

# FORWARDING<sup>TO</sup> EXCELLENT SUSTAINABILITY ACTION







# FORWARDING TO EXCELLENT SUSTAINABILITY ACTION

“

Humans are  
mandated to be  
caliphs in the world  
so they must prosper  
the earth.

”

The year 2024 is a significant milestone for PT Bank Syariah Indonesia Tbk (BSI). BSI has set its course to “Level Up to the Next Journey” after successfully navigating its first three years with numerous achievements worth celebrating. This advancement encompasses various aspects, including enhancing employee competencies and capabilities as well as strengthening BSI’s financial performance to compete in the global market. Having solidified its foundation through synergy, BSI is now accelerating, growing, and moving forward to contribute to the nation. BSI

has established a sustainability vision of becoming “The Best Global Islamic Bank Based on the Implementation of Sustainable Finance.” On its journey toward sustainability, BSI continues to progress through collaboration and innovation, aiming to be a trusted financial, social, and spiritual partner for its customers and the broader community. For us, sustainability is a noble endeavor dedicated to achieving collective prosperity.

BSI actively plays a role in implementing sustainable finance in alignment with Maqashid Syariah. With its strong business network and capabilities in providing a wide range of financial products and services, BSI contributes to the application of sustainable finance that adheres to Sharia principles. This is achieved by supporting customers in conducting sustainable business activities while creating a positive impact on both the environment and society.

In 2024, BSI continuously improve the growth of sustainable financial business and corporate governance related to Environmental, Social, & Governance (ESG), including by establishing a sustainability vision, strengthening the framework, establishing an ESG & Data Protection unit. This is a momentum for BSI to “Forwarding Excellent Sustainability Action.” Having this strategic step, BSI commits to continuously strengthen the integration of sustainability principles in every aspect of its operational business, creating a positive impact on society and the environment, and maintaining transparent and responsible corporate governance in order to realize a sustainable and highly competitive future.

# Key Achievements

## BSI ESG Milestones

2021

- Initial Step of Synergy to Introducing a variety of Sharia banking products and services under the entity of PT Bank Syariah Indonesia Tbk (BSI).

2022

- Establishment of Sustainability Vision and Mission.
- Implementation of Sustainability KPIs.
- Execution of ESG Scoring as part of the financing application process.
- Green Campaign dan Eco-Lifestyle Program.

2023

- Construction of the Green Building Landmark in Aceh.
- Reporting of Indonesia Green Taxonomy data for the 450 largest debtors.

2024

- Enhancement of Green Campaign activities, including 115 Electric Vehicles, 6 Charging Stations, and Green Building Landmark Aceh Certification)
- Establishment of the ESG Group
- Developing Digital Carbon Tracking to establish a baseline for carbon emissions.
- Issuance of Sustainable Mudharabah Sukuk Phase I 2024 by Bank Syariah Indonesia (BSI)

### ESG RISK RATING BASED ON SUSTAINALYTICS



**SUSTAINALYTICS**  
a Morningstar company

27,3

MEDIUM RISK

### ACGS



BSI has implemented over 80% of governance practices under the principles outlined in the ASEAN Corporate Governance Scorecard (ACGS).

### CGPI



Highly Credible

### BLOOMBERG

**Bloomberg**

3,9

RANKED  
4<sup>TH</sup> AMONG  
GLOBAL  
ISLAMIC  
BANKS

### SUSTAINABLE BANKING ASSESSMENT (SUSBA)

"1 of 39  
Bank in ASEAN"

participating in the Sustainable Banking Assessment (SUSBA)

BSI's dedication to sustainability is reflected in its participation in the SUSBA initiative as one of 39 banks in the ASEAN region.

This engagement not only reinforces BSI's commitment to developing practices that support financial and environmental sustainability but also positions BSI as a pioneer in sustainable finance initiatives within the ASEAN region.

In 2024, three key indicators have shown improvement, including Public Statements on Specific Sectors, Assessing E&S Risks in Client & Transaction Approvals and Disclosure of E&S Risk Exposure and Targets.

## Performance of The Three Strategic Pillars



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## Forwarding to Excellent Sustainability Action

### Key Achievements

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# ABOUT THE REPORT

[GRI 2-2, 2-3, 2-4]

# 01»



The 2024 Sustainability Report published by BSI refers to the Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies and the Financial Services Authority Circular Letter Number 16/SEOJK.04/2021 concerning the Form and Content of Annual Reports of Issuers or Public Companies. This report is also prepared "In Accordance" to the 2021 Consolidated GRI Standards and guided by the GRI G4 Sector Disclosures Financial Services, International Financial Reporting Standards (IFRS) S1 and S2, ASEAN Corporate Governance Scorecard (ACGS) and Sustainability Accounting Standards Board (SASB) Standards.

BSI's 2024 Sustainability Report presents information from the head office in Jakarta and branches spread across Indonesia. BSI does not have any subsidiaries, so this Sustainability Report covers only BSI entities as entities in the Financial Statements.

The report is published by BSI annually along with the publication of the Bank's Annual Report. The reporting period for this report spans from January 1 to December 31, 2024, under the BSI's Financial Report period. This Sustainability Report does not contain any restated information. This report is published on March 23, 2025.

For further information regarding this report, stakeholders can contact the following contact.



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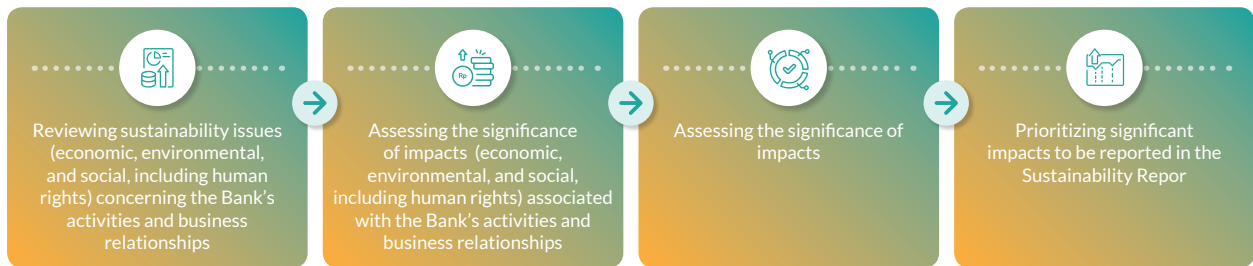
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# Process to Determine Material Topics [GRI 3-1, 3-2]


Based on the identification, evaluation, and review conducted by BSI Management in collaboration with stakeholders and experts, and with the approval of the Bank's Board of Directors, the material topics for BSI in 2024 have been determined as economic performance, product portfolio, and customer privacy. This differs from the material topics in 2023, which included economic performance, product portfolio, occupational health and safety, as well as training and education. In 2024, regarding occupational health and safety, BSI has had better K3 mechanism. The implementation of BSI's OHS mechanism is outlined in the Standard Operating Procedures for Human Capital and the Bank Syariah Indonesia Corporate Regulations, which are continuously

updated under applicable laws and regulations. Similarly, training and education are no longer categorized as material topics in 2024, as BSI has successfully developed the necessary human resource competencies through well-structured training and education programs. Customer privacy has been introduced as a material topic in 2024 due to potential risks associated with errors or negligence in processing customers' data. However, BSI remains committed to effective risk management, ensuring that no errors or negligence occur in handling customer data.

The process of determining material topics has undergone several stages, including:



Material Topic	Key Issues	Affected Stakeholders	Reason for Materiality	TPB
Economic Performance	<ul style="list-style-type: none"> <li>Direct economic value generated and distributed by BSI</li> <li>Financial implications, risks, and opportunities arising from climate change</li> <li>Obligations related to defined benefit pension programs and other pension plans</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Employees</li> </ul>	BSI's positive economic performance in 2024 is a tangible commitment to managing economic aspects effectively and consistently. Therefore, BSI must maintain and enhance its economic growth to ensure sustainable development in the future.	
Product and Service Portfolio	<ul style="list-style-type: none"> <li>Percentage of portfolio by business line, region, size, and sector</li> <li>Monetary value of products and services designed to provide specific social benefits for each business line</li> <li>Monetary value of products and services designed to provide specific environmental benefits for each business line.</li> </ul>	<ul style="list-style-type: none"> <li>Shareholders</li> <li>Employees</li> <li>Customers</li> </ul>	The product portfolio reflects BSI's commitment to sustainable finance. In 2024, BSI positively impacted all stakeholders by launching the Sustainability Sukuk, a sukuk specifically dedicated to funding activities focused on sustainability goals.	

Material Topic	Key Issues	Affected Stakeholders	Reason for Materiality	TPB
Customer Privacy	Complaints regarding privacy violations and loss of customer data.	Customers	Customer privacy reflects BSI's strong commitment to safeguarding and protecting customer data from unauthorized access. Proper management of customer privacy is essential for strengthening trust and enhancing the Bank's reputation among all stakeholders..	

## Management of Material Topics [GRI 3-3]

### Economic Performance

BSI always commits to better manage economic performance. BSI's commitment to manage economic performance is stated in the Bank Business Plan (RBB), which is prepared by considering various affecting factors to the Bank's performance and long-term goals. Good economic performance management will provide a long-term positive impact for BSI stakeholders, mainly in terms of increasing the Bank's trust and reputation before shareholders.

Evaluation related to the effectiveness of BSI's economic performance implementation is conducted through target achievement assessments drafted in the RBB with their realization during 2024. The party, who is responsible for BSI's economic performance implementation is the Strategic Planning & Performance Management Group.

The RAKB has outlined priority activities for 1 (one) year and 5 (five) years.

In 2024, BSI also launched Sustainability Sukuk, a sukuk specifically designed to fund activities that focus on sustainability goals. Sustainability Sukuk launched by BSI in the 1 (first) phase received great enthusiasm from the market, reaching 3 (three) times oversubscribed. In addition, BSI had BSI Deposito Wakaf, an investment product offered by BSI that combined the concept of deposits with the principle of waqf. This product aimed to facilitate customers, who intended to invest while having a positive impact on society through waqf. In Islam, it was considered as amal jariyah (continuously flowing rewards).

### Product and Service Portfolio

Performing its business activities, BSI continuously increase efforts in implementing sustainable finance principles. It is realized by distributing financing to Environmental Business Activities (KUBL) and to support the inclusive principle, such as Social Business Activities (KUBS). In 2024, BSI distributed financing to MSME sector as of IDR 52.4 trillion and Sustainable Business Activity Criteria (KKUB) as of IDR 66.5 trillion. This financing distribution had a positive impact on increasing business in MSME sector and Sustainable Business Activities.

The commitment to financing in the MSME sector and Sustainable Business Activities has been outlined in the Sustainable Finance Action Plan (RAKB), and its achievement is evaluated annually.

### Customer Privacy

The rapid development of technology has a positive impact in the form of convenience for all parties in accessing anything. However, contrastingly, it can also potentially have a negative impact on the confidentiality of Company data if not managed properly. The Personal Data Protection (PDP) Law has been prevailed since dated October 17, 2024, requiring Personal Data Controllers, Personal Data Processors and other parties related to the processing of personal data including BSI to implement personal data protection, both in the scope of products, services and operational activities. BSI, part of the national banking industry and the Mandiri group financial conglomerate with a global network, has an important role to ensure the implementation of PDP for all service products and services used by customers, employees, and stakeholder partners.

In the increasingly developing digital era, the security and confidentiality of Personal Data are the main concerns. Bank Syariah Indonesia Tbk (BSI) has a great responsibility in preparing compliance with the principles and provisions of Personal Data Protection (PDP), which includes identity information, financial information, transaction history and other personal data that can be used to identify individuals, in accordance with BSI's vision and mission.

Personal Data Protection is not only important to maintain customer trust, but also a legal obligation that must be fulfilled by BSI in accordance with applicable laws and regulations and the fulfillment of the maqashid sharia aspects. Law of Personal Data Protection (Law of PDP), which has been enacted in Indonesia and various other countries, emphasizes the importance of implementing strict Personal Data protection measures to prevent misuse, theft, and breach of Personal Data.

BSI recognizes that failure to protect customer Personal Data can result in significant financial and operational risks, damage reputation and potentially lead to legal sanctions. Therefore, BSI has an internal policy as a concrete manifestation of the implementation of comprehensive and integrated standard procedures in Personal Data Protection governance.

In order to implement the Personal Data Protection governance, BSI Management formed a Data Protection Group work unit in June 2024. This work unit has the following duties and responsibilities:

1. monitoring and ensuring the Bank's compliance with the provisions of laws and regulations related to aspects of Personal Data Protection, both as a Personal Data Controller or Personal Data Processor.
2. planning, compiling, and developing strategies including those related to the governance of the implementation of Personal Data Protection together with the Data Work Unit, which supervises the Compliance, Risk Management and related Work Unit functions.
3. coordinating and acting as a contact person for the Bank on issues related to Personal Data Protection aspects.
4. providing recommendations and suggestions to units, officials or parties responsible for the security of processing Personal Data processed by the Bank as a Controller, Processor or Joint Controller of Personal Data so that the implementation of security for processing Personal Data is in accordance with the provisions of laws and regulations.

In accordance with Law of Personal Data Protection, BSI, acting for the Personal Data Controller, must ensure that the collection of Personal Data is conducted in a limited and specific manner, legally valid, and transparently. The Personal Data processing must be conducted in accordance with its purpose and by guaranteeing the rights of the Personal Data Subject.

Consent is one of the bases of Personal Data processing. Hence, to support one of BSI's business strategy focuses, the customer consent form has been made available in one of the digital channels, such as Byond.

In terms of transparency in Personal Data Protection Management, BSI has prepared a Privacy Policy or Privacy Notice, which contains information about the Personal Data processing conducted by BSI, including:

1. Identification of processed personal data
2. Analysis of data collection purposes
3. Parties involved in the personal data processing
4. Determination of retention period
5. Risk identification
6. Cybersecurity and incident handling
7. Data subject rights
8. Review and update
9. Choice of publication channels
10. Contact information

The Privacy Policy can be accessed on the BSI corporate website [www.bankbsi.co.id](http://www.bankbsi.co.id)

HR confirmation to support Personal Data Protection governance is conducted by implementing training for work units involved in the governance. In addition, training was also provided to new BSI employees, who participated in the Officer Development Program (ODP) in December 2024, totaling 114 employees. Additionally, regular awareness socialization activities were conducted for change agents through Taujih Pekan activities, AKHLAK videos with the theme of Maintaining Privacy, Protecting Personal Data, and Privacy Policy posters. Awareness socialization to customers was also carried out through various media, including customer gatherings, information on Bank service products, social media accounts managed by the Bank and operated operational activities

A photograph of three women wearing hijabs and casual business attire. They are standing in front of a large window that features a colorful mural of mountains in shades of blue, green, and yellow. The woman in the center is holding a tablet and pointing at the screen, while the other two women look on with interest. The overall scene is bright and professional.

# SUSTAINABILITY STRATEGY

# 02 »



# Statement on Sustainability Strategy [OJK A.1, FS1, GRI 2-22, IFRS S1-STRATEGY, IFRS S2-STRATEGY, IFRS S1-METRIC AND TARGET, IFRS S2-METRIC AND TARGET, IFRS S1-RISK MANAGEMENT, IFRS S2-RISK MANAGEMENT]

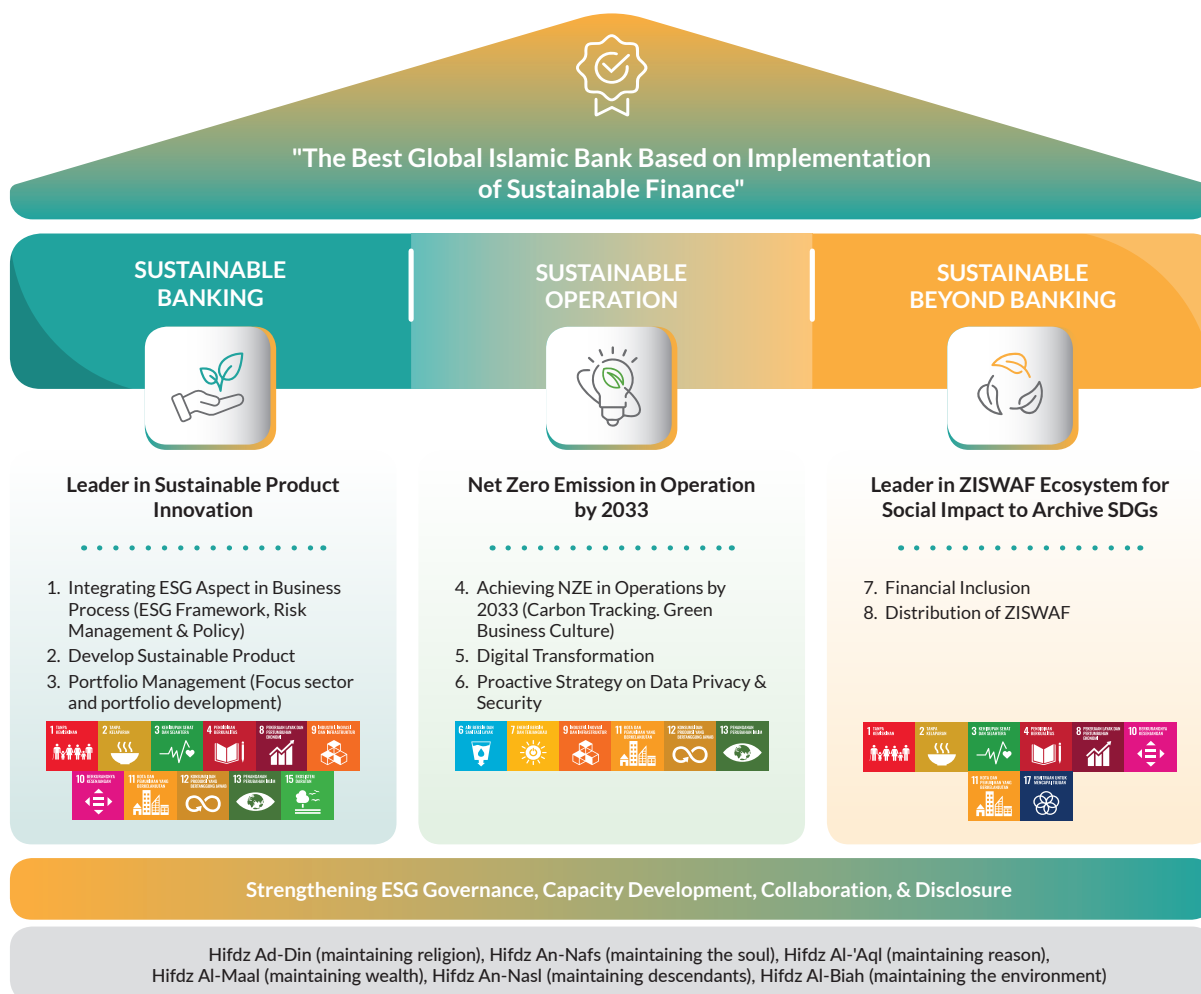
Sustainability is one of BSI's goals. As a sharia bank, BSI also has a responsibility to protect the environment and provide social benefits for the future. Thus, it is in accordance to Maqashid Syariah, which includes *Hifdz Ad-Din* (protecting religion), *Hifdz An-Nafs* (protecting the soul), *Hifdz Al'Aql* (protecting reason), *Hifdz Al-Maal* (protecting wealth), *Hifdz An-Nasb* (protecting children), and *Hifdz Al-Bi'ah* (protecting the environment).

As a form of BSI's commitment to implement sustainable practices in line with Maqashid Syariah, BSI has strengthened its sustainability governance structure by forming an Environmental, Social, & Governance (ESG) Group under the supervision of the Deputy President Director in accordance with the Board of Directors' Decree No. 04/239-KEP/DIR concerning the Establishment of the Environmental, Social, & Governance (ESG) Group Organizational Structure, as well as establishing an ESG Sub-Committee under the Risk Management Committee. Governance affirmation is also conducted by preparing and issuing Standard Operating Procedures (SOP) for sustainable finance and ESG Guiding Principles. Moreover, BSI strengthens

governance by developing a sustainable finance framework based on BSI's sustainability vision, entitled "The Best Global Islamic Bank Based on Implementation of Sustainable Finance." The sustainable finance framework consists of 3 (three) strategic pillars, such as Sustainable Banking, Sustainable Operation and Sustainable Beyond Banking.

Related to the sustainable banking pillar, BSI commits to be a leader in sustainable product innovation. Furthermore, in terms of the pillar of sustainable operation, BSI commits to achieve net zero emission in operation by 2033. In the pillar of sustainable beyond banking, BSI's commitment is to be a leader in the ZISWAF ecosystem for social impact to archive SDGs.

Continuing the 2024 success, BSI commits to adopt international standards, as stated in POJK No. 51 of 2017, such as the Principles for Responsible Banking (PRB) and becoming a member of the United Nations Environment Programme Finance Initiative (UNEP FI) in 2025.



BSI has developed the 2021-2025 ESG roadmap to implement its sustainability vision and mission as follows.

2021	2022	2023	2024	2025
<ol style="list-style-type: none"> <li>1. Green Portfolio at least IDR 4.36 Trillion</li> <li>2. 5% of employees received sustainable finance awareness training and 5% of business unit employees and partners participated in environmental risk mitigation training</li> <li>3. Availability of sustainable finance procedures</li> <li>4. Implementation of 1 (one) Eco Life Style sub-program</li> </ol>	<ol style="list-style-type: none"> <li>1. Green Portfolio at least IDR 7 Trillion</li> <li>2. 60% of employees received sustainable finance awareness training and 10% of business unit employees and partners participated in environmental risk mitigation training</li> <li>3. Participating in the Sustainable Banking Assessment (SUSBA)</li> <li>4. Participating in the SRI KEHATI Stock Index</li> <li>5. Installation of solar panels at 2 (two) points in the office network and Reverse Vending Machines and Plasticpay Collection Points at 50 points</li> <li>6. Implementation of BSI E-DOC</li> </ol>	<ol style="list-style-type: none"> <li>1. Green Portfolio at least IDR 10.7 Trillion</li> <li>2. 70% of employees received sustainable finance awareness training and 20% of business unit employees and partners participated in environmental risk mitigation training</li> <li>3. Installation of 1 (one) solar panel branch offices, plasticpay for 27 points, tree planting, and green activities</li> </ol>	<ol style="list-style-type: none"> <li>1. Green portfolio grew according to Bank's Business Plan (RBB)</li> <li>2. Subordinated Sukuk Issuance as of IDR 5-7.5 Trillion for Tier 2 capital</li> <li>3. 80% of employees received sustainable finance awareness training and 40% of business unit employees and partners participated in environmental risk mitigation training</li> <li>4. ESG Risk Rating</li> <li>5. Carbon Tracking</li> <li>6. Green Campaign/Eco Lifestyle (Green Building, Charging Station, Electric Vehicle, Green Culture, Tree Planting)</li> <li>7. TJSL/CSR Activities</li> </ol>	<ol style="list-style-type: none"> <li>1. Green portfolio grew according to RBB</li> <li>2. Subordinated sukuk or Sukuk sustainability reporting</li> <li>3. 90% of employees received sustainable finance awareness training and 60% of business unit employees and partners participated in environmental risk mitigation training</li> <li>4. ESG Risk Rating</li> <li>5. Carbon Tracking</li> <li>6. Green Campaign/Eco Lifestyle</li> <li>7. TJSL/CSR Activities</li> </ol>

BSI has also determined the programs that will be implemented in RAKB, which includes 5 (five) year plan (2021 – 2025).

#### BSI's 2021-2025 Long-Term Target

Year	Priority Activity Target	Achievement Indicator
2021	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSMEs Portfolio</li> <li>- Green Financing Portfolio/Non-MSMEs Green Portfolio (wholesale segment)</li> </ul>	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- Outstanding (OS) of MSMEs in December 2021 minimally IDR 36.42 trillion</li> <li>- OS of Non-MSME Green Portfolio in December 2021 minimally IDR 4.36 trillion</li> </ul>
	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Training on Sustainable Finance Awareness</li> <li>- Training for employees and partners (developers/customers) on Environmental Risk Mitigation</li> <li>- Preparation of E-Modules and Digital Learning Socialization of sustainable finance for Business and Supporting Units.</li> </ul>	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- 5% of employees received training on Sustainable Finance Awareness</li> <li>- 5% of business unit employees and partners (developers/customers) participated in Environmental Risk Mitigation training</li> <li>- Availability of E-Modules and Digital Learning for Socialization of Sustainable Finance for Business and Supporting Units.</li> </ul>
	<b>C. Governance Improvement of Standard Operating Procedures (SOP)/Technical Operational Instructions (PTO) on Sustainable Finance Drafting</b>	<b>C. Governance Improvement by SPO/PTO Sustainable Finance Availability</b>
	<b>Supporting Activities</b> <b>A. Green Campaign</b> <ul style="list-style-type: none"> <li>Creating an "Eco Life Style" in the office environment</li> </ul>	<b>Supporting Activities</b> <b>A. Green Campaign</b> <ul style="list-style-type: none"> <li>Implementation of 1 (one) subprogram "Eco Life Style"</li> </ul>
	<b>B. Social and Environmental Responsibility</b> <ul style="list-style-type: none"> <li>- Performing BSI Integrated Social Action program with an approach to development in socioeconomic, spiritual, people, and environmental aspects.</li> </ul>	<b>B. Social and Environmental Responsibility</b> <ul style="list-style-type: none"> <li>- Socio-economic: village-based community empowerment program (ex-legacy bank) in 14 villages</li> <li>- Spiritual: re-branding of ex-BSM Musholla Cars to BSI branding. Addition to 1 (unit) Ambulance</li> <li>- People: The Islamic Socio-preneur Development Program (ISDP) &amp; procurement of Swab/PCR/Genose/Vaccine Tests advancement for the community</li> <li>- Environment: Green campaign implementation in 3 (three) times a year</li> </ul>

Year	Priority Activity Target	Achievement Indicator
2022	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSME Portfolio</li> <li>- Non-MSME Green Portfolio</li> <li>- Sustainable Financing Portfolio Ratio</li> </ul>	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- OS of MSMEs in December 2022 minimally IDR 44.8 trillion</li> <li>- OS of Non-MSME Green Portfolio in December 2022 minimally IDR 7 trillion</li> <li>- Sustainable Financing Ratio to Total Financing minimally 22%</li> </ul>
	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Training on Sustainable Finance Awareness for employees</li> <li>- Green Financing and Environmental Risk Mitigation Training</li> </ul>	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Minimally 60% of employees received training on Sustainable Finance Awareness</li> <li>- Minimally 10% of business unit employees participated in Green Financing and Environmental Risk Mitigation training</li> </ul>
	<b>C. Governance Improvement</b> Updating Provision of PTO-Sustainable Finance	<b>C. Governance Improvement</b> <ul style="list-style-type: none"> <li>- Updating and adjustment of Provision of Pro-Sustainable Finance (addition to Environmental, Social, Governance Risk/Climate)</li> <li>- SPO &amp; TPO perfection related to Sustainable Finance</li> <li>- Presentation of sustainable finance performance in a quarterly public expose</li> </ul>
	<b>Supporting Activities</b> <b>A. Green Campaign Efficiency - Go Green</b> <ul style="list-style-type: none"> <li>- Installation of Solar Panels</li> <li>- Installation of Reverse Vending Machines and Plasticpay Collection Points</li> <li>- E-Doc BSI (web-based correspondence digitization) to reduce paper usage in Head Office Work Units and Outlets</li> </ul>	<b>Supporting Activities</b> <b>A. Green Campaign Efficiency - Go Green</b> <ul style="list-style-type: none"> <li>- Installation of Solar Panels at 2 (two) Office Network locations</li> <li>- Reverse Installation</li> <li>- Reverse Vending Machine and Plasticpay Collection Point at 50 sites throughout Indonesia</li> <li>- E-Doc BSI (web-based correspondence digitization) to reduce paper usage in Head Office Work Units and Outlets has been a pilot project in Q1</li> </ul>
	<b>B. Social and Environmental Responsibility</b> Performing BSI Integrated Social Action program with an approach to development in socio-economic, spiritual, people, and environmental aspects.	<b>B. Social and Environmental Responsibility</b> <b>Socio-economic</b> <ul style="list-style-type: none"> <li>- Addition of BSI Villages of at least 5 villages</li> </ul> <b>Spiritual</b> <ul style="list-style-type: none"> <li>- Completion of the construction of the BSI Bakauheni Mosque</li> <li>- Mosque Rebranding and Maintenance Advancement</li> <li>- Qurban Animals Distribution on Eid Adha of 1443 H</li> </ul> <b>People</b> <ul style="list-style-type: none"> <li>- Implementation of "BSI Scholarship" program Advancement</li> <li>- Launching "BSI Entrepreneurship 2022 (ISDP)" program</li> </ul> <b>Environment</b> Planting trees in disaster-prone areas (Banten, West Java, & West Kalimantan) with a total of 1000 trees <b>Charity</b> Provision of socio-business donations Distribution and deployment TJSL. The distribution and deployment of TJSL in 2021 were planned through BAZNAS and LAZNAS BSI MASLAHAT using the following funding sources: <ul style="list-style-type: none"> <li>- Zakat Fund: 2.5% of the 2021 profit (EBT) - RKAT BAZNAS</li> <li>- Social Fund / TBDSP: + IDR 32 Billion - OJK RAKB</li> </ul>
2023	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSMEs Financing</li> <li>- Green Financing (in the wholesale segment)</li> </ul>	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- OS of MSMEs in December 2023 minimally IDR 50.15 trillion</li> <li>- OS of Non-MSME Green Portfolio in December 22 minimally IDR 10.7 trillion</li> <li>- Sustainable Financing Ratio to Total Financing as of 23%</li> </ul>
	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Training on Sustainable Finance Awareness</li> <li>- Training for employees and partners (developers/customers) on Environmental Risk Mitigation</li> </ul>	<b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Minimally 70% of employees received training on Sustainable Finance Awareness</li> <li>- Minimally 20% of business unit &amp; partner employees (developers/customers) participated in Environmental Risk Mitigation training</li> </ul>
	<b>C. Governance Improvement</b> Improving debtor information system that was pro- Sustainable Finance	<b>C. Governance Improvement</b> <ul style="list-style-type: none"> <li>- Preparation of Internal Provisions in anticipation of POJK issuance on the 2023 Indonesian Green Taxonomy</li> <li>- Organizing FGD/workshops related to sectoral policies based on mapping high environmental and social risks at the portfolio level completely (reference: SUSBA Sector)</li> <li>- Submitting a request for Sustainable Banking Assessment (SUSBA) for 8 (eight) banks in each country.</li> <li>- Submission of sustainable financial performance in quarterly public expose</li> </ul>

Year	Priority Activity Target	Achievement Indicator
	<b>Supporting Activities</b> <b>A. Green Campaign</b> Creating an "Eco Life Style" in the office environment  <b>B. Social and Environmental Responsibility</b> Menjalankan program BSI <i>Integrated Social Action</i> dengan pendekatan untuk pengembangan di aspek <i>socio-economic, spiritual, people</i> dan <i>environment</i>	<b>Supporting Activities</b> <b>A. Green Campaign</b> <ul style="list-style-type: none"> <li>- Installation of solar panels in 1 Network office (Mataram Branch Office), having been conducted since 2022.</li> <li>- Addition of RVM machines minimally 27 points throughout Indonesia</li> <li>- Submission of the "tree planting for BSI housing customers and employees" program initiatives, which the total was 5,000 trees</li> <li>- Submission of the green activity menu initiatives in BSI Mobile</li> <li>- Implementation of E-Doc advancement at the head office &amp; Outlets</li> </ul> <b>B. Social and Environmental Responsibility</b> <b>Socio-economic</b> <ul style="list-style-type: none"> <li>- Addition of BSI Villages at least 5 (five) sites</li> </ul> <b>Spiritual</b> <i>Maintenance and Optimization of BSI Mosques Qurban Animals Distribution on Eid Adha of 1443 H</i>  <b>People</b> Implementation of the "BSI Scholarship" program advancement (1,000 participants)  <b>Environment</b> Procurement of 1 Electric Vehicle Charging at BSI Mosque  <b>Charity</b> Provision of Socio Business donations as of IDR 6 billion
2024	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSMEs Financing</li> <li>- Green Financing (in the wholesale segment)</li> <li>- Funding with Sustainability Sukuk</li> </ul> <b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Training on Sustainable Finance Awareness</li> <li>- Training for employees and partners (developers/customers) on Environmental Risk Mitigation</li> </ul> <b>C. Governance Improvement</b> Governance Review related to Sustainable Finance	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSME financing in December 2024, minimally reaching IDR 54.19 trillion</li> <li>- Green Financing (in the wholesale segment), minimally reaching IDR 13 trillion in December 2024</li> <li>- Sustainable financing ratio to total financing as of 24%</li> <li>- Sustainability Sukuk Issuance</li> </ul> <b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Minimally 80% of employees received training on Sustainable Finance Awareness</li> <li>- Minimally 30% of business unit &amp; partner (developer/customer) employees participated in Environmental Risk Mitigation training</li> </ul> <b>C. Governance Improvement</b> Establishment of Governance Review related to Sustainable Finance <ul style="list-style-type: none"> <li>- PTO TBDSP Updating</li> <li>- Carbon tracking</li> <li>- ESG Rating</li> </ul>
	<b>Supporting Activities</b> <b>A. Green Campaign</b> Creating an "Eco Life Style" in the office environment  <b>B. Social and Environmental Responsibility</b> Performing BSI <i>Integrated Social Action</i> program with an approach to development in socio-economic, spiritual, people, and environmental aspects.	<b>Supporting Activities</b> <b>A. Green Campaign</b> Establishment of 3 (three) sub-programs of "Eco Life Style" <ul style="list-style-type: none"> <li>- Electric Vehicle</li> <li>- Charging station procurement</li> <li>- Green Building</li> <li>- Tree planting</li> </ul> <b>B. Social and Environmental Responsibility</b> <ul style="list-style-type: none"> <li>- <b>Socio-economic:</b> Optimization of BSI Village and addition to minimally 3 (three) BSI Villages</li> <li>- <b>Spiritual:</b> Maintenance and development of 1 mosque, and procurement of mobile prayer room</li> <li>- <b>People:</b> BSI Scholarship advancement</li> <li>- <b>Environment:</b> Optimization of charity and environment programs</li> </ul>
2025	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSMEs Financing</li> <li>- Green Financing (in the wholesale segment)</li> <li>- Subordinated Sukuk Issuance</li> <li>- Sustainable financing ratio</li> </ul> <b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Training on Sustainable Finance Awareness</li> <li>- Training for employees and partners (developers/customers) on Environmental Risk Mitigation</li> </ul>	<b>A. Development of Products and/or Services satisfying Sustainable Business Activities (KKUB) Criteria</b> <ul style="list-style-type: none"> <li>- MSME financing grew according to the 2025 RBB target</li> <li>- Green Financing (in the wholesale segment) grew according to RBB target</li> <li>- Subordinated sukuk issuance as of IDR 5-7.5 trillion for Tier 2 capital</li> <li>- Sustainable financing ratio &gt;25%</li> </ul> <b>B. Bank's Internal Capacity Development:</b> <ul style="list-style-type: none"> <li>- Minimally 90% of employees received training on Sustainable Finance Awareness</li> <li>- Minimally 50% of business unit &amp; partner (developer/customer) employees participated in Environmental Risk Mitigation training</li> </ul>

Year	Priority Activity Target	Achievement Indicator
	<b>C. Governance Improvement</b> Governance Review related to Sustainable Finance	<b>C. Governance Improvement</b> Governance Review related to Sustainable Finance - Participating in Sri Kehati Index
	<b>Supporting Activities</b> <b>A. Green Campaign</b> Creating an "Eco Life Style" in the office environment	<b>Supporting Activities</b> <b>A. Green Campaign</b> Establishment of 3 (three) sub-programs of "Eco Life Style" - Electric Vehicle - Charging station procurement - Green Building - 10.000 trees planting
	<b>B. Social and Environmental Responsibility</b> Performing BSI Integrated Social Action program with an approach to development in socio-economic, spiritual, people, and environmental aspects.	<b>B. Social and Environmental Responsibility</b> - <b>Socio-economic:</b> Optimization of BSI Villages and addition to minimally 3 (three) BSI Villages - <b>Spiritual:</b> Maintenance and development of 1 (one) mosque, procurement of mobile prayer room - <b>People:</b> BSI Scholarship advancement - <b>Environment:</b> Optimization of charity and environmental programs

In 2024 was the fourth year of the long-term plan with priority activity targets, including product and/or service development that satisfied the Sustainable Business Activities (KKUB) criteria with an emphasis on MSMEs financing, green financing (in the wholesale segment), Funding with Sustainability Sukuk; Bank's internal capacity development with an emphasis on training on sustainable finance awareness, training for employees and partners (developers/customers) on environmental risk mitigation; governance improvement with an emphasis on conducting governance reviews related to sustainable finance. Additionally, BSI also set priority activity targets for supporting activities, including a green campaign that emphasized on creating "Eco Life Style" in the office environment; and social and environmental responsibility that focused on BSI performance in BSI Integrated Social Action program with an approach to development in the socio-economic, spiritual, people, and environmental aspects.

The achievement of sustainability targets as stated in the following RAKB is as follows.

No	Description of Activity	September 2024	
		Total	Nominal (in IDR million)
I	Number of products that meet the criteria for Sustainable Business Activities (KKUB)		
	a. Fundraising for the Issuance of Sukuk Mudharabah Based on Sustainable Sustainability I Bank Syariah Indonesia (BSI) Phase I in 2024	1 Product	3.000.000
	b. Distribution of Funds/Financing		
	- MSMEs	-	49.109.387
	- Green Portfolio (Non MSMEs)	-	13.434.928
	<b>Total Productive Assets of Sustainable Business Activities</b>		
	a. Total Financing of Sustainable Business Activities		62.544.315
	b. Total Financing of Non-Sustainable Business Activities		204.522.694
	<b>Total Financing</b>		<b>267.067.009</b>
	Percentage of total financing of sustainable business activities to total bank financing (%)		23,42%

Amount and quality of financing based on sustainable business activity categories	Nominal (In IDR Millions)	NPF (%)
a. Renewable energy	701.541	0,00
b. Energy efficiency	-	-
c. Pollution prevention and control	-	-
d. Management of Natural Resources and Sustainable Land Use	6.665.872	0,00
e. Conservation of Terrestrial and Aquatic Biodiversity	-	-
f. Environmentally Friendly Transportation	38.525	0,00
g. Sustainable Water and Wastewater Management	77.432	0,00

Amount and quality of financing based on sustainable business activity categories	Nominal (In IDR Millions)	NPF (%)
h. Climate Change Adaptation	-	-
i. Products that can reduce resource usage and produce less pollution (Eco-Efficient)	5.551.905	0,00
j. Environmentally Conscious Buildings that Meet Nationally, Regionally, or Internationally Recognized Standards or Certifications	136.716	0,00
k. Business Activities and/or Other Activities from Other Environmentally Conscious Business Activities	262.936	0,00
l. MSME activities	49.109.387	2,87

No	Description of Activity	Achievement
II	Banks' Internal Capacity Development	Bank's internal capacity development had been implemented, consisting of: <ul style="list-style-type: none"> <li>- 85% of employees received Sustainable Finance Awareness training</li> <li>- 62% of business unit employees have participated in environmental risk mitigation</li> </ul>
III	Governance Improvement	Implementation of governance improvements consisted of: <ul style="list-style-type: none"> <li>- Updating Operational Technical Instructions (PTO) for Non-Eligible Funds Recognized as Income (TBDSF)</li> <li>- Development of Digital Carbon tracking to obtain carbon emission baseline</li> <li>- ESG Risk Rating from Sustanalytic with a score of 27.3 (medium risk)</li> <li>- ESG Group Formation</li> </ul>
IV	Green Activity/Eco Lifestyle	Supporting activities for the green campaign had been implemented, consisting of: <ul style="list-style-type: none"> <li>- 37 electric vehicle, consisting of 35 motorcycles and 2 (two) cars</li> <li>- Procurement of 2 (two) charging station units (Aceh's landmark and Wisma Mandiri)</li> <li>- Green Building of Gold Certification at Aceh's Landmark</li> </ul>
V	Corporate Social Responsibility (CSR)/Social and Environmental Responsibility (TJSL) Distribution	TJSL program had been implemented, consisting of: <ul style="list-style-type: none"> <li>- Addition of 3 (three) BSI Villages (Aceh Besar, Bener Meriah and Mojokerto)</li> <li>- BSI Mosque development at Aceh's Landmark</li> <li>- Maintenance of 3 (three) BSI Mosques (Bromo, Cipali and Cipularang)</li> <li>- Addition to 3 (three) Mobile Prayer Rooms</li> <li>- Distribution of BSI Scholarships with an additional 2,300 beneficiaries</li> <li>- Distribution of charity as of IDR 29.7 billion</li> </ul>

## Strategy in Risk and Opportunities Management Related to Sustainability

[IFRS S1-STRATEGY, IFRS S2-STRATEGY, IFRS S1-METRIC AND TARGET, IFRS S2-METRIC AND TARGET, IFRS S1-RISK MANAGEMENT, IFRS S2-RISK MANAGEMENT, GRI 201-2]

Developing its strategy, BSI also considered sustainability risks and opportunities, including risks and opportunities related to climate change. The climate risk management process is managed in an integrated manner into the Bank's risk management system. This process begins with the identification of climate risks and opportunities; measuring climate risk by establishing several metrics related to physical risk and transition risk; then assessing the impact of climate risk on the Bank's finances; then evaluating the impact of climate risk and developing strategic steps needed to manage the impact of climate risk. The risks and opportunities related to sustainability, including risks and opportunities related to climate change and their impacts on business models and value chains, strategies, and financial conditions in 2024 are presented as follows.

Type of Risks	Its Impact	Financial Implications Potential	Risk Management
<b>Economy</b>			
<b>Credit Risk</b> Risks due to failure by customers or other parties to fulfill obligations to the Bank in accordance with agreed agreements.	Credit risk could have an impact on increasing the ratio of non-performing loans (NPL)	Decreasing Bank's income	BSI managed credit risk through: <ul style="list-style-type: none"> <li>• The direction of financing expansion refers to the Portfolio Guideline</li> <li>• Determination of acquisition methods and measurement of customer risk through the originating system, Risk Acceptance Criteria, retail financing scoring and financing risk rating for SME financing of more than IDR 1.5 billion and wholesale financing.</li> <li>• Early warning system using watchlist tools that can provide early indications/ detection of customer conditions</li> <li>• The Bank developed Rescue tools as a tool to assist in monitoring efforts made by the Bank against problematic financing that still has business prospects, performance, ability to pay and good faith, with the aim of minimizing the possibility of losses for the Bank and rescuing the financing that has been provided.</li> <li>• Implementation of stress tests on extreme but plausible conditions both periodically and incidentally which aim to anticipate the worst conditions if there are changes in external conditions such as macroeconomics that can affect the Bank's financing performance.</li> <li>• Determination of the financing period by considering the type of financing, yield, liquidity and potential risk.</li> <li>• Review/Evaluation of the adequacy of risk limits. Establishment of an integrated internal control system in the financing system and procedures.</li> </ul>
<b>Investment Risk</b> Risks due to provided financing and investment.			
<b>Market Risk</b> Risks due to changes in market prices, including the risk of changes in the value of tradable or leaseable assets. Market risk consisted of two types of risk: exchange rate risk and interest rate benchmark risk.	There was movement of market variables in the Bank's portfolio.	<ul style="list-style-type: none"> <li>• Losses on Investments and Financial Assets</li> <li>• Losses from Currency Fluctuations</li> </ul>	BSI managed Interest Rate Benchmark Risk by: <ol style="list-style-type: none"> <li>a. Identification of risks in bank products and activities through risk analysis and providing recommendations to business units and management.</li> <li>b. Risk measurement using the Standard method and internal methods, such as Value at Risk (VaR).</li> <li>c. Risk exposure monitoring was performed daily, weekly and monthly.</li> <li>d. Risk control was conducted by setting trading limits for securities.</li> </ol> BSI managed Exchange Rate Risk by: <ol style="list-style-type: none"> <li>a. Identification of risks in bank products and activities.</li> <li>b. Risk measurement using the Value at Risk (VaR) tool.</li> <li>c. Risk exposure monitoring was performed daily, weekly and monthly.</li> <li>d. Risk control was conducted through setting limits and squaring foreign exchange positions.</li> </ol>

Type of Risks	Its Impact	Financial Implications Potential	Risk Management
<b>Liquidity Risk</b> Risks due to the Bank's inability to meet its due obligations.	Non-satisfaction Bank financial obligation	Financing Cost Increasing	BSI managed its liquidity by: <ol style="list-style-type: none"> <li>Identifying liquidity risks in bank products and activities</li> <li>Placing funds in high-quality liquid assets as liquidity reserves</li> <li>Measuring liquidity ratios, cash flow projections, liquidity gaps, Liquidity Coverage Ratio (LCR), and Net Stable Funding Ratio (NSFR)</li> <li>Maintaining access to the money market between Islamic banks</li> <li>Conducting liquidity risk stress tests periodically.</li> <li>Determining liquidity risk limits according to internal conditions and applicable regulatory provisions.</li> <li>Monitoring liquidity ratios regularly</li> <li>Determining Early Warning Indicators and Emergency Funding Plans or Liquidity Contingency Plans (LCP), including through the use of money market instruments, sales of securities, increasing the return on funds ratio and using loan facilities from Bank Indonesia.</li> <li>Monitoring the movement of external indicators including USD/IDR exchange rates, yields, government securities, market return rates, gold prices and the latest market information.</li> </ol>
<b>Operations Risk</b> Loss risks due to inadequate internal processes, internal process failures, human error, system failures, and/or external events/incidents that affected the Bank's operations.	Increasing risk exposure due to human error factors, inadequate internal procedures, system failures and external events.	Decreasing Bank's income	<ul style="list-style-type: none"> <li>Preparing product manuals, policies, procedures and operational technical instructions as a guide in carrying out the Bank's operational activities and disseminate them adequately.</li> <li>Establishing a Senior Operational Risk Head ("SORH"), who coordinated with DCOR and RBC functions in terms of managing operational risks in the Head Office and network units.</li> <li>Preparing tools used in the implementation of operational risk management, including Risk &amp; Control Self Assessment, Key Risk Indicator, Loss Event Database, Operational Risk Profile Report, and Control Testing.</li> <li>Conducting operational risk studies &amp; analysis on proposed new products and/or activities to be launched by the Bank.</li> <li>Implementing Business Continuity Management ("BCM") to ensure the Bank's operational continuity continuously even though disruptions (disasters) occur to protect the interests of stakeholders.</li> <li>Applying good and adequate IT governance, including through the establishment of an IT Steering Committee, implementation of the System Development Life Cycle mechanism, implementation of IT security standards and access management, implementation of IT device standards, and implementation of the Disaster Recovery Plan.</li> </ul>
<b>Return Risk</b> Return risk was the risk that was due to market fluctuations, economic changes, or other factors that could affect the profit or loss from the made investment.	The uncertainty associated with the difference between the expected and actual returns of an investment.	<ul style="list-style-type: none"> <li>Profitability Reduction</li> <li>Assets Value Declining</li> </ul>	Conducting review on funding return

Type of Risks	Its Impact	Financial Implications Potential	Risk Management
<b>Environment</b>			
<b>Physical Risk</b> Risks due to the direct impacts of severe natural disasters (acute physical risks) and risks that were gradually affected by long-term climate change, for example rising temperatures, sea levels (chronic physical risks), and changes in rainfall patterns.	Physical risks had the potential to have a significant impact on banking risks, including: <b>a. Credit Risk</b> Floods and land fire result in: 1) Physical damage to customer collateral/property resulting in a decrease in collateral/property prices which has an impact on increasing Loss Given Default (LGD). 2) Decreasing in land productivity, especially in the agriculture & plantation sectors resulting in a decrease in customer payment ability. <b>b. Liquidity Risk</b> Wildfires or floods have the potential to cause unexpected withdrawals of funds, resulting in larger outflows than expected. <b>c. Operations Risk</b> Floods and fires have the potential to damage bank assets such as branch offices, ATMs, data centers or disrupt overall bank operations. This would increase the potential for losses due to decreased revenue generated by natural disasters.	Physical risks and transition risks had the potential for significant financial and operational implications for the Bank, including: <b>a. Credit Risk</b> 1) Increased Probability of Default (PD) and Loss Given Default (LGD), which had implications for increasing CKPN costs. 2) Decreasing in profit and capital adequacy ratio (CAR). <b>b. Market Risk</b> Capital Charge and ATMR market risk had the potential to increase in line with the projected increase in the Probability of Default of securities due to Climate Risk. <b>c. Liquidity Risk</b> Tightening of liquidity reflected in the decline in the Liquidity Coverage Ratio (LCR) due to unexpected withdrawals of funds in quite large amounts. <b>d. Operations Risk</b> 1) Damage to assets and decrease in the value of Bank property. Additional operational costs arising from employee training needs regarding climate risk and/or ESG, green building development costs/investments related to renewable technology, expert costs related to climate risk/ESG management, and other costs.	<ol style="list-style-type: none"> <li>1. Adjustment of risk management framework that considers LST/ESG aspects</li> <li>2. Establishing a financing portfolio management strategy by considering LST aspects through portfolio guidelines.</li> <li>3. Gradually reducing the financing distribution limit to customers with business sectors that produce high carbon emissions.</li> <li>4. Formulating policies that supported financing distribution towards green financing.</li> <li>5. Climate risk measurement and analysis through the Climate Risk Stress Test (CRST).</li> <li>6. Investing in government securities and corporate securities in environmentally friendly sectors.</li> <li>7. Increasing funding through raising third-party funds with a low run-off rate according to the LCR component and issuing sustainable sukuk.</li> <li>8. Investing in new sustainable technology or infrastructure.</li> <li>9. Improving employee competency related to ESG and climate risk.</li> </ol>
<b>Transition Risk</b> Risks due to changes in the direction of government policy, technological advances, and social dynamics as the world's economic goals shift towards a low-carbon economy.	Transition risk also had a significant impact on banking risk, including: <b>a. Credit Risk</b> 1) Changes in strict regulatory policies by governments/authorities, such as carbon emission regulations, carbon taxes, and technological transitions could affect customer financial performance and customer payment capabilities to banks, especially customers with businesses that were sensitive to extreme climate events or changes in climate policy. 2) Changes in consumer preferences that prioritized ESG aspects had an impact on decreasing customer income and ultimately increasing the risk of default for customers, who could not adjust their business plans to transition policies and technological changes towards green.		

Type of Risks	Its Impact	Financial Implications Potential	Risk Management
	<p><b>b. Market Risk</b></p> <ol style="list-style-type: none"> <li>1) Increasing in the exchange rate caused by changes in climate policy, which affected the Bank's Net Foreign Exchange Position (PDN).</li> <li>2) Changes in customer behavior that shifted to environmentally friendly and sustainable products had the potential to result in a decrease in demand for non-sustainable securities, which resulted in a decrease in the value of securities.</li> <li>3) Improvement in interest rates or changes in other macroeconomic assumptions based on the NGFS scenario results in an increase in the yield of government and corporate securities, and lowered the market price of securities when mark-to-market were performed.</li> </ol> <p><b>c. Liquidity Risk</b> Transition risk had an impact on the decline in the valuation of high-quality liquid assets (HQLA), cash outflow, and cash inflow of the Bank. The decline was caused by factors, such as the decline in the valuation of securities, the increase in the run off rate, and the inflow rate.</p> <p><b>e. Operations Risk</b> Transition risk had an impact on the potential additional costs that had to be incurred by the Bank to perform:</p> <ol style="list-style-type: none"> <li>1) Investment in new sustainable technology or infrastructure.</li> <li>2) Employee training related to climate risk and/or ESG.</li> <li>3) Recruitment of new employees to manage climate risk would be recruited by the bank.</li> <li>4) Implementation of sustainable financing or funding.</li> </ol> <p>Other initiatives were cooperation services with third parties in climate risk management.</p>		
<b>Social</b>			
<p><b>Reputation Risk</b> Risks due to the potential loss that could occur as the image or reputation of the company was disturbed in the views of the public, customers, investors, or other related parties. This could occur due to various factors, both those directly related to the company's operations or external issues that affected people's perceptions.</p>	<ol style="list-style-type: none"> <li>1. Declining Customer Trust</li> <li>2. Loss of Market Share</li> <li>3. Challenges in Developing New Products</li> </ol>	Decreasing Bank's income	Settlement of customer complaints through Complaint Handling Management and measurement of reputation risk through Publicity Effectiveness Level (PEL) as well as monitoring of news coverage in the media

Type of Risks	Its Impact	Financial Implications Potential	Risk Management
<b>Governance</b>			
<b>Strategic Risk</b> Risks due to potential losses arising from inappropriate strategic decisions or failure to anticipate changes in the market and business environment. These risks were directly related to the company's long-term direction and could come from internal or external factors that affected the company's position and competitiveness.	Poor strategic decisions could disrupt relationships with various stakeholders, including suppliers, business partners, or investors. It could lead to long-term losses in terms of cooperation and business opportunities.	<ul style="list-style-type: none"> <li>Increasing operational costs</li> <li>Profitability Declining</li> </ul>	Evaluating performance and strategy effectiveness through periodic and tiered performance reviews.
<b>Compliance Risk</b> Risks due to the Bank's failure to comply with and/or implement applicable laws and regulations and Sharia principles.	Declining reputation and investor confidence as well as business opportunities	<ul style="list-style-type: none"> <li>Increasing cost of legal case settlement</li> <li>Loss of Income or Business Opportunities</li> <li>Loss of Reputation and Investor Trust</li> </ul>	In managing compliance risk, the Bank took the following actions, as follows: <ul style="list-style-type: none"> <li>Improving GCG and code of ethics comprehension.</li> <li>Affirming GCG implementation and ensuring that financing debtors met financing needs.</li> <li>Preparing and delivering GCG to the Financial Services Authority.</li> <li>Improving the implementation of Know Your Customer ("KYC"), Anti-Money Laundering ("APU"), and Prevention of Terrorist Financing ("PPT").</li> <li>Increasing the implementation of compliance certification.</li> <li>Ensuring the Bank's compliance with the principles of sharia through cooperation with DPS.</li> <li>Periodic review and analysis of compliance of Bank products/activities with sharia principles</li> </ul>
<b>Legal Risk</b> Risks due to lawsuits and/or weaknesses in legal aspects.	Declining reputation and investor confidence as well as business opportunities	<ul style="list-style-type: none"> <li>Loss of Income or Business Opportunities</li> <li>Loss of Reputation and Investor Trust</li> <li>Increasing case cost</li> </ul>	In managing legal risk, the Bank took the following actions, as follows: <ul style="list-style-type: none"> <li>Reviewing policies and standard operating procedures related to legal risk management in accordance with applicable regulations.</li> <li>Developing a firm legal organization.</li> <li>Standardizing contracts and cooperation agreements in accordance with applicable regulations.</li> <li>Determining case reserve policies.</li> <li>Management and monitoring of legal risk exposure, both criminal and non-criminal cases. Legal risk control was conducted by forming a loss reserve to anticipate potential losses due to lawsuits. If necessary, the Bank used the services of external lawyers to assist in handling legal cases that contain claims for compensation.</li> </ul>

**Table of Sustainability Opportunities and Financial Impact Potential**

Type	Climate Change Opportunity	Financial Impact Potential
<b>Economy</b>		
Financing	Financing improvement	Increasing Fund Management income as Mudharib
<b>Environment</b>		
Resource utilization efficiency	Energy and water usage reduction through BSI's green campaign	Reducing BSI's operational costs
Energy sources	Using 37 electric vehicles to support its operational activities	<ul style="list-style-type: none"> <li>Lowering the cost of electricity usage</li> <li>Reducing the future increasing impact in fossil fuel prices.</li> </ul>
Product and Service	Sustainable financial product development	Increasing income
Market	Access to new markets through the issuance of Sustainability Sukuk	Enhancing diversification to finance asset
Resilience	Solar panels utilization to generate electricity	Improving market valuation via resilience plan

Type	Climate Change Opportunity	Financial Impact Potential
<b>Social</b>		
Employee Turnover	Employee productivity improvement due to low turnover	Increasing income
Customer Satisfaction	Customer loyalty increasing and new customer addition potential	Increasing income

The strategies, having been developed by BSI in both ESG Roadmap and RAKB, were based on the foregoing identification of sustainability risks and opportunities. In 2024, BSI formed an ESG Working Group under Risk Management Committee (RMC). The ESG Working Group was assigned to assist RMC in supporting the committee in formulating proposals to be recommendations that were decided by the committee in the RMC meeting. Since the RAKB was prepared, BSI had adjusted its business model by increasing MSME financing and focusing on increasing sustainable financing and issuing Sustainability Sukuk. In addition, BSI also made adjustments by increasing the Bank's internal capacity development.

## Policy Commitment [GRI 2-23, GRI 2-24, FS9]

In conducting its business activities, Bank Syariah Indonesia (BSI) remains committed to complying with various laws and regulations related to its business processes, both at the international and national levels. Various national laws and regulations serve as the foundation for BSI's business activities, including:

1. Law of the Republic of Indonesia Number 8 of 1999 concerning Consumer Protection, including all its amendments.
2. Law of the Republic of Indonesia Number 21 dated July 16, 2008, concerning Islamic Banking, including all its amendments.
3. Law of the Republic of Indonesia Number 4 of 2023 concerning the Development and Strengthening of the Financial Sector
4. Presidential Regulation Number 111 of 2022 concerning the Implementation of Sustainable Development Goals
5. Financial Services Authority Regulation Number 2 of 2024 concerning the Implementation of Sharia Governance for Sharia Commercial Banks and Sharia Business Units
6. Financial Services Authority Regulation Number 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers, and Public Companies
7. Financial Services Authority Regulation Number 18/POJK.07/2018 concerning Consumer Complaint Services in the Financial Services Sector, as partially amended by Financial Services Authority Regulation No. 22 of 2023 concerning Consumer and Public Protection in the Financial Services Sector.
8. Financial Services Authority Regulation Number 61/POJK.07/2020 concerning Alternative Dispute Resolution Institutions in the Financial Services Sector
9. Financial Services Authority Regulation Number 65/POJK.03/2016 concerning the Implementation of Risk Management for Sharia Commercial Banks and Sharia Business Units.
10. Regulation of the Member of the Board of Governors Number 20 of 2023 concerning the Procedures for the Implementation of Consumer Protection by Bank Indonesia.
11. Financial Services Authority Regulation Number 31/POJK.07/2020 concerning the Provision of Consumer and Public Services in the Financial Services Sector by the Financial Services Authority, as amended by Financial Services Authority Regulation No. 22 of 2023 concerning Consumer and Public Protection in the Financial Services Sector
12. Financial Services Authority Regulation Number 8 of 2023 concerning the Implementation of the Anti-Money Laundering Program, the Prevention of Terrorism Financing, and the Prevention of the Financing of the Proliferation of Weapons of Mass Destruction in the Financial Services Sector
13. Bank Indonesia Regulation Number 3 of 2023 concerning Consumer Protection by Bank Indonesia
14. Financial Services Authority Circular Letter Number 30/SEOJK.07/2017 concerning the Implementation of Education to Improve Financial Literacy for Consumers and/or the Public.
15. Financial Services Authority Circular Letter Number 7/SEOJK.07/2015 concerning Guidelines for the Assessment of Alternative Dispute Resolution Institutions in the Financial Services Sector.

16. Financial Services Authority Circular Letter Number 13/SEOJK.07/2014 concerning Standard Agreements, including all its amendments.
17. Financial Services Authority Circular Letter Number 17/SEOJK.07/2018 concerning Guidelines for the Implementation of Consumer Complaint Services in the Financial Services Sector.
18. Financial Services Authority Circular Letter Number 3/SEOJK.03/2021 concerning Reporting and Request for Debtor Information through the Financial Information Service System
19. Bye-Laws dated October 30, 2009, concerning Customer Deposit Blocking, including all its amendments.

The Company also refers to international regulations including the United Nations (UN) Guiding Principles on Business and Human Rights, the United Nations Framework Convention on Climate Change (UNFCCC), the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work which have also been ratified in national laws and regulations and Law Number 16 of 2016 concerning Ratification of the Paris Agreement to The United Nations Framework Convention on Climate Change.

In addition to complying with international and national regulations, BSI also conducts its business activities under international standards, as evidenced by its attainment of various ISO certifications, including:

Certification	Valid Period	
	From	To
ISO/IEC 27001:2022 Information Security Management Systems	March 24, 2024	March 23, 2027
ISO 22301:2019 Business Continuity Management Systems	June 5, 2023	June 4, 2026
ISO 9001:2015 Quality Management Systems	February 4, 2023	February 3, 2027
ISO 37001:2016 Anti-Bribery Management Systems (ABMS)	December 17, 2021	December 16, 2024
ISO 37301:2021 Compliance Management Systems	December 22, 2022	December 21, 2025

As a demonstration of its commitment to complying with various laws and regulations, BSI has established a range of internal policies that align with applicable legal provisions. This ensures that BSI's business activities do not have negative impacts on society and that appropriate resolutions are provided if any adverse effects arise. These policies are reinforced by due diligence and the precautionary principle. The implementation of the precautionary principle is also reflected in BSI's Risk Management Policy, which states that the Bank continuously exercises control and supervision functions in every transaction and operational activity.

Below is BSI's Internal Policies and Due Diligence Processes.

Policy	Due Diligence	Responsible Party	Last Issued
Governance Policy	ISO 37301:2021 on Certified Compliance Management System in the scope of Anti-Money Laundering & Countering Financing of Terrorism	1. Policy & Procedure Group 2. Compliance & Anti Money Laundering (AML) – Countering – Countering Financing of Terrorism (CFT) Group (CAC)	February 01, 2021
Risk Management Policy	Bank Soundness Level Report and Risk Profile	Enterprise Risk Management Group	December 31, 2024
Internal Control System Policy (KSPI)	Audit implementation	Enterprise Risk Management Group	February 01, 2021
Anti-Fraud Policy	Anti-Fraud Report submitted to the Financial Services Authority (OJK) every semester, ISO 37001:2016 on Anti-Bribery Management System (ABMS)	International & Financial Institution Group	February 01, 2021
Funds and Services Policy	Customer Satisfaction Survey	1. Retail Deposit Solution Group, 2. Wealth Management Group, 3. Institutional Banking Group, 4. Transaction Banking Wholesale Group, 5. Executive Business Officer, 6. Corporate Transformation Office	November 08, 2024
Information Technology Policy	ISO/IEC 27001:2022 on Information Security Management System	IT Strategic Planning Group	July 03, 2023

Policy	Due Diligence	Responsible Party	Last Issued
Treasury Policy	Regular Evaluation	1. Treasury & Global Market Group, 2. International & Financial Institution Group	April 05, 2024
Legal Policy, Compliance, Anti-Money Laundering, Countering the Financing of Terrorism and Countering the Financing of Proliferation of Weapons of Mass Destruction (APU, PPT and PPPSPM)	ISO 37001:2016 about Anti-Bribery Management System (ABMS)	1. Compliance Group, 2. Legal Group, 3. Anti Money Laundering – Countering Financing of Terrorism (AML - CFT) Group	February 20, 2024
Financing Policy	Regular Evaluation	1. Consumer Business 1 Group 2. Consumer Business 2 Group 3. Card Business Group 4. Gold & Pawning Business Group 5. Small Medium Enterprise (SME) Business Group 6. Micro Business Group 7. Transaction Banking Wholesale 8. Corporate Business 1 Group 9. Corporate Business 2 Group 10. Corporate Business 3 Group 11. Corporate Finance & Solution Group 12. Commercial Business 1 Group 13. Commercial Business 2 Group	Januari 10, 2024
Policy on Equity Participation and Management of Subsidiary Companies	Regular Evaluation	Corporate Transformation Office	February 09, 2022
Human Capital Policy	Improvement survei Human Capital Policy	Human Capital Strategy & Policy Group	February 01, 2021
Accountancy Policy	Audit Implementation	Corporate Finance & Accounting Group	February 01, 2021
Internal Audit Policy	Internal Audit Implementation	Wholesale & Corporate Center Audit Group	January 24, 2023
Operational Policy which includes regulations regarding: a. Principle of Prudence b. Procurement and management of assets c. Services and Cooperation with third parties d. Budget Management e. Secretarial Governance f. Protection of Personal Data g. Fulfillment of Sharia Principles	Regular Evaluation	1. Procurement & Fixed Asset Group 2. Customer Care Group 3. Strategic Planning & Performance Management Group 4. Corporate Secretary Group 5. Data Protection Group 6. Compliance Group	September 20, 2023

Specifically, regarding the human rights enforcement, BSI has established an Operational Technical Guide (PTO) for implementing the Guidelines on Mutual Respect Among Employees in the Workplace (RWP). This policy serves as a guideline for all BSI personnel in creating a work environment free from discrimination, violence, and harassment. It also promotes an inclusive workplace that values diversity, equality, and respect for employees with special needs while upholding human rights to enhance performance, growth, and the Bank's sustainability. As a result of BSI's commitment to human rights enforcement, throughout 2024, no human rights violations were recorded in any of BSI's operational activities.

All policies have been signed by the Board of Directors and implemented under their respective scopes. Certain policies, such as the Risk Management Policy, Anti-Fraud Policy, and Customer Fund Rights Policy, have been communicated to all stakeholders through the Bank's official website: [www.bankbsi.co.id](http://www.bankbsi.co.id). Meanwhile, other policies not published on the official website are disseminated through the New Policy System (NPS), accessible within BSI's internal network. This is because these policies are intended solely for internal use. For policies applicable to business partners that are not uploaded to the website, dissemination is carried out through meetings with business partners and communicated via contractual documents.

These policies are then incorporated into Standard Operating Procedures and Operational Technical Guidelines (PTOs), which serve as work guidelines for all BSI personnel. To optimize the implementation of these policies, BSI has conducted various training programs to ensure that employees fully understand and effectively apply them in their work.

## Process for Mitigating Negative Impacts [GRI 2-25]

A potential negative impact that may arise from BSI's business activities is errors or negligence in processing customers' personal data. To address this, BSI has established the Privacy Policy of PT Bank Syariah Indonesia Tbk, which regulates the provisions regarding the collection, processing, analysis, storage, correction, and updating of customer data. It also covers display, disclosure, transfer, distribution, deletion, and destruction of customer data, including personal data, ensuring that all processes comply with applicable regulations and safeguard customer privacy.

This Privacy Policy represents BSI's commitment to protecting all customer data, including personal data, whether individually identifiable or identifiable when combined with other information, both directly and indirectly, through electronic and/or non-electronic systems. The policy also outlines customers' rights, including the right to claim material or non-material compensation, if a violation occurs due to errors or negligence by BSI in processing Personal Data.



The mechanism for mitigating negative impacts is carried out through BSI's complaint channels, including BSI Call 14040, mobile banking, E-mail [contactus@bankbsi.co.id](mailto:contactus@bankbsi.co.id), and Customer Service at the nearest BSI branch. BSI categorizes complaints into several types, including external crimes, services, products, processes/transactions, and facilities. In 2024, a total of 99.97% of complaints were successfully resolved. The complaint resolution process follows a ticketing system, where each complaint is assigned a unique ticket number to track and monitor its resolution.



A photograph of two men in a modern office setting. One man is standing in the background, wearing a light blue button-down shirt over a white t-shirt with a rainbow-colored 'BEYOND' logo. The other man is sitting at a round wooden table in the foreground, wearing a light beige jacket over a similar 'BEYOND' t-shirt. They are both smiling and looking towards the camera. On the table are two laptops: a silver Lenovo and a dark grey Apple. The background is filled with various green indoor plants in pots.

# SUSTAINABILITY PERFORMANCE SUMMARY











[OJK B]

# 03 »



# Economic Performance [OJK B]

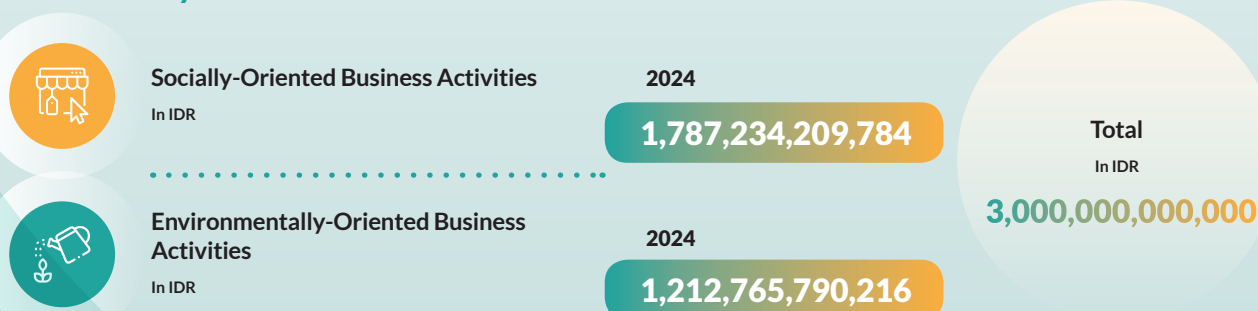
## Economic Performance [OJK B.1]

			2024 Growth YoY	2024	2023	2022
	Total Financing	In Billion IDR	⬆️ 15.88%	278,481	240,316	207,705
	• Retail Banking Financing	In Billion IDR	⬆️ 16.86%	49,381	42,258	37,632
	• Wholesale Banking Financing	In Billion IDR	⬆️ 14.38%	77,218	67,511	57,197
	• Consumer, Gold Business & Card	In Billion IDR	⬆️ 16.34%	151,883	130,547	112,875
	Third-Party Funds	In Billion IDR	⬆️ 11.46%	327,454	293,776	261,491
	Fund Management Revenue as Mudharib	In Billion IDR	⬆️ 13.69%	25,298	22,250	19,620
	Other Business Income	In Billion IDR	⬆️ 32.16%	5,556	4,204	3,701
	Net Profit	In Billion IDR	⬆️ 22.83%	7,006	5,704	4,260
	Total CSR Beneficiaries	Individual	⬆️ 363.94%	1,544,913	333,000	145,962
		Lembaga	⬆️ 121.30%	2,255	1,019	1,594
	CSR Program	In Billion IDR	⬆️ 19.78%	305.57	255.10	187.57
	Distribution of Corporate and Employee Zakat to BAZNAS RI	In Billion IDR	⬆️ 20.53%	268.6	223	173
	Financing Based on Sustainable Business Activity Criteria (KKUB)*					
	• Green Financing Portfolio	In Billion IDR	⬆️ 15.11%	14,084	12,235	9,327
	• Social Financing Portfolio	In Billion IDR	⬆️ 15.28%	52,415	45,469	41,909
	Total Domestic Suppliers	In Suppliers/ Vendors	⬆️ 41.08%	413	701	310
		%	⬆️ 0.39%	99.04	99.43	98.73

Note:

\* Financing under the Sustainable Business Activity Criteria (KKUB) refers to the Bank's Environmentally Friendly Products.

## Sustainability Sukuk



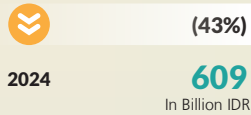
## Financing Based on Sustainable Business Activity Criteria (KKUB)

**BSI** BANK SYARIAH INDONESIA

### ★ Green Financing (KUBL)



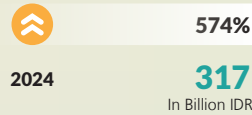
Renewable Energy



Sustainable Management of Living Natural Resources and Land Use



Environmentally Friendly Transportation



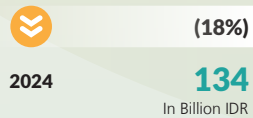
Sustainable Water and Wastewater Management



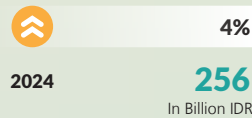
Products That Reduce Resource Use and Generate Less Pollution (Eco-Efficient Products)



Environmentally Friendly Buildings that Meet National, Regional, or Internationally Recognized Standards or Certifications



Business Activities and/or Other Activities from Other Environmentally-Oriented Business Activities



Total Green Financing (KUBL)



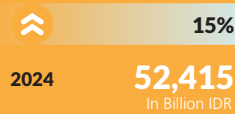
### ★ Social Financing (KUBS)



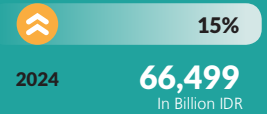
MSME Financing



Total Social Financing (KUBS)



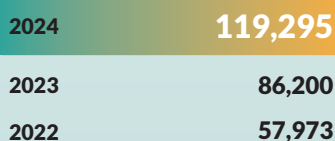
ESG Financing/Sustainable Financing (KKUB)



## BSI Agen



Number of Agents  
Agent



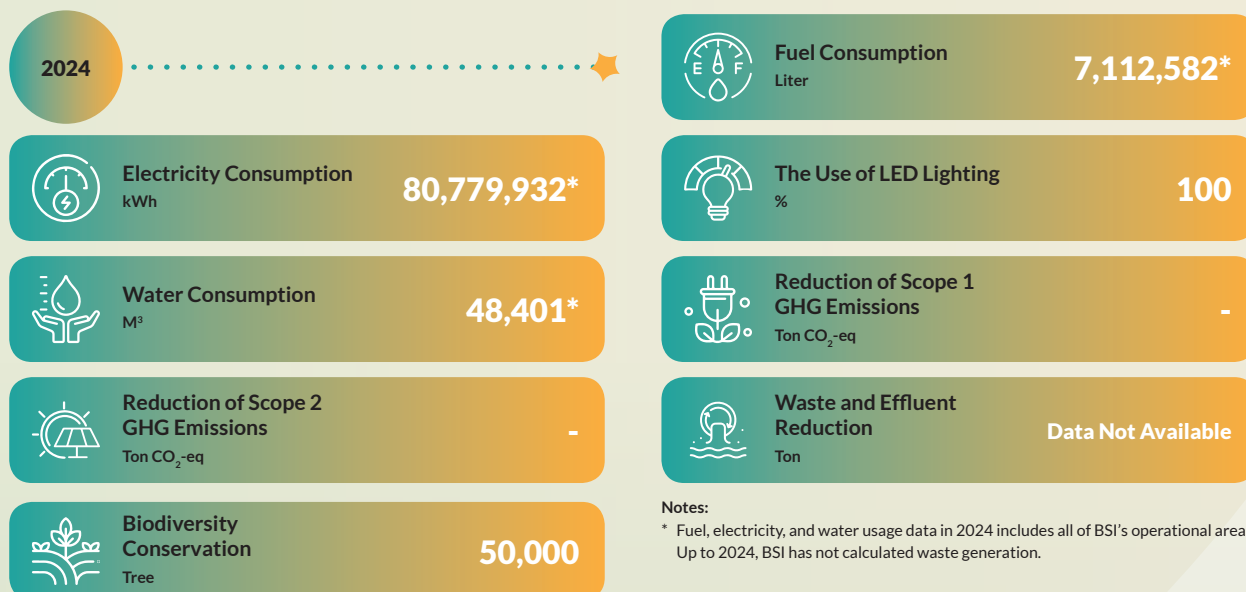
Number of Transactions  
In Millions



Transaction Value  
In IDR Trillions



## Environmental Performance [OJK B.2]



Notes:


\* Fuel, electricity, and water usage data in 2024 includes all of BSI's operational areas. Up to 2024, BSI has not calculated waste generation.

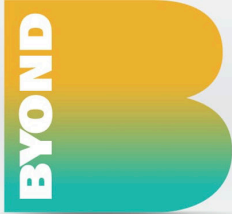
Fuel Consumption Liter	Electricity Consumption kWh	The Use of LED Lighting %	Water Consumption M <sup>3</sup>
2023 281,983**	2023 2,117,285**	2023 100	2023 1,824**
2022 97,672**	2022 5,155,191**	2022 100	2022 1,905**
Reduction of Scope 1 GHG Emissions Ton CO <sub>2</sub> -eq	Reduction of Scope 2 GHG Emissions Ton CO <sub>2</sub> -eq	Waste and Effluent Reduction Ton	Biodiversity Conservation Tree
2023 116.56	2023 2,547.08	2023 Data belum tersedia	2023 39,329
2022 -	2022 -	2022 Data belum tersedia	2022 33,500

Notes:

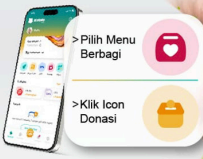
\*\* Data for 2023 and 2022 only includes The Tower Head Office area.

Up to 2024, BSI has not calculated waste generation.






**SEDEKAH POHON UNTUK NEGERI  
BERSAMA BYOND by BSI**



> Pilih Menu Berbagi  
> Klik Icon Donasi



#SemuaJadiMudah

Download Sekarang!




[www.bsi.co.id](https://www.bsi.co.id)  
 Bank Syariah Indonesia CIB 15040  
PT Bank Syariah Indonesia Tbk. (BSI) adalah bank yang berfokus pada layanan perbankan syariah.



## Reverse Vending Machine (RVM) & Plasticpay Collection Point

2024

**70 unit**  
in 70 locations

**21,432 kg**  
Plastic Waste Reduction

**113.4 ton Co<sub>2</sub>eq**  
Carbon Footprint Reduction



**Construction of  
BSI Aceh Landmark  
Green Building,  
the Tallest Building in  
Aceh**

**Installation of Solar Panels  
at BSI Aceh Landmark**



2024 **37.4 kWp**



**Electric Vehicle**

2024 **115 Electric Vehicle**

(113 motorcycles and 2 cars)

**Water Station Bank  
Syariah Indonesia (BSI)**

**6 Free Drinking  
Water Facilities**

**56.063  
Liters of  
Drinking Water**

**Contributed to  
reducing 93.438  
plastic bottles of  
packaged drinking  
water waste**



## Social Performance [OJK B.3]

### Positive Impacts



#### Employee Turnover

Percentage

2024	3.21
2023	3.77
2022	4.57



#### Training Hours

Hours

2024	258,103
2023	1,392,792
2022	2,274,326



#### Training Expenses

In Billion IDR

2024	141.59
2023	90.64
2022	97.22



#### Employees with Disabilities

People

2024	7
2023	7
2022	2



#### Customer Satisfaction Survey

%

2024	64.91 (Engaged)
2023	60.60 (Rationally Royal)
2022	52.50 (Rationally Royal)



#### Supported MSMEs

UMKM

2024	4,478
2023	3,009
2022	1,517

## Negative Impact

As mentioned in the Negative Impact Recovery section of this Sustainability Report, BSI's business activities present potential risks related to errors or negligence in processing customers' personal data. To address this, BSI has established the Privacy Policy of PT Bank Syariah Indonesia Tbk, which regulates provisions concerning the collection, processing, analysis, storage, correction, updating, display, publication, transfer, dissemination, disclosure, deletion, or destruction of customer data, including personal data.

Additionally, potential negative impacts may arise due to customers' lack of understanding regarding BSI's products, leading to customer complaints. To mitigate this, BSI has implemented a Funds and Services Policy, which ensures that customer rights remain a top priority in every marketing effort related to banking funds and service products. This policy covers key aspects such as:

1

The right to receive explanations from the Bank regarding terms, phrases, and/or sentences that are easy to understand concerning the Bank's products and services.

2

The right to obtain information about both fund and service products issued by the Bank as well as third-party products and services marketed through the Bank.

3

The right to be informed of any changes, additions, or reductions made to the features of the Bank's products and services and third-party products marketed through the Bank.

4

The right to fully understand the characteristics of the Bank's fund and service products or third-party products, particularly regarding benefits, risks, associated costs, and the profit-sharing ratio (nisbah) calculations applied to these products and services; and the right to be informed about guarantees related to the products and services offered by the Bank.



# BSI

## BANK SYARIAH INDONESIA

### COMPANY PROFILE [OJK C]



# 04 »



## Vision, Mission, and Sustainability Values [OJK C.1]



### BSI VISION

“To become a **Top 10** global Sharia bank based on market capitalization within 5 years.”



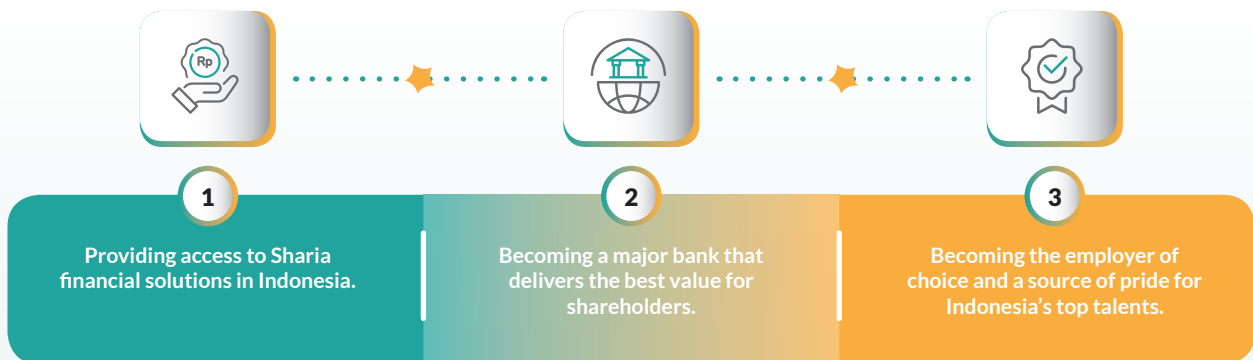
## » SUSTAINABILITY VISION

BSI has established a sustainability vision as stated in the ESG Guiding Principle, as follows:



**The Best Global**  
Islamic Bank Based  
on Implementation  
of Sustainable  
Finance.

## BSI MISSION



## » SUSTAINABILITY MISSION

BSI has also developed a mission for implementing sustainable finance, which aligns with BSI's overall mission:



# SUSTAINABILITY VALUES

Sustainability has become one of the main focuses for PT Bank Syariah Indonesia Tbk (BSI). As a sharia-based bank, it is our obligation to protect the environment and provide social benefits for the future. This is in line with Maqashid Syariah which consists of *Hifdz Ad-Din* (maintaining religion), *Hifdz An-Nafs* (maintaining the soul), *Hifdz Al'Aql* (maintaining reason), *Hifdz Al-Maal* (maintaining wealth), *Hifdz An-Nasb* (maintaining descendants), and *Hifdz Al-Bi'ah* (maintaining the environment).

Bank BSI, in its implementation, always committed to carrying out responsible business activities and providing sustainable added value for the good of the world and the hereafter. Internalization of BSI's Sustainability Values is manifested in 3 Pillars of Sustainability, namely:





# Company Identity [OJK C.2, GRI 2-1, GRI 2-6]



COMPANY NAME [GRI 2-1]

PT BANK SYARIAH INDONESIA TBK



SHORT NAME  
Bank BSI

## LEGAL BASIS FOR ESTABLISHMENT



- State Gazette of the Republic of Indonesia Number 43 – May 28, 1971 – Supplement Number 242
- State Gazette of the Republic of Indonesia Number 85- October 23, 2009 – Supplement Number 26142
- State Gazette of the Republic of Indonesia Number 96 – December 1, 2009 – Supplement Number 27908

## BUSINESS LICENSE [GRI 2-1]



- Decree of the Bank Indonesia Governor Number 10/67/KEP.GBI/DpG/2008 of October 16, 2008
- Decree of the Bank Indonesia Governor Number 11/63/KEP.GBI/DpG/2009 of December 15, 2009

## STOCK EXCHANGE



The company was listed on the Indonesia Stock Exchange on May 9, 2018

## AUTHORIZED CAPITAL



**Rp40,000,000,000,000**

## LINE OF BUSINESS [GRI 2-6]



Sharia-based Commercial Bank

## ISSUED AND FULLY PAID CAPITAL



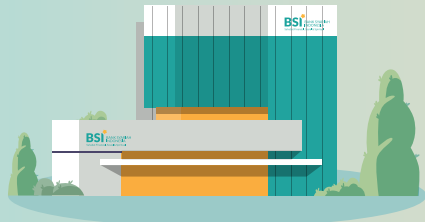
**Rp23,064,630,069,000**

## NUMBER OF EMPLOYEES [OJK C.3]



**17,234** employees as of December 31, 2024

Details of branch office and representative office addresses are fully provided in the Company Profile section of the Annual Report.



## COMPANY TYPE

Public Limited Company (PT)

## ESTABLISHMENT DATE

February 1, 2021

## TICKER CODE

**BRIS**



### Information Access [GRI 2-1]

#### Corporate Secretary

Wisnu Sunandar

Email: corporate.secretary@bankbsi.co.id

#### Investor Relation

Rizky Budinanda

Email: investor-relations@bankbsi.co.id

#### Head Office

Gedung The Tower

Jl. Gatot Subroto No.27, Karet Semanggi, Setiabudi,  
Jakarta Selatan, 12930, Indonesia

Telepon : 021-30405999

Faks : (021) 30421888

Website : www.bankbsi.co.id

e-mail : contactus@bankbsi.co.id

#### Call Center

14040

1500789 (khusus melayani nasabah perusahaan  
dan institusi)

#### Media Sosial

Instagram : @banksyariahindonesia, @lifewithbsi,  
@BSIMobile

X (Twitter) : @bankbsi\_id, @bsihelp

Facebook : Bank Syariah Indonesia

Youtube : Bank Syariah Indonesia



### Composition of Ownership [GRI 2-1]

#### Series A Dwiwarna Share:

Government of the Republic of Indonesia: 1 Share

#### Series B Dwiwarna Shares:

- PT Bank Mandiri (Persero) Tbk 51.47%
- PT Bank Negara Indonesia (Persero) Tbk 23.24%
- PT Bank Rakyat Indonesia (Persero) Tbk 15.38%
- Othre Shreholders (including the public) 9.91%



### Office Network Data

#### Jaringan kantor terdiri dari:

10 Regional Offices

153 Branch Offices (KC)

1 Overseas Branch Office (KCLN)

886 Sub-Branch Offices (KCP)

60 Mobile KCP (MKK)

91 Functional Offices (KF)

23 Priority Service Counters

754 Pawn Service Counters

5,425 Automated Teller Machines (ATM)

# Company

## Scale [OJK C.3]

The details regarding the company's scale are presented in the table below:

Description	Unit	2024	2023	2022
Fund Management Income as Mudharib	In Billion IDR	25,298	22,251	19,620
Net Profit	In Billion IDR	7,006	5,704	4,260
Total Assets	In Billion IDR	408,613	353,624	305,727
Total Liabilities	In Billion IDR	105,647	87,222	73,655
Temporary Syirkah Funds	In Billion IDR	257,924	227,662	198,566
Total Equity	In Billion IDR	45,041	38,739	33,505
Shareholders and Ownership Percentage		<b>Series A Dwiwarna Share:</b> Government of the Republic of Indonesia: 1 Share  <b>Series B Dwiwarna Shares:</b> <ul style="list-style-type: none"> <li>PT Bank Mandiri (Persero) Tbk 51,47%</li> <li>PT Bank Negara Indonesia (Persero) Tbk 23,24%</li> <li>PT Bank Rakyat Indonesia (Persero) Tbk 15,38%</li> <li>Other Shareholders (including the public) 9,91%</li> </ul>	<b>Series A Dwiwarna Share:</b> Government of the Republic of Indonesia: 1 Share  <b>Series B Dwiwarna Shares:</b> <ul style="list-style-type: none"> <li>PT Bank Mandiri (Persero) Tbk 51,47%</li> <li>PT Bank Negara Indonesia (Persero) Tbk 23,24%</li> <li>PT Bank Rakyat Indonesia (Persero) Tbk 15,38%</li> <li>Other Shareholders (including the public) 9,91%</li> </ul>	<b>Series A Dwiwarna Share:</b> Government of the Republic of Indonesia: 1 Share  <b>Series B Dwiwarna Shares:</b> <ul style="list-style-type: none"> <li>PT Bank Mandiri (Persero) Tbk 51,47%</li> <li>PT Bank Negara Indonesia (Persero) Tbk 23,24%</li> <li>PT Bank Rakyat Indonesia (Persero) Tbk 15,38%</li> <li>Other Shareholders (including the public) 9,91%</li> </ul>
Number of Employees	People	17,234	17,909	18,581
ATM Network	Units	5,425	2,571	2,548

## Employee Information [OJK C.3, GRI 2-7, GRI 2-8]

As of December 31, 2024, BSI has employed a total of 17,234 employees, consisting of 16,691 permanent employees and 543 non-permanent/contract employees. The employee data reported in this report represents the total number of BSI employees across all operational areas in Indonesia as of December 31, 2022, 2023, and 2024. The methodology used to compile this data is based on headcount, reflecting the conditions at the end of the reporting period. Seluruh pegawai All BSI employees are full-time employees, and BSI does not employ non-guaranteed hours employees. There have been no significant fluctuations in the number of employees either during 2024 or over the past three years.

In 2024, BSI also employed outsourced workers, totaling 6,743 people, who were assigned to Business and Support functions. Additionally, BSI provided internship opportunities to 99 final-year students to fulfill their academic requirements. These interns were placed at the Head Office, primarily in the Business, Risk, and Support divisions.

The composition of employees is detailed as follows.

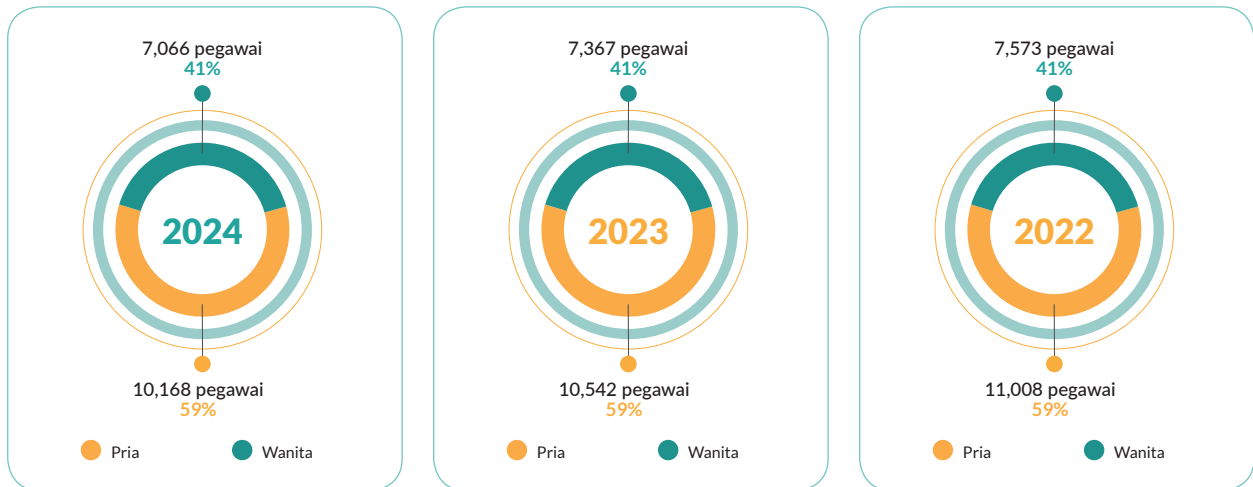
## Composition of Employees by Gender

Table of Composition of Employee by Gender

(in number of people)

Gender	2024	2023	2022
Male	10,168	10,542	11,008
Female	7,066	7,367	7,573
Total	17,234	17,909	18,581

## Composition of Employees by Gender



## Composition of Employees by Position and Gender

Table of Composition of Employee by Position and Gender

(in number of people)

Position	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Manager	69	26	95	75	21	96	68	20	88
Middle Manager	371	112	483	352	103	455	333	96	429
Manager	1,785	578	2,363	1,702	538	2,240	1,703	515	2,218
Officer	3,587	2,189	5,776	3,679	2,148	5,827	3,919	2,169	6,088
Staff	4,356	4,161	8,517	4,734	4,557	9,291	4,985	4,773	9,758
<b>Total</b>	<b>10,168</b>	<b>7,066</b>	<b>17,234</b>	<b>10,542</b>	<b>7,367</b>	<b>17,909</b>	<b>11,008</b>	<b>7,573</b>	<b>18,581</b>

## Composition of Employee by Age and Gender

Table of Composition of Employee by Age and Gender

(in number of people)

Age	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
< 25 years	92	142	234	76	158	234	81	170	251
25-30 years	1,028	1,557	2,585	1,393	2,040	3,433	1,823	2,367	4,190
30-35 years	2,149	1,912	4,061	2,419	2,056	4,475	2,771	2,320	5,091
35-40 years	3,263	2,135	5,398	3,294	1,967	5,261	3,193	1,671	4,864
40-45 years	2,113	806	2,919	1,959	698	2,657	1,876	678	2,554
45-50 years	1,035	364	1,399	1,004	334	1,338	860	252	1,112
> 50 years	488	150	638	397	114	511	404	115	519
<b>Total</b>	<b>10,168</b>	<b>7,066</b>	<b>17,234</b>	<b>10,542</b>	<b>7,367</b>	<b>17,909</b>	<b>11,008</b>	<b>7,573</b>	<b>18,581</b>

## Composition of Employee Based on Educational Level and Gender

Table of Composition of Employee Based on Educational Level and Gender

(in number of people)

Educational Level	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Doktorate	11	3	14	7	3	10	9	2	11
Magister	693	323	1,016	652	291	943	632	268	900
Bachelor	8,610	5,993	14,603	8,943	6,257	15,200	9,285	6,430	15,715
Diploma	829	743	1,572	910	810	1,720	1,033	865	1,898
Senior High School	25	4	29	30	6	36	49	8	57
<b>Total</b>	<b>10,168</b>	<b>7,066</b>	<b>17,234</b>	<b>10,542</b>	<b>7,367</b>	<b>17,909</b>	<b>11,008</b>	<b>7,573</b>	<b>18,581</b>

## Composition of Employee Based on Employment Status and Gender

Table of Composition of Employee Based on Employment Status and Gender

(in number of people)

Employment Status	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent (PKWTT)	9,860	6,831	16,691	10,220	7,025	17,245	10,572	7,064	17,636
Non-Permanent (PKWT - Contract)	308	235	543	322	342	664	436	509	945
<b>Total</b>	<b>10,168</b>	<b>7,066</b>	<b>17,234</b>	<b>10,542</b>	<b>7,367</b>	<b>17,909</b>	<b>11,008</b>	<b>7,573</b>	<b>18,581</b>

## Composition of Employees Based on Region and Gender

Table of Composition of Employees Based on Region and Gender

(in number of people)

Work region	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Head Office	3,308	1,485	4,793	3,278	1,495	4,773	3,245	1,414	4,659
Region I – Medan	1,155	776	1,931	1,223	801	2,024	1,283	811	2,094
Region II – Palembang	570	427	997	598	454	1,052	637	470	1,107
Region III – Jakarta	787	571	1,358	830	594	1,424	882	626	1,508
Region IV – Bandung	600	671	1,271	640	707	1,347	693	766	1,459
Region V – Semarang	500	541	1,041	516	555	1,071	534	572	1,106
Region VI – Surabaya	558	445	1,003	609	464	1,073	679	477	1,156
Region VII – Eastern Indonesia	686	525	1,211	714	562	1,276	767	587	1,354
Region VIII – Makassar	1,062	825	1,887	1,137	874	2,011	1,241	950	2,191
Region IX – Aceh	400	368	768	425	399	824	451	425	876
Region X – Banjarmasin	542	432	974	572	462	1,034	596	475	1,071
<b>Total</b>	<b>10,168</b>	<b>7,066</b>	<b>17,234</b>	<b>10,542</b>	<b>7,367</b>	<b>17,909</b>	<b>11,008</b>	<b>7,573</b>	<b>18,581</b>

## Composition of Permanent Employees by Region and Gender

Table of Composition of Permanent Employees by Region and Gender

(in number of people)

Work Region	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Head Office	1,429	3,161	4,590	3,154	1,384	4,538	3,155	1,353	4,508
Region I – Medan	648	1,030	1,678	1,084	647	1,731	1,071	551	1,622
Region II – Palembang	426	565	991	594	453	1,047	626	457	1,083
Region III – Jakarta	569	782	1,351	822	590	1,412	853	608	1,461
Region IV – Bandung	666	599	1,265	638	703	1,341	679	741	1,420
Region V – Semarang	533	497	1,030	512	553	1,065	527	560	1,087
Region VI – Surabaya	443	556	999	607	461	1,068	666	457	1,123
Region VII – Eastern Indonesia	524	686	1,210	713	554	1,267	762	576	1,338
Region VIII – Makassar	804	1,048	1,852	1,115	834	1,949	1,211	890	2,101
Region IX – Aceh	358	396	754	413	389	802	436	409	845
Region X – Banjarmasin	431	540	971	568	457	1,025	586	462	1,048
<b>Total</b>	<b>6,831</b>	<b>9,860</b>	<b>16,691</b>	<b>10,220</b>	<b>7,025</b>	<b>17,245</b>	<b>10,572</b>	<b>7,064</b>	<b>17,636</b>

## Composition of Non-Permanent/Contract Employees Based on Region and Gender

Table of Composition of Outsourced Workers Based on Gender and Placement

(in number of people)

Wilayah Kerja	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Head Office	147	56	203	124	111	236	90	61	151
Region I – Medan	125	128	253	139	154	293	212	260	472
Region II – Palembang	5	1	6	4	1	5	11	13	24
Region III – Jakarta	5	2	7	8	4	12	29	18	47
Region IV – Bandung	1	5	6	2	4	6	14	25	39
Region V – Semarang	3	8	11	4	2	236	7	12	19
Region VI – Surabaya	2	2	4	2	3	6	13	20	33
Region VII – Eastern Indonesia		1	1	1	8	5	5	11	16
Region VIII – Makassar	14	21	35	22	40	9	30	60	90
Region IX – Aceh	4	10	14	12	10	22	15	16	31
Region X – Banjarmasin	2	1	3	4	5	9	10	13	23
<b>Total</b>	<b>308</b>	<b>235</b>	<b>543</b>	<b>322</b>	<b>342</b>	<b>664</b>	<b>436</b>	<b>509</b>	<b>945</b>

## Composition of Outsourced Workers Based on Gender and Placement [GRI 2-8]

Table of Composition of Outsourced Workers Based on Gender and Placement

(in number of people)

Work Region	2024			2023			2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Head Office	953	293	1,246	913	272	1,185	801	294	1,095
Region I – Medan	490	49	539	540	75	615	671	91	762
Region II – Palembang	461	109	570	458	101	559	539	109	648
Region III – Jakarta	492	52	544	525	91	616	630	91	721
Region IV – Bandung	694	129	823	709	113	822	805	141	946
Region V – Semarang	534	99	633	537	101	638	596	121	717
Region VI – Surabaya	412	40	452	427	49	476	511	67	578
Region VII – Eastern Indonesia	449	29	478	482	61	543	552	106	658
Region VIII – Makassar	638	29	667	689	82	771	827	160	987
Region IX – Aceh	300	76	376	293	73	366	374	86	460
Region X – Banjarmasin	326	89	415	303	72	375	371	102	473
<b>Total</b>	<b>5,749</b>	<b>994</b>	<b>6,743</b>	<b>5,876</b>	<b>1,090</b>	<b>6,966</b>	<b>6,677</b>	<b>1,368</b>	<b>8,045</b>

## Operational Regions [OJK C.3, GRI 2-1]

Bank BSI operates in various regions across the Republic of Indonesia and in an international location in Dubai, United Arab Emirates. As of December 2024, Bank BSI has 1 Head Office, 10 Regional Offices, 153 Branch Offices, 1 International Branch Office (KCLN), 886 Sub-Branch Offices (KCP), 60 KCP Mobile (dhi: MKK), 91 Functional Offices (KF), 23 Priority Service Counters, 754 Pawn Service Counters, dan 5,425 Automated Teller Machines (ATMs).

Table of BSI Office Network

Office Type	2024	2023	2022	2021
Regional Offices	10	10	10	10
Branch Offices (KC)	153	153	153	272
Overseas Branch Offices (KCLN)	1	1	-	-
Sub-Branch Offices (KCP)	886	886	959	985
Mobile KCP (dhi: MKK)	60	60	60	-
Functional Offices (KF)	91	91	96	34
Cash Offices (KK)	-	-	-	74
Payment Points (PP)	-	-	-	179
Priority Service Counters	23	20	16	11
Pawn Services	754	765	734	530
Automated Teller Machines (ATMs)	5,425	2,571	2,548	2,618

**Notes:**

- PP in 2022 was reformatted into KFO (cfm. POJK Number 16 of 2022)

- KK in 2022 was reformatted into KCP (cfm. POJK Number 16 of 2022)

Table of Office Network by Region in 2024

Region	Office Type						
	KC	KCLN	KCP	Mobile KCP	KF	Priority Service Counter	Pawn Services
Regional Office 1	16	0	137	1	7	2	80
Regional Office 2	15	0	80	7	7	2	58
Regional Office 3	16	0	87	8	2	1	73
Regional Office 4	15	0	111	10	11	5	85
Regional Office 5	15	0	84	2	7	5	63
Regional Office 6	12	0	68	6	0	2	65
Regional Office 7	13	0	91	7	13	3	71
Regional Office 8	20	0	119	10	26	1	127
Regional Office 9	16	0	53	5	0	1	55
Regional Office 10	15	0	56	4	18	1	77
<b>TOTAL</b>	<b>153</b>	<b>0</b>	<b>886</b>	<b>60</b>	<b>91</b>	<b>23</b>	<b>754</b>

## Products, Services, and Business Activities [OJK C.4, GRI 2-6]

According to Articles of Association Number 37 dated May 17, 2024, BSI's purpose is to conduct banking business based on Sharia principles and applicable laws and regulations. To achieve this objective, BSI engages in core business activities and supporting business activities that complement the main operations. Detailed information regarding these activities has been comprehensively outlined in the Company Profile section of the Annual Report. All business activities stipulated in the Articles of Association have been implemented by the Bank.

As of the end of 2024, BSI offers a wide range of products and services tailored to the needs and profiles of its customers. These products and services are categorized into four (4) main groups: Individual, Corporate, Digital Banking, and Cards. The details of these four (4) categories are as follow.

Category	Types of Products and Services
Individual	<ul style="list-style-type: none"> <li>• Business</li> <li>• Gold</li> <li>• Hajj and Umrah</li> <li>• Investment</li> <li>• Financing</li> <li>• Priority</li> <li>• Savings</li> <li>• Transactions</li> </ul>
Corporate	<ul style="list-style-type: none"> <li>• Cash Management</li> <li>• Treasury</li> <li>• Service</li> <li>• Financing</li> <li>• Deposits</li> </ul>

Category	Types of Products and Services
Digital Banking	SuperApps BYOND
Cards	<ul style="list-style-type: none"> <li>• Financing Card</li> <li>• Debit Card</li> </ul>

Detailed information on the types of products and services, along with their explanations, is comprehensively presented in the Company Profile section of the Annual Report.

The markets served include the wholesale banking business segment, institutional relationship business segment, retail business segment, treasury banking segment, and head office segment.

Business Segment	Markets Served
Wholesale Banking	State-Owned Enterprises (SOEs) and their subsidiaries, Regional-Owned Enterprises (ROEs) and their subsidiaries, government institutions, multinational companies, as well as banks and non-bank financial institutions (including non-linkage venture capital).
Institutional Relationships	Fund management and other transactions for customers, including Ministries/Agencies, SOEs, Public and Private Universities, Hospitals, and reputable private institutions.
Retail	Small and Medium Enterprises (SMEs), Micro, and Consumer segments
Treasury Banking and Head Office	Serving products beyond financing, including deposit and non-deposit products.

## Supply Chain [GRI 2-6]

In carrying out its operational activities, BSI collaborates with supplier partners who provide various essential needs, including office supplies, labor, transportation facilities, planning consultants, infrastructure contractors and supervisors, and other support services. As of the end of December 2024, BSI had conducted 873 procurement activities and established partnerships with 417 suppliers.

Description	2024	2023	2022
IT Goods and Services Procurement	314	449	225
Non-IT Goods and Services Procurement	364	438	460
Renovation/Relocation Procurement	195	86	237
<b>Total Procurement</b>	<b>873</b>	<b>973</b>	<b>922</b>

### Number of Goods and Services Suppliers

Description	Number of Suppliers					
	2024		2023		2022	
	Total	%	Total	%	Total	%
Domestic Suppliers	413	99.04	701	99.43	310	98.73
Foreign Suppliers	4	0.96	4	0.57	4	1.27
<b>Total</b>	<b>417</b>	<b>100</b>	<b>705</b>	<b>100</b>	<b>314</b>	<b>100</b>

## Downstream Entities and Other Business Relationships [GRI 2-6]

As of December 31, 2023, BSI has no subsidiaries, associate entities, or business relationships in the form of joint ventures.

## Association Membership [OJK C.5, GRI 2-28]

To enhance insights and obtain up-to-date information on changes in the Islamic banking industry, regulations, economic conditions, and customer needs, BSI has actively participated in

various industry and professional associations and organizations. As of the end of 2024, BSI has been a member of several national and international associations, as listed below.

No.	Association	Position	Scope
1.	National Banks Association (Perbanas)	Member	National
2.	Indonesia Sharia Banks Association (Asbisindo)	Chairman	National
3.	Islamic Financial Services Board (IFSB)	Member	International
4.	Financial Services Sector Alternative Dispute Resolution Institution (LAPS SJK)	Member	National
5.	Banking Compliance Directors Communication Forum (FKDKP)	Member	National
6.	Indonesian Payment System Association (ASPI)	Member	National
7.	Indonesian Association of Mutual Fund Selling Agent Banks (ABAPERDI)	Member	National
8.	Indonesian Issuers Association (AEI)	Member	National
9.	Islamic Economic Society (MES)	Member	National
10.	Indonesian Bankers Association (IBI)	Member	National
11.	Indonesian Association of Islamic Economists (IAEI)	Member	National
12.	Regional Banking Consultative Body (BMPD)	Member	National
13.	Financial Services Industry Communication Forum (FK IJK)	Member	National
14.	Indonesia Human Capital Forum (FHCI)	Member	National
15.	Indonesia Corporate Secretary Association (ICSA)	Member	National
16.	National Sharia Council - Indonesian Ulema Council (DSN – MUI)	Member	National
17.	Indonesian Credit Card Association (AKKI)	Member	National
18.	Indonesian Money Market and Foreign Exchange Market Association (APUVINDO)	Member	National
19.	Indonesia Central Securities Depository (KSEI)	Member	National

## Significant Changes in the Organization [OJK C.6, GRI 2-6]

Throughout 2024, there were no significant changes to the company. However, there was an addition of three (3) Priority Service Counters, the closure of eleven (11) Pawn Services, and the addition of 2,854 ATM units.

# Explanation of Board of Director

[OJK D.1, GRI 2-22]



BSI is present as the pulse of Sharia finance that integrates the balance of Environmental, Social, & Governance (ESG) aspects and Maqashid Syariah values, supporting the Government's Asta Cita in encouraging national independence through a green economy, moving together towards superior sustainability actions, and inspiring the world."

**Hery Gunardi**  
President Director



*Assalaamu'alaikum Warahmatullaahi Wabarakaatuh.*

#### Respected stakeholders,

First of all, allow us to express our gratitude for the trust and support that has been given by the shareholders, business partners, and stakeholders to BSI. The support and trust are our encouragement to continue BSI's strategic role as the largest sharia bank in Indonesia, which is present as a financial, social, and spiritual friend to provide sustainable benefits to stakeholders.

We always express our gratitude to Allah Subhanahu Wata'ala, upon His will, BSI could obtain good achievements in 2024. BSI's financial performance in 2024 was above industry growth, with soundness quality. BSI's assets grew by 15.55% year-on-year (YoY) to IDR 409 trillion. BSI's DPK grew by 11.46% YoY to IDR 327 trillion. This strengthened BSI's CASA to IDR 197 trillion. Contrastingly, financing grew by 15.88% YoY to IDR278 trillion. BSI's Fee Based Income grew double-digit by 32.58% YoY to IDR 5.51 trillion. These achievements enabled BSI to record a net profit of IDR 7.01 trillion or an increase of 22.83% YoY.

Dear colleagues, shareholders, business partners, and stakeholders, with a full sense of responsibility, we present BSI' Sustainability Report for the 2024 fiscal year. This report is evidence of BSI's commitment to integrate sustainable practices into business and operational activities, the various challenges faced, sustainability programs that have been implemented, and performance achievements, both financial and non-financial. Through this report, we would like to inform the various initiatives and achievements that have been achieved in the Environmental, Social, & Governance (ESG) aspects and the commitment to realize the Sustainable Development Goals (SDG).

### Manifesting BSI's Sustainable Vision: The Best Global Islamic Bank Based on Sustainable Finance

Sustainability is a global commitment that requires participation and collaboration from parties, including the financial sector. 2024 is a significant year for BSI in facing global challenges, such as climate change, poverty and inequality, socio-economic pressures, and the need to build a universal, modern, inclusive and integrated economic system.

We understand this big responsibility cannot be achieved without strengthening good governance. Throughout 2024, BSI strengthened governance as a significantly basic foundation in realizing sustainability, including establishing BSI's sustainability vision to be The Best Global Islamic Bank Based on Implementation of Sustainable Finance. Through this vision, BSI strengthens its goals and commitments in performing every step to maintain the balance of nature, society, and economy in its business and operations. Furthermore, the ESG aspect has become one of the Fundamental Enablers in the Bank's 2025 - 2027 Business Plan.

BSI also strengthens its organizational structure by establishing a special Environmental, Social, Governance (ESG) work unit as stipulated in the Board of Directors' Decree No. 04/219-KEP/DIR dated June 6, 2024. The ESG Unit is under the direct supervision of the Deputy President Director to strengthen BSI's organizational governance in implementing sustainable finance.

In addition, BSI strengthens and improves the ESG framework through three main pillars: Sustainable Banking, Sustainable Operation, and Sustainable Beyond Banking. The first pillar is Sustainable Banking to support BSI's achievement becoming a leader in sustainable product innovation. The second pillar is Sustainable Operation to support BSI's achievement in achieving Net Zero Emission in operations. The third pillar, Sustainable Beyond Banking to support BSI's achievement in expanding access to financial inclusion and empowering social and environmental aspects to improve community welfare.

As a form of BSI's commitment in implementing sustainability principles, BSI considers to the alignment of its business activities in supporting the Sustainable Development Goals (SDGs) that have been set in each pillar. The Sustainable Banking pillar contributes to SDG 1 No Poverty, SDG 2 Zero Hunger, SDG 3 Healthy and Prosperous Lives, SDG 4 Quality Education, SDG 5 Gender Equality, SDG 6 Clean Water and Sanitation, SDG 7 Affordable Clean Energy, SDG 8 Decent Work and Economic Growth, SDG 9 Industry, Innovation and Infrastructure, SDG 10 Reduced Inequality, SDG 11 Sustainable Cities and Human Settlements, SDG 12 Responsible Consumption and Production, SDG 13 Addressing Climate Change, SDG 14 Life on Oceans, SDG 15 Life on Land, SDG 16 Peace, Justice and Strong Institutions, and SDG 17 Partnerships for the Goals.

BSI includes ESG in the Risk Management Committee Working Group as stated in the Board of Directors' Decree No. 04/503A-KEP/DIR concerning the BSI Risk Management Committee dated October 14, 2024. BSI has also strengthened governance by issuing the Sustainable Finance Standard Operating Procedure (SOP) dated December 2, 2024 and issuing the ESG Guiding Principle which has been signed by all Directors as a form of BSI's commitment and strategy in integrating ESG aspects into business and operational activities across all work units.

As an effort to encourage the transformation of the financial sector, BSI together with six other banks sign a joint commitment declaration to support the achievement of Indonesia's Net Zero Emission (NZE) target by 2060 or sooner at the launch of Climate Risk Management and Scenario Analysis (CRMS) initiated by the Financial Services Authority (OJK) dated March 4, 2024. This is a manifestation of BSI's efforts to support global commitments related to climate change.

BSI's support for achieving Indonesia's NZE target is also realized through the development of the Digital Carbon Tracking platform, making BSI the first Islamic bank in Indonesia to have a Digital Carbon Tracking platform. This platform is used to measure, manage, and report greenhouse gas (GHG) emissions generated from BSI's operational activities at the head office and 1,130 outlets throughout Indonesia digitally.

BSI is also one of eighteen banks participating in the Initial Phase Bottom Up Climate Risk Stress Test (CRST) through OJK Letter No. S-16/PB.013/2023 dated August 26, 2023. CRST is conducted to assess the Bank's resilience to climate change consisting of physical risks and transition risks. BSI conducted a climate risk impact analysis on 51.63% of the total financing portfolio consisting of mandatory sectors from OJK and optional sectors determined by the Bank to fulfill 50% of the portfolio. BSI's CRST was conducted using flood and forest fire scenarios for physical risks and climate scenarios including the Current Policies, Delayed Transition, and Net Zero 2050 scenarios for transition risks prepared by the Network for Greening the Financial System (NGFS).

BSI implements an environmentally-based financing policy as a strategy to minimize the impact of climate risk by adding a negative list to the financing policy, portfolio restrictions on the brown sector, and including an exclusion list in the financing procedure standards to integrate financing distribution that supports the principle of sustainability.

## Implementation of BSI Sustainable Finance

### Sustainable Banking

In the Sustainable Banking pillar, BSI commits to continuously support Indonesia's transition to a low-carbon economy through the development of sustainable products and financing for business activities that integrate ESG principles. These sustainability values are the basis for BSI in realizing its commitment to sustainability.

BSI has a financing and investment portfolio in financial instruments that are in line with sustainable finance. In accordance with the Sustainable Finance Action Plan (RAKB) that has been set, one of the priority activity targets is the Development of Products and/or Services that meet the Sustainable Business Activity Criteria (KKUB). The KKUB criteria used by BSI refer to the POJK Technical Guidelines No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies which regulates sustainable financing or BSI's environmentally friendly businesses. Until December 2024, BSI's sustainable financing reached IDR 66.5 trillion, an increase of 15.2% year-on-year (YoY) consisting of Green Financing of IDR14.1 trillion, increasing as of 15.1% YoY and Social Financing of IDR52.4 trillion, increasing of 15.2% YoY.

BSI issued a Sustainability Sukuk innovation called Sustainable Sukuk Mudharabah Based on Sustainability I Bank BSI Phase I of 2024 as of IDR 3 trillion in June 2024. This initiative refers to POJK No.18 of 2023 concerning the Issuance and Requirements of Debt Securities and Sustainability-Based Sukuk issued dated October 10, 2023. This innovation makes BSI the first sharia bank in Indonesia to issue Sustainability Sukuk, also known as ESG Sukuk, paving the way for better alignment between sharia principles and sustainability. This instrument received high enthusiasm, marked by three times oversubscribed, indicating that market interest in environmentally and socially responsible investments continuously grew. The allocation of the use of funds from the Sustainability Sukuk was divided into 42% for Environmental Financing (KUBL) and 58% for Social Financing (KUBS).

Not only sukuk, as a barometer of Sharia banking in Indonesia, BSI also pioneers the issuance of BSI Deposito Wakaf products that connect business and social aspects. BSI Deposito Wakaf is one of BSI's product innovations that combines Sharia commercial financial instruments with Islamic social finance. In addition to be innovative, Deposito Wakaf has a unique preposition. The principal value of the deposit functions as a temporary waqf and the profit sharing of the deposit will be used as a waqf for the waqf

project. This mechanism proves the essence of sustainability in waqf instruments as well as the role of Islamic banks in implementing sustainable finance. BSI has issued Waqf Deposit Series I and II, raising a total of IDR 30 billion from 3,352 donors (wakif). The profit-sharing proceeds from these deposits have been distributed to provide educational assistance, benefiting a total of 189 recipients.

### Sustainable Operation

Under the Sustainable Operations pillar, BSI has developed the Digital Carbon Tracking platform to measure greenhouse gas emissions from Scope 1 and Scope 2 across all BSI outlets. Based on calculations using the Digital Carbon Tracking platform, a baseline emission of 83,404 tons of CO<sub>2</sub>-eq has been established. This includes Scope 1 emissions (fuel) amounting to 17,685 tons of CO<sub>2</sub>-eq and Scope 2 emissions (electricity) totaling 65,719 tons of CO<sub>2</sub>-eq.

BSI continues to enhance the implementation of sustainable initiatives to support low-carbon operational activities by promoting the eco-lifestyle program. This program includes the deployment of 115 electric vehicles, representing a 228% increase compared to 2023, the installation of six charging stations, marking a 500% increase from 2023, and the achievement of one Green Building Landmark Aceh Gold Certification. In 2024, BSI has also expanded its reforestation efforts by planting 10,671 trees, including fruit-bearing and other tree species, across Lampung, West Java, the Special Region of Yogyakarta, West Kalimantan, and South Sulawesi, aiming to provide both social and environmental benefits to local communities. Through these efforts, BSI has contributed to Indonesia's greening initiative by planting 50,000 trees nationwide between 2022 and 2024, with an estimated carbon absorption of 4,129 tons of CO<sub>2</sub>-eq.

In its operations, BSI remains committed to continuously enhancing digital transformation, including the launch of its Super App, BYOND By BSI. Additionally, BSI places strong emphasis on data privacy protection, anti-money laundering (AML), and anti-corruption measures. As a concrete step, BSI has established a Personal Data Protection Officer (PPDP) under the supervision of the Director of Compliance & Human Resources, officially appointed through Board of Directors Decree No. 04/219-KEP/DIR dated June 6, 2024. To uphold data privacy, BSI has implemented a Personal Data Protection Policy and obtained ISO/IEC 27001:2022 certification for its Information Security Management System. Regarding anti-corruption measures, BSI has adopted an anti-fraud policy and is certified under ISO 37001:2016 for its Anti-Bribery Management System (ABMS).

### Sustainable Beyond Banking

Under the Sustainable Beyond Banking pillar, BSI recognizes its central role as an Islamic financial institution driving sustainable sharia economy growth. To support this role, BSI continues to

expand financial service accessibility, particularly in underserved areas (blank spots) where BSI branch offices are not yet available. Financial services are provided through BSI Agent, which serves as Laku Pandai agent under the Branchless Banking for Financial Inclusion program. Currently, 3,040 BSI Agents are operating in 119 blank-spot regencies. By 2024, the total number of BSI Agents has reached 119,295 agents nationwide, reflecting a 38% increase compared to 86,200 agents in 2023. The total transaction value has also increased to IDR 59.02 trillion, marking a 34% growth from IDR 43.80 trillion in 2023.

Since the merger up to 2024, BSI has consistently contributed to the nation and the community. In 2024, BSI has paid corporate taxes amounting to IDR 2,045 billion (up 20.57% YoY), corporate zakat of IDR 232 billion (up 22.31%), employee zakat of IDR 36 billion (up 10.33%), and customer & general zakat of IDR 39 billion (up 11.55%). Beyond financial inclusion, BSI actively serves as a social and spiritual partner, aiming to enhance both economic and spiritual well-being. Through various zakat, infaq, sadaqah, and waqf (ZISWAF) empowerment programs, BSI fosters community development and engagement, aligning business growth with social prosperity.

BSI fulfills its role as a social and spiritual partner through various initiatives, including community economic empowerment by establishing three additional BSI foster villages in Aceh Besar, Bener Meriah, and Mojokerto. In the education sector, BSI continues to expand the BSI Scholarship program, increasing the number of beneficiaries by 2,300 individuals, reflecting a 39% growth compared to 2023. Since 2021, a total of 5,456 recipients across Indonesia have benefited from this program. On the spiritual front, BSI has undertaken the construction of the BSI Mosque at Landmark Aceh, the maintenance and upkeep of three BSI mosques, and the addition of three mobile prayer facilities (Musala vehicles). Through these initiatives, BSI remains committed to fostering social welfare and spiritual well-being, embodying the essence of an Islamic bank that strives to create meaningful benefits for society and the environment.

BSI, in collaboration with the National Amil Zakat Agency (Baznas), launched the Green Zakat Framework on November 2, 2024, during the World Zakat and Waqf Forum (WZWF). This framework is designed to integrate sustainability principles into zakat practices, recognizing that zakat serves not only as a poverty alleviation instrument but also as a means to support environmental preservation and sustainable development. Moving forward, in 2025, BSI will continue the implementation of Green Zakat in partnership with Baznas and the United Nations Development Programme (UNDP). This initiative will serve as the foundation for sustainability-driven programs that generate both social and environmental impact.

In addition to these three pillars, BSI also achieved several notable milestone in 2024, including:

1. Being awarded as Indonesia's Best Digital Bank 2024 by the Euromoney Awards for Excellence.
2. Ranking 9th in the market capitalization, with a valuation of IDR 138.85 trillion, making BSI the only Islamic bank in Indonesia to be included in the Top 10 Islamic Global Banks.
3. Winning the Indonesia Most Trusted Companies award in the Corporate Governance Perception Index (CGPI) Awards 2024.
4. Being named among the Top 30 World's Most Trustworthy Companies 2024 in the Banking category, according to Newsweek.
5. BSI's global ESG ranking improved significantly, with its Bloomberg ESG Score rising to 3.86 from the previous 2.24, elevating its category from "ABOVE MEDIAN" to "LEADING" in the global commercial banking sector. As a result, BSI secured the 4th position among Top Global Islamic Banks in ESG implementation.

## Closing and Appreciation

BSI's success in 2024 were certainly inseparable from the support and trust of stakeholders. We extend our deepest appreciation to all stakeholders for their continuous support and confidence in BSI. Thanks to our strong commitment, dedication, and collaboration, BSI has achieved significant milestones in implementing sustainable finance.

We recognize that the journey toward sustainability is not an easy task. However, through collaboration and shared commitment, we believe that BSI can continue to contribute to sustainable development and generate long-term benefits for the economy, society, and the environment.

In conclusion, on behalf of the BSI Board of Directors, I would like to express my sincere gratitude to all stakeholders for their trust, collaboration, and valuable input, which have enabled BSI to continuously strengthen its role and positive impact in society. Let us unite our efforts and vision to create broader benefits for sustainability and the achievement of the Sustainable Development Goals.

Wassalaamualaikum Warahmatullahi Wabarakatuh  
Jakarta, March 21, 2025



**Hery Gunardi**  
President Director



# Responsibility for the 2024 Sustainability Report [GRI 2-14]

We, the undersigned, declare that the Sustainability Report of PT Bank Syariah Indonesia Tbk for the financial year 2024 has been prepared under the Financial Services Authority Regulation No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Service Institutions, Issuers, Public Companies, and the Financial Services Authority Circular Letter No. 16/SEOJK.04/2021 regarding the Form and Content of the Annual Report of Issuers or Public Companies.

All information in this Report has been fully disclosed under these regulations, and we take full responsibility for the accuracy of the contents of the Company's Sustainability Report.

Jakarta, March 21, 2025

## BOARD OF DIRECTORS



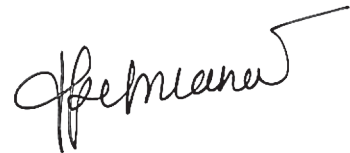
**Hery Gunardi**  
President Director



**Bob Tyasika Ananta**  
Vice President Director



**Harry Gusti Utama**  
Director of Retail Banking



**Tribuana Tunggadewi**  
Director of Compliance & Human Capital



**Ade Cahyo Nugroho**  
Director of Finance & Strategy



**Anton Sukarna**  
Director of Sales & Distribution



**Saladin Dharmanugraha Effendi**  
Director of Information Technology



**Grandhis Helmi Harumansyah**  
Director of Risk Management



**Zaidan Novari**  
Director of Wholesale Transaction  
Banking



**Ari Rizaldi**  
Director of Treasury & International  
Banking

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BOARD OF COMMISSIONERS



Muliaman Dharmansyah Hadad

President Commissioner and Independent Commissioner



Adiwarman Azwar Karim

Vice President Commissioner/ Independent  
Commissioner



Komareddin Hidayat

Independent Commissioner



Mohamad Nasir

Independent Commissioner



Felicitas Tallulembang

Independent Commissioner



Suyanto

Commissioner



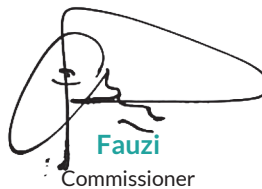
Masduki Baidlowi

Commissioner



Abu Rokhmad

Commissioner



Fauzi

Commissioner



Nazaruddin

Commissioner

A photograph of a man and a woman in a modern office environment. The man, wearing a dark blue button-down shirt, is seated at a desk and looking towards the right with a slight smile. The woman, wearing a dark patterned hijab and a light-colored top, is seated next to him, also looking towards the right. They appear to be reviewing a document together. The background shows a contemporary office interior with curved wooden paneling and recessed lighting.

# CORPORATE GOVERNANCE

# 06 »



# Structure and Composition of Governance [GRI 2-9, GRI 2-11]

The BSI governance structure is based on Law of the Republic of Indonesia No. 40 of 2007 on Limited Liability Companies, which consists of the company's main organs and supporting organs, as well as Financial Services Authority Regulation No. 2 of 2024 on the Implementation of Sharia Governance for Sharia Commercial Banks and Sharia Business Units. The company's main organs include General Meeting of Shareholders (GMS), Board of Commissioners, Sharia Supervisory Board, and Board of Directors. While supporting organs are formed through committees under the Board of Commissioners, committees under the Sharia Supervisory Board, and committees under the Board of Directors. The Board of Commissioners consists of 10 members, comprising 5 Independent Commissioners and 5 Commissioners. The total number of members of the Sharia Supervisory Board is 5 (five) people. The Board of Directors consists of 10 members.

A detailed profile of the Board of Board of Commissioners, Sharia Supervisory Board, and Board of Directors, including Independent Commissioners, tenure, gender composition, dual positions, and professional experience, is available in the Company Profile section

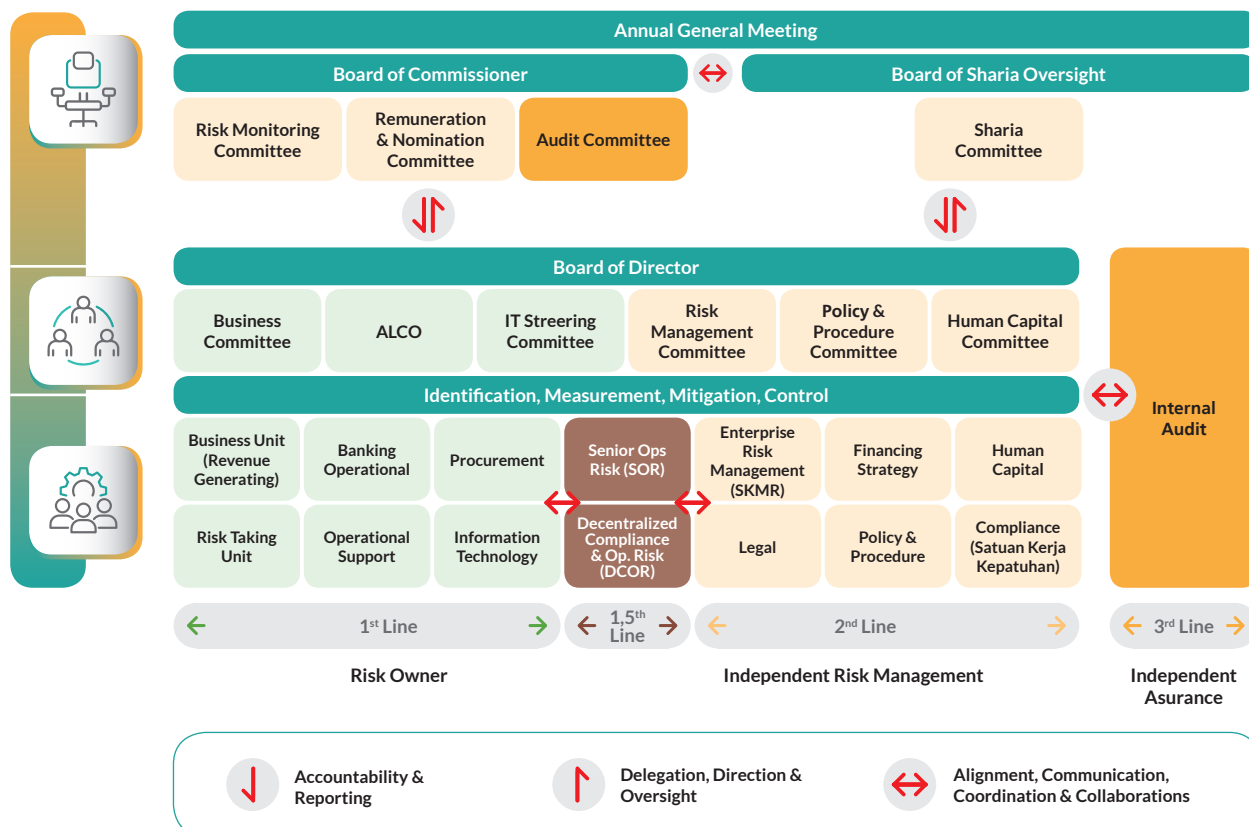
of the Annual Report. The profile, roles, and responsibilities of committees, the Board of Commissioners, the Sharia Supervisory Board, and the Board of Directors are presented in detail in the Corporate Governance section of the Annual Report.

In carrying out its duties, the Board of Commissioners is supported by three advisory committees, namely the Audit Committee, the Nomination and Remuneration Committee, and the Risk Monitoring Committee. Meanwhile, the Board of Directors is assisted by the supporting bodies such as Corporate Secretary, Internal Audit Unit, and Enterprise Risk Management (ERM) Committees under the Board of Directors, which include Business Committee, Asset and Liability Committee, IT Steering Committee, Risk Management Committee, Policy & Procedure Committee, Business Committee, dan Human Capital Committee. Within BSI's governance structure, the President Commissioner and the Chairman of the Sharia Supervisory Board hold the highest governance positions. The President Commissioner also serves as an Independent Commissioner.

The BSI governance structure is as follows

## Struktur Good Corporate Governance

"BSI uses the Three Lines Model to help organizations identify effective structures and processes to achieve their objectives and facilitate strong governance and risk management."



## Conflict of Interest [GRI 2-15]

The provisions regarding the prevention of Conflicts of Interest have been established in the Code of Conduct. A Conflict of Interest occurs when a member of the Bank's management, in carrying out their duties and responsibilities, has interests outside of their official duties—whether personal, familial, or related to third parties—which may compromise their objectivity. The scope of this policy requires that the Bank's management.

- a. Avoid activities that may create a conflict of interest.
- b. Act with integrity and responsibility, remaining free from influences that could compromise objectivity in duty execution or cause the Bank to lose business and/or its reputation.
- c. Refrain from misusing the Bank's corporate identity. The corporate identity may only be used for the Bank's interests and with its approval.

BSI has established a Conflict-of-Interest management policy that includes:

- a. Identification, mitigation, and management of conflicts of interest, including those arising from transactions with affiliated parties and intra-group transactions;
- b. A prohibition on Board of Directors and Board of Commissioners members from taking actions that could harm or reduce the Bank's profits; and
- c. A disclosure obligation whenever a conflict of interest arises in decision-making.

Regarding conflict-of-interest policies for the Board of Commissioners, Board of Directors, and Sharia Supervisory Board, BSI has established the following regulations.

If a situation arises where the Bank's interests conflict with the personal interests of a member of the Board of Directors, the Bank will be represented by another Director who does not have a conflict of interest. In cases where the Bank's interests conflict with all members of the Board of Directors, the Bank will be represented by the Board of Commissioners or a person appointed by the Board of Commissioners. If there are no members of the Board of Commissioners, the General Meeting of Shareholders (GMS) will appoint one or more individuals to represent the Bank in carrying out this duty.

In carrying out their duties, responsibilities, and functions, members of the Sharia Supervisory Board are prohibited from:

1. Utilizing the Company for personal, family, and/or third-party interests that may reduce the Company's assets and/or profits.
2. Taking and/or receiving personal benefits from the Company, apart from remuneration and other facilities determined by the GMS.
3. Holding concurrent positions as stipulated in the applicable laws and regulations.

As of the end of the reporting period, all members of the Board of Commissioners, the Sharia Supervisory Board, and the Board of Directors have no financial or family relationships with other members of the Board of Commissioners, the Sharia Supervisory Board, the Board of Directors, or the controlling shareholders, either directly or indirectly. They also have no managerial affiliations with other companies, including suppliers. The Board of Commissioners and the Board of Directors do not hold any shares in the Company's suppliers. The majority shareholding of the Bank is owned by PT Bank Mandiri (Persero) Tbk, with a 51.47% stake. As a result, PT Bank Mandiri (Persero) Tbk is the Bank's Ultimate and Controlling Shareholder, and there are no indirect Ultimate and Controlling Shareholders.

In 2024, there were members of the Board of Commissioners and Directors who owned shares in the Company. Referring to OJK Regulation Number 4 of 2024 and supported by OJK Regulation Number 2 of 2024, in addition to the Board of Directors & Commissioners, the Sharia Supervisory Board is also required to report share ownership of 5% or more, both in this bank and in other banks and/or companies, domiciled in and outside the country. All members of the Board of Commissioners, Directors, and Sharia Supervisory Board do not have shares in other companies that contain a conflict of interest. There were no transactions that met the criteria for a conflict-of-interest transaction. The discussion regarding the share ownership of the Board of Commissioners and Directors refers to the Corporate Governance section of the Annual Report. Meanwhile, the discussion on transactions involving conflicts of interest refers to the Management Discussion and Analysis section of the Annual Report.

## Nomination and Selection of Board of Commissioners, Sharia Supervisory Board, and Board of Directors [GRI 2-10]

The Board of Commissioners and Directors are nominated through the Board of Commissioners' proposals to the GMS based on the recommendations from the Nomination and Remuneration Committee. The members of the Board of Commissioners and Board of Directors are appointed and dismissed by the GMS by taking into account the attendance and decision quorums as stipulated in the Articles of Association. The members of the Board of Commissioners and Board of Directors must obtain approval from the authorized authority (the Financial Services Authority/OJK).

The Sharia Supervisory Board is nominated at the GMS based on the recommendations from the National Sharia Board of the Indonesian Ulema Council, while also considering the OJK regulations or their successors, as well as the regulations stipulated by the National Sharia Board and other relevant laws

and regulations. The appointment of the Board of Commissioners, Board of Directors, and Sharia Supervisory Board must meet the criteria established at the time of appointment under applicable regulations.

The appointment and/or replacement of the members of the Board of Commissioners, Board of Directors, and Sharia Supervisory Board prioritizes a professional composition, independence, suitability of competence, and diversity, which are needed for the effective execution of the tasks and responsibilities. Comprehensive information about the nomination and selection process of the Board of Commissioners, Board of Directors, and Sharia Supervisory Board, as well as the Diversity of the Board of Commissioners, Directors, and Sharia Supervisory Board is provided in the Corporate Governance section of the Annual Report.

## Performance Assessment of Board of Commissioners, Sharia Supervisory Board, and Board of Directors [GRI 2-18]

Performance assessment of the Board of Commissioners, Board of Directors and Sharia Supervisory Board is carried out at the Annual GMS. At the Annual GMS, the Board of Directors submits the Annual Report, while the Board of Commissioners submits its annual supervisory duty report. The performance assessment of the Sharia Supervisory Board (DPS) is carried out through self-assessment which is carried out periodically every semester which is reported to the OJK to obtain approval. Fulfillment of the submission of the Supervision Results Report of the Sharia Supervisory Board which is submitted semi-annually to the OJK Sharia Banking Department and the National Sharia Council of the Indonesian Ulema Council. The implementation of ESG, including in this case Sustainable Finance, is one of the Key Performance Indicator (KPI) of the Board of Directors that is monitored by the Board of Commissioners. Annually, BSI submits the Sustainable Finance Action Plan (RAKB) to OJK, signed by the Board of Directors and approved by the Board of Commissioners.

The GMS may dismiss members of the Board of Commissioners and Board of Directors at any time by stating the reasons, namely if the members of the Board of Commissioners and the Board of Directors concerned:

- 1) fail to fulfill obligations agreed in the management contract
- 2) fail to perform duties effectively;
- 3) violate the Articles of Association and/or applicable laws and regulations;
- 4) commit actions that violate ethics and/or propriety that should be respected as a member of the Board of Directors;
- 5) is involved in actions that harm the Company and/or the state;
- 6) is convicted by a court ruling with permanent legal force;
- 7) any other reasons deemed appropriate by the GMS for the interests and objectives of the Company.

# Remuneration Policy of the Board of Commissioners and Directors

[GRI 2-19, GRI 2-20, GRI 2-21]

The Bank has a policy on the Governance of Remuneration of the Board of Commissioners, Board of Directors and Sharia Supervisory Board pursuant to the Financial Services Authority Regulation No. 59/POJK.03/2017 dated 18 December 2017 concerning the Implementation of Governance in Providing Remuneration for Sharia Commercial Banks and Sharia Business Units. Under this policy, the Bank has established a remuneration framework and other facilities as determined by the GMS, which include among others:

1. Remuneration refers to financial compensation (non-kind), including salary, allowances (net), compensation in the form of shares, bonuses and other forms of remuneration.
2. Other facilities provided to the Board of Commissioners and Board of Directors not in the form of finance (in kind) include:
  - a. Religious Holiday Allowance
  - b. Retirement Benefits
  - c. Housing and Utilities Allowance
  - d. Vehicle Facilities and Transportation Allowance
  - e. Medical Benefits
  - f. Club Membership and Professional Association Fees
  - g. Communication Allowance
  - h. Non-Inventory Office Facilities
  - i. Business Travel Allowance
  - j. Legal Assistance
  - k. Leave Permission
3. Other facilities provided to the Sharia Supervisory Board not in the form of finance (in kind) include:
  - a. Religious Holiday Allowance
  - b. Retirement Benefits
  - c. Medical Benefits
  - d. Business Travel Allowance

In determining remuneration, BSI considers several indicators, including financial performance, allocation for asset loss provisions, fairness with peer groups, and alignment with the BUS long-term targets and strategies. ESG performance is also taken into account, as reflected in the ESG KPIs, including the achievement of RAKB implementation.

Remuneration of the Board of Commissioners, Board of Directors and Sharia Supervisory Board is determined through the following stages:

1. The Nomination and Remuneration Committee evaluates the remuneration policy for the Board of Commissioners and provides recommendations to the Board of Commissioners.
2. The Nomination and Remuneration Committee then provides recommendations to the Board of Commissioners regarding the remuneration policy for the Board of Commissioners.
3. The Board of Commissioners submits remuneration proposals, including salary/honorarium and tantiem, to the Controlling Shareholders for approval at the GMS.



The decision on tantiem and salary/honorarium is made at the Annual GMS. The decision on tantiem and salary/honorarium was made during the Fourth Meeting Agenda of the Fourth GMS. The voting results showed that 43,117,263,201 votes, or 98.4346141% of all shares with voting rights present, were in favor, while 102,105,607 votes, or 0.2331021%, abstained. Meanwhile, 685,685,188 votes, or 1.5653859%, were against the decision.

BSI also reports the ratio of average total annual compensation of Directors to median total annual salary for all employees. Total employee compensation represents the sum of all compensation received by employees. The details are presented as follows.

Description	Ratio
Ratio of the average total annual compensation of Directors to the median total annual salary for all employees	23.47 : 1
The ratio of the percentage increase in the average total annual compensation of Directors to the ratio of the percentage increase in the median total salary for all employees	(1.18) : 1

## Lobbying Activities and Political Contributions

Lobbying activities refer to the Company's efforts to influence public policies, regulations, or government decisions that impact the company's operations or business interests. However, during

2024, BSI was not involved in lobbying activities. In addition, BSI was also not involved in any form of political contribution throughout 2024.

## Implementation of Anti-Money Laundering (APU), Prevention of Terrorism Financing (PPT), and Prevention of Proliferation of Mass Destruction Weapons Financing (PPSPM) Programs

Sharia Banks as part of the national banking industry with national and global networks have an important role to ensure the integrity of financial transactions for all products and services used by customers and assist law enforcement in implementing anti-money laundering programs, preventing terrorism financing, and preventing proliferation financing. For BSI, this is not only a form of fulfillment of regulatory compliance commitments, but also an effort to realize the welfare of humanity and eliminate harm by paying attention to the basic values of sharia. The

implementation of the APU, PPT, and PPSPM programs at BSI has been in line with laws and regulations and International Best Practices which include 5 (five) pillars of APU, PPT, and PPSPM which include active supervision of the Board of Directors and Board of Commissioners, policies and procedures, internal control, management information systems, and human resources and training. Discussions related to the APU, PPT, and PPSPM programs at BSI have been presented in the Annual Report in Corporate Governance section.

## Sustainability Governance [OJKE]

### Person in Charge of Implementing Sustainable Finance

[OJKE.1, GRI 2-9, GRI 2-12, GRI 2-13, IFRS S1-GOVERNANCE, IFRS S2- GOVERNANCE]

The Bank has an ESG governance structure, which is stipulated In implementing ESG, BSI involves the Board of Commissioners, Board of Directors, and Sharia Supervisory Board in actively supervising the implementation of Sustainable Finance. The

active supervision includes the preparation of the Sustainable Finance Action Plan, the Sustainability Report, and the formulation of the sustainability strategy.

Board of Commissioners/ Related Commissioner Committee	Sharia Supervisory Board
Board of Directors/Related Director Committee	
ESG Working Group	
ESG Coordinator Work Unit	
ESG Contributor Work Unit	
<ul style="list-style-type: none"> <li>• Business Unit</li> <li>• Support Unit</li> </ul>	<ul style="list-style-type: none"> <li>• Enabler Unit</li> <li>• Regional Office</li> </ul>

BSI has formed an ESG Working Group under the Risk Management Committee (RMC) which has been stated in the Decree of the Board of Directors No.03/219-KEP/DIR dated June 6, 2024 concerning the Establishment of the ESG Group under the supervision of the Deputy President Director & Appointment of a Personal Data Protection Officer (PPDP) under the supervision of the Director of Compliance & Human Resources. The ESG Working Group assists the RMC by supporting the committee in formulating proposals to be recommended and decided upon during committee meetings. BSI has also established an ESG Coordinator Work Unit responsible for coordinating the development of frameworks, visions, commitments, strategies, and initiatives to integrate ESG aspects, including the implementation of sustainable finance, across all BSI's business and operational activities. The integration of ESG aspects and the implementation of sustainable finance also involve Contributing Work Units that actively execute ESG strategies and initiatives across all business and operational activities within their respective scopes, aligning with the established BSI ESG framework, vision, and commitment. The ESG Contributing Work Units include Business Units, Support Units, Enabler Units, and Regional Offices. Furthermore, the achievement of a broad

environmental and social impact through ESG implementation requires the participation of every BSI employee. The ESG Working Group, ESG Coordinating Work Unit, and ESG Contributing Work Units consistently base their decisions on the identification of sustainability risks and opportunities, which are considered in the RMC meetings and incorporated into the ESG framework, vision, commitment, strategy, and initiatives.

As a company engaged in the financial services industry, the ESG program of BSI is primarily focused on Sustainable Finance activities, which are outlined annually in the RAKB. The duties and responsibilities of Sustainable Finance are allocated as follows.

1. Board of Commissioners: provides direction and approval for the RAKB proposal submitted by the Board of Directors. Supervision of the RAKB implementation is conducted quarterly through the Risk Monitoring Committee.
2. Board of Directors: provides direction and approval for BSI's sustainable finance strategy and ensures that its implementation aligns with the bank-wide strategy.
3. Sharia Supervisory Board: ensures that the RAKB program aligns with the sharia principles.
4. ESG Subcommittee: establishes strategies, refines risk management implementation, and determines business and operational decisions related to the Environmental, Social, and Governance aspects.
5. Environmental, Social, and Governance (ESG) Group: coordinates and consolidates with relevant work units for the implementation of sustainable finance programs, prepares the 2025 BSI RAKB document, and submits it to the regulator. The ESG Group also conducts monthly monitoring of the implementation of the RAKB program.
6. All the human resources of work units involved in the implementation of the RAKB 2025 program.

The parties responsible for the implementation of the Sustainable Finance program are as follows.

Work Unit	Function
Environmental, Social, & Governance (ESG)	Develop frameworks, strategies, road maps, commitments, and targets related to the implementation of BSI's sustainable finance
Strategy Planning & Performance Management Group (SPM)	Develop strategies and the Bank's Business Plan to be executed annually.  Program implementers: 1. Green Financing 2. UMKM/Social Financing Portfolio 3. Sustainable Financing Ratio
Corporate Business: 1. Corporate Business 1 Group 2. Corporate Business 2 Group 3. Corporate Business 3 Group	a. Perform financing distribution in accordance with the sustainable finance principles (Green Financing and UMKM/Social Financing) b. Develop banking products that support the sustainable finance principles  Program implementers: 1. Green Financing 2. Sustainable Financing Ratio
Commercial Business: 1. Commercial Business 1 Group 2. Commercial Business 2 Group	Program implementers: 1. Green Financing 2. Sustainable Financing Ratio
Small Medium Enterprise (SME) Business Group (MBG)	Program implementers: 1. UMKM/Social Financing Portfolio 2. Sustainable Financing Ratio

Work Unit	Function
Micro Business Group (MBG)	Program implementers: 1. UMKM/Social Financing Portfolio
Islamic Ecosystem Solution Group (ISE)	Program implementers: 1. Product development
International & Financial Institution Group (FIG)	Program implementers: 1. Product development
Treasury & Global Market Group (TGM)	Program implementers: 1. Product development
Operational-Portfolio & Market Risk Group (ERM)	Program implementers: 1. Governance & Policy Pillars
Data & Decision Management Group (DDM)	Program implementers: 1. Green Financing 2. UMKM/Social Financing Portfolio
Compliance & Anti Money Laundering (AML) – Countering – Countering Financing of Terrorism (CFT) Group (CAC)	Program implementers: 1. Product development
Policy & Procedure Group (PPG)	Creation of internal regulations to support the sustainable finance programs. Program implementers: 1. Governance and Policy Pillars
Distribution Strategy Group (DSG)	Promote the implementation of the sustainable finance programs in all BSI outlets and optimize the distribution of retail business ecosystem financing at designated branch growth points. Program implementers: 1. Digital Carbon Trading 2. Sustainable financing disbursement
Corporate Secretary & Communication Group (CSG)	Fulfill the CSR and corporate communication functions. Program implementers: 1. Signature campaign – BSI Sustainable Movement 2. 1 Home 1 Tree 3. Sustainability on Campus Collaborating with BSI Rock 4. Green Business Culture Internal Campaign 5. ISO 26000 and SROI assessments 6. BSI Assisted Villages with the ESG impact assessments 7. BSI Scholarship 8. Optimization of Zakat Distribution 9. Waste Management Pilot Project (Circular Economy) 10. Green Zakat Pilot Project
Bank Syariah Indonesia Corporate University	Providing training/arranging programs to improve employee capabilities in the context of implementing sustainable finance. Program implementers: 1. Sustainable finance awareness 2. Training obligations for the SF supervisory and BSI board 3. ESG training obligations 4. Green Business Culture Internal Campaign
Marketing & Communication Group (MCG)	Encourage product marketing communication based on sustainable finance principles Program implementers: 1. Signature campaign – BSI Sustainable Movement
Card Business Group (CBG)	Program implementers: 1. Environmentally-Friendly Sharia Card
Human Capital Strategy & Policy Group (HCP)	Program implementers: 1. Sustainable finance awareness 2. ESG training obligations
Procurement & Fixed Asset Group (PFA)	Procure infrastructure that enables the implementation of sustainable finance Program implementers: 1. Green Building 2. Electric Vehicle 3. Charging Station 4. Solar Panel
Corporate Finance & Accounting Group (CFA)	Consolidate financial statements related to sustainable finance portfolio and collection of corporate zakat funds. Program implementers: 1. Optimization of Zakat Distribution

Work Unit	Function
BSI Maslahat	BSI's social institution partner that administers zakat utilization programs. Program implementers: 1. Solar Panel 2. ISO 26000 and SROI assessments 3. BSI Assisted Villages with the ESG impact assessments 4. BSI Scholarship 5. Optimization of Zakat Distribution 6. Waste Management Pilot Project (Circular Economy) 7. Green Zakat Pilot Project

The results of the RAKB implementation are then reported to the Board of Directors. Subsequently, the results will be submitted to the Board of Commissioners for direction. The ESG Working Group also monitors and evaluates the implementation of RAKB priorities on a quarterly basis and reports the findings to the RMC, which subsequently submits the report to the ESG Group Supervision Director and the Audit Committee. The results of the RAKB implementation are discussed in the Board of Commissioners and Directors Meeting (Rakomdir). BSI reports the Bank's sustainability performance to shareholders at the General Meeting of Shareholders (GMS). Shareholders can express their opinions on Environmental, Social, and Governance (ESG) issues during the GMS.

Governance strengthening is also realized by aligning ESG aspects in the Policy Architecture. BSI has aligned ESG aspects in the provisions for financing distribution which include:

1. Negative List in Financing Policy
2. Portfolio Guideline
3. Exclusion List in the Standards of Financing Procedure
4. Industry Acceptance Criteria

## Development of Sustainable-Finance Related Competencies [OJK E.2, GRI 2-17, FS4, IFRS-S1-GOV, IFRS-S2-GOV]

The implementation of ESG and Sustainable Finance requires specific competencies related to sustainability. BSI acknowledges that sustainability-related competencies should be developed regularly. In 2024, BSI conducted various training and competency development programs for employees to enhance their understanding of sustainability. These programs also aimed to keep employees informed about the latest developments and emerging issues related to sustainability. Various trainings and programs for employee competency development are managed by BSI Corporate University. Throughout 2024, a total of 8,420 BSI employees participated in education and training programs related to Sustainable Finance. These sessions included ESG-related topics that particularly focus on the SME and Wholesale segments.

BSI also implemented competency development programs related to sustainable development for the Board of Commissioners and Directors. The types of training, materials and training organizers can be seen in the table below.

**Table of Sustainable Finance Competency Development for Board of Commissioners**

Name	Position	Education and Training	Education and Training Materials	Date	Organizer
<b>Felicitas Tallulembang</b>	Independent Commissioner	Sharing Forum	Sharing Session dengan Tema Sustaining Growth Momentum Amid Global Uncertainties and Challenges	August 28, 2024	Bank Mandiri
<b>Suyanto</b>	Commissioner	Sharing Forum	Sharing Session dengan Tema Sustaining Growth Momentum Amid Global Uncertainties and Challenges	August 28, 2024	Bank Mandiri
<b>Masduki Baidlowi</b>	Commissioner	Sharing Forum	Sharing Session dengan Tema Sustaining Growth Momentum Amid Global Uncertainties and Challenges	August 28, 2024	Bank Mandiri

Table of Sustainable Finance Competency Development for Board of Commissioners

Name	Position	Type of Education and Training	Education and Training Materials	Date	Organizer
Hery Gunardi	President Director	Workshop	Strategic Approach to Risk Management towards SOE's Business Sustainability	January 19, 2024	Ministry of Indonesian SEO's
		Workshop	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk, Bank Syariah Indonesia Corporate University, Distribution Strategy Group (DSG)
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Workshop	Foundation of Strategic Governance and Navigating Disruption	From September 30 to October, 1 2024	IMD Lausanne Swiss
		Seminar	Seminar on Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	June 5-6 2024	Bankers Association for Risk Management (BARA)
Bob Tyasika Ananta	Vice President Director	Workshop	Strategic Approach to Risk Management towards SOE's Business Sustainability	January 19, 2024	Ministry of Indonesian SEO's
		Workshop	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk, Bank Syariah Indonesia Corporate University, Distribution Strategy Group (DSG)
		Focus Group Discussion (FGD)	Implementation Strategy for Financial Literacy and Inclusion Activities in 2024	January 26, 2024	Financial Services Authority (OJK)
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Certification	Qualification 7 Competency Certification - Banking Risk Management Field	June 24, 2024	Sharia Finance Certification Institute (LSPKS)
		Workshop	Monitoring the ESG Implementation in Mandiri Group and Sharing Best Practice related to ESG Framework & Disclosure	July 25, 2024	PT Bank Mandiri (Persero) Tbk
		Focus Group Discussion (FGD)	Enhancing Fraud Detection System to Strengthen Cybersecurity Resilience in the Payment System Industry	August 27, 2024	Bank Indonesia (BI)
		Workshop	Championing The Future Admst Great Challenge Through Transformational Leadership	August 29, 2024	PT Bank Mandiri (Persero) Tbk
		Sharing Session	Collaborative Future - Paving Pathways For Better Indonesia	November 15, 2024	PT Bank Mandiri (Persero) Tbk
		Seminar	Level 7 Alignment for Directors with Level 5 Risk Management Certificates	May 20, 2024	JMS Education
		Certification	Qualification 7 Competency Certification - Banking Risk Management Field	June 24, 2024	Sharia Finance Certification Institute (LSPKS)

Name	Position	Type of Education and Training	Education and Training Materials	Date	Organizer
Tribuana Tunggadewi	Compliance & Human Capital Director	Level 5 Banking Risk Management Refreshment	Managing Legal, Compliance, Reputation, and Strategic Risks	January 25, 2024	Bank Syariah Indonesia Corporate University, Maisa Edukasi
		Level 5 Banking Risk Management Refreshment	Managing Insurance Risk, Intra-Group Transaction Risk, Stress and Back Testing, and Analyzing Information System Requirements	January 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Seminar	Optimizing the Role of the Financial Industry in Preventing Green Financial Crimes and Other Predicate Crimes	April 29, 2024	Communication Forum for Director or Banking Compliance (FKDKP)
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	May 7 and 8, 2024	Bankers Association for Risk Management (BARA)
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	May 20, 2024	Communication Forum for Director or Banking Compliance (FKDKP)
		Seminar	Financial Education Programs for Women and Mothers "BUNDAKU SICANTIKS: Financially Smart Mothers Build Prosperous Families"	June 25, 2024	Financial Services Authority (OJK)
		Webinar	Addressing Cybercrime, including Online Gambling, as a Predicate Crime for Money Laundering	July 17, 2024	Financial Services Authority (OJK)
		Workshop	Mandiri Leadership Forum Workshop	August 29, 2024	PT Bank Mandiri (Persero) Tbk
		Workshop	Workshop by SOE Deputy Minister: SOE's Strategic Program and Risk Management for Indonesia's Future	September 13, 2024	The Ministry of State-Owned Enterprises (SOE)
		Conference	Employee & Industrial Relations Conference 2024 Forum Human Capital Indonesia (FHCI) BUMN	September 20, 2024	Indonesia Human Capital (FHCI) for SOE
Anton Sukarna	Sales & Distribution Director	Workshop on Digital & Transaction Strategic Direction	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Distribution Strategy Group (DSG)
		Level 5 Banking Risk Management Refreshment	Managing Legal, Compliance, Reputation, and Strategic Risks	January 25, 2024	Bank Syariah Indonesia Corporate University, Maisa Edukasi
		Level 5 Banking Risk Management Refreshment	Managing Insurance Risk, Intra-Group Transaction Risk, Stress and Back Testing, and Analyzing Information System Requirements	January 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University, Maisa Edukasi
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	May 7-8, 2024	Bankers Association for Risk Management (BARA)
		Training	The Impact Steward Leadership Program	November 11-15, 2024	Internal Bank
Ade Cahyo Nugroho	Direktur Finance & Strategy	Workshop by the SOE Ministry	Strategic Approach to Risk Management towards SOE's Business Sustainability	January 19, 2024	Ministry of Indonesian SEO
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	June 3-6 2024	Bankers Association for Risk Management (BARA)
		Workshop	Mandiri Leadership Forum Workshop	August 29, 2024	PT Bank Mandiri (Persero) Tbk

Name	Position	Type of Education and Training	Education and Training Materials	Date	Organizer
Zaidan Novari	Wholesale Transaction Banking Director	Workshop on Digital & Transaction Strategic Direction	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Distribution Strategy Group (DSG)
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	September 10, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Training	Executive Leadership: Executive Leadership: Performance People Skills for Leaders	October 7-20, 2024	London Business School, UK (Inggris)
Saladin Dharmanugraha Effendi	Information Technology Director	Workshop on Digital & Transaction Strategic Direction	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Distribution Strategy Group (DSG)
		Top Executive Learning Program (TELP)	Leadership Transformation	February 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate Holders	June 5-6, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Certification	Level 7 Risk Management Recertification	July 17 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
Grandhis Helmi Harumansyah	Risk Management Director	Workshop on Digital & Transaction Strategic Direction	Level Up To The Next Journey	January 20, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Distribution Strategy Group (DSG)
		Seminar	Level 7 Alignment for Directors with Level 5 Risk Management Certificates	June 19-20, 2024	Bankers Association for Risk Management (BARA)
		Seminar	International Seminar on Risk Management	June 27, 2024	Bank Indonesia
		Convention	Draft of Indonesian National Work Competency Standards (RSKKNI) for Banking Risk Management	July 8, 2024	Financial Services Authority
		Certification	Level 7 Risk Management Recertification	July 17, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University
		Seminar	Sharia Financial Access Business Education and Meetup Forum (FEBIS) & Sharia Financial Inclusive Pesantren Ecosystem (EPIKS)	July 23, 2024	Financial Services Authority
		Seminar	Nusantara Sharia Economic Forum 2024	July 30, 2024	NET TV
		Seminar	Risk & Governance Summit 2024	November 26, 2024	Financial Services Authority
		Seminar	AI for Leaders Leveraging Data Analytics	December 2-6, 2024	National University of Singapore
Harry Gusti Utama	Retail Banking Director	Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificate holders	June 5-6 2024	Bankers Association for Risk Management (BARA)
		Certification	Qualification of 7 Fields of Banking Risk Management	June 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Lembaga Sertifikasi Profesi Keuangan Syariah - LSPKS
		Training	Sharia Banking Fundamental Training	July 4-5, 2024	LPPI

Name	Position	Type of Education and Training	Education and Training Materials	Date	Organizer
Ari Rizaldi	Treasury & International Banking Director	Certification	Level 7 Risk Management Recertification	June 26, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Lembaga Sertifikasi Profesi Keuangan Syariah - LSPKS
		Seminar	Executive Overview of Islamic Banking	July 4-5, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Lembaga Sertifikasi Profesional Perbankan (LSPPP)
		Seminar	Level 7 Alignment for Directors of Level 5 Risk Management Certificates holders	July 4-5, 2024	PT Bank Syariah Indonesia Tbk Bank Syariah Indonesia Corporate University Lembaga Sertifikasi Profesi Keuangan Syariah - LSPKS

**Table of Sustainable Finance Competency Development for Responsible Units**

Name	Position	Education and Training	Education and Training Materials	Date	Organizer
Yurista Pradana	Area Commercial Business Manager	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Shelinda Rahman	Area Commercial Business Relationship Manager	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
R. Yogi Ariefhandi	Client Service Team Leader	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Adi Supriadi	Senior Commercial Risk Reviewer	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Muhammad Ilham Setiadi	Senior Commercial Risk Reviewer	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Exval Mahendra Saputro	Corporate Business Senior Relationship Manager	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Doli Ahdar Furqoni Matondang	Corporate Business Senior Relationship Manager	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Aldida Safia Ruzis	Corporate Business Sector 3 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Winda Mega Permata	Corporate Business Sector 1 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Anggita Ferina Puteri	Corporate Business Sector 2 Senior Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Asry Sofwan	Corporate Account Maintenance Officer	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Budi Septiawan	Corporate Business Senior Relationship Manager	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Dita Puspitasari	Corporate Business Sector 1 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Muhamad Chusni Aziz	Corporate Business Sector 2 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Val Azura Abdurrahman	Corporate Business Sector 2 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Tuti Aditama	Legal Wholesale Department Head	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Fierda Financyana	Value Chain Business Department Head	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Fenny Aslinda	Wholesale Business Strategy Department Head	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Helga Pratiwi Anggraesti	Corporate Financing Risk 1 Senior Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Yondi Kharisma Saputro	Corporate Financing Risk 3 Senior Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank

Name	Position	Education and Training	Education and Training Materials	Date	Organizer
Rakhmad Syarifudin	Regional Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Eka Nurdiana Septiyani	Portfolio Analytics Management Officer	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Zendy Prima	Decentralized Compliance & Operational Risk Team Leader - RMD	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Septiana Sakti Praharani	Corporate Business Sector 1 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Muhammad Faisal	Corporate Business Sector 4 Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Aris Widi Setiawan	Sustainable Finance Department Head	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Wulandari Syaputri	ESG Strategy & Portfolio Management Senior Officer	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Aldi Rahadhika	Funding & Liquidity Management Department Head	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Noviar Yulianti	Senior Forex, Structured Product & Treasury Overseas Analyst	Modular Training	Sustainable Financing Wholesale	1 Juli 2024	Internal Bank
Abdul Gafur	SME Risk Department Head	Modular Training	Sustainable Financing Segmen SME	1 Juli 2024	Internal Bank
Aditya David Bagus Setyawan	SME Agribusiness Officer	Modular Training	Sustainable Financing Segmen Sme	10-Sep-24	LPPI
Aditya Sanjaya	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Agus Rahmanto	Micro Business Distribution Team Leader	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Agus Sudrajat	SME Senior Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Arie Normandia	Micro Product Risk Section Head	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Arif Budiman	SME Agribusiness Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Arif Ridwan	SME Product Risk Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Aris Rusdiyanto	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Azmi Muhammad Sidqi	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Deni Rezky	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Denny Susetyo Wibowo	Insurance & Guarantee Management Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Dian Kuntiasih	SME Senior Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Diar Guntara	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Eko Suprobo	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Firdaus Ario Sukmalinata	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Hidayat Syahrin	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Hidayatullah	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Kamalodi	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Marwa Susilawati	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI

Name	Position	Education and Training	Education and Training Materials	Date	Organizer
Mohamad Yasin	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Norman Adrian Gun Repi	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Nurhayati	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Nurina Ayu Ningtias	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Nurita Afridiana	Strategy & Product Development Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Randi Kosim Siregar	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Rani Kusuma Wijayanti	SME Ecosystem & Fintech Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Ratna Pradipta	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Riyan Bahtera Mutaqodim	KUR Business Initiative Officer	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI
Shofwan Muhammad Rasyid	SME Relationship Manager	Modular Training	Sustainable Financing Segmen SME	10-Sep-24	LPPI

## Risk Management in the Implementation of Sustainable Finance [OJK E.3, FS2, IFRS S1-RISK MANAGEMENT, IFRS S2-RISK MANAGEMENT, FN-CB-550a.1, FN-CB-550a.2]

Risk management in the implementation of sustainable finance is conducted along with the Bank's risk management. Identification, measurement, supervision, and risk control process also include the aspects of Environment, Social, and Governance (ESG). The risks arising from the implementation of sustainable finance can be effectively managed through four pillars of risk management implementation: (1) Active Supervision by the Board of Commissioners, Board of Directors, and Sharia Supervisory Board; (2) Adequacy of policies, procedures, and limit setting; (3) Adequacy of the risk management process; and (4) Comprehensive internal control systems.

In the implementation, the Board of Commissioners, Board of Directors, and Sharia Supervisory Board are responsible to periodically evaluate the risks and opportunities arising from climate change through supervision of the preparation of the Sustainable Finance Action Plan, sustainability report, and sustainability strategies. The Bank also has a dedicated function responsible for monitoring and evaluating risks related to ESG. Financing portfolio management considers ESG aspects, one of which through regulation of financing disbursement limits for sectors with high carbon emission. The risk management of ESG is outlined in various provisions, including the Business Procedure Standards for Portfolio Guidelines, the Operational Technical Guidelines for Industry Acceptance Criteria (IAC), and the Business Procedure Standards for each financing segment.

The risk management regarding climate change includes the management of physical and transition risk. Physical risk is a risk arising from natural events resulting from climate change. transition risk is a risk arising from the shift in government and stakeholder regulations, technological advancements, and social

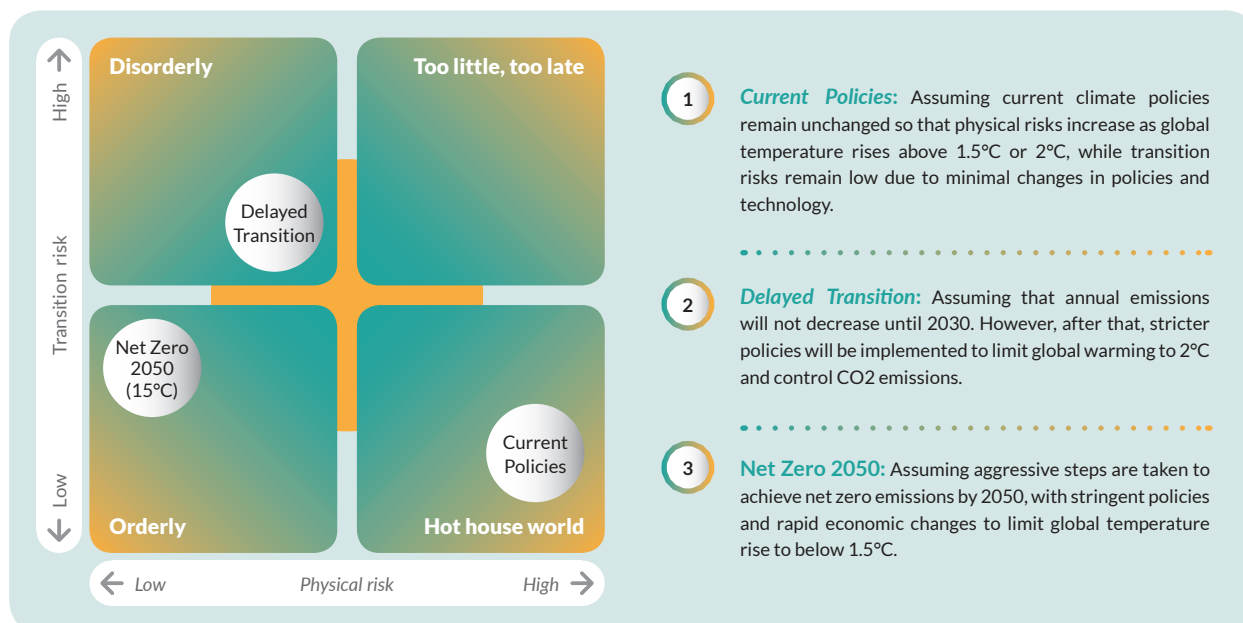
dynamics due to the global economic shift toward a low-carbon economy. Therefore, these changes require BSI to adjust its policy direction, which may impact its business, reputation, and asset value.

### Climate Risk Stress Testing

BSI has participated in the Pilot Project of Climate Risk Management and Scenario Analysis (CRMS) in managing climate-related risks. The implementation of CRMS refers to the guidelines issued by the Financial Service Authority (OJK). The implementation was carried out in stages by considering infrastructure readiness and compliance with external regulations. In implementing CRMS, BSI conducted Climate Risk Stress Testing (CRST) which was a comprehensive process to evaluate the extent to which climate change risks can affect the Bank's financial performance, strategy, governance, and risk management framework.

In 2024, BSI became one of the banks appointed by the Financial Service Authority (OJK) and Bank Indonesia to conduct the first pilot project of Climate Risk Stress Testing (CRST). CRST was conducted to assess the Bank's resilience to climate change consisting of physical risks and transition risks. Climate risk had the potential to have a direct impact on financial risks, including credit risk, market risk, liquidity risk, and operational risk. In the first Pilot Project CRST phase, BSI conducted a climate risk impact analysis on 51.63% of the total financing portfolio consisting of the mandatory sector from OJK and the optional sector determined by the Bank to fulfill 50% of the portfolio using flood and forest fire scenarios for physical risks and climate

scenarios prepared by the Network for Greening the Financial System (NGFS), which included the Current Policies, Delayed Transition, and Net Zero 2050 scenarios for transition risks.



BSI conducted a climate scenario analysis covering 8 (eight) sectors that contributed 51.63% of the total financing portfolio. These sectors include Agriculture, Forestry and Fisheries, Mining and Quarrying, Electricity, Gas and Water, Construction, Transportation, Warehousing and Communication, Manufacturing Industry, Household: Mortgage, and Health and Social Services. The details of the share by sector can be seen in the following diagram.

**Table of CRST Portfolio**

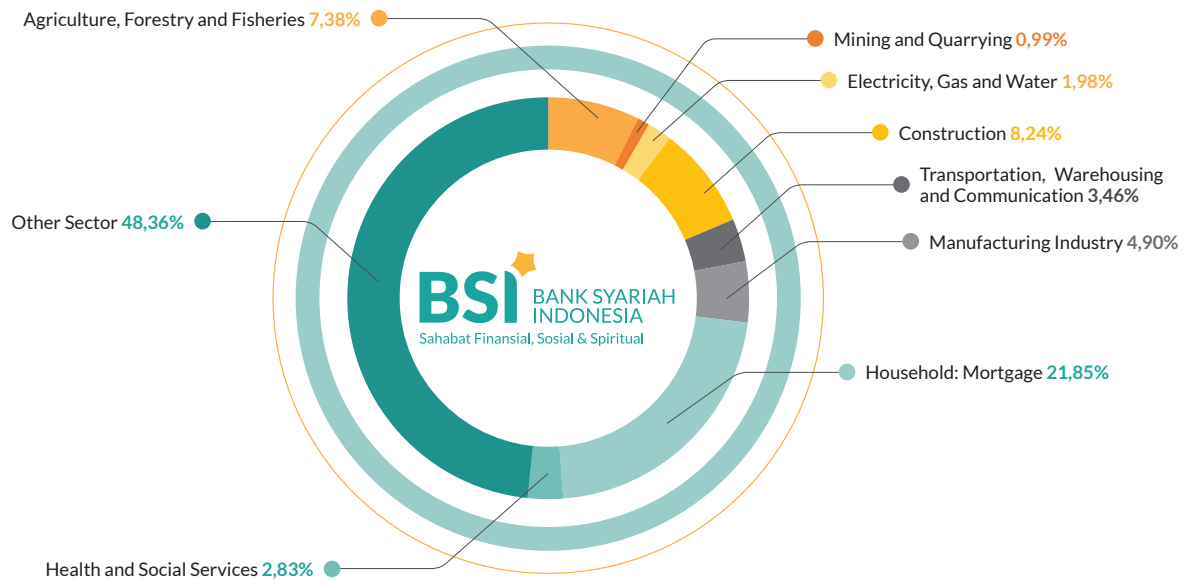
Sector	Amount (in Billion Rupiah)	%
Agriculture, Forestry and Fisheries*	17,731.40	7.38
Mining and Quarrying*	2,380.25	0.99
Electricity, Gas and Water*	4,762.72	1.98
Construction*	19,808.46	8.24
Transportation, Warehousing and Communication*	8,325.66	3.46
Manufacturing Industry*	11,769.28	4.90
Household: Mortgage*	52,517.02	21.85
Health and Social Services**	6,812.10	2.83
Other Sector***	116,209.15	48.36
<b>Total</b>	<b>240,316.04</b>	<b>100.00</b>

**Information:**

\* Mandatory Sector of OJK

\*\* Optional sectors determined by the Bank to fulfill 50% of the portfolio

\*\*\* Sectors not included in this CRST



The results of the CSRT calculation indicate that climate risk impacts the bank's capitalization. However, the bank's capitalization remains adequate to anticipate any potential risks. This is reflected in the capital adequacy ratio, which, based on stress test results, remains above the minimum required capital adequacy level set by the regulator, both in the short-term and long-term. Additionally, climate risk also affects the tightening of the bank's liquidity, but the bank's liquidity position remains above the threshold set by the regulator.

In the CRST measurement for short-term credit risk, BSI has considered the impact of transition risk on specific sectors and physical risk on the agriculture sector and home ownership financing. Under stress conditions, the Bank's portfolio experienced a decline in quality and a decrease in CAR. However, these ratios remain above the limits set by the regulator. In the short term, BSI uses a dynamic balance sheet with the data from Bank business plan as the baseline.

In the long-term CRST related to credit risk, BSI only considered the impact of transition risk on certain sectors, assuming that the Bank's total financing remains static/same as the position in December 2023. BSI's portfolio is not affected under the current policies scenario because there is no transition risk in this scenario.

In the CRST market risk assessment, conducted across all scenarios, both short-term and long-term, there is an increase in market risk capital charges. In the long term, capital charges have increased but remain stable across all scenarios and periods. This is due to the use of a fixed data period, specifically based on the position as of 31 December 2023. The change in the value of FVTOCI securities will increase in 2040, particularly under the delayed scenario, due to the implementation of new climate-related policies.

In the CSRT operational risk assessment, BSI has analyzed the impact of climate change on operational risk. The assessment on physical risk and transition risk was conducted. The impact of physical risk on property depreciation was not significant. The impact of physical risk was IDR 12,284.43 million. This is because most of BSI's branch offices are leased assets, so the loss due to depreciation becomes the risk of the owner or the insurance company.

For the impact of transition risk, BSI assumed an additional cost of IDR66,915.57 million per year, arising from employee training on climate related risk and/or ESG, costs for green building development/investments in renewable technology, expert fees related to climate/ESG risk management, and other expenses. The impact of transition risk and physical risk on LCR is a decrease in LCR. However, the LCR projection is still above the 100% threshold.

## Relationships With the Stakeholders [OJK E.4, GRI 2-29, FS5]

Stakeholder engagement is a crucial element in ensuring the sustainability of BSI's business. BSI recognizes that stakeholder engagement provides long-term benefits to society. Therefore, BSI identifies stakeholders based on their proximity to and influence on business continuity. BSI also involves stakeholders in the formulation of policies and the implementation of programs related to sustainability issues that are important for the bank, while taking into account the feedback and the specific needs of each stakeholder. BSI also makes use of stakeholder engagement as a key factor in addressing issues on material topics. The identification of involved stakeholders is conducted by the Corporate Secretary & Communication Group (CSG) Division according to the Standard Operating Procedures of the Corporate Secretary & Communication Group.

### Stakeholder Engagement, Key Topics, and Bank Response

Stakeholders	Basis of Identification	Method of Approach	Key Topics
Shareholders and investors	Responsibilities and influence	<ol style="list-style-type: none"> <li>1. Annual General Meeting of Shareholders (GMS), held once a year</li> <li>2. Extraordinary General Meeting of Shareholders (EGMS), held as needed</li> <li>3. Financial statements, published quarterly</li> <li>4. Annual Report, published once a year</li> <li>5. Sustainability Report, published once a year</li> </ol>	<ol style="list-style-type: none"> <li>1. Enhancing financial performance and sustainability</li> <li>1. Conducting GMS and EGMS</li> <li>2. Preparing and presenting reports</li> <li>3. Distributing dividends</li> <li>4. Publishing and disclosing information</li> <li>5. Holding investor meetings organized by the Investor Relations Work Unit</li> </ol>
Employees	Dependability	<ol style="list-style-type: none"> <li>1. Internal communication tools, including email and internal memos</li> <li>2. Implementation as needed</li> <li>3. Self-development according to the training schedule</li> <li>4. Occupational health, safety, and security</li> <li>5. Employee engagement activities, such as sports and hobbies, conducted regularly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Conducive industrial relations</li> <li>2. The fulfillment of workers' rights in accordance with regulations</li> <li>3. Equal opportunities for self-development, training, and career advancement</li> <li>4. Work facilities that prioritize security, health, and safety</li> <li>5. Discussion on sustainability issues</li> </ol>
Government and Regulators	Influence	<ol style="list-style-type: none"> <li>1. Submit compliance report, at least once a year</li> <li>2. Submit the Bank's Business Plan (RBB) and RBB Realization Report to the Financial Services Authority (OJK).</li> <li>3. Submit the Sustainable Finance Action Plan (RAKB) to OJK.</li> <li>4. Submit reports as required by applicable regulations. Frequency as required by regulations.</li> <li>5. Cooperation in organizing events as needed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ensuring regulatory compliance</li> <li>2. Preparing and submitting RBB and RAKB</li> <li>3. Reporting in accordance with regulations</li> <li>4. Establishing communication with government and regulators</li> <li>5. Adhering to applicable laws</li> <li>6. Implementing anti-corruption policies</li> </ol>
Customers	Dependability	<ol style="list-style-type: none"> <li>1. Sharia banking transactions at the Bank's offices or network</li> <li>2. Contact center access via phone or other channels. Frequency at anytime.</li> <li>3. Easy, secure, and reliable banking products and services</li> </ol>	<ol style="list-style-type: none"> <li>1. Providing information on products and services</li> <li>2. Offering problem resolution and complaint handling (24-hour contact center)</li> <li>3. Developing easy, secure, and reliable banking networks, products, and services</li> <li>4. Implementing anti-corruption and anti-fraud policies</li> <li>5. Implementing customer data security policies</li> <li>6. Conducting customer satisfaction surveys</li> </ol>

Stakeholders	Basis of Identification	Method of Approach	Key Topics
Local Work Partners/ Suppliers	Dependability	<ol style="list-style-type: none"> <li>1. Procurement contracts for goods and services</li> <li>2. Transparent evaluation of work partners</li> <li>3. Signing of an integrity pact</li> </ol>	<ol style="list-style-type: none"> <li>1. Fair and transparent mechanisms for the procurement process</li> <li>2. No fees or conflicts of interest in the procurement process</li> <li>3. Implementation of an anti-bribery management system</li> </ol>
Similar Industries	Influence	<ol style="list-style-type: none"> <li>1. Information on the development, opportunities, and challenges of the Islamic banking industry</li> <li>2. Information on industry-related regulations, particularly those concerning Islamic banking</li> <li>3. Regular meetings with banking and Islamic banking industry associations, as well as professional associations</li> </ol>	<ol style="list-style-type: none"> <li>1. Convenient access to the industry development through membership in the industry and professional associations</li> <li>2. Collaboration to enhance capabilities and competitiveness</li> <li>3. Encouraging a fair and competitive business environment</li> </ol>
Society and Environment	Influence, Responsibilities	<ol style="list-style-type: none"> <li>1. Development of Social and Environmental Responsibility (CSR) programs as planned</li> <li>2. Supporting welfare improvement programs</li> <li>3. Ensuring accessible banking services</li> <li>4. Collaborating with ZIS channeling partners in TJSL activities annually</li> </ol>	<ol style="list-style-type: none"> <li>1. Fostering harmonious relationships with the community</li> <li>2. Developing and implementing CSR programs to empower the community</li> <li>3. Preserving the environment</li> <li>4. Providing employment opportunities to the community according to the Bank's needs and regulations</li> <li>5. Implementing financial literacy programs</li> <li>6. Increasing KKUB financing</li> </ol>

## Problems with the Implementation of Sustainable Finance [OJK E.5]

BSI still faces challenges in fully integrating ESG aspects into its business and operational activities. To address these challenges, BSI has established an ESG Coordinator Work Unit responsible for coordinating the development of framework, vision, commitments, strategies, and initiatives to integrate ESG aspects, including sustainable finance, across all business and operational activities. The ESG Contributor Work Unit also actively implements ESG strategies and initiatives within their respective areas, aligning with BSI's established ESG framework, vision, and commitments.



# SUSTAINABLE PERFORMANCE

# 07»



# Building a Sustainability Culture [OJK F.1]

To support the implementation of sustainable finance, BSI is committed to fostering a sustainability culture that engages both its employees and customers. To achieve this, BSI regularly conducts green campaigns at its head office and branches across Indonesia. Green campaigns aim to reduce energy and natural resource consumption, minimize the use of non-biodegradable plastic bags and bottles, and promote an environmentally friendly lifestyle. The primary programs of BSI's Green Campaigns include:



BSI has also implemented a sustainability policy that focuses on paper conservation as it recognizes that the largest source of waste within the Bank comes from reports, client correspondence, and banking transactions. To enhance paper efficiency, BSI consistently and continuously:

1. chooses double-sided printing and repurposes partially used paper (duplex printing).
2. promotes digitalization by processing printed material requests through online applications and conducting digital procurement via the Procurement Management System.

3. implements E-DOC BSI, a web-based correspondence system, to minimize paper usage at its head office.

To further cultivate a culture of sustainability, BSI encourages all employees to use reusable eating and drinking utensils. This initiative aims to reduce plastic waste from packaging and minimize food waste generated in employee pantry facilities.

# Economic Performance

## Comparison of Production Targets and Performance. Portfolio. Financing Targets. Investments. Revenue. and Profit/Loss [OJK F.2. IFRS S1-METRIC AND TARGET]

BSI successfully increased financing, investments, margin and profit-sharing income, as well as profit after tax compared to 2023. BSI also achieved growth in financing across Retail Banking & Consumer, Wholesale Banking and third-party funds, all of which saw an increase in 2024 compared to 2023.

**Table of Realized Production, Investment, Revenue, and Profit & Loss**

(in IDR billions)

Uraian	2024	2024	2023	2022
	Growth YoY	Realisasi	Realisasi	Realisasi
Third Party Funds	11,5%	327.454	293.776	261.491
Financing	15,9%	278.481	240.316	207.705
Placement with BI and SB	16,0%	100.780	86.906	71.141
Margin Income and Profit Sharing	13,8%	25.216	22.169	19.612
Profit After Tax	22,8%	7.006	5.704	4.260
MSME Financing	15,3%	52.415	45.469	41.909

BSI has targets related to financing, investment, margin income and profit sharing, and profit after tax which are reported in the BSI Annual Report and BSI has succeeded in achieving the targets for financing, Third Party Funds, margin income and profit sharing, and profit after tax.

The details of financing in Retail Banking & Consumer are as follows.

**Table of Financing in Retail Banking & Consumer**

(in IDR billions)

Description	2024	2024	2023	2022
	Growth YoY	Realisasi	Realisasi	Realisasi
Retail Banking and Consumer	16,5%	201.263	172.805	150.508
SME	11,8%	21.635	19.346	18.892
Micro	21,1%	27.746	22.912	18.740
Gold Business	78,2%	12.825	7.198	5.930
Griya	8,2%	56.834	52.517	48.070
Vehicles	28,7%	5.387	4.186	2.761
Multipurpose	16,8%	59.984	51.336	42.732
Pension	9,7%	16.051	14.626	12.837
Card	17,1%	802	684	545

Next, the financing provided by BSI in Wholesale Banking is as follows.

**Table of Financing in Wholesale Banking**

(in IDR billions)

Description	2024	2024	2023	2022
	Growth YoY	Realisasi	Realisasi	Realisasi
Corporate	11,4%	58.720	52.714	46.139
Commercial	25,0%	18.498	14.797	11.058
<b>Total</b>	<b>14,4%</b>	<b>77.218</b>	<b>67.511</b>	<b>57.197</b>

\*2023 and 2022 realizations are adjusted to the resegmentation that applies in 2024

Meanwhile, the details of Third-Party Funds are as follows.

**Table of Third Party Fund**

(in IDR billions)

Description	2024	2024	2023	2022
	Growth YoY	Realisasi	Realisasi	Realisasi
Demand Deposit	5,9%	56.336	53.201	44.521
Saving Deposits	12,7%	140.534	124.726	116.484
Wadiah Saving Deposit	17,6%	55.280	47.026	44.214
Non Wadiah Saving Deposit	9,7%	85.254	77.700	72.270
Time Deposit	12,7%	130.584	115.848	100.486

Financing details per sector are outlined as follows.

**Financing Based on Economic Sector**

(In IDR Billion)

Sector	2024	%	2023	%	2022	%
Agriculture, Hunting, and Forestry	23,550	8.46	17,124	7.13	13,396	6.45
Fishery	720	0.26	765	0.32	910	0.44
Mining and Exploration	2,976	1.07	2,393	1.00	3,778	1.82
Manufacturing industry	12,765	4.58	11,806	4.91	10,810	5.20
Electricity, Gas, and Water	6,756	2.43	4,768	1.98	4,034	1.94
Construction	18,843	6.77	19,833	8.25	16,468	7.93
Wholesale and Retail Trade	19,747	7.09	17,484	7.28	16,924	8.15
Provision of Accommodation, Food and Beverages	3,204	1.15	2,758	1.15	2,193	1.06
Transportation, Storage, and Communication	8,647	3.11	8,346	3.47	5,597	2.69
Financial Intermediaries	5,807	2.09	5,870	2.44	5,090	2.45
Real Estate, Leasing, and Business Services	5,299	1.90	3,868	1.61	4,067	1.96
Government Administration, Defense, and Mandatory Social Insurance	-	0.00	-	0.00	-	0.00
Education Services	4,929	1.77	4,499	1.87	3,903	1.88
Healthcare and Social Services	9,402	3.38	6,818	2.84	5,099	2.46
Community, Socio-Cultural, Entertainment, and Other Individual Services	3,732	1.34	3,315	1.38	2,524	1.22
Personal Services of Households	168	0.06	160	0.07	188	0.09
Activities with Unclear Boundaries	-	0.00	4,499	1.87	-	0.00
Household	151,918	54.55	130,481	54.30	112,677	54.25
Other Non-Business Sectors	19	0.01	30	0.01	44	0.02
<b>Total</b>	<b>278,481</b>	<b>100</b>	<b>240,316</b>	<b>100</b>	<b>207,705</b>	<b>100</b>

## Target Comparison and Portfolio Performance, Financing Targets or Investments In Financial Instruments or Projects Aligned with Sustainable Finance [OJK F.3, FS3, FS6, FS7, FS8, FS10, FN-CB-000.A, FN-CB-000.B, FN-CB-410a.2]

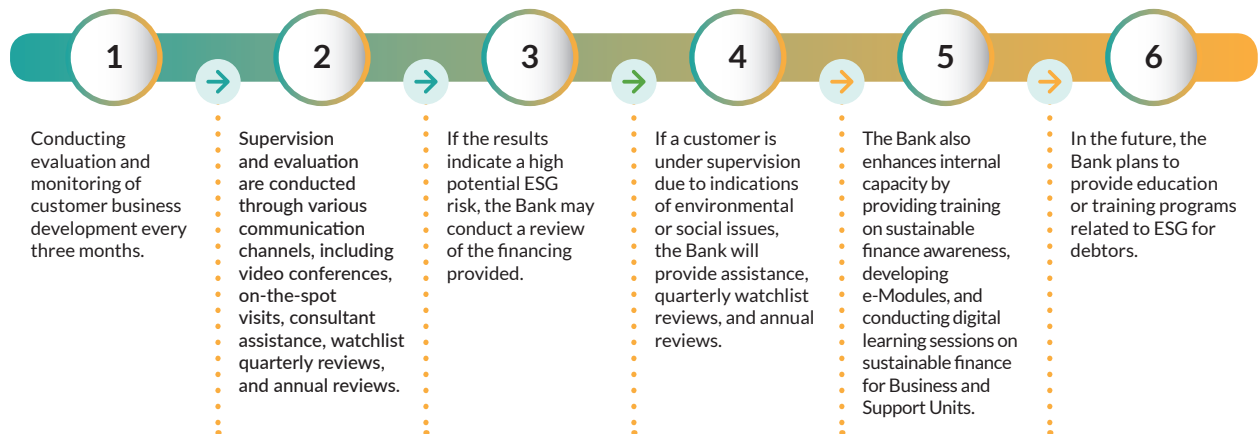
### Financing According to Sustainable Business Activity Criteria (KKUB)

BSI has a portfolio, financing and investment in financial instruments that are in line with sustainable finance. In accordance with the established Sustainable Finance Action Plan (RAKB), one of the priority activity targets is the Development of Products and/or Services that comply with the Sustainable Business Activity Criteria (KKUB) in accordance with the RAKB. The KKUB criteria used by BSI refer to the OJK Regulation Technical Guidelines No. 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies which regulate sustainable financing or BSI's environmentally friendly businesses. Based on these technical guidelines, BSI has developed standard operating procedures in implementing OJK Regulation No. 51/POJK.03/2017.

To provide financing, BSI has established green finance criteria. Each prospective debtor's business must meet the following environmental impact analysis criteria:



Once all criteria are met, the Bank will proceed with the following steps:



BSI has set a target of increasing the Sustainable Financing Portfolio by 2024. The financing and investments carried out by BSI in the category of sustainable businesses are explained below:

### Portfolio in Environmentally Friendly Projects

(in IDR Billions)

Description	2024	2023	2022
<b>Sustainable Financing Portfolio</b>	<b>66,499</b>	<b>57,704</b>	<b>51,497</b>
Green Financing Portfolio	14,084	12,235	9,327
Social Financing Portfolio	52,415	45,469	41,824

The details of financing in the green financing portfolio and social financing portfolio are outlined as follows.

### Financing in the Category of Sustainable Business Activities

(in IDR billions)

Description	2024	2023	2022
<b>Green Financing (KUBL)</b>			
a. Renewable Energy	609	1,072	1,135
b. Energy Efficiency	-	-	-
c. Pollution Prevention and Control	-	-	-
d. Sustainable Management of Living Natural Resources and Land Use	6,865	4,806	3,095
e. Conservation of Terrestrial and Aquatic Biodiversity	-	-	-
f. Environmentally Friendly Transportation	317	47	35
g. Sustainable Water and Wastewater Management	91	94	115
h. Climate Change Adaptation	-	-	-
i. Products that Reduce Resource Use and Generate Less Pollution (Eco-Efficient)	5,813	5,807	4,845
j. Environmentally Friendly Buildings that Meet National, Regional, or International Standards or Certifications	134	163	190
k. Other Environmentally Friendly Business Activities	256	245	259
<b>Total Green Financing (KKUB)</b>	<b>14,084</b>	<b>12,235</b>	<b>9,327</b>
<b>Sosial Financing (KUBS)</b>			
l. MSME Activities	52,415	45,469	41,824
<b>Total Sosial Financing (KUBS)</b>	<b>52,415</b>	<b>45,469</b>	<b>41,823</b>
<b>ESG Financing/ Sustainable Financing (KKUB)</b>	<b>66,499</b>	<b>57,704</b>	<b>51,497</b>
<b>ESG Financing Ratio (KKUB) Sustainable Financing to Total Financing</b>	<b>23.88%</b>	<b>24.07%</b>	<b>24.70%</b>

### Investment in Securities That Are in Line with Sustainability

BSI also has a policy of conducting responsible investment by investing in Syariah-Compliant Securities below

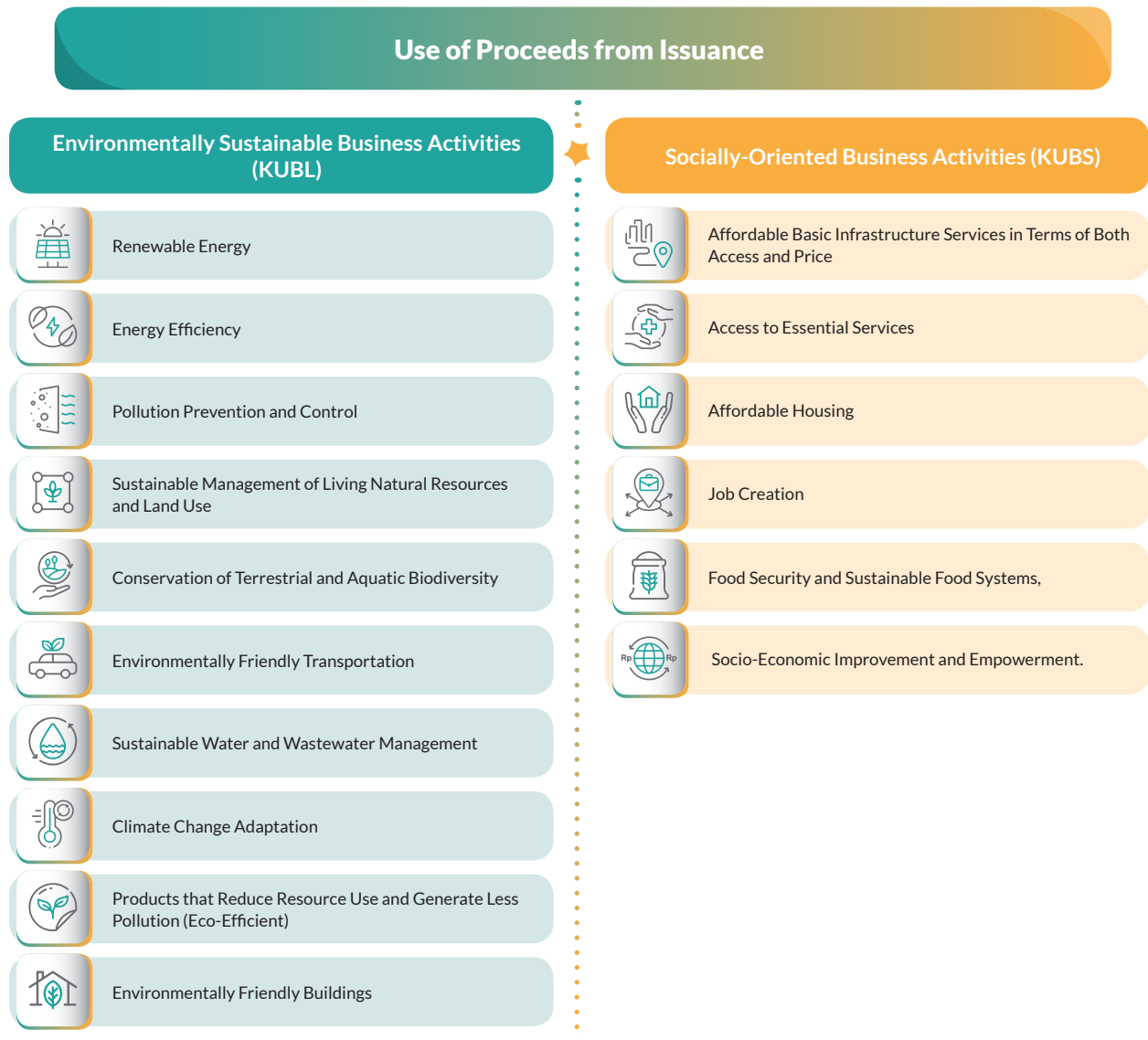
(in IDR billions)

Description	2024	2023	2022
Investment in Government Syariah Securities (Surat Berharga Syariah Negara - SBSN)	1,572.91	1,372.91	365.91
Syariah State Treasury Certificate (SPNS)	2,006.62	895	-
Bank Indonesia's Sukuk	201.51	448.43	-
Mutual Fund	-	400	-
Sharia Asset-Backed Securities – Participation Certificates (EBAS - SP)	27.3	27.3	-

### Sustainability Sukuk

BSI is committed to implementing sustainable finance policies in its business activities as part of its efforts to improve the quality of life within the Syariah ecosystem. As a testament to this commitment, BSI has taken the lead in Syariah-compliant sustainable finance activities in Indonesia by issuing the Sustainability Sukuk—Sustainable Sukuk Mudharabah I Bank BSI Stage I in 2024—amounting to IDR3 trillion in June 2024. This issuance aims to support financing that will contribute to a more environmentally awareness Indonesia in the future. This sustainability sukuk issuance aligns with OJK Regulation No. 18 of 2023 on the Issuance and Requirements for Debt Securities and Sustainability-Based Sukuk, which was issued on October 10, 2023.

The breakdown of financing distribution by segment based on underlying Sukuk, in accordance with the Financial Services Authority (OJK) Regulation as of December 2024, is outlined as follows:



(in IDR billions)

Description	As of December 2024
<b>Socially-Oriented Business Activities (KUBS)</b>	
Access to Essential Services	1,125
Job Creation and Programs Designed to Prevent and/or Reduce Unemployment, including small, medium, and micro-enterprise financing	384
Food Security and Sustainable Food Systems	173
Socio-Economic Improvement and Empowerment	105
<b>Total KUBS</b>	<b>1,787</b>

(in IDR billions)

Description	As of December 2024
<b>Environmentally-Sustainable Business Activities</b>	
Products That Reduce Resource Use and Generate Less Pollution (Eco-Efficient)	764
Renewable Energy	442
Sustainable Water and Wastewater Management	27
<b>Total KUBL</b>	<b>1,213</b>

## BSI Waqf Deposit

BSI Waqf Deposit is an investment product offered by Bank Syariah Indonesia (BSI). This product combines a commercial Islamic finance model with the concept of Islamic social finance. It is essentially a basic deposit product, where the principal amount functions as temporary cash waqf, and the returns from the deposit are managed by the Nazir (waqf manager) into social programs as desired.

The spirit of BSI Waqf Deposit is to encourage customers to invest in the afterlife through a temporary waqf scheme, where the principal remains intact while the rewards, God willing, continue indefinitely. This initiative contributes to social development and the well-being of the community in alignment with Sharia principles, which emphasize social welfare and sustainability. The primary objective of this product is to facilitate customers who wish to participate in temporary waqf while simultaneously creating a positive societal impact and attaining personal blessings. In Islam, such an act is considered amal jariyah, a form of charity whose rewards continue to flow perpetually.

**BSI MASLAHAT**

**Wakaf sementara  
Pahala seterusnya**

Merawat harmoni, menebarkan manfaat abadi  
dengan **BSI Deposito Wakaf**  
**CWLD** seri **BSI Maslahat-BSI-04-Masjid ITB**  
Masa penawaran 2 Juli - 2 Oktober 2024

Info: bankbsi.id/promo  
www.bankbsi.co.id  
Bank Syariah Indonesia Call 14040

### BSI Waqf Deposit Series 1

Financial assistance for underprivileged students at a public university.



### BSI Waqf Deposit Series 2

Tuition assistance for the children of BSI employees with financial constraints.



BSI Waqf Deposit is one of BSI's innovative products that possesses a unique value and serves as evidence of the role of Islamic banking in implementing sustainable finance.

## Financing in The Micro, Small, and Medium Enterprise Sector (MSME)

### BSI MSME Center

BSI has MSME Centers spread across 4 major cities, namely Aceh, Yogyakarta, Surabaya, and Makassar. BSI also plans to expand the reach of the MSME Center to other regions in Indonesia. In 2024, the number of MSME fostered by the BSI MSME Center was 4,478 MSMEs with the majority types of businesses being run in the food & beverage and fashion sectors.

BSI also consistently strengthens its support for the micro, small, and medium enterprise (MSME) sector by increasing financing and providing guidance. This strategic effort is continuously carried out as part of BSI's commitment to enhancing national economic resilience.

This is reflected in BSI's financing disbursement to MSMEs, which reached IDR52.42 trillion, marking a 15.28% year-on-year increase until December 2024. This MSME financing was provided to more than 350,000 customers, an 11.65% increase. Meanwhile, BSI's Macroprudential Inclusive Financing Ratio (RPIM) also rose to IDR97.82 trillion, or 35.23%, surpassing the regulator's target of 30% by the end of 2024.

BSI recognizes the importance of the role of MSMEs in the structure of the Indonesian economy. MSMEs are the backbone of the Indonesian economy, BSI has strongly committed to empowering MSMEs to be more resilient and able to compete globally. BSI also continues to strive to increase its contribution in strengthening the MSME ecosystem in the country. BSI continues to strive to open market access and financing for MSMEs, as well as provide the necessary assistance so that this sector can continue to grow and move up a class.

The majority of BSI's MSME financing, approximately 60%, is allocated to the trade and retail industry, including the food & fashion sector, agriculture, and community services. BSI also ensures that Syariah-compliant financing remains accessible through its extensive network of outlets, which are spread across more than 1,000 locations throughout Indonesia.

## UMKM Portfolio Per Sector

(In IDR billions)

Sector	2024	%	2023	%	2022	%
Agriculture, Hunting, and Forestry	11,422	21.79%	9,482	20.85%	7,684	18.33%
Marine	715	1.36%	757	1.67%	882	2.10%
Mining and Quarrying	261	0.50%	253	0.56%	150	0.36%
Manufacturing Industry	3,516	6.71%	3,057	6.72%	2,451	5.85%
Electricity, Gas, and Water	592	1.13%	163	0.36%	226	0.54%
Construction	1,558	2.97%	1,548	3.40%	1,824	4.35%
Wholesale and Retail Trade	16,527	31.53%	14,651	32.22%	14,813	35.35%
Accommodation and Food & Beverage Services	3,028	5.78%	2,452	5.39%	1,888	4.50%
Transportation, Warehousing, and Communication	1,412	2.69%	983	2.16%	1,214	2.90%
Financial Intermediation	1,014	1.93%	1,198	2.63%	1,440	3.43%
Real Estate, Leasing Services, and Company Services	1,752	3.34%	1,653	3.64%	1,519	3.62%
Public Administration, Defense, and Mandatory Social Security	-	0.00%	-	0.00%	-	0.00%
Education Services	3,350	6.39%	3,042	6.69%	2,775	6.62%
Health and Social Services	3,501	6.68%	2,961	6.51%	2,450	5.85%
Community, Socio-Cultural, Entertainment, and Other Personal Services	3,630	6.93%	3,133	6.89%	2,426	5.79%
Personal Services for Households	137	0.26%	136	0.30%	168	0.40%
<b>Jumlah</b>	<b>52,415</b>	<b>100.00%</b>	<b>45,469</b>	<b>100.00%</b>	<b>41,909</b>	<b>100.00%</b>

Description	Units	2024	2023	2022
UMKM Distribution	In IDR trillion	52.42	45.47	41.91
Fostered UMKM	UMKM	4,478	3,009	1,517
People's Business Loan (KUR) Financing	In IDR trillion	25.69	20.98	15.94

Not only through financing, but BSI is also actively providing mentoring and training for MSME entrepreneurs. Currently, BSI has UMKM Centers in four major cities: Aceh, Yogyakarta, Surabaya, and Makassar. In the future, BSI plans to expand the reach of UMKM Centers to various other regions across Indonesia.

The UMKM Center serves as an incubator for MSME entrepreneurs, providing training, coaching, and business mentoring, as well as assisting them in obtaining business legality and halal certification. BSI also facilitates its fostered MSMEs in participating in various expos and bazaars, both domestically and internationally, and connects them with buyers abroad through business matching to help them penetrate the global market. The presence of UMKM Centers in various regions is part of BSI's efforts to identify and elevate new MSME potentials, enabling them to enhance their business capacity and capability. In 2024, the number of fostered MSMEs under BSI UMKM Centers reached 4,478, with the majority operating in the food & beverage and fashion sectors.

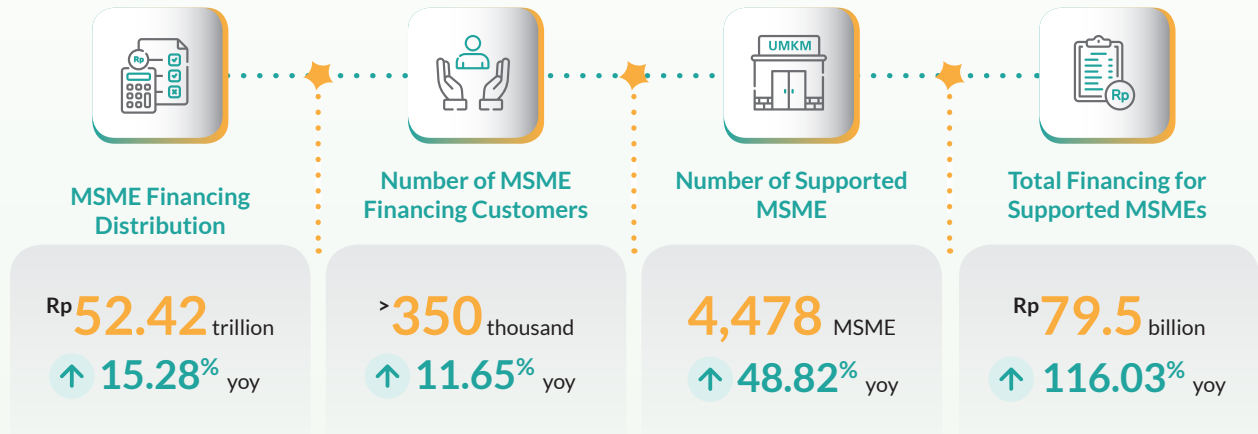
In line with this effort, as of December 2024, BSI has disbursed financing amounting to IDR 79.5 billion to fostered MSMEs through the BSI MSME Center. This financing is focused on resilient, strong, and sustainable businesses, aiming to help MSMEs grow in a modern and digitalized manner, and even expand into global markets.

Moreover, BSI leverages digital technology to support the growth of MSMEs. Platforms such as Portal UMKM BSI and Portal Salam Digital play a crucial role in this ecosystem. Portal UMKM BSI is designed to help MSME entrepreneurs enhance the quality of local products, enabling them to compete in the global market. Portal Salam Digital simplifies the process for the public to apply for micro-financing digitally, making access to Sharia-compliant financing more efficient and convenient.

To expand market access and business networks for MSMEs, BSI organizes various events such as the BSI UMKM Festival and the BSI International Expo. Additionally, BSI has developed programs

like Talenta Wirausaha BSI (TWB) and BSI Aceh Muslimpreneur (AMP) to enhance the entrepreneurial capacity of young entrepreneurs and Muslimpreneurs in Indonesia.

Through various programs and initiatives, BSI aims to continuously drive the growth of MSMEs, positioning them as a key force in realizing a progressive and globally competitive Indonesia.



## BSI Entrepreneurship Talents

PT Bank Syariah Indonesia Tbk (BSI) organizes Talenta Wirausaha BSI (TWB), a competition, training, and mentorship program for talented young entrepreneurs. This program reflects BSI's commitment to driving economic growth in the micro, small, and medium enterprise (MSME) sector by fostering the development of young entrepreneurs from across Indonesia.

BSI's focus on MSME empowerment reflects its commitment to making the Sharia economy a key catalyst for Indonesia's economic growth. Through various strategic initiatives, including Talenta Wirausaha BSI (TWB), BSI ensures that MSMEs not only survive but also grow sustainably. BSI's focus on MSME empowerment reflects its commitment to making the Sharia economy a key catalyst for Indonesia's economic growth. Through various strategic initiatives, including Talenta Wirausaha BSI (TWB), BSI ensures that MSMEs not only survive but also grow sustainably.

The entrepreneurship categories eligible to register for Talenta Wirausaha BSI (TWB) include Beginner) which is young entrepreneurs who are in the early stages of developing a business idea. Next is Startup, Entrepreneurs whose businesses have already reached an annual revenue of IDR 500 million. Then, there is established category Entrepreneurs with a minimum of two years in business and an annual revenue of IDR 500 million. The last one is Pesantren Entrepreneurs. This include entrepreneurs who come from Islamic boarding schools (pesantren).

The business categories included in the Talenta Wirausaha BSI (TWB) competition are Food & Beverage, fashion, technology, creative economy & services, and agribusiness. The program process consists of several stages such as kick off, onboarding, workshop, selection & judging, grand final and awarding

Talenta Wirausaha BSI (TWB) has been successfully held in 2022 and 2023, with a growing number of participants each year. In 2024, the program attracted 9,961 applicants, an increase from 8,386 in 2023 and 5,416 in 2022. Through TWB, BSI aims to strengthen the inclusive, sustainable, and globally competitive Sharia entrepreneurship ecosystem. The program aspires to empower young Indonesian entrepreneurs to become key drivers of regional economic growth, create new job opportunities, and inspire more young generations to innovate and contribute to the economy.

BSI is continuously committed to empowering the national MSME sector through financing programs, digital service integration, and entrepreneurship development. This initiative aligns with Asta Cita's third priority under the leadership of President Prabowo Subianto, which focuses on Creating quality job opportunities, Encouraging entrepreneurship, Developing the creative industry, Continuing infrastructure development.



Image: President Director of BSI Hery Gunardi, Deputy Minister of UMKM Helvi Moraza, Deputy of Human Resources, Technology, and Information of State-Owned Company Ministry Tedi Bharata, and Chief Commissioner of BSI Muliaman D in the Kick Off event of TWB BSI 2024.

BSI Aceh Muslimpreneur

BSI Aceh Muslimpreneur (BSI AMP) is a program initiated by BSI to empower young entrepreneurs in Aceh through mentorship and capacity building based on Syariah principles. Launched in 2023, BSI AMP aims to foster innovative and Syariah-compliant businesses, helping Aceh's MSMEs scale up and expand into global markets.

Data from BSI Institute reveals that Aceh has 914,000 young entrepreneurs, with 406,000 of them being millennials aged 15-34 years. This significant potential positions Aceh as a strategic area for the development of Syariah-based MSMEs, fostering economic growth and entrepreneurship in the region.

BSI AMP aims to identify top entrepreneurial talents capable of driving significant economic transformation at both the regional and national levels, while also competing in global markets. The program is divided into three categories such as Starter – For participants with a business idea. Scale-Up – For businesses with ≤IDR 200 million in revenue and less than 2 years of operation. Sustainable – For businesses with >IDR 200 million in revenue and more than 2 years of operation. The selection process involves rigorous curation, training, and comprehensive business mentoring to ensure participants gain the skills and knowledge needed for sustainable growth.

BSI remains committed to supporting the growth of Aceh's MSMEs through various initiatives, including MSME financing, BSI UMKM Center, and business mentoring programs. The number of BSI AMP registrants in 2024 reached 2,534 people or an increase of 13.43% from 2,234 registrants last year, this reflects the high enthusiasm and commitment of young entrepreneurs in developing their businesses.

BSI AMP is expected to open wide opportunities for the future of Aceh's young entrepreneurs to achieve economic independence. This program has proven that capacity building and entrepreneurship development can create a significant impact on MSME business owners, empowering them to grow sustainably and compete on a larger scale.



Image: The winners of BSI Aceh Muslimpreneur 2024

Financing of Electric Vehicle (EV)

As one of the portfolios in line with sustainable finance, BSI has EV financing. EV financing is presented as follows.



## Improving Islamic Ecosystem

The enhancement of the Islamic ecosystem is BSI's effort to develop the Islamic ecosystem in Indonesia, particularly in the field of Islamic finance and banking. BSI strives to realize the vision of Indonesia as a global center for Islamic economy and business. BSI's efforts in developing the Islamic ecosystem are carried out through:

- Digitalization of the Hajj and Umrah Ecosystem
- Development of unique Islamic banking products, such as Waqf Deposits
- Collaboration with various stakeholders on government policies and Islamic financial literacy for the public
- Facilitating free halal certification (self-declaration) for MSME entrepreneurs

The achievements of BSI's attempts in enhancing the Islamic ecosystem in 2024 have shown an overall increase compared to 2023, are explained below

### Achievement of BSI Islamic Ecosystem

Description	Units	Achievements	
		2024	2023
Corporate Zakat	In IDR billion	232	190
Employee Zakat	In IDR billion	36	33
Ziswaf	In IDR billion	1,709	1,523
Government and non-government ziswaf	Customers	57,195	31,630
Hajj Ecosystems	In IDR billion	17,656	14,638
Total outstanding haji dan umroh ecosystems	Customers	4,855,450	4,495,944
Islamic School Ecosystems	In IDR billion	8,730	5,588
Total outstanding Islamic school ecosystems	Customers	498,182	331,305
Mosque Ecosystems	In IDR billion	6,977	4,674
Total outstanding mosque ecosystems	Customers	1,034,276	550,303
Islamic Boarding School ecosystems	In IDR billion	1,437	1,122
Total outstanding Islamic Boarding School ecosystems	Customers	134,076	66,354
Halal Industry	In IDR billion	1,565	984
Total outstanding halal industry	Customers	97,393	61,269

## Direct Economic Value Generated and Distributed [GRI 201-1]

The direct economic value generated refers to the measurable economic benefits derived directly from the company's activities and resources. Meanwhile, the distributed economic value represents the economic benefits shared or allocated among various stakeholders within an economic system. BSI's generated economic value comes from fund management income as a mudharib and other business revenues. The distributed economic value includes general and administrative expenses, employee salaries and benefits, dividend distributions, and community investments or CSR funds.

The difference between the generated economic value and the distributed economic value results in the retained economic value. Retained economic value represents the economic benefits or profits that are not directly distributed by the Bank. In 2024, the retained economic value increased by 15.5% to IDR 16,021,652 million, compared to IDR 13,874,209 million in 2023.

## Table of Direct Economic Value and Distributed

(in IDR Million)

Description	2024	2023*	2022*
<b>Economic value</b>			
Revenue from Fund Management as Mudharib	25,298,203	22,251,743	19,622,865
Other Business Income	5,556,479	4,204,466	3,701,111
<b>Total Economic Value</b>	<b>30,854,682</b>	<b>26,456,209</b>	<b>23,323,976</b>
<b>Distributed Economic Value</b>			
General and Administrative Expenses	6,342,626	5,169,938	4,856,436
Salaries and Benefits Expenses	5,284,136	5,035,215	4,948,942
Dividen	855,561	426,018	757,051
Tax Expenses	2,044,507	1,695,729	1,254,621
People's Investments	305,573	255,100	187,570
<b>Total Distributed Economic Value</b>	<b>14,832,403</b>	<b>12,582,000</b>	<b>12,004,620</b>
<b>Retained Economic Value</b>	<b>16,022,279</b>	<b>13,874,209</b>	<b>11,319,356</b>

## Notes :

\*Community investment funds are the distribution of Ziswaf funds and charity funds through the National Zakat Collection Institution (LAZNAS)

## Defined Benefit Plan Obligations and Other Retirement Plans [GRI 201-3]

BSI consistently provides retirement benefits for its employees in accordance with applicable laws and regulations. The bank has established a Financial Institution Pension Fund (DPLK) program for permanent employees, funded through monthly contributions from both employees and the company, along with various other facilities to support employee performance. The bank offers pension programs that include the Defined Benefit Pension Plan, the Defined Contribution Pension Plan, and the Old Age Security Program. The Old Age Security Program (JHT) is part of the Social Security Program administered by the Social Security Agency for Employment (BPJS Ketenagakerjaan).

In the Defined Contribution Pension Plan, the participation contributions consist of a 5% contribution from the employee's net salary and a 10% contribution from BSI. Employees enrolled in the Old Age Security Program are required to contribute 2% of their net salary, while the bank covers an additional 3.7% of their net salary.

## Number of Employees Enrolled in the Retirement Program

Description	2024	2023	2022
Defined Benefit Retirement Program	16,645	17,151	17,257
Defined Contribution Retirement Program	17,408	17,871	17,679
Old Age Security Program	17,271	17,855	18,637

## Government Financial Assistance [GRI 201-4]

Throughout 2024, BSI did not receive any assistance from the Government, including tax relief, tax credits, subsidies, or other financial support.

## Procurement of Goods and Services Practices [GRI 204-1, 414-1]

In order to enhance local economic growth, BSI consistently increases the active involvement of domestic (local) suppliers. In this report, local suppliers refer to those domiciled and operating within the territory of the Republic of Indonesia. The engagement of domestic suppliers positively impacts economic activity, creates new job opportunities, and reduces reliance on imports. The total contract value issued is explained below.

### Total Contract Value

Description	2024	
	Total Contract Value (in IDR million)	Percentage (%)
Local suppliers	16,001,067	99.89%
Foreign suppliers	16,954	0.11%
<b>Total</b>	<b>16,018,021</b>	<b>100.00%</b>

BSI consistently ensures a fair and transparent procurement process. The procurement process for suppliers is managed by the Procurement & Fixed Asset Group Work Unit and is conducted in accordance with the procurement policy outlined in the Standard Operating Procedure (SPO) for Procurement 2024 and the Technical Operational Guidelines (PTO) for Procurement of Goods and Services at PT Bank Syariah Indonesia Tbk. BSI emphasizes the importance of compliance by business partners with sustainability requirements as part of a collective effort to achieve responsible operations. The company has established guidelines and a structured collaboration system with suppliers, serving as a reference for procurement processes, including supplier selection and the implementation of the following principles:

1. **Syariah (Sharia Principle)**, The fulfillment of Sharia principles is a key focus in procurement activities.
2. **Effective**, Procurement must align with the established needs/plans and provide optimal benefits for the Bank.
3. **Efficient**, The procurement process is carried out to achieve quality in accordance with established standards, within the agreed timeframe, and at the best possible price.
4. **Competitive/Open**, The procurement process is open to Goods and Services Providers that meet the requirements, ensuring fair competition and adherence to transparent regulations and procedures.

5. **Transparent**, All provisions and information regarding the procurement process, including technical and administrative requirements, evaluation procedures, evaluation results, and the selection of prospective Goods and Services Providers, are transparent.
6. **Fair and reasonable**, Providing equal treatment to all prospective Suppliers of Goods and Services without any tendency to favor a particular party.
7. **Accountable**, The procurement process, results, and payments must be accountable.
8. **Responsible**, The procurement process is carried out carefully and in compliance with applicable regulations.
9. **Independent**, Procurement decisions are made objectively and free from any external pressure.

In selecting suppliers, BSI requires them to comply with applicable policies, regulations, and legal provisions. BSI also conducts assessments through the Government Procurement Policy Agency (LKPP) to review suppliers' track records, ensuring they are not involved in negative impacts related to occupational health and safety (K3), discrimination, child labor, forced labor, and that they provide wages in accordance with the regional minimum wage. Additionally, at the Landmark Aceh Building location, supplier selection considers the use of environmentally friendly materials for the building's construction.

## Supplier Satisfaction Survey

In order to understand perceptions regarding the process and implementation of procurement within the Company, BSI has conducted a supplier satisfaction survey. The survey utilized the Likert scale assessment method as an evaluation approach. Below is a table detailing the assessment criteria:

Likert Scale Score	Category
< 1.00	Unsatisfactory
1.01 - 2.00	Less satisfactory
2.01 - 3.00	Quite satisfactory
3.01 - 4.00	Satisfactory
4.01 - > 5	Very satisfactory

In 2024, the supplier satisfaction survey score for the procurement process reached the following value.

Assessment Indicators	Score	Category
Supplier Selection Mechanism	3.3	Satisfactory
Execution of Procurement Process Stages	3.2	Satisfactory
Completion Process for Payment of Work	2.75	Quite satisfactory
Others: 1. The Procurement & Fixed Asset Group (PFA) has acted fairly (without favoring any vendor) in the procurement of goods and services 2. PFA's service in providing overall office facilities (waiting area, meeting rooms, information counters, cleanliness, prayer room, toilets, etc.). 3. Security and overall services in the PFA environment.	3.3	Satisfactory

## Anti-Corruption

### Operations Assessed for Risks Related to Corruption [GRI 205-1]

BSI recognizes the potential for corrupt practices across all its operational activities in every business unit. In 2024, BSI's management has identified work areas with a high risk of corruption. The field of work is the procurement sector. Meanwhile, the potential risk of corruption in the financing distribution sector is due to the possibility of a fictitious credit scheme.

However, to mitigate potential corruption risks, BSI has implemented programs and procedures to prevent corrupt practices. In accordance with the legislation on the eradication of corruption crimes, namely Law No. 31 of 1999, which was later amended by Law No. 20/2002, corruption is defined as the abuse of authority for personal or third-party enrichment through unlawful actions. Gratification is one of the prohibited

acts that can lead to fraud and corruption violations. To prevent such occurrences, BSI has established the Operational Technical Guidelines (PTO) for Gratification Control, which are continuously disseminated within the Bank's organizational environment.

With the implementation of gratification control, all employees are expected to:

1. Establish Good Corporate Governance values and instill the value of integrity.
2. Not accept and/or provide gratuities related to their position that conflict with their duties or responsibilities.
3. Report any receipt of gratuities related to their position that conflict with their duties or responsibilities to the Gratuity Control Unit under the coordination of the Compliance Unit.

Procedures implemented to address corruption, kickbacks, fraud, bribery, and/or gratuities include:

1. Gratuity control is the responsibility of all Bank personnel.
2. All Bank personnel must avoid and politely refuse any gratuities that may be considered bribery, whether from external or internal parties, if they are related to their position and conflict with their official duties and responsibilities.
3. If a gratuity cannot be refused upon first offer, the recipient must report it to the Gratuity Control Unit (Anti-Bribery Compliance & AML-CFT Group) within a maximum of 24 hours of receipt. The report must be accompanied by valid proof of gratuity return, such as a signed return receipt from both the recipient and the giver or a bank transfer receipt if the gratuity was in monetary form.
4. Bank personnel who refuse or receive gratuities must report the incident to the Gratuity Control Unit via email at antibribery@bankbsi.co.id and/or WhatsApp at 08118 451 451 within a maximum of 10 working days from the receipt of the gratuity, with a copy sent to their direct supervisor.
5. The Gratuity Control Unit will review the report and determine the nature of the gratuity (whether it will be managed by the Bank or retained by the reporter). A formal Gratuity Decision Letter will be issued within 30 working days upon receipt of the complete report and supporting documents.
6. Bank personnel must educate gratuity givers or parties with potential conflicts of interest in a professional and polite manner about the prohibition of gratuities that may be considered bribery or other forms of prohibited gratuities.
7. If a Bank employee is aware of a gratuity that is considered bribery and has not been reported, they can report the incident through the Whistleblowing System (WBS).

### Implementation of ISO 37001:2016 Anti-Bribery Management System (SMAP)

BSI has obtained the ISO 37001:2016 Anti-Bribery Management System (SMAP) Certification since 2021 and conducted re-certification in 2024. ISO 37001:2016 SMAP is an international standard that establishes requirements and guidelines to assist organizations in preventing, detecting, and addressing bribery practices. The implementation of ISO 37001:2016 SMAP Certification demonstrates BSI's commitment to upholding anti-bribery principles (Good Corporate Governance) in all its business activities. Through ISO 37001:2016 SMAP, BSI strengthens integrity and transparency in its business processes. The functions of implementing ISO 37001:2016 SMAP include:

1. Preventing Bribery Practices
2. Enhancing Compliance with Regulations
3. Improving Corporate Reputation
4. Minimizing Legal Risks
5. Creating an Ethical Business Environment
6. Strengthening Oversight and Accountability
7. Increasing Competitive Value
8. Building Trust with Investors and Stakeholders

## Communication and Training About Anti-Corruption Policies and Procedures [GRI 205-2]

The implementation of the socialization of Gratification Control aims to enhance the Bank's organizational understanding of Gratification Control, thereby fostering an Anti-Fraud Awareness culture in accordance with the Gratification Control Operational Technical Guidelines (PTO). BSI has conducted socialization efforts for all BSI personnel, including the Board of Directors and the Board of Commissioners. BSI also consistently carries out anti-fraud awareness initiatives for all business partners through the procurement process, vendor gatherings, integrity pact documents, and procurement ethics documents for all partners

across BSI's operational areas. Additionally, the anti-fraud policy has been disseminated through BSI's official website. In 2024, the following programs were successfully implemented:

1. The Risk Awareness and Anti-Fraud Campaign Program was conducted for all employees through online and offline socialization efforts, including email blasts, desktop notifications, posters, infographics, videos, social media, and onsite monitoring. The details of the program implementation are as follows:

No	Dates	Topics	Media
1.	February 05, 2024	Infographic: "Do Not Be Afraid to Refuse Gratification"	Email Blast
2.	March 20, 2024	Official Letter to RO I-X No. 04/0038-3/CPG: Reminder on the Prohibition of Gratification during Ramadan & Eid al-Fitr	Letter
3.	March 20, 2024	Memo to All Groups No. 04/0371-3/CPG: Reminder on the Prohibition of Gratification during Ramadan & Eid al-Fitr	Memo
4.	April 03, 2024	Poster: "Prohibition of Giving Gratification in Celebration of Eid al-Fitr 1445H"	The official website and social media platforms of BSI, including Instagram, Facebook, and Twitter.
5.	June 12, 2024	Infographic: Prohibition of Giving Gratification in the Context of Eid al-Adha	Email Blast
6.	June 12, 2024	Poster: Prohibition of Giving Gratification in the Context of Eid al-Adha	The official website and social media platforms of BSI, including Instagram, Facebook, and Twitter.
7.	August 02, 2024	Reminder on Limits for Gift-Giving Among BSI Employees to All Groups at the Head Office via Official Memorandum No. 04/124-2/DIR-CHC	Notes to All Group
8.	August 02, 2024	Reminder on Limits for Gift-Giving Among BSI Employees to All Employees in Branch Offices via Official Letter No. DIR04/1429-3/DIR-CAC	Letters to All Region
9.	August 06, 2024	Videographic: "Easy Steps for Gratification Reporting"	Blast Email BSI
10.	September 17, 2024	Infographic: Awareness Related to Maulid Nabi Muhammad SAW	Email Official Blast
11.		Advisory - Infographic Awareness Related to Maulid Nabi Muhammad SAW	The official website and social media platforms of BSI, including Instagram, Facebook, and Twitter.
12.	October 25, 2024	Compliance & AML CFT Awareness: Understanding the Differences Between Gifts, Gratification, Bribery & Extortion	Antibribery Bank BSI
13.	October 28, 2024	Poster: The Spirit of Youth Pledge in Preventing Gratification and Fraud	Email Official Blast
14.	December 17, 2024	Awareness Campaign: Prohibition of Receiving Gratification Related to Christmas and New Year for All Groups at the Head Office (Official Memorandum No. 04/0207-2/DIR-CAC)	Note to All Group
15.	December 17, 2024	Campaign: Prohibition of Receiving Gratification Related to Christmas and New Year for All Employees in Branch Offices (Official Letter No. 4/02267-3/DIR-CAC)	Letters to All Region
16.	December 19, 2024	Internal Infographic: Prohibition of Receiving Gratification Related to Christmas and New Year	Email Official Blast Antibribery Bank BSI
17.	December 23, 2024	External Advisory: Infographic Awareness on the Prohibition of Gift-Giving Related to Christmas and New Year (Published via Website & Social Media – Instagram)	The official website and social media platforms of BSI, including Instagram, Facebook, and Twitter.

2. Anti-Gratification (*Laa Risywah*) Awareness Campaign for all Bank employees to implement the Code of Conduct and commitment to Good Corporate Governance (GCG), with the following details:

- a. Gratification Control Awareness Campaign conducted through face-to-face sessions using both offline and online media.

Socialization Target	Date	Audience
<b>INTERNAL PARTIES</b> (Organic and Non-Organic Employees)	1. February 20, 2024	Region VII Semarang
	2. March 04, 2024	Region IX Kalimantan
	3. March 07, 2024	Distribution & Strategy Group (DSG)
	4. March 27, 2024	DBO Group
	5. March 28, 2024	ASP Group
	6. May 14, 2024	Region VI Bandung
	7.	HCS Group
	8. June 19, 2024	HCP Group
	9.	HCBP 1
	10.	HCBP 2
	11. June 24, 2024	BSU, HCP, HCS, SORH 1, PFA, CAC
	12. July 01, 2024	Region III Palembang
<b>EXTERNAL PARTIES</b> (Partners, Vendors, Business Associates, and Other Third Parties)	1. May 14, 2024	Partners including Notaries, Insurance Companies, Guarantee Institutions, Public Accounting Firms (KAP), Appraisal Firms (KJPP), Auction Houses, and Law Firms under the coordination of RO VI Bandung.
	2. July 01, 2024	Partners including Notaries, Insurance Companies, Guarantee Institutions, Public Accounting Firms (KAP), Appraisal Firms (KJPP), Auction Houses, and Law Firms under the coordination of RO III Palembang
	3. October 10, 2024	BSI Maslahat

- b. Visits to work units as part of monitoring the conducted socialization, with the following details:

No.	Date	Work Units	Region
1.	January 19, 2024	Area Saharjo	RO V Jakarta 2
2.		KC Saharjo	
3.		KCP Tebet Barat	
4.	February 19, 2024	KCP Semarang Pandanaran	RO VII Semarang
5.	February 20, 2024	KCP Semarang MT Haryono	
6.		KC Semarang Pandanaran	
7.		KC Semarang A Yani	
8.		KCP Tentara Pelajar	
9.		KCP Semarang Sudiarto	
10.	February 21, 2024	KCP Semarang Majapahit	RO IV Jakarta 1
11.		KCP Ungaran Diponegoro 1	
12.		KCP Tangerang Ciledug 1	
13.		KCP Kalideres	
14.		KCP Kedoya	

No.	Date	Work Units	Region
15.	March 04, 2024	KCP Banjarmasin A. Yani	RO IX Kalimantan
16.		KC Banjarmasin Lambung Mangkurat	
17.	March 05, 2024	KC Banjarmasin Banjar Baru	
18.		KC Martapura	
19.		KCP Martapura Pasar Intan	
20.		KCP Banjarbaru A. Yani	
21.	March 06, 2024	Area Consumer Financing (ACF) Banjarmasin	RO V Jakarta 2
22.		KCP Kayu Tangi	
23.	March 25, 2024	KCP Jakarta PUPR	
24.		KCP Kementerian Kehutanan (Kementan)	RO VI Bandung
25.		KCP ASABRI	
26.	May 13, 2024	KCP Buah Batu 2	
27.		KCP Rancaekek	
28.		KCP Astana Ayar	
29.		KCP Ujung Berung 1	
30.	May 15, 2024	KC Suniaraja	
31.		KCP Bandung Setiabudi	
32.		KCP Lembang	
33.		KCP Bandung UPI	
34.	July 01, 2024	KCP Palembang A. Rivai	RO III Palembang
35.		KCP Palembang Veteran	
36.	July 02, 2024	KCP OPI Jakabaring	
37.		KCP Palembang Sudirman	
38.		KCP Palembang Pasar Ilir	
39.		KCP Palembang Demang	
40.		KCP Palembang Indralaya	
41.		KCP Palembang Jakabaring	
42.	July 03, 2024	KC Palembang Sudirman	
43.		KCP Palembang Patal	
44.		KCP Palembang Kenten	

## Proven Corruption Incidents and Actions Taken [GRI 205-3]

Throughout 2024, there were fraud incidents involving 24 permanent employees and four (4) non-permanent employees. Of these cases, eight (8) permanent employees and two (2) non-permanent employees were subjected to legal proceedings. From the cases that occurred, some were legally proven, while others are still under investigation and trial. As a consequence of the

fraud incidents, all involved employees were dismissed. However, no partner contracts were terminated, and there were no fraud cases filed by the public against BSI or its employees.

Descriptions	Total (People)	Status
Permanent employees	24	Eight (8) permanent employees were subjected to legal proceedings.
Non-permanent employees	4	Two (2) non-permanent employees were subjected to legal proceedings.

# Environmental Performance

## General Aspect

### Environmental Costs [OJK F.4, GRI 201-2]

BSI is committed to always contributing to the environment. Although BSI's operational activities do not directly affect the environment, BSI has contributed to preventing environmental damage through productive tree planting activities in Semoyo Village, Yogyakarta. In addition, BSI has also used electric vehicles as an effort to reduce fuel consumption and has installed charging stations used to charge energy for electric vehicles. The costs are detailed as follows.

(in IDR full)

Description	Cost
Planting productive trees in Semoyo Village, Yogyakarta	430,000,000
Rental fees of Electric vehicle	897,599,976
Installation costs of Wall charging	214,233,500
<b>Total</b>	<b>1,541,833,476</b>

## Material Aspect

### Use of Environmentally Friendly Materials [OJK F.5]

In carrying out its operational activities, BSI always utilizes the development of digital technology. This is done to reduce the use of paper which is then replaced by e-documents. In addition, in supporting its business activities, BSI has used various environmentally friendly materials such as:

- Using recycled plastic on the top table of the office desk at BSI Tower.
- MDF board on Custom furniture.
- Glass that can reduce heat in the Aceh Landmark Building.

- Using refrigerant with ODP 0 such as R134A and CO2-based APAR at BSI Tower.
- Using recycled materials such as reinforced steel.
- Using modular or prefab materials that aim to reduce waste during construction, such as facade glass material with a unitize system.
- Using sintered stone material, which is a mixture of natural mineral materials that are compacted and burned at high temperatures which are used for floors and walls.
- Using marmoleum for BSI Tower floor materials, marmoleum is a natural floor made from natural materials.

## Energy Aspect

### Amount and Intensity of Energy Used [OJK F.6, GRI 302-1, 302-2, 302-3]

In carrying out its operational activities, BSI only uses 2 (two) energy sources, namely electricity and fuel. Electricity to support office operations and fuel to support operational vehicles. Since BSI is a company engaged in the banking sector, BSI does not consume and sell heating, cooling and steam, and BSI has not measured energy originating from outside the company. In addition, BSI also does not sell electricity. The method used by BSI to measure energy usage is to collect electricity and fuel usage from all BSI operational areas and then convert it into gigajoules. BSI has also used renewable energy sources from Solar Power Plants (PLTS) in several BSI operational locations including the Mataram Branch Office, Surabaya Branch Office, Mayestik Branch Office, Landmark Aceh and the BSI Pejompongan sports center.

Energy usage in 2024 was derived from electricity and fuel consumption across all BSI operational areas. The details of energy usage are as follows.

**Table of Energy Consumption Intensity for 2024**

Energy	Units	2024*
Electricity	kWh	80,779,932
	Gigajoules	290,807.76
Fuel	Liter	7,112,582
	Gigajoules	243,250.30
Total	Gigajoules	534,058.06
Total of Financing	In Billion IDR	278,481
Total Income from Fund Management As Mudharib	In Billion IDR	25,298
Total Employees	People	17,234
Energy Consumption Intensity	Funding: Gigajoules/ Trillion IDR	1.92
	Revenue: Gigajoules/ Trillion IDR	21.11
	Employees: Gigajoules/ Person	30.99

Note:

\*Measuring energy usage using digital carbon tracking

Convert kWh to Gigajoule: [convertunits.com](https://convertunits.com)

Convert Liter to Gigajoule: <https://hextobinary.com/unit/energy/from/gasoline/to/gigajoule>

The data of energy usage in 2023 and 2022 come only from The Tower head office. The amount of energy usage is as follows.

**Table of Energy Consumption Intensity for 2023 and 2022**

Energy	Units	2023	2022
Electricity	kWh	2,117,285.90	5,155,191
	Gigajoules	7,616.14	18,558.69
Fuel	Liter	157,329.41	97,672
	Gigajoules	6,027.41	3,517.41
Total	Gigajoules	13,643.55	22,076.10
Total of Financing	In Billion IDR	240,316	207,705
Total Income from Fund Management As Mudharib	In Billion IDR	22,250	19,620
Total Employees	People	17,909	18,581
Energy Consumption Intensity	Funding: Gigajoules/ Trillion IDR	0.06	0.11
	Revenue: Gigajoules/ Trillion IDR	0.61	1.13
	Employees: Gigajoules/ Person	0.76	1.19

Note:

Convert kWh to Gigajoule: [convertunits.com](https://convertunits.com)

Convert Liter to Gigajoule: <https://hextobinary.com/unit/energy/from/gasoline/to/gigajoule>

**Table of Renewable Energy Usage Intensity**

Energy	Unit	2024	2023	2022
Use of Solar Power Plants in Landmark Aceh	Gigajoules	37.4	-	-

## Efforts and Achievements of Energy Efficiency and Use of Renewable Energy [OJK F.7, GRI 302-4, 302-5]

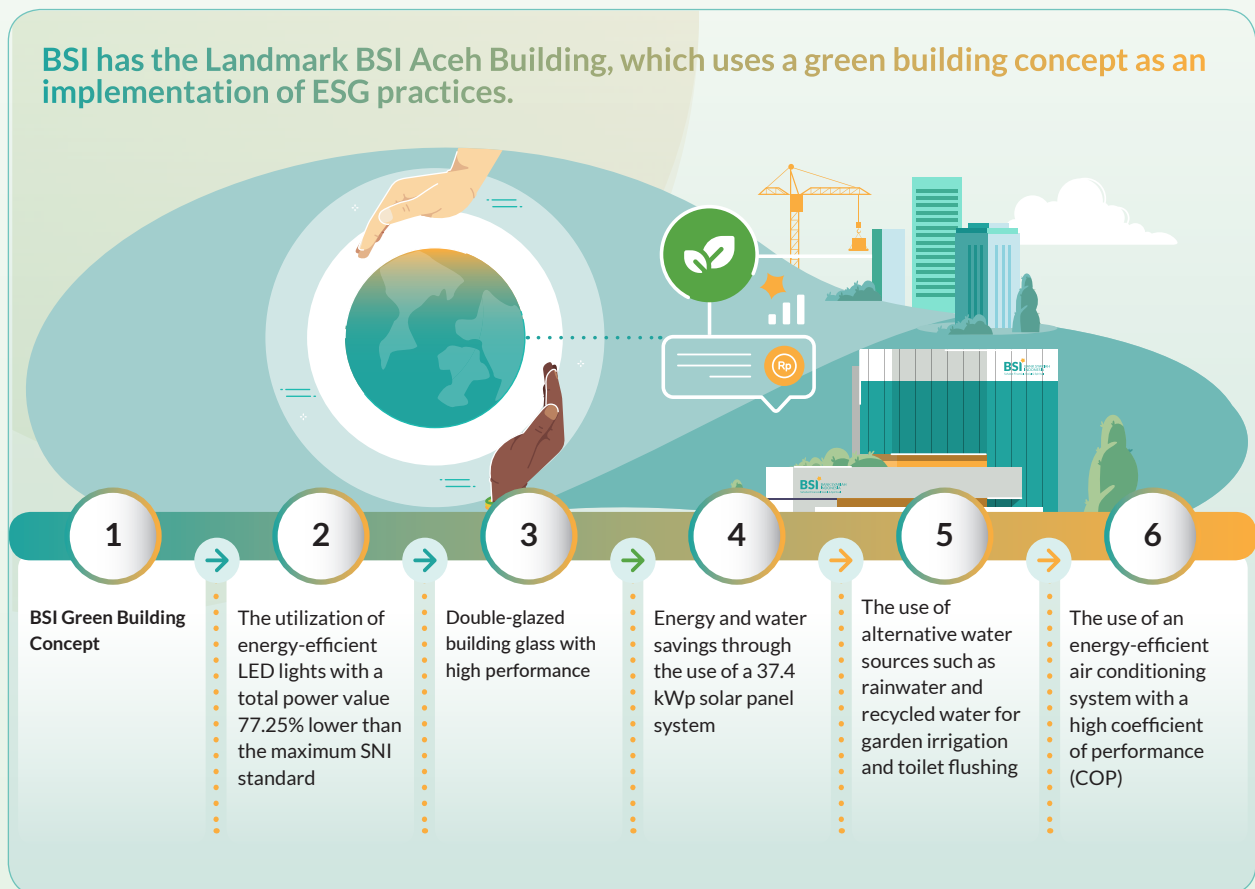
To support the implementation of sustainable finance, through its operational activities BSI is committed to continuing to carry out energy efficiency as stated in the BSI ESG Guiding Principle. This is done with the aim of the Bank to play an active role in the implementation of Sustainable Operations. BSI's efforts in carrying out energy efficiency have been realized by:

1. Construction of Aceh landmark building with green building concept.
2. The use of solar panels in BSI buildings includes the Mayestik Branch Office, Pejompongan Sports Field, and Mataram Branch Office.
3. Application of water treatment in BSI buildings/offices.
4. Using 100% LED lights which have better energy efficiency
5. Using inverter technology and refrigerant volume in air conditioners
6. Using 115 electric vehicles consisting of 113 motorbikes and 2 (two) cars.

7. The air conditioning system in BSI offices has used inverter technology and refrigerant volume that can save electricity up to 50%. In addition, the room temperature setting in BSI's head office and branch offices has also considered optimizing energy efficiency.
8. Use of Solar Power Plants (PLTS) in several BSI operational locations including the Mataram Branch Office, Surabaya Branch Office, Mayestik Branch Office, Landmark Aceh and the BSI Pejompongan sports center.

The energy reduction efforts above cannot be measured because the measurement of energy use in 2023 does not use digital carbon tracking as was done in 2024.

In 2024, BSI set a baseline for energy and emissions measurement in 2024. This is due to the development of digital carbon tracking for recording and calculating energy and emissions across the BSI network. Therefore, energy usage data in 2024 appears to have increased due to data from the entire BSI network, so it cannot be compared with the previous period.



## Water Aspect

### Water Use [OJK F.8]

In supporting its operational activities, BSI uses water from a third party (PDAM) which is used for domestic needs in BSI branch offices and data centers such as for toilets, kitchens, ablutions and others. BSI is always committed to using water wisely. This is because BSI realizes that water is one of the most important natural resources for the sustainability of life. The Bank is always committed to ensuring the sustainability of the water balance through a sustainable water management approach. Sustainable water management is carried out using water treatment in BSI office buildings, as well as recycling used water from the building for toilet flush water in new buildings. The recycling process uses a Wastewater Treatment Plant (IPAL) which is coordinated directly by the building. Water management carried out by the Bank aims to:



1. Reduce the withdrawal of raw water from public water bodies, and as much as possible do not use groundwater excessively.
2. Increase water recirculation through the water recycling process and ensure that every BSI operational facility has a Water Treatment Plant so that water that has gone through

the treatment process can be reused, including for flushing toilets and watering plants.

3. Ensure that the quality of wastewater discharged to the Wastewater Treatment Plant (IPAL) meets the quality standards in accordance with applicable regulations.

BSI also strives to make efficient use of water which is implemented through a water saving campaign in the Bank's operational areas, including through posters that appeal to be placed in toilet areas, ablutions, and hand washing areas to use water sparingly. The water efficiency initiative is also implemented at the BSI Cipali Mosque, used ablution water is used to water plants around the Mosque area.

BSI has not measured the use of recycled water and discharged liquid waste. Measurement of water usage is assumed based on water bill costs based on category IV B, namely high-rise buildings with a basic rate of IDR 12,550 per m<sup>3</sup>. Water usage in 2024 is water usage from The Tower Head Office, Wisma Mandiri, Graha Mandiri and Dana Reksa, while for 2023 and 2022 it only comes from BSI Head Office which comes from The Tower. This is because in 2023 and 2022 it is not yet possible to calculate water usage at the Wisma Mandiri Head Office, Graha Mandiri and Dana Reksa. The water usage for 3 (three) years is as follows.

**Table of Water Consumption**

Water Consumption (m <sup>3</sup> )			
Source	2024*	2023**	2022**
Water from Third Party	48,401	1,824	1,905
<b>Total</b>	<b>48,401</b>	<b>1,824</b>	<b>1,905</b>

Note:

\* Water usage in 2024 includes water usage from The Tower, Wisma Mandiri, Graha Mandiri and Dana Reksa.

\*\* Water usage in 2023 and 2022 only includes water usage from The Tower Head Office.

## Water Station of Bank Syariah Indonesia

The Water Station of Bank Syariah Indonesia (BSI) is a facility that provides safe drinking water to the public. BSI has installed a water station at Gasibu Field in Bandung, West Java. The benefits of the BSI Water Station include supporting the availability of clean, safe drinking water, reducing plastic bottle waste, lowering carbon emissions, and contributing to sustainable development goals (SDGs) number 6 and 11.

How the BSI Water Station Works:

1. The water station machine can process both groundwater and PDAM (local water supply) water into safe drinking water.
2. Groundwater is treated using filtration technology to remove harmful substances.
3. Each water station location undergoes laboratory testing and certification to ensure the water is safe to drink.
4. The water station machine is equipped with an IOT system that allows for monitoring of water conditions.

### Usage of Free Drinking Water Facilities



### Total Conversion



A total of 6 free drinking water facilities provided by BSI and BSI Maslahat, as of January 2025, have contributed to reducing bottled drinking water waste by 93,438 plastic bottles.

## Biodiversity Aspects

### Impact of Operating Areas Near or In Conservation Areas or Having Biodiversity and Biodiversity Conservation Efforts

[OJK F.9, F.10]

Until the end of December 2024, there are no BSI operational areas that are adjacent to conservation areas or have biodiversity. However, BSI continues to carry out conservation efforts by planting 10,671 productive trees in Semoyo Village, Yogyakarta. In addition, BSI has implemented the "Tree Charity for the Nation Together" program by BYOND by BSI, which is aimed at planting

endemic trees in Way Kambas National Park, Lampung, as an effort to preserve the habitat of Sumatran elephants and other endemic wildlife. In 2024, BSI planted a total of 50,000 trees.



## Emission Aspect

Digital Carbon Tracking Initiative

"The First Sharia Bank in Indonesia Implemented Digital Carbon Tracking"

### DIGITAL CARBON TRACKING INITIATIVE

#### Regulatory Compliance

1

SEOJK No.16/SEOJK.04/2021 – Technical Guidelines for Sustainability Report Preparation

Chapter III F-11 & 12: Contents of the Sustainability Report – Environmental Performance Aspect: Emissions

The total amount and intensity of emissions produced, categorized by type, along with efforts undertaken to achieve emission reductions.

2

RAKB BSI 2024

Digital Carbon Tracking is included as a key activity in Bank BSI's 2024 Sustainable Finance Action Plan (RAKB BSI 2024).

#### Value Creation

1

Leading as the First Sharia Bank to Develop Digital Carbon Tracking

2

Unique in alignment with Sharia values

3

Innovative through automated carbon tracking calculations, accessible to both internal and external stakeholders

### Regulatory Compliance

#### Digital Carbon Tracking

A system application/platform for recording and calculating Bank BSI's carbon emissions on a bank-wide scale, measured in tonCO<sub>2</sub>eq. This serves as the baseline for developing a Roadmap toward the Net Zero Emission Target.

(Currently, emissions are calculated for Scope 1 & Scope 2)

Digital Carbon Tracking utilizes Carbon Emission Calculation Standards:



#### Past

1. Data calculation is currently limited to the Head Office and conducted by PFA.
2. Recording is performed manually



#### Now

1. Comprehensive data calculation covering BSI's entire network.
2. Automated processing through the system.
3. Conducted by an independent party.



Region	GHG emissions Scope 1 and 2 (ton CO <sub>2</sub> eq)
Head Office	5,873.57
Region I Aceh	10,901.80
Region II Medan	6,759.52
Region III Palembang	7,017.84
Region IV Jakarta 1	9,233.33
Region V Jakarta 2	7,878.98
Region VI Bandung	5,989.43
Region VII Semarang	7,099.16
Region VIII Surabaya	10,451.18
Region IX Kalimantan	7,747.22
Region X Makassar	4,452.62
<b>Total</b>	<b>83,404.57</b>

### Amount and Intensity of Emissions Produced Based on Type

[OJK F.11, GRI 305-1, 305-2, 305-3, 305-4, FN-CB-410b.1, FN-CB-410b.2, FN-CB-410b.3, FN-CB-410b.4]

The use of energy to support BSI's operational activities will certainly produce greenhouse gas (GHG) emissions. BSI has used the Digital Carbon Tracking application/platform which is used for recording, calculating BSI's carbon emissions bankwide in

Ton CO<sub>2</sub>-eq units and as a baseline in creating a Roadmap towards the Net Zero Emission Target in 2060.

Currently, the platform only measures GHG emissions Scope 1 and Scope 2 from all BSI operating areas. GHG emissions Scope 1 are emissions generated from fuel use in all BSI operating areas and GHG emissions Scope 2 are emissions generated from electricity use in all BSI operating areas. GHG emissions are measured using the Global Warming Potential (GWP) which refers to the Green House Gas Protocol, Partnership for Carbon Accounting Financials and Climate Risk Management & Scenario Analysis Banking 2024. The scope of the Digital Carbon Tracking application covers all BSI operational areas. However, BSI has not yet conducted measurements of emissions generated by its debtor companies.

GHG emissions scope 3 are the emissions generated from business travels conducted by all BSI employees. The measurement is calculated by using the carbon emission calculator issued by the International Civil Aviation Organization (ICAO). Emissions are calculated based on economy class and travel distance between the departure and destination airports. The business travels reported are travels by airplane conducted by all BSI employees, as follows.

**Table of GHG Emission Scope 1 and Scope 2 Intensity in 2024**

Description	Unit	2024*
GHG Emissions Scope 1	Ton CO <sub>2</sub> -eq	17,685.43
GHG Emissions Scope 2	Ton CO <sub>2</sub> -eq	65,719.13
Total GHG Emissions Scope 1 and 2	Ton CO <sub>2</sub> -eq	83,404.57
Total Financing	In IDR billion	278,481
Total Income from Fund Management as Mudharib	In IDR billion	25,298
Total Employees	Person	17,234
GHG Emission Intensity	Ton CO <sub>2</sub> -eq/ IDR billion	0.29
	Ton CO <sub>2</sub> -eq/ IDR billion	3.24
	Ton CO <sub>2</sub> -eq/Person	4.84

**Information:** GHG emissions are measured using the Global Warming Potential (GWP) which refers to the Green House Gas Protocol, Partnership for Carbon Accounting Financials and Climate Risk Management & Banking Scenario Analysis 2024. The scope of the Digital Carbon Tracking application covers all BSI operating areas.

**Table of GHG Emission Scope 1 and Scope 2 Intensity in 2023 and 2022**

Description	Unit	2023	2022
GHG Emissions Scope 1	Ton CO <sub>2</sub> -eq	144.94	261.5
GHG Emissions Scope 2	Ton CO <sub>2</sub> -eq	1,577.07	4,124.15
Total GHG Emissions Scope 1 and 2	Ton CO <sub>2</sub> -eq	1,722.01	4,385.65
Total Financing	In IDR billion	240,316	207,705
Total Income from Fund Management as Mudharib	In IDR billion	22,250	19,620
Total Employees	Person	17,909	18,581
GHG Emission Intensity	Financing: Ton CO <sub>2</sub> -eq/ IDR billion	0.01	0.02
	Fund Management Income as Mudharib: Ton CO <sub>2</sub> -eq/ IDR billion	0.10	0.25
	Employee: Ton CO <sub>2</sub> -eq/Person	0.096	0.24

**Information:** In 2023 and 2022 GHG emissions were measured based on energy use for The Tower head office.

**Table of GHG Emission Intensity Scope 1, Scope 2 and Scope 3 in 2024**

Description	Unit	2024
GHG Emissions Scope 1	Ton CO <sub>2</sub> -eq	17,685
GHG Emissions Scope 2	Ton CO <sub>2</sub> -eq	65,719
GHG Emissions Scope 3	Ton CO <sub>2</sub> -eq	583.55
Total GHG Emissions	Ton CO <sub>2</sub> -eq	83,987.55
Total Financing	In IDR billion	278,481
Total Income from Fund Management as Mudharib	In IDR billion	25,298
Total Employees	Person	17,234
GHG Emission Intensity	Financing: Tons CO <sub>2</sub> -eq/ IDR billion	0.30
	Fund Management Income as Mudharib: Ton CO <sub>2</sub> -eq/ IDR billion	3.32
	Employee: Ton CO <sub>2</sub> -eq/Person	4.87

**Information:** GHG emissions are measured using the Global Warming Potential (GWP) which refers to the Green House Gas Protocol, Partnership for Carbon Accounting Financials and Climate Risk Management & Banking Scenario Analysis 2024. The scope of the Digital Carbon Tracking application covers all BSI operating areas.

**Table of GHG Emission Intensity Scope 1, Scope 2 and Scope 3 in 2023 and 2022**

Description	Unit	2023	2022
GHG Emissions Scope 1	Ton CO <sub>2</sub> -eq	144.94	261.5
GHG Emissions Scope 2	Ton CO <sub>2</sub> -eq	1,577.07	4,124.15
GHG Emissions Scope 3	Ton CO <sub>2</sub> -eq	597.62	478.13
Total GHG Emissions	Ton CO <sub>2</sub> -eq	2,320	4,864
Total Financing	In IDR trillion	240,316	207,705
Total Income from Fund Management as Mudharib	In IDR billion	22,250	19,620
<b>Total Employees</b>	<b>Person</b>	<b>17,909</b>	<b>18,581</b>
<b>GHG Emission Intensity</b>	<b>Financing: Tons CO<sub>2</sub>-eq/trillion rupiah</b>	<b>0.01</b>	<b>0.02</b>
	<b>Fund Management Income as Mudharib: Ton CO<sub>2</sub>-eq/trillion rupiah</b>	<b>0.10</b>	<b>0.25</b>
	<b>Employee: Ton CO<sub>2</sub>-eq/Person</b>	<b>0.13</b>	<b>0.26</b>

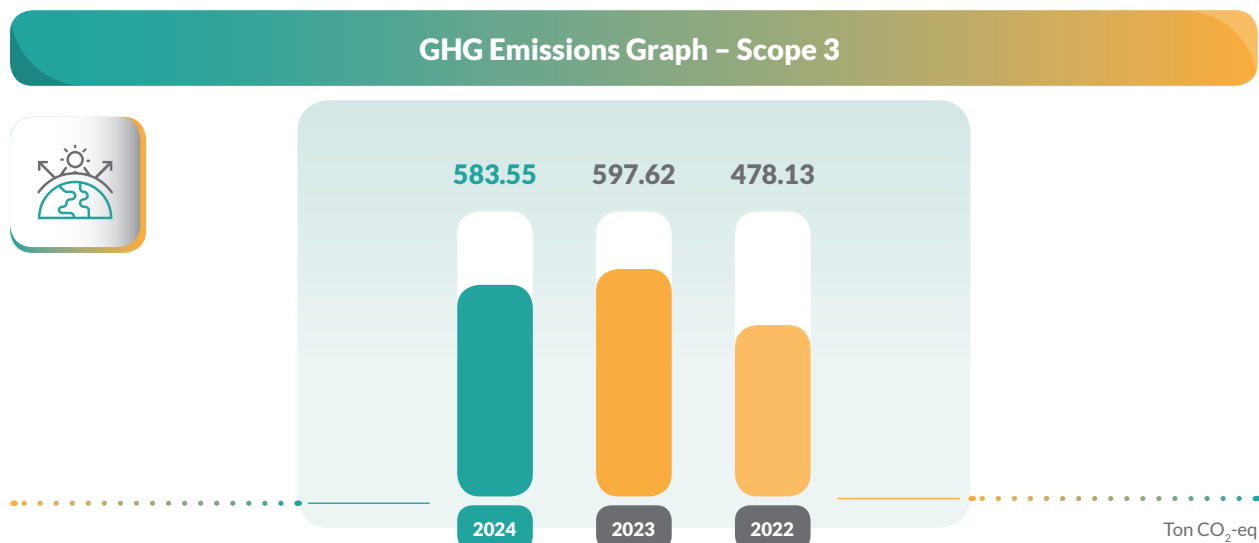
**Information:** In 2023 and 2022 GHG emissions were measured based on energy use for The Tower head office.

### Efforts and Achievements in Emission Reduction That Have Been Made [OJK F.12, GRI 305-5]

BSI is aware that the use of energy used to support its operational activities will produce GHG emissions. However, BSI has made efforts to reduce emissions, including using solar panels, the use of LED lights which are more environmentally friendly lights, using 115 electric vehicles and other efforts as stated in the Energy Aspect in this Sustainability Report.

As previously stated, in 2024, BSI has set a baseline for measurement and emissions, namely in 2024. This is due to the development of digital carbon tracking for recording and calculating energy and emissions throughout the BSI network for measuring GHG emissions in scope 1 and scope 2. Therefore, the GHG emissions data in scope 1 and scope 2 produced in 2024 appears to have increased due to data originating from the entire BSI network, so it cannot be compared with the previous period.

However, in 2024, BSI succeeded in reducing scope 3 GHG emissions resulting from business trips to 583.55 tons of CO<sub>2</sub>-eq, down from 2023 which was 597.62 tons of CO<sub>2</sub>-eq.



## GHG and Non-GHG Emission Control [GRI 305-6, 305-7]

Until December 2024, BSI does not produce, import and export Ozone Depleting Substance (ODS). To support Air Conditioner cooling machines, BSI has used refrigerant R232. Refrigerant R32 is a refrigerant that is categorized as an environmentally friendly refrigerant because it has an ODS value of 0 (zero) with a cold index reaching almost 2 (two) times better than other refrigerants. This R32 refrigerant is used in all air conditioning systems in BSI offices.

In addition, throughout 2024, BSI has not carried out non-GHG emission measurements in all of its operational areas.

## Waste and Effluent Aspects

### Amount of Waste and Effluent Produced Based on Type [OJK F.13, GRI 306-1, 306-3]

BSI realizes that its operational activities always produce both B3 and non-B3 waste. Non-B3 waste comes from paper used in report preparation activities, bank correspondence with customers, and banking transaction processes, as well as plastic waste from plastic packaging and food waste from employee pantry facilities such as seasoning sachets and plastic cutlery. Other categories of waste generated from BSI operations are B3 in the form of electronic waste, used printer ink packaging, used batteries, and used TL lamps, used air freshener bottles. Throughout 2024, waste generated from operational activities did not have a negative impact on the environment and society. But BSI has not yet measured the waste generated from its operational activities.

## Waste and Effluent Management Mechanism [OJK F.14, OJK F.15, GRI 306-2, 306-4, 306-5]

BSI is committed to carrying out its operational activities based on the principles of maqoshid sharia (the purpose of sharia) one of which is Hifdz Al-Bi'ah (maintaining the environment), so BSI maintains its operational activities so as not to pollute the environment. The main waste or garbage generated from the Bank's business activities can be classified into non-B3 waste originating from paper used in report preparation activities, bank correspondence with customers, and banking transaction processes, as well as plastic waste originating from plastic packaging and leftover food from employee pantry facilities such as seasoning sachets, and plastic cutlery. Other categories of waste generated from BSI operations are B3 in the form of electronic waste, used printer ink packaging, used batteries, and used TL lamps, used air freshener bottles. All waste generated from BSI's operational activities is directly handed over to third parties.

Therefore, there is no recycled waste, waste with the incineration process, landfilling or other disposal operations. Specifically related to liquid waste originating from water use, overall BSI coordinates with the building for the recycling process using the Wastewater Treatment Plant (IPAL). The recycled water is then reused for toilet flush water. As for the management of other non-B3 waste and B3 waste, as follows.

Throughout 2024, there were no spills of chemicals, oil and fuel, among other substances that could potentially affect land, water, air, biodiversity and human health resulting from the Bank's operational activities.

### Reverse Vending Machine (RVM)

Specifically for plastic waste, BSI has collaborated with PlasticPay to place plastic waste recycling machines in public areas starting at BSI office locations since 2021. In the first phase of implementation, the Reverse Vending Machine (RVM) waste recycling machine has been placed at the BSI Wisma Mandiri 1 Building and in several areas in Jabodetabek.

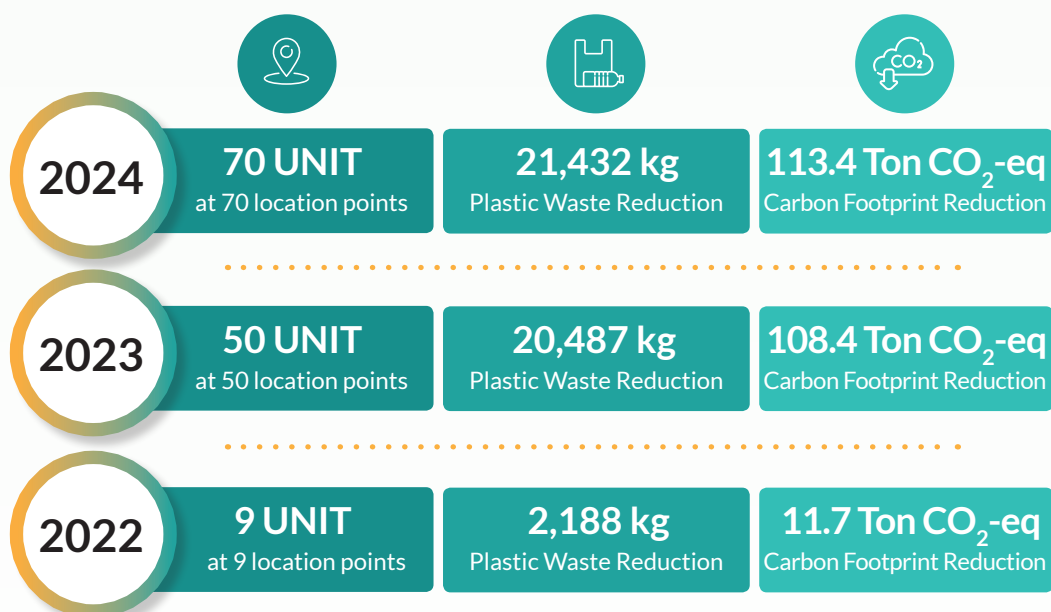
In general, this collaboration program aims to educate the public to be more concerned and take active steps in managing plastic waste. Through RVM, the public is encouraged to start sorting and processing plastic waste properly, so that it can be processed into goods with high economic value, does not burden the landfill, and does not pollute the environment. The type of plastic waste that can be brought and exchanged through the RVM machine and the PlasticPay digital platform is the type of used plastic beverage bottles. Through the PlasticPay digital platform, BSI ensures that this program can be measured and monitored properly. Easy steps to reduce plastic waste, namely by:

- 01 Bring used plastic beverage bottles to the nearest PlasticPay Collection Point,
- 02 Insert it into the RVM machine then scan the barcode,
- 03 Collect points that can then be exchanged for merchandise from BSI and Plasticpay Indonesia, where 1 point is worth Rp1. For 1 bottle of 600 ml is equivalent to 56 points or Rp56, for 1 kg is equivalent to 2,968 points or Rp3,000.

In 2024, BSI's collaboration with PlasticPay has succeeded in placing 70 Reverse Vending Machine (RVM) & PlasticPay Collection Point units at 70 locations, successfully reducing 235 tons of Co2eq carbon footprint. The total amount of collected plastic bottles is 44,398 kg, with 22,502 individuals participating in the collection effort. The following are the products generated from plastic bottle management:



In 2024, BSI's collaboration with PlasticPay successfully installed Reverse Vending Machines (RVM) and PlasticPay Collection Points at:



## Aspects of Complaints Related to The Environment

### Number and Material of Environmental Complaints Received and Resolved [OJK F.16]

Throughout 2024, there were no environmental complaints received by BSI.

## Social Performance

### Commitment to Provide Equivalent Services for Products and/or Services to Consumers [OJK F.17, GRI 416-1, FS13, FS14, FS15, FS16, FN-CB-240a.4]

BSI always ensures that BSI's sharia banking products and services can be obtained and enjoyed by all customers, without distinguishing between gender, race, ethnicity, physical and religious backgrounds. All customers have the same rights in utilizing the products and services provided through procedures in accordance with applicable policies and regulations. BSI is committed to complying with the rules and regulations governing the equality of customer rights, including Law No. 8 of 1999 concerning Consumer Protection (State Gazette of the Republic of Indonesia of 1999 No. 22, Supplement to the State Gazette of the Republic of Indonesia No. 3821 and Financial Services Authority Regulation (POJK) Number 22 of 2023 concerning Consumer and Community Protection in the Financial Services Sector. Another policy basis comes from two regulations. First, Bank Indonesia Regulation No. 3 of 2023 on Consumer Protection by Bank Indonesia, and second, Board of Governors Regulation No. 20 of 2023 on the Procedures for Implementing Consumer Protection by Bank Indonesia.

Regarding BSI's commitment to consumer protection, BSI has an SOP for Customer Protection and Complaints issued on October 22, 2024. BSI always pays attention to aspects of consumer protection in product and service design, provision of product and service information, delivery of product and service information, marketing of products and services, preparation of agreements related to products and services, provision of services for the use of products and services, and handling of complaints and dispute resolution for products and services.

In practice, BSI ensures compliance with consumer protection regulations by providing equal access to all customers, offering dedicated services for persons with disabilities and the elderly, protecting customer assets, securing customer data and information, and conducting regular monitoring through self-assessments. These assessments are reported to both Management and the Regulator.

BSI continuously strives to create products and services that meet a variety of customer needs through innovation in digital product and service development, which provides easy access to financial services anytime and anywhere. In addition, BSI has provided customer complaint channels and is committed to resolving complaints faster than the Service Level Agreement (SLA) established by the regulator. When submitting a complaint, customers can do so via BSI Call 14040, BYOND by BSI, BSI Mobile, email at [contactus@bankbsi.co.id](mailto:contactus@bankbsi.co.id), Branch Offices, or the Head Office. The discussion regarding customer complaints received by BSI is presented in the Public Complaints section of this Sustainability Report.

### BSI Agents

To reach communities located in areas that have not been served (blankspots) by BSI branch offices, BSI has provided access points through BSI Smart Agents. BSI Smart Agents are Laku Pandai agents or Officeless Financial Services within the Framework of Inclusive Finance.



## TYPES OF SERVICE



### Banking

Balance Check, Cash Withdrawal, Transfer and Cash Deposit



### Payment & Purchase

Credit and Data Packages, e-wallet Top Up, BPJS, PDAM & PBB, and others



## ISLAMIC ECOSYSTEM



### Hajj Service

Hajj Registration and Payment



### Donation

Zakat & Infaq



### Product Referral

- Pawn
- Opening a Hajj Savings Account



### Government Programs

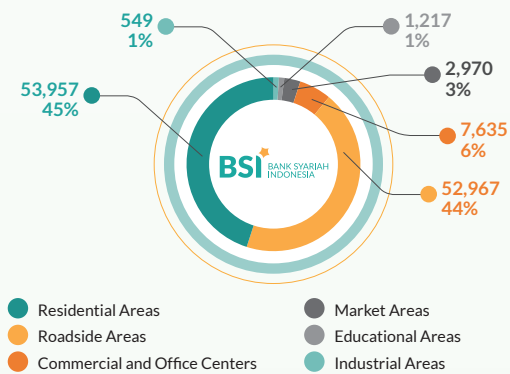
- Family Hope Program
- Basic Food Assistance Program
- PIP Program
- Farmer Card Program

There are currently 119,295 BSI Smart Agents spread throughout Indonesia. The number of BSI Smart Agents increased by 38% compared to 2023, which were 86,200 agents.

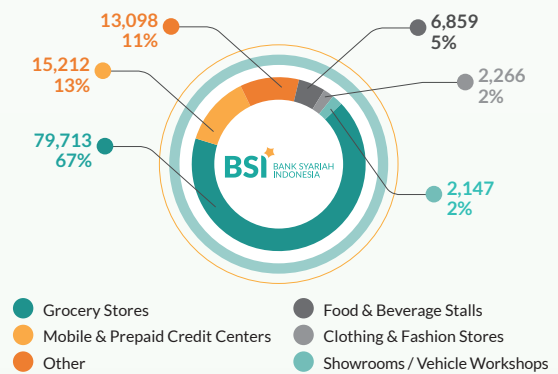
Table of BSI Smart Agent Numbers

Description	Unit	2024	2023	2022
Number of Agents	Agent	119,295	86,200	57,973
Number of Active Agents	Agent	40,884	86,200	57,973
Number of Transactions	Million times	26.9	19.6	15.54
Transaction Amount	In IDR trillion	59.02	43.80	38.04

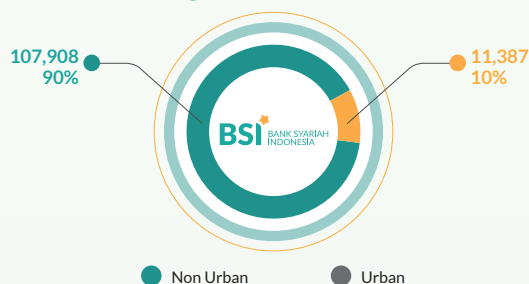
### Agent Location



### Distribution of Agent Business Types

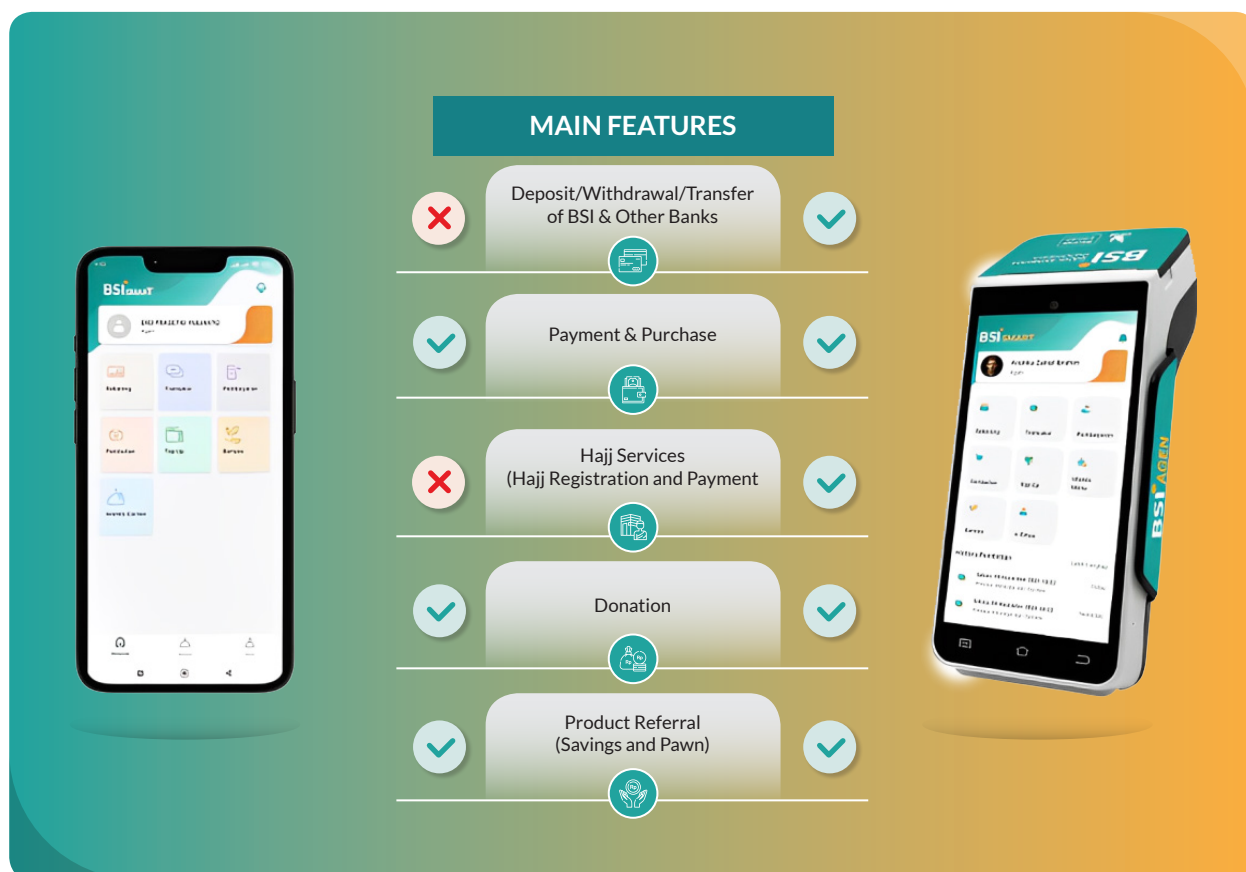


### Demographic Distribution



### Others (TOP 6)

Stationery & Bookstores / Photocopy / Printing	1.40%
Agricultural Kiosks & Palm Oil	1.26%
Showrooms / Vehicle Workshops	1.15%
Laundry / Tailor / Garment	0.92%
Furniture / Building Materials / Electronics	0.84%
Cosmetics / Perfume Stores / Salons	0.78%



There are 119 blank spot districts that have been served by 3,040 BSI Smart Agents.

**Table of BSI Smart Agents in Blankspot Areas**

No.	Province	Number of Districts	Number of Agents
1.	Bali	3	18
2.	Bengkulu	5	493
3.	Gorontalo	4	35
4.	Jambi	2	57
5.	West Kalimantan	4	86
6.	South Kalimantan	1	10
7.	Central Kalimantan	10	555
8.	East Kalimantan	1	1
9.	North Kalimantan	2	4
10.	Kepulauan Bangka Belitung	5	45
11.	Kepulauan Riau	2	84
12.	Lampung	3	252
13.	Maluku	2	39
14.	North Maluku	4	40
15.	West Nusa Tenggara	1	6
16.	East Nusa Tenggara	7	10

No.	Province	Number of Districts	Number of Agents
17.	Papua	9	21
18.	West Papua	4	20
19.	West Sulawesi	2	7
20.	South Sulawesi	5	240
21.	Center Sulawesi	8	301
22.	Southeast Sulawesi	14	222
23.	North Sulawesi	9	175
24.	West Sumatera	4	155
25.	South Sumatera	4	121
26.	North Sumatera	4	43
<b>TOTAL</b>		<b>119</b>	<b>3,040</b>

In the BSI Smart Agent service, the product provided to customers who previously did not have a bank account or did not have a bank account is the Basic Savings Account (BSA) or basic savings provided by the bank that organizes the Branchless Financial Services (Laku Pandai). BSA is part of the Laku Pandai program which aims to support inclusive finance. In 2024, the number of BSA customers opened through BSI Smart Agents was 2,541 customers, an increase of 13% from 2023, with a balance of IDR 428 million, an increase of 103% from 2023. BSI Smart Agents have not yet served the opening of retail checking current accounts without administration fees.

## Financial Inclusion and Literacy

In relation to the provision of disability-friendly services, BSI is always striving to improve service access for customers with disabilities in all operational areas. BSI has provided parking areas for customers with disabilities, ramps, queue numbers for customers with disabilities, wheelchair facilities, disabled toilets, and waiting areas for customers with disabilities. In addition, BSI employees are also provided with training in customer service for customers with disabilities so that they can provide the best service. In reaching customers with disabilities, BSI has organized various MSME and Islamic financial literacy programs which include:

1. MSMEs DifaMart and Mithik Farm are BSI's fostered programs together with BSI Maslahat which have succeeded in empowering people with disabilities to become entrepreneurs, to support people with disabilities to be able to level up so that they can get access to financial services.

2. Joint BUMN Homecoming Program with a total of 144 disabled travelers who received an introduction to sharia financial products.
3. BSI Together with BSI Maslahat also held a commemoration of International Day of Persons with Disabilities at the BSI Cipularang Mosque in collaboration with Masjidpreneur and the blind community to hold training for the blind who are members of the Indonesian Blind Association (Pertuni) of Purwakarta Regency. The aim is to increase community engagement towards the disabled group and strengthen literacy towards sharia financial products.

In addition, BSI continues to strive to improve access to financial services for disadvantaged communities and vulnerable families, by assisting in the distribution of government programs. In 2024, BSI has distributed government programs to 1.9 million Beneficiary Families (KPM) with a total distribution of 2.45 trillion.

No.	Types of Government Program Assistance	Distribution of Government Assistance	
		Σ KPM	Assistance Value (IDR)
1.	PKH (Family Hope Program)	302,610	637,101,748,907
2.	Necessities	493,021	1,119,312,800,000
3.	YAPI Attention	9,521	16,089,800,000
4.	RST	62	1,240,000,000
5.	Digital Farmer Card	358,087	Dalam Bentuk Kuota (Kg)
6.	PIP (Smart Indonesia Program) Regular	600,700	428,209,575,000
7.	PIP Madrasah	132,665	85,558,650,000
8.	PIP Islamic Boarding School	15,361	13,767,550,000
9.	BOS (School Operational Assistance) Madrasah	710	113,339,681,853
10.	BOS Islamic Boarding School	108	22,941,824,000
11.	BOP (Operational Assistance for Education) RA	314	8,639,700,000
12.	KIP (Indonesia Smart Card) College	1,194	13,490,400,000
13.	Outstanding Scholarship	10	126,750,000
Grand Total		1,914,363	2,459,818,479,760

Furthermore, to improve financial literacy and inclusion, BSI has held a Socialization & Gathering for BSI Agents and Prospective BSI Agents during 2024.

Name of Event	Implementation Date	Goal
BSI Agent Socialization	Mar-24	Introducing BSI Agents to the PKK (Family Welfare Environment) Melati Jaya Pondok Pinang Jakarta Cooperative Group
Gathering of BSI Agents in Makassar and Kalimantan Regions	Apr-24	Update BSI Agent features & programs to improve BSI Agent services & performance
BSI Agent Socialization to Schools, Islamic Boarding Schools and BUMDes in Tasikmalaya	May-24	Introducing BSI Agent as a solution for public financial access
BSI Agent Socialization to Islamic Boarding School Administrators throughout Karawang Regency	May-24	Introducing BSI Agent as a solution for financial access in the Islamic Ecosystem

Name of Event	Implementation Date	Goal
BSI Agent Socialization to LPDB Business Partners in Tangerang Regency	May-24	Introducing BSI Agent as a financial access solution
BSI Agent Socialization to MSMEs KPP Setiabudi 3	Jun-24	Introducing BSI Agent as a financial access solution
BSI Agent Socialization to MSMEs in Cimanggis District	Jun-24	Introducing BSI Agent as a financial access solution
Socialization and Registration of BSI Member Agents of KOPABIN	Jul-24	Introducing BSI Agents to KOPABIN Members
BSI Agent Socialization to BPJS (Social Security Agency) Employment	Aug-24	Introducing BSI Agents to BPJS Employment
Agent Socialization - Kopkar	Aug-24	Introducing BSI Agents to BSI Customer Cooperatives
BSI Agent Socialization to Genpro MSMEs Business Partners	Aug-24	Introducing BSI Agent to Genpro MSMEs Business Partners
Socialization of KJS MUI (Indonesian Ulema Council) Bandung Agents	Sep-24	Introducing BSI Agent to KJMS MUI (Indonesian Ulema Council) Bandung
BSI Agent Socialization to Puskopar Partners	Sep-24	Introducing BSI Agents to Puskopar East Jakarta Members
BSI Agent Socialization to SRC Ciomas Partners	Sep-24	Introducing BSI Agent to SRC Ciomas Partner Members
BSI Agent Socialization to SRC Sukaraja Partners	Oct-24	Introducing BSI Agent to SRC Sukaraja Partner Members
Gathering of BSI Agents in Pekanbaru, NTB and Aceh Regions	Oct-24	Updating BSI Agent features & programs to improve BSI Agent services & performance
BSI Agent Socialization to PKK (Family Welfare Environment) Members in Cipulir District	Nov-24	Introducing BSI Agents to PKK (Family Welfare Environment) Members in Cipulir District
Gathering of BSI Agents in Medan Area	Nov-24	Updating BSI Agent features & programs to improve BSI Agent services & performance
BSI Agent Socialization to PKK (Family Welfare Environment) Members in Tebet District	Dec-24	Introducing BSI Agents to PKK (Family Welfare Environment) Members in Tebet District

## Labor Aspect

### Equal Employment Opportunity [OJK F.18, GRI 405-1, 202-2]

In managing its human resources, BSI always respects and upholds diversity and equality. BSI always supports all employees to continue to develop and innovate without distinguishing between diversity in terms of gender, class, ethnicity, religion, race, physical condition, and so on. BSI is always committed to providing equality in employment opportunities, getting the same opportunity to develop competence, getting the same opportunity for career advancement, remuneration, and others including providing opportunities for women to occupy managerial positions. In addition, BSI also provides opportunities for local people to have career at BSI. As many as 66 Branch Managers from 153 Branch Offices (43%) come from local people based on home-based employees. BSI provides equal work opportunities to all prospective employees as regulated in the BSI Recruitment and Selection PTO. BSI also has policies related to education and training for all employees that have been stated in the BSI Human Capital SPO and BSI Learning Management PTO as well as policies related to employee career development that have been stated in the BSI Placement and Assignment PTO and BSI Promotion PTO. All PTOs and SPOs have included policies on providing equal opportunities for all employees and prospective employees. The implementation of SPOs and PTOs, especially those related to equal employment opportunities, is under the responsibility of the Human Capital Policy Work Unit.

### Management and Employee Diversity 2024 [GRI 405-1]

(In People)

Position Level	Gender					Age Group						
	Male	%	Female	%	Total	<30	%	30-50	%	>51	%	Total
<b>Management</b>												
Board of Commissioners	9	0.05%	1	0.01%	10	0	0.00%	0	0.00%	10	0.06%	10
Sharia Supervisory Board	4	0.02%	0	0.00%	4	0	0.00%	0	0.00%	4	0.02%	4

Position Level	Gender					Age Group						
	Male	%	Female	%	Total	<30	%	30-50	%	>51	%	Total
Director	9	0.05%	1	0.01%	10	0	0.00%	3	0.02%	7	0.04%	10
Executive Manager (PE)	5	0.03%	1	0.01%	6	0	0.00%	1	0.01%	5	0.03%	6
<b>Sub Total</b>	<b>27</b>	<b>0.16%</b>	<b>3</b>	<b>0.02%</b>	<b>30</b>	<b>0</b>	<b>0.00%</b>	<b>4</b>	<b>0.02%</b>	<b>26</b>	<b>0.15%</b>	<b>30</b>
<b>Employee</b>												
Senior Manager	69	0.40%	26	0.15%	95	0	0.00%	62	0.36%	33	0.19%	95
Middle Manager	371	2.15%	112	0.65%	483	0	0.00%	402	2.33%	81	0.47%	483
Manager	1,785	10.34%	578	3.35%	2,363	41	0.24%	2,119	12.27%	203	1.18%	2,363
Officer	3,587	20.78%	2,189	12.68%	5,776	675	3.91%	4,957	28.71%	144	0.83%	5,776
Staff	4,356	25.23%	4,161	24.10%	8,517	2,103	12.18%	6,397	37.05%	17	0.10%	8,517
<b>Sub Total</b>	<b>10,168</b>	<b>58.90%</b>	<b>7,066</b>	<b>40.93%</b>	<b>17,234</b>	<b>2,819</b>	<b>16.33%</b>	<b>13,937</b>	<b>80.73%</b>	<b>478</b>	<b>2.77%</b>	<b>17,234</b>
<b>Grand Total</b>	<b>10,195</b>	<b>59.05%</b>	<b>7,069</b>	<b>40.95%</b>	<b>17,264</b>	<b>2,819</b>	<b>16.33%</b>	<b>13,941</b>	<b>80.75%</b>	<b>504</b>	<b>2.92%</b>	<b>17,264</b>

The bank opens opportunities for people with disabilities to work according to their abilities with BSI. This commitment is in line with that stated in Law No. 8 of 2016 concerning Persons with Disabilities. The recruitment process for people with disabilities is carried out with the principle of equality and togetherness through the Bibit program method, which is a mentoring program (tutor) for each employee, so that candidates with disabilities can follow the recruitment process and work optimally. Another recruitment process for people with disabilities is through an internship program at the Change & Culture Academy. In 2024, BSI has 13 disabled employees consisting of 7 (seven) men and 6 (six) women who are placed in back-office positions.

#### Composition of Disabled Employees [GRI 405-1]

(in People)

Year	Gender					Age Group						
	Male	%	Female	%	Total	<30	%	30-50	%	>51	%	Total
2024	7	54%	6	46%	13	13	100	-	-	-	-	13
2023	7	54%	6	46%	13	13	100	-	-	-	-	13
2022	2	33%	4	67%	6	6	100	-	-	-	-	6

#### Employee Recruitment and Turnover [GRI 401-1]

To meet the needs of the best and quality human resources, the Bank has conducted recruitment by upholding the principles of equality, fairness, transparency, without discriminating against gender, age, race, religion, physical condition, and other background differences. The implementation of BSI recruitment refers to the BSI Recruitment and Selection PTO. Superior human resources will be able to provide maximum contribution to the company's business activities and operational performance. To obtain prospective employees who have the best competence and quality, BSI has collaborated with various external parties, such as the media, career centers at several universities, and through talent search services (headhunters). In 2024, BSI has recruited 609 new employees, an increase of 334 people or 121.45% compared to 2023, which amounted to 275 new employees.

#### Composition of New Employee Recruitment Based on Age Group

(in People)

Age Group	2024	2023	2022
21-30 years old	512	229	112
31-40 years old	49	24	51
41-50 years old	15	17	15
>50 years old	33	5	6
<b>Total</b>	<b>609</b>	<b>275</b>	<b>184</b>

## Composition of New Employee Recruitment Based on Gender

(in People)

Description	2024	2023	2022
Male	369	147	126
Female	240	128	58
<b>Total</b>	<b>609</b>	<b>275</b>	<b>184</b>

## Composition of New Employee Recruitment Based on Work Area

(in People)

Area	2024	2023	2022
Java	586	266	86
Outside Java	23	9	98
<b>Total</b>	<b>609</b>	<b>275</b>	<b>184</b>

The recruitment process is also carried out to meet employee needs arising from employees who have resigned, to maintain the smooth operation of the Bank. Throughout 2024, there were 566 employees who resigned. This number decreased by 122 employees or 17.73% compared to 2023 which was 688 employees.

## Composition of Retired Employees Based on Age Group

(in People)

Age Group	2024	2023	2022
21-30 years old	176	212	358
31-40 years old	268	323	322
41-50 years old	68	96	106
>50 years old	54	57	63
<b>Total</b>	<b>566</b>	<b>688</b>	<b>849</b>

## Composition of Retired Employees Based on Gender

(in People)

Description	2024	2023	2022
Male	280	373	460
Female	286	315	389
<b>Total</b>	<b>566</b>	<b>688</b>	<b>849</b>

## Composition of Employees Retiring Based on Work Area

(in People)

Wilayah	2024	2023	2022
Java	337	464	558
Outside Java	229	224	291
<b>Total</b>	<b>566</b>	<b>688</b>	<b>849</b>

Employee turnover occurs for several reasons, ranging from employees who have reached retirement age, end of contract, are dismissed, resign, to health reasons and others. Employees who will submit their resignation must submit the information to their superiors at least 1 (one) month in advance. This refers to the Manpower Law No. 13 of 2003 and has been stated in the applicable Collective Labor Agreement (PKB).

## Employee Turnover Rate

(in People)

Description	2024	2023	2022
New Employee (Recruitment)	609	275	184
Resign	477	606	762
Pension	72	61	61
Die	17	21	26
Employee Turnover Rate	3.21%	3.77%	4.57%

## Employee Turnover Table Based on Age

Description	2024	2023	2022
21-30 years old	176	212	358
31-40 years old	268	323	322
41-50 years old	68	96	106
>50 years old	54	57	63

## Table of Employee Turnover Based on Gender

Description	2024	2023	2022
Male	280	373	460
Female	286	315	389

## Table of Employee Turnover Based on Work Area

Description	2024	2023	2022
Java	586	266	86
Outside Java	23	9	98

## Training and Competency Development [OJK F.22, GRI 404-1, 404-2, 404-3]

BSI is committed to encouraging every employee to optimize their potential through various structured, comprehensive, and tiered leadership competency development programs. In its implementation, employee development programs at BSI are focused on basic, managerial, and leadership competencies, with various development methods, such as training, mentoring, rotation, career development, leadership coaching, and feedback sessions.

Based on SOP Human Capital Chapter V Training and Development, the method of developing employee competency and learning refers to the experience, engagement, and education approaches. The composition of development is adjusted to the level and needs of the current position (current) and projected position (future).

### a) Experience

Employee competency development and learning is carried out through real work experience or other assignments which can take the form of, among others: placement and assignment (rotation/mutation), temporary assignment (detasering), assignment to the Bank's strategic projects, attachment (internship) to the parent company or other companies within the group, on the job training and role play.

### b) Engagement

Employee competency development and learning is carried out through individual interactions between employees and other parties appointed by the Bank, which can take the form of but is not limited to coaching, counseling and mentoring.

### c) Education

A systematic employee competency development and learning program that can be carried out independently or in class according to the types of learning services.

Training and competency development programs are held in various forms, such as seminars, workshops, knowledge sharing, sharing sessions, and training. BSI always conducts work assessments through Training Needs Analysis to ensure that all BSI employee development and training programs are running on target. Work assessments through Training Needs Analysis include performance planning, review, and evaluation mechanisms. This process aims to ensure that each employee's competency improvement program is planned carefully based on performance and evaluation of KPI achievement, so that it can support personal development and career path projections for employees.

**Table of Number of Training Participants Based on Job Level**

Job Level	Number of Participants (in people)		
	2024	2023	2022
Senior Manager	1,534	2,369	2,956
Middle Manager	7,866	13,381	15,477
Manager	73,023	71,757	89,096
Officer	120,222	178,424	224,873
Staff	167,341	255,105	300,651
<b>Total</b>	<b>369,986</b>	<b>521,036</b>	<b>633,053</b>

**Table of BSI Employee Training and Development Statistics**

Description	Unit	2024	2023	2022
Training Program	Type	688	1,118	744
Number of Training Participants	People	369,986	521,036	633,053
Average Training Hours Per Employee	Hours/Employees	15	78	122.40
Training Fees	In Billion IDR	141.59	90.64	97.22

**Table of Average Employee Training Hours 2024 [OJK F.22]**

Description	Number of Employees Receiving Training			Training Hours			Average Training Hours Per Employee		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
<b>Total</b>	<b>17,308</b>	<b>17,862</b>	<b>18,581</b>	<b>258,103</b>	<b>1,392,792</b>	<b>2,274,326</b>	<b>15</b>	<b>78</b>	<b>122.40</b>
<b>Based on Gender</b>									
Male	10,228	10,543	11,008	141,623	594,990	1,023,628	13.8	56	93
Female	7,080	7,367	7,573	116,480	797,802	1,250,698	16.4	108	165
<b>Based on Job Category</b>									
Senior Manager	91	95	88	233	14,938	19,810	3	157.24	225.11
Middle Manager	483	446	429	1,939	53,475	96,763	4	119.90	225.55
Manager	2,343	2,235	2,218	12,771	246,884	381,751	5	110.46	172.11
Officer	5,760	5,798	6,088	202,423	496,120	776,315	35	85.57	127.52
Staff	8,631	9,288	9,758	40,737	581,375	999,688	5	62.59	102.45
<b>Total</b>	<b>17,308</b>	<b>17,862</b>	<b>18,581</b>	<b>258,103</b>	<b>1,392,792</b>	<b>2,274,326</b>	<b>15</b>	<b>78</b>	<b>122.40</b>



The decrease in training hours was caused by several things, including:

1. In 2024, activities such as Taujih/PHBI/podcast culture were not recorded as training.
2. The study hours listed in 2024 were only training included in the category of learning service types listed in the Learning PTO.
3. The number of employees in 2024 was fewer than the previous year
4. The focus of the training was in the IT, Operation, and Sales Units, where the trainings were conducted offline and had quite large training costs.
5. The Payment and Management System of Rupiah (SPPUR) training for network employees was completed in 2021 to 2023, in which this training had a large number of participants.

In addition, the Bank also provides training or briefing programs for employees who will enter retirement. The Bank has prepared a policy for the training so that the training can be carried out in a structured manner with clear and more planned participant criteria and time. The implementation of the training was also attended by employee spouses. In 2024, the Bank held a Retirement Preparation Training program attended by 216 BSI employees who will enter retirement. The training is intended to provide provisions to employees so that they are better prepared to face retirement.

#### Number of Retirement Preparation Training Participants

Training	Number of Participants (in people)		
	2024	2023	2022
Retirement Preparation Training	216	90	-

BSI has implemented an employee performance assessment system based on the principles of transparency and accountability, aimed at supporting the achievement of the Bank's goals through employee performance, developing a positive work culture that focuses on productivity, and increasing employee engagement. The implementation of employee performance assessments refers to the Policy on Employee Performance Evaluation System. Performance management is carried out continuously by ensuring alignment, starting from the determination of Corporate Goals which are translated into work unit targets and objectives down to the individual level. Thus, the alignment of strategy from corporate to individual is maintained and there is a relationship between individual performance and Bank performance.

The annual performance management cycle is divided into 3 (three) stages, starting with performance planning to determine individual employee KPIs (key performance indicators), then continued with a mid-year review to evaluate progress in achieving KPIs during the period. The last stage is the end-of-year evaluation (performance evaluation) which is used to assess employee performance from the beginning to the end of the year.

In managing employee performance, the Bank prioritizes two-way communication between employees and managers to build harmonious relationships, with managers providing suggestions for improvement or feedback to improve employee performance. The entire performance management process is carried out online through the personnel system (Employee Information System/SIP), which makes it easy for employees to access and store information related to employee performance. Feedback from the end-of-year performance assessment will be the basis for planning employee development in the following year. In 2024, 17,234 employees have received performance and career development reviews consisting of 10,168 male employees and 7,066 female employees. Based on the performance assessments that have been carried out, 5,150 employees received promotions, and 5,699 employees received transfers or rotations.

**Table of Employee Routine Review and Career Path**

Year	Number of Employees Undergoing Review	Assessment Results and Relevance of Career Development		
		Promotion	Mutation/Rotation	Demotion
2024	100% (17,234 employees)	5,150	5,699	0
2023	100% (17,909 employees)	2,435	4,869	0
2022	100% (18,581 employees)	1,144	5,690	0

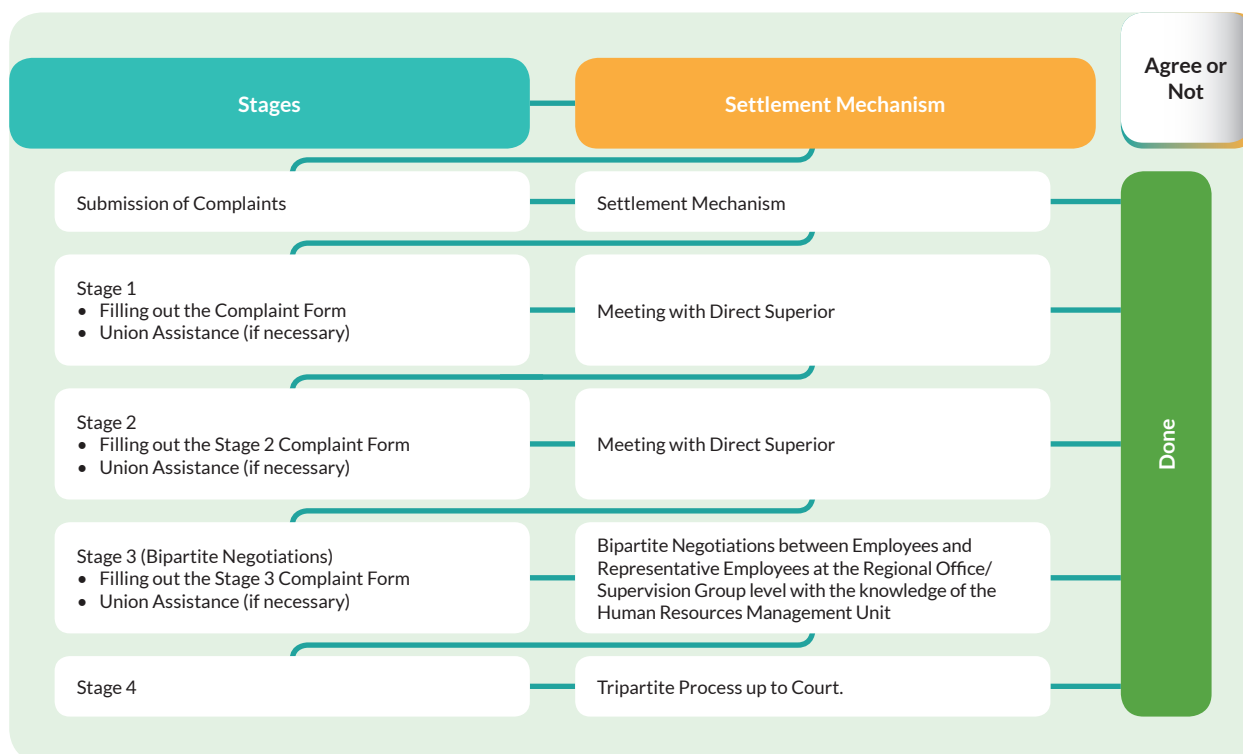
## Freedom of Association [GRI 2-30, 402-1]

BSI strives to create harmonious relationships and provide various benefits for all parties working within its operational scope. In the implementation, BSI opens the door of communication to all employees to convey various aspirations and opinions to the company. This is a manifestation of the Bank's commitment to respecting employee rights and social justice. In addition, BSI also provides freedom of association, assembly, and expression in accordance with applicable laws and regulations. The Bank has formed the Bank Syariah Indonesia Labor Union. At the end of the reporting period, the number of members of the Labor Union was 9,374 or 54% of the total employees.

### Number of Labor Union Participants

Labor Union	Number of Employees as of December 2024	Number of Labor Union Members	Percentage
Member of BSI Labor Union	17,234	9,374	54%

To create a valuable workplace for all employees, BSI has developed regulations regarding grievances through Article 55 of the Company Regulation of PT Bank Syariah Indonesia Tbk, which serves as a reference for employees to file, resolve complaints, and/or seek solutions to industrial relations disputes through consultation. This is in line with BSI's spirit to build constructive good relations, including in terms of handling employee grievances. The following is the mechanism for handling employee grievances.



To build a harmonious relationship, BSI has stipulated that the notification of changes in operating hours has been regulated in the SOP of PT. Bank Syariah Indonesia, with at least 10 working days to Branch Offices, 10 (ten) days before implementation to the head office, and at least 3 (three) working days to employees.

## Child Labor and Forced Labor [OJK F.19, GRI 409-1, 414-2]

BSI is always committed to opposing the employment of child labor and forced labor practices. This has been stated in the recruitment policy, employment contracts, and company regulations that have been socialized to all BSI employees as well as partners and suppliers. In the recruitment policy, BSI has set the minimum age for prospective employees at 24 years. In addition, BSI has also set working hours that have been stated in the Company Regulations, namely 8 (eight) working hours in 1 (one) day and 40 (forty) hours in 1 (one) week for 5 (five) working days. Furthermore, in selecting suppliers, BSI ensures that all suppliers comply with applicable laws and regulations. Thus, until the end of the reporting period, there were no operations and suppliers considered to have a significant risk of incidents of child labor and forced labor. Thus, until the end of the reporting period, there were no operations and suppliers considered to have significant risks of child labor and forced labor incidents and there were no issues of negative social impacts.

## Parental Leave [GRI 401-3]

BSI's parental leave policy is contained in the BSI's OTG about Leave and Permit, which is reviewed periodically by the Bank to ensure that it is always following the applicable laws and regulations, including Law Number 4 of 2024 concerning the Welfare of Mothers and Children in the First Thousand Days of Life (UU KIA). BSI provides parental leave to female employees for 3 (three) calendar months and can be extended referring to the Law on Welfare of Mothers and Children. BSI also provides leave for men to accompany their wives giving birth for 3 (three) days for employees at home base and 5 (five) calendar days for employees outside home base. Throughout 2024, the number of female employees who took parental leave was 391 people and the number of male employees who applied for leave to accompany their wives giving birth was 343 people.

Description	2024		2023		2022	
	Female	Male	Female	Male	Female	Male
Number of employees entitled to leave	5,719	9,206	5,816	9,438	5,736	9,613
Number of employees taking leave	391	343	372	398	534	592
Number of employees returning after leave	388	343	368	398	522	592
The number of employees who continue to work up to 12 months after taking leave	373	343	343	398	492	592
Return to work rate	99.23%	100.00%	98.92%	100.00%	97.75%	100.00%
Retention rate	96.13%	100.00%	93.21%	100.00%	94.25%	100.00%

## Employee Remuneration System and Regional Minimum Wage [OJK F.20, GRI 202-1, 401-2, 405-2]

BSI strives to fulfill employee rights, including providing remuneration. BSI has implemented a remuneration system management (reward) that provides remuneration to employees that can be competitive financially or non-financially, but still in accordance with the Bank's capabilities. Bank Syariah Indonesia's reward system policy is to align employee remuneration positions so that they can be more competitive with the market. In providing remuneration, BSI always complies with the provisions of applicable laws and regulations related to the Regional Minimum Wage. Until the end of the reporting period, BSI provided remuneration that has been adjusted to the applicable provisions and is above the minimum wage standard applicable in all operational areas of the Company. In providing wages, BSI does not differentiate based on gender at each employee level. The amount of the regional minimum wage provided by BSI is as follows.

**Table of Ratio of the Lowest Wage Standard for Permanent Employees Compared to the Provincial Minimum Wage (UMP)**

Provinsi	UMP 2024 (IDR)	Remuneration of Lowest Level Employee (IDR)	Percentage
Bali	2,813,672	3,800,000	135%
Banten	2,727,813	3,800,000	139%
Bengkulu	2,507,080	3,800,000	152%
Daerah Istimewa Yogyakarta	2,125,898	3,800,000	179%
Daerah Khusus Ibukota Jakarta	5,067,381	5,067,381	100%
DI Yogyakarta	2,125,898	3,800,000	179%
Gorontalo	3,025,100	3,800,000	126%
Jambi	3,037,122	3,800,000	125%
Jawa Barat	2,057,495	3,800,000	185%
Jawa Tengah	2,036,947	3,800,000	187%
Jawa Timur	2,165,245	3,800,000	175%
Kalimantan Barat	2,702,616	3,800,000	141%
Kalimantan Selatan	3,282,813	3,800,000	116%
Kalimantan Tengah	3,261,616	3,800,000	117%
Kalimantan Timur	3,360,858	3,800,000	113%
Kalimantan Utara	3,361,653	3,800,000	113%
Kepulauan Bangka Belitung	3,640,000	3,800,000	104%
Kepulauan Riau	3,402,492	3,800,000	112%
Lampung	2,716,497	3,800,000	140%
Maluku	2,949,953	3,800,000	129%
Maluku Utara	3,200,000	3,800,000	119%
Nanggroe Aceh Darussalam	3,460,672	3,800,000	110%
Nusa Tenggara Barat	2,444,067	3,800,000	155%
Nusa Tenggara Timur	2,186,826	3,800,000	174%
Papua	4,024,270	4,024,270	100%
Papua Barat	3,393,000	3,800,000	112%
Riau	3,294,626	3,800,000	115%
Sulawesi Barat	2,914,959	3,800,000	130%
Sulawesi Selatan	3,434,298	3,800,000	111%
Sulawesi Tengah	2,736,698	3,800,000	139%
Sulawesi Tenggara	2,885,965	3,800,000	132%
Sulawesi Utara	3,545,000	3,800,000	107%
Sumatera Barat	2,811,450	3,800,000	135%
Sumatera Selatan	3,456,874	3,800,000	110%
Sumatera Utara	2,809,915	3,800,000	135%

BSI also provides rewards by prioritizing the principles of competitiveness and fairness based on performance and risk by considering the implementation of best practices in the banking industry. To maintain market competitiveness, the Bank regularly participates in the Annual Salary Survey in the banking industry in Indonesia carried out by a competent independent survey institution. In determining remuneration, every employee has the same rights without distinction of background, such as gender, race, religion, ethnicity, and certain physical conditions. BSI's remuneration policy is carried out by considering achievements, key performance indicators (KPIs) accomplishment, and government wage standards, which are reviewed annually.



### 3P Remuneration Determination System

Pay for Position employees are compensated according to their position/title.

Pay for Person employees are compensated according to their individual skills.

Pay for Performance employees are compensated according to their performance.

Remuneration is given by the Bank to motivate employees to provide optimal performance, both for self-development and the Company, to maintain a competitive position in the market, and to retain talented employees. In addition, the provision of rewards is an effort to attract the best talents in the industry needed by the Bank to achieve business goals and maintain business continuity. Not only employee salaries and allowances, BSI also provides a Financial Institution Pension Fund (DPLK) program given to permanent employees through monthly contributions from employees and the company, as well as various facilities to support employee performance.

The bank provides financial and non-financial rewards. Examples of financial rewards include annual bonuses, health facilities, leave days, employee financing, and the provision of other facilities based on the performance of the Bank, business units, and the performance of each employee. Examples of non-financial rewards include the provision of Umrah appreciation for the best BSI employees by sending 814 employees in Quarter 1 of 2023. The provision of Umrah appreciation is a Unique Value Proposition (UVP) of BSI in the market as one of the largest Sharia Banks in Indonesia by fostering Islamic spiritual values

for employees who receive the appreciation. The bank also provides benefits in the form of facilities including assistance for employees' joy and sorrow moments, as well as assistance for employees affected by natural disasters and riots.

Other non-financial appreciation is also given in the form of recognition to business units and individuals based on the best innovations that have an impact on the Bank's performance. This includes special achievements of units or individuals that have a significant impact on BSI's business, performance, and reputation. As a form of appreciation and commitment to employee welfare, management has conducted annual increments, continued to provide bonus tokens in the middle of the year, and launched the second wave of Employee Financing Facilities (FPP) products to provide employees with convenience in fulfilling their housing and vehicle needs.

The reward which is given to permanent employees but not given to contract employees is the opportunity to own shares. BSI has an Employee Stock Option Program (ESOP), a program to provide Bank shares to selected employees as a form of appreciation and retention program for employees.

Forms of Benefits	Permanent Employee	Contract Employee
Basic Salary	✓	✓
Life Insurance/BPJS Health	✓	✓
Health Benefits, including birth allowance	✓	✓
Work Accident (JKK) and Disability Insurance - Included in BP Jamsostek facilities	✓	✓
Pension Insurance (JP) - Included in BP Jamsostek facility	✓	✓
Share Ownership Opportunity	✓	-
Hari Raya Allowance	✓	✓
Leave Allowance	✓	✓

### A Decent and Safe Work Environment [OJK F.21]

BSI is committed to creating an ideal work environment that supports the security and comfort for employees. Thus, BSI is committed to implementing Occupational Health and Safety (OHS) aspects as part of efforts to create sustainable business activities and achieve zero accidents in all BSI operational areas. The OHS program focuses not only on physical aspects, but also on psychological and mental health aspects of employees. In addition, the Bank also provides health insurance facilities to all employees and their families, includes employees in the BPJS Health and BPJS Employment programs.

In addition to implementing Occupational Health and Safety (OHS), to create a safe, comfortable, and harmonious work environment, company guidelines and support from all parties are needed to behave politely and avoid disrespectful behavior, including harassment and violence. BSI has a Respectful Workplace Policy (RWP) that must be implemented by the Board of Directors, Board of Commissioners/Board of Supervisors, employees, and parties related to the company throughout the BSI work environment. With this policy, it is expected that all parties can work together to create a positive and productive work environment.

### Occupational Health and Safety

[GRI 403-1, 403-2, 403-7, 403-8]

The implementation of Occupational Health and Safety (OHS) by BSI refers to the Republic of Indonesia Law No. 13 of 2003 concerning Labor, Foundation Law No. 11 of 2020 concerning Job Creation, and Law No. 1 of 1970 concerning Occupational Safety. The implementation of OHS carried out by BSI includes the health and safety of employees, customers, suppliers, and other stakeholders. This has been stated in the Standard Operating Procedure for Human Capital and the Company Regulations of Bank Syariah Indonesia which are always updated in accordance with statutory provisions. The implementation of OHS must be complied with by all employees, customers, suppliers, and other stakeholders.

BSI has a Risk and Threat Assessment (RTA) program that functions to identify the types of threats/disasters that are relevant and have a level of risk that must be considered for each business unit location or building/office manager because each location has a different risk profile. Risk and Threat Assessment activities are important to carry out as an effort to prevent or mitigate risks that may occur at the Bank. The RTA program is carried out routinely every year to all BSI Offices, both at network outlets and at the Head Office Location. The program starts from the Assessment process, validation, monitoring, risk mapping and disaster readiness as well as monitoring the follow-up of findings of improvements to all BSI office facilities so that they can meet OHS standards according to Standard Operating Procedures. The scope of RTA includes procedures for implementing risk and threat identification to support general facility readiness, buildings, employees and third-party data centers, and digital equipment in dealing with a disruption/disaster at business units and/or building/office managers/offices throughout Indonesia which includes:

1. Identifying the types of relevant threats in each business unit and/or related building/office management in accordance with the risk profile at each Bank operational location and evaluating risk mitigation strategies.
2. General readiness of facilities, buildings, employees and third parties, data centers, and business unit digital equipment to face a disruption/disaster.

	Environmental and Procedural Factors	Human and Communication Factors
Safety	<p>The RTA program ensures that all BSI office facilities meet OHS standards according to the Human Capital Standard Operating Procedures, namely:</p> <ul style="list-style-type: none"><li>• Light Fire Extinguisher (APAR).</li><li>• Fire hydrant and fire pump.</li><li>• Smoke control system.</li><li>• Alarm system.</li><li>• Water sprinkle.</li><li>• Evacuation route instructions.</li><li>• Creation of Emergency Respon Plan.</li><li>• Provision of emergency response SOP (Standard Operating Procedure).</li><li>• Ensuring that the building protection system functions automatically and integrated during General Alarm/Fire Drill</li><li>• Ensuring that evacuation facilities are equipped with designation signs and meet building operational standards during earthquakes, fires, and bomb threats.</li></ul>	<p>Routinely carrying out communication, safety program campaigns, and routine OHS socialization for all BSI employees regarding OHS procedures and evacuation procedures in emergency moments, including:</p> <ul style="list-style-type: none"><li>• Fire drill</li><li>• Improving the understanding of the use of APAR and APAB and first response of a fire</li><li>• Earthquake handling</li><li>• Handling of terrorism threats</li><li>• Appointment of Floor Captain for each floor</li><li>• Establishment of ERT (Emergency Response Team)</li><li>• Creating a WhatsApp Group for communication purposes</li><li>• Conducting emergency response training</li><li>• Conducting training on the use of APAR</li><li>• Conducting emergency simulations</li></ul>

	Environmental and Procedural Factors	Human and Communication Factors
Health	<p>BSI is committed to maintaining a comfortable and healthy workplace for employees and visitors by implementing Standard Operating Procedures (SOPs) for workplace maintenance, which include:</p> <ul style="list-style-type: none"> <li>• Regular fogging</li> <li>• Installation of UV-C air filters</li> <li>• Ensuring proper air circulation, including SAG and RAG functionality</li> </ul> <p>Employee Wellbeing Program</p> <ul style="list-style-type: none"> <li>• Psychological Wellbeing Program</li> <li>• Financial Wellbeing Program</li> <li>• Physical Wellbeing Program</li> <li>• Workplace Wellbeing Program</li> </ul> <p>To continuously support the development of top-tier human resources, BSI consistently implements various programs to create a meaningful employee experience, including:</p> <ul style="list-style-type: none"> <li>• <b>Psychological wellbeing</b> (for example: mental health counseling with psychologists, employee clubs that want to channel hobbies, Bipartite LKS Forum)</li> <li>• <b>Physical wellbeing</b> (e.g., health clinics, wellness or health education programs, and in-house medical check-ups.)</li> <li>• <b>Financial Wellbeing</b> (e.g., financial planning education programs and competitive remuneration and benefits packages for employees.)</li> <li>• <b>Workplace Wellbeing</b> (e.g., availability of lactation rooms, daycare facilities, and a fitness center.)</li> </ul>	<p>Implementing Various Health Campaigns and Regular Medical Check-ups for All BSI Employees, focusing on:</p> <ul style="list-style-type: none"> <li>• Lung and respiratory health</li> <li>• Prevention of heart disease and hypertension</li> <li>• Dental health</li> <li>• Digestive issues, such as GERD, ulcers, gallstones, and diarrhea</li> <li>• Preventing diabetes complications through a healthy lifestyle</li> <li>• Eye health</li> <li>• Low back pain</li> <li>• Maintaining health during Ramadan</li> </ul> <p>Organizing Health Awareness and Communication Activities, such as:</p> <ul style="list-style-type: none"> <li>• Healthy Talk</li> <li>• Let's Walk &amp; Be Healthy</li> <li>• News Letter dan Infosehat</li> </ul>

## Worker Participation in The OHS System

[GRI 403-4, 403-5]

The implementation of the Occupational Health and Safety (OHS) system at BSI continues to be developed and its performance is evaluated periodically in management meetings to ensure the effectiveness and compliance with applicable occupational health and safety standards. BSI also provides an opportunity for BSI employees to provide opinions and input on improving the OHS system through various channels, such as employee care, logic, and internal social media. Through these channels, employees can actively participate in developing and improving the OHS system in the company. In increasing employee participation in the implementation of the OHS system, BSI has appointed employees as floor wardens who are tasked with ensuring the safety of all BSI employees on each floor, by supervising and ensuring that safety procedures are carried out properly in the area. Floor wardens have been trained to carry out emergency responses to rescue emergency conditions, such as fires, earthquakes, or other situations that require a quick response.

## BSI Health Program [GRI 403-3, 403-6]

BSI provides Health Insurance facilities for employees and their families, including their spouse and up to three children. To enhance employees' health quality, the Bank has a Wellness Program, which is a health initiative designed to promote a healthy lifestyle through various forms of education, health services, coaching, and competitions to support employee productivity.

The Wellness Program consists of several initiatives, each designed to promote a healthy lifestyle. Below are the details of each program:

### 1. Wellness Fair

The Wellness Fair is a series of events, including health bazaars, conducted at Regional Offices and the Head Office. Activities in the Wellness Fair include:

- a. Health Insurance Awareness
- b. Health Check-up Booths, offering:
  - 1) Mini MCU
  - 2) Physiotherapy
  - 3) Eye Refraction Examination
  - 4) Quantum Resonance Analyzer
  - 5) Nutrition Consultation
- c. Healthy Food & Beverage Bazaar
- d. Doctor's Corner
- e. Zumba / Aerobics Sessions

### 2. MCU In House

The Bank provides employees with the opportunity to undergo Medical Check-Ups (MCU) in collaboration with partner hospitals near office locations. This service is available at both the Head Office and branch networks, ensuring easy access for employees to conduct health examinations.

### 3. Let's Walk & Be Healthy

Let's Walk & Be Healthy is a virtual walking competition program aimed at encouraging employees to adopt a healthy lifestyle through walking exercises. This initiative helps improve physical fitness and enhances employee productivity.

#### 4. Health Talk

Health Talk is an educational program focused on various health topics to raise awareness and enhance employees' health knowledge. The Bank conducts Hybrid Health Talk sessions featuring expert doctors in their respective fields. Some of the Health Talk themes include:

- a. Maintaining Health During Ramadan
- b. Every Step Counts for a Healthier and More Productive Life
- c. Healthier & Glowmax Skin
- d. Tips for Staying Healthy During Seasonal Transitions

#### 5. Newsletter & Infosehat

An e-publication that provides employees with health-related information, including health tips, doctor consultations, updates on new healthcare providers, Q&A sessions with the Customer Relation Officer (CRO), and information on ongoing Wellness Program activities.

BSI has established the BSI Medical Unit, located on the 10th floor of The Tower Building, exclusively for BSI employees. The BSI Medical Unit provides doctor consultations and primary outpatient care for common health concerns. The Bank's commitment to employee health extends beyond preventive care to include curative services, ensuring easy access to healthcare. BSI believes that comprehensive health support fosters employee well-being, peace of mind, and confidence, ultimately enhancing their productivity and contribution to the Bank.

In addition, BSI has established the BSI Club, which regularly organizes various sports activities. This club serves as a platform to promote a healthy lifestyle among employees while also acting as a forum for employees to share ideas aimed at enhancing the Bank's overall performance.

#### OHS Training

In order to prevent work accidents and work-related diseases, BSI has conducted various training related to OHS, including:

1. Briefing and Certification in Business Continuity Management Contingency Plan (BCMCP)
2. Wellness Program
3. Disaster Leadership Management Certification
4. Security Officer Training, covering:
  - a. Conflict Handling
  - b. Office Security Procedures
  - c. Earthquake Disaster Response
  - d. Fire Extinguisher (APAR) Usage
  - e. Action Handling

#### Occupational Health and Safety Performance

[GRI 403-9, 403-10]

As a result of the various efforts that have been made by BSI to create a decent and safe working environment, during 2024, there were no OHS incidents (zero accidents and zero fatalities) that occurred to employees and non-employees (contractors, subcontractors, and business partners). In 2024, there were no work-related illnesses reported to the Company and there were no cases of work-related deaths, whether for employees, contractors, subcontractors, and business partners.

**Table of OHS Performance 2022-2024**

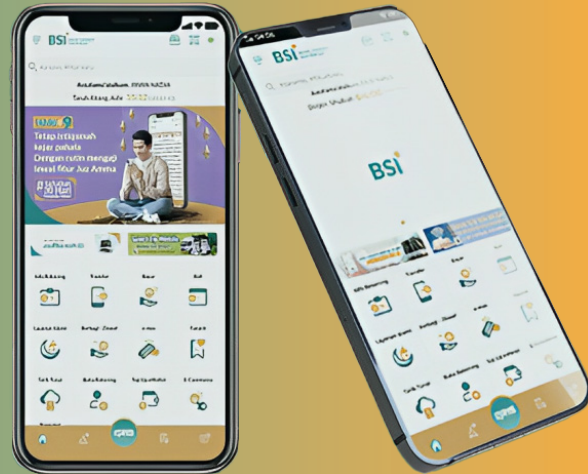
Year	Work Accident Rate			
	Light	Moderate	Severe	Fatal/Death
2024	Nihil	Nihil	Nihil	Nihil
2023	Nihil	Nihil	Nihil	Nihil
2022	Nihil	Nihil	Nihil	Nihil

Creating Purpose for the Employee - BSI is more than just Financial Institution but *also has spiritual and social values*

**B** BANK  
BSI Sahabat Finansial

**S** SYARIAH  
BSI Sahabat Spiritual

**I** INDONESIA  
BSI Sahabat Sosial,  
berkontribusi untuk Indonesia



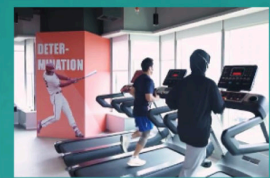
### Good Working Environment Line Digilab – for Digital incubation



Co Located Office



The Tower - Head Office



## BSI creates **work life balance** for employees



## Social Aspects

### Impact of Operations on The Surrounding Community [OJK F.23, GRI 203-1, 413-1, 413-2, 411-1]

In carrying out its operational activities, BSI strives to provide positive impacts on the community around the operational area. Various efforts have been realized in the provision of employment by implementing the Social and Environmental Responsibility (TJSL) programs which include local community development programs. These activities are expected to have an impact on the economy and improve the quality of human resources so that the welfare of the surrounding community increases. In 2024, BSI carried out various community development programs including the Desa BSI Program and the BSI MSME Center.

Due to the Bank's commitment to provide positive impacts in carrying out its operational activities, until the end of 2024, there were no BSI operational activities having negative impacts on the surrounding community and there were no conflicts or incidents involving indigenous communities..

### Social And Environmental Responsibility (TJSL) Activities [OJK F.25, GRI 203-2, 413-1, 413-2]

As a form of BSI's commitment to supporting the achievement of the Sustainable Development Goals (SDGs), BSI implements a Social and Environmental Responsibility (TJSL) program whose main objective is to spread benefits to BSI's operational environment, the communities, and stakeholders. As a sharia entity, the preparation and implementation of BSI's TJSL program always uphold the principles of *Maqashid Syariah*.

#### Legal Basis for Implementing the TJSL Program

- Law No. 40 of 2007 concerning Limited Liability Companies
- Law No. 25 of 2007 concerning Investment
- Law No. 23 of 2011 concerning Zakat Management
- Standard Operating Procedures (SOP) and Operational Technical Guidelines (OTG)
- 123/DSN-MUI/XI/2018 on the Use of Funds that May Not Be Recognized as Revenue for Sharia Financial Institutions, Sharia Business Institutions, and Sharia Economic Institutions

### Objectives of Implementing the TJSL Program

- Fostering a harmonious relationship between the Company and society,
- Supporting the implementation of transparent and responsible business practices,
- Building a positive image and garnering community support,
- Exploring and empowering the potential of MSMEs through the distribution of partnership funds,
- Participating in environmental conservation programs, improving the quality of education, health, welfare, religious life, and improving other public facilities.

The implementation of BSI's social community programs is carried out by the Bangun Sejahtera Indonesia Maslahat Foundation, commonly known as BSI Maslahat. This foundation was established on November 21, 2001 under the name Bangun Sejahtera Mitra Umat Foundation (BSMU Foundation) which changed its name and logo to Bangun Sejahtera Indonesia Maslahat (BSI Maslahat) since 2022. The establishment of BSI Maslahat is expected to strengthen relations with various strategic partners in managing ZISWAF funds (Zakat, Infaq, Sedekah, and Wakaf) as well as social and CSR donations targeting individual and corporate muzakki (donors).

BSI Maslahat carries out its program to support and strengthen the potential of mustahik (beneficiaries) so that mustahik have opportunities to improve their standard of living. The beneficiaries of the BSI Maslahat program based on asnaf include the poor, muallaf, slaves, gharimin, fisabilillah, and ibnu sabil.

In distributing zakat, BSI Maslahat collaborates with the National Zakat Agency of the Republic of Indonesia (BAZNAS RI) which is an official government institution related to national zakat management as regulated in Law No. 23 of 2011. Then, BAZNAS formed the Zakat Collection Unit of the National Zakat Agency of PT Bank Syariah Indonesia Tbk (UPZ BAZNAS BSI) on May 20, 2021 through the Decree of the Chairman of BAZNAS number 19 of 2021 concerning the Establishment of UPZ BAZNAS BSI. Its task is to assist BAZNAS in collecting zakat within the BSI environment, assisting in distribution, and utilizing zakat based on the authority of BAZNAS RI.

All these efforts represent the Bank's real commitments in ensuring that the TJSL programs and zakat funds distributed are managed professionally and transparently so that they can provide optimal and targeted benefits for the community.

**Table of Realization of Social and Environmental Responsibility (TJSL) Funds Distribution 2022-2024**





Description	2024	2023	2022
TJSL Funds Distribution	305,573,338,730	255,095,983,797	187,568,570,310


**Table of Realization of Social and Environmental Responsibility (TJSL) Funds Distribution**

Source of Funds	Zakat	Infak	Social	Upzbsi	Wakaf	Total
Education	2,076,590,959	10,810,047,742	296,700,000	56,750,027,762	171,560,934	70,104,927,397
Health	531,534,100	2,162,541,603	1,032,500,000	4,313,131,568	-	8,039,707,271
Humanity	3,521,136,525	43,282,311,591	26,377,286,485	30,375,046,430	340,200,000	103,895,981,031
Economy	6,292,534,030	3,429,015,940	145,000,000	58,873,700,861	121,461,177	68,861,712,008
Dakwah Advocacy	144,098,000	8,157,368,525	5,503,136,000	3,529,745,806	-	17,334,348,331
Amil	2,548,779,205	12,635,391,696	2,413,393,192	19,739,098,598	-	37,336,662,691
<b>Total</b>	<b>15,114,672,819</b>	<b>80,476,677,097</b>	<b>35,768,015,677</b>	<b>173,580,751,025</b>	<b>633,222,111</b>	<b>305,573,338,730</b>

**Table of TJSL Activities and Sustainable Development Goals [GRI 413-1]**

Types of TJSL Activities	Sustainable Development Goals	Description	Achievements
<b>ECONOMIC PILLAR</b>			
Desa BSI		<p>Desa BSI is a program for empowering fostered areas that focuses on village economics development by optimizing local resources, such as agriculture, livestock, and plantations. It also strengthens institutional and marketing aspects, as well as implementing appropriate technology. The Desa BSI Program aims to contribute to community empowerment and social development in villages in Indonesia, including:</p> <ol style="list-style-type: none"> <li>1. The development of the village economy through strengthening local resources to improve community welfare.</li> <li>2. Increasing community income (mustahik) by optimizing local economic resources through the application of appropriate technology.</li> </ol> <p>Through the Desa BSI program, BSI and BSI Maslahat aspire to build more villages in Indonesia that have potential economic resources so that they can become developed villages in terms of economy, social, and spirituality. In helping fostered villages, BSI implements strategies from upstream to downstream aspects, starting from managing and utilizing ZIS funds to mustahik beneficiaries of the program, coaching programs for developing business clusters to access to easy financing and markets. Through this program, BSI wants to facilitate mustahik (beneficiaries) through strengthening and developing local economic resources, so that they can provide sustainable benefits.</p>	<p>BSI has contributed by intervening with 2,083 families/7,370 people in the poor category through the Desa BSI program in 23 villages from the 2018-2024 period (Intervening with 318 families who managed to get out of poverty):</p> <ul style="list-style-type: none"> <li>• 3 (three) Villages Exit (Year 2018-2021 (total 200 families/728 people)</li> <li>• 17 existing villages in 2021-2023 (Total 1503 families/5,329 people)</li> <li>• 3 (three) new villages in 2024 (Total 380 families/1,313 people)</li> </ul>
BSI MSME CENTER		<p>This program aims to build resilience to environmental, economic, and social disasters by increasing incomes so that they are more resilient during crises by utilizing local resources.</p>	<p>BSI has contributed by intervening in 1,679 families in the MSME program in 2022 - 2024 and has been able to provide an impact with 335 families of beneficiaries getting out of poverty from 54 MSME programs.</p>
<b>EDUCATIONAL PILLAR</b>			
PESANTREN BERDAYA BSI		<p>The Pesantren Berdaya Program aims to increase the independence of Islamic boarding schools through the development of economic resources and entrepreneurship. The businesses developed are adjusted to the potential of each Islamic boarding school, such as laundry and others.</p>	<p>BSI has intervened with 2,639 beneficiaries of Dhuafa students in 19 districts, 8 provinces with 35 Islamic boarding schools from 2022-2023.</p>
SAHABAT PELAJAR INDONESIA		<p>Sahabat Pelajar Indonesia (SPI) is a scholarship program given to underprivileged students at the junior high and senior high school levels. The scholarship provided by Laznas BSM is intended to shape academically and spiritually good generation that has Islamic morals and is independent.</p> <p>The program aims to:</p> <ol style="list-style-type: none"> <li>1. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</li> <li>2. Give equal access to technical, vocational and higher education.</li> <li>3. Expand higher education scholarships for developing countries.</li> </ol> <p>The forms of assistance are:</p> <ul style="list-style-type: none"> <li>- Educational assistance of IDR300,000/month</li> <li>- Aqidah and Akhlak guidance</li> <li>- Tahsin and tahfidz programs</li> <li>- Mentor assistance, try outs, and study guidance for class 12</li> <li>- National defense and self-development training</li> <li>- Parenting skills training for parents of participants</li> </ul>	<p>BSI has provided educational scholarships to 5,178 students in 124 schools (junior high schools, senior high schools, vocational high schools) throughout Indonesia.</p>

Types of TJSL Activities	Sustainable Development Goals	Description	Achievements
BSI SCHOLARSHIP		<p>BSI Scholarship is a bachelor's degree scholarship program that aims to form future leaders of the community who are characterized by integrity and can serve as role models in building the community, especially in the field of sharia economic industry. This program consists of BSI Inspiration which uses zakat funds and BSI Prestasi which uses infaq funds. In addition to tuition assistance, the BSI Scholarship program also has coaching programs such as mentorship, sharia economic literacy, character development, Islamic studies, and leadership.</p> <p>The program aims to:</p> <ol style="list-style-type: none"> <li>1. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</li> <li>2. Give equal access to technical, vocational and higher education.</li> <li>3. Expand higher education scholarships for developing countries.</li> </ol> <p>This BSI Scholarship program consists of two types, namely the BSI Achievement Scholarship program and the BSI Inspiration Scholarship program. The BSI Achievement Scholarship program is a scholarship program aimed at outstanding students from various campuses and departments that have been determined. While the BSI Inspiration Scholarship Program is a scholarship aimed at equalizing education for underprivileged students.</p>	BSI has provided educational scholarships to 2,835 students during 2022-2024 throughout Indonesia, consisting of 90 State Universities.
RUMAH TAHFIDZ BSI		<p>BSI Maslahat House of Tahfidz (Rumah Tahfidz) is a scholarship program for junior high school graduates with two majors, namely Qur'an and Entrepreneurship.</p> <p>This program aims to:</p> <ol style="list-style-type: none"> <li>1. Improve the education level of mustahik.</li> <li>2. Produce graduates of Quran memorizers with memorization standards according to the BSI Quran House curriculum.</li> <li>3. Produce graduates of Rumah Quran who have insight and entrepreneurial skills as provisions for increasing job opportunities and income</li> </ol>	BSI has provided education to 43 female and male students from 2023-2024 to study the Quran and learn knowledge related to entrepreneurial-based insights.
<b>HEALTH PILLAR</b>			
CARE AND RESCUE		<p>The CARE AND RESCUE program is a BSI TJSL initiative that aims to provide humanitarian assistance and disaster management.</p> <p>This program aims to:</p> <ol style="list-style-type: none"> <li>1. Meet emergency needs during disasters.</li> <li>2. Create preparedness for potential hazards.</li> <li>3. Assist in the recovery of communities and areas after disasters.</li> </ol>	BSI has contributed by providing assistance to 147 thousand beneficiaries and 443 institutions throughout Indonesia.
<b>HUMANITY PILLAR</b>			
DIRECT ASSISTANCE		<p>The direct assistance program is proof of the company's commitment to building a sharia economy that is beneficial to the community, both socially and economically. This program aims to provide health service facilities in the form of advocacy, examination, and treatment to the community in the form of direct assistance.</p>	<p>BSI has provided benefits to 1,498,240 beneficiary people during 2024, in the form of Disaster Response Programs, Health Services, Humanitarian Services such as</p> <ol style="list-style-type: none"> <li>1. Free Drinking Water Assistance at BSI Mosque.</li> <li>2. Free Dispenser Assistance for 45 Mosques.</li> <li>3. Assistance for the construction of HDPE Pipe water sources in Cianjur Regency, Barulega Village, Cugenang District.</li> <li>4. Assistance for Palestine and others</li> </ol>

Types of TJSL Activities	Sustainable Development Goals	Description	Achievements
DAKWAH AND ADVOCACY PILLAR			
MOSQUE EMPOWERMENT		The Mosque Empowerment Program aims to foster mosque-based economic empowerment to be self-sufficient and independent with the potential around the mosque. This program aims to increase inclusive and sustainable economic growth, productive and comprehensive employment opportunities, and decent work for all.	BSI has intervened in 183 families in 6 fostered mosques spread across Indonesia through the BSI Mosque Empowerment program (mosque-based economic empowerment).

Inspiration Story

Muhammad Iqram Aswan - BSI Student Scholarship

Muhammad Iqram Aswan from the Faculty of Engineering, Mechanical Engineering Study Program, University of Indonesia. Since I was little, I lived with my grandmother and went to school in my grandmother's hometown in Gowa, South Sulawesi. When my grandmother retired as a teacher, I had no expectation of going to college. My economy was not good because I come from a broken family. Since I was little, I never knew my father. He left me while I was still in the womb. Did that make me desperate? Oh of course not, I was more motivated to raise my family's status. Alhamdulillah, I received a BSI Scholarship when I went to school at the State Islamic High School (MAN) Gowa.

During my time at school, I was quite active, both in academics and extracurricular activities. I participated in several KSM, OSN, and scouting competitions. I passed the SNBP and was accepted at University of Indonesia, which was beyond my expectations. My grandmother and I cried at that time, why? Yes, because we were from a village and from a family that have nothing. I was able to be admitted to one of the best state universities in Indonesia, and became the second person from my school to do so. Hearing the news, my mother, grandmother, and also my teachers were proud of my achievements. However, problems arose regarding my tuition fees and living expenses during college. Thank God, the BSI Scholarship was also there to help me study until I graduate so that I can focus on achieving achievements during college.

Iqram is one of thousands of BSI Scholarship recipients who are given assistance until they finish their study. BSI Scholarship provides great opportunities with huge scholarship benefits. Alhamdulillah, now Iqram can go to college without having to think about the costs of college. Iqram is one of the students with a big dream to achieve the impossible in his life, and is able to spread many benefits to those around him.

## Gapsera Farmers Association – Desa BSI Beneficiary Group [413-1]

One of the programs run by BSI Maslahat is the Indonesian Empowered Prosperous Village Program or "Desa BSI". This program is run with an empowerment approach to the community, one of which is in Rejo Asri Village which is managed by PP Gapsera. PP Gapsera has a target of 100 poor families with details of 93 male families and 7 (seven) female families. Beneficiary members can also access the bank so that 152 NOAs are obtained, and the assets owned have grown to 4.2 billion.

In addition, this program was able to produce social values from the beneficiaries, namely by becoming Zakat, Infak, and Sedekah payers through BSI Maslahat, and some were distributed to the surrounding community. The total zakat paid by the beneficiaries was 89 million or 20.2 tons.

From the Desa BSI program, it was able to win several awards such as: Kalpataru for organic and environmentally friendly farming in 2019, Millennial Farmer Ambassador and Mainstay Farmer Ambassador for Development from the Ministry of Agriculture in 2021, CSR Award for CSR and Leadership Programs, Top CSR Award in 2021, and the latest is the Indonesian SDGs Awards (ISDA) organized by the Corporate Forum for CSR Development (CFCD) winning the best category.



## Compliance with Laws and Regulations [GRI 2-27, FN-CB-510a.1]

In carrying out its business activities, BSI is always committed to complying with applicable regulations and laws. Throughout 2024, BSI received 2 (two) monetary sanctions imposed by the Regulator on BSI due to reporting errors and 3 (three) monetary sanctions imposed by the Regulator on BSI due to late submission of reports. Furthermore, BSI also received one

written administrative warning. The imposed monetary penalty resulted in a payment obligation that BSI had to fulfill. BSI followed up by making the required payment to the Regulator in accordance with the applicable provisions. However, the monetary and administrative sanctions imposed on BSI do not constitute a significant case of non-compliance.

**Table of Monetary Sanctions Imposed by BSI in 2024**

(in IDR)

No.	Name of Sanction	Agency	Amount of Fine (In IDR Full)
1.	Reporting Error	Financial Services Authority	600,000
2.	Reporting Error	Financial Services Authority	5,500,000
3.	Late Submission of Report	Financial Services Authority	50,000,000
4.	Late Submission of Report	Bank Indonesia	300,000
5.	Late Submission of Report	Financial Services Authority	24,000,000
<b>Total</b>			<b>80,400,000</b>

The total monetary sanctions in 2024 experienced a significant decrease compared to 2023, which amounted to IDR 2,169,090,000, reflecting a 96.29% reduction.

## Public Complaints [OJK F.24, GRI 2-16, GRI 2-26, FN-CB-510a.2]

BSI has provided a Whistleblowing System (WBS) for stakeholders to report any alleged actions that are contrary to ethics, integrity, and norms and alleged violations of regulations that occur at the Bank. The Bank is committed to providing protection to the whistleblower by providing a guarantee of confidentiality of personal identity. Every report is confidential, and all reports will be thoroughly investigated while respecting the privacy and rights of all individuals involved. In reporting alleged acts of irregularities, the whistleblower is required to provide information in accordance with the facts, act in good faith, be cooperative, and be responsible for reports that are not in accordance with the facts or are slanderous. The WBS reporting mechanism has been explained in detail in the Annual Report section on Corporate Governance.

The bank has provided several channels for reporting irregularities, namely via Whatsapp/ telephone/SMS: 08119146146; E-mail pengaduan@bankbsi.co.id & antibribery@bankbsi.co.id; and through the GRC Kompas application. The scope of irregularities reported in the Whistleblowing System has

been detailed in the Annual Report in the Corporate Governance section. During 2024, BSI received 60 whistleblowing system complaints. Of the total complaints, 20 complaints were followed up, 3 were being followed up, 3 complaints were not followed up yet, and 34 complaints were not worthy of being followed up.

In addition, as a form of consumer protection, the Bank also provides a means for customers to submit complaints. Currently, customer complaints received by the Bank are managed by the Customer Care Group. The Bank is committed to providing a quick response to customer complaints. Furthermore, regarding the SLA for complaint resolution, BSI successfully resolved 84.69% of complaints within a maximum of 4 working days, which is faster than the regulatory SLA of 10 working days. The channels available for customers to submit complaints are as follows:

1. BSI Call 14040
2. BYOND by BSI Mobile
3. BSI E-mail
4. contactus@bankbsi.co.id
5. Branch Office
6. Head Office

## Customer Complaint Handling

### Bank Syariah Indonesia



### Complaint Submission Requirements

Types of Customer Complaints	Customer	Customer Representatives
<b>Verbal Complaints</b> (BSI Call 14040)	<b>Required Documents:</b> <ul style="list-style-type: none"> <li>Valid customer identification</li> <li>Other supporting documents related to the complaint</li> </ul>	<b>Representative Complaints:</b> Not allowed
<b>Written Complaints</b> Branch Offices, Head Office, Letter, Email: <a href="mailto:contact us@bankbsi.co.id">contact us@bankbsi.co.id</a> , BSI Mobile.		<b>Required Documents</b> <ul style="list-style-type: none"> <li>Original and photocopy of the representative's valid identification</li> <li>Stamped power of attorney stating that the customer grants authority to an individual, institution, or legal entity to act on their behalf</li> <li>Other supporting documents related to the complaint</li> </ul>

"Customers may also submit complaints through the Alternative Dispute Resolution Institution (LAPS), Bank Indonesia's mediation services, or the Financial Services Authority (OJK) if the complaint has already been attempted to be resolved by Bank Syariah Indonesia."

Throughout 2024, there were 359,280 customer complaints received by BSI and all complaints have been followed up.

Table of Customer Complaints Based on Complaint Type

Types of Complaints	2024		2023		2022	
	Number	Settlement Status	Number	Settlement Status	Number	Settlement Status
External Crimes	8,390	Completed	5,150	Completed	5,988	Selesai
Services	-	-	1,118	Completed	847	Selesai
Products	12,357	Completed	28,461	Completed	3,862	Selesai
Process/Transactions and Facilities	338,533	Completed	435,122	Completed	324,993	Selesai
<b>Total</b>	<b>359,280</b>	<b>Completed</b>	<b>469,851</b>	<b>Completed</b>	<b>335,690</b>	<b>Selesai</b>

## Data Security and Customer Privacy Protection [GRI 418-1, FN-CB-230a.1, FN-CB-230a.2]

BSI recognizes that the digital era has made information more accessible. However, ease of access also increases the risk of data breaches or misuse. Ensuring the security of customer data is a crucial aspect of maintaining trust and must be managed effectively.

As part of BSI's commitment to protecting customers' personal data, the bank has established the Privacy Policy of PT Bank Syariah Indonesia Tbk, which regulates the collection, processing, storage, updating, display, transfer, disclosure, and destruction of customer data, including personal data. This policy adheres to Law No. 27 of 2022 on Personal Data Protection, Law No. 10 of 1998 on Banking, Law No. 21 of 2008 on Sharia Banking, as well as other relevant regulations in personal data

protection and financial services, including those issued by the Financial Services Authority (OJK) and/or Bank Indonesia. BSI's commitment to customer data management is also reflected in its attainment of ISO/IEC 27001:2022 on Information Security Management System.

To safeguard personal data, BSI has implemented data security standards to ensure the integrity and accuracy of personal information, preventing unauthorized interception, access, disclosure, alteration, or destruction. Risk mitigation measures are also in place to address security threats beyond BSI's control. Additionally, the Data Protection Group has been established to oversee customer data protection. BSI has developed an effective program with five core components of a robust Data and Privacy Protection framework. BSI continuously enhances its strategy with a multi-faceted approach, covering data privacy governance, data processing lifecycle, and data protection processes (assess, protect, respond, and maintain).



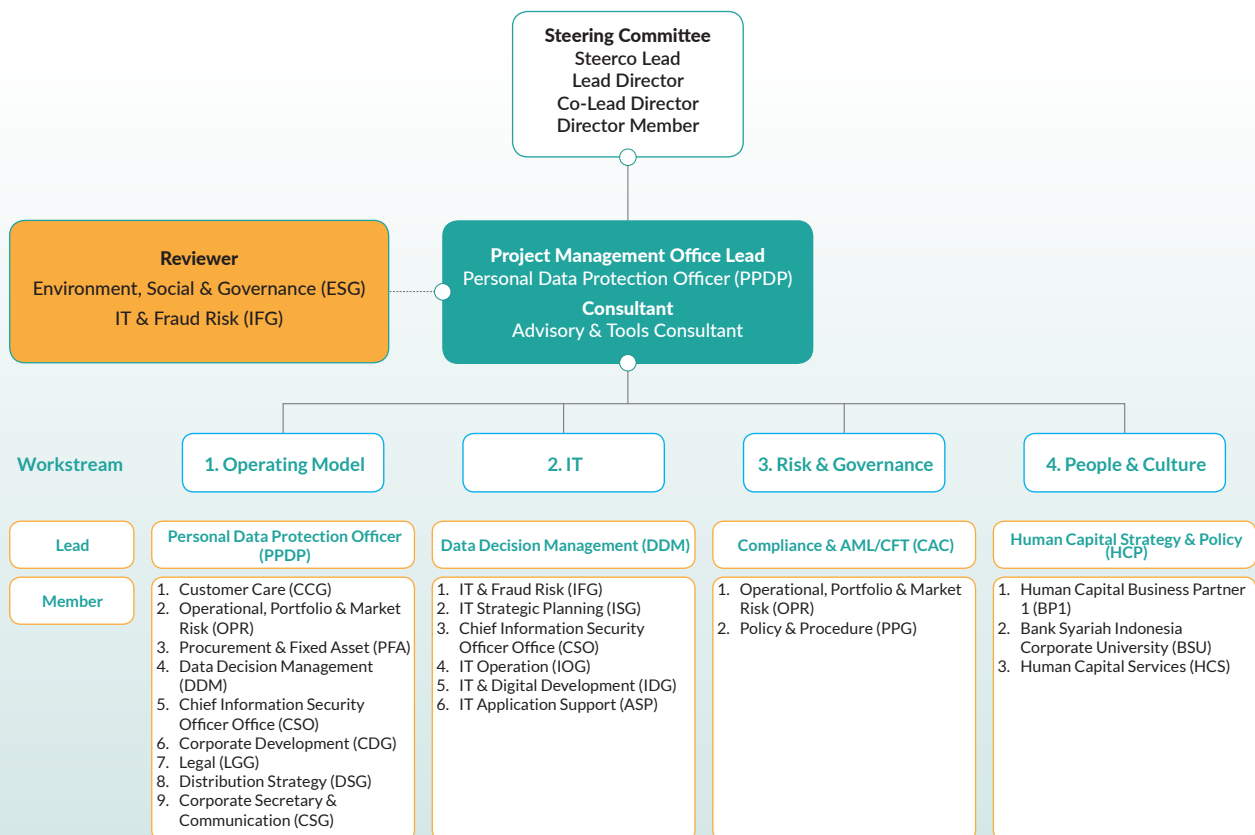
Due to these commitments, in 2024, there were no reported incidents of material customer data loss or privacy violations. If any cybersecurity-related complaints arise, BSI will validate and escalate them to the Ministry of Communication and Informatics (KOMINFO). The bank also collaborates with third parties to monitor customer privacy, reporting findings regularly to KOMINFO.

In accordance with Law Number 27 of 2022 on Personal Data Protection (PDP Law), BSI, as a personal data controller and processor, has several legal obligations, including:

1. Having a legal basis for processing personal data
2. Recording all personal data processing activities
3. Protecting and ensuring the security and confidentiality of personal data
4. Appointing a Personal Data Protection Officer
5. Conducting personal data protection impact assessments for high-risk activities
6. Processing personal data in a limited and specific manner, lawfully and transparently, in line with processing purposes
7. Providing evidence of the data subject's consent

BSI is committed to meeting its legal obligations under the Personal Data Protection Law (UU PDP) by conducting periodic gap assessments to measure compliance. As a follow-up to ensure compliance with the UU PDP, BSI established a Project Management Office (PMO) in February 2024. To strengthen governance and organizational structure, the Board of Directors appointed the Personal Data Protection Officer (PPDP). The appointment of the PPDP was formalized in Director's Decree No. 03/219-KEP/DIR dated June 6, 2024, regarding the formation of the ESG Group, supervised by the Deputy President Director, and the appointment of the PPDP, under the supervision of the Director of Compliance & HR. In September 2024, the Board of Directors decided, through Director's Decree No. 04/425-KEP/DIR dated September 17, 2024, to form the Data Protection Unit (DPR), which is a name change from the previous Personal Data Protection Officer (PPDP). In line with this, BSI has also strengthened its Information Technology governance and risk management, with the goal of achieving compliance with the legal obligations outlined in the UU PDP by 2025.

### PMO Governance Structure



# Responsibility for Sustainable Product/Service Development

## Innovation and Development of Sustainable Financial Products/Services

[OJK F.26]

In 2024, BSI issued Indonesia's first ESG Sukuk, known as the BSI Sustainability Sukuk or Sustainability Mudharabah Sukuk. This ESG instrument reflects BSI's commitment to climate change mitigation and sustainable development through sustainable financing programs. The bank actively supports the transition to a green economy by implementing Sharia-compliant financial instruments focused on ESG. The underlying assets of the Sustainability Sukuk consist of financing for Environmental, Social, and Governance (ESG) business activities, classified under Environmentally Friendly Business Activities (KUBL) and Socially Responsible Business Activities (KUBS). This instrument provides distinct values to investors, offering significant benefits in terms of economic, social, and environmental aspects. Sustainability Sukuk integrates environmentally friendly and socially-oriented business activities, supporting the achievement of sustainable development goals and contributing to national sustainable financing targets.

In addition, in 2024, BSI also launched the SuperApp BYOND by BSI. The BYOND by BSI application is the latest digital platform that offers convenience in financial, social, and spiritual transactions for its users. BYOND by BSI is supported by robust technology and IT infrastructure. With a strong focus on developing new technology, enhancing cybersecurity, and integrating infrastructure, BYOND aims to provide better and more secure services for its users. This includes efforts to keep the system up to date, ensure that user data is well protected, and leverage the latest technology to enhance the platform's performance and reliability. Cybersecurity plays a crucial role in safeguarding the integrity of data and transactions carried out on this platform. Therefore, BSI continues to innovate and transform its IT systems to further strengthen the security of customer data.

## Products/Services Evaluated for Customer Safety [OJK F.27. GRI 417-1, 417-2, 417-3]

BSI conducts regular security evaluations on all products and services offered to customers. All BSI products and services comply with regulatory requirements and have been approved

by the Financial Services Authority (OJK), ensuring their security and reliability. According to the Standard Operating Procedure for New Products and/or Activities (SPO PAB), BSI provides clear and transparent information on its financial products and services, including savings, loans, and banking solutions. This information is disseminated through multiple channels, such as BSI's website, social media, brochures, customer service, and banking agents. Furthermore, the Marketing Communication Group develops advertising strategies aligned with ethical marketing practices while monitoring media coverage to mitigate potential product and service communication risks.

In 2024, there were no regulatory violations related to product labeling, marketing communications, advertising, promotions, or sponsorships that resulted in fines, penalties, or warnings. There were also no incidents of non-compliance with regulations related to marketing communications, including advertising, promotions, and sponsorship.

## Products/Services Impact [OJK F.28]

BSI continuously assesses the potential impact and risks of its products and services to ensure quality and sustainability. One of the positive impacts is the distribution of sustainable financing to businesses that align with Sustainable Business Activity Categories (KKUB). Through this initiative, BSI contributes to environmental preservation and climate action. Additionally, BSI's products and services support entrepreneurs and community empowerment, fostering economic growth.

Nevertheless, BSI has identified potential negative impacts from the products and services it offers. One of the identified risks is the possibility of errors or negligence in processing customers' personal data. To address this, BSI has established a Privacy Policy to protect all customer data. This includes personal data that can be identified directly or indirectly, whether on its own or when combined with other information. The policy applies to both electronic and non-electronic systems. Additionally, BSI provides clear and complete information about its products and services. This information is communicated transparently to prospective customers.

## Number of Recalled Products [OJK F.29]

BSI remains committed to delivering high-quality products and services. In 2024, no BSI products were recalled, as they continued to perform optimally.

## Customer Satisfaction Survey on Products/Services [OJK F.30]

BSI regularly conducts customer satisfaction surveys to assess customer engagement, loyalty, and overall satisfaction. Insights from these surveys help improve service quality and customer relationships, positively influencing business performance and growth. In 2024, BSI's Satisfaction, Loyalty, and Engagement (SLE) Index reached 64.91% ("Engaged"), an improvement from 60.60% ("Rationally Loyal") in 2023.

Table of Customer Satisfaction Survey

Description	Customer Satisfaction (In Percentage)					
	2024		2023		2022	
	Score	Category	Score	Category	Score	Category
Satisfaction, Loyalty, and Engagement (SLE) Index	64.91%	Engaged	60.60%	Rationally Loyal	52.50%	Rationally Loyal

## Independent Written Verification [OJK G.1, GRI 2-5]

BSI continuously improves the quality of its reports in accordance with OJK Regulation No. 51/POJK.03/2017, OJK Circular No. 16/SEOJK.04/2021, and the Consolidated Set of GRI Standards 2021. This Sustainability Report has been verified by an independent party with expertise in the field. BSI appointed PT BSI Group Indonesia to conduct the verification. The verification process follows the AA1000 Assurance Standard v3 Type 2 Moderate Level of Assurance. BSI ensures that there are no conflicts of interest in the verification process.

# Feedback

## Form [OJK G.2 GRI 2-26]

PT Bank Syariah Indonesia Tbk (BSI) has published the 2024 Sustainability Report to provide stakeholders with an overview of sustainability performance and the implementation of sustainable finance. We welcome feedback, criticism, and suggestions from you after reading this Sustainability Report. You may send your input via email or by mailing this form.

**1. Please check (✓) the box for agree or disagree**

Question	Agree	Disagree
This report provides useful information on the Company's economic, social, and environmental performance.		
The disclosed data and information are easy to understand, complete, transparent, and balanced.		
The presented data and information are useful for decision-making.		
This report is engaging and easy to read.		

**2. Please rate the material topics in this Sustainability Report (1 = Most Important, 2 = Important, 3 = Not Important, 4 = Very Unimportant)**

Economic Performance

Product and Service Portfolio

Customer Privacy

**3. Please provide your comments, suggestions, or recommendations for this report.**

.....

.....

.....

**Stakeholder Identity**

Name : .....

Occupation : .....

Institution/Company : .....

Contact (phone, email) : .....

**Stakeholder Category**

Please send your feedback and comments regarding the information presented in this report to:

Shareholders and Investors

Customers

Employees

Government

Media

Business Partners

Community and Society

Others, please specify

.....

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## Responses to Previous Year's Sustainability Report Feedback [OJK G.3]

Throughout 2024, BSI did not receive any feedback or input regarding the content of the previous Sustainability Report. Therefore, no follow-up information is available for such responses.

## List of Disclosures According to OJK Regulation Number 51/POJK.03/2017 [OJK G.4]

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	GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	142			
	GRI 417-3	Incidents of non-compliance concerning marketing communications	142			
CUSTOMER PRIVACY						
GRI 418: Customer Privacy 2016	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data	28, 140			
G4 FINANCIAL SECTOR SUPPLEMENT						

GRI Content Index	Disclosure	Matter	Omitted Information			GRI Sector Standard Reference Number
			Requirements Not Disclosed	Reason	Explanation	
G4 Financial Sector Supplement	FS1	Policies with specific environmental and social components applied to business lines	14			
	FS2	Procedures for assessing and screening environmental and social risks in business lines.	77			
	FS3	The process for monitoring the client's implementation and compliance with environmental and social requirements, including in agreements or transactions.	87			
	FS4	Processes for improving staff competency to implement environmental and social policies and procedures in business lines.	71			
	FS5	Interactions with clients/investors/business partners regarding environmental and social risks and opportunities.	80			
	FS6	Percentage of the portfolio by business line, region, size (e.g., micro/SME/large), and sector.	87			
	FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.	87			
	FS8	Monetary value of products and services designed to deliver specific environmental benefits for each business line.	87			
	FS9	Scope and frequency of audits and risk assessment procedures	25			
	FS10	Percentage and number of companies held in the institution's portfolio that have interacted with organizations reporting on environmental or social issues	87			
	FS13	Access points in low-populated or economically disadvantaged areas by type.	114			
	FS14	Initiatives to improve access to financial services for disadvantaged people.	114			
	FS15	Policies for the fair design and sale of financial products and services.	114			
	FS16	Initiatives to enhance financial literacy by type of beneficiary.	114			

# Sustainability Accounting Standard Board (SASB)

## Standards Commercial Bank


TOPIC	METRIC	INDEX	HALAMAN
<b>SUSTAINABILITY DISCLOSURE TOPICS &amp; METRICS</b>			
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CB-230a.1	140
	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	140
Financial Inclusion & Capacity Building	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	114
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	FN-CB-410a.2	87
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-CB-410b.1	109
	Gross exposure for each industry by asset class	FN-CB-410b.2	109
	Percentage of gross exposure included in the financed emissions calculation	FN-CB-410b.3	109
	Description of the methodology used to calculate financed emissions	FN-CB-410b.4	109
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	138
	Description of whistleblower policies and procedures	FN-CB-510a.2	138
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	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, longterm corporate strategy, and other business activities	FN-CB-550a.2	77
<b>ACTIVITY METRIC</b>			
	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	87
	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	87

# Linkage Between GRI Standards and SDGs

PT Bank Syariah Indonesia Tbk is committed to contributing to the achievement of the Sustainable Development Goals (SDGs) in Indonesia. This support is reflected through the linkage between BSI's programs/activities, the GRI Standards, and the SDGs, following the SDG Compass guidelines published by GRI, the United Nations Global Compact, and the World Business Council for Sustainable Development (WBCSD), as shown in the table below:

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
	End poverty in all its forms everywhere	GRI 413: Local Communities 2016	413-2	Operations that have actual or potential significant negative impacts on local communities
		GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage
		GRI 203: Indirect Economic Impact	203-1	Infrastructure investments and services supported
			203-2	Significant indirect economic impacts
		G4 Sector Supplement for Finance	FS6	Percentage of the portfolio by business line, region, and size (e.g., micro/SME/large), and sector.
			FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.
			FS13	Access points in low-population or economically disadvantaged areas by type.
			FS14	Initiatives to improve access to financial services for disadvantaged people.
			FS16	Initiatives to enhance financial literacy by type or beneficiary.
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture.	GRI 411: Indigenous Peoples' Rights	411-1	Incidents of violations involving indigenous peoples' rights
		GRI 413: Local Communities 2016	413-2	Operations that have actual or potential significant negative impacts on local communities
	Ensure healthy lives and promote well-being for all at all ages.	GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)
			305-2	Energy indirect (Scope 2) GHG emissions
			305-3	Other indirect (Scope 3) GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
		GRI 203: Indirect Economic Impacts	203-2	Significant indirect economic impacts
		GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts
			306-2	Management of significant waste-related impacts
			306-3	Waste generated
			306-4	Waste diverted from disposal
			306-5	Waste directed to disposal
		GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not given to temporary or part-time employees
		GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health
			403-9	Work-related injuries
			403-10	Work-related ill health
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all in 2030.	GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
<b>5 KESSTARAAN GENDER</b> 	Achieve gender equality and empower all women and girls.	GRI 2: General Disclosures 2021	2-9	Governance structure and composition
			2-10	Nomination and selection of the highest governance body
		GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage
		GRI 203: Indirect Economic Impact 2016	203-1	Infrastructure investments and service support
		GRI 401: Employment 2016	401-1	New employee hires and employee turnover
			401-2	Benefits provided to full-time employees that are not given to temporary or part-time employees
			401-3	Parental leave
		GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee
			404-3	Percentage of employees receiving regular performance and career development reviews
		GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees
			405-2	Ratio of basic salary and remuneration of women to men
<b>6 AIR BERSIH DAN SANITASI LAYAK</b> 	Ensure availability and sustainable management of water and sanitation for all	GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts
			306-2	Management of significant waste-related impacts
<b>7 ENERGI BERSIH DAN TERJANGKAU</b> 	Ensure access to affordable, reliable, sustainable and modern energy for all	GRI 302: Energy 2016	302-1	Energy consumption within the organization
			302-2	Energy consumption outside the organization
			302-3	Energy intensity
			302-4	Reduction of energy consumption
			302-5	Reduction in energy requirements of products and services
<b>8 PERTUMBUHAN LAYAK DAN PEREKONOMIAN</b> 	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	GRI 2: General Disclosures 2021	2-7	Employees
			2-8	Workers who are not employees
			2-30	Collective bargaining agreements
		GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed
		GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage
			202-2	Proportion of senior management hired from the local community
		GRI 203: Indirect Economic Impact 2016	203-2	Significant indirect economic impacts
		GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers
		GRI 302: Energy 2016	302-1	Energy consumption within the organization
			302-2	Energy consumption outside the organization
			302-3	Energy intensity
			302-4	Reduction of energy consumption
			302-5	Reduction in energy requirements of products and services
		GRI 401: Employment 2016	401-1	New employee hires and employee turnover
			401-2	Benefits provided to full-time employees that are not given to temporary or part-time employees
			401-3	Parental leave
		GRI 402: Labor/ Management Relations 2016	402-1	Minimum notice periods regarding operational changes

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
	GRI 403: Occupational Health and Safety 2018		403-1	Occupational health and safety management system
			403-2	Hazard identification, risk assessment, and incident investigation
			403-3	Occupational health services
			403-4	Worker participation, consultation, and communication on occupational health and safety
			403-5	Worker training on occupational health and safety
			403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
			403-8	Workers covered by an occupational health and safety management system
			403-9	Work-related injuries
			403-10	Work-related ill health
	GRI 404: Training and Education 2016		404-1	Average hours of training per year per employee
			404-2	Programs for upgrading employee skills and transition assistance programs
			404-3	Percentage of employees receiving regular performance and career development reviews
	GRI 405: Diversity and Equal Opportunity 2016		405-1	Diversity of governance bodies and employees
			405-2	Ratio of basic salary and remuneration of women to men
	G4 Sector Supplement for Finance		FS6	Percentage of the portfolio by business line, region, and sector
			FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.
			FS13	Access points in low-population or economically disadvantaged areas by type.
			FS14	Initiatives to improve access to financial services for disadvantaged people.
			FS16	Initiatives to enhance financial literacy by type or beneficiary.
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed
		GRI 203: Indirect Economic Impact	203-1	Infrastructure investments and service support
		G4 Sector Supplement for Finance	FS6	Percentage of the portfolio by business line, region, and sector
			FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
	Reduce inequality within and among countries.	GRI 2: General Disclosures 2021	2-7	Employees
		GRI 401: Employment 2016	401-1	New employee hires and employee turnover
		GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee
			404-3	Percentage of employees receiving regular performance and career development reviews
		GRI 405: Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men
		G4 Sector Supplement for Finance	FS1	Policies with specific environmental and social components applied to business lines.
			FS2	Procedures for assessing and screening environmental and social risks in business lines
			FS3	The process for monitoring the client's implementation and compliance with environmental and social requirements, including in agreements or transactions.
			FS4	Processes for improving staff competency to implement environmental and social policies and procedures in business lines.
			FS5	Interactions with clients/investors/business partners regarding environmental and social risks and opportunities.
			FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.
			FS9	Scope and frequency of audits and risk assessment procedures
			FS10	Percentage and number of companies held in the institution's portfolio that have interacted with organizations reporting on environmental or social issues.
			FS13	Access points in low-population or economically disadvantaged areas by type.
			FS14	Initiatives to improve access to financial services for disadvantaged people.
			FS15	Policies for fair financial product and service design
			FS16	Initiatives to enhance financial literacy by type or beneficiary.
	Make cities and human settlements inclusive, safe, resilient and sustainable.	GRI 203: Indirect Economic Impact 2016	203-1	Infrastructure investments and service support
		GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts
			306-2	Management of significant waste-related impacts
			306-3	Waste generated
			306-4	Waste diverted from disposal
			306-5	Waste directed to disposal
		GRI 203: Dampak Ekonomi Tidak Langsung	203-1	Infrastructure investments and services supported
		G4 Sector Supplement for Finance	FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
	Ensure sustainable consumption and production patterns.	GRI 302: Energy 2016	302-1	Energy consumption within the organization
			302-2	Energy consumption outside the organization
			302-3	Energy intensity
			302-4	Reduction of energy consumption
			302-5	Reduction in energy requirements of products and services
		GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)
			305-2	Energy indirect (Scope 2) GHG emissions
			305-3	Other indirect (Scope 3) GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
		GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts
			306-2	Management of significant waste-related impacts
			306-3	Waste generated
			306-4	Waste diverted from disposal
			306-5	Waste directed to disposal
		GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service labeling and information
	Take urgent action to combat climate change and its impacts is a global challenge that affects everyone.	GRI 201: Economic Performance 2016	201-2	Financial implications, risks, and opportunities due to climate change
		GRI 302: Energy 2016	302-1	Energy consumption within the organization
			302-2	Energy consumption outside the organization
			302-3	Energy intensity
			302-4	Reduction of energy consumption
			302-5	Reduction in energy requirements of products and services
		GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)
			305-2	Energy indirect (Scope 2) GHG emissions
			305-3	Other indirect (Scope 3) GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
	Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)
			305-2	Energy indirect (Scope 2) GHG emissions
			305-3	Other indirect (Scope 3) GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)
			305-2	Energy indirect (Scope 2) GHG emissions
			305-3	Other indirect (Scope 3) GHG emissions
			305-6	Emissions of ozone-depleting substances (ODS)
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions

SDGs	Goal	Relevant GRI Standard	Disclosure	Indicator Title
<b>16</b> PEREDAMIAN, KEADILAN DAN KELEMBAGAAAN YANG TANGGUNG 	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.	GRI 2: General Disclosures 2021	2-9	Governance structure and composition
			2-10	Nomination and selection of the highest governance body
			2-11	Chair of the highest governance body
			2-12	Role of the highest governance body in overseeing impact management
			2-15	Conflicts of interest
			2-16	Communication of critical concerns
			2-23	Policy commitments
			2-25	Processes to remediate negative impacts
			2-26	Mechanisms for seeking advice and raising concerns
			2-29	Approach to stakeholder engagement
		GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption
			205-2	Communication and training on anti-corruption policies and procedures
			205-3	Confirmed incidents of corruption and actions taken
		GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation, and communication on occupational health and safety
			403-9	Work-related injuries
			403-10	Work-related ill health
		GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories
		GRI 417: Marketing and Labeling 2016	417-2	Incidents of non-compliance concerning product and service health and safety impacts
			417-3	Incidents of non-compliance concerning marketing communications
		GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data
<b>17</b> KEMITRAAN UNTUK MENCAPAI TUJUAN 	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development			

# FORWARDING TO EXCELLENT SUSTAINABILITY ACTION



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