

Sustainable Growth for Green Indonesia



EXTERNAL ASSURANCE [GRI 2-5][OJK G.1]

The Company has undergone a series of external assurance processes for this sustainability report in line with GRI recommendations. These processes are deemed essential for the company, as they are conducted by independent third parties with high credibility, thereby enhancing the credibility and quality of the report. The selection of an external assurer is based on the approval of the Board of Directors, represented by the Corporate Secretary, and ensures there are no conflicts of interest with any party.

The Company has entrusted CBC Global Indonesia to carry out the quality assurance process in the 2023 Sustainability Report. CBC Global Indonesia is a quality assurance agency that has been certified to international quality assurance standards AA1000AS v3 standard with license number 000-310. The results of the quality assurance report are attached on page 190. [GRI 2-5][OJK G.1]

The Board of Commissioners and Directors have carried out a review to ensure that all material topics have been included in the report and approved and signed this report that can be found on pages 14 and 15. [GRI 2-14]

FEEDBACK [OJK G.2][OJK G.3]

The Company provides a feedback sheet at the end of this report to build two-way communication with readers and users of the Company's Sustainability Report. Through the sheet, it is hoped that readers and users of this report can provide suggestions, feedback, opinions, etc. that can improve reporting quality in the future. Feedback received by the Company will be processed either by the Corporate Secretary Division or through the Information & Documentation Officer (PPID) to the relevant Division for follow-up. However, during the year 2023, the Company did not receive any responses from stakeholders regarding the previous year's sustainability report.

REPORT CONTACT [GRI 2-3]

This report is addressed to all stakeholders and can be used as a basis for evaluating the Company's performance. Stakeholders can also evaluate the process of fulfilling the Company's obligations in the environmental, economic and social fields in the business activities carried out. The Company provides the widest possible access to information regarding the Sustainability Report to all stakeholders, investors, and anyone else by contacting:

PT Bank Tabungan Negara (Persero) Tbk

Corporate Secretary Division Head

20th Floor BTN Tower
Jalan Gajah Mada No. 1
Central Jakarta, 10130

Phone : (021) 6336789 ext. 2003
Facsimile : (021) 6336719
Email : csd@btn.co.id



FEEDBACK SHEET [OJK G.2]

Thank you for reading PT Bank Tabungan Negara (Persero) Tbk 2023 Sustainability Report. To realize better reporting quality in the coming year, we expect suggestions, criticisms and suggestions from readers and users of this report. The Company is committed to continuously improving sustainability performance and providing the best for stakeholders

Profile

Name :

Institution/Company :

Phone/HP :

Stakeholder Category

- | | | | |
|---------------------------------------|--|---|---|
| <input type="checkbox"/> Customer | <input type="checkbox"/> Employee | <input type="checkbox"/> Partners,
suppliers | <input type="checkbox"/> Society, local community |
| <input type="checkbox"/> Shareholders | <input type="checkbox"/> Government and policy
makers | <input type="checkbox"/> Mass media | <input type="checkbox"/> Others, please specify |

Please choose the appropriate answer by putting a ✓ in front of the available answers

- | | |
|---|--|
| <p>1. Does this report describe the Company's performance in contributing to sustainable development?</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> I don't know</p> | <p>3. Is this report easy to understand?</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> I don't know</p> |
| <p>2. Is this report useful for you?</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> I don't know</p> | <p>4. Is this report interesting?</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p><input type="checkbox"/> I don't know</p> |

Please write the answers according to your opinion:

1. Which piece of information is the most useful and interesting?

2. Which part of the information is not useful so it needs to be improved?

3. Is the data presented transparent, reliable, and balanced?

4. Suggestion/comment for future improvement of the report

We really appreciate the feedback you provide. For this, please send this feedback sheet to:

PT Bank Tabungan Negara (Persero) Tbk. [GRI 2-3]

Corporate Secretary Division

BTN Tower 20th Floor

Jln. Gajah Mada No. 1

Central Jakarta, 10130

Phone : (021) 6336789 ext. 2003

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