations such as KADIN, Apindo, Angel Investment Network Indonesia, and other associations.

## Having Good Relationship with Media

Media partners are critical stakeholders in communicating the Sintesa Group transformation and the latest updates performed by the Company.

# 03

## OUR SUSTAINABILITY JOURNEY

- Why We Focus on Sustainability
- Our Sustainability Journey
- Manifestation of Our Commitment: Global Investor for Sustainable Development
- Manifestation Of Our Commitment: Sintesa For The Earth Road Map
- Implementation of Road Map Through Business Model and Value Chain
- Impactful Investment

# WHY WE FOCUS ON SUSTAINABILITY

As a leading strategic investment company, we seek to shape a better future through investing for impact, aiming to focus on investments in tune with UN SDG that can give measurable impact on people and the environment as well. This is our way of incorporating ESG (Environmental, Social, and Governance) within the company, to safeguard businesses from future risks and to improve investment performance, sustainability performance, management, as well as risk/return policies within the company.

In order to do this, we took several actions including conducting assessments among stakeholders to identify the key priority areas for ESG; allocating resources and defining strategies with accountability measures; to running ESG measures through different internal assessments and making sure they meet the required guidelines. We specifically incorporated the Global Reporting Initiatives Standard into our sustainability report, as well as using IRIS Plus to help us set the indicator in our SDGs Road Map: Sintesa for The Earth.

## Our CEO's Role in Leading the Transformation Towards Sustainability

Sintesa Group's transformation towards sustainability is inseparable from the vision of our CEO, Shinta Widjaja Kamdani. Her commitment to sustainable business is reflected in the triple bottom line aspects upon which Sintesa Group is built, namely People, Planet, Profit, which emphasizes how our business should not only strive for its prosperity, but also for the positive impact it could bring to society and the environment.

Apart from her role in the Sintesa Group, Shinta is also active in strengthening business synergies and cooperation for sustainable development through her involvement in various national and global organizations, such as:

- Vice Chairwoman of the Indonesian Chamber of Commerce and Industry (Kadin Indonesia)
- Vice Chairman of the Indonesia Employers Association (APINDO)
- President of Indonesia Business Council for Sustainable Development (IBCSD)

- Founder of the Indonesian Business Coalition on Women Empowerment (IBCWE)
- Founder of Angel Investment Network Indonesia (ANGIN)
- Chair of the B20 Indonesia, the business engagement and outreach group of G20 Indonesia
- Executive Board Member and Regional Coordinator for the Asia-Pacific region of the International Chamber of Commerce (ICC)
- Strategic Advisor Business for Nature
- Member of the UN's Global Investors for Sustainable Development (GISD) Alliance.

As part of her achievement, she was also named as:

- The Asia Corporate Excellence & Sustainability (ACES) Woman Entrepreneur of The Year 2019
- Commander of the Polar Star by the King Carl XVI Gustaf of Sweden (2017)
- Commander of the Order of Leopold of Belgium (2017)
- FORBES Asia's 50 Powerful Businesswomen (2012, 2013, & 2016)
- Business Indonesia Award's 30 Best CEOs 2015



"Sustainability is the heart and soul of our transformation in Sintesa Group. It aligns with our business' fundamental principle of People, Planet, and Profit, and it is our vision to contribute to the benefit of society, and eventually the world, through becoming a Sustainable Excellence Company."

# OUR SUSTAINABILITY JOURNEY



THE "SINTESA FOR THE EARTH" ROAD MAP IS OUR COMPANY'S SOLID COMMITMENT IN BRINGING INVESTMENT IMPACT AS WELL AS OPERATIONAL IMPACT. IT IS OUR COMPASS IN IMPLEMENTING SUSTAINABLE VALUES ACROSS OUR BUSINESS MODELS AND VALUE CHAINS."

# MANIFESTATION OF OUR COMMITMENT: GLOBAL INVESTOR FOR SUSTAINABLE DEVELOPMENT

Sintesa Group has been a key player in the development of impact investments. Our involvement with the Global Investor for Sustainable Development (GISD) alliance has allowed us to actively contribute to advancing sector-specific, SDG-related metrics.

The GISD Alliance is a global group of investors committed to mobilizing the private investment sector in order to achieve Sustainable Development Goals. Our CEO is one of 30 corporate leaders appointed by the UN Secretary-General to join the alliance, who are responsible for delivering solutions to unlock long-term finance and investment in sustainable development both at a company and system-wide levels, mobilizing additional resources for countries and sectors most in need, finding ways to increase the positive impact of business activities; and aligning business practices with the 2030 Agenda for Sustainable Development.

Through the participation at GISD Strategy Group, Sintesa Group is co-leading the development of sector-specific, SDG-related metrics to measure the impact of company investments on SDGs. A number of key deliverables that have been produced by Sintesa Group together with the other members of the GISD Strategy Group, namely:

- Created sustainable development investing (SDI) index
- Launched the UNDP-GISD SDG Investor Platform
- Published SDI Navigator
- Call to Action for COVID-19 Bond Issue
- Issued 60+ global recommendations for scaling up investment in the SDGs
- Developed sector-specific metrics (as Co-Lead for Property Sector)

Being the only Indonesian member of the alliance, this becomes our contribution to private sector mobilization in advancing the funding and investment for global sustainable development.



**WE ARE THE FIRST COMPANY IN INDONESIA TO ADOPT THE SECTOR-SPECIFIC SDG-RELATED METRICS FOR CORPORATE REPORTING, WHICH IS APPLIED IN THIS SUSTAINABILITY REPORT.**

# MANIFESTATION OF OUR COMMITMENT: SINTESA FOR THE EARTH ROAD MAP

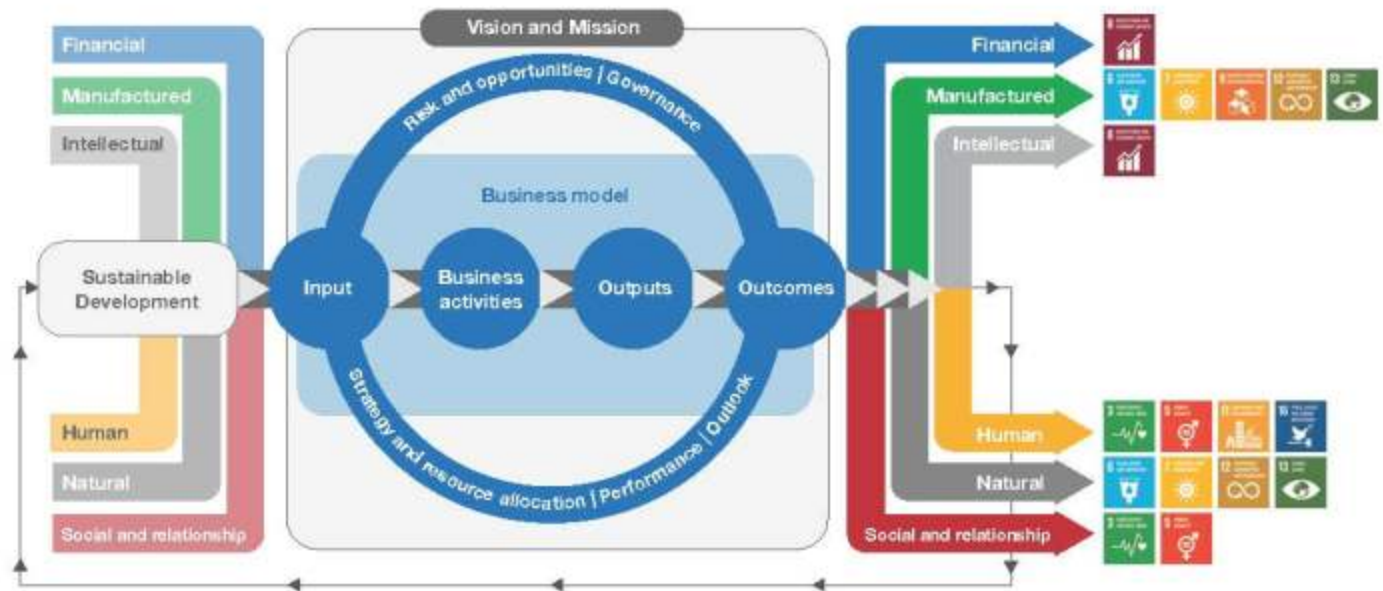
A real commitment to responsible investment and operations is demonstrated in Sintesa Group's SDGs Road Map: Sintesa for The Earth. It maps out a five-year plan that strengthens our goals as a responsible business. Based on the ESG Index, this road map frames the materiality issues impacting our investments and operations, the preventive and risk mitigation measures, as well as the direct and indirect impacts on the relevant SDGs objectives.

As a company with the vision of becoming a Sustainable Excellence Company, Sintesa Group is committed to implementing SDGs in its subsidiaries. Just as the main focus of sustainable development is summarized in the 17 Goals, the implementation of sustainable development will consequently:

- Drive growth
- Map business risks
- Encourage the map of company goals
- Strengthen company's reputation
- Encourage business and market opportunities

To this end, the road map acts as a guide to set targets, accomplishments, and standards for executing sustainable development in all of our subsidiaries. This ensures that all of our investments and operations have a positive effect on people, the planet, and profit.

The Process of Developing SDGs Road Map: Sintesa for The Earth



To put the process into action, Sintesa Group identified the highest priority areas for deployment, with particular attention to detail in the following areas:

1. Identified material issues by mapping impacts on the SDGs
2. Established a special committee that will accelerate the implementation of the SDGs
3. Developed corporate policies that guide the implementation of the SDGs Road Map: Sintesa for The Earth to be implemented in subsidiaries by the Goals set by PT Widjajatunggal Sejahtera as the holding company
4. Communicate sustainability objectives with internal stakeholders to foster a shared vision and commitment toward achieving the SDGs
5. Each subsidiary is responsible for developing an action plan that aligns with its respective pillar
6. Sintesa Group gathers data from its holdings and subsidiaries
7. Once all the data has been collected, Sintesa Group presents the implementation of the SDGs in the form of a Sustainability Report.





After completing an array of processes, we have created a summary for our road map, which will be further developed and modified in the future.



Synergizing all subsidiaries in a transformational path towards becoming a sustainable excellence company is not an overnight job. We realized the importance of a driving force that would become a catalyst to accelerate this transformation, which then prompted us to form a Sustainability Committee. Represented by sustainability champions of each subsidiary, the Sustainability Committee members act as agents of change in their respective companies, forming a collective leadership in driving the integration of SDGs implementation at the operational level.



## THE SUSTAINABILITY COMMITTEE DRIVES COLLECTIVE LEADERSHIP FOR COLLECTIVE ACTION IN SUSTAINABILITY WITHIN OUR GROUP



## Sustainability Committee Responsibility



### Executive Committee

- Provide input and provide approval on the goals, targets and metrics of the road map
- Provide input on reports and work results of Audit and Risk Management, Sustainability Working Group



### Sustainability Working Group

- Evaluating the road map and submitting recommendations for change
- Provide recommendations on the targets and metrics set out in the road map to be implemented in each subsidiary
- Provide best practice recommendations for each goal that is a commitment in the road map
- Conduct monitoring and evaluation by preparing standardized reporting.
- Develop a working timeline according to targets and achievements in the road map
- Conduct regular work meetings
- Conduct TCFD Reporting



### Sustainability Task Force

- Responsible for implementing the road map into the company's operations
- Submit implementation reports to the Sustainability Working Group according to reporting standards



### Audit and Risk Management

- Evaluate reports and data related to Sintesa Group's business risks
- Evaluating financial control policies, internal controls and risk management systems
- Integrating sustainability into the risk management process
- Conduct climate risk scenario analysis



### Policy Committee

- Evaluate policies related to the implementation of the SDGs according to the road map
- Provide policy recommendations related to the implementation of the road map
- Provide recommendations on standard remuneration and compensation policies
- Develop policy standards to accelerate the implementation of the road map
- Setting up a working timeline
- Setting up a monitoring mechanism
- Submit work results report to the Sustainability Working Group

# IMPLEMENTATION OF ROAD MAP THROUGH BUSINESS MODEL AND VALUE CHAIN

GRI 102-9

As part of this process, Sintesa Group is utilizing the SDGs for its business model and value chain, in order to ensure that their corporate actions are carried out with purpose and intention this year.



Sintesa Group's investments are made with the intention to maximize our positive impacts by achieving SDGs through our products, services, and business practices. These investments aim to yield measurable social, environmental and financial returns.

Specifically:

- 1) Products & services that support the accomplishment of the SDGs.
- 2) Implementation of sustainable activities that contribute to SDGs realization.

# IMPACT INVESTING

Impact investing is an investment strategy for making an impact on society and the environment while also earning financial returns. The Global Impact Investing Network has set out specific guidelines to ensure that this type of investing meets certain sustainability and responsibility standards.

As a strategic investment holding company, Sintesa Group strategically invests in businesses that promote SDGs. We believe our investments have to be established with the intention to generate positive as well as measurable financial, social, and environmental impact. This helps our company to achieve our strategic goals and provides the capital needed to address the world's most pressing challenges, aligned with our business portfolios, especially the renewable energy, health, and nature conservation line.

Sintesa Group has consistently carried out business expansions that have an impact on the SDGs as follows:

1

Contribution to the SDGs through products and services:

- Sintesa Health
- Sintesa Energy



2

Contribution to the SDGs through an integrated business model: Sintesa Ecotourism



Through these three business models, we are committed to contributing to health and well-being, protecting the environment and improving the local economy which are important goals in sustainable development.





TO IMPROVE ACCESS TO HEALTH SERVICES, WE SUCCESSFULLY DISTRIBUTED 16 HEALTH PRODUCTS FOR CANCER, DIABETES, AND SKIN DISEASE PATIENTS. THESE HEALTH PRODUCTS WERE WIDELY AVAILABLE, WITH OVER 120,000 UNITS SOLD ACROSS 7,101 HOSPITALS IN 27 PROVINCES.

### Sintesa Health

We believe access to health services and products is a basic human right that is also linked to economic development. Not only do investments in health reduce mortality rates and increase life expectancies, they also help boost productivity.

Against this backdrop, Sintesa Health was established in 2013 through PT Sintesa Duta Sejahtera as one of our subsidiaries. We focus on products targeted to optimize immunity to improve the overall quality of health. Our products are distributed to the customers through health providers and doctors.

Imported from several countries such as Spain, South Korea, and India, the products are then distributed by PT Sintesa Duta Sejahtera to areas across the country using reused cardboard packaging to make sure that our waste is handled responsibly.

Through Sintesa Health, we aim to improve health quality by contributing indirectly to help the treatment of communicable and non-communicable diseases. With the hopes to increase accessibility to health goods, we also market our products to several online platforms such as Halodoc. By 2025, we target a 5% increase in the sales of products to help with treatment for cancer, diabetes, and skin diseases. Sintesa Health's activities are in support of SDG 3, dedicated to ensuring healthy lives and promoting well-being for all.

**1 INDICATOR**

- Indirect contributions to improving health conditions
- In 2021, the number of products that had a direct impact on improving health conditions and fighting diseases in order to meet Goal 3 SDGs was 99%.

**2 IMPACT**

- Health products distributed by PT Sintesa Duta Sejahtera contribute indirectly to support the treatment of contagious/non-contagious diseases and the improvement of health conditions
- Increase sales of products that help the treatment of cancer, diabetes, and skin diseases by 5% from 2022 to 2025
- Total revenue: Rp 72,505,581,000

**Impact Themes**

- Equitable access to health treatment
- Equitable access to health goods
- Improving health outcomes

**SDG 3, 8**




## Sintesa Energy

In the energy sector, we focus on investments in utilities and clean and renewables energy through PT Meppo-Gen and PT Sintesa Banten Geothermal. Through our investment in the energy sector, we aim to provide products, services, and supporting infrastructure projects in order to contribute in increasing the share of national clean and renewable energy and alternative fuels.

PT Meppo-Gen was established in 2005 and focused on developing environmentally-friendly power plants by signing a Power Purchase Agreement (PJBTL) with PT PLN (Persero) for 20 years with a capacity of 2x40MW. In 2013, Meppo-Gen expanded its operations from Simple Cycle to Combined Cycle PLTGU, increasing its capacity to 110MW. The company's focus shifted towards developing environmentally friendly power plants to provide clean and sustainable energy solutions as an Independent Power Producer (IPP). This initiative contributes to and supports economic growth and creates job opportunities on Mount Megang, South Sumatra.

Meppo-Gen utilizes natural gas and has implemented the Clean Development Mechanism (CDM) as a component of its Certified Emissions Reductions (CER) program, which the United Nations support. We have assessed the investment impact of the business portfolio managed by PT Meppo-Gen, categorizing it as part of the Utilities Sector. This evaluation was conducted by referencing sector-specific metric benchmarks developed by the GISD Alliance.

To further contribute to clean and renewable energy production while also lowering greenhouse gas emissions, we also invest in geothermal energy generation through PT Sintesa Banten Geothermal. Geothermal energy is known as a source of renewable energy that is more reliable than wind or solar and affordable due to its price stability in the long term.

PT Sintesa Banten Geothermal is designed to generate electricity with a capacity of 110 MW through power plants in Serang and Pandeglang, Banten. We are mapping out impact investing from the business

portfolio managed by PT Sintesa Banten Geothermal based on the Impact investing Market Map from the UN Principle of Responsible Investment and are in the pre-exploration stage to assess the point of geothermal energy based on the license we have been granted with.

Our efforts and commitment through Sintesa Energy are made to support SDGs 7, 8, 12 and 13 which aim to promote inclusive and sustainable economic growth, provide clean energy, provide clean, renewable, and affordable energy, as well as take climate action to minimize the impact of climate change.

### Utilities Sector: PT Meppo-Gen



#### Impact Themes

- Access to quality energy
- Promote sustained, inclusive and sustainable economic growth
- Climate change mitigation

#### SDGs 7, 8, 13



## Sintesa Ecotourism

The tourism sector is one of the fastest-growing parts of the global and developing economy, making it one of the key parts of economies and development. The United Nations even made 2017 the Year of Sustainable Tourism for Development.

We see ecotourism not only for its economic benefit but also for its impact on conservation efforts through the lens of sustainable development. It creates financial incentives and provides alternative employment opportunities that prioritize local wisdom, while also support nature protection at the same time.

We realize that there is potential to engage in ecotourism business expansion in Indonesia, especially seeing how it could give a tremendous impact on sustainable consumption and production whilst also making a great contribution to provide decent work and economic growth for the Indonesian people.

At Sintesa Group, we do this through PT Minahasa Pemas Development where we implement a sustainable tourism business model in Likupang Special Economic Zone. This business model helps us to contribute to SDG 12 by creating jobs and promoting sustainable tourism that empowers local culture which is supported by renewable and proper waste management. In doing so, we also leverage Bappenas metadata to measure our progress towards these goals. Our efforts demonstrate how we align with SDGs 8 and 12, leading to sustainable development and benefits all stakeholders.



### 1 INDICATOR

The integrated business model for the implementation of sustainable tourism through:

- The proportion and growth rate of tourism contribution to GDP
- Number of foreign tourists
- Number of visits by domestic tourists
- Number of locations for implementing sustainable tourism development
- Number of eco-friendly tourism (sustainable tourism and sustainable tourism awards/ISTA)
- Waste and waste management, renewable energy, energy efficiency





# 04

## GOOD CORPORATE GOVERNANCE

- Why It Matters
- Sustainability Committee
- Company Group Structure
- Economic Performance
- Compliance



# WHY IT MATTERS

GRI 102-18



Sintesa Group always commits to implementing Good Corporate Governance (GCG) principles in all aspects of our business which includes transparency, fairness, professionalism, accountability and social responsibility. It is the pathway to ensure business sustainability by implementing effective operations and governance policies to provide and specify the eligibility criteria for undertaking management roles, mainly in deciding who can take part in the business and who approves operational decisions.

Under the pioneering leadership of Shinta Widjaja Kamdani in 1999, our governance was strengthened and modernized. The first move to “professionalize” the family business involved setting up an Executive Committee as governing body, a functional governance structure that accommodates shifts in responsibility, from family members to outside individuals based on qualification and merit, and the interdependence of both.

This decisive step allowed for a clear separation between family and business operations – which meant that decision-making was no longer solely dependent on shareholders – to sustain our business and gains the agility to encounter continuous challenges.

## Organizational Structure

Sintesa Group is led by an experienced CEO, who gets support from the Vice President and Chief to seize business opportunities and transform them into applicable strategic initiatives. We have four Vice Presidents and two Chiefs under Sintesa’s CEO.



# SUSTAINABILITY COMMITTEE

GRI 102-18

On November 22, 2021, Sintesa Group officially established the Sustainability Committee under WS/DIRUT/24/XI/2021. This decision was made to demonstrate our commitment to transform towards sustainability and make sure we take it seriously.

The Sustainability Committee has an important function: to oversee the implementation of the sustainability road map in all of our subsidiary companies. This is crucial in ensuring our sustainability efforts are aligned and consistent across all our operations.

We understand that sustainability is not just a buzzword or a trend but a vital component in creating a better future for all. Therefore, our commitment to sustainability is more than just a statement - it is a tangible action we are taking to make real change.

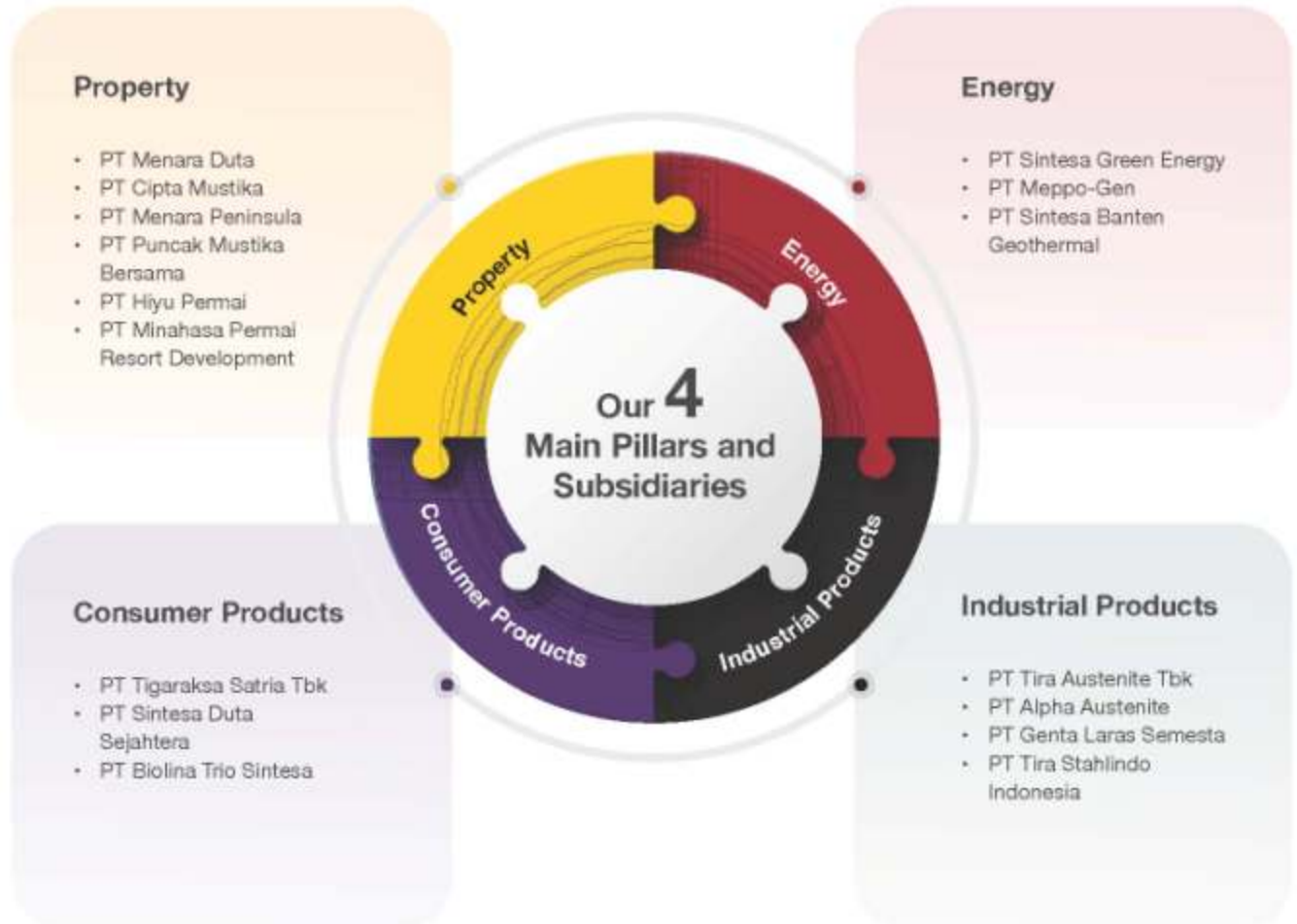
Our Sustainability Committee reflects our company's values and mission to create a sustainable future for future generations. By leaving no one behind and implementing sustainable practices across all of our subsidiary companies, we can positively impact the environment and society.

There are five divisions under the committee, each with its specific responsibilities, all of which work in accordance with Sintesa Group's sustainability timeline.



# COMPANY GROUP STRUCTURE

Over the course of our 100 years of history, all stakeholders have worked together to build Sintesa Group and strived to be better, serving both the needs of communities and the business. Our dedication is manifested through four business pillars of Industrial Product, Consumer Product, Property, and Energy, broken down into 16 entities that make up Sintesa Group.



# ECONOMIC PERFORMANCE

## GRI 201-1

**A persistent pandemic continued to be a challenging threat to all of us in 2021. However, it can never hinder us from being adaptive to conduct our business. COVID-19 has affected the Sintesa Group's financial performance this year, but we have anticipated it beforehand.**

The Consumer product and Energy pillar exhibited an economic rise in spite of slight disturbances. Consumers sought out basic necessities like groceries and health items more due to the pandemic, yet supply chain disruption was felt as certain raw materials became scarce. On the contrary, the Energy pillar has remained steady and is unaffected by operational shutdowns. This owes to our privately-owned power plant (PLTGU) being a private Independent Power Producer (IPP). We have a long-term sales contract (Power Purchase Agreement) with the State Electricity Company (PLN).

The COVID-19 pandemic has had a considerable influence on our two business pillars, Property and Industrial Product. In the Property pillar, it caused a downturn in the national economy, as well as a rise of travel restrictions and limits imposed on social activities, which resulted in fewer domestic and foreign travelers that significantly impacted hotel occupancy rates. The Industrial product was significantly impacted by lockdowns in multiple

European countries, which decreased the production performance of some of our suppliers (both domestic and foreign), as well as increased the costs for materials due to the weakened rupiah. Simultaneously, market demand for industrial products decreased due to economic recessions.

the challenges presented by COVID-19. The increased consumption of products and energy during this period has bolstered economic activity. On the other hand, certain industries such as hotels and manufacturing have been adversely affected and are still recovering.

Overall, in 2021, the economy has remained strong despite

### Direct Economic Value Generated and Distributed (In Rupiah)

Direct Economic Value Generated	2021
Net Sales	12,847,733,022,800
Interest Income	273,878,516,869
<b>Total</b>	<b>13,121,611,539,668.8</b>
Economic Value Distributed	
Operating Cost (Cost of sales, SG&A exclude staff cost)	11,793,025,629,633
Employee wages and benefits	552,464,361,375
Payment to providers of capital (Debt and equity capital)	444,050,671,899
Community Investment	3,782,621,807
Payments of income taxes to Indonesian government	156,145,955,448
<b>Total</b>	<b>12,949,469,240,162</b>
Economic Value Retained	
Economic Value Retained	172,142,299,507

# COMPLIANCE

Sintesa Group always does business in compliance with the applicable and regulations. As such, in 2021, there were no issues and impacts, both in the environmental and social aspects.

To be a sustainable company, we understand that we need to pay attention to the well-being of the stakeholders by clearing up the internal regulations for human rights and code of conduct policy. All the policies and the risk management will synchronize to ensure the proper control of the Company in elevating the quality of business in all lines.

To remain in compliance with SDG 16, our company is dedicated to upholding Anti-Corruption, Anti-Discrimination, Diversity and Human Rights principles through the implementation of associated policies into all operational activities.



## Human Rights Policy

4E value as Sintesa Group value implicitly contains the human rights ethic that respects and applies in all employee activities. In 2021, we took a serious effort by making a human rights policy to increase human labor protection, which copes with all the stakeholders and elaborates on the Company's commitment to respect and support human rights. The human rights policy will be implemented in 2022.

## Code of Conduct Policy [GRI 205-2]

A hundred years is not a short time to build and maintain a business. Along the way, we survived many ups and downs with our stakeholders, who are inseparable from the establishment of our values and code of ethics. Sintesa Group has a distinctive way to ensure the delivery of value implementation for the whole employee in all subsidiaries. To reinforce Sintesa Group values, improve work quality, and build the correct perception of a workplace for all the stakeholders, in 2021, we started by making the code of conduct policy which focuses on issues of anti-corruption, diversity, anti-discrimination, and human rights.



## Risk Management [GRI 102-11]

Sintesa Group strongly evades all forms of corruption, bribery, gratification, or fraud. When new employee joins the Company, we always ensure that they understand the anti-corruption policy and practice the same in their activity. We also have the executive committee ethics code containing an anti-corruption policy that has been implemented since 2016. During the reporting period, no fines were paid or payable due to settlements.

Safety is our top priority, both for the business and operational aspects. Despite all the uncertainties in the dynamic world, we manage positive and negative risks with a risk management system cascading with the Company's strategic initiative. In accordance with the SDGs Road Map: Sintesa for The Earth, we are now progressing with the integration of the sustainability component into our risk management system.

# 05

## OPERATIONAL IMPACT THROUGH SUBSIDIARIES

- Why it Matters
- Providing Access to Basic Needs Through Consumer Product Pillar
- Providing Environmentally Friendly Energy through Energy Pillar
- Reducing Food Waste: Waste Management Initiative through Property Pillar
- Providing High Quality Industrial Product through Industrial Product Pillar

# WHY IT MATTERS

We place a high priority on how we conduct our business operation to preserve the reputation and providing long-term value to our stakeholders. We strongly believe that in order for us to prosper, our business also needs to bring impact to communities and the environment. In that sense, we are committed to making a positive impact as we advance on our path to be a sustainable excellence company.

Realizing that our most significant contribution is through investment, Sintesa Group is deeply involved in creating added value for our people, including employees, the community, and the environment through our subsidiaries.

Our operation impact comprise of:



Providing Access to Basic Needs Through Consumer Product Pillar



Providing Environmentally Friendly Energy through Energy Pillar



Reducing Food Waste: Waste Management Initiative through Property Pillar



Supplying High-Quality Industrial Products through Industrial Product Pillar





# PROVIDING ACCESS TO BASIC NEEDS THROUGH CONSUMER PRODUCT PILLAR

Equal access to basic needs is one of Indonesia's biggest challenges as an archipelagic country. Rural and remote communities across Indonesia frequently have a harder time accessing basic needs compared to the island of Java, which is the heart of Indonesia's economy and administration.

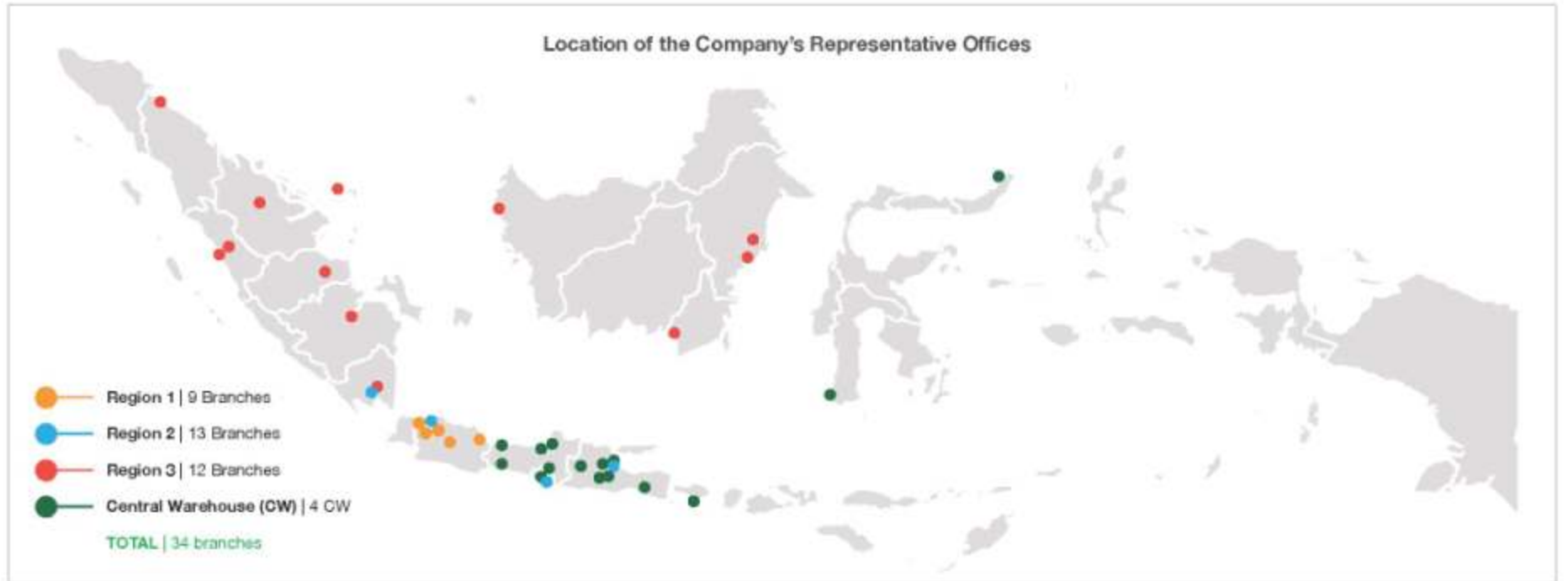
To ensure access toward basic needs of communities, we established PT Tigaraksa Satria Tbk, a corporation that sells and distributes consumer goods nationwide in 1986. Through the company tagline "Always Ahead" and the brand foundation "Optimize Growth", PT Tigaraksa Satria Tbk strives to continuously develop itself in innovating and distributing consumer products as well as being a leader in providing quality products that can meet the needs of the Indonesian people throughout the country.

To ensure successful operations, PT Tigaraksa Satria Tbk integrates comprehensive economic, social, and environmental management into its decision-making process. This strategy is also implemented when devising business strategies and plans along with various operational activities of the Company. To maximize value and benefits for the Company and its stakeholders, a comprehensive risk management approach is employed to reduce any potential negative impacts. PT Tigaraksa Satria Tbk is firmly committed to conducting business operations responsibly and in line with the Sustainable Development Goals, especially SDG 8 (Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all), SDG 12 (Ensure sustainable consumption and production patterns), and SDG 13 (Take urgent action to combat climate change and its impacts).



IN 2021, PT TIGARAKSA SATRIA TBK ACHIEVED MORE THAN 10 BILLION IN TOTAL SALES, REPRESENTING A 6.4% INCREASE OVER THE PREVIOUS YEAR. THIS INCREASE WAS DRIVEN BY STRONG PERFORMANCE IN BASIC COMMODITIES, WHICH EXPERIENCED INCREASED DEMAND DURING THE PANDEMIC.

Detailed information regarding the total sales of PT Tigaraksa Satria Tbk can be found in PT Tigaraksa Satria Tbk's 2021 Sustainability Report.



PT Tigaraksa Satria Tbk offers four types of products and services to satisfy the community's needs.

- Sales and Distribution of Consumer Products
- Sales and Distribution of Smart Family Product
- Gas Refilling Service for Household and Sales and Distribution of Household Products
- Production and Packaging of Powdered Products

To guarantee service excellence in PT Tigaraksa Satria Tbk, we have five core competencies that are applied in all Tigaraksa Satria's subsidiaries operational activities.



Know Your Customer



Supply Chain Management



Relationship Management



Innovation



Knowledge Management

# PROVIDING ENVIRONMENTALLY FRIENDLY ENERGY THROUGH ENERGY PILLAR

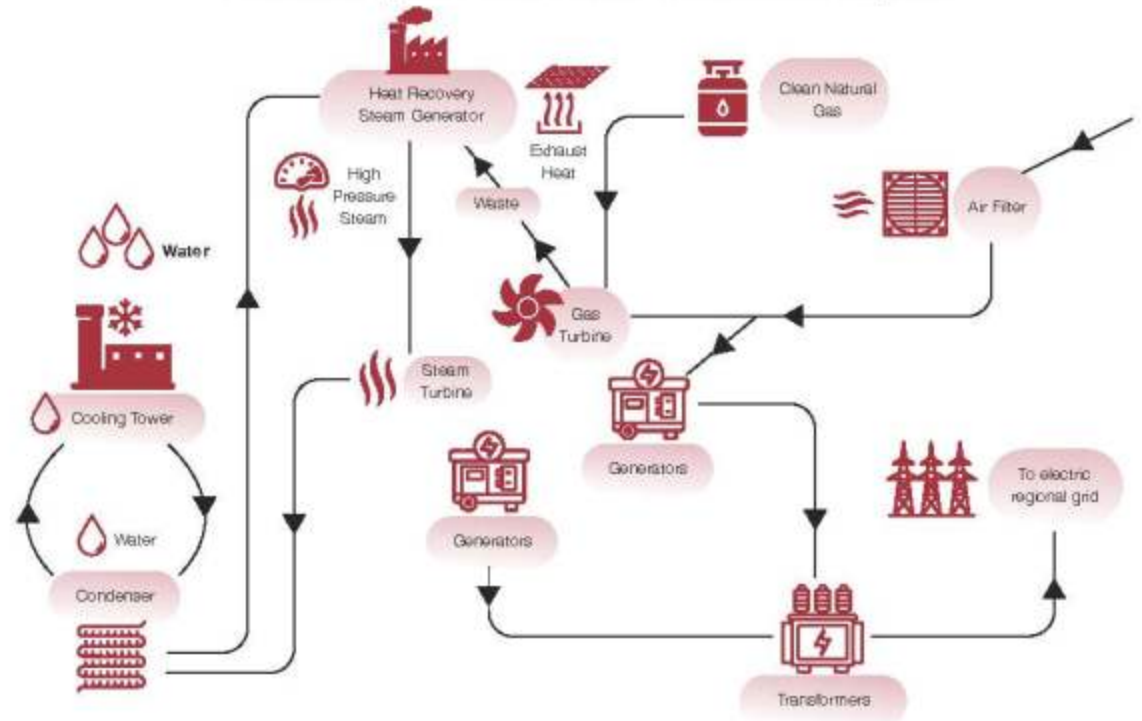
Energy has become one of the most important and necessary resources in the world. The ever-growing population has created a constant and increasing demand for energy, which has to be met to maintain a high standard of living. The world will continue to need more energy as the population grows, but it is also important to find ways to use energy efficiently and sustainably.

Indonesia is a large and geographically diverse country, which poses significant challenges in terms of providing access to electricity. As one of Sintesa Group's subsidiaries, Meppo-Gen was created to provide innovative electrification solutions. As an independent power producer company in Indonesia, Meppo-Gen is committed to helping meet the Palembang area's growing energy needs in Palembang, South Sumatra.

For many years, we have sought ways to boost the efficiency of our energy production system while also minimizing our environmental impact. Our dedication to providing clean energy has led us to innovate through research and technology as a means of optimizing resource utilization and reducing emissions generated from our operations. By generating clean energy, we are aligning ourselves with SDG 7 and 13 which aim to provide clean, renewable, and affordable energy, and take climate action to minimize the impact of climate change.



Combined Cycle Power Plant Process Flow Diagram



WE ARE CURRENTLY EXPLORING OPPORTUNITIES TO USE RENEWABLE ENERGY SOURCES.

# REDUCING FOOD WASTE: WASTE MANAGEMENT INITIATIVE THROUGH PROPERTY PILLAR

According to a 2021 study from Bappenas, 23-48 million tonnes or 115-184 kg/capita of food waste was generated annually from 2000-2019. The generated food waste could feed 61-125 million people who are still facing stunting problems throughout the nation.

At Sintesa Group, we understand that the property providing hospitality services can generate food waste that adversely impacts the environment. In Property pillar, we take this matter seriously and are committed to helping solve this issue. We believe this is an important element in property management, so we are taking steps to sort and recycle waste –such as food and other types of waste.





By doing so, we can:

- Minimize the amount of waste sent to landfills
- Reduce greenhouse gas emissions
- Promote environmental sustainability

One of the Menara Duta's subsidiaries, Sintesa Peninsula Palembang, even has joined as a pilot project of the Mutual Cooperation to Overcome Food Waste Losses or Gotong Royong Atasi Susut dan Limbah Pangan (GRASP) 2030

program to reduce food waste, in line with the Company's sustainability commitment. This campaign was initiated by IBCSD in its efforts to reduce food waste and contribute to SDG 12: ensuring responsible production and consumption patterns.



Not only do we consider the environmental impacts of our activities, we also prioritize people's health on the premises by providing health clinics and lactation rooms for those who are breastfeeding. In addition, we have implemented established cooperation with Fit Hub, a premium and affordable fitness center with experienced trainers to promote physical activity among its occupants. Through our efforts in the Property pillar, we also aim to align our cause with SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable.



OUR HOTELS AND PT MENARA DUTA HAVE IMPLEMENTED A WASTE SORTING AND RECYCLING SYSTEM AND IS PART OF THE GOTONG ROYONG ATASI SUSUT LIMBAH PANGAN / GRASP 2030, WHERE SINTESA PENINSULA PALEMBANG EVEN TOOK PART AS ONE OF THE PILOT PROJECTS IN THE INITIATIVE TO REDUCE FOOD LOSS AND WASTE.

# PROVIDING HIGH QUALITY INDUSTRIAL PRODUCT THROUGH INDUSTRIAL PRODUCT PILLAR

GRI 303-1

The manufacturing industry plays a vital role in achieving national economic growth and developing a strong, self-sustaining economy. This is because the industry provides an enormous range of products that people use daily. Through PT Tira Austenite Tbk (TIRA) as one of the value chains, we want to provide innovative and high quality technical items and industrial gasses to meet consumer needs.

The company has a supply chain management system in place to guarantee that all goods and services received from suppliers meet the necessary quality specs and standards. TIRA also carries out risk management, especially for the raw materials used to obtain the best production quality. This way, we can always provide our customers with the best products possible. In addition, TIRA has been certified to the quality management system ISO 9001: 2015 and also earned halal certification for the oxygen gas product (medical).



Water is a valuable natural resource. If not managed properly, the water supply could become depleted, especially with the growing population and the impacts of climate change. TIRA relies on water from the Regional Drinking Water Company (PDAM) and water from wells. This water is utilized for various purposes, such as washing equipment, cleaning gas cylinders, spraying vehicles, and conducting office operations.

Efforts to save water use by:

- Creating posters and stickers encourages employees to turn off the water faucet when not used
- Reducing the frequency of spraying vehicles at the office

Since the outbreak of the pandemic, oxygen has become an essential requirement for patients and healthcare providers, especially in intensive care units. The demand for oxygen has increased due to the evolving need for COVID-19 treatment, both in hospitals and at-home care. To alleviate this oxygen deficit in regions where supplies are scarce, TIRA has stepped up and made an effort to provide oxygen support.

Operating through 14 steel unit branches and 16 gas units across 24 regions in Indonesia, we are helping to achieve SDG 3 and 9, by ensuring healthy lives and promote well-being for all as well as building resilient infrastructure, promote inclusive and sustainable industrialization.



1. Quality management system ISO 9001: 2015  
Manufacture of Industrial Gases for Gases Division
2. The quality management system ISO 9001: 2015  
Procurement & Distribution of Raw Materials of Special Steel for the Steel Division
3. Halal Certificate – Halal Assurance System (HAS) category B from the Indonesian Ulama Council (MUI) for gas products for the Gas Division

### Energy Data [GRI 302-1]

Energy Consumption within The Company	Unit	Total 2021 (in MJ)
Non-Renewable Energy Electricity <sup>1</sup>	kWh	10,537,499
Diesel oil <sup>2</sup>	Liter	4,462,690
<b>Total</b>		<b>15,000,189.4</b>

**Notes:**

1. Convert to MJ by standard based on International Energy Agency, 1 kWh of electricity = 3.6 MJ
2. Convert to MJ based on International Energy Agency, 1 liter of diesel oil = 38.53 MJ/L

The data presented is energy consumption for the 2021 period from PT Tigaraksa Satria Tbk, PT Meppo-Gen, PT Tira Austenite Tbk and Menara Duta, which cover more than 99% of revenue.

### Waste Data [GRI 306-2]

Total weight of waste by type and disposal method	Unit	Hazardous Waste	Non-Hazardous Waste
Distributed to Third-Party to be incinerated/landfilled	ton	46.55	211.68
<b>Total</b>	ton	<b>258.23</b>	

**Notes:**

- All types of waste generated are collected and treated by third parties.
- The data presented is waste data for the 2021 period.
- Numbers are aggregated from PT Tigaraksa Satria Tbk, Menara Duta and PT Meppo-Gen. Waste data from Tira Austenite is not available during this period.

### Water Withdrawal [GRI 303-3]

Source	Unit	2019	2020	2021
Ground Water	m <sup>3</sup>	5,717	24,912	7,025
Municipal Water	m <sup>3</sup>	523,314	240,587	548,989
Industrial Water	m <sup>3</sup>	731	683	744
<b>Total</b>	m <sup>3</sup>	<b>529,762</b>	<b>266,182</b>	<b>556,758</b>

### Water Discharge [GRI 303-4]

Source	Unit	2019	2020	2021
River Water	m <sup>3</sup>	3,334	5,193	3,023
<b>Grand Total</b>	m <sup>3</sup>	<b>3,334</b>	<b>5,193</b>	<b>3,023</b>

**Notes:**

- Water withdrawal data are aggregated from PT Tira Austenite Tbk and PT Meppo-Gen
- Water discharge data are aggregated from PT Meppo-Gen only

### GHG Emissions [GRI 305-1]

Source	Unit	2019	2020	2021
Scope 1 - Direct Emissions	Ton CO <sub>2</sub> Eq	308,087	263,912	194,996

**Notes:**

- Scope 1: Based on the energy consumption within the organization
- Numbers are aggregated from PT Tigaraksa Satria Tbk, PT Tira Austenite Tbk and PT Meppo-Gen. Emission data from Menara Duta is not available during this period.
- Emission intensity has not been calculated at the point of publishing this report. We are evaluating the most appropriate methodology to present it



06

## IMPROVING THE QUALITY OF PEOPLE TOWARDS SUSTAINABILITY

- Improving the Quality of People Towards Sustainability
- Employee Health & Safety
- COVID-19 Management



# IMPROVING THE QUALITY OF PEOPLE TOWARDS SUSTAINABILITY

## Why It Matters

Sustainable growth is the foundation of Sintesa Group's vision to transform into a Sustainable Excellence Company which took flight on its 100 year anniversary.

We believe that only with the participation of our stakeholders—internal and external—can this transformation be accomplished. Before strengthening the involvement of external stakeholders, we must first ensure a strong foundation internally, as transformation should start from within.

We focus on making improvements internally for our employees, starting with raising their awareness of the importance of sustainability. We reinforce the movement towards sustainability by guaranteeing protection of their rights, empowering them to innovate, and developing their talents.

We take several measures to improve the quality of our people in the transformation towards sustainability.



## Our Approach



Diversity & Inclusion



Women Empowerment



Recruitment



Training & Development



Well-being

## Diversity and Inclusion

[GRI 405-1]

As a group that manages various types of business pillars and subsidiaries, our team has a variety of perspectives, backgrounds, and cultures. Our Company believes that everyone has the right to equal opportunities, which is reflected in our human rights policy. This belief helps us to continuously implement our views and involve all parties. Each individual in the Sintesa Group is treated fairly and equally. Upholding inclusion and respecting diversity, we embrace our people and channel their talents toward a better future.

Number of Employees by Position	Total
Director	24
Manager	248
Supervisor	458
Staff	1,805
Operator	714
<b>Total</b>	<b>3,249</b>

## Women Empowerment

[GRI 405-1]

We believe in the capabilities of all our employees – regardless of their genders – and support gender equality in the workplace. We provide more access and opportunities for women and strive to create a fair workplace to enable our female employees to achieve great things in their lives.

This year, we are promoting efforts to promote gender equality in our workplace through women empowerment programs, starting with:

### Raising Gender Equality Awareness Training with IBCWE

This activity is motivated by our concern about gender discrimination that can happen when biased views of gender persist. We believe that by reducing gender bias in daily work life, we can reduce the potential of gender discrimination that will result in safe and conducive working environment that supports women to thrive.



### Gender Gap Analysis Tools (GGAT)

To evaluate gender equality implementation in our workplace, we utilized the Gender Gap Analysis Tool (GGAT). This tool helps us to assess our current regulation and approach to gender equality and identify areas for improvement. The results become a guide in developing a gender equality policy that our subsidiaries must follow and enforce so that we can confidently ensure that our work environment remains equitable for all employees.

## Future of Work for Women: Sintesa for Women

Sintesa Group is greatly concerned about the challenges related to women and employment, which have become more prominent in recent years due to "The Great Resignation", a phenomenon that has caused many women to leave their jobs for better work-life balance. Moreover, digitalization and automation present opportunities wherein human labor can be shifted within the workforce, potentially impacting the number of women's involvement in the work process.

In line with the SDG 5: Gender Equality, Sintesa Group developed internal engagement and outreach; Sintesa for Women as a foundation for internal collaboration based on a gender lens. For more details, here is our plan regarding the Sintesa for Women program.

With this initiative, we strive to nurture a gender-equal corporate environment and empower women by providing them access to helpful resources like workshops, training sessions, best practices sharing platforms, and other activities that encourage collaboration between our female employees in Sintesa Group.

### Activity Plan: Sintesa for Women



Apart from the women's empowerment initiatives that we launched this year, one of our subsidiaries, PT Tira Austenite Tbk (TIRA) has also been actively participating in achieving gender equality. TIRA became one of the first Indonesian companies to receive EDGE certification, a globally recognized certificate for companies which have developed systems and procedures that foster diversity in its work environment while constantly upholding gender equity within its operations. This success also serves as a guide to ensure that corporate policies and activities that advance gender equality become the standard of the work culture of all our subsidiaries.

## Recruitment

[GRI 401-1]

At Sintesa Group, we seek the best talents who can offer positive improvements in our ever-expanding company.

We invite everyone who shares our goals and values to become a part of our journey towards becoming a sustainable excellence company by putting them through a rigorous recruitment procedure. The Company is committed to providing equal employment opportunities without bias and discrimination as well as giving transparent performance appraisals for every employee.

Age group	Recruited	Percentage	Turnover	Percentage
<30	87	3.12%	32	1.15%
30-50	80	2.87%	73	2.62%
>50	4	0.14%	13	0.47%
<b>Total</b>	<b>171</b>	<b>6.13%</b>	<b>118</b>	<b>4.23%</b>
Gender	Recruited	Percentage	Turnover	Percentage
Male	122	4.38%	98	3.52%
Female	49	1.76%	20	0.72%
<b>Total</b>	<b>171</b>	<b>6.13%</b>	<b>118</b>	<b>4.23%</b>
Region	Recruited	Percentage	Turnover	Percentage
Office	34	1.22%	58	2.08%
Cabang	137	4.91%	60	2.15%
<b>Total</b>	<b>171</b>	<b>6.13%</b>	<b>118</b>	<b>4.23%</b>



## Job Evaluation

This stage is carried out at the end of the year, in which the leaders evaluate the performance of their subordinates. The results of the performance appraisal are then used by the Company to consider of employee career planning, such as promotion and employee transfer. The goal of this evaluation is to enhance employee productivity by maintaining a balance between job roles and the workloads.

## Training and Development

[GRI 404-1, GRI 404-2]

Sintesa Group understands the importance of personal development for everyone and realizes that we must develop our people to sustain excellence. Therefore, we provide space and resources for employees to hone their skills and develop.

The training we provide to all business units is carried out online to ensure employees' participation by creating efficient access to career development. Online training is also in line with health and safety measures as it reduces the risk of exposure to COVID-19 compared to in-person training.

To empower our employees in their respective roles, we offer training tailored to each level of expertise. The following are the trainings available:

- Women Empowerment Principles
- Target Gender Equality
- SDGs Accelerator online learning
- GRI Standard Introduction
- Achieving SDGs Target In The New Normal
- Guiding Principles on Business and Human Rights
- SMEs and Ways to Economic Recovery
- Perempuan Bekerja Tidak Perlu Dilematis
- SDGS Leader Summit
- GRASP 2030 Onboarding Session (for GRASP Signatories)
- Gender Reporting Framework
- Training: Towards Sustainable Excellence
- Living the Values Program's Management Training
- Omnibus Law on Job Creation training for HR leaders

All trainings conducted in 2021 were attended by 85 employees from all of the Company's subsidiaries.

## Leadership Training

Leadership skills are necessary for workplace success. Workforces with good leadership can bolster and promote teamwork to achieve the company's purpose. Aimed toward employees at the managerial level, we hold Sintesa Executive Development Program (SEDP) to strengthen our corporate values, which are called 4E Sintesa Group. Through this training, we believe that the leadership spirit among our employees can become more robust as 4E Sintesa Group contains values to strengthen the collective leadership mindset within the company.



We also aim to raise awareness by distributing 4E banners/leaflets around the office to increase all employees' understanding of 4E Sintesa Group values.

### Average Training Hours by Gender [404-1]

Business Unit	Average Training Hours by Gender (2021)	
	Male	Female
PT Tigaraksa Satria Tbk	21	
PT Tira Austenite Tbk	8.09	15.72
Sintesa Group	2	2

In this first report, we only report data on training hours for our two public companies, PT Tira Austenite Tbk and PT Tigaraksa Satria Tbk. We will report training data for other subsidiaries in the next report.



## Connect with Our Employees [GRI 102-41]

At Sintesa Group, we know that successful communication with our employees is fundamental to achieving success. By allowing and valuing their voices, they feel appreciated which in turn heightens morale and productivity as well as encourages cooperation between employees. Communication also offers us the opportunity to gain feedback from our employees so that we can better understand what they need and how it will help us grow. Establishing strong channels of communication with employees, enables us to grow and achieve the Company's goals.

We are committed to complying with all labor-related requirements, including those set forth by the Ministry of Manpower. Our approach includes:

- Regular monitoring of relevant regulations
- Ongoing training and development of our employees
- Implementation of internal policies and procedures to ensure compliance with these requirements.

Our Company provides the following media to stay connected with our employees:



Employee forum



Team building



Town Hall meeting



Regular newsletter

## Employee Well-being

[GRI 401-2]

Retaining the best talents is critical to our long-term success, and we understand the importance of fostering a positive business culture in which employees feel well-cared for. We have instilled this culture since they first set foot in Sintesa through the 4E values of Empathy, Empowerment, Excellence, Entrepreneurship. Each pillar has a meaningful message that is ingrained in our identity and reflected across our operations.

### Employee Benefit

Sintesa Group recognizes how important it is to provide our employees with competitive benefits to maintain a great workplace and ensure we keep the best talents on board. As part of this commitment, we strive to offer benefits that assist with both professional development and personal well-being. We are committed to investing in our people and preserving a supportive environment that enables them to grow as individuals while they contribute to the company's success.

List of Benefit	Permanent	Contract
Life insurance	✓	
Health care	✓	✓
Disability and invalidity coverage	✓	
Parental leave	✓	✓
Stock ownership	✓	

# EMPLOYEE HEALTH & SAFETY

Our employees have a right to an environment that does not put their health and safety at risk. We monitor and manage that environment through our Occupational Health and Safety (OHS) policy.

Sintesa Group is committed to doing its best for the security, safety and health of its employees and ensuring that OSH is a priority throughout the business pillars, by:

- ✔ Providing facilities to ensure the health and safety of the work environment.
- ✔ Developing health and safety standards in the Company's operational processes.
- ✔ Adjusting operations with regulations and laws relating to occupational health and safety standards.

Work Accident Rate	2019	2020	2021
Total Man Hours	974,810	801,221	902,136
Fatality	0	0	0
Recordable Incident	0	2	1
• LTI	0	0	0
• Medical Treatment	0	2	1
Non Recordable Incident	2	4	6
• First Aid	0	1	1
• Near Miss	2	3	5
<b>Total Recordable Incident Rate</b>	<b>0.00</b>	<b>2.50</b>	<b>1.11</b>

Notes: The OHS data presented in this report belong to PT Tira Austenite Tbk. Moving forward, we are committed to enhancing our data management practices to ensure the accuracy and completeness of our sustainability reporting.



SINTESA GROUP HAS A COMPREHENSIVE HUMAN RIGHTS POLICY, INCLUDING AN OHS POLICY, WHICH APPLIES THROUGHOUT THE GROUP AND ITS SUBSIDIARIES.



# COVID-19 MANAGEMENT

GRI 403-1, GRI 403-3, GRI 403-4

It has been nearly two years since the COVID-19 pandemic began. The pandemic has been a challenge for many companies, including Sintesa Group. However, we are still committed to doing everything we can to protect our employees and help them weather this crisis.



To break the chain of COVID-19 transmission and improve employee health and safety, we are taking extra measures beyond just adhering to protocols by:

- Limiting interactions between employees
- Oblige employees to get vaccinated
- Supplying employees with vitamins, medicine, and masks in the office
- Working with GSI Lab to provide PCR testing for employees
- Formed COVID-19 Task Force

As part of our efforts to combat the spread of Covid-19, we have implemented strict health protocols within our facilities and offices. Five protocols have been established to ensure optimal safety, including:

- COVID-19 Emergency Response Protocol for Prevention, Handling, and Control
- Building Handling Protocol in the Event of Cases Being Found
- Company Mechanism Protocol During Large-Scale Social Restrictions (PSBB)
- Out-of-town Travel Protocol
- Personal and Family Prevention Guidelines







07

## NURTURING OUR COMMUNITY

- Empowering The Differently Abled
- Nature School for Child Scavengers
- Angel Investment Network Indonesia
- Other CSR Highlight from All Pillars

# NURTURING OUR COMMUNITY

GRI 413-1

In line with one of our values, Empathy, which places care and compassion at the core of our Group's social responsibility, we support our surrounding communities where we operate in a multitude of ways.

With an emphasis on underserved groups and communities, our efforts contribute to the overall well-being of the community through financial support, facility and education improvement, as well as health assistance. We believe that contributing to underserved communities and helping the ones where we work and live will promote the community's quality of life.



## Our Approach



Empowering The Differently Abled



Nature School for Child Scavengers



Angel Investment Network Indonesia



Other CSR Highlight from All Pillars

### Empowering The Differently Abled

Sintesa Group pioneered the platform for enhancing the lives of people with disabilities by promoting economic independence and social advancement in collaboration with IGCN (Global Compact Network Indonesia).

Our activities include holding two-day seminars and workshops for mothers, families, and people with disabilities who are in the prime of their working lives—between the ages of 15 and 40—as well as creating a network for people to access funding opportunities for achieving their entrepreneurial goals.



### School of Nature for Street Children

Sekolah Alam or School of Nature (an environmentally conscious school that prioritizes cultivating critical thinking skills in students), which is located in near a landfill in East Jakarta, accommodates and supports around 100 students from elementary to high school, tuition-free. By supporting the school, Sintesa Group provides access to high-quality educational resources and opportunities for the marginalized students.

Additionally, we provided creative workshops to help them become more environmentally conscious by recycling and transforming leftover packaging components into useful accessories.



### Angel Investment Network Indonesia (ANGIN)

Founded In 2014, Angel Investment Network Indonesia (ANGIN) established the first-ever Indonesian Women's Fund to provide female entrepreneurs with access to capital and support - from mentoring to networking. We have already built achieved a strong ecosystem of more than 50 Female Angel Investors as well as 15 Gender Lens Investment (GLI) deals across Indonesia. Our mission is to continue growing our she-to-she community for women business owners everywhere can build their dreams.



ANGIN's agenda for 2021 consists of the following activities.



### 01 Investment

- First Women Fund with entrepreneurship 15 women Limited Partner (LPs) as most powerful business leaders in Indonesia
- 15 GLI early-stage deals led in Indonesia
- More than 50 women angel investors participate and become our investor network
- More than 8 women investment professionals trained with ANGIN



### 02 Connect

- More than 60 women leaders showcased by ANGIN via publications
- Women Spotlight Book on women entrepreneurship in Indonesia became a signature program



### 03 Train

- Led more than 20 trainings and workshops for women entrepreneurs across Indonesia
- Spoke at more than 100 events to train on access to capital and investment landscape for women among others



### 04 Research

- Led key research on entrepreneurship with a Gender Lens
- Accelerators in Indonesia and first gender analysis
- Social finance and social entrepreneurship in Indonesia
- Access to capital for women SMES



## Other CSR Highlight from All Pillars



### Disaster Relief

During the incident of the Muara Enim fire, Meppo-Gen donated cash and groceries packages, food assistance for the community and people directly affected by this event.



### Infrastructure Improvement

#### PT Meppo-Gen

- Collaborated with the Regional Development Agency of Muara Enim to aid with the regional development.
- Contributing cement to build a prayer room and other supporting materials for the construction of (Pesantren).

#### PT Tigaraksa Satria Tbk

- Donated for the repair of orphanages and empowered surrounding communities to work as laborers.
- Improve school facilities.



### Health Assistance

- Sintesa Group – The pandemic has left many of us wondering how to protect our immune systems, and to better answer those questions, Sintesa Group collaborated with GSI Lab and DatascripMall, ID to hold a talk show called "Imunitasmu, Senjata Pamungkasmu".
- Menara Duta and PT Tira Austenite Tbk are conducting blood donation activities routinely. We are encouraging our employees to come forward and support the initiative.



### Education

#### PT Tira Austenite Tbk

Provide scholarship program for employees' children to cultivate a highly educated and skilled workforce for the future

#### PT Tigaraksa Satria Tbk

Establish numerous foundations, which include the creation of Rumah Baca (Library) to help increase children's literacy



### Donation

#### PT Meppo-Gen

- Donated fruit tree seedlings for the community to cultivate and nurture
- Donated livestock for the surrounding community

#### PT Tira Austenite Tbk

Donates to orphans, street children, and disaster relief

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	Waste reused, re-manufactured and recycled	44
	Hazardous waste	N/A
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Energy consumption	Renewable energy consumption as percentage of total energy consumption	N/A
	Energy consumption per net value added	46
Nature loss	Land use and ecological sensitivity	N/A
Employment	Net number of jobs created	N/A
	Diversity and inclusion (%)	N/A
	Wage level (%)	N/A
	Risk for incidents of child, forced or compulsory labor (#, %)	N/A
Gender equality	Proportion of women in managerial positions	N/A
	Gender pay equality (%)	N/A
Human capital	Average hours of training per year per employee	52
	Expenditure on employee training per year per employee	N/A
	Employee wages and benefits as a proportion of revenue	36
Employee health & safety	Expenditures on employee health and safety as a proportion of revenue	N/A
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Theme	Metrics	Page
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Investment	Net investment	N/A
	Green investment	31
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	Total amount of expenditures on research and development (R&D)	N/A
Anti-corruption	R&D spend ratio (%)	N/A
	SDG-aligned investments	28
	Amount of fines paid or payable due to settlements X	N/A
Governance	Average number of hours of training on anti-corruption issues, per year per employee	N/A
	Total percentage of governance body members, employees and business partners who have received training on the organization's anti-corruption policies and procedures, broken down by region	N/A
	Total number and nature of incidents of corruption confirmed during the current year but related to previous years	N/A
	Total number and nature of incidents of corruption confirmed during the current year, related to this year	37
Governance	Number of board meetings and attendance rate	N/A
	Number and percentage of female board members	N/A
	Board members by age range	N/A
	Number of meetings of audit committee and attendance rate	N/A
	Total compensation per board member	N/A