

Review of report content is the useful next process to ensure compliance with the eight quality principles of sustainability reports recommended by GRI, including:

**1 Accuracy**

The information presented must be accurate and detailed so that it can be used by stakeholders to assess the Company's performance.

**2 Balance**

The Company's performance presented must have both positive and negative aspects so that it can be assessed rationally and comprehensively.

**3 Clarity**

The information presented must be easy to understand and open for stakeholders to access.

**4 Comparability**

The information presented must be consistent and can be used by stakeholders to assess performance changes that have occurred to the Company within a certain period of time by including data and information for several years prior to the reporting period used.

**5 Completeness**

The report must provide sufficient information to enable an assessment of the Company's impact during the reporting period

**6 Sustainability Context**

The information presented should report the impact within the broader context of sustainable development.

**7 Timeliness**

The report must be published regularly so that stakeholders can make timely decisions based on available information.

**8 Reliability**

The report must contain and use the information and processes used in preparing the report, which can be checked and reflects the quality and materiality of the information presented.

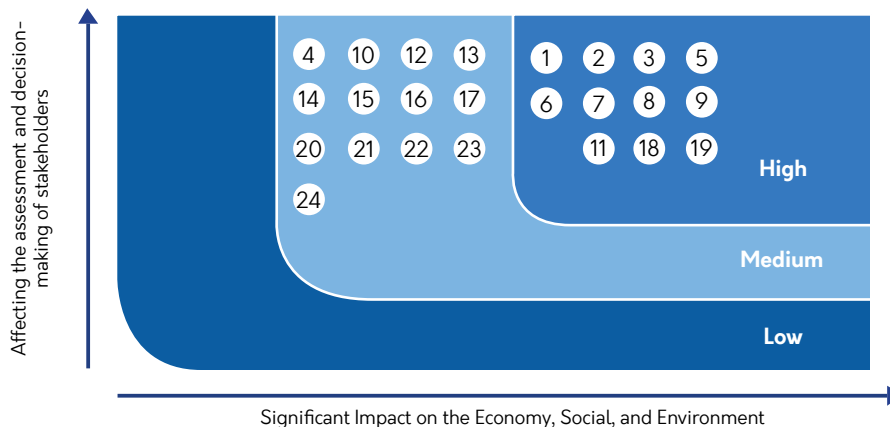
## MATERIAL TOPICS AND BOUNDARIES [GRI 3-1, 3-2, 3-3]

The material topics, as determined by the Company, are matters that have significant impact on stakeholder decisions. In 2023, the Company reassessed the relevant material topics through a materiality analysis process involving stakeholders, such as investor concerns. This approach serves as the Company's method to identify the actual and potential, negative and positive impacts of the Company on the economy, environment, and society, including impacts on human rights, across all Company activities and relationships.

Based on the analysis results, there are 24 sustainability issues deemed material to be included in this sustainability report. Based on the significance level to stakeholders and the economic, social, and environmental impacts, the 24 sustainability issues are then prioritized in a materiality matrix.

The Company's commitment to national and international issues related to climate change and sustainable development remains the foundation for consideration, reference, and motivation to continually enhance the role and contribution to achieving sustainability performance, including economic, social, and environmental aspects. This aligns with the primary concerns of stakeholders, which are the Company's main focus in conducting its business. [GRI 3-1]

The Company has mapped out the material topics along with explanations regarding the materiality approach in the sustainability matrix below:



No	Materiality	No	Materiality
1	Economic Performance	13	Child Labor
2	Market Presence	14	Procurement Practice
3	Indirect Economic Impact	15	Non-discrimination
4	Anti-Corruption	16	Forced Labor
5	Product Portfolio	17	Presence of Unions
6	Employment	18	Greenhouse Gas Emissions
7	Education and Training	19	Energy
8	Diversity and Equal Opportunity	20	Water
9	Local Communities	21	Waste
10	Socioeconomic Compliance	22	Material
11	Customer Privacy	23	Occupational Health and Safety
12	Marketing and Labeling	24	Environmental Compliance

The relevant sustainability topics are mapped into three priority levels: high, medium, and low. The material topics covered in this report remain consistent with those of the 2022 Sustainability Report. Sustainability topics categorized as high to moderate are presented as material topics within this report, with the topics delineated in the following list: [GRI 3-1, 3-2, 3-3]

Material Topics	Why this topic is important	Topic Boundaries	
		Within the Company/ Internal Stakeholders	Outside the Company/External Stakeholders
<b>Economic Topics</b>			
Economic Performance	Describing achievement and the Company's performance during the reporting year.	Employees, shareholders, labor unions	Customers, Investors, Government and Financial Service Authority, Developer Partners/Suppliers, Community Organizations/Social Organizations/NGO, Media, Business Organizations
Market Presence	Describing the Company's commitment about minimum wage of employees so they can meet their life needs.	Employees and labor unions	Government and Financial Service Authority
Indirect Economic Impacts	Describing the Company's commitment about benefits of the Company for the communities.	Employees	Work Partners / Suppliers
Procurement Practice	Describing the Company's commitment about the presence of local suppliers.	Employees and shareholders	Customers, Investors, Government and Financial Service Authority, and Media
Product Portfolio	Describing the Company's commitment about the importance of clarity and completeness of information regarding products owned and offered to consumers.	Employees, shareholders, labor unions	Customers, Investors, Government and Financial Service Authority, Developer Partners, Work Partners / Suppliers, Media, and Business Organizations
Anti-Corruption	Describing the Company's commitment in running business transparently and in refraining from illegal practices such as corruption that bring negative impacts for the level of trust from customers to the bank.	Employees, shareholders, labor unions	Customers, Investors, Government and Financial Service Authority, Developer Partners, Work Partners/Suppliers, Media, Business Organizations
<b>Environmental Topics</b>			
Greenhouse Gas Emission	Describing the Company's concern about greenhouse gas emission produced from operational activities.	Employee	Investors, Government and Financial Service Authority, Work Partners/Suppliers, Media
Materials	Describing the Company's concern for material (paper) management which in the manufacturing process requires tree trunks as raw material.	Employee	Work Partners/ Suppliers

Material Topics	Why this topic is important	Topic Boundaries	
		Within the Company/ Internal Stakeholders	Outside the Company/ External Stakeholders
Energy	Describing the Company's concern towards energy management amidst its increasingly limited availability.	Employee	Developer Partners, Work Partners/ Suppliers
Water	Describing the Company's concern for water resources management amidst its increasingly limited availability.	Employee	Developer Partners, Work Partners/ Suppliers
Effluent and Waste	Describing the Company's concern in managing wastewater so it does not pollute the environment.	Employee	Developer Partners, Work Partners/ Suppliers
Environmental Compliance	Describing the Company's commitment to various environmental regulations so its operations do not have a negative impact on the environment.	Employee and Shareholders	Investors, Government and Financial Service Authority, Work Partners / Suppliers, Media
<b>Social Topics</b>			
Employment	Describing the Company's commitment to the importance of managing employees/HR.	Employees, labor unions	Customers, Government and Financial Service Authority, Work Partners/ Suppliers
Occupational Health and Safety	Describing the Company's commitment in providing workplace that is safe and comfortable.	Employees, labor unions	Customers, Government and Financial Service Authority, Developer Partners, Work Partners, Suppliers, Business Organizations
Training and Education	Describing the Company's commitment in the effort improve competence of employees.	Employees and labor unions	Customers, Work Partner / Suppliers, Community Organizations/Social Organizations, NGOs
Diversity and Equal Opportunity	Describing the Company's commitment in equal opportunities for employee to develop without discrimination in gender.	Employees and labor unions	Customers, Government and Financial Service Authority
Non-discrimination	Describing the Company's commitment to respecting similarities among people.	Employees, shareholders, labor unions	Customer, Investor, Government and Financial Service Authority, Developing Partners, Work Partners / Suppliers, Media, Business Organizations
Freedom of Association and Collective Bargaining	Describing the Company's commitment to giving employees the freedom to assemble and organize, including the establishment of a trade union or similar institution.	Labor union	Government and Financial Service Authority, Work Partners / Suppliers Media
Forced Labor or Mandatory Work	Describing the Company's commitment for working hours, remuneration, and other matters so there is no coercion at work.	Employees, shareholders, labor union	Government and Financial Service Authority, Work Partners / Suppliers Media
Local Communities	Describing the Company's commitment towards the involvement of communities around in various programs/activities.	Employees	Community organizations/ Social Organizations /NGOs

Material Topics	Why this topic is important	Topic Boundaries	
		Within the Company/ Internal Stakeholders	Outside the Company/External Stakeholders
Marketing and Labeling	Describing the Company's commitment to obeying good marketing practices, and the provision of information products for customers / consumers.	Employees	Customers, Investors, Government and Financial Service Authority
Customer Privacy	Describing the Company's commitment in maintaining customer data confidentiality.	Employees, Shareholders, Labor Unions	Customers, Investors, Government and Financial Service Authority, and Media
Socio-economic Compliance	Describing the Company's commitment to obeying socio-economic regulations, such as employment, compete healthily and non-discriminatory.	Employees, Shareholders, Labor Unions	Customers, Investors, Government and Financial Service Authority, Developer Partners, Work Partners / Suppliers, Community organizations/ Social Organizations / NGOs, Media, and Business Organizations

## STAKEHOLDER ENGAGEMENT [GRI 2-29][OJK E.4]

The Company has a number of stakeholders in running the business. Their presence influences the Company's efforts to realize the success of strategy implementation and achievement of goals. Meanwhile, stakeholders in this report have a position as entities or individuals who are affected by the company's activities, products, and services.

The involvement of key stakeholders in discussing critical issues faced by the Company is carried out after undergoing an identification process. This process is conducted through stakeholder mapping methodology. Through this approach, the Company can accurately categorize stakeholders who have significant connections with the company, including the forms of relationships established, topics to be addressed, and appropriate communication strategies. This step is aimed at achieving the targets set by the Company through effective communication efforts. Complete details regarding the stakeholder list are presented in the following table. [GRI 2-29]

Stakeholders	Engagement Method	Frequency	Priority Topic
Shareholders	Annual GMS	Once a year	Achievement of the Company's targets, Economic Performance, Market Presence, Anti-Corruption, ESG Roadmap Development, and Decarbonization
	Performance Presentation	Quarterly	
	Extraordinary GMS	May be convened anytime	
Customers	Customer Satisfaction Survey	Twice a year	Service and service quality for consumers, Product Portfolio, Customer Privacy
	Communication Media for Customers	Once a month	
	Customer Call Center Services	Every time when needed	
	The Company's website and frontline information	May accessed anytime	
	Direct visit	May accessed anytime	

Stakeholders	Engagement Method	Frequency	Priority Topic
Developer Partner	Property Awards	Every year	Home sales opportunity
	Gathering	Every time when needed	Success of One Million Houses Program
	Capacity Building	Every time when needed	Transparency
Employees	Employee Engagement Survey	Once a year	Employee satisfaction level
	Internal Bulletin	Once a month	Related strategies and policies employment
	SmartShare	May accessed anytime	Discussion and exchange forums about works, quizzes, exchange of information, Diversity and Equal Opportunity, Training, and Education
	Innovation Award	Once a year	Accelerating business process
Work Partners / Suppliers	Work Contract	When needed	Procurement process
	Investment Partner	When needed	Business cooperation
	Seminars and workshops	When needed	Development of merchants company
Labor Union	Discussion on Collective Labor Agreement	Once a year	Harmonious work relations, as well as fulfillment of rights and obligations of employees
Government and Financial Service Authority	Reporting of GCG implementation of the Company's Sharia Business Units	Once a year	Fulfillment of disclosure of related report and information implementation of the Company's Sharia Business Units
	GCG Self-Assessment	Twice a year	Fulfillment of disclosure and assessment of the implementation of GCG at the Company
	GCG Compliance Report	Once a year	Fulfillment of disclosure of GCG implementation at the Company
	Reporting of TJSL activities to Ministry of SOE	Four times in a year	Facilities in disclosure of information on related reports of TJSL implementation at the Company
	Reporting on Supervision Results of the Sharia Supervisory Board of the Company's Sharia Business Units	Twice a year	Disclosure of information related to compliance with sharia principles in the operations of Bank BTN Syariah
Business Organizations	Meetings and activities, be it national, regional, and international scale	When needed	Improvement of the Company's governance
Community organizations/ social organizations/NGOs	Strategic cooperation to carry out corporate responsibility programs, both in the social and environmental fields	When needed	Optimizing the Company's TJSL program, Local Community, Indirect Economic Impact
Media	Press release and press conference	When needed	Provision of the Company's related business information that needs to be known by the public