



PT Bank CIMB Niaga Tbk supports
Sustainable Development Goals



KEJAR MIMPI

Action and
Collaboration

2024 Sustainability Report
PT Bank CIMB Niaga Tbk

#KEJARMIMPI ACTION and COLLABORATION

Every achievement starts with action. Through collaboration, synergy, and shared inspiration, we unlock true potential.

Together with CIMB Niaga, let's take bold action and collaborate to make the dreams of Indonesia's future generations.

Disclaimer and Limitation of Liability

Except for historical matters, this Sustainability Report contains operational, financial, projection, and plan statements, implementation of strategies and policies, and CIMB Niaga's objectives, all of which are classified as forward-looking statements regarding the implementation of applicable laws and regulations. These statements are subject to risk and uncertainty, and actual performance may differ materially from those predicted. These forward-looking statements are based on various assumptions involving current conditions and include predictions as to future conditions in the business environment in which the Bank operates. CIMB Niaga does not guarantee that documents whose validity has been confirmed will produce the expected results.

Table of Contents

Cimb Niaga at a Glance	4
Sustainability Performance Highlights	11
Message From The President Director	18
Our Support to the Sustainable Development Goals (SDGs)	30
Brief Communication: CIMB Niaga and CIMB Group Towards a Net Zero Greenhouse Gas (GHG) Emissions Organization by 2050	38
About the Report	46

Pillar 01

Sustainable Action



We Together with Employees	65
We and Green Office	71
We Together with Business Partners	82



Pillar 02

Sustainable Business

Responsible Banking	84
Sustainable Finance	92
Customer Satisfaction Level and Complaint Resolution	102

Pillar 03

Corporate Social Responsibility

Corporate Social Responsibility (CSR) Pillar	104
Pillar 1: Education	107
Pillar 2: Community Health and Wellbeing	112
Pillar 3: Economic Empowerment	113
Pillar 4: Climate and Environment	119

Pillar 05

Advocacy and Stakeholder Engagement



Pillar 04

Governance and Risk

Sustainability Governance	124
Sustainability Risk and Opportunities Approach Framework	131
Environmental and Social Risk Approach	132
Formulation of Sustainability Policies and Strategies	142
Ethical Business	151

Stakeholder Engagement	156
Building a Culture of Sustainability and Sustainable Finance	159
External Initiatives and Association Memberships	163
Sustainable Finance Advocacy for Stakeholders	164
The Cooler Earth Sustainability Series	166
Response to Feedback	172

Climate Risk Disclosure
173

Appendix, Reference, and Index	185
Independent Party Verification	220

CIMB NIAGA AT A GLANCE

[POJK51-C.2; C.3.C.3] [GRI 2-1; 2-3; 2-6]



Company Name

PT Bank CIMB Niaga Tbk



Date and Year of Establishment

26 September 1955



Line of Business

Banking Services



Website

www.cimbniaga.co.id



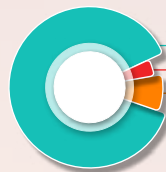
Subsidiaries

- PT CIMB Niaga Auto Finance (CNAF)
- PT CIMB Niaga Sekuritas (CNS)



Legal Entity and Share Ownership

- **Limited Liability Company**
- Listed on the Indonesian Stock Exchange (IDX) on 29 November 1989, with stock and bond code BNGA
- **Share Ownership**



91.44%

CIMB Group Sdn. Bhd

1.02%

PT Commerce Kapital

7.54%

Other Public Shareholders



Head Office Address

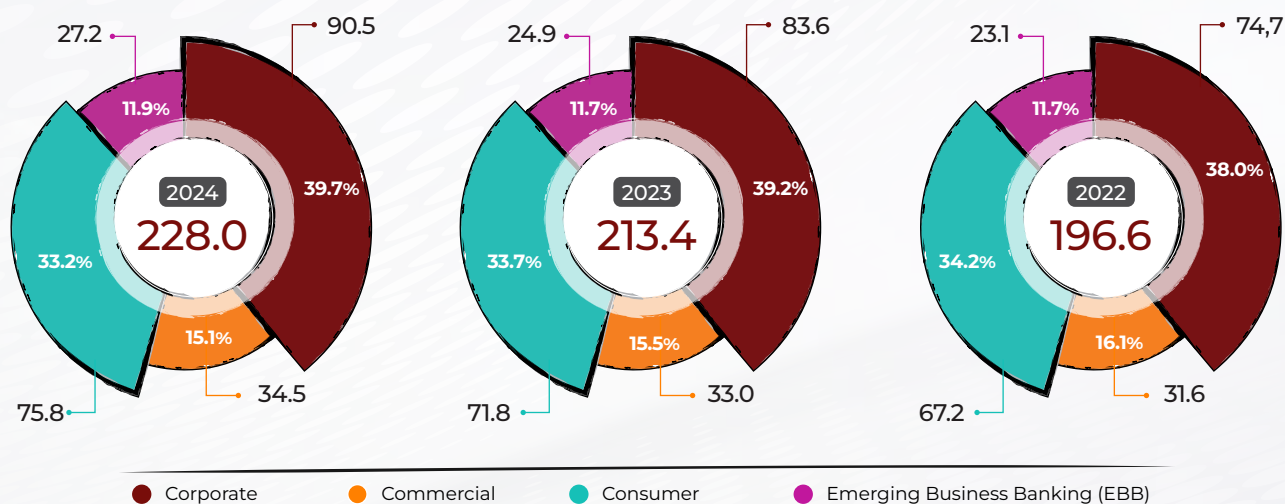
Graha CIMB Niaga
Jl. Jend Sudirman Kav. 58 Jakarta 12190, Indonesia
Telp: (+62-21) 250 5252, 250 5353



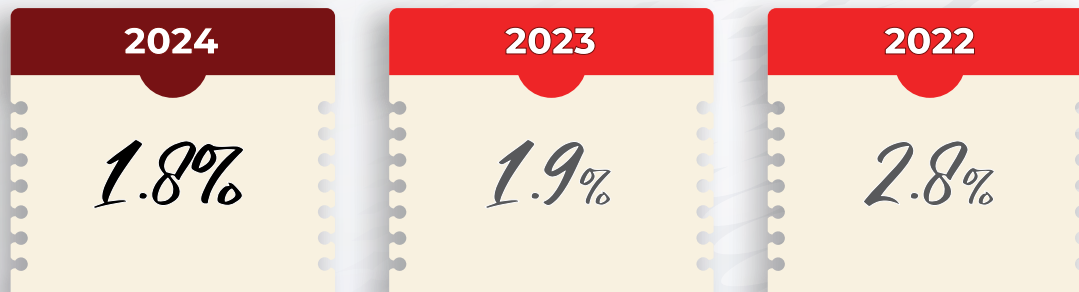
E-mail Address

- **Corporate Secretary:**
corporate.secretary@cimbniaga.co.id
- **Sustainability:**
sustainability@cimbniaga.co.id
- **Investor Relations:**
investor.relations@cimbniaga.co.id

Financing Portfolio Based on Business Segment (Rp trillion) [GRI FS6][FN-CB-000.B; FN-CB-240.a.2]



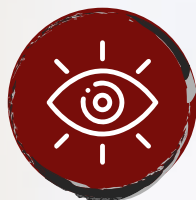
Non-Performing Loan (NPL) Rate



Significant Changes [POJK51-C.6][GRI 2-6]

In 2024, there was a change in the composition of the Board of Commissioners. Based on the Annual General Meeting of Shareholders (AGMS) on 3 April 2024, shareholders approved the appointment of Mr. Dody Budi Waluyo as an Independent Commissioner of the Bank, which effectively received OJK approval on 21 August 2024. Later in the year, the Extraordinary General Meeting of Shareholders (EGMS) on 25 October 2024 approved the appointment of Mr. Novan Amirudin as a Commissioner of the Bank, which became effective upon OJK approval on 26 February 2025.

CIMB Niaga Vision, Mission, and Values [POJK51-C.1] [SUSBA 1.1.1.1]



VISION

To be the Leading ASEAN Company



MISSION

Providing integrated universal banking services in Indonesia as a company with outstanding performance in the ASEAN region and other key regions, while also promoting the rapid acceleration of ASEAN integration and connectivity with other regions



CORE VALUES [POJK51-C.1]



ENABLING TALENT

Our commitment is to empower and develop every employee and strive to be the best place for the best talent



PASSION

We pursue excellence in all we do and deliver beyond the ordinary



INTEGRITY & ACCOUNTABILITY

Our commitment is to act in an ethical and trustworthy manner and be accountable of all our actions



COLLABORATION

We commit to team over individual success, as CIMB Niaga's success is my success as well as our collective success



CUSTOMER CENTRICITY

Our determination is to put customers first and always do right by them

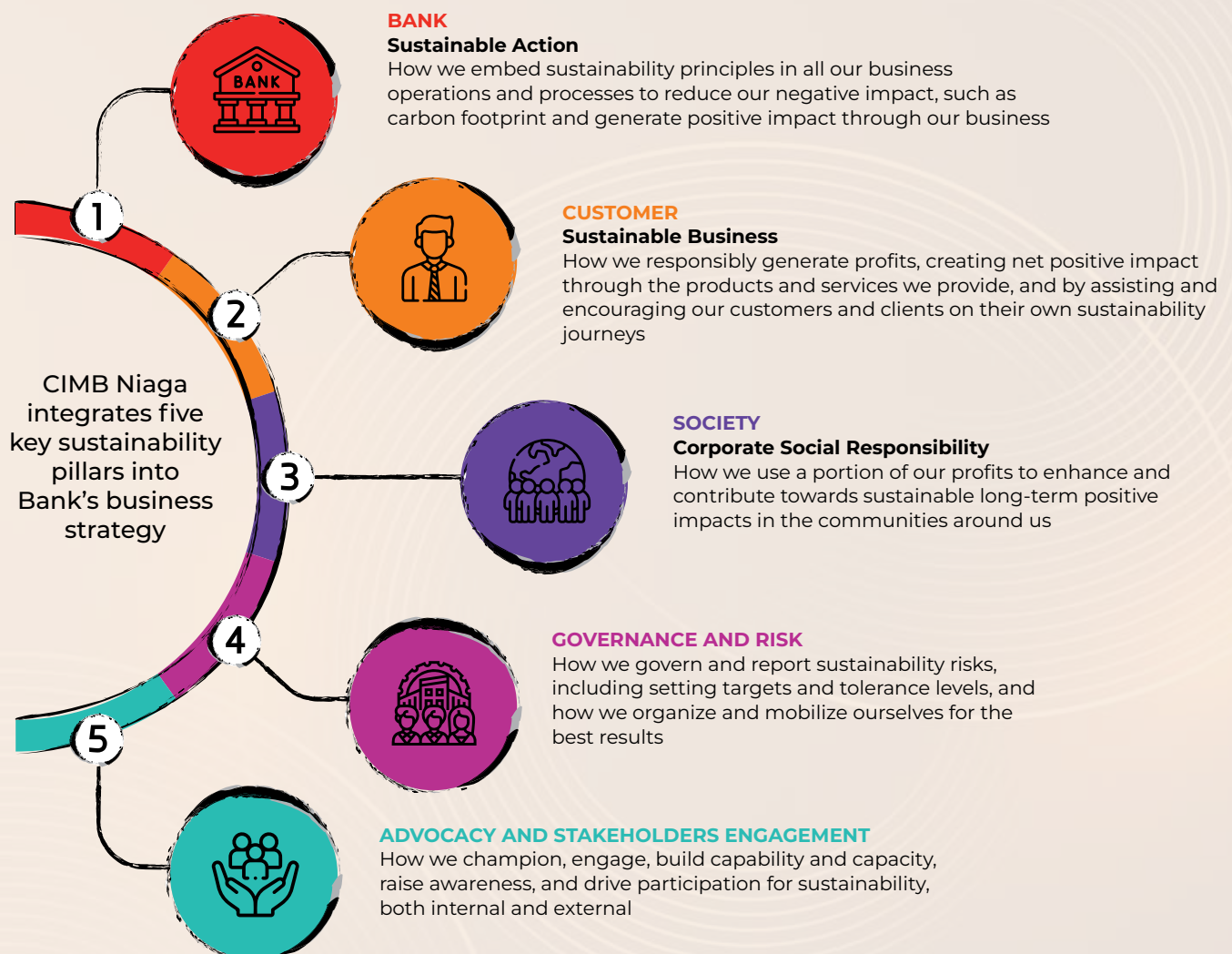


Sustainability Strategy [POJK51-A.1]

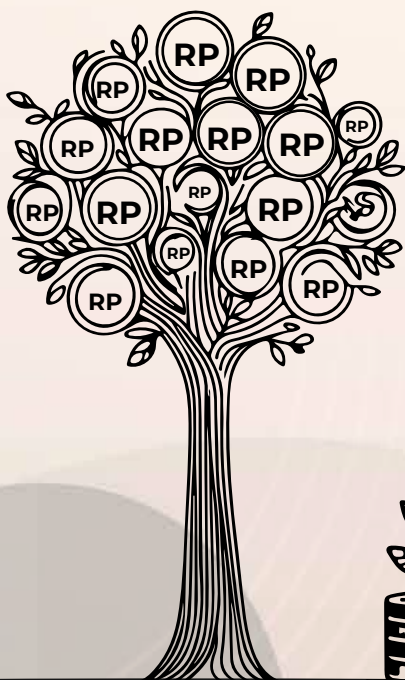
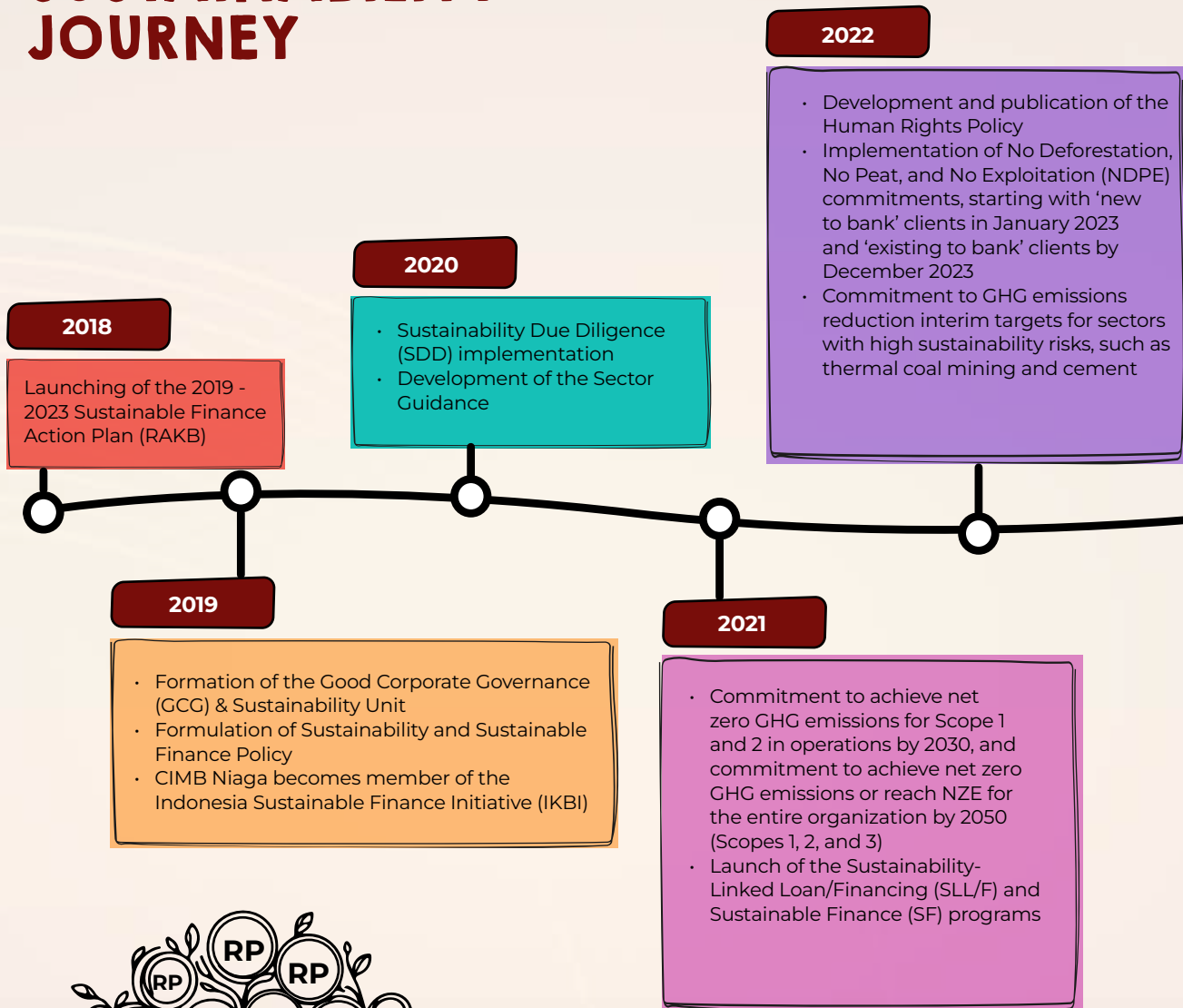
PT Bank CIMB Niaga Tbk ("CIMB Niaga" or "Bank") is committed to continuously enhancing its operational performance sustainably, driven by the #SekarangUntukMasaDepan initiative. As part of CIMB Group, CIMB Niaga adopts the "Forward23+" sustainability strategy, which is aligned with CIMB Group's broader framework. This strategy

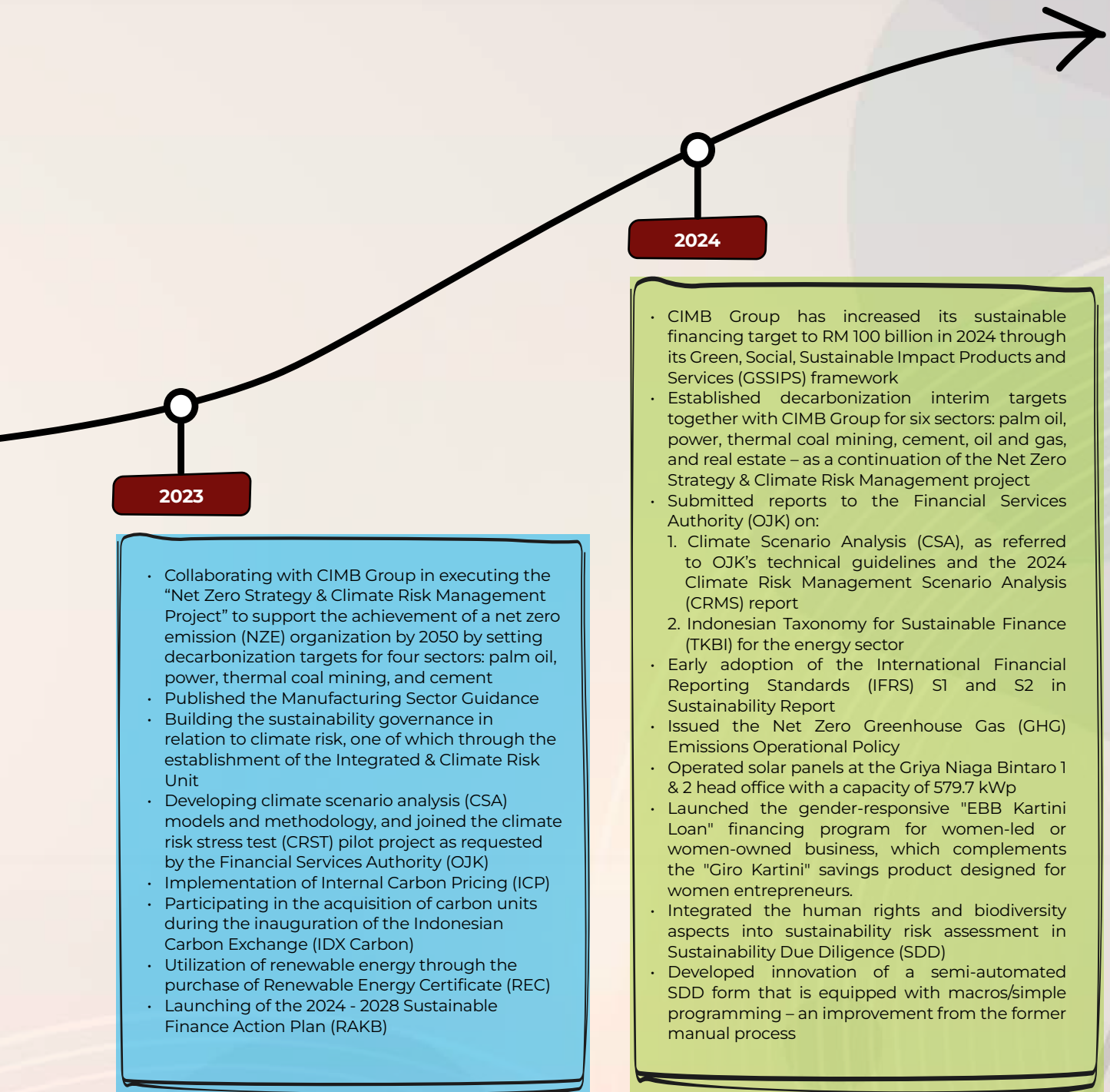
integrates sustainability as a fundamental element, focusing on mitigating environmental, economic, social, and governance (EESG) risks. By applying an integrated approach rooted in EESG principles, Bank aims to deliver positive contributions to all stakeholders.

Sustainability Pillars



CIMB NIAGA SUSTAINABILITY JOURNEY





SUSTAINABILITY AWARDS & RATINGS

Awards

- **Best SME Bank Indonesia 2024** from World Economic Magazine Awards and Global Business & Finance Magazine Awards
- **Triple A Awards 2024** from The Asset, covering The Best Sustainability-Linked Loan for Manufacturing and The Best Green Loan for Utility categories
- **Best Corporate and Environmental Responsibility Award 2024** for Strengthening Strategic Collaboration to Support Environmental – Indonesia CSR Award 2024 from Warta Ekonomi
- **Indonesia Excellence Good Corporate Governance Awards 2024** from Warta Ekonomi
- **Indonesia's Top Green Leaders Award 2024** from Warta Ekonomi
- **Green Elite and Platinum Plus** from Investortrust.id and Bumi Global Karbon
- **Sustainability Report Study from Foundation for International Human Rights Reporting Standards (FIHRRST)**, receiving an A+ rating from Moores Rowland
- **Outstanding Achievement in Sustainability & Governance Award** from GML Performance Consulting and Kontan Media
- **Katadata ESG Awards**, recognizing companies which demonstrate strong sustainability commitment, programs, and principles in their business operations

*For more details on additional awards, please refer to the CIMB Niaga 2024 Annual Report

ESG Ratings



23.5 (Medium Risk)*



CIS-2 (Neutral to Low)

S&P Global
53

*per 7 March 2025



SUSTAINABILITY PERFORMANCE HIGHLIGHTS

Sustainable Action

Environmental Performance [POJK51-B.2.B; B.2.B.1; B.2.B.2; B.2.B.3]



Energy for Electricity and Fuel (GJ)

2024 166,483.40

2023 165,079.70

2022 161,906.78



GHG Emissions (Scope 1 + Scope 2) (tonnes CO₂e)

2024 26,719.66***

2023 30,004.34***

2022 36,506.57



GHG Emissions

(Scope 3) business travel and activities not included in Scope 1 or Scope 2 (tonnes CO₂e)

2024 1,338.75

2023 1,507.77****

2022 1,029.23****



Water (m³)

2024 125,274

2023 122,622

2022 111,053



Waste Reduction (tonnes CO₂e)**

2024 31.89

2023 17.22

2022 N/A



GHG Emissions

(Scope 3) - investment (financing portfolio) (tonnes CO₂e)*

2024 -

2023 3,609,858.38

2022 3,178,428.65

Economic Performance [POJK51-B.1.A.5]

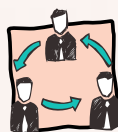


Local Business Partners

2024 477

2023 620

2022 529



Business partners fulfill the Sustainability Due Diligence (SDD) criteria

2024 100%

2023 100%

2022 100%



Internal Customer Satisfaction Survey (Target >3)

2024 3.32

2023 3.27

2022 3.19

Social Performance [POJK51-B.3]

Notes:

*Calculations were performed on nine sectors identified as high-emission intensity GHGs by the Net Zero Banking Alliance (NZBA) using The Partnership for Carbon Accounting Financials (PCAF) method. The 2021 calculation adopted the 2019 edition of the PCAF method while the 2022 calculation using 2022 edition

** Waste reduction is expressed as the potential equivalent of GHG emissions avoided through the Zero Waste to Landfill initiative. The 2023 calculation leveraged waste data from Graha CIMB Niaga Head Office. The 2024 calculation includes waste data from Graha CIMB Niaga Head Office, Griya Niaga Bintaro 1 & 2, Tebet Branch Office, and Gajah Mada Branch Office

***Scope 1 and 2 GHG emissions with climate change mitigation efforts through Renewable Energy Certificate

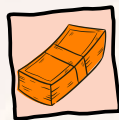
****Data is reported using updated emission factors

Sustainable
Business

Economic Performance [POJK51-B.1; B.1.A.1; B.1.A.2; B.1.A.3; B.1.A.4][FN-CB-240.A.1]

Operating
Income
(Rp billions)

2024	18,918
2023	18,785
2022	18,866

Total Assets
(Rp billions)

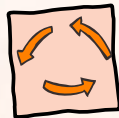
2024	360,221
2023	334,369
2022	306,754

Net Profit
(Rp billions)

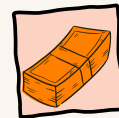
2024	6,899
2023	6,551
2022	5,097

Total Products
and Services

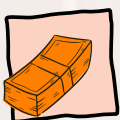
2024	198
2023	175
2022	195

Total Environmentally
Friendly Products
[Products that meet and/or
supporting the Sustainable
Business Activity Categories
(KKUB) criteria]

2024	12
2023	8
2022	9

Micro, Small,
and Medium
Enterprises
(MSME) Financing
(Rp billions)

2024	26,991
2023	22,753
2022	21,383

KKUB Financing
(Rp billions)

2024	59,123
2023	55,451
2022	51,444



Corporate Social Responsibility

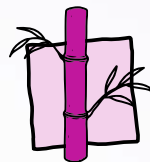
Social Performance [POJK 51-B.3]



Realization of CSR Funds
(Rp million)

2024	23,878
2023	24,946
2022	24,246

Environmental Performance - Biodiversity [POJK 51-B.2.B.4]



Number of Bamboo
(Accumulated)

2024	59,900
2023	49,400
2022	49,400

Governance and Risk



Percentage of Complaints (Whistleblowing) investigated (closed) from the total number of complaints received

2024	46%
2023	56%
2022	32%



Total Anti-fraud Training Participants

2024	6,002
2023	6,942
2022	2,595

Advocacy and Stakeholder Engagement



Resolved Customer Complaints

2024	99%
2023	99%
2022	99%



Customer Loyalty Level - Net Promoter Score (NPS)

2024	57%
2023	50%
2022	50%



Sustainable Finance Training for Board of Directors (Senior Executive) and Board of Commissioners

2024	100%
2023	100%
2022	100%

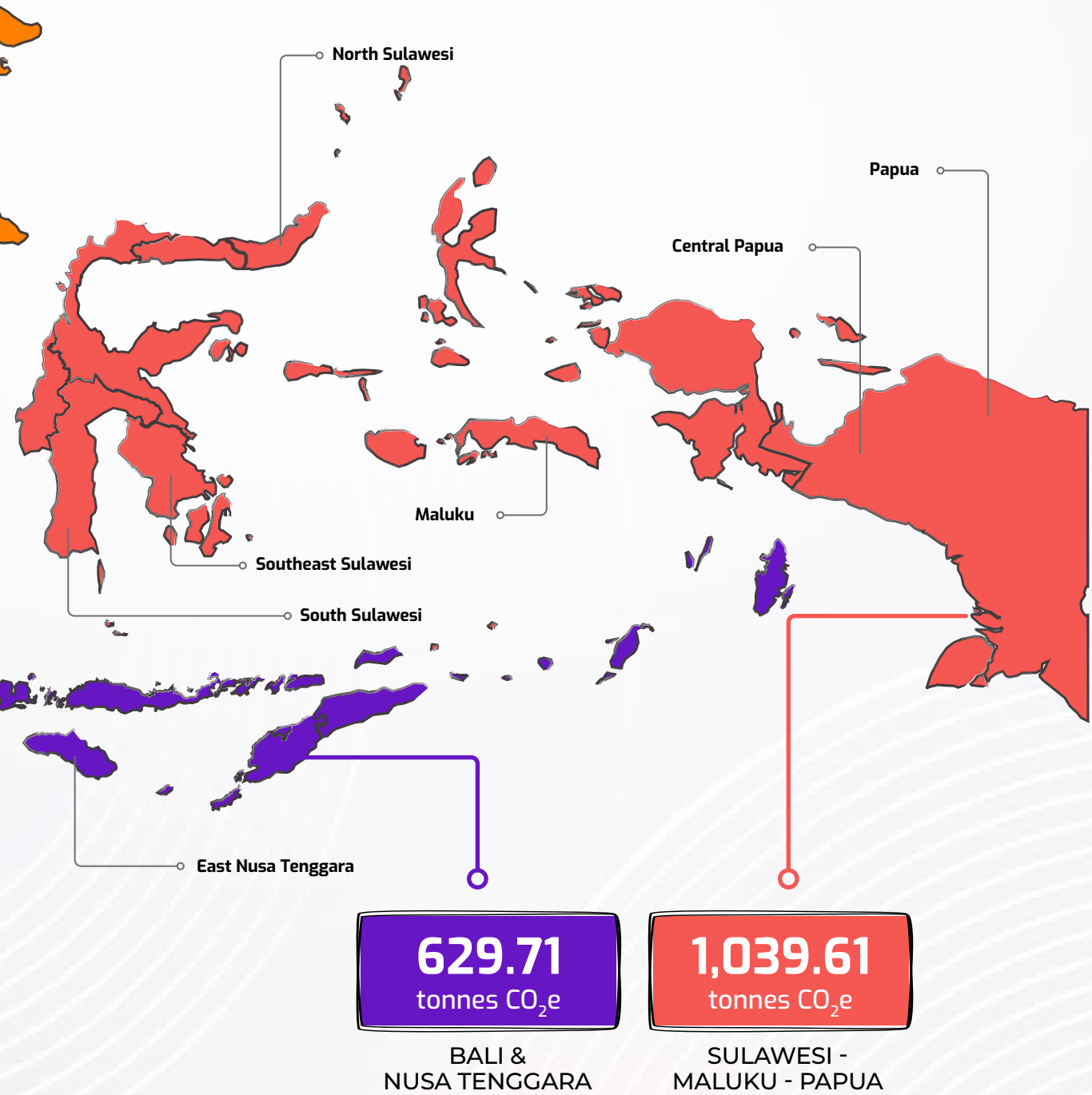
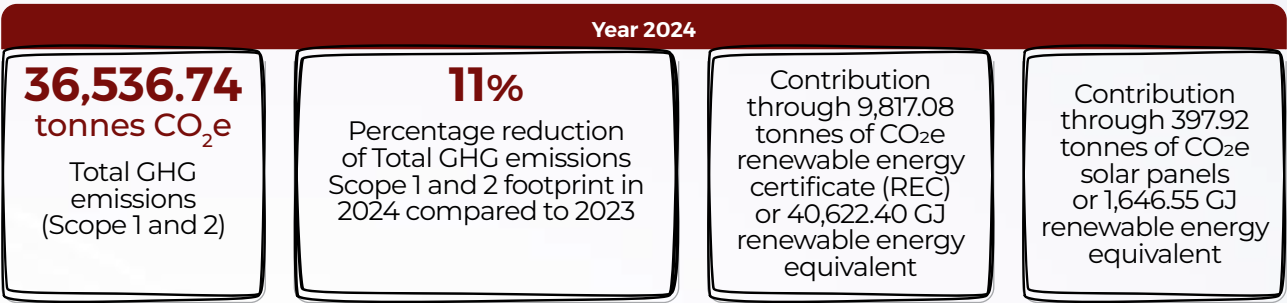
Markets Served and Emission Footprint in 2024

[POJK51-C.3; C.4][GRI 2-6; FS13]

Total Offices	E-channel network throughout Indonesia			
407 Branch Networks	2,282 ATM	977 Cash Recycle Machine (CRM)	6 Multi Denom Machine (MDM)	3 ATM 1 CRM in Mimika, Kuala Kencana, Central Papua

Note: Detailed explanations regarding the widespread e-channel network across Indonesia, the 'Sectors and Markets Served,' as well as Bank's products and services can be found in the 2024 Annual Report.



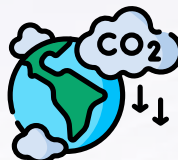


#SekarangUntukMasaDepan [POJK51-B.2] [GRI 305-5]



25%

Contribution through renewable energy to total energy use



12%

Reduction in greenhouse gas (GHG) emissions intensity compared to 2023 [POJK51-B.2] [GRI 305-5]



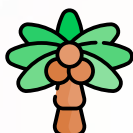
± 165,000 tonnes CO₂e

Average potential GHG emissions that can be avoided through digital banking transactions



26%

Percentage of Sustainable Business Activity Categories (KKUB) from total Bank financing



21%

Oil palm plantation financing portfolio that already has ISPO and/or RSPO certification



84%

Clients completed sustainability action plan based on 2024 target



1,286

Recipients of the CIMB Niaga scholarship program in 2006 – 2024



12 people

Training participants with disabilities in 2024



> 96,700 students
> 1,000 schools

AMDB and TDB financial literacy activities from 2011-2024



> 11,400 tonnes CO₂e

Potential of carbon absorption from bamboo planting from 2012 until 2024



>70,800 hours

Total hours of employee participating in the Employee Volunteer Program



Issuance of the **Net Zero GHG Emissions Operations Policy**

7

Total sector guidance published



Integration of **Human Rights Risks and Biodiversity Loss** assessment within the Sustainability Due Diligence (SDD) process



Palm Oil, Power, Thermal Coal Mining, Cement, Oil and Gas, Real Estate

Sub-sectors currently targeted for interim decarbonization toward a net zero greenhouse gas (GHG) emissions organization



100%

Sustainable finance training attended by the Board of Commissioners and the Board of Directors



99%

Resolved Customer Complaints



57%

Customer Loyalty Level - Net Promoter Score (NPS)

Potential Contribution to GHG Emission Avoidance from Climate Change Mitigation and Adaptation Actions

Potential carbon avoidance or sequestration equivalent to number of trees

1 tree = 167 kg CO₂ equivalent



1,162,545 trees



85%

Through digital banking activities



6%

Through bamboo planting



5%

Through Renewable Energy Certificates (REC) for Scope 1 and 2 GHG emissions and the solar panels operation



4%

Through the purchase of carbon units from the Indonesia Carbon Exchange (IDXCarbon), Zero Waste to Landfill program, e-statement issuance, and paper savings



Total of renewable energy used by the Bank sourced from hydroelectric power plants (PLTA) and solar panels – Energy generated were equivalent to

87 tons of coal

CIMB Niaga, together with CIMB Group, participated in Collective Commitment to Climate Action (CCCA) program since 2019, which subsequently supplanted by Net Zero Banking Alliance (NZBA) in 2021

MESSAGE FROM THE PRESIDENT DIRECTOR

[POJK51-D.I] [GRI 2-22] [SUSBA I.I.I.3]



LANI DARMAWAN
President Director

Dear Respected Stakeholders,

We extend our deepest appreciation for the trust and support given to CIMB Niaga throughout 2024. This year, banking sector faced complex dynamics, including global economic uncertainty, interest rate fluctuations, and the growing demand for digitalization and financial service innovation. Additionally, heightened regulatory and investor expectations for greater transparency in environmental, social, and governance (ESG) performance have placed sustainability issues (such as climate-related risks and opportunities, as well as biodiversity), at the forefront. These conditions have driven the Bank to swiftly adapt and strategically transform to navigate challenges and seize opportunities amid a dynamic global landscape.

Policy to Address Challenges

Sustainability and Sustainable Finance Values

As part of CIMB Group, CIMB Niaga consistently embeds its sustainability values across all operational aspects and business strategies, namely, **Enabling Talent, Passion, Integrity & Accountability, Collaboration, and Customer Centricity (EPICC)**. These values are the foundation for addressing global challenges, ensuring that economic growth is supported by strong governance and competent resources. The EPICC values reflect Bank's commitment to actively engage stakeholders through collaboration and conducting its business with integrity, including its responsibility to preserve the environment.

Response towards Sustainability and Sustainable Finance Issues

CIMB Niaga addresses sustainability challenges through various strategic initiatives aligned with the 2024–2028 Sustainable Finance Action Plan (RAKB). The Bank remains committed to supporting the Paris Agreement, a just transition to a low-carbon economy, Indonesia's Enhanced Nationally Determined Contribution (ENDC), and the country's 2060 net zero greenhouse gas (GHG) emissions target. Furthermore, the Bank as part of CIMB Group, which is a member of the Collective Commitment to Climate Action and the Net Zero Banking Alliance, is committed to achieve net zero GHG emissions for Scope 1 and 2 by 2030 and for

“We intend to engage our clients to develop and accelerate their transition plans towards net zero”

Scope 1, 2, and 3 by 2050, or becoming a net zero emission (NZE) organization by 2050.

Commitments, Achievements, and Challenges in Implementing Sustainability and Sustainable Finance

CIMB Niaga's climate action commitment is realized through the establishment of 2030 target to achieve net zero by 2050. Bank's interim decarbonization targets currently focus on six key sectors: thermal coal mining, cement, palm oil, power, oil and gas, and real estate. The designation of these interim decarbonization target sectors is the result of the Net Zero Strategy & Climate Risk Management project.

Furthermore, aligned with CIMB Group's commitment to economic inclusion, health, and financial literacy, CIMB Niaga has set target to improve financial health of prioritized groups. By 2026, Bank's goals is to increase an additional 1 million new active low-income customers.

Bank's dedication to advancing financial inclusion underscores the commitment to creating value for its stakeholders and fostering equitable development across the communities served.

We recognize that implementing sustainability principles comes with various challenges. Regulatory complexities, climate change dynamics, and the need to integrate sustainability across all business operations are among the strategic challenges that must be anticipated and effectively managed. However, we remain committed to drive innovation, strengthening collaboration with stakeholders, and enhancing competencies to overcome these challenges and turn them into opportunities for growth.

Sustainable Finance Implementation

Achievements and Recognitions

As of December 2024, CIMB Niaga's Sustainable Business Activity Categories (KKUB) portfolio reached Rp59.12 trillion, accounting for nearly 26% of Bank's total financing portfolio. Additionally, Bank continues to identify and report in accordance with The Indonesia Green Taxonomy (THI) for top 450 debtors and Indonesian Taxonomy for Sustainable Finance (TKBI) for top 20 debtors in energy sector. The findings indicated that 15% of the portfolio are classified into green or yellow category, based on loan outstanding.

CIMB Niaga also continues to offer sustainable financing programs, such as Sustainability-Linked Loan/Financing (SLL/F), Sustainable Financing (SF), Green Mortgage, solar panel financing, and other sustainability-supporting programs, including One House One Tree, Giro Kartini, and Sustainability-Linked Wakaf savings. At the end of 2024, Bank launched a new financing program, namely gender-responsive 'Kartini Loan.' This program is designed to provide incentives for micro, small, and medium enterprises (MSMEs) loans owned and/or led by women, supporting their business growth and independency. Through its CSR program, Bank also continues Community Link #JadiBerkelanjutan program, which offers interest-free working capital loans to selected MSMEs, particularly women entrepreneurs and/or people with disabilities in Eastern Indonesia.

Furthermore, to reduce Scope 1 and 2 GHG emissions from CIMB Niaga's operations, renewable energy utilization remains a key strategy. Initiatives undertaken include installation of solar panels at Bintaro Head Office, which became operational in March 2024, and purchase of renewable energy certificates (REC). By the end of 2024, Bank successfully reduced Scope 1 and 2 GHG emissions by more than 12,500 tonnes of CO₂ equivalent, representing a 32% reduction compared to 2019 baseline. This reduction exceeded the initial target of 25%.

CIMB Niaga continuously strives to meet stakeholder information needs by positioning itself as a leading bank in adopting various global sustainability frameworks and standards. In 2024, Bank conducted a gap analysis comparing its previously reported sustainability disclosures with the International Financial Reporting Standards (IFRS) S1 and S2. The analysis resulted in recommendations and action plan for implementation. Additionally, Bank also updated several internal documents to incorporate sustainability and climate-related risk and opportunities, including the Board of Commissioners and Board of Directors Charters, Sustainability Policy, and Exclusion List, ensuring alignment with both national and global sustainability developments. Furthermore, Bank introduced the Net Zero Greenhouse Gas (GHG) Emissions Operational Policy as a strategic foundation for achieving net zero operational Scope 1 and 2 emissions by 2030.

Furthermore, CIMB Niaga encourages active employee participation in various sustainability initiatives. Throughout 2024, the Bank recorded an average employee participation of 5.90 hours per employee in the Employee Volunteer Program, (48% higher than the target of 4 hours per employee). To further expand stakeholder engagement, the Bank organized The Cooler Earth (TCE) Sustainability Series 2024 in 17 cities across Indonesia, engaging a diverse audience, including media, customers, employees, students, and communities.

CIMB Niaga also continued its support for the Indonesia Carbon Exchange (IDXCarbon) and participating as a carbon unit buyer in the Inaugural International Trading of Indonesian Carbon Units held in Jakarta on 20 January 2025.

For these various performance achievements, CIMB Niaga has received recognition from multiple parties. Bank's sustainable business performance has been acknowledged globally through two awards from The Asian Banking & Finance Award, namely Indonesia Domestic Green Financing Bank of the Year – Wholesale Banking Awards 2024 and Best Initiative for SME Inclusion. Each award was granted to the Corporate Banking segment and Emerging Business Banking (EBB), respectively.

CIMB Niaga also received recognition for its efforts in reducing GHG emissions through the Main Award in the Sustainability with Innovation category for "CIMB Niaga's Journey Towards Net Zero 2050" from IDX Channel Anugerah Inovasi Indonesia 2024. Moreover, the Bank has also been assessed by global rating agencies, including S&P Global Corporate Sustainability Assessment (CSA), achieving a sustainability score of 53 ('very high'), and Sustainalytics, with a score of 23.5.

Challenges That Still Need to Be Addressed

Customer satisfaction remains one of CIMB Niaga's top priorities, making data protection a key focus across all operational aspects. The rapid advancement of technology, such as the artificial intelligence (AI) trend, brings positive impacts and challenges in banking sector. While technological acceleration brings efficiency and innovation, it also increases the risk of data breaches and misuse of information. To address these risks, Bank remains proactive in strengthening security systems and enhancing customer data management to ensure robust protection against emerging threats.

Strategy for Target Achievement

Sustainable Finance Risk Management

In its commitment to sustainability, CIMB Niaga proactively manages risks related to environmental, economic, and social (EES) aspects, including climate change. Risk management encompasses identification, evaluation, and mitigation of potential negative impacts that could affect operational performance and corporate reputation.

In addition to setting sustainability targets, CIMB Niaga conducted a climate risk management and scenario (CRMS) analysis, or climate scenario analysis (CSA), for seven sectors based on OJK's Book 2 of the 2024 Technical Guidance on Climate Risk Management & Scenario Analysis for Banking. As one of 18 national banks appointed by the Financial Services Authority (OJK) for a pilot project on the initial CSA study, Bank reported CRMS methodology used for the preliminary climate risk assessment along with its findings to OJK at the end of July 2024.

Sustainable Finance Opportunities and Business Prospects

Beyond risk management, CIMB Niaga also focuses on leveraging opportunities and business prospects arising from the growing sustainability trends. Bank sees significant potential in supporting sustainable financing or Sustainable Business Activity Categories (KKUB), which not only generates positive environmental impact but also creates significant business growth opportunities.

CIMB Niaga has also undertaken initiatives, such as developing sustainable finance products, utilizing renewable energy, and forming strategic collaborations with various partners and stakeholders. Through these efforts, Bank aims to serve as a catalyst in creating positive added value amid the ongoing global economic transformation.

Furthermore, CIMB Niaga continues to encourage its customers to enhance their sustainability performance and minimize negative environmental and social impacts. One of Bank's key measures to mitigate these negative impacts is through implementation of Sustainability Due Diligence (SDD). In 2024, Bank refined its SDD form to enable more effective and efficient identification of sustainability and climate-related risks. The new SDD form includes additional questions related to biodiversity aspects and integrates minimum

sectoral sustainability requirements. Additionally, since May 2024, Bank has expanded SDD implementation within the commercial banking segment by adding three new economic sectors, namely construction, infrastructure, and mining & quarrying. These complement the existing palm oil, oil & gas, coal, forestry & natural rubber sectors under SDD assessment.

External Situation

CIMB Niaga also considers external factors that may influence its performance and business strategy in addressing sustainability challenges. External factors such as global economic conditions, changes in environmental policies and climate regulations, as well as socio-political dynamics are key variables in Bank's risk analysis and strategic decision-making. The tangible impacts of climate change, such as the increasing frequency of natural disasters, extreme weather events, and shifting climate patterns, have the potential to affect operational stability and Bank's financing portfolio. Additionally, shifting consumer preferences toward environmentally friendly products and services, along with the growing adoption of global sustainability standards and frameworks, serve as a driving force for the Bank to continuously innovate and adapt its business strategy.

Overall, integrated risk management, strategic business opportunity utilization, and an adaptive response to external conditions serve as the key foundations for CIMB Niaga in ensuring long-term sustainability. Through a comprehensive approach, the Bank remains optimistic about its ability to continue making a positive contribution to Indonesia's economy, environmental conservation, and social well-being.

Appreciation

Sustainability is one of CIMB Niaga's priorities in conducting its business. Throughout 2024, the Bank has further strengthened its commitment to supporting a just transition in financial sector toward a low-carbon, inclusive, and environmentally friendly economy. Moving forward, we will continue to promote implementation and adoption of sustainable business models in Indonesia. We remain committed to this journey by engaging all stakeholders in what is still a long path ahead. With this in mind, we extend our gratitude and appreciation to all parties who have contributed to every step of CIMB Niaga's sustainability journey.

#SekarangUntukMasaDepan

Jakarta, 14 March 2025



Lani Darmawan
President Director

Sustainability Report Responsibility Statement

Board of Commissioners' Responsibility Statement for the 2024 Sustainability Report of PT Bank CIMB Niaga Tbk.

We, the undersigned Board of Commissioners of PT Bank CIMB Niaga Tbk, hereby declare that all information in the 2024 Sustainability Report of PT Bank CIMB Niaga Tbk is presented in its entirety, and that we take full responsibility for the correctness of the contents of this Sustainability Report.

This statement is made in all truthfulness.

14 March 2025


By the undersigned,



Didi Syafruddin Yahya
President Commissioner



Glenn Muhammad Surya Yusuf*
Vice President Commissioner (Independent)



Sri Widowati
Independent Commissioner



Vera Handajani
Commissioner



Farina J. Situmorang
Independent Commissioner



Dody Budi Waluyo
Independent Commissioner



Novan Amirudin**
Commissioner

* Appointed as Senior Independent Commissioner of the Bank through CIMB Niaga Board of Commissioners Circular Decree No. 011/DEKOM/KP/V/2024 dated 6 May 2024.

** Appointed at the EGMS on 25 October 2024 and has been effective on 26 February 2025.

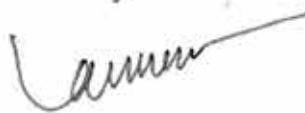
Board of Directors' Responsibility Statement for the 2024 Sustainability Report of PT Bank CIMB Niaga Tbk.

We the undersigned Board of Directors of PT Bank CIMB Niaga Tbk, hereby declare that all information in the 2024 Sustainability Report of PT Bank CIMB Niaga Tbk is presented in its entirety, and that we take full responsibility for the correctness of the contents of this Sustainability Report.

This statement is made in all truthfulness.

14 March 2025

By the undersigned,



Lani Darmawan
President Director



Lee Kai Kwong
Director



John Simon
Director



Fransiska Oei
Director



Pandji P. Djajaneegara
Director



Tjioe Mei Tjue
Director



Henky Sulistyo
Director



Joni Raini
Director



Rusly Johannes
Director



Noviady Wahyudi
Director

Board of Directors



Lee Kai Kwong
Director

Tjioe Mei Tjue
Director

Henky Sulistyo
Director

Noviady Wahyudi
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Lani Darmawan
President Director



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Board of Commissioners



Sri Widowati
Independent Commissioner

Glenn Muhammad Surya Yusuf
Vice President
Commissioner (Independent)

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President Commissioner

Novan Amirudin*
Commissioner

Notes:

* Appointed at the EGMS on 25 October 2024, and effective as of 26 February 2025

** Appointed at the AGMS on 3 April 2024, and effective as of 21 August 2024



Vera Handajani
Commissioner

Dody Budi Waluyo**
Independent Commissioner

Farina J. Situmorang
Independent Commissioner

Sharia Supervisory Board



Dr. Yulizar D. Sanrego, M.Ec.
Member



Prof. Dr. M. Quraish Shihab, MA
Chairman



Prof. Dr. Fathurrahman Djamil, MA
Member



Our Support to the Sustainable Development Goals (SDGs)

[SUSBA 1.1.1.4; 1.6.2.7]

Pillar	No	SDG Indicator	Achievements
PILLAR 1 - SUSTAINABLE ACTION	8.2	Achieve higher levels of economic productivity through diversification, technological upgrading and innovation	<ul style="list-style-type: none"> Bank continues the HyWork way of working. Bank has obtained ISO/IEC 27001:2022 certification for the Information Security Management System, covering IT operational functions, including Cyber Security, Infrastructure System Management, Data Center Operation Management, and Application Development
	8.4	Improve global resource efficiency in consumption and production progressively and endeavour to decouple economic growth from environmental degradation	<ul style="list-style-type: none"> Bank utilizes renewable energy (EBT) through the purchase of Renewable Energy Certificates (REC), amounting to -9,817 tons CO₂ equivalent or 40,622 GJ of renewable energy Bank has also operated solar panels at Griya Niaga Bintaro 1 & 2 head office, contributing to emission avoidance of -398 tons CO₂ equivalent or 1,647 GJ of renewable energy Through these two initiatives, Bank has successfully avoided more than -10,200 tons CO₂ equivalent or over 42,200 GJ of renewable energy
	8.5	Achieve full and productive employment and decent work for all women and men, including for young people and vulnerable groups, and equal pay for work of equal value	<ul style="list-style-type: none"> Bank has several related policies: <ol style="list-style-type: none"> Human Rights Policy, where Bank guarantees labor rights and upholds the principle of equality, without discrimination based on ethnicity, religion, race, gender, intergroup relations, social status, or any other factors that could be discriminatory or potentially violate human rights Diversity and Inclusion Policy, ensuring that all recruitment and selection processes conducted by Bank uphold fairness, without discrimination against candidates based on their backgrounds. Moreover, Bank's recruitment processes are conducted objectively, adhering to internal standards, and prioritizes the principle of equality As of December 2024, the workforce composition of Bank is 51% female and 49% male
	8.7	Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers	<ul style="list-style-type: none"> Bank has a Human Rights Policy that outlines its commitments to refrain from engaging in forced labor, modern slavery, migrant workers, human trafficking, and child labor or underage workers (below the age of 18 years old which may endanger their safety and/or below the age of 15 years old). This policy applies to Bank, customers and partners who work with Bank Bank includes criteria related to human rights into vendor selection criteria process, such as the criteria for the availability of human rights policies, human rights due diligence, grievance mechanisms, encouraging diversity, equality and inclusion
	8.8	Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	Bank is committed to providing fair treatment to all its employees, following the Employee Code of Ethics & Code of Conduct and referring to the third principle of the United Nations Global Compact (UNGC) regarding the freedom of association and effective recognition of the right to collective bargaining, including the formation of labor unions and the negotiation of collective labor agreements

Pillar	No	SDG Indicator	Achievements
PILLAR 1 - SUSTAINABLE ACTION	10.3	Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	Same as the achievements outlined on target 8.5
	10.4	Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality	Bank regulates the provision of allowance, life insurance, and health care in accordance with applicable regulations. Bank portion recorded at 4% while employee is at 1%
	12.2	Achieve the sustainable management and efficient use of natural resources	<ul style="list-style-type: none"> • Bank has committed to net zero GHG emissions for Scope 1 and 2 in operations by 2030 • Bank installed solar panels at one of the CIMB Niaga head offices • Bank purchased Renewable Energy Certificates (RECs) amounting to 11,284 MWh • As of December 2024, Bank recorded intangible assets amounting to 7,000 carbon units, equivalent to Rp487,443,600
	13.1	Strengthen resilience and adaptive capacity to climate-related hazards and natural disaster	<ul style="list-style-type: none"> • Graha CIMB Niaga certified as a 'Platinum' green building by the Building and Construction Authority (BCA) of Singapore • Bank's positive contribution on bamboo conservation is accumulated at more than 59 thousand since 2012
PILLAR 2 - SUSTAINABLE BUSINESS	8.3	Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium- sized enterprises, including through access to financial services	Bank has disbursed Rp26.99 trillion in financing to the MSME segment as per 31 December 2024
	8.10	Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	Bank has expanded and eased the banking access for all Indonesians through its digital banking innovation. Detailed explanations can be found in Pillar 2 Sustainable Business, under the Innovation and Development of Sustainable Financial Products/Services/Programs in 2024 Section

Pillar	No	SDG Indicator	Achievements
PILLAR 2 - SUSTAINABLE BUSINESS	9.3	Increase the access of small scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets	Same as the achievements outlined on target 8.3
	9.4	Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities	In 2024, Bank disbursed Rp6.08 trillion in KKUB financing for the construction and infrastructure sectors
	10.2	Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	Bank provides banking services to all individuals without discrimination based on ethnicity, religion, race, gender, intergroup relations, social status, or any other factors that are discriminatory and potentially violate human rights
	13.2	Integrate climate change measures into national policies, strategies and planning	<ul style="list-style-type: none"> • Bank has established a Sustainability and Sustainable Finance Policy aligned with the national climate change strategy • Bank has formed the Integrated & Climate Risk Unit • Bank has submitted the Climate Risk Management and Scenario Analysis (CRMS) report or Climate Scenario Analysis (CSA) to the Financial Services Authority (OJK) • Bank together with CIMB Group implemented the Net Zero GHG Emissions Strategy & Climate Risk Management project. The project resulted in decarbonization interim strategies and targets for 2030 targeting six sectors, details of which can be referred to in the Climate Action Commitments Section
	15.2	Promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally	Bank has implemented a commitment to No Deforestation, No Peat, and No Exploitation (NDPE) in financing the palm oil and forestry sectors. This NDPE commitment has been requested to all debtors since December 2023
	15.a	Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystem	Bank, together with CIMB Group, is committed to achieving sustainable financing of RM100 billion (equivalent to Rp208 trillion) in 2024, based on the Green Social Sustainability Impact Products & Services (GSSIPS) framework. In 2024, CIMB Niaga contributed RM3,821.41 million (equivalent to Rp13.8 trillion) toward this target

Pillar	No	SDG Indicator	Achievements
PILLAR 3 - CORPORATE SOCIAL RESPONSIBILITY (CSR)	10.2	Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	Community Link #JadiBerkelanjutan program supports community social and economic activities, including empowerment programs for women and persons with disabilities, particularly in Eastern Indonesia
	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Aligned with the bamboo conservation program, Bank is also engaged in capacity building activities for farmer groups, focusing on bamboo product processing, entrepreneurship, and financial literacy
	13.2	Integrate climate change measures into national policies, strategies and planning	Same as the achievements on Pillar 2: Sustainable Business target 13.2
PILLAR 4 - GOVERNANCE AND RISK	15.5	Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and protect and prevent the extinction of threatened species	<p>Bank has implemented its NDPE (No Deforestation, No Peat, No Exploitation) commitment in financing the palm oil and forestry sectors and has committed to phasing out financing for the thermal coal mining sector by 2040</p> <p>Additionally, through its Exclusion List, Bank prohibits financing for debtors directly or indirectly involved in activities that negatively impact world heritage sites and other designated areas. These areas include, but are not limited to:</p> <ul style="list-style-type: none"> a. Sites, resources, habitats, or landscapes of global or national significance or those valued by local communities or Indigenous peoples, as identified through community engagement b. National and/or international protected areas, including peatland conservation areas and wetlands designated under the Ramsar Convention
	15.7	Take urgent action to end poaching and trafficking of protected species of flora and fauna and address both demand and supply of illegal wildlife products	Bank has an Exclusion List outlining prohibited business activities, which includes financing for illegal activities
	16.2	End abuse, exploitation, trafficking and all forms of violence against and torture of children	Bank is committed, as outlined in its Human Rights Policy, to refrain from involvement in practices such as forced labor, bonded labor/debt labor, child labor, underage labor, migrant labor, human trafficking, and modern slavery
	16.4	End abuse, exploitation, trafficking and all forms of violence against and torture of children	Bank has established an Exclusion List outlining prohibited business activities, which includes financing for weaponry, ammunition, and terrorism. It is aligned with the Anti-Money Laundering (AML), Counter-Terrorism Financing (CTF) and Counter-Proliferation Financing of Weapon of Mass Destruction (CPFWMMD) Program

Pillar	No	SDG Indicator	Achievements
PILLAR 5 - ADVOCACY AND STAKEHOLDERS ENGAGEMENT	16.5	Substantially reduce corruption and bribery in all their forms	<ul style="list-style-type: none"> One of the items under Bank's Exclusion List is the prohibition of financing activities related to any bribery and corruption activities Bank has been certified ISO 37001:2016 in regards to the Anti Bribery Management System, embedded in Sub-directorate of Strategic Procurement and Admin Property Management Bank's Board of Commissioners and Board of Directors also signed the Declaration of the Integrity Pact, Code of Ethics & Anti-Corruption Commitment periodically, starting in 2020. In 2024, the signing took place on 1 July 2024 and is published on the Bank's website
	12.6	Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Bank implemented a Sustainable Finance Policy and Procedures governing the Sustainability Due Diligence mechanism. This mechanism encourages customers to adopt best sustainability practices in their business operations
	12.8	Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	<ul style="list-style-type: none"> Bank owns a dedicated website addressing sustainability topics, accessible to the public Additionally, Bank actively engages in various sustainability initiatives and activities, such as The Cooler Earth Sustainability Summit. This initiative aims to raise awareness of sustainability issues, catalyze customers and stakeholders to take action, and build real momentum in sustainability
	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Throughout 2024, Bank has conducted 9 training sessions on climate change-related risks and opportunities
	16.6	Develop effective, accountable and transparent institutions at all levels	Bank consistently upholds the values of accountability and transparency in its business activities, aligning with the Corporate Policy Manual

Sustainable Development Goals (SDG) Related Sustainability Governance Based on the Global Investors for Sustainable Development (GISD) Alliance

[GRI 201-2]

Governance

1. Bank acknowledges that efforts to mitigate the impact of SDGs-related risks will be successful when integrated into a well-established governance structure
2. Bank has a sustainability governance body in place to support the achievement of SDGs. The sustainability governance body structure refers to Pillar 4 Governance and Risk. The achievement and implementation of the SDGs refers to Presidential Regulation of the Republic of Indonesia No. 111 of 2022 concerning Implementation of the Achievement of Sustainable Development Goals
3. Bank currently has a Sustainability Unit and an Integrated & Climate Risk Unit responsible for implementing the sustainability framework, including supporting SDGs
4. This is how to address SDG-related issues and ensure that initiatives and actions toward achieving the Sustainable Development Goals are comprehensively executed

Strategy



1. Bank has various policies supporting the achievement of the SDGs, including but not limited to Sustainability Policy, Sustainable Finance Policy, and Human Rights Policy
2. Bank owns the Green Social Sustainability Impact Products & Services (GSSIPS) framework to ensure financing aligns with positive contributions to SDGs
3. Bank has developed a model and methodology for climate scenario analysis (CSA) and participated in a pilot project for climate risk stress tests (CRST) requested by the Financial Services Authority (OJK). This aims to assess the resilience of Bank business model and strategy in addressing climate change, not only in the short term but also in the medium and long term
4. Bank has implemented and operates a Sustainability Due Diligence (SDD) mechanism covering both credit and non-credit activities
5. Sustainability Due Diligence is conducted, considering various environmental and social aspects, including SDG achievements
6. Bank also has a strategy to identify SDG-related opportunities and challenges







Risk Management

1. Incorporating risks related to the SDGs as a consideration in assessing financial and non-financial risks
2. Raising debtor awareness on SDG achievements while reviewing and integrating SDG aspects into SDD
3. Enhancing sustainability risk literacy and understanding of the Sustainable Development Goals (SDGs) for Bank's internal stakeholders, customers, and suppliers
4. Identifying potential risks related to the Sustainable Development Goals

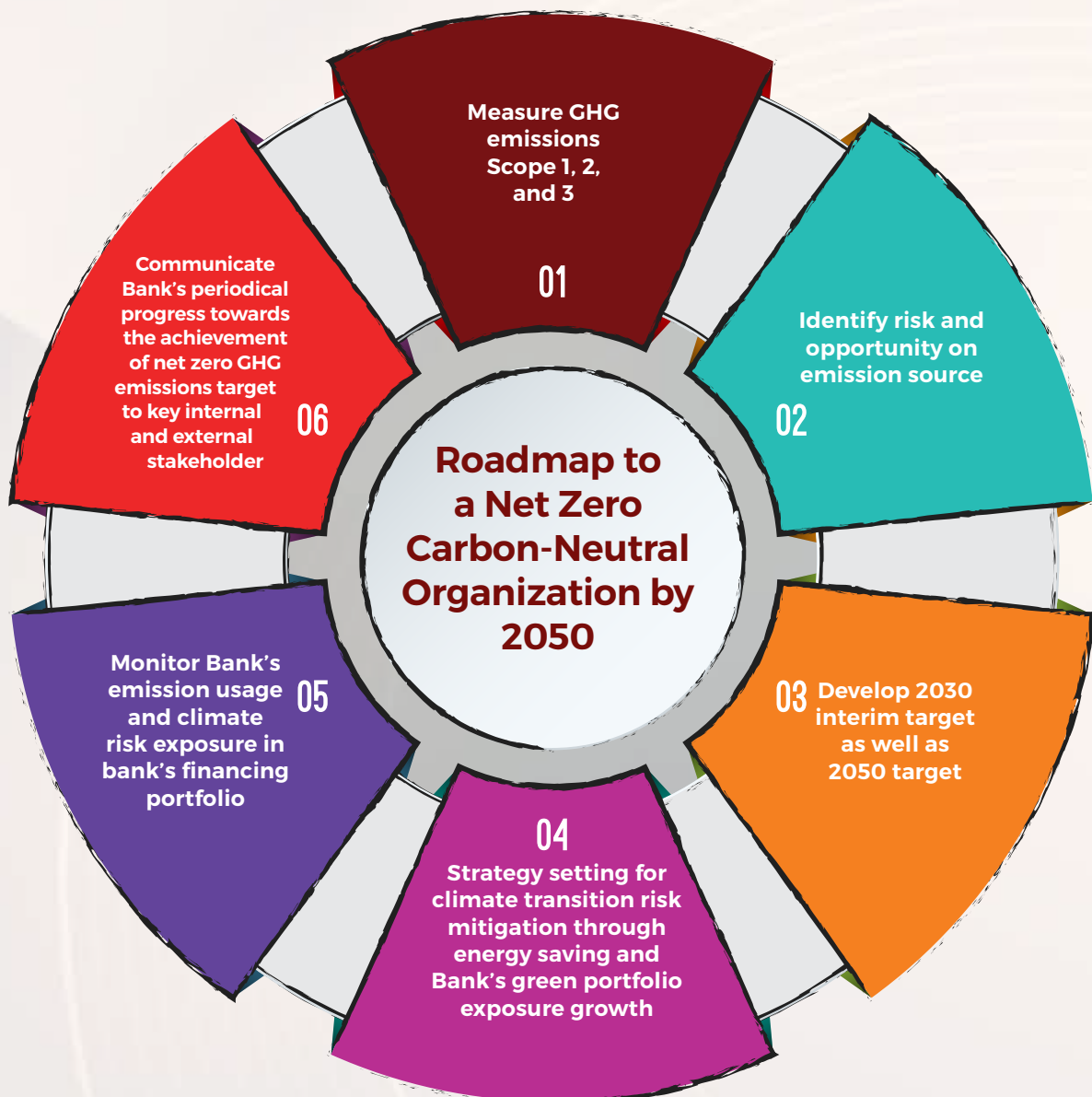
Metrics and Target

1. Identify debtor's Portfolio/group that have a positive impact and contribute to achieving the SDGs
2. Sustainability Due Diligence (SDD) conducted on Bank's financing portfolio
3. Bank has identified six sectors with high carbon or greenhouse gas (GHG) emission intensity and has set science-based interim decarbonization targets for each sector

Metrics	Sustainable Development Goals (SDGs)	Contribution	References
GHG emissions associated with the Company and the projects it finances, using the specified methodology		Bank calculates GHG emissions from Bank financing as of 31 December 2023 in nine sectors identified to have high GHG emissions intensity according to the Net Zero Banking Alliance (NZBA). The calculation results reveal a total of 3.61 million tonnes CO ₂ e in Bank's financing portfolio. Further information can be found in Pillar 1 Sustainable Action	GISD
Percentage of investment portfolio that is in line with the definition of Sustainable Development Investing (SDI)	Diverse	Bank holds sustainable investment portfolio consisting of Green Bonds and Green Sukuk issued by State-Owned Enterprises (SOEs) or the Government of the Republic of Indonesia, amounting to Rp560.75 billion in 2024. Further information can be found in Pillar 2 Sustainable Business	GISD
Total outstanding loans, value of outstanding loans (segmented based on financing for MSMEs)	 	Bank has disbursed Rp26.99 trillion on MSME financing for 7,000 debtors, with a financing composition of: 4% of micro businesses, 29% of small enterprises, and 67% of medium enterprises. Further information can be found in Pillar 2 Sustainable Business	HIPSO – FI-01/02
Total amount and value of free checking accounts for customers who previously did not have a bank account.	 	As of 31 December 2024, there were 26,425 Student Savings (SimPel) accounts with a total value of Rp3.01 billion	Sustainability Report
New and existing Business activities (financing, investment, insurance) related to thermal coal mining and oil and gas exploration companies	Diverse	Bank has less than 0.07% of its total financing channeled to thermal coal mining and oil and gas exploration companies. Furthermore, no new financing for thermal coal mine expansion activities. Further information can be found in Pillar 2 Sustainable Business	Sustainability Report
Total amount and value from green and sustainability-related financing		Environmental-Based Business Activity (KUBL) financing as of 31 December 2024 reached Rp33.13 trillion distributed to more than 3,200 debtors. Further information can be found in Pillar 2 Sustainable Business	GISD
Portfolio impact analysis conducted to inform business strategy, ensuring that the process and outputs of the analysis adhere to applicable guidelines	Diverse	Almost 35% of Bank's total financing carries high level of sustainability risk potential. Further information can be found in Pillar 4 Governance and Risk	UNEP FI

Metrics	Sustainable Development Goals (SDGs)	Contribution	References
Existence and implementation of impact analysis systems and client/investee company engagement	Diverse	Bank has a regulated Sustainability Due Diligence (SDD) mechanism for debtors and business relations with sustainability action plans that refer to international best practices. Further information can be found in Pillar 3 Corporate Social Responsibility (CSR)	UNEP FI
Total checking account transactions and active users	 	In 2024, Bank had 36,536 individual checking account customers MSME valued at Rp3.63 trillion. Further information can be found in Pillar 1 Sustainable Action	IRIS+
Total incentives provided for opening savings accounts	Diverse	In 2024, Bank provided student savings accounts with a total donation value of Rp405.6 million for account openings. Further information can be found in Pillar 3 Corporate Social Responsibility (CSR)	IRIS+
Total amount and value of ESG-related financing, where the conditions are affected by sustainability performance		As of 31 December 2024, the Sustainability-Linked Loan/Financing (SLL/F) program was granted to 5 debtors valued at Rp1,59 trillion, and the Sustainable Finance program provided Rp3.18 trillion in financing to 8 debtors. Further information can be found in Pillar 2 Sustainable Business	Sustainability Report
Total accounts held by Total accounts held by women in countries with large gender disparities regarding financial inclusion	  	There are 676 female debtors in Bank's MSME financing. Further information can be found in Pillar 2 Sustainable Business	GISD

Brief Communication: CIMB Niaga and CIMB Group Towards a Net Zero Greenhouse Gas (GHG) Emissions Organization by 2050



Strategy Towards NZE 2050



Optimizing Business Location

- Optimization of physical office facilities
- Reduction of operational office space



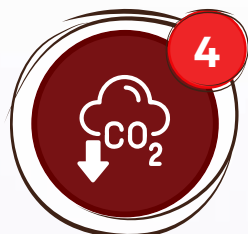
Avoiding and Reducing Energy Consumption

- Investment in energy efficiency activities and campaigns for lifestyle changes
- Development of a system for recording operational GHG emissions data
- Upgrading air conditioning (AC) units at several locations for energy savings
- Conversion to LED lighting in operational offices



Green Energy

- Transitioning to renewable energy sources through the purchase of verified renewable energy certificates
- Solar panels have been installed at one of the Bank's head offices, Griya Niaga Bintaro 1 & 2
- Internal Carbon Pricing (ICP) initiative*



Carbon Offsets

Purchasing high-quality carbon units (with certification) from local sources, for unavoidable emissions, such as through the Indonesia Carbon Exchange (IDXCarbon).



Green Sector Strategy

- Conducting regular measurement and monitoring of emissions from the financing portfolio
- Setting targets and strategies for green financing in the palm oil, power, thermal coal mining, cement, real estate as well as oil and gas sectors
- Coordinating with other business units regarding strategies and potential for green financing

Note:

*Internal Carbon Pricing (ICP) is an initiative aimed at achieving net zero GHG emissions for Scope 1 & 2 in operations by 2030, by assigning a monetary value to the GHG emissions generated by Bank's Scope 2. Since 2021, Bank has begun working on establishing and implementing the ICP framework.

Key Design Principles for Setting Interim Decarbonization Targets Towards NZE 2050

Aligned With The NZE 2050 Climate Ambition

The 2030 target is consistent with the decarbonization path towards NZE 2050, which is necessary to limit global warming to well below 1.5°C above pre-industrial levels and to preserve the planet's habitability

Enables Decisive Action

The 2030 target is set as a reference for Bank to take immediate action. In the future, Bank will establish long-term interim targets to ensure the organization can grow sustainably towards NZE 2050

Based on a Science-Based Approach

Bank has ensured that all target setting across selected sectors is based on scientific reference scenarios that are widely accepted and credible. Bank acknowledges that climate science is continuously evolving. Therefore, Bank has chosen to act now based on the best available knowledge and will review the targets in line with advancements in science, reporting methodologies, as well as laws and regulations

Achieving a Just Transition as an Imperative

Bank recognizes that environmental sustainability needs to be aligned with inclusive development and growth, while also balancing resilience and the affordability of food and energy. Bank has incorporated these considerations into its targets and reference scenarios, in accordance with regional (and local) contexts

Achieving Net Zero GHG Emissions in Partnership With Clients

Bank believes that, moving forward, net zero GHG emissions must align with economic growth and positive socioeconomic outcomes. Bank positions itself as a partner to clients, helping them navigate their decarbonization journey, and does not distance itself from clients in industries facing challenges in their decarbonization efforts

Focusing on Impact

Bank focuses on setting initial targets for the most material sectors where it can create a positive impact on decarbonization, prioritizing economies that support sustainable practices and technologies. Bank also prioritizes sectors based on exposure to GHG emissions within its financing portfolio

2030 Emission Reduction Targets

As part of CIMB Group, CIMB Niaga has established sectoral interim decarbonization targets 2030 for six sectors with high carbon emission intensity. These sectors include thermal coal mining, power, oil and gas, palm oil, cement, and real estate. More detailed information regarding the scope and assumptions behind these targets can be accessed through CIMB Group's official report.

	Sector					
	Palm Oil	Power	Thermal Coal Mining	Cement	Oil and Gas	Real Estate
Target Metric	Physical emission intensity, expressed in tons of CO ₂ equivalent per ton of palm oil.	Physical emission intensity, expressed in kg of CO ₂ equivalent per megawatt hour (MWh)	Reduction in portfolio exposure, expressed as a percentage (%).	Physical emission intensity, expressed in tons of CO ₂ equivalent per ton of cement.	Financed Emissions Lending Intensity (FELI), expressed in tons of CO ₂ equivalent per million Malaysian Ringgit (MYR)	Physical emission intensity, expressed in kg of CO ₂ equivalent per unit area (m ²)
Parts of the Value Chain Included	Planting Milling	Power generation	Thermal coal mining	Cement manufacturing	Upstream exploration and production (E&P) companies, and Integrated companies across all parts of the value chain	Developers, owner-operators and REITs across office, retail, hotel, industrial, and mixed building types
Scope of Customer GHG Emissions Included in Target Setting	<ul style="list-style-type: none"> Scope 1 (including land use change related emissions and sequestration) and 2 of plantation, mill and integrated clients Scope 3 upstream (i.e. external sourcing of fresh fruit bunches) of integrated clients 	Scope 1 emissions of power generation clients	N/A	Scope 1 and 2 emissions of cement manufacturing clients	Scope 1, 2 & 3	Scope 1 and 2 operational emissions from buildings
Asset Classes Included in Target Setting	<ul style="list-style-type: none"> Financing portfolio for customers Investment portfolio recorded as Available for Sale (AFS) and Hold to Maturity (HTM) Facilitation of capital-raising activities for customers, including bond/sukuk issuance and initial public offerings (IPO), which are part of the portfolio of the Bank's subsidiary, PT CIMB Niaga Sekuritas 					
Baseline	1.81 (per 2022)	439 (per 2022)	100% (per 2021)	0.72 (per 2021)	694 (per 2022)	117 (per 2022)
2030 Target	1.52	272	50%	0.46	583	77
Scenario Reference	Adjusted SBTi FLAG Commodity Pathway for palm oil (regional)	Adjusted IEA NZE 2050 (regional)	IEA NZE 2050 (regional)	SBTi Carbon Intensity Pathway for cement (global)	IEA NZE 2050 (regional)	IEA APS & CRREM v2 (regional)
NZE Plan	In line with the scenario reference for 2030	In line with the scenario reference for 2030	No exposure to thermal coal mining by 2040	In line with the scenario reference for 2030	In line with the scenario reference for 2030	In line with the scenario reference for 2030

Note:

For more information on the interim target setting towards NZE 2050, please refer to the official CIMB Group report, which can be accessed through the following [link](#).

Strategy to Achieve the 2030 Sectoral Interim Decarbonization Target

Sector	Decarbonization Target
Thermal Coal Mining 	<ul style="list-style-type: none"> Ensuring compliance with the provisions of the Coal Sector Guidance Regularly strengthening the Coal Sector Guidance, including expanding its scope and introducing revenue and/or fuel mix thresholds for both new and existing debtors Proactively engaging with debtors to support their diversification plans Ensuring the implementation of relevant controls to manage the socioeconomic impacts of the transition
Power 	<ul style="list-style-type: none"> Ensuring compliance with the provisions of the Coal Sector Guidance Progressively strengthening the Coal Sector Guidance in line with the commitment to phase out coal financing by 2040 Increasing the proportion of financing for the renewable energy sector Supporting CCUS (Carbon Capture, Utilization, and Storage) technology financing as a long-term strategy beyond 2030 Facilitating the gradual early retirement of fossil fuel power plants in accordance with regulatory requirements, particularly for debtors heavily reliant on coal for power generation
Oil and Gas 	<ul style="list-style-type: none"> Implementing Bank's sectoral commitment by not providing new dedicated financing for oil field projects approved or developed after 31 December 2021 Supporting and financing business diversification for oil and gas debtors toward renewable energy, low-carbon fuels, and related infrastructure Actively supporting oil and gas debtors in reducing operational emission intensity and enhancing production efficiency Facilitating debtors in developing, meeting, and accelerating their net zero GHG emissions strategies
Palm Oil 	<ul style="list-style-type: none"> Maintaining the No Deforestation, No Peat, and No Exploitation (NDPE) commitment Supporting debtors in obtaining certification under international and local schemes, including the Roundtable on Sustainable Palm Oil (RSPO), Malaysian Sustainable Palm Oil (MSPO), Indonesian Sustainable Palm Oil (ISPO), and International Sustainability and Carbon Certification (ISCC), while enhancing emission data reporting Providing financing facilities for newly certified sustainable palm oil debtors and supporting existing debtors in achieving and accelerating emission intensity reduction efforts Financing the installation of biogas power plants at palm oil mills Increasing financing and other forms of support for debtors and suppliers, with a focus on economic inclusion and livelihood improvements for vulnerable groups, such as skills development and yield enhancement for smallholder farmers in the upstream sector
Cement 	<ul style="list-style-type: none"> Encouraging and supporting the adoption of technologies that reduce emissions Providing financing options that facilitate sectoral decarbonization Influencing debtors in the real estate sector to adopt decarbonization measures, thereby creating price signals and demand for more sustainably produced cement Collaborating and engaging with industry organizations and regulators to contribute insights on decarbonization efforts in the construction sector Selective acceptance of new cement sector debtors with a clear transition plan aligned with the Net Zero 2050 commitment
Real Estate 	<ul style="list-style-type: none"> Financing the development, retrofitting, and maintenance of more energy-efficient buildings, including actively channeling financing to buildings with higher energy efficiency ratings and green building certifications Supporting the energy transition in buildings, including electrification, on-site renewable energy capacity installation, and renewable energy procurement through Power Purchase Agreements (PPA) Supporting debtors in developing and achieving their net zero GHG emissions plans

Sectoral Interim Decarbonization Targets and Achievements

The 2023 regional analysis results indicate that: (a) four sectors have exceeded the interim decarbonization targets set in the scenario reference; (b) one sector has met the decarbonization target in line with the scenario reference; and (c) one sector has not yet achieved the interim decarbonization target set in the scenario reference.

The sectors that have exceeded the interim decarbonization targets set in the scenario reference are thermal coal mining, power generation, palm oil, and real estate. The respective achievements of these sectors in 2023 were 43%, 25%, 10%, and 2% below the scenario reference pathway. The achievement was driven by a combination of factors. In thermal coal mining, progress was primarily driven by natural amortization of financing and strict adherence to the coal sector guide. Meanwhile, exposure across most sectors grew, but emissions declined as portfolio growth was directed towards lower-emitting segment, particularly in power-supported by large debt capital market deals for renewable energy—and real estate. Additionally, debtors within our portfolio that report emissions, by and large, showed encouraging year-on-year decarbonization progress, further contributing to emissions reductions. This was reinforced by stronger internal control and policies that have been implemented.

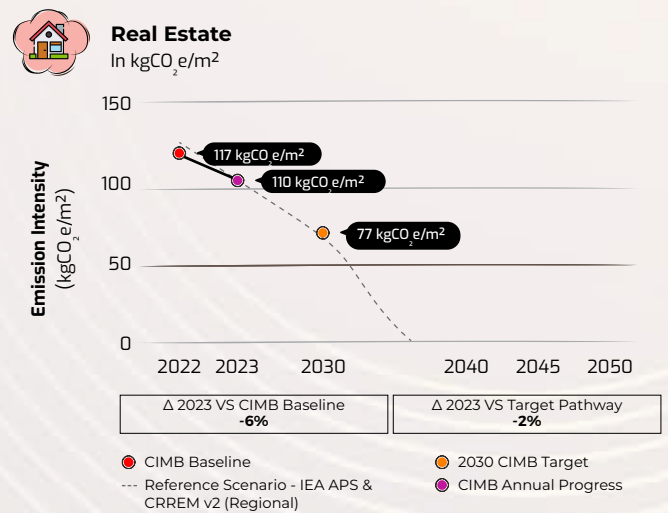
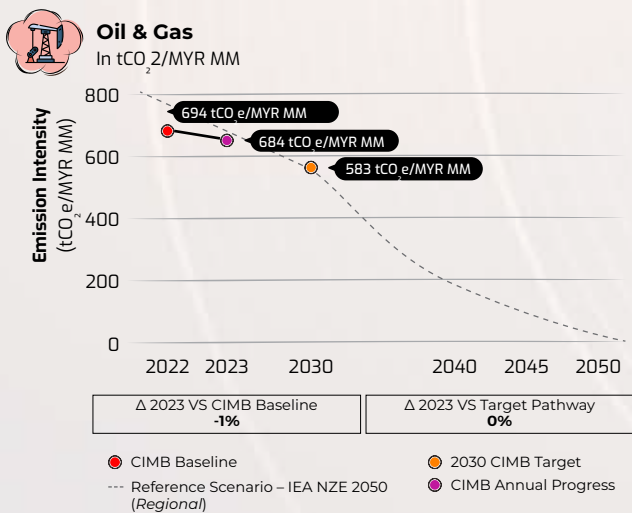
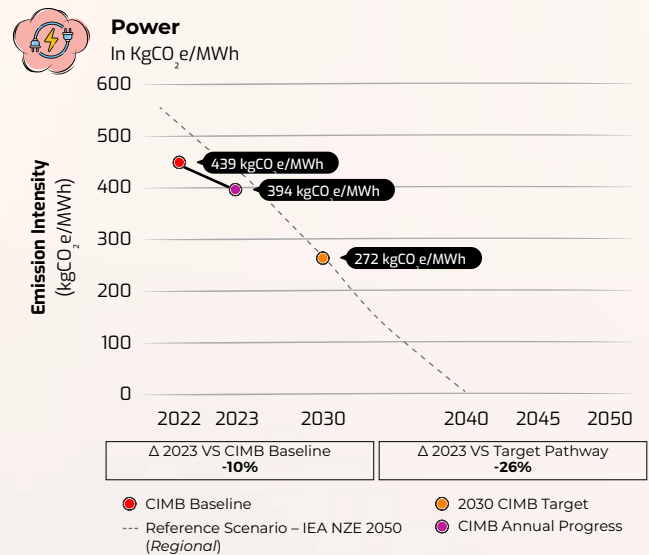
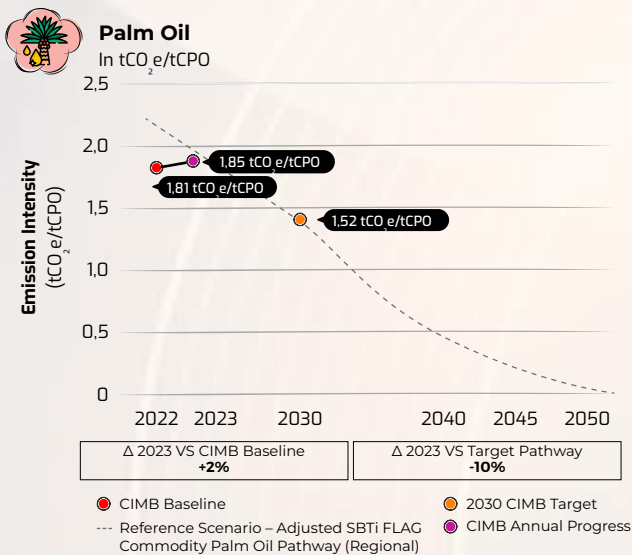
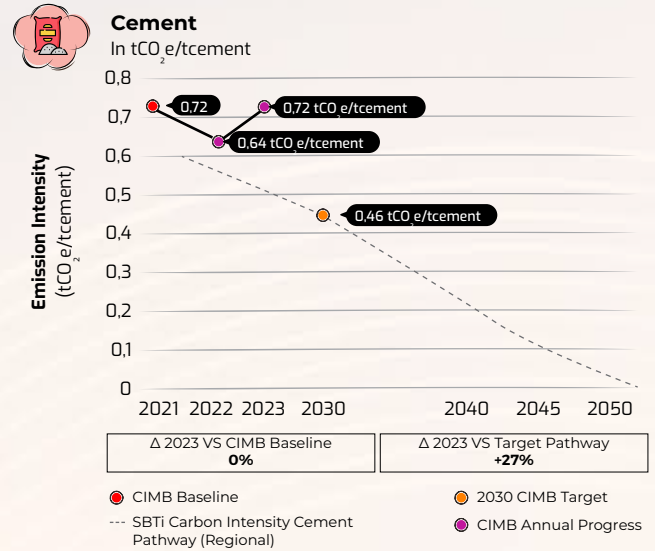
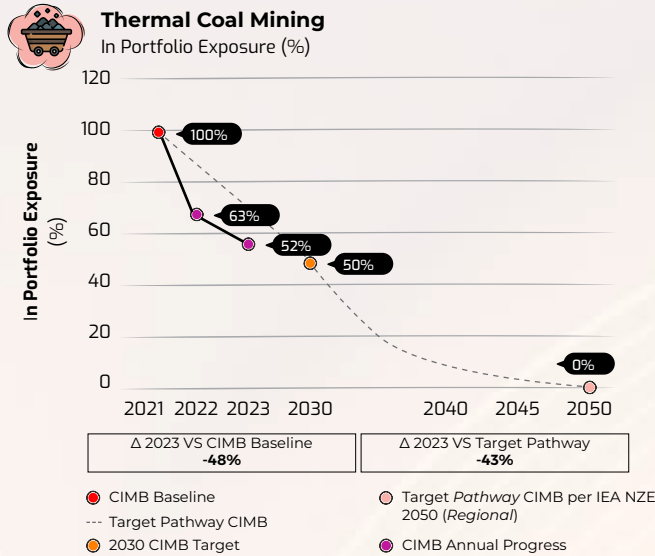


The achievement of the oil and gas sector was lower compared to other sectors, although it remained aligned with the interim decarbonization targets set by the IEA NZE 2050 (Regional) reference. This is due to increased credit utilization among lower-emitting clients, which helped to keep exposure growth to be aligned with interim decarbonization targets.

However, the analysis results also indicate that the cement sector has not yet achieved its interim decarbonization target as set in the scenario reference. This was driven by an increase in exposure to debtors with high emission intensity. Nevertheless, these debtors have established decarbonization strategies and have achieved annual carbon emission reductions. Therefore, in line with the principles of a just and balanced transition, financing facilities will continue to be provided, despite the short-term impact on the sector's target achievement.



Aggregately, climate action through sectoral interim decarbonization targets remains on track with the planned reduction trajectory. Bank will continue to implement mitigation measures to ensure that targets are achieved effectively and remain aligned with other sustainability commitments.

Achievement of Interim 2030 Targets Towards NZE 2050



Sustainable Financing Opportunities in High-Carbon Emission Sectors

Beyond setting interim decarbonization targets, Bank has also identified sustainable financing opportunities in various high-carbon emission sectors, including through nature-based solutions. Some of these sustainable financing opportunities include:

Ecosystem	Sector	Opportunities
	Power	<ul style="list-style-type: none">• Work with power generation companies and equipment manufacturers to adopt decarbonization targets aligned with the Bank's interim decarbonization targets• Increase financing for new renewable energy projects
	Automotive	<ul style="list-style-type: none">• Work with equipment manufacturers, dealers and automotive financial leasing companies to support electric vehicle (EV) supply chains• Increase financing for EV-focused business
	Oil and Gas	<ul style="list-style-type: none">• Work with companies in hard-to-abate sectors to finance renewable energy, low-emissions fuel alternatives and emissions reduction technologies
	Real Estate	<ul style="list-style-type: none">• Work with property developers, operators and investment companies to encourage adoption of energy efficiency standards for buildings• Increase financing to support the retrofitting and upgrading of existing buildings with energy-efficient equipment and installation of renewable energy
	Construction	<ul style="list-style-type: none">• Work with contractors and material suppliers to increase financing to green building construction activities and encourage the increased usage of sustainable building materials for better life cycle cost and to lower embodied carbon emissions• Increase financing of on-site renewable energy



About the Report

GRI 2-2; 2-3; 2-4; 2-5; 201-4][FN-CB-550.d.1][SUSBA 1.6.2.10] [ACGS-B.1.3; (B)B.1.2]

PT Bank CIMB Niaga Tbk (“CIMB Niaga” or “Bank”) periodically publish an annual sustainability report, providing information on its environmental, social, and governance (ESG) performance. The previous year’s sustainability report was published on 5 March 2024.

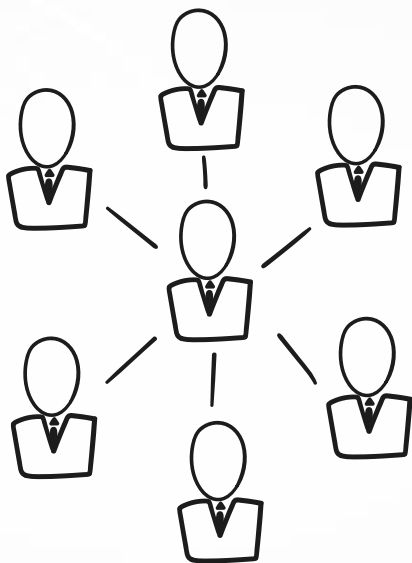
The data and information presented in this report cover Bank’s performance from 1 January to 31 December 2024, sourced from CIMB Niaga’s Head Office and all operational activities across Indonesia. Financial performance information is derived from the audited consolidated financial statements prepared by a public accounting firm Rintis, Jumadi, Rianto & Rekan (member of PricewaterhouseCoopers (PwC) Global Network). The bank did not receive any financial assistance from the government during this reporting period. Meanwhile employee and electricity usage data are obtained from various business units and branch offices throughout Indonesia. There has been no statement due to the update of emission factors.

The 2024 Sustainability Report has undergone a verification process by an independent third party, Kantor Akuntan Publik (KAP) Siddharta Widjaja & Rekan or KPMG Indonesia, in accordance with Assurance Engagement Standard (SPA) 3000 (Revised 2022) on Assurance Engagements Other than Audits or Reviews of Historical Financial

Information and Assurance Engagement Standard (SPA) 3410 on Assurance Engagements on Greenhouse Gas Statements, as issued by the Indonesian Institute of Public Accountants. The appointment of the independent verifier followed the Procurement of Goods and Services Policy and Procedures, received approval from the Board of Directors, and is ensured to be free from any conflict of interest. The verification period took place from November 2024 to March 2025.

In preparing this report, Bank adheres to the provisions outlined in Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Institutions, Issuers, and Public Companies. The Sustainability Report is also prepared with reference to various frameworks and standards, including the Global Reporting Initiative (GRI), GRI-G4 Financial Services Sector Supplement Indicators, early adoption of International Financial Reporting Standards (IFRS) S1 and S2, the Sustainability Accounting Standards Board (SASB) for the Financial Services sector, the Sustainable Banking Assessment (SUSBA) by the World Wide Fund (WWF), the Sustainable Development Goals (SDGs), and the Global Investors for Sustainable Development (GISD) Alliance. Additionally, there is no information related to the Global Systemically Important Bank (G-SIB) methodology, as Bank is not classified under this category.

Material Topic Priorities [GRI 3-1, 3-2]



In 2024, Bank updated its material topics through surveys and interviews designed in collaboration with CIMB Group, engaging nearly 1,500 stakeholders, including customers, shareholders/investors, regulators, suppliers, employees, local communities, labor unions, non-profit organizations, and financial institutions. This process took place from June to August 2024, covering identification, business impact assessment based on sustainable finance principles, and prioritization. The updated material topics have been approved by the Board of Directors.

- 1 Sustainable and Responsible Finance
- 2 Cybersecurity and Data Privacy
- 3 Risk Management and Business Resilience
- 4 Climate Change
- 5 Human Rights and Labor Standards
- 6 Financial Literacy and Inclusion
- 7 Governance and Ethics
- 8 Diversity & Inclusion
- 9 Customer Experience
- 10 Digitalisation and Innovation
- 11 Nature and Biodiversity
- 12 Talent Acquisition, Growth, and Retention
- 13 Welfare, Health and Safety

Management Approach to Material Topics

[GRI 3-3][SUSBA 1.1.1.7; 1.6.2.7][ACGS-B.1.1; B.1.2;B.2.1]



1

Sustainable and Responsible Finance

Key Information

- Economic Performance [GRI 201-1; 201-2; 201-3; 201-4]
- Portfolio of Products and Loan Quality [SUSBA 1.1.1.10]
- Policies Related to Social and Environmental Components, and Their Implementation in Business Activities [GRI FSI]
- Percentage of Business Portfolio According to Banking Sector for Individuals with Limited Access [GRI FS6]
- Approach to Integrating ESG Factors in Credit Analysis
- ESG Risk Assessment and Mitigation at Portfolio Level
- Disclosure of ESG Exposure and Risk Targets

Material Topic and Its Importance for Company Sustainability

Sustainable finance plays an important role in providing the financing framework for Bank, supporting the achievement of the SDGs, including climate change actions and mitigation strategies for climate change and the establishment of a low-carbon economic ecosystem

Impact

Financing activities entail sustainability risks. Clients receiving financing from Bank may potentially face issues related to deforestation, water, marine, land-use change, community, labor, and human rights. All of these are important sustainability issues. As a responsible Bank, we collaborate with debtors to minimize the negative impacts of financing activities. Additionally, sustainable finance products/programs will support a just transition, a low-carbon economy, the achievement of the Paris Agreement, the Sustainable Development Goals, and inclusively engaging customers, shareholders/investors, regulators, and local communities

Policies

- Sustainability Policy and Sustainability Procedure
- Sustainable Finance Policy and Sustainable Finance Procedure
- High Sustainability Risk Sector List
- Sector Guidance

Performance Targets

- Issuance of sector-specific guidance documents, including but not limited to land-based sectors, high GHG emissions sectors, and Agriculture, Forestry, Other Land Use, and Land Use Change (AFOLULUC)
- Increase the portfolio of sustainable financing in line with Indonesia's Green Taxonomy (THI) and Bank's net zero GHG emissions target by 2050
- Enhancing literacy of Indonesian Sustainable Finance Taxonomy (TKBI) (formerly known as the Indonesian Sustainability Taxonomy, THI) to customers
- Enhance sustainability and sustainable finance literacy
- Align sustainable finance with Indonesia's 'FOLU Net Sink 2030' target (-140 million tonnes CO₂e by 2030) and promote initiatives that prevent biodiversity loss
- Increase sustainable finance portfolio in the palm oil sector

Achievement Strategies

- Bank conducts comprehensive sustainability due diligence on customers/prospective customers, such as Sustainability Due Diligence (SDD) and Enhanced Sustainability Due Diligence (ESDD), as well as perusal based on Sector Guidance
- Bank imposes Action Plans for customers/prospective customers who do not met the minimum sustainability requirements yet
- Bank consistently encourages customers/prospective customers to adopt and implement best sustainability practices within their respective sectors
- Identification and classification of Bank's portfolio based on sustainability risk, Sustainable Business Activity Categories (KKUB), environmental, social, and sustainable impact (Green Social Sustainable Impact Products and Services), and the Indonesia Green Taxonomy (THI) as well as Indonesia Sustainable Finance Taxonomy (TKBI)
- Integrating and mainstreaming the No Deforestation, No Peat, No Exploitation (NDPE) principles, which are implemented through Sector Guidance

Achievements

- Total financing portfolio in Sustainable Business Activity Categories (KKUB) amounting to Rp 59.12 trillion
- MSME financing through channeling reached Rp2.50 billion. Rp1.20 billion or 48% of this amount was allocated to women debtors (57% of total MSME channeling customers)
- Total sustainable palm oil financing (customers with ISPO/RSPO certification) reaching Rp12.31 trillion
- Issuance of the Manufacturing Sector Guidance
- Integration of Human Rights considerations and NDPE commitments into SDD and ESDD

Evaluation Method

Regular internal audits, control effectiveness testing (CET) and Sustainability Due Diligence Analysis (ANIMUTAN) on the application of sustainable finance, including SDD and ESDD within the relevant units.

Responsible Directorate

- Business Banking Directorate
- Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit

2

Cybersecurity and Data Privacy



Key Information

- Data Security, Privacy, and Governance [GRI 418-I]
- Policies for Fair Design and Sales of Financial Products and Services [FS15]
- Customer Privacy [GRI 418-I]

Material Topic and Its Importance for Company Sustainability

Technology plays a critical role in measuring and reporting the level of digital trust and experience scores

Impact

The banking sector is highly vulnerable to cyberattacks and threats, which can result in significant losses for both customers and Bank. Taking this into consideration, Bank continually strives to enhance and strengthen its operational systems. Technology will impact Bank's financial performance, operations, and reputation

Policies

- Information Technology (IT) Strategy and Organization Policy
- IT System Development Policy
- IT Operations Policy
- IT Communication Network Policy
- Information Security Policy
- IT Continuity Policy
- End User Computing Policy
- Digital Banking Policy
- IT Service Provider Usage Policy
- IT Process, Risk, and Compliance Policy

Performance Targets

Zero complaints related to customer data privacy

Achievement Strategies

- Training and workshops related to information and technology
- Efficient, timely, and cost-effective utilization of technology to produce quality, reliable, and secure banking products and services

Achievements

- Strengthening cybersecurity capabilities to be more proactive in improving IT security by anticipating virus and malware threats and mitigating digital risks through updates to incident management platforms and automation of security testing on applications
- Development of the Custody & Fund Admin System application, adopting new technologies and solutions that are more efficient in meeting business needs
- Integration of the OCTO Card Digital Credit Card/OCTO Card Sharia Digital Card into the OCTO Mobile application, enabling customers to use it without requiring a physical card

Evaluation Method

Strengthening IT security capabilities and capacities to proactively anticipate virus and malware threats as well as mitigate digital risks

Responsible Directorate

Operations and Information Technology Directorate



3

Risk Management and Business Resilience

Key Information

- Risk Management and Business Resilience
- Scope and frequency of audits to review the implementation of social and environmental policies, as well as risk assessment procedures [GRI FS9][SUSBA 1.4.1.8]

Material Topic and Its Importance for Company Sustainability

Currently, one of the key concerns of the Financial Services Authority (OJK) is the banks' ability to maintain financial resilience against climate risks. CIMB Niaga shares this priority and has conducted a climate risk stress test to assess and strengthen its risk management framework in response to climate-related challenges

Impact

Climate change risk pose as a challenge for Bank, as its financing portfolio is indirectly vulnerable to climate-related issues. Therefore, integrating climate risk considerations into strategic decision-making, governance, and risk management is essential to ensure long-term resilience and sustainability

Policies

- Sustainability Policy
- Sustainable Finance Policy
- Carbon Emission Inventory Procedure and Methodology

Performance Targets

- Submission of climate risk impact analysis results to OJK
- Development of models and methodologies to facilitate the implementation of the Climate Risk Stress Test (CRST)
- Preparation and integration of climate risk management framework into Bank's risk management
- Incorporate climate risk into the Bank's Risk Library

Achievement Strategies

- Monitor and evaluate activities and/or portfolios that may generate/are associated with Scope 1, 2, and 3 GHG emissions
- Conduct various energy efficiency initiatives such as but not limited to the use of LED lights, conducting energy audits and installing solar panels. For detailed information, please refer to Pillar 1 Sustainable Action in We and Green Office section
- Conduct the Net Zero GHG Emissions Strategy & Climate Risk Management project
- Established a climate scenario analysis (CSA) model and methodology and participated in a climate risk stress test (CRST) pilot project as requested by the Financial Services Authority (OJK)
- Implementing Carbon-Offset Scheme, internal carbon pricing (ICP), and studied various instruments that have the potential to mitigate risks due to GHG emissions resulting from the Bank's operations
- Purchase RECs and carbon units in Indonesia Carbon Exchange (IDXCARBON)

Achievements

- Submission of climate risk impact analysis results to OJK
- The Bank has integrated climate risk management aspects into the Bank's risk management framework. Detailed explanation can be referred to Pillar 4 Governance and Risk in Governance Body Section

Evaluation Method

- GHG emission reporting, along with GHG emission reduction initiatives, is in accordance with the established sustainability performance targets
- In addition, sustainability topics including GHG emissions have become the scope of internal audits

Responsible Directorate

- Strategy, Finance & Strategic Procurement and Admin Property Management (SPAPM) Directorate, specifically GHG Management Unit
- Risk Management Directorate, specifically Integrated & Climate Risk Unit, and
- Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit

4

Climate Change



Key Information

- Energy Use
- Paper Savings
- Water Management
- Waste Management

Material Topic and Its Importance for Company Sustainability

Climate change is a critical topic due to its potential impacts on the environmental, economic, and social aspects of the business, including banking performance. Climate change can also lead to physical risks that threaten assets and affect customers' ability to meet their obligations

Impact

Climate change can affect financial stability. The physical impacts of climate change can lead to asset damage, operational disruptions, and negative effects on customers and stakeholders. Additionally, companies that fail to respond effectively to policy, technology, and market changes aimed at addressing climate change may face regulatory, reputational, and market risks. Bank's support for climate mitigation and adaptation actions will promote a just transition, a low-carbon economy, the achievement of the Paris Agreement, and the Sustainable Development Goals, while inclusively engaging clients, shareholders/investors, regulators, and local communities

Policies

- Sustainability Policy and Sustainability Procedure
- Net Zero GHG Emissions Operational Policy
- Smart Spending Policy
- Green Office Policy
- Carbon Emissions Inventory and Methodology Procedure

Performance Targets

- Net zero GHG emissions for Scope 1 and 2 in CIMB Niaga's operations by 2030
- Overall net zero GHG emissions (Scope 1, 2, and 3) or net zero emission (NZE) organization by 2050
- Setting 2030 decarbonization interim target for several sectors, as follows:
 - a. Thermal Coal Mining Sector
Reduce the financing portfolio of the thermal coal mining sector by 50% from the 2021 baseline
 - b. Cement Sector
Reduce the physical emission intensity of customers in the cement sector by 36% from the 2021 baseline
 - c. Palm Oil sector
Reduce the emission intensity of the palm oil portfolio by 16% from the 2022 baseline. This is done by engaging customers to shift their production towards sustainable palm oil
 - d. Power Sector
Reduce the emission intensity of the power portfolio by 38% (from the 2022 baseline), with a focus on alternative low-carbon and renewable energy sources to accelerate the decarbonization plans of customers
 - e. Real Estate Sector
Reduce the physical emissions intensity of customers in the real estate sector by 34% (from 2022 baseline), by funding the development, retrofit and maintenance of more energy-efficient buildings
 - f. Oil and Gas Sector
Reduce the emissions intensity of financing for customers in the oil and gas sector by 16% (from the 2022 baseline) and no longer provide new financing for greenfield mining projects whose development is approved after 31 December 2021

Achievements

- Monitor and evaluate activities and/or portfolios that generate/are related to Scope 1, 2, and 3 GHG emissions
- Conduct various energy efficiency initiatives such as but not limited to the use of LED lights, conducting energy audits and installing solar panels. For detailed information, please refer to Pillar 1 Sustainable Action in We and Green Office section
- Conduct the Net Zero Operationalization Programme (NZOP)
- Establish a climate scenario analysis (CSA) model and methodology and participated in a climate risk stress test (CRST) pilot project as requested by the Financial Services Authority (OJK)
- Implement internal carbon pricing (ICP) framework and acquire instruments capable of reducing risks associated with GHG emissions stemming from the Bank's operations

- Utilization of electricity generated from solar panels at one of Bank's head offices
- Purchase of carbon units from Indonesia Carbon Exchange (IDXCarbon) and 'Renewable Energy Certificate' from PLN
- Energy consumption intensity of 8.8 GJ/Rp billion
- Scope 1 and 2 GHG emission intensity with climate change mitigation efforts of 1.41 tons of CO₂ equivalent/Rp billion or a decrease of almost 12% when compared to 2023
- Water usage intensity of 6.62 m³/Rp billion
- Paper usage intensity of 1.63 kg/Rp billion or a decrease of 14% compared to 2023

Responsible Directorate

The evaluation is conducted using the same approach as the Risk Management and Business Resilience topics

- Strategy, Finance & Strategic Procurement and Admin Property Management (SPAPM) Directorate, specifically the GHG Management Work Unit
- Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit



5

Human Rights and Labor Standards



Key Information

- Equal Employment Opportunity
- Leave Entitlement [GRI 410-3]
- Human Rights Training for Security Personnel [GRI 410-1]
- Diversity, Equity, and Inclusion

Material Topic and Its Importance for Company Sustainability

Human Rights is a crucial topic that requires continuous attention as Bank acknowledges all human rights principles, and matters related to human rights are inseparable and inalienable

Impact

Businesses linked to human rights violations face financial, legal, reputational risks, and damage to relationships with stakeholders. As a responsible business, Bank is having the obligation to uphold laws and regulations related to human rights and strives to implement international human rights principles throughout its operations, supply chains, and business relationships. This includes promoting fair labor practices and treating all individuals with respect

Policies

- Human Rights Policy
- CIMB Niaga Collective Labor Agreement (CLA)
- Recruitment and Selection Policy
- Diversity and Inclusion Policy

Performance Targets

- Implement human rights aspects in the SDD process for financing and business relations, including in the Sector Guidance
- Socialization of human rights principles

Achievement Strategies

- Implement sustainability and human rights principles, adhering to good corporate governance, prudential banking principle, compliance, and risk management
- Conduct SDD assessments using the Exclusion List that covers human rights aspects
- Provide grievance mechanisms through an independent, professional third-party whistleblowing system

Achievements

- No human rights violations reported in Bank's operational environment through the Whistleblowing System (WBS)
- Employment of people with disabilities as part of equal employment opportunity efforts
- No complaints/reports regarding unfair recruitment practices

Evaluation Method

Bank regularly assesses human rights risks related to its business activities and operations, establishing necessary mitigation steps. In the event of human rights violations, Bank will transparently provide information regarding the case developments and resolutions to stakeholders through various communication channels, including the Sustainability Report

Responsible Directorate

- Human Resources Directorate
- Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit



6 Financial Literacy and Inclusion

Key Information

- Sustainable Finance Competency Development
- Initiatives to Improve Financial Literacy [GRI FS16]
- Small Business Promotion and Community Development Programs [FN-CB-240.a.1; FN-CB-240.a.2]
- Financial Literacy Equality [FN-CB-240.a.3; FN-CB-240.a.4]

Material Topic and Its Importance for Company Sustainability

Financial literacy and inclusion are important topics to consider, as banking institutions play a crucial role in enhancing financial awareness within society

Impact

Inclusivity in providing high financial access to all segments of society in a country can drive economic growth, ensure financial system stability, support poverty alleviation initiatives, and contribute to reducing economic disparities among communities. It is not only essential to enhance financial inclusion for the public but also crucial to improve financial literacy. Insufficient understanding of financial products among society may increase the risks associated with financial products

Policies

- Corporate Social Responsibility Policy
- Corporate Social Responsibility Procedure

Performance Targets

- Enhance the financial literacy understanding
- Conducting financial education and literacy activities for junior high school students through the "Ayo Menabung dan Berbagi" (AMDB) program, and primary school students through the "Tour de Bank" (TDB) program; and providing the Student Savings (SimPel) to primary and secondary school students
- Organizing financial education and literacy for various groups, including CIMB Niaga scholarship recipients, teachers, MSMEs, women, and people with disabilities

Achievement Strategies

CIMB Niaga actively participates in financial education and literacy activities and facilitates the saving accounts opening through the AMDB and TDB programs

Achievements

- The AMDB program attended by 5,319 secondary school students while the TDB program attended by 4,147 primary school students
- Through the AMDB and TDB programs, 4,056 new student savings accounts were opened
- Financial Literacy for Teacher Webinar reached 79 teachers from AMDB and TDB participating schools
- Entrepreneurship/business financial literacy training provided to 272 female MSME players and people with disabilities in Eastern Indonesia
- 93 CIMB Niaga Scholarship recipients participated in Be Smart program
- Provided financial literacy training for 30 people with disabilities
- Achievements of various CSR programs detailed in Pillar 3 Corporate Social Responsibility (CSR)

Evaluation Method

- Conducting pre- and post-tests for various programs, especially those related to financial education and literacy
- Periodically reviewing the content of financial educational and literacy materials
- Conducted assessment and impact analysis utilizing the social return on investment (SROI) methodology for several programs implemented by Community Development Unit

Responsible Directorate

Compliance, Corporate Affairs, and Legal Directorate, specifically Community Development Unit



7

Governance and Ethics

Key Information

- Corporate Governance, Ethics, and Compliance
- Anti-corruption [GRI 205]
- Anti-competitive Behavior [GRI 206]
- Marketing and Labeling [GRI 417]

Material Topic and Its Importance for Company Sustainability

Governance is the foundation for all aspects of Bank's performance, including the implementation of environmental, social, and governance (ESG) principles

Impact

Good corporate governance is one of the key factors for a company's sustainability. Through proper governance, the relationship between the management of the organization and stakeholders (customers, shareholders/investors, regulators, suppliers, employees, local communities, and labor unions) can be effectively managed, ensuring the mutual rights and obligations in align with Bank's vision and mission that also considering ESG issues

Policies

- Corporate Governance Policy
- Anti-Bribery and Corruption Policy
- Anti-Money Laundering and Countering the Financing of Terrorism Policy
- Anti-Proliferation Financing Policy for Weapons of Mass Destruction
- Human Rights Policy
- Anti-Bribery Management System Policy
- Anti-Fraud Policy
- Sustainability Policy and Sustainability Procedures
- Sustainable Finance Policy and Sustainable Finance Procedures
- Net Zero Greenhouse Gas (GHG) Emissions Operational Policy
- Commercial Credit Policy

Performance Targets

- Instil sustainability culture and integrate sustainability principles into business activities
- Achievement of ESG-related awards, including but not limited to the ASEAN Corporate Governance Scorecard (ACGS) and Annual Report Award (ARA)
- Improvement sustainability or ESG related ratings

Achievement Strategies

- Establishment of Sustainability Work Unit and Integrated & Climate Risk Work Unit
- Adjustment of various charters and policies
- Implementation of governance with "beyond compliance" standard, especially referring to the ASEAN Corporate Governance Scorecard (ACGS) criteria, the Indonesian General Guidelines for Corporate Governance (PUG-KI) and other sustainability-related standards and frameworks, including but not limited to POJK No. 51/POJK.03/2017 regarding the Implementation of Sustainable Finance and the Preparation of Sustainability Reports, GRI, SUSBA, SASB, GISD, IFRS S1 and S2, TCFD, Sustainable Development Goals (SDGs)
- Certification in governance procedures in accordance with international standards, such as the International Organization for Standardization (ISO)
- Conducting various socialization/training through various communication media owned by Bank to increase awareness about good corporate governance to internal and external parties

Achievements

- Implemented Anti-Bribery Management System (ABMS) in accordance with SNI ISO 37001 in the procurement of goods and services
- Requiring Bank's Business Partners to sign the Partner Code of Ethics and Partner Integrity Pact
- Conduct due diligence for new and existing employees as well as business partners (Know Your Employee/KYE and Know Your Customer/KYC)
- Internalization of corporate values and culture through three approaches, namely EPICC Communication, EPICC Cascading, and EPICC Hardwiring
- Bank rated as excellent company in terms of GCG system, infrastructure and implementation, risk management, and compliance
- Implementation of compliance reviews utilizing the Aligned Assurance method, in which the Compliance Unit liaise with Internal Audit Unit regarding compliance reviews

Evaluation Method

Evaluation of corporate governance implementation based on regulatory parameters, ACGS, PUGKI, and best practices

Responsible Directorate

Compliance, Corporate Affairs, and Legal Directorate, specifically the Good Corporate Governance (GCG) & Sustainability Unit in collaboration with Risk Management Directorate as well as Human Resources Directorate

8

Diversity and Inclusion



Key Information

- Governance and employee diversity [GRI 405-1]
- Gender pay ratio [GRI 405-2]

Material Topic and Its Importance for Company Sustainability

The implementation of diversity and inclusion principles is part of Bank's strategy to establish an inclusive organization. In this regard, Bank provides equal opportunities for all employees to participate in various corporate activities, regardless of age, ethnicity, religion, race, social background, gender, skills, or any other potentially discriminatory factors. By fostering a positive work environment, Bank aims to enhance overall organizational performance

Impact

An inclusive work culture serves as a competitive advantage for Bank in attracting top talent from the market. The implementation of inclusivity principles ensures that diverse talents have equal opportunities to grow and develop alongside Bank, enabling them to make their fullest contributions. Furthermore, an inclusive organization benefits from a wide range of perspectives, allowing for more effective problem-solving and supporting the achievement of the Company's vision and mission

Policies

- Code of Ethics and Code of Conduct Policy
- Diversity and Inclusion Policy
- Human Rights Policy

Performance Targets

Build a positive and inclusive work environment rooted in EPICC values to improve organizational health

Achievement Strategies

- Set strategic objectives prioritizing diversity and inclusion (D&I), integrating them into Bank's overall growth strategy through policy issuance
- Provide and deliver education to raise awareness of D&I among all employees
- Monitor and report on the implementation of D&I principles through data-driven approaches, such as D&I dashboards and reporting
- Ensure leaders consciously and responsibly support the establishment of an inclusive cultural environment
- Assist employees in accessing equal development and welfare opportunities through enrichment and empowerment programs
- Organize diversity and inclusion programs that involve leaders and employees from all levels of the organization
- Provide supporting facilities and infrastructure (44 recreational & sports facilities across Indonesia, Podcast Studio, VR, LOG, and lactation room) to ensure D&I programs carried out as planned

Achievements

- Offered employment opportunities for 12 persons with disabilities as outsourced employees, reflecting a commitment to equal employment opportunities
- Building awareness within the Company through disseminating publication of Bank's internal communication channels, highlighting employee stories related to the application/experience of diversity and inclusion principles in daily activities
- Organized various initiatives that value and support diversity, such as gender diversity through Perspektif - Spectacular & Inspiring Women program, across generation diversity through YOUNG@ CIMB Niaga, and digital skills diversity through the Digital Leadership Conference (DLC)
- Provided a range of internal D&I training materials, accessible via internal learning platform
- Implemented the Flexible Benefit Program, enabling employees to tailor their benefits to meet their specific requirements
- Maintain the management of 14 branches of SHINE employee club activities with more than 65 clubs and 3,800 active members

Evaluation Method

Bank evaluates the implementation of every initiative undertaken, both periodically and through annual surveys related to organizational health. This evaluation aims to measure the effectiveness of the process of internalizing the principles of diversity and inclusion

Responsible Directorate

- Human Resources Directorate, specifically Culture, Diversity, and Inclusion Unit
- Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit



9

Customer Experience

Key Information

- Sustainable products and services
- Product and service safety
- Customer data security and privacy [GRI 418-I]
- Fair design and sales of financial products and services [GRI FS15]
- Health and safety impact assessment of various products and services [GRI 416-I]
- Consumer health and safety [GRI 418-I]
- Protection of customer information [GRI 418-I]
- Financial value of products and services designed to support social welfare [GRI FS7]

Material Topic and Its Importance for Company Sustainability

- Customer experience is crucial to ensure that customers feel secure in their transactions and that Bank provides a positive experience, which in turn helps to maintain customer loyalty
- Bank establishes KPIs for products and services by measuring customer loyalty through the Net Promoter Score (NPS)
- Customer satisfaction is a core commitment for the company, manifested through the internalization of the EPICC values, where Customer Centricity is a mandatory value embraced by all employees in their daily activities

Impact

One of the key factors in Bank's sustainability is the trust and support of customers. Bank continuously strives to provide the best experience for its customers. Positive customer experiences not only drive customer retention but also enables Bank to attract new customer

Policies

- Customer Protection Policy (Sharia)
- Customer Protection Policy (Conventional)

Performance Targets

- Improve customer satisfaction survey results
- Reduce the number of complaints received by Bank
- Enhance customer experience by measuring NPS

Achievement Strategies

- Conduct periodic customer satisfaction surveys
- Provide various service channels, such as branch offices, Digital Lounge, 24/7 Contact Center, website, Live Chat, WhatsApp CIMB Niaga, and social media accounts like Facebook, X, and Instagram
- Improve the performance of Customer Care and Customer Experience Units through enhanced complaint resolution quality
- Set KPIs for products and services based on NPS measurement
- Conduct periodic education on transaction security through service channels
- Monitor the implementation of consumer protection policies regularly

Achievements

- Maintaining customer loyalty levels with an NPS score of 57% in 2024
- Ensuring customer complaint resolution rate of 99% from 2022 to 2024

Evaluation Method

Conducting customer satisfaction surveys

Responsible Directorate

Directorate of Consumer Banking, specifically Customer Experience & Protection Unit



10

Digitalization and Innovation



Key Information

Digitalization and innovation

Material Topic and Its Importance for Company Sustainability

In the banking industry, rapid technological advancements require banks to consistently embrace digital transformation and innovate their products and services to deliver the best possible experience for customers

Impact

The rapid advancement of technology has led to new innovations, particularly in banking, such as mobile banking and cashless transactions, making banking services more efficient, convenient, and accessible. In line with Bank's commitment to delivering the best service and customer experience, Bank continues to drive digitalization and innovate its products and services to meet the evolving needs of customers. This enables Bank to bolster its reputation and competitiveness in providing financial services

Policies

- Information Technology (IT) Strategy and Organization Policy
- IT System Development Policy
- IT Operational Policy
- IT Communication Network Policy
- IT Continuity Policy
- End User Computing Policy
- Digital Banking Policy
- IT Service Provider Usage Policy
- IT Process, Risk and Compliance Policy

Performance Targets

Enhancing digital capabilities and product innovation through the development of technology-based banking services focused on customer needs. This can be measured through indicators such as the increase in active users of digital platforms, the growth in cashless transaction volume, customer satisfaction levels with digital services, and the annual launch of new innovative products or features

Achievement Strategies

- Develop and update digital service features regularly to maintain its relevance towards customer needs
- Improve technology infrastructure to support faster, safer and more reliable transactions
- Analyze customer behavior data to identify opportunities for new product and service innovations

Achievements

- Developed OCTO Biz as a replacement for Bizchannel@CIMB with the development of various features
- Achieved 248 million Application Programming Interface (API) hits by December 2024, with a total nominal value of Rp42 trillion in transactions
- Launched electronic Supply Chain Finance (eSCF) API and OCTO Pay API
- Significant growth in 30.1% adoption of digital banking services when compared to 2023
- Launched Bulk service for efficient bulk fund transfer and updated the Secure File Transfer Protocol (SFTP) Bulk Payment feature in Bizchannel@CIMB

Evaluation Method

Evaluation is conducted through regular monitoring of digital platform performance and usage data analysis to ensure service stability, reliability, and effectiveness. Furthermore, periodical reviews of digital banking service operational efficiency are conducted to improve speed, accuracy, and effectively address customer requirements

Responsible Directorate

- Network & Digital Banking Directorate, specifically Digital Banking, Branchless & Partnership Unit
- Business Banking Directorate, specifically Transaction Banking Work Unit
- Operations and Information Technology Directorate

11

Nature and Biodiversity



Key Information

- Operational locations that are owned, leased, managed, or adjacent to, protected areas and areas with high biodiversity value outside protected areas [GRI 304-1]
- Significant impacts of activities, products, and services on biodiversity [GRI 304-2]
- Biodiversity conservation efforts

Material Topic and Its Importance for Company Sustainability

Bank ensures that its operational activities and business relationships, including financing for customers, do not negatively impact biodiversity and ecosystem integrity

Impact

Business activities heavily rely on the environment. The degradation of biodiversity poses a high risk to the sustainability of debtor-owned companies. This indirectly affects Bank through potential increases in default risks and reputational risk for Bank

Policies

- Sustainability Policy
- Sustainable Finance Policy
- Bank's commitment of No Deforestation, No Peat, No Exploitation (NDPE)
- Exclusion List
- Sector Guidance

Performance Targets

- SDD and/or ESDD implementation on business relationships
- SDD and/or ESDD implementation on financing portfolio

Achievement Strategies

- Implementation of SDD and/or ESDD mechanisms
- Through Sector Guidance, Bank encourage customer and business partners to adopt sustainability best practices, particularly applying the NDPE principles in palm oil, forestry, and natural rubber sectors

Achievements

- 100% of corporate banking debtors have conducted SDD and/or ESDD
- 100% of business relationships have conducted SDD
- The majority of Bank's debtors in palm oil, forestry, and natural rubber sectors have committed to NDPE principles

Evaluation Method

Conducting internal audits and control effectiveness testing (CET) regularly to evaluate the implementation of sustainability and sustainable finance, including SDD and/or ESDD across relevant units

Responsible Directorate

Compliance, Corporate Affairs, and Legal Directorate, specifically Sustainability Unit





12

Talent Acquisition, Growth, and Retention

Key Information

- Employee training and skill development
- Average training hours per employee [GRI 404-1]
- Skill development and transition programs for retirement [GRI 404-2]
- Regular reviews of performance and career development [GRI 404-3]

Material Topic and Its Importance for Company Sustainability

Talent development plays a crucial role in strengthening Bank's capabilities and enhancing its capacity, enabling employees to consistently deliver innovative solutions and attain optimal performance

Impact

Employees are a crucial asset for Bank. Therefore, effective management and enhancement of employee quality, including training and skill development, are essential. Improving employee skills can lead to increased productivity, ultimately impacting Bank's overall performance

Policies [ACGS B.6.2]

- Employee Learning Policy
- Employee Grade Promotion Policy
- Talent Management Policy
- Employee Transfer (Mutation) Policy
- Learning and Development Program Policy, Orientation of Directors, Board of Commissioners, and Sharia Supervisory Board

Performance Targets

Providing effective and high-quality employee capability development programs is a key focus centered around three main principles: experience, exposure, and training. These programs are tailored to Bank's needs, reflected in various aspects such as the number of training types, training hours, participant numbers, and more



Achievement Strategies

- Employee development focuses on three main principles:
 - Experience – Developing competencies through expanded tasks and responsibilities, job rotations through structured and integrated talent development programs to support the enhancement of employee competencies to meet the expected success profile
 - Exposure – Development through various programs such as coaching and mentoring, networking opportunities, assignments in various strategic cross-country or crossfunctional projects, and assignments in subsidiaries or CIMB Group in various countries
 - Education – integrated programs designed to develop individual, managerial, and leadership competencies as well as specific functional and technical competencies needed to support key business objectives
- Providing a flexible learning platform through the utilization of Virtual Reality (VR) technology and innovating learning technology by integrating various digital learning platforms into a single platform, HyLearn, within Arjuna. This platform includes features such as Learning on the Go (LOG), which has now evolved into LOG+, a Knowledge Management System (KMS), and a Learning Hub. LOG+ (Learning on the Go Plus) consists of LOG, My Learning Journey, and a Learning Experience Platform (LXP), which leverages Artificial Intelligence (AI) to offer personalized learning recommendations tailored to employees' diverse learning needs

Achievements

- The average training hours per employee in 2024 reached 20 hours, with a total of 312,960 training participants
- Through the participation of 307 employees in the OPeRA Innovation event, 359 innovative ideas were generated
- VR devices available at 325 branch locations across 95 cities in Indonesia, along with 10 VR learning centers (VR Corners) featuring 24 training modules
- Recognition towards learning-related initiatives and innovations, earning a Gold award at the Brandon Hall HCM Excellence Award 2024 in the Learning & Development category for Best Use of Augmented Reality and Metaverse, Best Use of Mobile Learning, and Best Learning Technology Implementation
- Provided 1,900 learning modules on LOG, covering mandatory certification programs, basic core competencies, basic sales fundamentals, basic service fundamentals, sharia, digital and data, and SPPUR
- Availability of over 241,000 content pieces, including more than 209,000 modules and 19,000 e-books on LXP, featuring various learning facilitation tools such as Skill-Based Benchmark, Live-Learning Events, and Self-Scheduled Training. These have been accessed by over 93,800 participants. The total number of e-learning sessions via LOG+ exceeded 230,500 participants
- Evaluation results achieved the established targets, with evaluation of participant reaction score of 4.71 (against a target of 4.50) and participant knowledge evaluations scoring 85.66 (against a target of 80)

Evaluation Method

A review process is conducted to evaluate participant responses and knowledge following each training program

Responsible Directorate

Human Resources Directorate, specifically Learning & Development Unit





13

Welfare, Health and Safety

Key Information

- Occupational health and safety management system [403-1]
- Occupational health services [403-3]
- Employee participation, consultation and communication on occupational health and safety [403-4]
- Employee occupational health and safety training [403-5]
- Employee health quality improvement [403-6]
- Employee covered by the occupational health and safety management system [403-8]
- Safe and adequate working environment

Material Topic and Its Importance for Company Sustainability

Employee Welfare, Health, and Safety are crucial aspects that Bank prioritizes to provide a conducive and safe working environment, ensuring positive impacts on both employees and the community

Impact

Poorly managed welfare, health, and safety can pose risks to Bank's reputation. Through effective management of well-being, health, and safety, a healthy and safe working environment can be created, reducing the likelihood of work-related accidents/illnesses that may lead to demotivation and decreased work productivity

Policies

- Work Security and Safety Risk Management Policy

Performance Targets

- Achieving zero accidents in Bank's operational activities
- Ensuring physical and mental health of employees to support work productivity

Achievement Strategies

- Implementing the Hybrid Working (HyWork) initiative as a collaborative working model for employees by working both in the office and remotely, and providing HySpace, a co-working space facility
- Providing lactation rooms and health insurance benefits for all employees
- Offering health clinics, sports centers (Gelora), and 44 recreational and sports facilities across Indonesia to promote physical, spiritual, and mental health
- Providing financial assistance for employees affected by disasters or emergencies and conducting work safety education programs

Achievements

- No workplace accidents were reported within Bank's work environment throughout 2024
- All employees and their families are covered by comprehensive health insurance benefits, including inpatient, outpatient, dental, optical, and maternity coverage, on top of the government-mandated insurance program
- Bank offered two in-house CIMB Niaga clinics (IHC), providing cashless healthcare services for employees and their families. These clinics operate six days a week, staffed by general practitioners, dental professionals, and pharmacists. It also offers vaccination programs and conduct regular health education sessions, both online and offline, with expert speakers
- Bank has taken preventive healthcare measures, including organizing mass health check-ups (MCU) and vaccinations for pneumonia and dengue fever. These initiatives are designed to ensure employees and their families can perform at their best while prioritizing both physical and mental health
- All employees have completed fire extinguisher training using virtual reality (VR) through the "Fire Drill" module, accessible via VR Headsets located at VR Corners and branch offices across the country

Evaluation Method

Bank evaluates the implementation of each initiative to assess its effectiveness

Responsible Directorate

- Human Resources Directorate
- Strategy, Finance & Strategic Procurement and Admin Property Management (SPAPM) Directorate, specifically SPAPM Work Unit



SUSTAINABLE ACTION

Pillar
01



1 : 27.45

Ratio of median employee income to the highest-paid employee's compensation



1 : 1.62

Ratio of highest-paid employee compensation growth to the median compensation growth of all employees

6%

Growth in median employee compensation
[GRI 2-21]

3.7%

Growth in highest-paid employee compensation

3.03

Human Capital Return on Investment (HC ROI)

1 : 0.88 1 : 0.81

Male

Female



Ratio of employee compensation with the lowest wage to the Regional Minimum Wage (UMR) of the employee [POJK51-F.20]

1 : 1.15

The lowest compensation ratio for males and females employees
[GRI 405-2]

WE TOGETHER WITH EMPLOYEES

Employment and Employee Equality

[POJK51-F.21] [SUSBA 1.4.2.4; 1.4.2.5] [ACGS B.6.1; B.6.3; (B) B 1.6]

CIMB Niaga acknowledges that effective human resource management is essential to Bank's dedication to facilitating the realization of its long-term business strategy. To achieve this, Bank adopts a work culture based on the values of Enabling Talent, Passion, Integrity & Accountability, Collaboration, and Customer Centricity (EPICC). These values create a work environment that not only focuses on achieving business objectives but also prioritizes respect for human rights. The effectiveness of this cultural implementation is reflected in the results of the 2024 Organizational Health Index (OHI) survey, where Bank achieved a score of 91, maintaining its position in the top 10% (top decile). This ranking indicates a healthy and productive organizational environment.

Bank provides equal growth opportunities for all employees. Performance assessments are conducted based on Key Performance Indicators (KPI), which evaluate not only business achievements but also short and long-term sustainability performance. This ensures that every employee has the same opportunity to enhance their competencies and receive recognition based on their contributions. In addition to employees, all members of Bank's Board of Directors also have sustainability performance KPIs, which account for 5% of their overall KPI. The achievement of these sustainability targets directly influences the number of performance-based bonuses awarded to each Board of Directors' members. The sustainability performance criteria include climate-related risks and opportunities.



EPICC Work Culture



ENABLING TALENT

Our commitment is to empower and develop every employee and strive to be the best place for the best talent.



PASSION

We pursue excellence in all we do and deliver beyond the ordinary.



INTEGRITY & ACCOUNTABILITY

Our commitment is to act in an ethical and trustworthy manner and be accountable of all our actions.



COLLABORATION

We commit to team over individual success, as CIMB Niaga's success is my success as well as our collective success.



CUSTOMER CENTRICITY

Our determination is to put customers first and always do right by them.

Employment Policies

1. Sustainability Policy No. M.08
2. Human Rights Policy No. M.13
3. Diversity Policy on the Composition of Members of the Board of Commissioners and Board of Directors No. M. 07
4. Code of Ethics and Code of Conduct No. A.07.0
5. Recruitment and Selection Policy No. A.02.01
6. Employee Learning Policy No. A.04.02
7. Talent Management & Succession Planning Policy No. A.04.06
8. Board of Directors and Board of Commissioners Learning and Development Policy No. A.04.08
9. Workplace Security and Safety Risk Management Policy No. A.11.01
10. Implementation of Diversity and Inclusion Policy No. A.07.12

Respecting Human Rights in Employment Aspects [POJK51-F.18, F.19] [GRI 2-30, 401-3, 404-3, 410-1]



100% of CIMB Niaga employees are covered under the Collective Labor Agreement (CLA)



35% female representatives in the Board of Commissioners and Board of Directors (executive seniors)

36%

female representatives in senior management



26% of the total CIMB Niaga employees are members of the Labor Union



12 employees with disabilities



49% of CIMB Niaga employees are male, and **51%** are female



0 cases of child labor, underage labor, forced labor, modern slavery, migrant worker exploitation, or human trafficking within Bank and its partners

Employees who took maternity and paternity leave*



240
Male employees



323
female employees

Employees who returned to work after maternity and paternity leave



240
Male employees



322
female employees



100% of security personnel have completed human rights training



1,164 employees, or **11%** of the total workforce, received promotions, including job level advancements and/or salary increases, comprising **5%** male and **6%** female employees

*Including miscarriage

Diversity, Equality, and Inclusion

Bank is committed to creating a work environment that values differences, promotes equality, and ensures inclusion across all operational aspects. This commitment is reflected in the development and implementation of policies rooted in diversity, equity, and inclusion principles, namely the Code



of Ethics & Code of Conduct and the Human Rights Policy. The application of these policies aligns with the EPICC work culture, which serves as the foundation for fostering an open, collaborative workplace that respects every employee's rights. Bank believes that employees with diverse backgrounds, experiences, and perspectives are key assets and critical drivers of innovation and competitive advantage.

As part of its commitment to enhancing awareness and implementing diversity and inclusion, Bank regularly conducts focus group discussions (FGDs) to address related issues. Additionally, Bank's internal magazine, Portrait (<https://eportrait.cimbniaga.co.id/>), features a dedicated section on diversity and inclusivity within CIMB Niaga.

Securing Employee Wellbeing [GRI 201-3; 401-2; 404-2][ACGS B.6.I]

Bank places employee wellbeing as a top priority to support productivity and create a healthy and sustainable work environment. Bank believes that employees who are physically, mentally, and financially well can contribute optimally to the company's growth. To ensure this, Bank offers a range of benefits, including the Employment Social Security Program (BPJS Ketenagakerjaan), which covers work accident insurance, old-age security, pension benefits, unemployment benefits, and death protection. This program is designed to provide security and comprehensive protection for all employees throughout their careers. Bank contributes 6.24% to the BPJS Ketenagakerjaan premium, while employees contribute 3%.

In addition to its social security programs, Bank also conducts Pre-Retirement Training to help employees prepare for retirement, ensuring they can transition into this phase with happiness, health, and financial well-being.

This comprehensive training program follows a structured roadmap, beginning with a Survey Assessment, which profiles participants based on their readiness for retirement and their planned activities or business ventures. This is followed by Awareness & Mindset sessions to establish a strong foundation for retirement preparation, fostering motivation and aligning business activity plans with participants' profiles. The training consists of four key modules: Wisdom Living, Healthy Lifestyle, Financial Planning, and Leveraging Assets. The program employs various learning methods, including lecturing & experiential learning, group business coaching, discussions & consultations, and best practice sharing from CIMB Niaga Alumni. As of the end of 2024, Bank has allocated Rp704.3 billion for retirement and other long-term benefits, managed with the involvement of independent actuaries to ensure the sustainability and accuracy of pension funds.

Bank also continues to implement a hybrid work, reinforcing its position as an employer of choice by offering flexibility for employees to work either in the office or from home, depending on their job function. This initiative aims to improve work-life balance while maintaining productivity.

Through these programs, Bank is not only committed to employee well-being during their careers but also ensures they have the necessary preparation and support for retirement. In addition, Bank follows five key elements as a reference for enhancing employee wellbeing, which include:



Physical, Spiritual & Mental Wellbeing:

SHINE (Sports, Hobby, Interest, and Enlightenment), a community established to provide employees with opportunities to engage in sports (such as basketball, football, badminton, and more) and spiritual activities to accommodate various religious practices. Additionally, for mental health, Bank offers Ruang Cerita (Sharing Space), i.e. sessions with psychologists, and individual consultations for selected participants through virtual programs.

Financial Wellbeing

Flexible options for employee benefit programs (lifestyle benefits) and scholarships for employees' children.

Team Wellbeing

Employees may build meaningful relationships and mutual trust through workplace activities such as company outings, potlucks, brainstorming sessions, etc.

Community Wellbeing

Bank fulfills its corporate social responsibility (CSR) commitment as part of building harmonious and mutually beneficial relationships with the environment, communities, society, and all other stakeholders. The CSR program is formulated based on four main pillars: Education, Health and Community Wellbeing, Economic Empowerment, and Climate and Environment. The selection of these pillars aims to align the CSR programs with Bank's sustainable finance vision and mission as well as business strategy.

Career Wellbeing

Provides resources, motivation, and opportunities for employees to achieve their goals and manage their careers effectively, both in the present and for the future. This commitment is reflected through various initiatives such as Opera Innovation Awards, Kejar Mimpi Employee Warrior, and CIMB Niaga Has Talent. The impact of Employee Wellbeing innovations can be measured through the Organizational Health Index (OHI). This is evident in the 2024 OHI survey results, which showed an improvement from the previous year, allowing CIMB Niaga to maintain its position in the top 10% (top decile) among financial institutions in Asia.

Coinciding with National Customer Day (Harpelnas), Bank introduced a new initiative, Work from Heart (WFHeart), encouraging #teamCIMBNiaga to empathize with both internal customers (colleagues) and external customers (clients). This initiative fosters collaboration and coordination to better support customer needs.

Bank conducts the Internal Customer Satisfaction Survey (ICSS) annually to assess collaboration and work quality among frequently interacting business units. In 2024, the ICSS results recorded a score of 3.32, an increase of nearly 2% compared to 2023.

Occupational Health and Safety (OHS)

[POJK 51-F.21] [GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10]

Bank is committed to prioritizing employee health and safety by creating a safe, healthy, and productive work environment. As part of this commitment, Bank continuously strives for a zero-accident target and ensures that all work areas comply with safety standards. Throughout 2024, Bank reported zero workplace accidents and confirmed that no job roles posed high health risks. In terms of healthcare, Bank provides various medical benefits for both permanent and contract employees, including medical check-ups, health insurance, and BPJS Kesehatan coverage. Additionally, permanent employees receive extra

benefits, such as general health insurance, eyewear and dental care.

Moreover, Bank also supports employee wellbeing by offering additional facilities, including a health clinic, lactation rooms at the head office, sports facilities, prayer rooms, dedicated employee parking, and accessible toilets. Through these programs and facilities, Bank aims to enhance employees' physical and mental well-being, ensuring they can work in a safe and comfortable environment.

Efforts in managing occupational accident risks include:

- Occupational Health and Safety (OHS) training, facilitated by the building management, conducted annually;
- Evacuation training and information sessions for high-rise buildings, held once a year;
- Basic fire extinguisher training; and
- Rescue training for victims inside buildings, attended by building security personnel



WE AND GREEN OFFICE

Greenhouse Gas (GHG) Emissions Footprint

[POJK51-F.12; F.7][SUSBA 1.6.2.9]

Bank is committed to reducing its greenhouse gas (GHG) emissions by setting a target of net zero GHG emissions for Scope 1 and 2 by 2030 and full net zero GHG emissions (Scope 1, 2, and 3) or organizational net zero emissions (NZE) by 2050. Bank continues to implement energy efficiency measures and environmentally friendly technologies while monitoring the carbon footprint from its operations and financing portfolio to ensure the achievement of its NZE 2050 target.



Powering down electrical equipment after office hours, including lights, air conditioning, computers, and photocopiers



Utilizing teleconference/video conference facilities for meetings with participants from different locations



Using energy-efficient LED lighting



Installation of solar panels and utilization of Renewable Energy Certificates (REC) to harness new renewable energy



Conducting an energy audit at the Tebet Branch Office to optimize energy usage



Implementing motion sensors for electricity savings



Upgrading air conditioners (AC) in several branch offices

As part of its commitment to reducing GHG emissions, Bank has issued the Net Zero GHG Emissions Operations Policy, which establishes a framework for monitoring, reporting, and verifying carbon emission data, conducted by Sustainability Unit and GHG Management Unit. Through this framework, Bank promotes internal accountability, supports management in making informed decisions, and continuously refines its strategy to achieve a sustainable future.



Since March 2024, Bank has operated solar panels at one of its head offices, Griya Niaga Bintaro 1 & 2.

Through the use of solar panels, Bank has successfully avoided 398 tons of CO₂ equivalent GHG emissions, which translates to cost savings of Rp474 million. The installation of solar panels was carried out with careful consideration of spatial efficiency and benefits for employees. Notably, 28% of the total solar panel area has been utilized as a roof for employee's motor vehicle parking areas. This approach not only supports the transition to renewable energy but also fosters a culture of sustainability within the organization.

Internal Carbon Pricing

Since 2021, Bank has been establishing and implementing an internal carbon pricing (ICP) framework. This framework assigns an economic value to Bank's GHG emissions, measured in metric tons of CO₂ emissions equivalent. The ICP budget is formulated by calculating the amount of carbon emissions exceeding Bank's annual reduction targets and is calibrated against an ICP price that reflects the external costs of climate change, such as mitigation or adaptation expenses. Through the ICP initiative, Bank ensures that the environmental impact of its activities is factored into financial planning, while also promoting more responsible operational practices.

The ICP budget is crucial in expediting the Bank's progress towards reaching net zero GHG emissions for Scope 1 and 2 by 2030. This budget is allocated to support a range of initiatives aimed at reducing emissions, including the installation of solar panels,



the purchase of renewable energy certificates (REC), and the acquisition of verified carbon units. These efforts allow Bank not only to offset its GHG emissions but also to contribute to broader social objectives, such as cleaner air, enhanced climate resilience, and a just transition to a low-carbon economy.

Carbon Instruments

Throughout 2024, Bank purchased 11,284 MWh of Renewable Energy Certificates (RECs), equivalent to a reduction of 9,817.08 tons of CO₂ equivalent, at a total cost of Rp438 million by utilizing the ICP budget. This initiative was undertaken to support the annual GHG emission reduction targets.

Bank has 7,000 technology-based renewable energy carbon units, acquired from Indonesia Carbon Exchange (IDX Carbon). These units are recorded as intangible assets and will be utilized in the future as part of Bank's efforts to achieve Net Zero Emissions (NZE) by 2050. The carbon units originate from the Lahendong Geothermal Project Unit 5 & 6, developed and operated by PT Pertamina Geothermal Energy (PGE). They have been verified by the Ministry of Environment and Forestry of the Republic of Indonesia through the National Registry System for Climate Change Control. The Bank plans to utilize these carbon units in the future to support its goal of achieving net zero GHG emissions.



Greenhouse Gas (GHG) Emissions and Energy

[POJK51-F.6; F.II][GRI 302-1; 302-2; 302-3; 302-4; 305-1; 305-2; 305-3; 305-4; 305-5; 305-7][ACGS B.1.4; B.1.5]

Bank always follows best practices to update the GHG emission measurement and disclosure methods based on the GHG Protocol and PCAF methodologies and uses references that apply in Indonesia and globally, such as references from the Ministry of Environment, the Ministry of Energy and Mineral Resources (MoEMR), and the Intergovernmental Panel on Climate Change (IPCC).

In addition, the Bank continues to expand the scope of GHG emission measurement and disclosure from year to year. Furthermore, in this Sustainability Report, an update has been made to the measurement and disclosure method for Scope 3 GHG emissions from financing portfolio and other GHG emission sources which will be explained later.

1

Other Indirect Scope 3 Greenhouse Gas (GHG) Emissions

Bank has enhanced its inventory of Scope 3 GHG emissions, focusing on emissions relevant to its operational activities. In 2024, Bank began calculating Scope 3 GHG emissions for Category 7, which is employee commuting between home and the office. Additionally, Bank started measuring Scope 3 GHG emissions for Category 13: Downstream leased assets, by tracking the electricity consumption of ATMs and CDM/MDM machines located outside Bank's operational offices. With these additions, Bank has successfully measured emissions across several Scope 3 categories, including Category 1: Purchased Goods and Services, Category 5: Waste Generated in Operations, Category 6: Business Travel, Category 7: Employee Commuting, Category 8: Upstream Leased Assets and Category 13: Downstream Leased Assets. Other Scope 3 GHG emission categories have not yet been calculated or are outside Bank's calculation scope. Further details on other indirect Scope 3 GHG emissions can be found in the Table of Total and Intensity of GHG Emissions below.

2

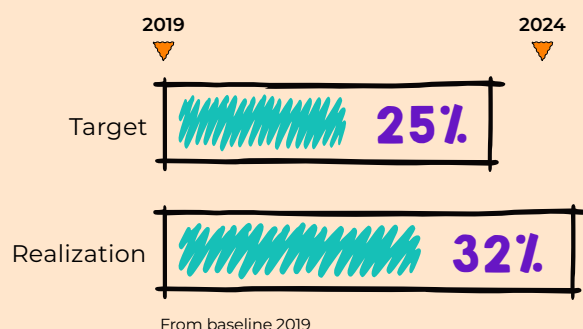
Greenhouse Gas (GHG) Emissions from the Financing Portfolio

Since 2021, Bank has measured Scope 3 Category 15 GHG emissions from financing and investment activities. This monitoring activity helps Bank tracks its progress toward achieving net zero GHG emissions by 2050.

Financed emissions are measured across nine sectors identified as carbon-intensive, following the UN Environment Programme Finance Initiative (UNEP FI) Guidelines for Climate Target Setting for Banks. The calculation methodology follows the Global GHG Accounting and Reporting Standard for the Financial Industry, developed by the Partnership for Carbon Accounting Financials (PCAF). The measurement process relies on collecting emission and financial data from debtors using publicly available reports or internal and external databases. Due to limited data availability, Bank's reporting has a one-year lag. In cases where required data are unavailable, Bank estimates financed emissions using the most recent reported data.

Additionally, in 2023, Bank has measured financed emissions for an exposure of 130.1 trillion or 61% of total credit exposure. Detailed information on GHG emissions from Bank's portfolio can be found in Appendix Pillar 1 Sustainable Action. Bank remains committed to continuously improving emission calculation coverage and data quality to ensure accurate and reliable analysis.

Achievement of Scope 1 & 2 GHG Emission Reduction Target in 2024



Bank must ensure that its capital expenditure aligns with the positive impact generated by its GHG emission reduction initiatives. In 2024, Bank decided to revise the Scope 1 & 2 emission reduction target from 35% to 25%.

GHG Emissions Total and Intensity [POJK51-F.II] [GRI 305-1, 305-2, 305-3, 305-4, 305-5]

No	Description	Unit	2024	2023	2022
1.	Scope 1 GHG Emissions				
1.1.	Transportation – Diesel	tonnes CO ₂ e	127.66	111.84	109.64
1.2.	Transportation – Gasoline		1,476.12	1,451.77	1,117.14
1.3.	Genset - Diesel		109.97	85.35	78.29
1.4.	Genset – Gasoline		153.86	132.06	132.74
1.5.	Refrigerant		340.20	-	-
2.	Scope 2 GHG Emissions				
2.1.	Electricity – PLN (Location Based)	tonnes CO ₂ e	34,328.92	34,707.44	35,068.76
3.	Climate Change Mitigation Initiatives				
3.1.	Renewable Energy Certificate (REC)	tonnes CO ₂ e	(9,817.08)	(6,484.11)	-
3.2.	Solar Panels**		(397.92)	-	-
4.	Total GHG Emissions				
4.1.	Scope 1	tonnes CO ₂ e	2,207.82	1,781.01	1,437.81
4.2.	Scope 2		34,328.92	34,707.44	35,068.76
4.3.	Scope 1 + Scope 2		36,536.74	36,488.45	36,506.57
5.	Total GHG Emissions with Climate Change Mitigation Initiatives				
5.1.	Scope 1	tonnes CO ₂ e	2,207.82	1,781.01	1,437.81
5.2.	Scope 2 - REC (Market Based)		24,511.84	28,223.33	35,068.76
5.3.	(Scope 1 + Scope 2) - REC		26,719.66	30,004.34	36,506.57
6.	Operating Income				
6.1.	Operating Income	Rp billions	18,918.00	18,785.00	18,866.00
7.	GHG Emissions Intensity				
7.1.	Scope 1 + Scope 2	tonnes CO ₂ e/Rp billions	1.93	1.94	1.93
7.2.	(Scope 1 + Scope 2) - REC		1.41	1.60	

No	Description	Unit	2024	2023	2022
1.	Scope 3 GHG Emissions				
1.1.	Category 1: Purchased Goods and Services*		19.18	18.77	17.00
1.2.	Category 5: Waste Generated in Operations		14.99	4.93	10.16
1.3.	Category 6: Business Travel*		1,388.75	1,507.77	1,029.23
1.4.	Category 7: Employee Commuting	tonnes CO ₂ e	7,915.83	-	-
1.5.	Category 8: Upstream Leased Assets		612.50	459.12	219.95
1.6.	Category 13: Downstream Leased Assets		5,664.07	-	-
1.7.	Category 15: Investments – Financing Portfolio		-	3,609,858.38	3,178,428.65

Note:

GHG emission data is sourced from almost all CIMB Niaga offices in Indonesia.

The electricity emission factor is based on a modified method from the Ministry of Energy and Mineral Resources (2019) using a location-based approach. The fuel emission conversion factor is derived from a combination of various methodologies, including sources from the Ministry of Environment (2012), IPCC Global Warming Potential (GWP) Assessment Report 5th, and IPCC Guidelines for National Greenhouse Gas Inventories (2006), with the conversion factor values for mobile sources being 27.2×10^{-4} for diesel and 24.5×10^{-4} for gasoline, while for stationary sources, the conversion factor is 26.9×10^{-4} for diesel and 24.1×10^{-4} for gasoline. Additionally, the refrigerant conversion factor is based on the IPCC Global Warming Potential (GWP) Assessment Report 5th. Figures written in parentheses "(" indicate a reduction.

The Location-Based Method refers to the calculation of Scope 2 GHG emissions based on the electricity grid in the geographical location where electricity is consumed.

The Market-Based Method refers to the calculation of Scope 2 GHG emissions based on purchased electricity, including Renewable Energy Certificates (REC).

Scope 3 GHG emissions for Category 1 are calculated from water purchased by the Bank through Perusahaan Air Minum (PAM) using the UK Government GHG Conversion Factors for Company Reporting (2024). Scope 3 GHG emissions for Category 5 are calculated from waste managed by third-party providers in offices using Emission Factors for Greenhouse Gas Inventories (Environmental Protection Agency, 2025). Scope 3 GHG emissions for Category 6 are calculated from business trips managed by third-party providers using Emission Factors for Greenhouse Gas Inventories (Environmental Protection Agency, 2025). Scope 3 GHG emissions for Category 7 are calculated from employee survey results using the UK Government GHG Conversion Factors for Company Reporting (2024). Scope 3 GHG emissions for Category 8 are calculated from the electricity consumption of Bumi CIMB Niaga Gunung Geulis Learning Center and the estimated electricity consumption of leased office spaces where electricity costs are included in rental fees. Scope 3 GHG emissions for Category 13 are calculated from Bank-owned ATMs and CRM/MDM machines located outside CIMB Niaga offices. Scope 3 GHG emissions for Category 15 are calculated using the Global GHG Accounting and Reporting Standard for the Financial Industry by PCAF (2022).

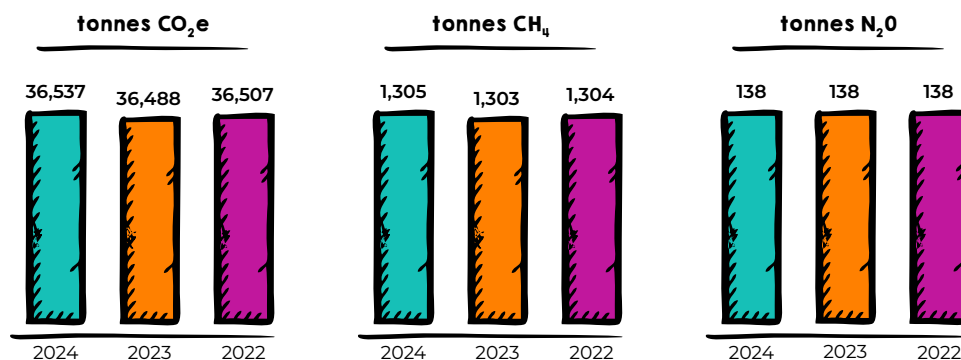
* There has been a restatement due to the update of emission factors. [2-4]

**Electricity generated from solar panels has been integrated into PLN power grid as stated in section 2.1.

The calculation of Scope 1, 2, and selected categories of Scope 3 GHG emissions has undergone limited assurance by KAP Siddharta Widjaja & Rekan (KPMG Indonesia). Independent verification details can be referred to Independent Party Verification Section. Additionally, Bank has conducted GHG emission calculations using the operational control approach. This approach highlights focus areas where Bank has the greatest control over emission reductions, aligning with Bank's sustainability goals as well as regulatory requirements

Total Scope 1 and 2 GHG Emissions Equivalent to Other Gases

Note:
Based on
Intergovernmental Panel
on Climate Change (IPCC)
Assessment Report 5th
Assessment Report

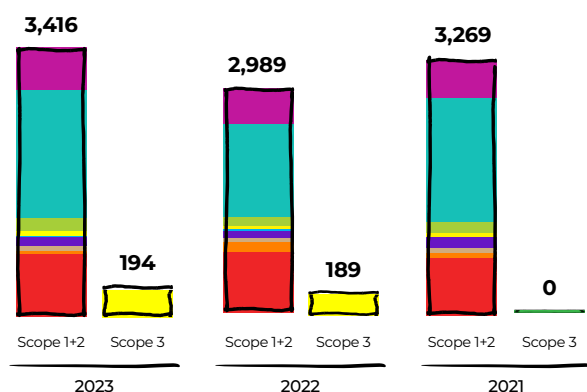


Comparison of GHG Emissions with the Previous Year [POJK51-F.III] [GRI 305-1; 305-2; 305-3; 305-4; 305-5] 305-4; 305-5]

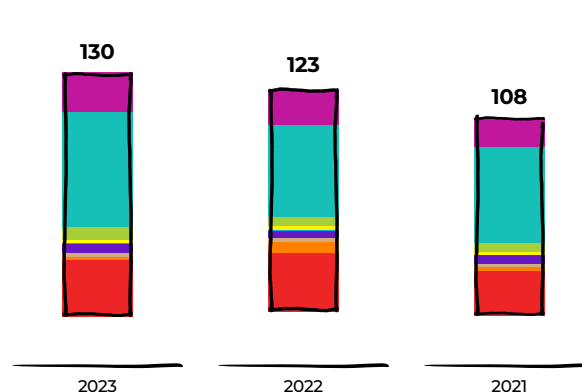
No	Comparison	2024 vs 2023	2023 vs 2022	2022 vs 2021
1. Business as usual (BAU) scenario				
1.1.	Total GHG emissions (Scope 1 and Scope 2) stated in			
a.	tonnes CO ₂	48.29	(18.12)	(2,584.46)
b.	%	0.13	(0.05)	(6.61)
1.2.	GHG Emissions Intensity is stated in			
a.	tonnes CO ₂ /Rp billion	(0.01)	0.01	(0.29)
b.	%	(0.57)	0.38	(13.04)
2. Climate change mitigation efforts scenario				
2.1.	Total GHG emissions (Scope 1 and Scope 2) – REC stated in			
a.	tonnes CO ₂	(3,284.86)	(6,502.23)	(2,584.46)
b.	%	(10.95)	(17.81)	(6.61)
2.2.	GHG Emissions Intensity (Scope 1 and Scope 2) – REC stated in			
a.	tonnes CO ₂ /Rp billion	(0.18)	(0.34)	(0.29)
b.	%	(11.57)	(17.46)	(13.04)

Financed Emissions by Economic Sector

Emissions from Financing or Investment Portfolio By Economic Sector (thousand tCO₂e)



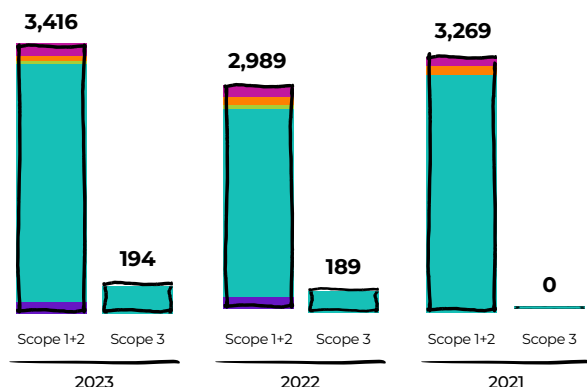
Total In-Scope Exposure by Sector Economy (Rp trillions)



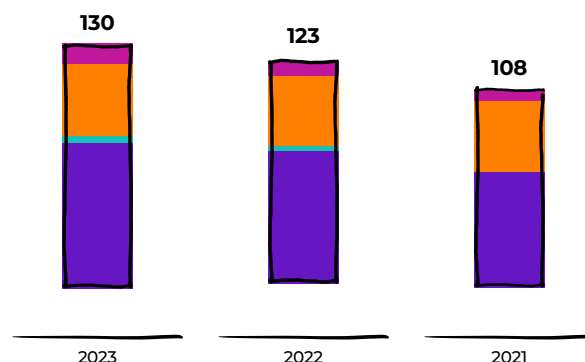
Transportation
 Real Estate
 Utilities and Power Generation
 Oil and Gas
 Aluminum
 Iron and Steel
 Coal
 Cement
 Agriculture

Financed Emissions by Asset Class

Emissions from Financing or Investment Portfolio by Asset Class (thousand tCO₂e)



Total In-Scope Exposure by Asset Class (Rp trillions)



* Emission intensity is calculated using Scope 1 & 2 emission components relative to the total exposure within the scope.

** In 2021, the Bank did not calculate emissions from the financed portfolio derived from debtors' Scope 3 emissions. Starting in 2022, in line with PCAF recommendations, the Bank has begun calculating emissions from the financed portfolio derived from Scope 3 emissions, specifically for debtors in the oil and gas sector.

Motor Vehicle Loans Mortgages Commercial Real Estate Business Loans Bond Investment

Energy by Source, Total Use, and Energy Intensity Used [POJK51-F.6] [GRI 302-1, 302-2, 302-3, 302-4]

No	Description	Unit	2024	2023	2022
1.	Banking Support Activities				
1.1.	PLN Electricity	GJ	139,727.81	141,135.70	142,574.77
1.2.	Solar Panels		1,646.55	-	-
1.3.	Diesel Generator		1,472.65	1,142.97	1,048.34
1.4.	Gasoline Generator		2,106.96	1,808.33	1,817.73
2.	Transportation Support Activities				
2.1.	Diesel	GJ	1,689.19	1,479.80	1,450.70
2.2.	Gasoline		19,840.23	19,512.90	15,015.24
3.	Total Energy Use				
3.1.	Energy Use*	GJ	166,483.40	165,079.70	161,906.78
4.	Operating Income				
4.1.	Operating Income	Rp billions	18,918.00	18,785.00	18,866.00
5.	Energy Use Intensity				
5.1.	Energy Use Intensity	GJ/Rp billions	8.80	8.79	8.58

Note:

The energy usage calculation includes all office locations, with electricity and fuel consumption measured based on payment invoices managed by SPAPM. Energy conversion factors are applied as follows: The conversion factor for electricity from kWh to GJ is 36×10^{-4} . The conversion factor for fuel from liters to GJ is 33×10^{-3} for gasoline and 36×10^{-3} for diesel. The conversion method follows the Ministry of Environment (2012).

*Includes 25% of the total energy consumption from renewable energy (NRE).

Energy Comparison with the Previous Year [POJK51-F.6] [GRI 302-1, 302-2, 302-3]

No	Comparison	2024 vs 2023	2023 vs 2022	2022 vs 2021
1.1.	Total of Energy Used stated in			
a.	GJ	1,403.70	3,172.92	(37,638.58)
b.	%	0.85	1.96	(18.86)
1.2.	Energy Used Intensity stated in			
a.	GJ/Rp billions	0.01	0.21	(2.78)
b.	%	0.15	2.4	(24.44)

Note:
Numbers written in brackets '()' indicate decrease.

Waste Management [POJK51-F.13, F.14, F.15] [GRI 306-1, 306-3, 306-4]

Bank is committed to managing waste in an environmentally friendly and sustainable manner through the implementation of an integrated waste segregation initiative based on the 'Zero Waste to Landfill' concept at Graha CIMB Niaga Head Office, Griya Niaga Bintaro 1 & 2 Head Office, Tebet Branch, and Gajah Mada Branch. This concept aims to minimize waste sent to landfills by maximizing recycling and reusing materials, including solid electronic waste (e-waste), effluent, and paper waste. In 2024, a total of 76.80 tons of waste was generated, consisting of 46% organic waste and 54% inorganic waste, with 7% categorized as paper waste. Compared to waste disposed of in landfills, the waste management initiative has the potential to avoid more than 31 tons of CO₂ emissions equivalent. If expanded across all Bank operations, this program could potentially avoid over 200 tons of CO₂ emissions equivalent.

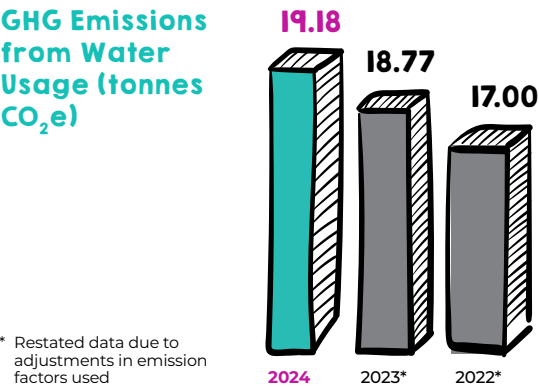
Additionally, Bank collaborates with third parties to process e-waste and effluent in accordance with environmental standards. Several branch offices have also implemented waste segregation and delivered solid waste to recycling banks for reuse. Bank's operations do not generate hazardous and toxic waste (B3) or result in significant spills. Through these initiatives, Bank strives to minimize its environmental impact and contribute to achieving sustainable development goals.



Water Management and Usage

[POJK 51-F.8][GRI 303-1, 303-5]

Bank efficiently and responsibly manages water resources. Water used for operational purposes, including sanitation, hygiene, and ablution, is sourced from the regional Drinking Water Company (PAM), which serves collective community needs. As part of its efficiency efforts, Bank implements water recycling practices, where ablution water is reused for various purposes, such as toilet flushing and plant maintenance around its buildings. Furthermore, Bank ensures that wastewater management is properly handled by building management through a disposal system that complies with environmental standards, ensuring that wastewater is treated safely and does not harm the environment.



Water Usage

No	Description	Unit	2024	2023	2022
1.	PAM Water Use	m ³	125,274	122,622	111,053
2.	Operating Income	Rp billions	18,917.54	18,785.52	18,866.75
3.	Water Use Intensity	m ³ / Rp billions	6.62	6.53	5.89



Paper Reduction [POJK 51-F.5]

As part of its commitment to reducing environmental impact, Bank has optimized the use of digital banking services, such as e-statement distribution, digital databases, and digital banners at branch offices, to minimize paper usage. As a result of these efforts, Bank successfully issued more than 2.8 million e-statements, equivalent to a reduction of approximately 13 tons of paper usage. This reduction also contributed to the avoidance of 11 tons of CO₂ emissions equivalent.



Bank has implemented several initiatives to reduce paper usage, including:

- Transitioning document archiving and report submissions from hardcopy to softcopy
- Reusing printed paper for double-sided photocopying when drafting internal letters or memos
- Optimizing multifunction printers for scanning and faxing to reduce document printing
- Enhancing the use of e-channels and mobile banking for customer transactions
- Replacing physical account statements with e-statements
- Implementing formless transactions, replacing printed transaction slips/forms with digital validation records
- Bank ensures all paper used is sourced from responsible sourcing

Paper Use Intensity

No	Description	Unit	2024	2023	2022
1.	Volume of Paper Used	Reams	12,320	14,160	14,467
		kg	30,800	35,400	36,168
2.	Paper Procurement Expense	Rp millions	487.87	486.85	410.83
3.	Operating Income	Rp billions	18,917.54	18,785.52	18,866.75
4.	Paper Use Intensity	kg/Rp billions	1.63	1.88	1.92

Note:
Paper use calculation includes activities in the head office. The volume of one ream of paper is equivalent to 2.5 kg.

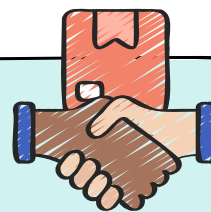
WE TOGETHER WITH BUSINESS PARTNERS [GRI 2-6; 308-1; 308-2; 414-1; 414-2] [ACGS B.4.2; B.4.3]

Bank ensures that its partners and vendors conduct responsible business practices, uphold human rights, and comply with high environmental management standards. As part of this policy, Bank implements Goods and Services Procurement Policy No. 03.01.P.01, prioritizing partnerships with 92% of local partners and vendors to meet the goods and services needs in 2024. Additionally, to ensure responsible business practices, human rights prioritization, and high environmental management compliance, Bank has established Vendor Code of Ethics.

Bank assigns Strategic Procurement & Admin Property Management (SPAPM) Sub-directorate to oversee the procurement process. This process is supported by other relevant sub-directorates, including Legal, Finance, Operational Risk Management, and other related units, to ensure that every procurement decision aligns with the established policies and standards.

To reinforce sustainability principles among partners and vendors, Bank conducts a comprehensive evaluation through the Non-Credit Sustainability Due Diligence (Non-Credit SDD). This process includes assessing environmental management aspects and social aspects such as

workplace safety implementation, fulfillment of responsibilities, and human rights (HR) compliance with the United Nations Guiding Principles (UNGP). A key measure in integrating the sustainability aspects is the vendor selection criteria, which account for 6% of the overall assessment.



10 new vendors

have been assessed using SDD Non-Credit, with results confirming that all vendors have no environmental and/or social issues.

44 Vendors

participated in sustainability practice socialization.



SUSTAINABLE BUSINESS

Pillar
02



RESPONSIBLE BANKING [POJK51-F.17; F.27; F.28; F.29] [GRI 2-27; 206-I; 416-I; 416-2; 417-I; 417-2; 417-3; FS15] [FN-CB-230.a.I; FN-CB-510.a.I]

CIMB Niaga is committed to providing the best and equitable service for its products and/or services to customers and prospective customers, while maintaining the quality of its services and products. This commitment aligns with the Financial Services Authority (OJK) Guidelines on the Summary of Information of Products and Services in the Financial Services Sector.

All products and services are subject to a post-implementation review (PIR) process prior to their market introduction, ensuring a quality standard of 100%. The PIR focuses on evaluating technological security features and is carried out by the appropriate business unit 12 months prior to the product launch. This procedure is also outlined in the New Product and Activity Policy No. B.04.06.

Bank also ensures that all product and service-related information, including but not limited to product features, costs, benefits, and associated risks, is clearly communicated to customers and remains reliable. Throughout 2024, Bank reported a) there have been no instances of product or service recalls following their market introduction, b) there are no legal disputes concerning non-compliance with labeling, product and service information, or marketing communications, and c) there are no legal cases or complaints pertaining to business competition.



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

The acceleration of technology brings various impacts to the banking industry. As technology continues to advance, numerous digitalization innovations have been and will need to be implemented. These innovations aim to enhance convenience for customers in conducting financial transactions. However, the growing adoption of technology also increases the risk of data breaches and misuse of information.

Therefore, Bank continues to strengthen its systems and enhance controls over customer data security and management. Bank has established the Cyber Security Operations Unit and the Data Protection Office, both operating

under the Operations and Information Technology Directorate. The Cyber Security Operations Unit is responsible for developing and maintaining a robust security system, monitoring and detecting threats, responding swiftly to security incidents, and increasing security awareness. Meanwhile, the Data Protection Office ensures that personal data processing within Bank complies with personal data protection principles and applicable regulations in Indonesia. Both the Cyber Security Operations Unit and the Data Protection Office regularly submit monitoring and evaluation reports on information security systems to Director of Operations and Information Technology.

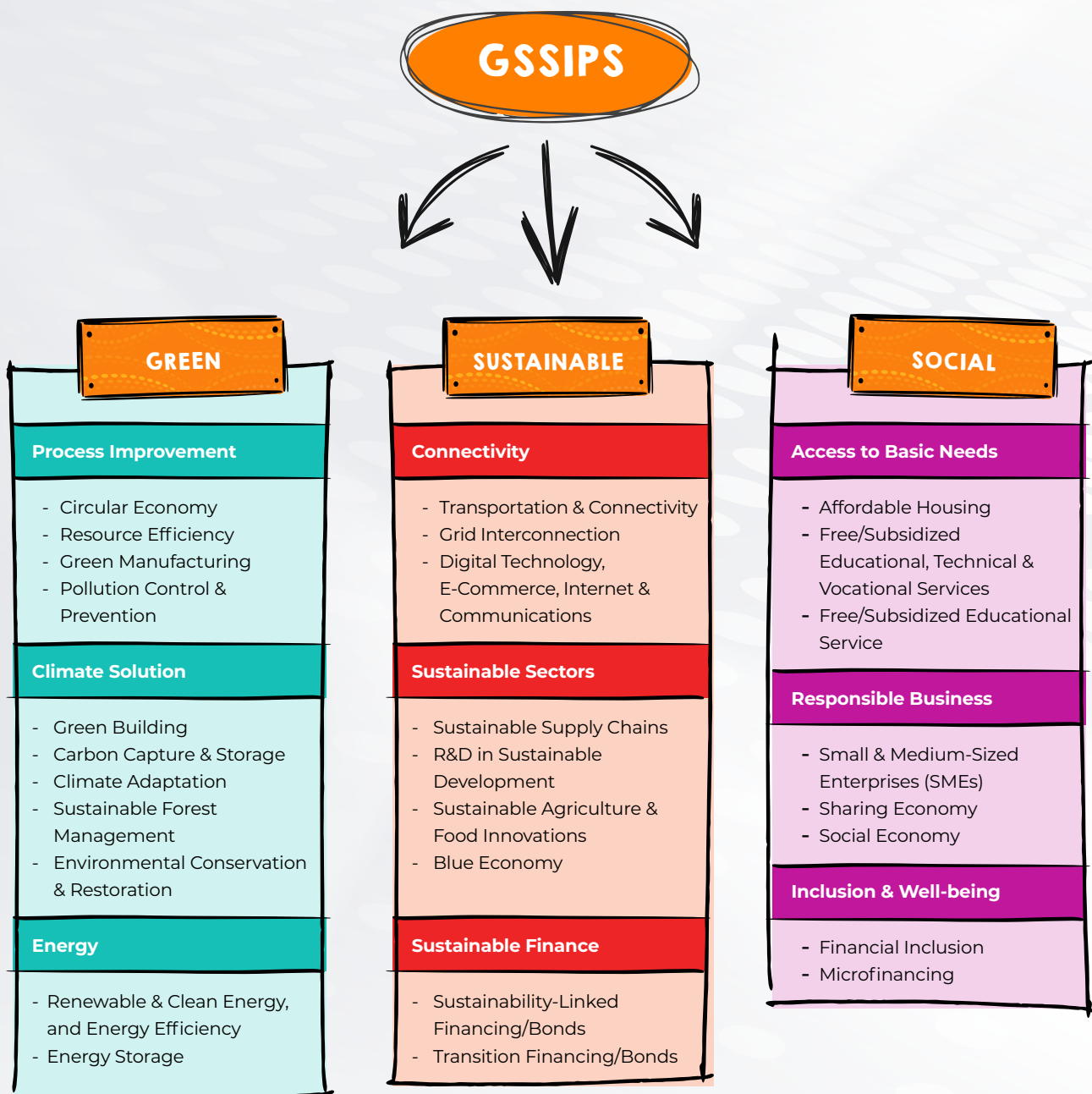
Bank has also enhanced employees' understanding of cybersecurity and personal data protection by providing training to all CIMB Niaga teams through Learning on the Go (LOG) modules and raising awareness via internal communication channels, such as Gallery News. Additionally, Bank educates customers on safe financial transactions through the #KonsumenCerdasPeKaBetransaksi movement, an initiative by Bank Indonesia, financial industry associations, and service providers, using social media to promote awareness of:

1. Recognizing fraud and scam tactics and understanding their various types (phishing, social engineering, skimming, and SIM card swapping).
2. The importance of security codes: creating and safeguarding PINs, passwords, and OTP codes, as well as understanding how fraudsters attempt to steal them.
3. Protecting personal data: identifying sensitive personal information that must remain confidential and recognizing methods fraudsters use to steal and exploit personal data.

Innovation and Development of Sustainable Finance Products/Services/Programs [POJK51-F.26] [GRI

FS7, FSI4] [SUSBA 1.5.1.2, 1.5.1.5]

The evolution of technology and changing customer needs require Bank to continuously innovate and develop sustainable finance products, services, and programs. These innovations align with Bank's Sustainable Financing Framework, known as Green, Social, Sustainable Impact Products and Services (GSSIPS).



Innovation and Development of Sustainable Finance Products/Services/Programs in 2024

Collaboration through Open Application Programming Interface (API)

CIMB Niaga actively promotes open banking in alignment with Bank Indonesia's Payment System Blueprint 2030 by implementing Open API services, known in Indonesia as the National Standard for Open API Payments (SNAP). API, or Application Programming Interface, is a technology that enables third parties/customers to develop and access banking services within their applications through direct interconnection with CIMB Niaga's system. Its key advantage is facilitating open interconnectivity between applications for secure and real-time banking transactions. Through API implementation, Bank fosters innovation and collaboration between the banking sector and financial technology (fintech) to build an inclusive financial

ecosystem and drive digital economic growth. As of December 2024, CIMB Niaga recorded 248 million API hits, with 45% consisting of transactional hits and 55% non-transactional hits, equivalent to Rp42 trillion.

CIMB Niaga's API strategy aims "To be the most reliable Bank with open banking solutions for Indonesia's digital ecosystem landscape", emphasizing comprehensive solutions, seamless integration, and an enhanced customer experience. In 2024, Bank launched API electronic Supply Chain Finance (eSCF), which facilitates buyers and suppliers in managing supply chain businesses, and API OCTO Pay, which allows users to open and conduct transactions using OCTO Pay e-money within applications that are API-connected to the Bank

EBB Kartini Loan

CIMB Niaga continues to innovate in sustainable financing by launching the 'Kartini Loan' program for Emerging Business Banking (EBB) segment customers. This initiative supports Sustainable Development Goal (SDG) 5: Gender Equality and Empowerment of All Women and Girls as part of the national agenda. The gender-responsive financing program was introduced in December 2024, offering competitive interest rates to businesses classified as Micro, Small, and Medium Enterprises (MSMEs). It is available to women-led businesses, including individual female entrepreneurs or business entities owned and/or managed by women. Additionally, for each new facility booking or additional financing, Bank will contribute to third parties as part of its commitment to community development and women's empowerment, embracing the 'women supporting women' principle.

This program complements Giro Kartini, a previously launched initiative with a similar theme. Further details on Giro Kartini can be found in Pillar 2 Sustainable Business in the Sustainable Finance Supporting Products/Programs Section.



Financial Inclusion Through Digital Banking

As of the end of 2024, CIMB Niaga offered digital banking services through OCTO Mobile, OCTO Clicks, BizChannel@CIMB, and other e-channels. To enhance transaction volumes via digital services, Bank regularly monitors and updates its digital banking platforms. Throughout 2024, digital banking services facilitated 654 million financial transactions. From this total, the estimated greenhouse gas (GHG) emission reduction potential reached approximately 165 thousand tonnes of CO₂ equivalent.

Total Digital Platform Transactions (million transactions)

OCTO Mobile	OCTO Clicks	API Hits	BizChannel@CIMB	ATM, CDM/MDM, and CRM
340.02 <small>2024</small>	8.70 <small>2024</small>	112.15 <small>2024</small>	112.34 <small>2024</small>	80.88 <small>2024</small>
217.00 <small>2023</small>	51.05 <small>2023</small>	62.21 <small>2023</small>	90.97 <small>2023</small>	94.03 <small>2023</small>
175.60 <small>2022</small>	47.44 <small>2022</small>	- <small>2022</small>	96.57 <small>2022</small>	99.84 <small>2022</small>

Collaboration Through OCTO Biz Internet Banking

The OCTO Biz internet banking service is an enhanced version of BizChannel@CIMB, featuring improvements in cash management features, technology, user interface (UI), and user experience (UX). The available transaction types on OCTO Biz internet banking currently include transfers to CIMB Niaga accounts, BI-FAST, and RTGS.



CIMB Niaga's 2024 Integrated Digital Solutions

Bulk Service for Bank Indonesia Fast Payment (BI-FAST) via BizChannel@CIMB: Optimal Efficiency for Extensive Fund Transfers.

BizChannel@CIMB launched the BI-FAST service for Bulk Credit, an innovation in digital payment systems that enables customers to conduct massive fund transfers to multiple accounts within a single credit transfer instruction.

The service offers speed, efficiency, and competitive costs, aligning with BI-FAST's objective to enhance financial inclusivity in Indonesia. It represents Bank's strategic initiative to support digital transformation and improve customers' operational efficiency.

Simplifying Digital Tax Payments with the Core Tax Administration System (CTAS)

Following the launch of the Core Tax Administration System (CTAS) by the Directorate General of Taxes on 1 January 2025, BizChannel@CIMB has integrated feature updates into the State Revenue Module (MPN). Through Bizchannel@CIMB, customers can generate new billing IDs using a more structured and transparent system, ensuring compliance with the latest tax regulations. This feature strengthens Bank's role in supporting the digitalization of national tax services, providing customers with convenience and assurance in fulfilling their tax obligations.

Financial Inclusion Through Micro, Small, and Medium Enterprise (MSME) Financing [SUSBA 1.5.1.6] [ACGS

B.4.1]



By the end of 2024, Bank recorded Rp26.98 trillion in MSME financing, an 18% increase compared to Rp22.80 trillion in 2023.

In addition to financing through the Sustainable Business Activity Categories (KKUB) program, which will be detailed below, Bank also offers working capital, investment, and supply chain financing for MSMEs through two segments: Emerging Business Banking (EBB) and Commercial Banking via the micro linkage financing program. In 2024, CIMB Niaga received international recognition as the Best SME Bank in Indonesia for its contributions and support to MSMEs. This award was presented by World Economic Magazine 2024.



Emerging Business Banking (EBB)

Emerging Business Banking (EBB) is a direct financing approach targeting micro, small, and medium enterprises (MSMEs) across Indonesia.

Micro Linkage

The linkage scheme is an indirect financing program conducted through partnerships with plasma cooperatives, Rural Banks (BPR), Regional Development Banks (BPD), employee cooperatives (Kopkar), and other non-bank financial institutions. Bank has not set specific service area coverage for the Micro Linkage program, but it currently collaborates with approximately 160 Micro Linkage partners across Indonesia, with the majority operating under the executing scheme.

For plasma cooperatives in palm oil plantations, the Inti Plasma Model is used, where Bank channels financing to farmers through plasma cooperatives in partnership with inti (core) companies. Meanwhile, financing through BPR, BPD, and Kopkar partners is directed to MSMEs and individuals with fixed incomes, utilizing executing, channeling, or joint financing schemes.

In 2024, Bank recorded 23 debtors with a total outstanding balance of Rp2.5 billion under the channeling scheme, with approximately 57% of these loans granted to women entrepreneurs. This demonstrates Bank's commitment to supporting the Sustainable Development Goals (SDGs).

Financial Inclusion to Finance the Low-Income Community [POJK51-F.23] [GRI 203-2]

In line with CIMB Group's commitment to economic inclusion, health, and financial literacy, CIMB Niaga has set a target to improve financial health for priority groups. The Bank aims to increase financial inclusion by adding 1 million new active low-income customers by 2026. This commitment reflects Bank's dedication to creating positive value for stakeholders and promoting equitable development across the communities it serves.

Currently, Bank provides various financial products tailored for low-income communities and vulnerable groups, covering savings, investment, and personal loan.

For savings products, Bank offers OCTO Savers Payroll and OCTO Savers, which provide easy account opening and financial transactions. In the investment category, Bank offers Mutual Funds (Reksa Dana) with an affordable minimal initial investment, starting from Rp10 thousand.



For financing solutions, Bank provides several options based on customer needs, including:

- Personal Loan, such as OCTO Loan Flexi and XTRA Dana, which offer flexible financing access.
- Mortgage Loan, such as KPR XTRA, designed to facilitate home ownership with a competitive debt burden ratio (DBR).
- Auto Financing, offered through Bank's subsidiary CIMB Niaga Finance, providing vehicle financing solutions with repayment periods extending up to 60 months.

These products align with Bank's commitment towards financial inclusion and support the Macroprudential Inclusive Financing Ratio (RPIM) target by ensuring broader financial service access for low-income and vulnerable groups.

SUSTAINABLE FINANCE [GRI FS9] [SUSBA 1.1.2.4; 1.3.1.3]

Bank is committed to implementing sustainable finance and transition financing towards a low-carbon economy. Numerous initiatives have been undertaken, including financing under the Sustainable Business Activity Categories (KKUB). Additionally, Bank has conducted environmental and social risk assessments within its financing portfolio. In addition to the aforementioned risks, Bank has also evaluated risks associated with human rights, biodiversity, and climate-related risks and opportunities. The risk assessment process employs a range of tools and criteria, including Sustainability Due Diligence (SDD), Enhanced Sustainability Due Diligence (ESDD), the Indonesia Green Taxonomy (THI), and the Indonesian Taxonomy for Sustainable Finance (TKBI). Detailed explanations of SDD and ESDD are provided in Pillar 4 Governance and Risk.

The Internal Audit Unit conducts an annual audit coverage on the implementation of sustainable finance within the Bank using a risk-based assessment methodology and a comprehensive internal control approach. This process adheres to international standards, specifically the Committee of Sponsoring Organizations of the Treadway Commission (COSO) – Internal Control Integrated Framework.

Indonesia Green Taxonomy (THI) and Indonesian Taxonomy for Sustainable Finance (TKBI)

Bank has identified and classified its financing portfolio based on classifications set by the Financial Services Authority (OJK), specifically: a) Indonesia Green Taxonomy (THI) classification, which has been implemented since 2022; and b) Indonesian Taxonomy for Sustainable Finance (TKBI) criteria, adopted since September 2024, particularly for the energy sector. As of December 2024, 15% of the top 450 debtors are classified under the green or yellow categories, where TKBI refers to the yellow category as 'transition'.



KKUB or Environmental and Social-Themed Financing [GRI FS7; FS8; FSII]

Description		Unit	2024	2023	2022
Total Products that Meet the KKUB Criteria					
a.	Sustainability-Linked Loan/Financing Program (SLL/F)	Rp billions	1,588.15	1,033.45	686.02
b.	Sustainable Finance Program (SF)		3,183.92	2,745.47	2,282.27
c.	Green Auto or Environmentally Friendly Vehicles Financing **		814.51	359.57	83.46
d.	Green Mortgage		281.36	273.96*	142.40*
e.	Solar Panel Financing via Credit Card		0.56	0.63	0.26
f.	Electric Motorcycle & Bicycle Financing via Credit Card		2.47	1.14	-
g.	Kartini Loan***		1.50	-	-
Total KKUB Productive Assets					
a	Total KKUB Financing	Rp billions	59,122.94	55,451.29	51,444.42
b.	Total KKUB Non Financing – Green Sukuk Investment ****		32.99	32.99	-
c.	Total KKUB Non Financing – Green Bond Investment ****		527.76	548.01	32.99
Percentage of KKUB Financing to Total Loans		%	26	26	26

* Changes in data presentation method

** Financing by subsidiary, PT CIMB Niaga Auto Finance (CNAF).

*** The gender-responsive financing program, 'Kartini Loan', was launched in December 2024.

**** The Government of Indonesia issued the Green Sukuk/Bond globally to fund climate change mitigation and adaptation projects.

Composition and Quality of KKUB Loans [GRI FS7, FS8]

No	Sustainable Business Activity Categories (KKUB)	Non-MSME (Rp trillions)	MSME (Rp trillions)	Total (Rp trillions)	NPL (%)*
1.	 Renewable Energy	0.00	-	0.00	0.00
2.	 Energy Efficiency	0.38	-	0.38	0.00
3.	 Pollution Prevention and Control	0.04	-	0.04	0.00
4.	 Management of Natural Resources and Sustainable Land Use	10.32	0.43	10.76	0.00
5.	 Conservation of Land and Water Biodiversity	-	-	-	-
6.	 Environmentally Friendly Transportation	1.06	-	1.06	0.00
7.	 Sustainable Water and Wastewater Management	0.22	-	0.22	0.00
8.	 Climate Change Adaptation	-	-	-	-
9.	 Products that Help Conserve Resources and Contribute to Less Pollution	5.57	0.06	5.63	0.00
10.	 Environmentally Friendly Buildings that Meet National, Regional, or International Recognized Standards/Certification	1.03	-	1.03	0.40
11.	 Other Environmentally Friendly Business and/or Other Activities	13.02	-	13.02	0.00
12.	 MSME Activities	0.50	26.49	26.99	5.37
Total		32.14	26.98	59.12	2.46

*The NPL percentage (gross) is calculated based on the total portfolio of each KKUB.

Sustainable Finance Products/Programs

Bank is committed to supporting CIMB Group in mobilizing RM100 billion in sustainable financing by 2024. To achieve this commitment and mitigate various risks, including but not limited to reputational risk, Bank continues to develop environmentally friendly products, such as Sustainability-Linked Loan/Financing (SLL/F) and Sustainable Financing (SF), to enhance its sustainable finance portfolio in alignment with the GSSIPS framework, taking into account sustainability and climate change-related risks and opportunities.

Sustainability-Linked Loan/Financing (SLL/F) and Sustainable Finance (SF) Programs

The SLL/F and SF programs provide incentives for customers who achieve sustainability targets as agreed upon at the beginning of the program. The SF program is specifically designed for Bank's financing customers engaged in businesses classified under the Sustainable Business Activity Categories (KKUB). As of December 2024, Bank recorded sustainable financing of Rp1.59 trillion through the SLL/F program and Rp3.18 trillion through the SF program.

Green Mortgage Financing

Green Mortgage Financing is a facility for purchasing properties developed by certified green developers, such as those accredited by the Green Building Council Indonesia (GBCI) and/or Excellence in Design for Greater Efficiencies (EDGE). In 2024, Green Mortgage financing reached a total of Rp281 billion.

Eco Financing for Environmentally Friendly Vehicles

The Eco Financing program for environmentally friendly vehicles is an initiative led by CIMB Niaga's subsidiary, CIMB Niaga Finance (CNAF). This program provides financing for battery electric vehicles (BEVs) and hybrid vehicles. In 2024, financing in this segment reached Rp814.51 billion, reflecting a 127% growth from the previous year. This growth was driven by the expanding market potential for eco-friendly vehicles and government initiatives encouraging a gradual transition to sustainable transportation in Indonesia.

As part of its 2024 initiatives, CNAF installed an electric vehicle (EV) charging station at its headquarters in Bintaro, South Tangerang. This initiative demonstrates CNAF's commitment to supporting sustainability efforts by both the company and the government, specifically in accelerating the development of infrastructure for environmentally friendly vehicles.

In 2024, CIMB Niaga, PT Karya Bersama Takarob (KBT), and PT Nirvana Wastu Jaya Pratama (NWJP), part of the NWP Property business group, signed a Sustainability-Linked Loan (SLL) financing agreement with a total commitment of Rp900 billion. This financing is allocated for investment activities and supporting the operational management of commercial assets for both companies. The SLL facility links Bank's financing to NWP Property's sustainability targets, particularly in energy efficiency and green building certification.

This Sustainability-Linked Loan (SLL) financing aligns with Bank's climate action strategy to achieve net zero emissions (NZE) by 2050. One of the key sectors with an interim decarbonization target is the real estate sector, which aims to reduce physical emission intensity by 34% from the 2022 baseline by 2030. To support this goal, Bank will continue to develop sustainable and innovative financing solutions to help customers transition towards a low-carbon economy.

Products/Programs Supporting Sustainable Finance

iB Mapan Savings with Waqf (Sustainability-Linked Wakaf)	Giro Kartini	One House One Tree	Green Merchants	Digital Credit Card
63.7	509.71	9,894	6.89	30,875
Rp billions	Rp billions	Accounts	Rp billions	Cards

iB Mapan Savings with Waqf (Sustainability-Linked Wakaf)

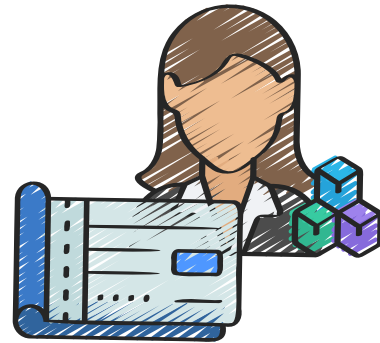
The iB Mapan Savings with Waqf is a term savings program with a fixed monthly deposit system based on the selected tenure. Customers receive an upfront gift from CIMB Niaga Syariah, which is allocated as a waqf (endowment) and transferred to the current account of a partner waqf institution for management on behalf of the customer.

One House One Tree

The One House One Tree initiative, introduced in 2023, engages customers to contribute towards environmental sustainability by planting a tree for each CIMB Niaga mortgage (KPR) booked. Until the year of 2024, this program contributed to the planting of 8,100 trees, with the following distribution: 51% bamboo, 36% coffee, and the remainder consisting of other economically valuable plants.

Giro Kartini

Giro Kartini is a gender-responsive current account product that supports the growth of women entrepreneurs' businesses. This product aligns with Sustainable Development Goal (SDG) 5: Gender Equality and Empowerment of All Women and Girls. Giro Kartini offers attractive features such as competitive interest rates and transaction fee reimbursements based on applicable programs. Additionally, for every Giro Kartini account opened, a donation of Rp25 thousand is made to the Yayasan Inklusif dari Timur (Tenoon) to support traditional weaving training for women with disabilities in Sulawesi. In 2024, the total third-party funds managed by Bank through Giro Kartini reached Rp509.7 billion.



Green Merchants - Credit card financing via Green Merchant

Bank provides solar panel financing through CIMB Niaga credit cards and CIMB Niaga EDC (Electronic Data Capture) machines to registered green merchants. Green merchants include both solar panel and non-solar panel businesses. By the end of 2024, Bank facilitated customer transaction financing worth Rp6.89 billion through partner green merchants.

Digital Credit Card

The OCTO Card Digital Credit Card and OCTO Card Syariah Digital Card, integrated within OCTO Mobile, enable customers to transact without a physical card. Features include QRIS payment scanning, e-commerce shopping, and the option to convert transactions into fixed installments for up to 24 months. Additionally, Bank promotes the use of cardless deposit and withdrawal features via OCTO Mobile, aligning with Bank Indonesia's vision to facilitate seamless digital financial transactions.

Harwini and PT Harpindo Insan Cemerlang

Harwini is the owner of PT Harpindo Insan Cemerlang, an MSME that initially conducted its business transactions through a personal account. She has since made the transition to utilizing a Giro Kartini account registered under her company's name. As a female entrepreneur, Harwini is proud to support the empowerment of other women entrepreneurs by encouraging them to open a Giro Kartini account.

Giro Kartini not only provides transactional convenience for Harwini's business but also supports its growth with attractive features, such as competitive checking account services and transaction fee rebates. Additionally, for every Giro Kartini account opened, a donation is made to fund traditional weaving training for women with disabilities in Sulawesi. Harwini's testimonial can also be found on CIMB Niaga's official Instagram page (@cimb_niaga), serving as a real-life example of how women entrepreneurs can achieve success while empowering their communities.

Challenges, Developments, and Impact of Sustainable Finance Implementation [POJK51-E.5]

The implementation of sustainable finance continues to evolve in response to updated standards, frameworks, taxonomy classifications, and regulatory changes. The complexity of regulations, climate change dynamics, technological advancements, and the need to integrate sustainability across all business operations presents an opportunity for Bank to continuously grow and ensure its employees stay informed and adapt to the latest developments.

Bank is also committed to adopting best sustainability practices at both the national and global levels. This is achieved by actively updating its knowledge through training participation, serving as a speaker at industry events, and developing sustainability-based products and services, such as Sustainability-Linked Loan and Kartini Loan. These initiatives not only aim to



enhance employees' understanding but also encourage customers to actively contribute to sustainable finance implementation. Further details on training programs can be found in Pillar 5 Advocacy and Stakeholder Engagement.

Financing High Sustainability Risk Sectors

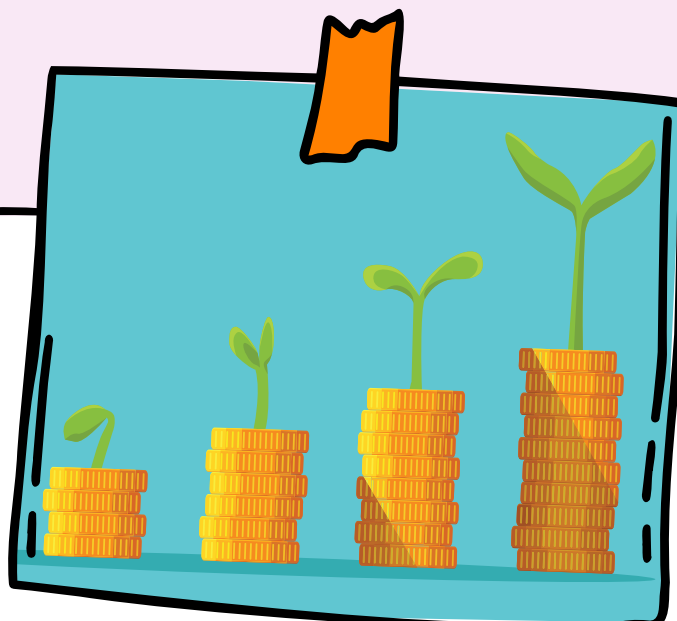
[POJK51-F.3] [GRI FS8] [SUSBA 1.1.1.2; 1.2.1.4; 1.2.1.5; 1.5.1.3; 1.6.2.5; 1.6.2.6] [FN-CB-410.a.2; FN-CB-550.a.2] [ACGS B.1.4; B.1.5]

In its financing process, Bank systematically assesses potential adverse environmental and social impacts linked to the business activities of both existing and potential customer. To mitigate these risks, Bank conducts sector mapping for industries that present high risks towards environmental, social, and governance (ESG) aspects. All corporate banking clients, along with several commercial banking clients, must complete a Sustainability Due Diligence (SDD) assessment. Furthermore, Bank has established Sector Guidelines that outlines minimum ESG requirement, prohibited activities, and encouraged sustainability best practices. These guidance are applicable to the Agriculture, Forestry, Other Land Use, and Land Use Change (AFOLULUC) sector, which encompasses palm oil, coal, oil and gas, forestry and natural rubber, construction and infrastructure services, mining and quarrying, and manufacturing. Should an existing or potential customer not fulfill the SDD requirements or fail to adhere to the minimum requirement, they will be obligated to undergo Enhanced Sustainability Due Diligence (ESDD). Details for due diligence process can be found in Pillar 4: Governance and Risk, while a summary of sector guidelines is available on Bank's website.

KKUB Financing in Land-Based Sectors

Bank consistently encourages customers and prospective customers in the Agriculture, Forestry, Other Land Use, and Land Use Change (AFOLULUC) sector to obtain sustainability certifications. As of December 2024, 14 Bank customers in the fisheries and forestry sectors have obtained sustainability certifications, with Rp3,282.99 billion in total financing.

Sector	Certification	Total Clients	Total Financing (Rp billions)
 Fishery	<ul style="list-style-type: none"> • Best Aquaculture Practice • Aquaculture Stewardship Council • Good Hatchery Practice • Good Aquaculture Practice 	3	140.23
 Forestry	Timber Legality Verification System (SVLK)	7	3,107.98
	FSC COC & SVLK	4	34.78



Sustainability Commitment for Palm Oil Customers [SUSBA 1.1.2.5; 1.2.1.18]

For palm oil sector financing, Bank requires debtors to adhere to sustainability commitments, including obtaining Indonesia Sustainable Palm Oil (ISPO), Roundtable on Sustainable Palm Oil (RSPO), and/or International Sustainability and Carbon Certification (ISCC). Additionally, debtors must implement No Deforestation, No Peat, No Exploitation (NDPE) principles, uphold Free, Prior, and Informed Consent (FPIC/PADIATAPA), and ensure compliance with High Conservation Value (HCV) and/or High Carbon Stock (HCS) standards, along with several sustainability commitments.

Commitment	Total Debtors	Financing (Rp trillions)
NDPE	35	16
FPIC	57	12.31
HCV and/or HCS	16	8.87

NDPE = No Deforestation, No Peat, No Exploitation, FPIC = Free, Prior and Informed Consent; HCV = High Conservation Value; HCS = High Carbon Stock

Financing based on ISPO, RSPO, and ISCC Certifications

Certification	Total Clients	Amount Financed (Rp trillion)
RSPO* and ISPO**	13	8.60
RSPO*	3	0.28
ISPO**	41	3.43
ISCC***	5	6.03

RSPO = Roundtable on Sustainable Palm Oil; ISPO = Indonesia Sustainable Palm Oil; ISCC = International Sustainability and Carbon Certification; *As per national interpretation of the RSPO Principles and Criteria (2018), oil palm plantations that have obtained an RSPO certificate have complied with the No Peat principle within the principles of No Deforestation, No Peat, and No Exploitation; **ISPO is an oil palm plantation sustainability standard in Indonesia according to applicable laws and regulations; ***ISCC is one of the leading certification systems for sustainability and greenhouse gas emissions. In July 2011, ISCC was recognized by the European Commission as one of the first certification schemes capable of demonstrating compliance with the EU's Renewable Energy Directive (RED) requirements.

The sustainable palm oil financing portfolio in 2024 increased by 34% compared to 2023

Management of the Phase-Out for Thermal Coal Mining Financing by 2040 [SUSBA 1.2.1.3; 1.6.2.2]

As part of its climate action commitment and strategy in Bank's journey toward becoming an NZE 2050 organization, Bank is gradually reducing financing for the coal sector and plans to completely phase out financing for thermal coal mining by 2040. Bank also has an interim decarbonization target for 2030, aiming to reduce financing for thermal coal mining sector by 50% from the 2021 baseline. Additionally, Bank implements the Exclusion List as a commitment to sustainable finance practices, which prohibits financing for thermal coal mining and coal-fired power plants (CFPP) expansion or greenfield projects, as well as the use of Mountain Top Removal (MTR) extraction methods in mining activities.

Indonesia's current energy mix primarily relies on fossil fuels, however, Bank is committed to

supporting the government in achieving its renewable energy mix targets through financing the transition toward a low-carbon economy. While this effort may result in temporary fluctuations in achieving the 2030 interim decarbonization targets, it is deemed essential to ensure a just transition and assist debtors in shifting towards sustainable alternative energy sources.

In ASEAN and Indonesia, phase-out implementation presents unique challenges. Coal will remain as an important energy source due to its affordability. The early retirement of fossil fuel power plants could weaken energy security, economic stability, and employment opportunities. Although renewable energy has been advancing, this transition may be hindered by several factors, including limited access to capital, grid infrastructure constraints, energy storage challenges, and the need for transmission modernization, all of which may impede the integration of clean energy.

Just Transition for Oil and Gas Sector

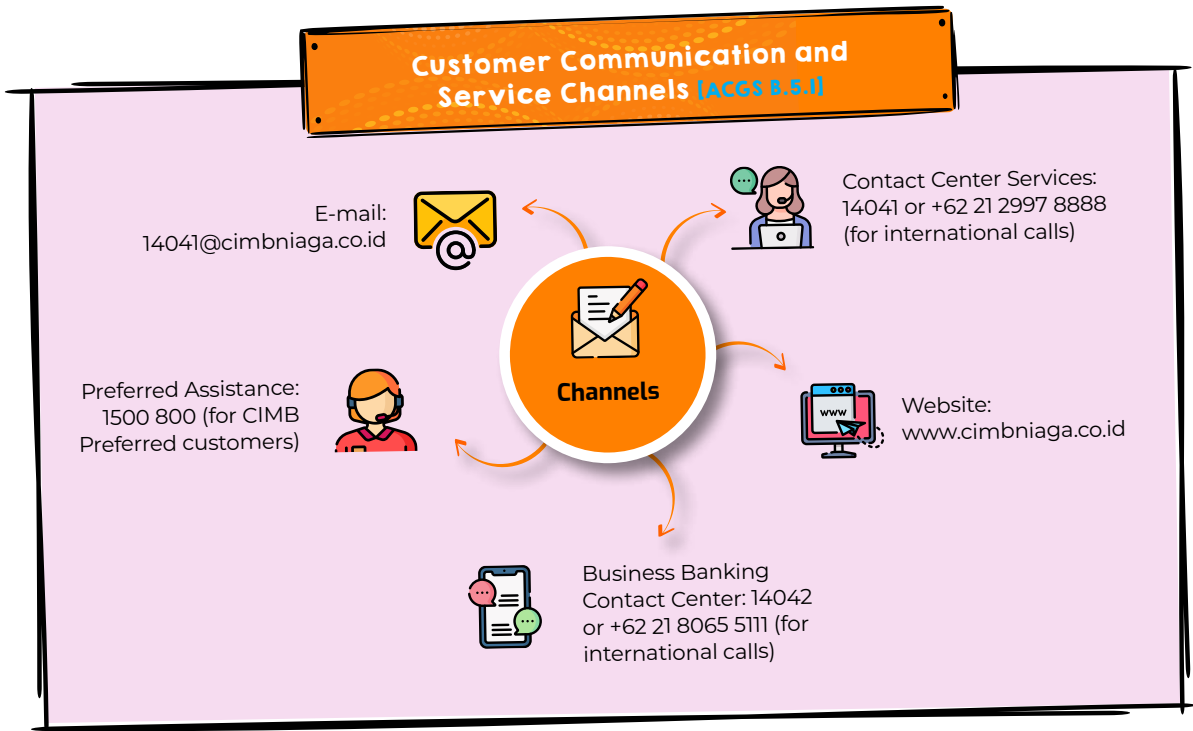
The International Energy Agency (IEA) NZE 2050 (regional) scenario reference states that new oil and gas development projects are no longer needed, except for those already committed in 2021, as existing projects are sufficient to meet global demand. However, in its 2023 update, the IEA acknowledged that long lead-time exploration projects—which typically take 20 years from exploration to production—may still be necessary for energy security, particularly in response to short-term disruptions such as security and geopolitical risks. In line with the IEA NZE 2050 (regional) scenario reference, Bank has established an Exclusion List, which prohibits financing for new oil fields.

Bank recognizes ASEAN's reliance on natural gas as a transition fuel to reduce dependency on coal in the power sector. While Bank remains committed to restricting financing for new oil field projects, it will continue to review climate science, technological advancements, regulations, and developments in ASEAN's power sector to adjust its position as needed.

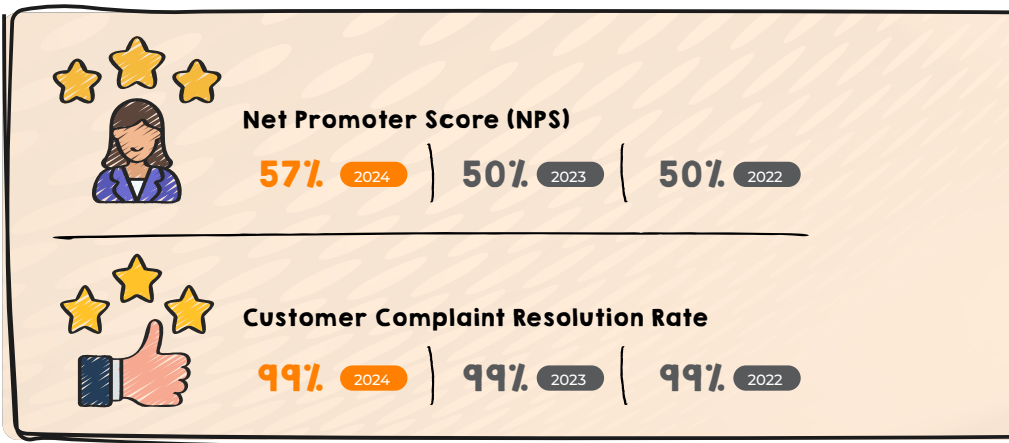
CUSTOMER SATISFACTION LEVEL AND COMPLAINT RESOLUTION [POJK51-F.16; F.30] [GRI 2-25][ACGS B.5.1]

We continuously strive to provide the best service to our customers. Therefore, we provide established communication channels and customer service platforms for customers to submit various inquiries, including complaints related to our products and services. These channels are also accessible for other stakeholders for submitting complaints, feedback, or suggestions. Every complaint received is regarded as a shared responsibility among relevant units within the Bank.

Throughout the year of 2024, we did not receive any customer complaints concerning operational activities impacting the environment or non-compliance with regulations. Detailed informations on the types of complaints and resolution rates can be found in 2024 Annual Report.



Furthermore, to maintain the highest standards of service, Bank conducts an annual customer satisfaction survey to assess service quality and evaluate the effectiveness of its offerings. The survey considers various aspects, including products, service channels, and overall service quality.





CORPORATE SOCIAL RESPONSIBILITY

Pillar

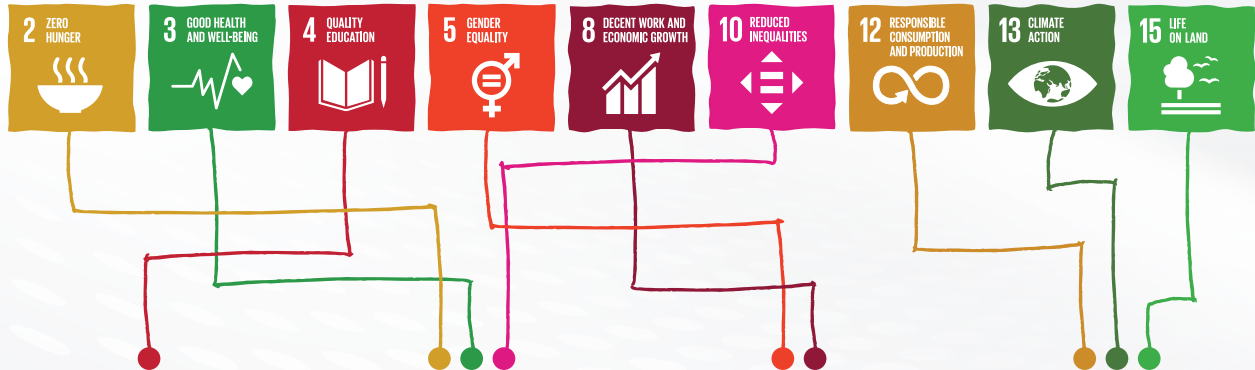
03



CORPORATE SOCIAL RESPONSIBILITY (CSR) PILLAR

[POJK51-F.4; F.25] [GRI 413-1] [ACGS B.4.4]

Through its four main Corporate Social Responsibility (CSR) pillars, CIMB Niaga implements its CSR programs as a manifestation of Bank's commitment to the Sustainable Development Goals (SDGs)



CSR Pillar 1: Education

CSR focuses on increasing quality of access through financial literacy activities, scholarship programs, and assistance for educational support facilities.

CSR Pillar 2: Community Health and Wellbeing

CSR supports programs to enhance community health and wellbeing.

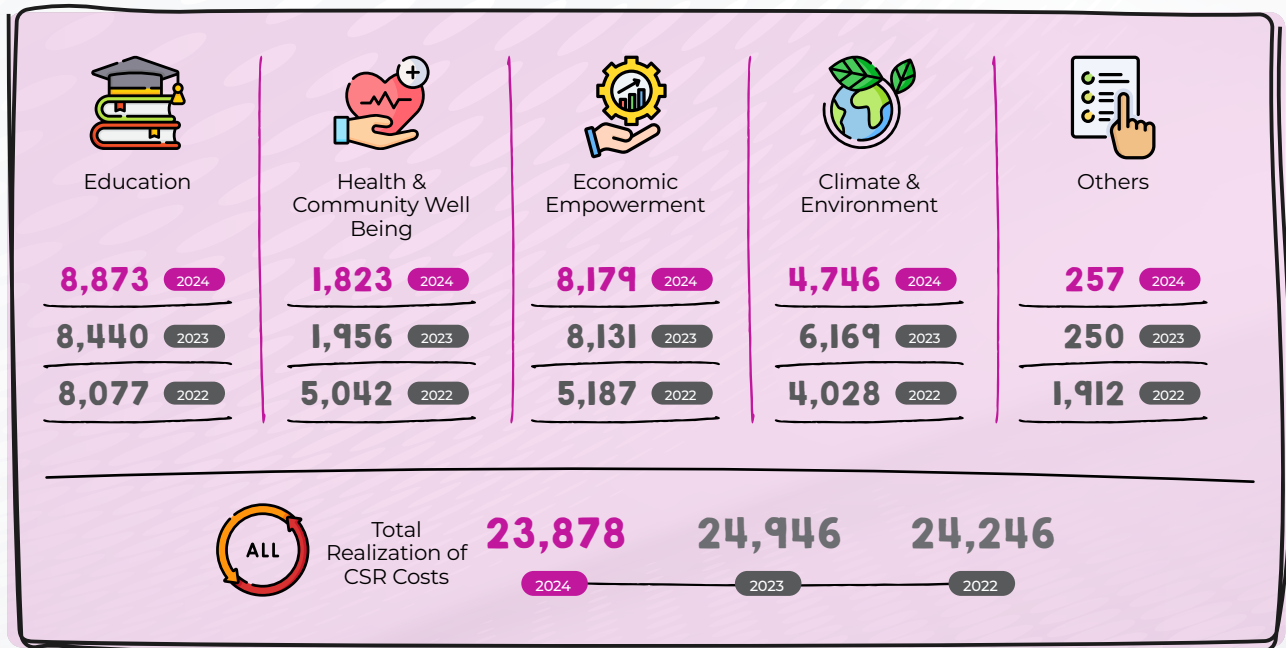
CSR Pillar 3: Economic Empowerment

CSR supports programs that increase community empowerment with the aim of improving the economy.

CSR Pillar 4: Climate and Environment

CSR supports environmental conservation programs that provide added value to stakeholders.

Realization of CSR Funds (Rp millions) [POJK51-F.4]



EMPLOYEE VOLUNTEER PROGRAM [ACGS B.I.4; B.I.5]

CIMB Niaga remains committed to actively involving its employees in the Employee Volunteer Program, which aligns with its four CSR pillars. In 2024, Bank required each employee to participate in CSR activities for a minimum of 4 hours per year, an increase from 3 hours per year in 2023. These hours are counted as part of employees' key performance indicators (KPI). By the end of 2024, Bank recorded a total of 70,859 employee volunteer hours, averaging 5.90 hours per employee who participated in the program. This achievement reflects employees' dedication to provide a positive impact for the environment and/or social.

In 2024, the Employee Volunteer Program was carried out both individually and bankwide. Individual activities included waste management, charity runs/walks, teaching, cleaning rivers,



schools, or places of worship, and blood donation. Meanwhile, bankwide activities that involved all employees in the Employee Volunteer Program included:

1. A Better Climate and Environment (ABCDE) Challenge,

a program that was initiated in 2023, encourages employees to participate in environmental conservation efforts around their homes by collecting inorganic waste. The collected waste is then delivered to waste banks, waste collectors, or environmental non-governmental organizations (NGOs) near the employees' residences. By the end of the program, a total of 2.36 tons of waste was collected, consisting of 45% paper waste, 24% plastic, 13% used cooking oil, and 18% electronic waste. This initiative aims to reduce household waste from ending up in landfills (TPSA) and promote better waste management practices.



2. Aksi Peduli dan Kado untuk Akhir Tahun, a program encouraging employees to collect gently used clothing and books for donation to various distribution organizations, including Donasi Barang, Barang Berkah, Sedekah Barang Bekas Berkualitas, and Yayasan Amal Sholeh Sejahtera. Aksi Peduli was held in conjunction with CIMB Niaga's 69th anniversary and took place simultaneously in Medan, Bandung, Yogyakarta, Bali, Makassar, Surabaya, and Jakarta, while Kado Akhir Tahun was conducted in Jakarta. These two initiatives successfully collected 5,815 pieces of clothing and 1,835 books for donation.

Total items collected:



PILLAR I: EDUCATION [SUSBA 1.6.2.II]



Scholarship Program

The scholarship program is designed as part of Bank's commitment to supporting high-achieving students in accessing quality education, aligning with efforts to enhance their quality of life.

In 2024, Bank continued to provide scholarships to students from public and private universities in Indonesia while also offering opportunities for Indonesian students to pursue scholarships at universities in the ASEAN region. Since the launch of the scholarship program in 2006, Bank has successfully awarded scholarships to 1,286 students across universities in Indonesia and several ASEAN countries.



Bank also provides personal development (soft skills) training for scholarship recipients through various educational programs, such as Be Smart Program, Financial Literacy Training, and other educational workshops (e.g., public speaking and branding). Scholarship recipients also have the opportunity to participate in volunteering programs, including activities in Kupang, East Nusa Tenggara (NTT), visits to #JadiBerkelanjutan MSMEs, teaching and tree planting at schools, stunting awareness campaigns, distributing basic necessities to underprivileged families, and beach clean-up initiatives.

This year, Bank launched a new initiative alongside the inauguration of scholarship recipients for the 2024–2026 period, namely the CIMB Niaga Scholarship Alumni Association. This initiative is expected to serve as a platform for alumni across Indonesia to continue sharing experiences and supporting one another.

CIMB Niaga Scholarship Program 2024



50
Students



23
Universities
in Indonesia

CIMB ASEAN Scholarship 2024



1
Scholarship
recipient

Savings and Investment Program [GRI FSI6] [FN-CB-240.a.3; FN-CB-240.a.4]

As part of its efforts to support financial inclusion and literacy in Indonesia, Bank continues to implement the Ayo Menabung dan Berbagi (AMDB) Program, Tour de Bank (TDB), and Be Smart in various regions within its operational network. The implementation of these programs aligns with Presidential Regulation No. 114 of 2020 on the National Strategy for Financial Inclusion (SNKI), which targets an increase in financial inclusion to

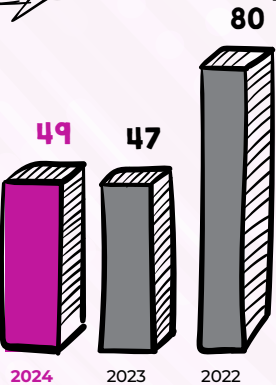
90% by 2024. Additionally, these initiatives support the enforcement of POJK No. 3 of 2023 concerning Improving Literacy and Financial Inclusion in the Financial Services Sector for Consumers and the Community and align with the Financial Services Authority (OJK) initiatives, including the Financial Inclusion Month (BIK) Program and the One Student One Account (KEJAR) Program.



Ayo Menabung dan Berbagi (AMDB)

The Ayo Menabung dan Berbagi (AMDB) Program is Bank's initiative to raise financial literacy awareness among younger generations. This program focuses on financial literacy education for high school students, covering topics such as the importance of saving, responsible financial management, digital banking, investment, and giving back as a form of social responsibility. Through the AMDB program, Bank integrates financial education values with engaging interactive activities, including educational content delivered through miniseries movies and educational games. To expand the program and address emerging financial crime trends, Bank collaborates with the Financial Transaction Reports and Analysis Center (PPATK) to provide students with education on the importance of understanding money laundering activities.

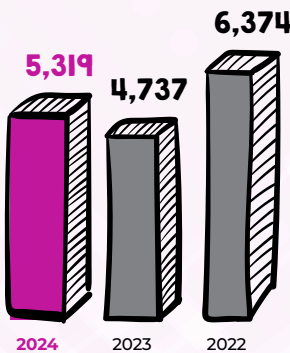
Number of Schools



631

Accumulation until 2024

Number of Students



74,369

Accumulation until 2024

Participants' Understanding

11%

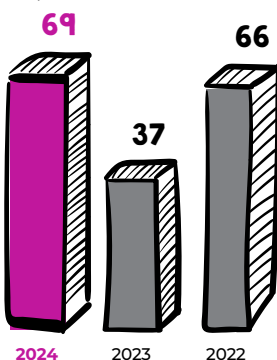
An increase was shown in participants' understanding in the AMDB 2024 Program based on post-test results compared to the pre-test. This outcome met the target of > 10%



Tour de Bank (TDB)

Tour de Bank (TDB) is an educational program designed to introduce elementary school students to the banking industry through real-world experiences. The program is conducted by inviting students to visit the nearest Bank branch or by bringing a mobile banking unit to schools, allowing them to observe and understand banking operations, financial services, and the technology used in the industry. During the Financial Inclusion Month (BIK) initiated by OJK in October 2024, Bank supported the initiative by conducting financial literacy and inclusion activities for 250 elementary school students. As part of this effort, students visited CIMB Niaga Icon Pondok Indah Branch, where they gained firsthand experience in banking transactions and learned about banking tools and services.

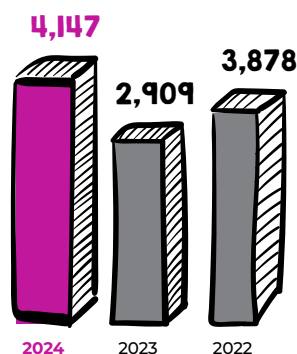
Number of Schools



404

Accumulation
until 2024

Number of Students



22,370

Accumulation
until 2024

Participants' Understanding

18%

An increase was shown in participants' understanding in the TDB 2024 Program based on post-test results compared to the pre-test. This outcome met the target of > 10%

Financial Literacy for Teachers: Understanding Investments

In 2024, Bank extended its financial literacy education beyond students, providing online training to 79 educators from 31 schools participating in the AMDB and TDB programs. The selected financial literacy theme aimed to equip teachers with the knowledge and skills to create income opportunities through financial management and long-term investment strategies.

Savings for Students

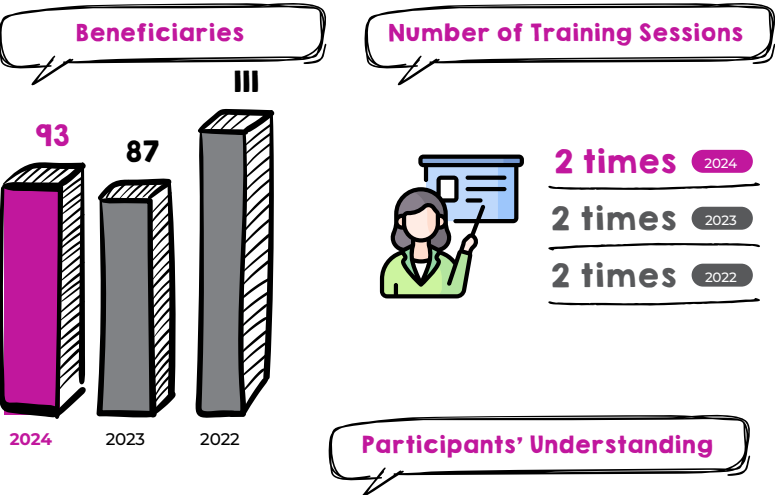
Bank offers a special savings product for students, introduced to younger generations through the AMDB and TDB programs. This initiative aligns with OJK's One Student One Account (KEJAR) Program. In 2024, a total of 4,056 new student savings accounts were opened, with Rp405.6 million in donations.



Be Smart Program

The Be Smart Program equips young generations with financial management knowledge, various types of investments and the risks, and digital banking technology. In 2024, Bank also provided financial literacy training to 93 CIMB Niaga scholarship recipients at two levels:

1. Basic financial literacy, covering financial planning for the future and an introduction to the financial services industry, particularly financing, with support from CIMB Niaga Finance (CNAF).
2. Advanced financial literacy, focusing on the introduction of investment and understanding of money laundering, with support from PPATK.



35%

for advanced materials

14%

for basic materials

An increase was shown in participants' understanding in the Be Smart 2024 Program based on post-test results compared to the pre-test. This outcome met the target of > 10%

Provision of Educational Facilities

As part of its commitment to supporting education programs by providing infrastructure and facilities, such as printers, school sanitation equipment, worship facilities, and extracurricular activity support, Bank provided assistance to 65 schools across Indonesia in 2024.

The Complete Intern - Kampus Merdeka

Bank continued its collaboration with the government through the Kampus Merdeka Program in 2024. This program offers students the opportunity to gain real-world work experience aligned with their talents and interests. In addition, participants engage in character-building, volunteering, and team-building programs to enhance their soft skills.

Beneficiaries

In 2024, Bank provided opportunities to 152 students from public and private universities across Indonesia, divided into 2 batches. These students were involved in 62 cross-directorate projects. Cumulatively, as of 2024, Bank has offered opportunities to 565 students across 7 batches.

Kejar Mimpi Goes to School

Kejar Mimpi Goes to School is a volunteering and educational initiative for elementary school students, conducted simultaneously in one day by CIMB Niaga in 35 cities supported by 35 Kejar Mimpi Communities. The event brought together more than 4,699 participants, including students, parents, teachers, CIMB Niaga employees, and Kejar Mimpi Community volunteers.

With the theme “Generasi Tumbuh Sehat,” the initiative focused on stunting prevention and financial literacy in 35 schools through various interactive activities. Children were introduced to financial literacy concepts through video storytelling and coloring activities. Meanwhile, parents received financial education on the importance of investing for their children’s education and retirement planning, along with a nutrition seminar and a healthy cooking demonstration.

The program also included book and facility donations, as well as mural painting in several schools. The event received extensive media coverage, with more than 175 national publications.



PILLAR 2: COMMUNITY HEALTH AND WELL BEING

[GRI 203-I][SUSBA 1.6.2.II]



Peduli Gizi Anak #CegahStunting

Bank has partnered with the United Nations International Children's Emergency Fund (UNICEF) for the Early Detection and Treatment Program for Malnourished Children to prevent stunting in East Nusa Tenggara (NTT) Province since 20 November 2023. In 2024, Bank facilitated fundraising efforts through various internal and external initiatives. Internal efforts included promotions via HR Info, Galeri News, and WhatsApp blasts, while external initiatives encompassed Media Gatherings, Ngobiz, Travel Fair, Wealth & Xtra Xpo, the Kejar Mimpi @ Surakarta music concert, and The Cooler Earth Exhibition. To further expand public participation, Bank also provided donation channels through the OCTO Mobile and OCTO Clicks applications. A total of 21 fundraising activations were carried out, generating Rp89.85 million in donations from 750 donors.

Additionally, as part of the Peduli Gizi Anak #CegahStunting collaboration with other CSR initiatives, Bank provided exclusive souvenirs to donors supporting the Peduli Gizi Anak #CegahStunting program. These souvenirs were sourced from products developed under the Community Link #JadiNyata and

#JadiBerkelanjutan programs. This initiative aimed not only to appreciate donors but also to promote Bank-supported products. These featured items included T-shirts designed by individuals with mental health conditions (Arthup), coasters made from recycled plastic bottles (Dit Reveille), and tote bags and mugs featuring designs created by children with special needs (Sinergi Mahakarya).



Philanthropic Activities

Bank provides donations to support the improvement of public health and well-being. Several philanthropy initiatives carried out throughout 2024 included Safari Ramadhan 1445H, Qurban Donation, and Christmas Charity Donation. Additionally, Bank conducted disaster relief efforts for victims of the Lewotobi Volcano eruption in NTT and the fire incident in Manggarai, South Jakarta. Throughout 2024, Bank's philanthropy activities directly benefited 1,684 individuals.

PILLAR 3: ECONOMIC EMPOWERMENT

[SUSBA 1.5.1.6; 1.6.2.II] [ACGS B.4.4]



Bank is committed to promoting inclusive and sustainable economic growth, with a focus on MSME empowerment, financial access expansion, and community development. These initiatives have had a positive impact on program participants and surrounding communities, contributing to economic improvement and an enhanced standard of living for beneficiaries and local residents.



Program Community Link

Community Link is one of Bank's programs that engages customers and/or the community in addressing and empowering environmental, economic, and social (EES) issues. The Community Link program is divided into three initiatives: #JadiPeduli, #JadiNyata, and #JadiBerkelanjutan.

Community Link #JadiPeduli Program

The Community Link #JadiPeduli Program is an initiative that encourages Bank employees to actively participate in social activities. Throughout 2024, a total of 69 branch offices and business units took part in this program, engaging in activities such as financial literacy education, tree planting, beach and river cleanups, school renovations, and social initiatives for orphanages and elderly care homes. A total of 20 branch offices or business units conducted social activities, benefiting more than 2,000 individuals, while 49 branch offices organized financial literacy programs, involving nearly 2,000 participants. The impact of this program is also counted as part of the AMDB and TDB program achievements.



Community Link #JadiNyata Program

The Community Link #JadiNyata Program aims to encourage innovation and active community participation in addressing social, economic, and environmental challenges. In 2024, Bank continued the Community Link #JadiNyata Program, with 528 participants, reflecting a 30% increase in participation compared to the previous year. The 3 best social innovation winners were:



Arka Irfani
(Bell Living Lab)
Bandung

The Bell Living Lab program addresses waste issues in the coffee industry. Through this initiative, Arka Irfani developed a biochar production tool to transform coffee husk waste from farmer groups in Cilengkrang, Bandung Regency, into soil stabilizers. This program helps reduce waste while empowering coffee farming communities.



Cahyo Febri Wijaksono
(Metasekerta)
Surabaya

Metasekerta seeks to develop an action-adventure game featuring Wayang Wong arts to optimize culture-based learning. This game addresses the lack of cultural learning resources in schools. By leveraging cutting-edge digital technology, the initiative aims to make culture-based education more effective and appealing to younger generations.



Siti Nurul Adhimiati
(Decoco Luminer)
Bali


Decoco Luminer is an environmentally friendly lighting innovation made from coconut shells, incorporating solar panels for energy efficiency. Led by Siti Nurul Adhimiati, this initiative enhances the economic value of coconut shell waste while empowering local artisans in Tampaksiring Village, Bali. The program aligns with sustainability principles by utilizing renewable energy and supporting local community empowerment.

In 2024, Bank also provided mentorship and development support to the three winners of the 2023 Community Link #JadiNyata Program, with the following progress:

DRÉ

Amanda Prita Kirana (DitReveille) - South Tangerang

Dit Reveille is a brand that signifies an invitation to care for the environment, focusing on repurposing plastic bottle caps into furniture and unique, economically valuable souvenirs. Some of Dit Reveille's merchandise has been showcased at various Bank events, gaining attention from visitors.



Dit Reveille also employs seven local workers who manage operations, waste collection, and production. Through mentorship under the #JadiNyata program, Dit Reveille successfully built its social media presence, with several trending content pieces. The brand's social media and marketplace platforms include:




@ditreveille



@ditreveille



ditreveille



In addition, Dit Reveille expanded its product range, progressing from research and development to full-scale production, including collaborative products with other brands. It also established new facilities and developed operational machinery, enabling future in-house production using its own equipment and infrastructure. As of May 2024 – January 2025, Dit Reveille generated over Rp79 million in revenue from product sales.



TANIGO

Irfan Nur Ikhsan (Tanigo) - Majelengka, West Java

Through mentorship provided by Bank, Irfan Nur Ikhsan successfully purchased several machines to process Talas Beneng plants into instant noodles and fish feed under the Tanigo brand. The raw materials for Tanigo are sourced from 50 farmers, who serve as the primary suppliers. Additionally, these farmers receive training in Talas Beneng cultivation to enhance their agricultural practices. Tanigo's products are marketed both offline and online in Majalengka, Ciamis, and West Bandung. The business operates through a B2C (Business-to-Consumer) model and a B2B (Business-to-Business) model, collaborating with companies and institutions in Pati, West Bandung Regency, Majalengka, Ciamis, Sukoharjo, Solo, and Blora, as well as the Indonesian Ministry of Cooperatives & MSMEs (central office). Tanigo also leverages social media and online advertising (AdSense) to expand its reach. Below are Tanigos social media platforms:



@tanigo.id



@tanigo.id



tanigosejahtera.com



Within a year, Tanigo successfully generated more than Rp500 million in revenue.



Betsy Yolanda (Nutrils) - Kubu Raya, West Kalimantan

Nutrils is a brand specializing in sago-based products and sago waste processing, developed by Betsy Yolanda with the involvement of over 10 local community members in Sungai Ambangah Village, Kubu Raya, West Kalimantan. The processed products include wet and dry sago, which are sold to food factories as raw materials for cake and vermicelli production. Additionally, sago waste is repurposed into hydrogel cellulose for plant fertilization and briquettes with economic value.

Through mentorship from Bank, Nutrils successfully built a production facility, acquired machinery, and initiated the process of obtaining business legality, including Household Industry Food Permit (PIRT), Business Identification Number (NIB), and the implementation of Standard Operating Procedures (SOPs). The production of wet sago and planting media has contributed to economic growth for the local community. Some residents generate income by selling sago trees as raw materials, while 10 local workers benefit from employment opportunities at Nutrils. The business generates an annual revenue of Rp80 million to Rp100 million.



Amanda Prita Kirana - Dit Reveille

(2024 Mentorship Program –
Winner of Community Link
#JadiNyata 2023)

"Through the Community Link #JadiNyata Program by CIMB Niaga, I am not only received funding but also intensive mentorship from the experts and expanded networking opportunities, which have been invaluable in developing Dit Reveille into an impactful and sustainable social business. Thank you, CIMB Niaga."



Community Link #JadiBerkelanjutan Program

The Community Link #JadiBerkelanjutan Program continued its partnership with BerdayaBareng to launch the Sustainable Economic Empowerment Training Program. This initiative, which has been running since 2022, focuses on women entrepreneurs and persons with disabilities in Eastern Indonesia, specifically in Mamminasata (Makassar, Maros Regency, Gowa Regency, and Takalar Regency), Toraja Regency, Kupang, Samarinda, Balikpapan, and Manado, areas that have historically had limited access to banking and financial services.

In 2024, Bank held a graduation ceremony for selected MSMEs from the second season of the program, which had been running since 2023. The in-person event in Manado was also attended by the Deputy Mayor of Manado and the Department of Cooperatives & MSMEs. As part of the program, Bank visited one

of the beneficiaries, Ibu Noni Anace Pangayow, a person with disabilities who successfully increased her monthly income from Rp500 thousand to Rp15 million through the program.

Bank also started the third season with a total 272 MSMEs to take part in the initial training. Furthermore, based on the screening result of the total MSMEs in the third season, a total of 129 MSME participants underwent intensive in-person training from 9-12 December 2024, in Balikpapan, Makassar, and Manado. From the series of trainings, 50 selected MSMEs will receive interest-free loans from Bank. In addition to training, program participants had the opportunity to strengthen their business networks through MSME communities established in the three target regions.



Nadya Sarwina Molana - Kupang MSME (Mental Disability)

(Community Link #JadiBerkelanjutan – Women & Disability MSME Empowerment in Eastern Indonesia)

"I started my business with limited capital and equipment, constantly learning to sustain it while facing various challenges, such as product promotion and funding. After participating in the Community Link #JadiBerkelanjutan Program, I am truly grateful to have gained new friends and valuable knowledge, including business model canvas, SWOT analysis, and business proposal writing. I also received an interest-free loan, which has been extremely helpful for expanding my business and innovating new product flavors."

Thank you, CIMB Niaga and Yayasan Berdaya Bareng, for this impactful program that greatly benefits us MSMEs, especially in Eastern Indonesia."



448

Registered MSMEs



272

Selected Participants for Phase 1 Training



228

Women



44

Men



Makassar, Balikpapan, Gowa, Samarinda, Sungguminasa, Toraja, Kupang & Manado

Participants' Cities



Participants with Disabilities (Men & Women)



6

Women



4

Men

Cumulatively since 2022, there have been 695 MSME entrepreneurs involved

Empowerment and Training for Persons with Disabilities

As part of the implementation of Law No. 8 of 2016 on Persons with Disabilities, Bank continues to foster a positive and inclusive work environment by providing employment opportunities for 12 persons with disabilities under both outsourced employment contracts (Contact Center, Admin Support for Risk Control Unit, and Human Resources) and direct contracts (Frontliner - Teller, Desk Collection, and Development Program).

Additionally, through the Seraya Entrepreneurship and Partnership Training Program in 2024, Bank has provided capital assistance and facilitated the opening of Seraya coffee kiosks in Bandung and Bogor. Bank also continued its collaboration with Alunjiva, relaunching the Seraya Entrepreneurship and Partnership Training Program with 30 participants. Currently, the program is focused on the Jabodetabek and Yogyakarta regions.



Betha Siarif – Seraya Kuliner Bandung (Physical Disability)

(Seraya Partnership Program – Economic Empowerment for Persons with Disabilities)

"I am very happy and grateful to have participated in the Seraya Training and Partnership Program organized by CIMB Niaga and Yayasan Alunjiva. Through this program, I received one Seraya coffee stall with complete equipment, allowing me to start my own business at home and earn an income. Additionally, I truly appreciate the support from CIMB Niaga, including promotion on social media and the opportunity to participate in various events.

Thank you, CIMB Niaga and Yayasan Alunjiva, for the Seraya Partnership Program. I hope this program continues and benefits more persons with disabilities in the future."

Bamboo Farmer Empowerment Training

As part of its commitment to sustainable bamboo conservation, Bank collaborated with the Indonesian Biodiversity Foundation (KEHATI) to provide training for bamboo farmers in Rarung, West Nusa Tenggara (NTB), and Flores, East Nusa Tenggara (NTT). The training covered bamboo cultivation and design, bamboo-based product development, bamboo furniture making, compost production, and bamboo polybag manufacturing. In 2024, Bank trained 417 bamboo farmers across its bamboo program locations.

As a result of the training, bamboo farmers have enhanced their understanding of bamboo-based

products, leading to the development of new products such as bamboo leaf organic fertilizer, vacuum-packed bamboo shoots, bamboo charcoal, bamboo charcoal briquettes, bamboo stem liquid smoke, and tabah bamboo leaf tea. One of the trained women farmer groups (Kelompok Wanita Tani/KWT) in Rarung, KWT Mekar Harum, received an award from the Ministry of Environment and Forestry on 10 August 2024, during the LIKE 2 Festival (Environment, Climate, Forestry, and Renewable Energy). The group was recognized as a Fostered Partner in the Implementation of the Special Purpose Forest Area (KHDTK) Management Standards for Rarung.

PILLAR 4: CLIMATE AND ENVIRONMENT

[POJK51-F.10] [SUSBA 1.6.2.II]



Since 2022, Bank, as a member of the Banking Compliance Director Communications Forum (FKDKP), has collaborated with KEHATI to implement a five-year bamboo tree planting initiative as part of its commitment to environmental conservation. This tree planting initiative is part of FKDKP's support for the National Movement (Gernas) 22 Years of AML-CFT Indonesia, launched by the Financial Transaction Reports and Analysis Center (PPATK) in 2024. Activities included a symbolic bamboo tree planting ceremony, networking sessions, discussions on the bamboo program, and a community empowerment visit in Ngargoretno Village, Magelang, on 31 October 2024. The five-year planting plan targets the planting of 15,875 bamboo seedlings across 27 hectares in Ngargoretno Village. Bank has committed to 10,080 seedlings (63% of the total commitment), of which 6,000 bamboo seedlings have been planted as of 2024.



Bamboo Conservation

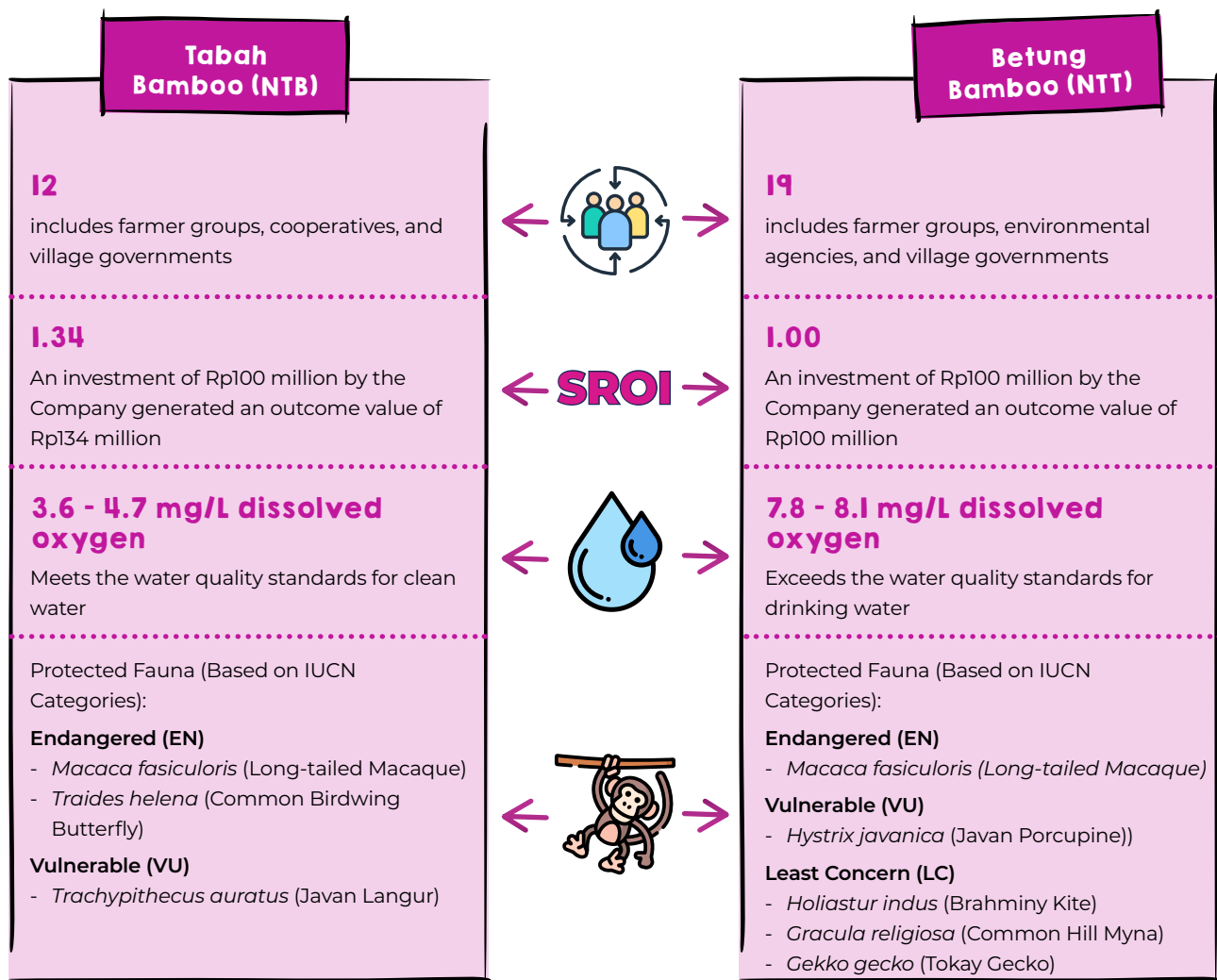


The Bamboo Conservation Program reflects Bank's long-term commitment, which has been carried out over 13 years in collaboration with the Indonesian Biodiversity Foundation (KEHATI) and field partners. Through this initiative, a total of 59,900 bamboo seedlings have been planted, consisting of Black Bamboo (*Gigantochloa atroviolacea*), Tabah Bamboo (*Gigantochloa nigrociliata* Buse-Kurz), and Betung Bamboo (*Dendrocalamus asper*). These plantings have been conducted in West Java, Lombok – West Nusa Tenggara (NTB), Tabanan and Gianyar – Bali, Flores – East Nusa Tenggara (NTT), and Magelang – Central Java. Over the past 3 years, the bamboo program has been focused on three key locations: NTB, NTT, and Magelang.

Bank has conducted impact assessments on several programs, including the bamboo conservation program in NTB and NTT as well as the sorghum program in NTT. The findings indicate increased farmer income, improved community water access, enhanced skills and capacities of farmer groups, and a reduction in stunting prevalence.

Bank also conducts periodic carbon sequestration potential analyses for the planted bamboo. In 2024, calculations showed that the bamboo plantings have the potential to absorb over 3,700 tons of CO₂ equivalent, bringing the cumulative total since 2019 to more than 11,400 tons of CO₂ equivalent.

Bamboo Program in Rarung Research Forest (KHP), West Nusa Tenggara, and the Betung Bamboo Conservation and Value Enhancement Program in Ngada, Flores, East Nusa Tenggara.



Sorghum (Sorghum spp.)

Bank implemented the Sorghum Development Program in East Manggarai Regency, East Nusa Tenggara to promote local food conservation while enhancing community food security. Sorghum spp. is an ideal climate-adaptive crop due to its C4 metabolism, which makes it drought-resistant and highly effective in carbon absorption. Its extensive root system helps prevent soil erosion and retain moisture. As a zero-waste crop, every part of sorghum can be utilized; its grains serve as a food source, the stalks as livestock feed, and its waste can be processed into energy or compost. Additionally, sorghum contains secondary bioactive compounds that provide health benefits. This program has successfully produced various healthy food products, including sorghum flour from sorghum grains and liquid sugar extracted from sorghum stalks. An impact assessment of the program revealed a Social Return on Investment (SROI) ratio of 1.23, indicating that for every Rp100 million invested, the program generates an output value of Rp123 million.

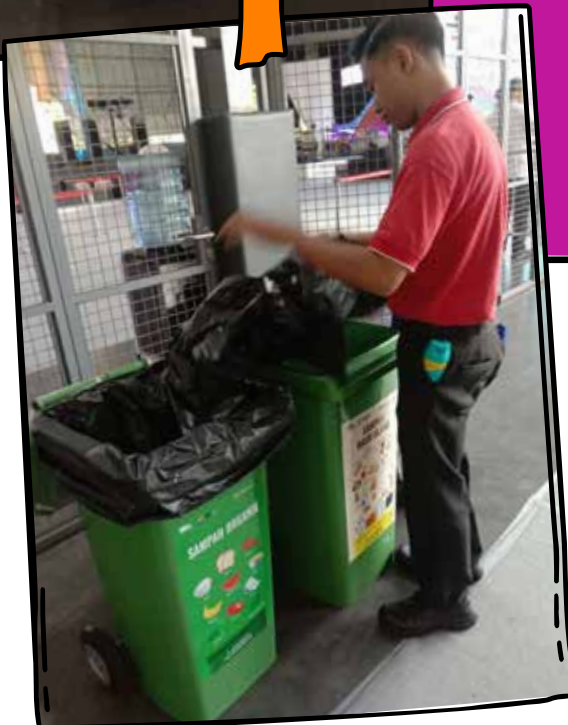
Inorganic Waste Management

Bank implements waste management initiatives through various programs and activities, including the ABCDE Challenge, Experiential Learning Workshops, and Zero Waste to Landfill initiatives at Bank events. In 2024, a total of 4.20 tons of waste was collected from 18 major Bank events and processed by third-party waste management providers.

In addition to waste collection, Bank also managed waste accumulated in 2023, totaling 3.09 tons of paper and card waste. These materials were recycled into various products, such as tables, chairs, notebooks, and tumblers, which were then used as merchandise for Bank events.



100% of Bank's business partners, including vendors, business associates, notaries, and CSR beneficiaries, have passed the Sustainability Due Diligence (SDD) assessment. As a result, no CSR partners have been identified with environmental, social, or ethical issues in the past three years, nor are they included in Bank's Exclusion List.





GOVERNANCE AND RISK

Pillar
04



SUSTAINABILITY GOVERNANCE [POJK51-E.1][GRI 2-9]

[SUSBA 1.4.1.7]

CIMB Niaga actively contributes in supporting climate change mitigation and adaptation efforts. As part of its sustainability governance, Bank has integrated climate-related risk aspects into its risk management strategy. As a member of the Net Zero Banking Alliance (NZBA), Bank has set a target to achieve net zero greenhouse gas (GHG) emissions across Scope 1, 2, and 3 by 2050 and become a Net Zero Emission (NZE) organization by 2050. To ensure a clear strategy and measurable objectives in its roadmap toward this goal, Bank launched the Net Zero Strategy & Climate Risk Management project, which was initiated in 2023.

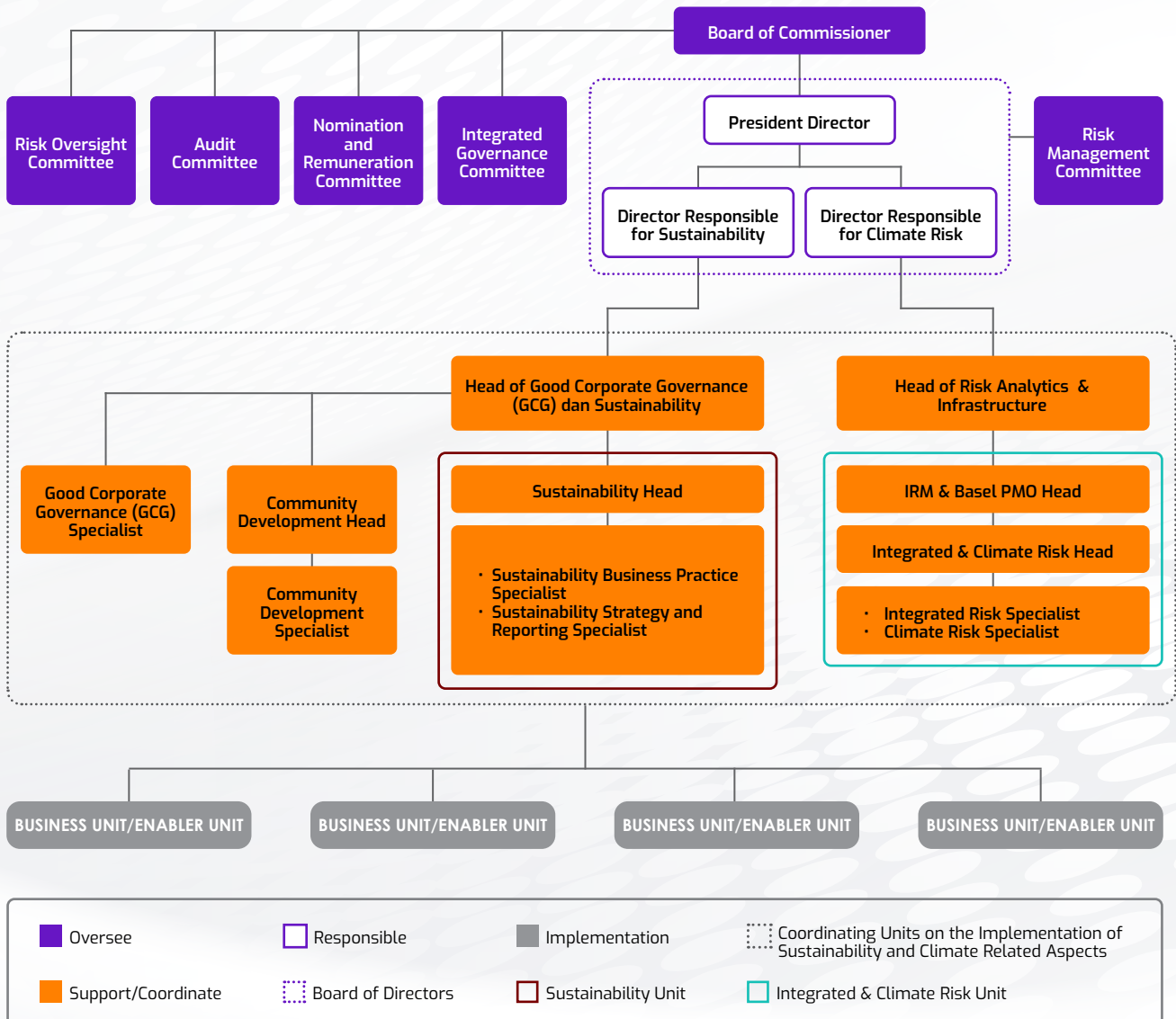
The Net Zero Strategy & Climate Risk Management project successfully identified six carbon-intensive sectors and established interim decarbonization targets for each. As a continuation of these interim decarbonization targets, Bank launched the next phase, namely the Net Zero Operationalisation Programme (NZOP).

Furthermore, the implementation of sustainability frameworks, including climate-related risks and opportunities, is managed by the Sustainability Unit and the Integrated & Climate Risk Unit. Bank has reported its 2024 Climate Risk Management & Scenario Analysis (CRMS) or Climate Scenario Analysis (CSA) based on Book 2 of the 2024 Technical Guidelines for Climate Risk Management & Scenario Analysis for Banking to the Financial Services Authority (OJK). Further details on CSA can be found in Climate Risk Disclosure Section.



Sustainability Governance Body

[POJK51-E.1] [GRI 2-II, 2-14][SUSBA I.4.1.7] [ACGS B.1.6; (B)B.1.4; (B)B.1.5]



The Board of Commissioners functions as the highest governance body, followed by the Board of Directors, led by the President Director. The Board of Directors holds collective responsibility for implementing sustainability principles, sustainable finance, and climate action and mitigation efforts. Specifically, Director of Compliance, Corporate Affairs & Legal serves as the Director in charge of Sustainability, while Director of Risk Management serves as the Director in charge of

Climate Risk. Regarding sustainability governance, particularly climate-related risk, Bank through Risk Management Directorate has established Integrated & Climate Risk Unit. Oversight of all sustainability performance coordination, Including climate related risk and opportunities, is conducted by the Board of Commissioners through Audit Committee and Risk Oversight Committee, in accordance with the guidelines outlined in the Committee Charter.

Discussions on opportunities and risk of sustainability as well as climate-related issues have been a key focus in committee meetings at both the Board of Directors and Board of Commissioners levels in 2024, as detailed in the table below:

Sustainability Governance Body Forum on Sustainability and Climate Related Risks and Opportunities

Forum	Committee	Meeting Frequency	Frequency in One Year*	Key Discussion Topics
Board of Commissioners Level	Risk Oversight Committee	Monthly	9	Updates on Climate Risk Initiatives and Projects: <ul style="list-style-type: none"> • Presentation of the results from the pilot Climate Scenario Analysis (CSA) project, which was subsequently submitted to the Financial Services Authority (OJK). • Establishment and approval of Bank's 2024 Risk Appetite, incorporating sustainability and Climate Related risk aspects qualitatively. • Determination and approval of quantitative matrices for sustainability and Climate Related risk appetite. • Regular reporting and monitoring of the risk appetite dashboard, which includes quantitative sustainability and Climate Related risk matrices. • Reporting on risk hotspots and emerging risks, including sustainability and Climate Related risk issues.
	Risk Management Committee	Monthly	7	
	Board of Directors Meetings	As needed	2	Update on the CSA methodology for the submission of the 2025 CRMS results to OJK.
Board of Commissioners Level	Audit Committee	As needed	4	Action Plan (RAKB) and updates on sustainability performance information, including topics of risks and opportunities related to climate change, for example but not limited to: <ul style="list-style-type: none"> • Scope 1 and 2 greenhouse gas (GHG) emissions • GHG emissions reduction initiatives • Decarbonization target setting for carbon intensive sectors • Share of financing in sectors with high sustainability risk
	Risk Oversight Committee	As needed	4	
	Board of Commissioners Meetings	As needed	4	
Board of Directors Level	Board of Directors Meetings	As needed	4	<ul style="list-style-type: none"> • Sustainable finance portfolio, including KKUB, THI, TKBI, and other sustainable finance products/services/program • Corporate social and environmental responsibility performance in the pillars of education, health, economic empowerment, and the environment

* This frequency reflects the discussion of sustainability and climate related risks and opportunities over the course of a year.

Duties and Responsibilities of the Highest Governance Body on Sustainability, Sustainable Finance, and Climate-Related Risks and Opportunities

[GRI 2-9; 2-10; 2-12; 2-13; 2-14; 2-15; 2-17; 2-18; 2-19; 2-20]
[SUSBA 1.4.1.1; 1.4.1.2; 1.4.1.3; 1.4.1.5; 1.4.1.6; 1.4.1.7; 1.4.2.1] [ACGS (B)B.1.5; B.3.1]

Bank has aligned the duties and responsibilities to support sustainability principles, sustainable finance, and implement the Sustainable Finance Action Plan (RAKB) into the Charters of the Board of Commissioners, Board of Directors, Audit Committee, Risk Oversight Committee, and Nomination and Remuneration Committee. Furthermore, climate-related risks and opportunities have been integrated into the Charter of the Board of Directors and the Board of Commissioners. A comprehensive description of the functions of the Audit Committee, Risk Oversight Committee and the Nomination and Remuneration Committee in supporting sustainability implementation is available in Appendix Pillar 4 Governance and Risk.

Duties and Responsibilities of the Sustainability Governance

Board of Commissioners

1. Ensure the harmony of environment (including climate change), economic, social and governance aspects in the preparation of Bank's business strategies and implementation of business activities by the Board of Directors, as the form of sustainable banking practices which also takes into account sustainability and climate related risks and opportunities
2. Approve RAKB and monitoring its implementation

Board of Directors

1. Ensure the alignment of sustainability strategy with Bank's overall strategy
2. Approve Policies and Procedures regarding sustainability and sustainable finance
3. Review and approve RAKB and ensure its implementation upon approval from the Board of Commissioners
4. Conduct periodic reviews to evaluate sustainability and sustainable finance performance
5. Consider the harmony of the environment (including climate change), economic, social and governance aspects in Bank's business strategies as well as in conducting business activities, as the implementation of sustainable banking practices which also takes into account sustainability and climate related risks and opportunities

Director of Compliance, Corporate Affairs, and Legal as Director in Charge of Sustainability

1. Lead and ensure the development of RAKB is in line with the vision and mission
2. Coordinate, evaluate, and periodically follow up the implementation of RAKB
3. Ensure the implementation of frameworks, policies, methodologies, and procedures to mitigate sustainability risks (environmental, social, and human rights risks)
4. Ensure the implementation of sustainability activities/initiatives aligns with Bank's strategy
5. Review and provide input on sustainability reports
6. Lead Bank' strategy for managing sustainability and Climate Related opportunities

Director of Risk Management as Director in Charge of Climate Risk

1. Lead Bank's climate risk management strategy and ensure adequate supervision by the Board of Directors and Board of Commissioners
2. Develop knowledge & understanding of climate risks and effectively integrate these risks into Bank's internal controls to safeguard Bank's resilience against climate change impacts in accordance with regulatory requirements and best practices

Sustainability Unit

1. Propose and ensure the sustainable finance vision and mission are regularly reviewed and aligned with Bank's vision and mission
2. Develop the Sustainability Policy, Sustainable Finance Policy, and Human Rights Policy
4. Develop RAKB and submit it to regulators
5. Supervise RAKB implementation
6. Map business segments with climate-related risks and assign the financing categories into high, medium, or low risk
7. Implement and oversee the implementation of sustainability initiatives within Bank's internal environment, including corporate social responsibility (CSR)
8. Raise the awareness of sustainable finance practices and culture
9. Coordinate the implementation of strategy for managing sustainability and climate-related opportunities

Integrated & Climate Risk Unit

1. Develop and implement a climate risk management framework
2. Integrate climate risk into the overall Enterprise-Wide Risk Management Framework
3. Develop methodologies for Climate Scenario Analysis (CSA) and/or Climate Risk Stress Tests (CRST) to assess the impact of climate risks on Bank and its interrelation with other risks (such as credit risk, market risk, operational risk), as well as Bank's capital and liquidity conditions

Additionally, to strengthen synergy and support the implementation of sustainability initiatives, including climate-related risks and opportunities, Bank has implemented the Integrated Sustainability Operating Model (ISOM) through the appointment of 'Sustainability Champions'. This model encourages other business units to enhance sustainability innovation while integrating sustainability culture, values, and accountability across all business lines.

Bank's capital requirements are periodically planned, discussed, and monitored by the Board of Directors and the Board of Commissioners, supported by data analysis. Management has prepared a foundation for establishing capital structure policies based on several factors, including economic forecasts, business growth potential, risk appetite, stress test results, and capital ratio targets. Through these efforts, CIMB Niaga will be able to survive the economic cycle, capitalize on growth and strategic opportunities, maximize shareholder returns, and conduct business within the risk appetite corridor while complying with applicable regulations. Detailed description and disclosure of information regarding Corporate Governance, nomination and remuneration criteria for Board of Directors (BoD) and Board of Commissioners (BoC), authorities of the General Meeting of Shareholders (GMS), duties and responsibilities of Board of Directors and Board of Commissioners, as well as Audit Committee and Nomination and Remuneration Committee Charter are presented in 2024 Annual Report, which is prepared separately from this report but is complementary.



Management Review of Sustainability Performance

[GRI 2-12; 2-13] [SUSBA 1.4.1.1; 1.4.1.2; 1.4.1.3; 1.4.1.6; 1.4.1.7; 1.4.2.1; 1.6.1.2] [ACGS B.1.6; (B)B.1.5]

Director of Compliance, Corporate Affairs, and Legal is responsible for coordinating the management of sustainability-related risks and opportunities and climate-related opportunities, as well as implementing and evaluating the Sustainable Finance Action Plan (RAKB), including receiving and reviewing reports on the Sustainable Business Activity Categories (KKUB) portfolio, portfolio reports based on the Green Social Sustainability Impact Products & Services (GSSIPS) framework, and risk management reports categorized under the Indonesia Green Taxonomy (THI) and the Indonesian Sustainable Finance Taxonomy (TKBI).

Bank's sustainability performance reports are submitted periodically, at least twice a year, to the Board of Directors, Audit Committee, and Board of Commissioners. These reports include monitoring progress toward annual sustainability targets,

realization of strategies and RAKB, sustainable finance risks, and various sustainability initiatives implemented by Bank. Additionally, periodic reports on the identification of sustainability risks and opportunities in Bank's financing portfolio and sustainability recommendations for debtors are presented to the Risk Management Committee and the Risk Oversight Committee. Furthermore, the Director in charge of Climate Risk, held by the Director of Risk Management through the Integrated & Climate Risk Unit, reports on the implementation of the climate-related risk framework, including the results of the climate scenario analysis, which highlights the impact of transition risks and physical risks on Bank's portfolio. Transition risk relates to the failure to respond to emerging policies or regulations, technological advancements, and market shifts aimed at addressing climate

change through a low-carbon economy transition. Meanwhile, physical risk refers to the damage caused by climate change-induced disasters. A more detailed explanation of reporting areas and discussions on sustainability and climate-related risks and opportunities at the Board of Directors and Board of Commissioners levels can be found in the Sustainability Governance Body Forum on Climate-related Risks and Opportunities Table.

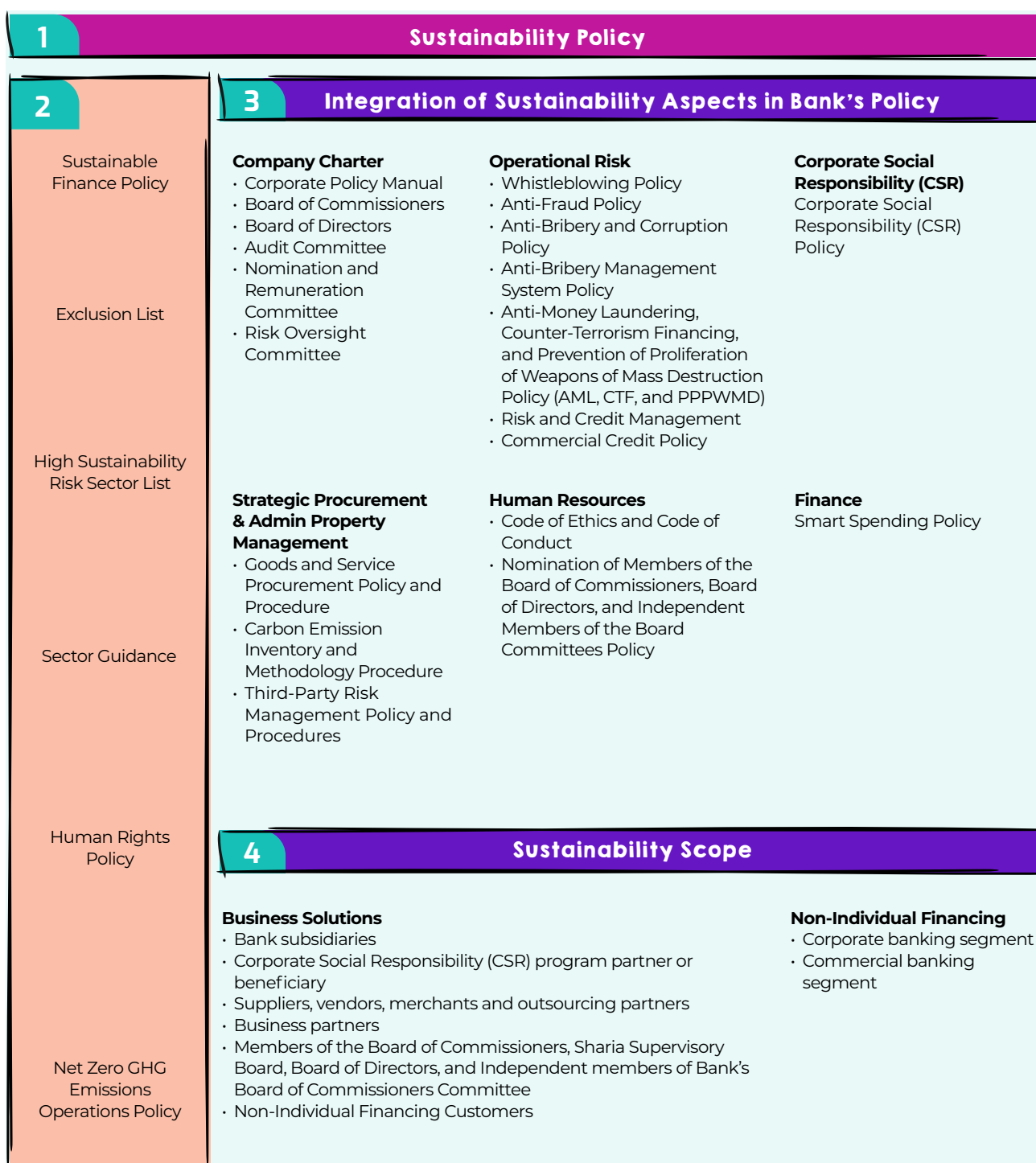
The RAKB implementation review is conducted periodically, with results presented to the Board of Directors and Board of Commissioners. Board of Commissioners, through Audit Committee, reviews the RAKB results submitted by the Board of Directors, while Board of Commissioners, through Risk Oversight Committee, reviews the identification of high-risk sustainability sectors, sustainable finance risks, human rights risks, and climate change aspects, including physical and transition risks. This evaluation process ensures that Board of Directors and Board of Commissioners direct the implementation of

sustainability strategies, the growth of the KKUB portfolio, and financial opportunities and risk mitigation effectively. Bank has conducted a review of the 2024 RAKB realization, with results indicating no significant issues requiring special reporting to the Board of Commissioners. The sustainability performance report, RAKB, and its realization are approved by Board of Directors and Board of Commissioners before submission to OJK.

The review conducted by Board of Directors and Board of Commissioners is part of their responsibility to ensure that the implementation of sustainability strategies, the growth of the KKUB portfolio, portfolio reporting based on the Green Social Sustainability Impact Products & Services (GSSIPS) framework, and the management of sustainable finance risks, including risks and opportunities related to climate change, are carried out optimally. The review of RAKB implementation confirms that achievements align with the annual plan.



SUSTAINABILITY RISK AND OPPORTUNITIES APPROACH FRAMEWORK [POJK51-E.3]



ENVIRONMENTAL AND SOCIAL RISK APPROACH [SUSBA 1.1.1.5; 1.1.1.6; 1.2.1.4; 1.2.1.6; 1.2.1.7; 1.2.1.10; 1.2.1.11; 1.2.1.12; 1.2.1.14]

Bank acknowledges and understands the importance of various environmental, social, and economic risks that negatively impact multiple aspects, including but not limited to climate change (physical and transition risk), environmental degradation, biodiversity loss, deforestation, land-use change, and issues related to water, marine ecosystems, air quality, human rights, local communities/indigenous peoples, and labor. Additionally, debtor activities through Bank's financing portfolio may also contribute to these negative impacts. Bank consistently mitigates risks through Sustainability Due Diligence (SDD) and encourages best sustainability practices through the Sector Guidelines. This approach ensures that both Bank and its debtors continuously contribute positively to environmental and social well-being.

Key Environmental and Social Considerations for Risk Assessment [POJK51-F.9; F.23] [GRI 201-2; 304-1; 304-2; 304-4] [SUSBA 1.1.1.10; 1.1.2.1; 1.2.1.1; 1.2.1.6; 1.2.1.7; 1.2.1.8; 1.2.1.9; 1.2.2.1; 1.2.2.2; 1.2.2.3; 1.5.1.1; 1.6.1.1]

Bank recognizes that sustainability risks related to issues such as deforestation, water and marine ecosystems, land use, social impact, labor, and human rights are of critical importance. Therefore, evaluations and risk assessments related to sustainable finance implementation are conducted regularly through Sustainability Due Diligence (SDD) and/or Enhanced Sustainability Due Diligence (ESDD). These assessments also incorporate the use of Sector Guidance, leveraging comprehensive data and information to identify potential sustainability risks. Through Sector Guidance, Bank encourages debtors to implement sustainability best practices including but not limited to committing to a carbon emission reduction plan in line with the Enhanced Nationally Determined Contribution (ENDC).



A complete description and disclosure of environmental and social risks can be found in Appendix Pillar 4 Governance & Risk and on Bank's website

Bank's Strategy to Address Environmental Risks

ENVIRONMENTAL RISKS



Climate Change
(physical and
transitional risk)



Deforestation



Biodiversity Loss



Inland and
Marine
Environment



Energy Use



Water
Scarcity



Waste and
Pollution

1. Bank has a long-term commitment to become a Net Zero Emission organization by 2050.
2. To address climate change risks, Bank has developed a business strategy that incorporates core elements outlined in the Taskforce for Climate-related Financial Disclosures (TCFD) framework. Bank has also begun adopting the International Financial Reporting Standards (IFRS) Sustainability Disclosure (S1) and Climate-related Disclosure (S2) issued by the International Sustainability Standards Board (ISSB), as well as biodiversity aspects in line with the Taskforce on Nature-related Financial Disclosures (TNFD).
3. Bank has identified a 'High Sustainability Risk Sector List' by mapping industries that are potentially affected by climate change, including Agriculture, Forestry, Other Land Use, and Land Use Change (AFOLULUC). This document is based on scientific methods and refers to international literature such as the Intergovernmental Panel on Climate Change (IPCC), the United Nations Framework Convention on Climate Change (UNFCCC), and the Science Based Targets initiative (SBTi).
4. Bank has implemented a No Deforestation, No Peat, and No Exploitation (NDPE) commitment, particularly in the AFOLULUC sectors. This commitment includes requiring new land development to follow the High Conservation Value (HCV) approach, prohibiting land conversion in HCV-designated areas, banning the use of fire for land clearing (zero burning policy), and restricting activities that may negatively impact world heritage sites and other protected areas. These include, but are not limited to, sites, resources, habitats, or landscapes of global, national, or local community significance, as well as nationally and internationally designated protected areas, including peatland conservation areas and Ramsar wetland sites.
5. Through the Exclusion List, Bank has committed not to finance a) thermal coal mining and coal-fired power plant (CFPP) expansion or greenfield projects, as well as Mountain Top Removal (MTR) mining methods; b) new oil fields.
6. Bank has set interim decarbonization targets for six sectors to be achieved by 2030. Further details on these targets are available in the Sectoral Interim Decarbonization Targets and Achievements Section.
7. To meet these interim decarbonization commitments, Bank will implement the Net Zero Operationalisation Programme (NZOP) and incorporate the greenhouse gas (GHG) emission intensity of financed sectors as a key sustainability consideration.
8. Through its Sector Guidance, Bank continues to advocate for and encourage its debtors, particularly those in environmentally and socially sensitive sectors, to adopt best sustainability practices, including but not limited to the principles set by the Marine Stewardship Council and the Alliance for Water Stewardship.
9. Bank has developed several key documents related to energy and GHG emissions, including:
 - a. Net Zero GHG Emissions Operations Policy
 - b. Green Office Policy, which promotes responsible energy consumption in Bank's operations,
 - c. Carbon Emissions Inventory & Methodology Procedure covering Scope 1 and 2 GHG emissions, and
 - d. Technical Guidelines for Scope 3 GHG Emissions Calculation.
10. Bank has identified 15 sources of Scope 3 GHG emissions and measure 7 of those based on the Greenhouse Gas (GHG) Protocol.
11. Bank has purchased carbon units from the Indonesia Carbon Exchange (IDXCarbon) and Renewable Energy Certificates (RECs) from PLN to mitigate risks associated with emissions from Bank's operations.
12. Bank ensures that its operational activities do not directly disrupt or negatively impact biodiversity, including rare and protected flora and fauna, as classified by the International Union for Conservation of Nature and Natural Resources (IUCN).

Bank's Strategy to Address Social & Human Risks

SOCIAL & HUMAN RIGHTS RISKS



Institutional Integrity



Human Rights and Labor Issues



Health and Safety



Negative Impacts on Communities

1. Bank has already adopted a Human Rights Policy and has integrated these social risk aspects into the Sustainability Due Diligence (SDD).
2. Bank has adopted the best sustainability practices from the NDPE commitment, specifically No Deforestation, and has incorporated them into the SDD when conducting a sustainability study. Additionally, banks require clients in particular sectors to practice Free Prior Informed Consent (FPIC) in their social approach.
3. Through Bank's 'Exclusion List,' Bank is committed to prohibiting financing for debtors directly or indirectly involved in activities related to human rights violations and labor laws. It also prohibits financing activities that have a negative impact on UNESCO World Heritage Sites, such as damaging sites, resources, habitats, or landscapes with global or national significance, or those important to local communities/indigenous peoples as identified by their involvement. This includes but is not limited to cultural heritage sites, national and/or international protected areas, including peatland conservation areas and wetland areas under Ramsar sites.
4. Through the Sector Guidance, Bank requires clients to have policies/commitments related to human rights, including but not limited to grievance mechanisms and Occupational Health and Safety (OHS) policies, and respect for human rights principles aligned with the pillars of the United Nations Guiding Principles (UNGP) on Business and Human Rights.
5. Through one of the Sustainability Pillars, specifically the Corporate Social Responsibility (CSR) Pillar, Bank endeavors to always make a positive contribution to the surrounding community through its four CSR pillars.

Sustainability Due Diligence Process Views Risks from Two Perspectives:



The environmental and social risks that clients and their operations are exposed to, such as the nature of its activities, geographical location, supply chain, and raw material production impacts, among others. A key aspect of consideration includes climate-related physical and transition risks and mitigation.



The environmental and social risks arising from financial activities. This include specific project-related risks and related landscape impacts, and assessment of the client's sustainability commitments, policies, performance, track record, reputation.

Approach to Sustainability and Climate Related Risks and Opportunities Using the IFRS S1 and S2 Framework [GRI 201-2] [SUSBA 1.1.1.5; 1.1.2.1; 1.2.2.2; 1.6.1.2; 1.6.1.3; 1.6.2.8] [ACGS (B)B.1.1]

Governance Pillar

Refers to IFRS S1 and S2

IFRS S1 - 27. a(i-v), 27. (i-ii)
IFRS S2 - 6. a(i-v), 6. b(i-ii)

1. The structure, duties, and responsibilities on sustainability and climate-related risks and opportunities are outlined in Pillar 4 Governance and Risk, under the section on the Sustainability Governance Body, and have been integrated into the Charter of Board of Directors and Board of Commissioners.
2. The achievements and plans for developing skills and competencies in managing sustainability and climate-related risks and opportunities are detailed in Pillar 5 Advocacy and Stakeholder Engagement.
3. The Sustainability Governance Body receives regular updates on sustainability and climate-related risks and opportunities through various meetings, including but not limited to Board of Directors Meetings, Board of Commissioners Meetings, Risk Oversight Committee Meetings, Audit Committee Meetings, and Risk Management Committee Meetings. Further details on these meetings and their agendas can be found in the Sustainability Governance Body Forum on Sustainability and Climate Change Related Risks and Opportunities Table.
4. Sustainability Unit collaborates with business units to manage sustainability-related risk and opportunities. Moreover, Sustainability Unit also collaborates with Integrated & Climate Risk Unit to implement sustainability governance including managing climate change risks and opportunities, ensuring that climate risk strategy and management are effectively executed and mitigated. A more detailed explanation of the synergy between the sustainability unit, integrated & climate risk unit, and business units in managing climate-related risks and opportunities can be found in Sustainability Due Diligence Mechanism Section and Climate Risk Disclosure Section - Strategy & Action Plan related to Climate Change.
5. Bank has established various policies related to sustainability and climate-related risk, including but not limited to the Sustainability Policy, Sustainable Finance Policy, and the Net Zero GHG Emissions Operations Policy.
6. To minimize the potential impacts of sustainability and Climate Related risks, Sustainability Due Diligence (SDD) is conducted for financing proposals, including all major transactions for corporate banking clients. Any sustainability or climate change related issues identified through SDD are reported to the Board of Directors Meeting, Board of Commissioners Meeting, and/or other relevant forums for further risk and opportunity assessment.
7. Considering the risks and opportunities related to sustainability and climate change, the Bank has an interim decarbonization targets to achieve a net zero GHG organization by 2050. The Highest Governance Body oversees the monitoring and alignment of the Net Zero Emission (NZE) strategy.
8. In addition to employees, all members of Bank's Board of Directors also have sustainability performance KPIs, which account for 5% of their total KPI. The achievement of these sustainability performance targets directly influences the bonus remuneration granted to each Board of Directors' member. The sustainability performance metrics include sustainability and climate-related risks and opportunities.
9. As previously explained, in addition to managing sustainability-related risks and opportunities, Sustainability Governance Body also oversees Climate Related risks and opportunities. The Board of Commissioners is responsible for the oversight function, while the Board of Directors handles the implementation function. To support implementation, designated business units have been assigned to carry out Bank's operational activities.
10. As part of the implementation process for these policies, the Sustainability Unit carries out controls through various measures, including but not limited to the analysis of Sustainability Due Diligence (SDD) implementation and periodic updates to the Risk Control Self-Assessment (RCSA).

Strategy Pillar

Refers to IFRS S1 and S2

IFRS S1 - 30. a; 32. b; 33. a-c; 34. a
IFRS S2 - 10. a-b; 14. a-c; 22. b-i (1-6)

1. Based on material topics developed in collaboration with CIMB Group and key stakeholders, the Bank has identified 13 material topics related to sustainability risks and opportunities, as outlined in the 13 Material Topics, including (a) Sustainable and Responsible Finance, (b) Cybersecurity and Data Privacy, and (c) Risk Management and Business Resilience, with no financial impact assessment conducted yet. Further details on performance targets, strategies and focus areas, achievements, controls and policies, as well as governance related to these sustainability topics can be found in the Management Approach to Material Topics section.
2. The establishment of interim decarbonization target 2030 has considered various trade-offs to ensure that business growth can support Indonesia's economic growth and is aligned with the Bank's climate ambitions. The Bank's strategy and achievements on said targets are further explained in the Sectoral Interim Decarbonization Targets and Achievements Section.
3. Climate change can have a significant impact on Bank's financial resilience and reputation. In managing climate-related risks, Bank assesses the impacts arising from transition risks, such as regulatory and technological changes affecting its financing portfolio, and physical risks, such as floods and forest fires.
4. However, climate change not only presents risks and uncertainties but also brings opportunities to facilitate the necessary transition for customers. Bank continues to enhance its capabilities in identifying and mitigating the negative impacts and risks associated with climate change while also leveraging opportunities to drive positive change toward climate mitigation and adaptation.
5. Bank continues to promote financial literacy education, including climate action, and has allocated dedicated budget funds to finance sustainable activities, including climate change adaptation and mitigation, through Sustainability-Linked Loan/Financing (SLL/F) and Sustainable Finance (SF) programs, as well as the development of various sustainable financial products. Detailed information on sustainable financing products can be found in Pillar 2 Sustainable Business. Bank's business strategy is also developed in alignment with and considers sustainability and climate-related risk management strategies, as outlined in that section.
6. In 2024, the Bank recorded that 30% of the Bank's total financing has the potential to have high sustainability risks. On the other hand, the Bank has succeeded in taking opportunities related to sustainability and climate change by recording a KKUB financial portfolio of Rp59.12 trillion or equivalent to 26% of the Bank's total financing.
7. As part of its efforts to manage climate-related risk, this year Bank has also enhanced its capabilities by improving internal processes and developing methodologies for the identification, assessment, and measurement of climate-related risks that could impact Bank's portfolio. The identification and management of climate-related risks must be conducted holistically across reasonable scenarios and various timeframes, including short, medium, and long term. Further details can be found in the Climate Risk Disclosure Section – Climate Risk Identification.
8. Bank has developed initiatives and programs to mitigate sustainability and climate-related risks at the operational level to achieve its net zero GHG emissions target or NZE 2050 commitment, as outlined in the NZOP. Bank has made efforts to develop various sustainable financial products to ensure that credit growth aligns with Bank's interim decarbonization targets. Additionally, Bank has outlined targets, strategies, and policies related to material topics on climate change, which are detailed in the following sections:
 - Interim Sectoral Decarbonization Targets and Achievements
 - Management Approach to Material Topics
 - Pillar 1 Sustainable Actions - We and Green Office Section
 - Pillar 2 Sustainable Business
 - Pillar 4 Governance and Risk
 - Climate Risk Disclosure Section
9. In 2024, Bank participated in the pilot submission of climate scenario analysis (CSA) to the Financial Services Authority (OJK). To support this, Bank developed measurement models and methodologies to assess the impact of climate-related risks on Bank, in alignment with the 2024 Climate Risk Management and Scenario Analysis (CRMS) Technical Guidance issued by OJK. The CSA implementation focused on assessing the impact of transition risks on credit risk within priority sector portfolios, adopting three climate scenarios: Net Zero 2050, Delayed Transition, and Current Policies, with both short-term (1 year) and long-term (until 2050) assessment horizons. Additionally, Bank also assessed the impact of physical risks, specifically from two types of climate-related disasters: floods and forest fires.
10. In addition to the quantitative analysis of credit risk impacts, Bank's CSA also includes quantitative analysis of market risk as well as qualitative analysis of operational and liquidity risks. Detailed explanations of the CSA process and methodology can be found in the Climate Risk Disclosure – Climate Scenario Analysis (CSA) section.

Risk Management Pillar

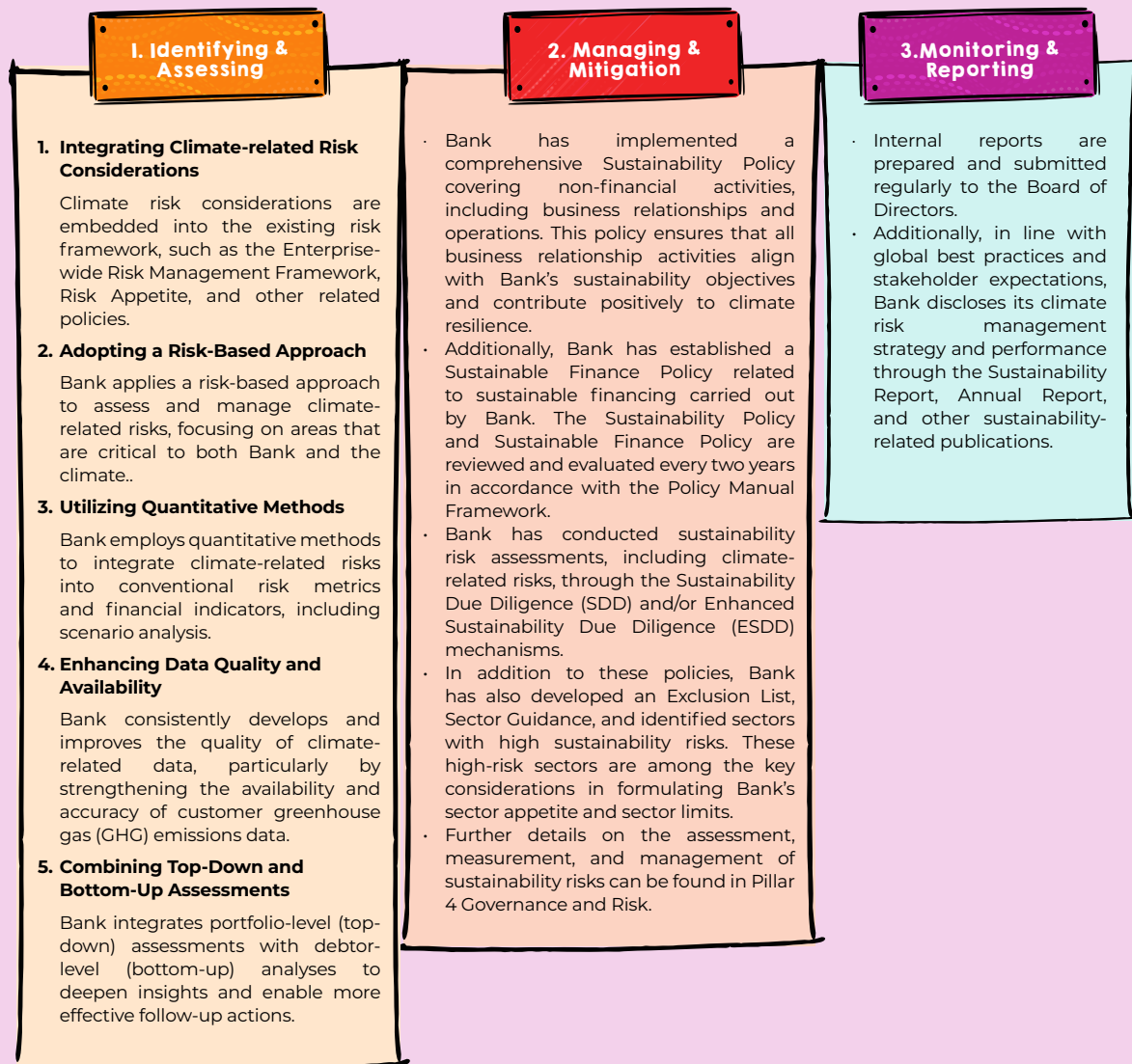
Refers to IFRS S1 and S2

IFRS S1 - 44. a(i)
IFRS S2 - 25. a(i-vi), 25. b, 25. c

1. Bank has established policies to identify, assess, prioritize, and monitor sustainability and Climate Related risks, including the Sustainable Policy, Sustainable Finance Policy, the High Sustainability Risk Sector List, and Sector Guidance. For additional policies, please refer to the Sustainability Risk Approach Framework Section.
2. In 2024, Bank participated for the first time in the Financial Services Authority (OJK) pilot project for conducting Climate Scenario Analysis (CSA) to assess the impacts of transition and physical risks under various climate scenarios, as outlined in the OJK Climate Risk Management and Scenario Analysis (CRMS) 2024 Technical Guidance. For more information, refer to the Climate Risk Disclosure Section.
3. Climate-related risk is a complex and evolving challenge with potential cross-sectoral impacts. To address this, Bank prioritizes enhancing understanding and developing a comprehensive methodology. Aligned with Bank's Material Topic Priorities, climate change risk has been identified as a high-priority issue that requires special attention. As part of its approach, Bank has conducted an evaluation to analyze how climate-related risk influences other risk types (refer to Climate Risk Disclosure Section Types of Risks and Impacts). This evaluation ensures a deep understanding of the interconnection between climate risk and other risk factors.
4. The Sustainability Governance Body receives periodic updates on climate risk monitoring activities. Details of these meetings and agendas can be found in Sustainability Governance Body Forums on Climate Change Risks and Opportunities Table.
5. Sustainability and climate related risk management process is integrated into EWRM through the implementation of (a) Sustainability Due Diligence (SDD) for clients and priority sector; (b) implementation of Sector Guidance which covers human rights and occupational health and safety (OHS) principles; as well as (c) climate scenario analysis (CSA), covering transition and physical risks. Sustainability risk indicators are incorporated into the Risk Appetite Statement (RAS) and reported to the Board of Directors and relevant committees. Bank's climate risk management strategy and performance are transparently disclosed in its annual Sustainability Report.

Risk Management Pillar

6. Climate risk management is carried out in alignment with the Enterprise-Wide Risk Management (EWRM) framework, including the establishment of risk appetite and the implementation of climate scenario analysis. An explanation of the risk management process carry out by the Bank is presented in the diagram below. Details of the tools and methodologies used to carry out the risk management process is presented in in the Sustainability Risk Management Section.



Metrics & Targets Pillar

Refers to IFRS S1 and S2

IFRS S1 - 46. a-b
IFRS S2 - 29, B62(a-d), 33, 34, 35, 36(a,b,d,e)

1. Bank measures Scope 1, Scope 2, and selected categories within Scope 3 greenhouse gas (GHG) emissions, including Category 15, which accounts for emissions from the financing portfolio. This measurement follows the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and the Global GHG Accounting and Reporting Standard for the Financial Industry developed by the Partnership for Carbon Accounting Financials (PCAF).
2. The measurement of Scope 1, Scope 2, and selected Scope 3 GHG emissions has undergone limited assurance by KAP Siddharta Widjaja & Rekan (KPMG Indonesia).
3. Bank has conducted GHG emission calculations using the operational control approach. This approach highlights focus areas where Bank has the greatest control over emission reductions, aligning with Bank's sustainability goals as well as regulatory requirements.
4. Bank currently measures emissions from its operational activities. Moving forward, Bank aims to expand the scope and refine the methodology for GHG emissions calculations. Further details can be found in Pillar 1 Sustainable Action.
5. Bank actively assesses factors that may pose transition risks to its assets and financing, including potential policy changes by the government regarding renewable energy targets and Indonesia's GHG emission reduction commitments.
6. Bank has mapped physical risk exposure, such as floods and forest fires, using data from the Indonesia Disaster Risk Index (IRBI). The risk assessment results indicate that:
 - a. Almost 70% of Bank's property financing portfolio is concentrated in areas with high flood risk.
 - b. 62% of Bank's non-retail financing in the agriculture, forestry, and fisheries sectors is located in areas with high forest fire risk.
7. Bank reports the amount of sustainable financing aligned with climate change opportunities, as detailed in Pillar 2 Sustainable Business.
8. Bank has also developed a framework and policies related to climate mitigation strategies, including the procurement of high-quality carbon instruments. More details can be found in Pillar 1 Sustainable Action.
9. Since 2021, Bank has studied and implemented the ICP framework. Further details are available in Pillar 1 Sustainable Action. In 2024, Bank allocated Rp438 million from its Internal Carbon Pricing (ICP) fund for purchasing renewable energy certificates as part of its climate change mitigation strategy.
10. Bank has integrated climate-related risks and opportunities into the sustainability KPIs of employees and all members of the Board of Directors. More details can be found in Pillar 1 Sustainable Action.
11. Bank measures absolute gross emissions from its financing portfolio based on asset classes and high-carbon-intensity sectors, following the UN Environment Programme Finance Initiative (UNEP FI) Guidelines for Climate Target Setting for Banks. Additionally, Bank assesses financing exposure within each sector and asset class, including the percentage of exposure within the emissions calculation scope. The methodology follows the Global GHG Accounting and Reporting Standard for the Financial Industry developed by the Partnership for Carbon Accounting Financials (PCAF). Further details can be found in:
 - a. Pillar 1 Sustainable Action
 - b. Appendix Pillar 1 Sustainability Action
12. Bank has established annual Scope 1 and 2 emissions reduction targets through 2030, as presented in the following table.

Metrics & Targets Pillar

Scope 1 & 2 GHG Emissions (absolute) [ACGS B.1.4;B.1.5]

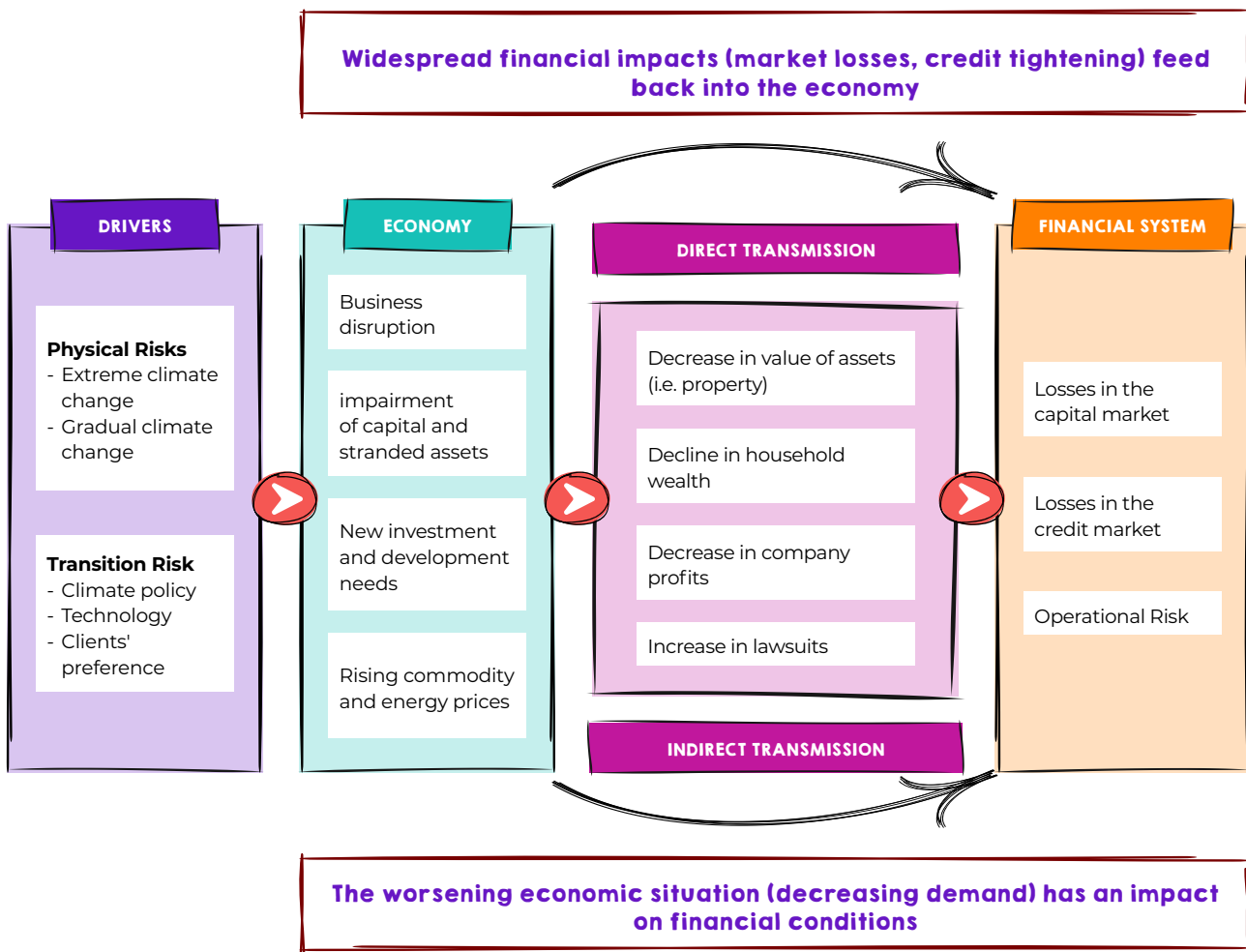
	2030	2029	2028	2027	2026	2025	2024	2023	2022
Reduction target compared to the 2019 baseline study	100%	90%	85%	75%	65%	50%	25%	22%	13%
Achievement	On process					Achieving a target of 32%*		Achieving a target of 24%*	8% or not yet meeting the target

*Scope 1 and 2 GHG emissions with climate change mitigation efforts through Renewable Energy Certificate.

13. In 2024, Bank refined its decarbonization targets for six carbon intensive sectors, including thermal coal mining, power, oil and gas, palm, cement, and real estate. Moreover, Bank has also reviewed its progress toward interim decarbonization targets for the position of 2023. All assumptions, scopes, and boundaries, and achievements related to these targets are presented in the Sectoral Interim Decarbonization Targets and Achievements Section.
14. The metrics and methodologies used to establish Bank's targets have not been validated by third parties but are based on scientific literature and international institutions. Further details can be found in the official CIMB Group report, which can be accessed through the following [link](#).
15. Target achievement reviews are conducted annually and reported to the Sustainability Governance Body, as detailed in Pillar 4 Governance and Risk.
16. In 2024, Bank successfully reduced Scope 1 and 2 emissions by 32%, surpassing the target reduction of 25%. More details can be found in Pillar 1 Sustainable Action. Scope 1 and 2 greenhouse gas emission targets cover carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O).
17. As of 2024, Bank has acquired 7,000 technology-based carbon units from the Indonesia Carbon Exchange (IDX Carbon). These units do not contribute to Bank's GHG emission reduction achievements for 2024. The carbon units have been verified by Indonesia's Ministry of Environment and Forestry through the National Registry System for Climate Change Control.
18. Bank plans to use these carbon units in the future to achieve net zero GHG emissions, particularly for unavoidable emissions resulting from Bank's operational activities.
19. Metrics and achievement of sustainability risks and opportunities from 13 material topics can be referred to the Management Approach to Material Topics Section.

Bank's Approach and Strategy in Addressing Climate Change Challenges and Opportunities

[SUSBA 1.6.1.2]



A comprehensive explanation of the definition and aspects of climate-related risk can be found in Climate Risk Disclosure Section - Types of Risks and Impacts Table

FORMULATION OF SUSTAINABILITY POLICIES AND STRATEGIES

[GRI 2-23; 2-24; FSI] [SUSBA 1.2.1.14; 1.2.1.15; 1.2.1.17 1.2.2.4]

Bank is committed to developing policies and procedures aligned with its five sustainability pillars, in line with its vision and mission on sustainable finance. This initiative supports the Sustainable Development Goals (SDGs), the global 1.5°C commitment, Indonesia's Enhanced Nationally Determined Contribution (ENDC), and a just transition toward a low-carbon economy. These five pillars serve as the foundation for Bank's sustainability roadmap, which aims to achieve net zero greenhouse gas (GHG) emissions (Scope 1, 2, and 3) by 2050. The roadmap outlines the framework, strategies, and implementation methods to ensure that climate change, environmental, social, and governance (ESG) risks are effectively managed. These risks encompass both credit and non-credit aspects, including financing and business relationships.

1

Sustainability Policy and Sustainability Procedure

This policy and procedure governs non-credit activities, covering business relationships with: a) Bank's subsidiaries; b) Partners or recipients of corporate social responsibility (CSR) programs; c) Suppliers, vendors, merchants, and outsourcing partners; d) Business partners; e) Members of the Board of Commissioners, Sharia Supervisory Board, Board of Directors, and Independent Parties of the Board of Commissioners' Committees; and f) Non-Individual Funding Customers. The Sustainability Policy and Procedure, particularly the 'List of Prohibited Business Activities,' have been fully implemented at 100%.

2

Sustainable Finance Policy and Sustainable Finance Procedure [SUSBA 1.2.2.4; 1.3.2.6]

This Sustainable Finance Policy serves as the foundation for implementing Sustainable Business (Pillar 2). Through this policy, Bank has developed supporting documents, including the High Sustainability Risk Sector List and Sector Guidance. The Sustainable Finance Procedure provides guidelines for conducting Sustainability Due Diligence (SDD) and Enhanced Sustainability Due Diligence (ESDD), enabling Bank to identify, measure, monitor, and control ESG risks. Updates to the Sustainable Finance Policy and Procedure are conducted at least once every two years, as stipulated in the Policy Manual Framework.

3

Human Rights Policy [SUSBA 1.2.1.12; 1.2.1.13]

This policy outlines Bank's commitment to recognizing all human rights principles, which are indivisible and inalienable. In addition to these principles, Bank supports and upholds the standards outlined in the United Nations Global Compact (UNGC), the International Labour Organization (ILO), and applicable human rights laws and regulations. Bank applies an SDD mechanism to identify social and human rights risks associated with customers and business relationships. Bank is committed to promptly responding to and addressing human rights violations within its operations. To support this, an independent and professional whistleblowing system (WBS) is in place. In cases of human rights violations, Bank ensures transparency by informing stakeholders about case developments and resolutions through various communication channels, including its Sustainability Report. Aligning with the United Nations Guiding Principles (UNGP) on Business and Human Rights, Bank plans to explore the Human Rights Due Diligence (HRDD) framework.

4

Manufacturing Sector Guidelines [SUSBA 1.2.2.1; 1.2.2.2]

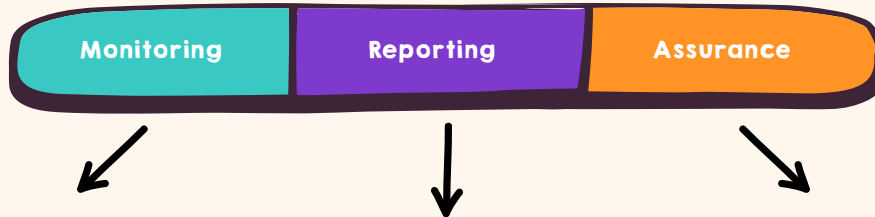
Bank requires manufacturing companies to meet minimum sustainability requirements, including possessing Environmental Documents and prioritizing Occupational Safety and Health (OHS) principles. Debtors are also expected to uphold human rights principles. Furthermore, Bank consistently encourages debtors to implement best sustainability practices in the manufacturing sector, including but not limited to committing to a carbon emission reduction plan in line with the Enhanced Nationally Determined Contribution (ENDC).



5

Net Zero GHG Emissions Operations Policy - Scope 1 & 2**[SUSBA 1.6.2.9]**

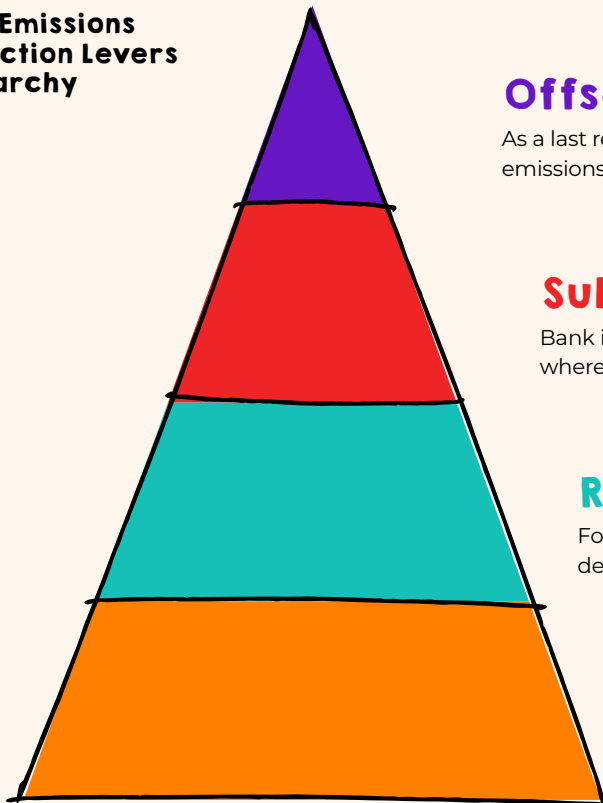
Bank has established a policy to drive commitment and outline strategies for achieving net zero GHG emissions by implementing effective control measures, setting measurable targets, and fostering continuous improvement.

Ensuring Data Integrity

Bank is dedicated to collecting accurate and comprehensive data on our Scope 1 and 2 emissions. This includes implementing robust data collection methods, utilising reliable emission factors, and ensuring proper data management and internal review.

Bank's emissions reports are prepared in accordance with recognised standards, clearly defining reporting scope and boundaries, and ensuring consistent and timely communication of our progress.

Bank engages third-party assurance providers to independently verify the accuracy and completeness of its emissions reports. This independent verification enhances the credibility of Bank's data and builds trust with stakeholders.

GHG Emissions Reduction Levers Hierarchy**Offset**

As a last resort, Bank will address any remaining unavoidable emissions by purchasing carbon credit from verified offset projects.

Substitute

Bank is committed to transitioning towards cleaner alternatives wherever feasible.

Reduce

For unavoidable emissions, Bank implements strategies to decrease their intensity or overall amount.

Avoid

Bank prioritises activities and practices that minimize or eliminate GHG emissions from the outset.

Internal Carbon Pricing

Bank implements Internal Carbon Pricing (ICP) to incentivize efficient operations and accelerate Bank's journey towards NZE Scope 1 and 2 by 2030.

ICP will be utilized to drive various emissions reductions:

Investing in Sustainable Solutions

The ICP influences investment decisions, directing resources towards energy efficiency upgrades, renewable energy sourcing, and other emissionreducing initiatives.

Cost Allocation and Budgeting

Integrating the ICP into cost allocation mechanisms ensure that the environmental impact of different activities is factored into budgets, promoting responsible resources allocation.

Performance Assessment and Incentives

Linking ICP with performance metrics and incentives motivates Bank to prioritise emission reduction.

Carbon Instruments

Energy Attribute Certificates

Energy Attribute Certificates (EAC) or Renewable Energy Certificates (REC) acting as valuable tools for demonstrating Bank's commitment to renewable energy.

REC utilization objectives are as follows:

- Supporting renewable energy development
- Building trust and credibility
- Promoting collective action

Voluntary Carbon Credit

Bank recognize that reducing its own emissions is just one piece of the puzzle. To address residual emissions (especially residual hard-to-abate Scope 1) and contribute to broader climate action, Bank strategically utilise Voluntary Carbon Credits (VCCs) as part of Bank's comprehensive sustainability strategy.

Bank's approach to VCCs are as follows :

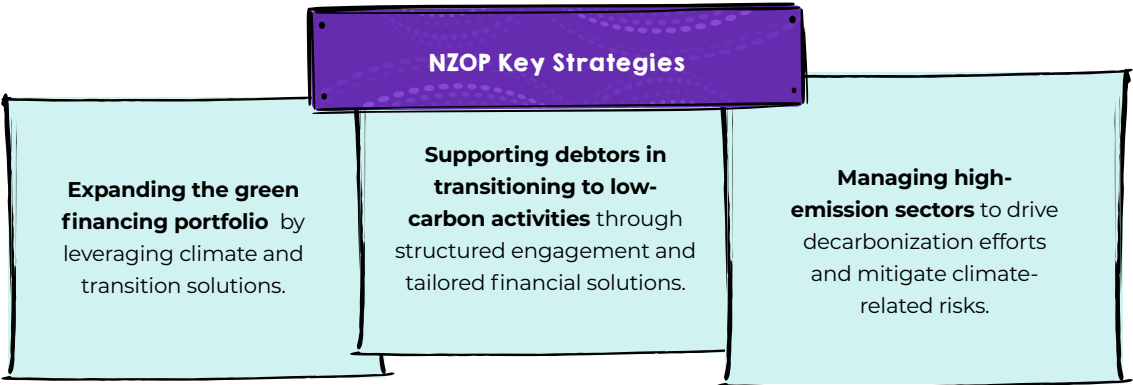
- Project selection
- Focus on SDGs
- Community development
- Transparency and reporting

Net Zero Operationalisation Programme to Achieve Climate Action Ambitions

In addition to setting sectoral decarbonization targets, Bank, as part of CIMB Group, is also implementing the Net Zero Operationalisation Programme (NZOP) to integrate various aspects of climate change and sustainability into its business activities. This programme aims to ensure that Bank's climate action targets and commitments are effectively realised. NZOP is a long-term project that will be carried out continuously by multiple work units over several years until 2030, ensuring that Bank's processes, tools, and work culture align with its 2030 interim decarbonization target.

The NZOP framework is currently coordinated by the Sustainability Unit, with oversight provided by the Sustainability Governance Body. This program will continue over the coming years, involving various business and supporting units within the organisation. NZOP consists of five (5) workstreams, which include:

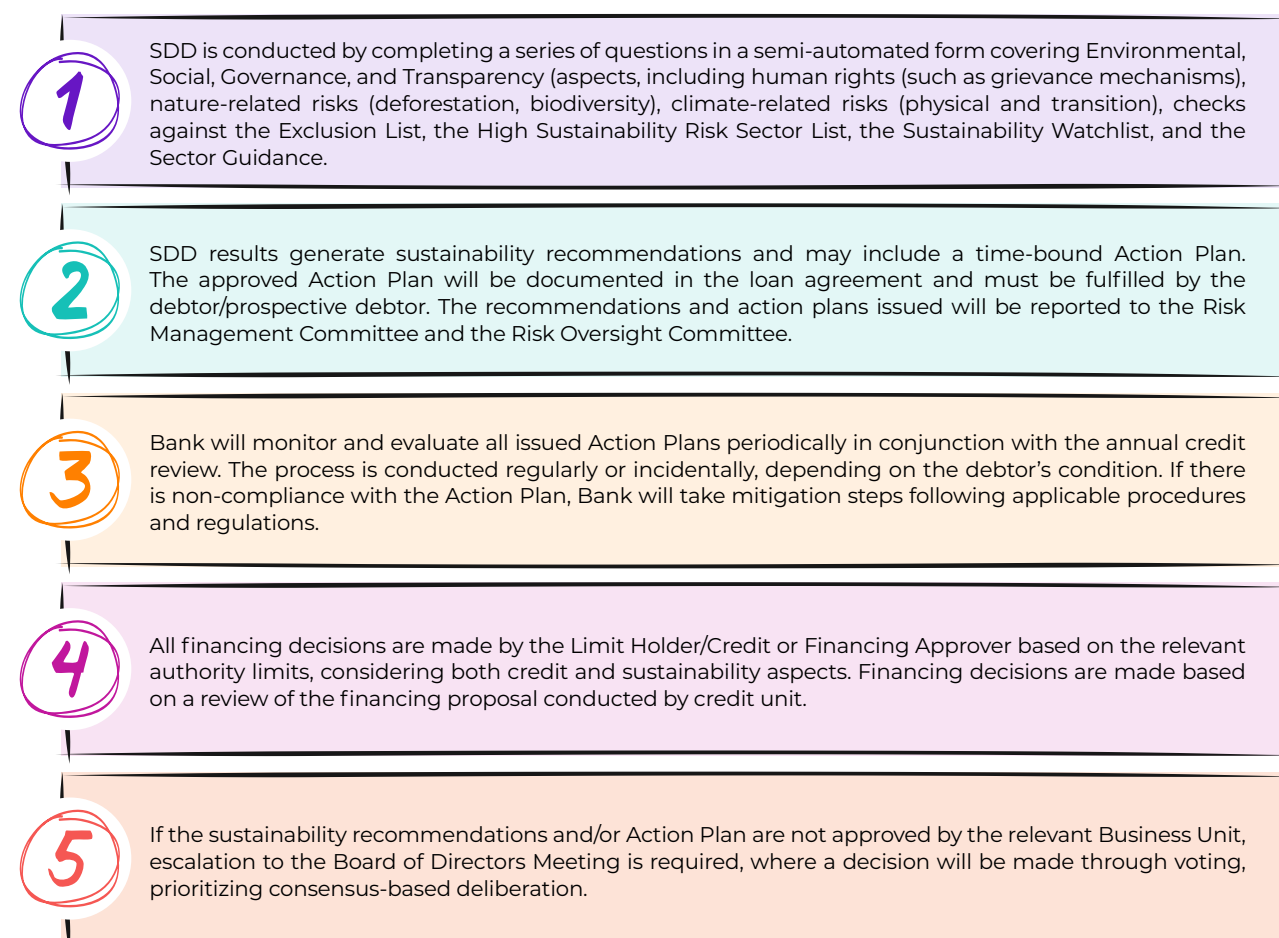
Main Workstreams		Objective
1	Portfolio Guidelines	Establish clear rules and limits at the portfolio level to enable effective monitoring.
2	Commercialization	Strengthen decision-making capabilities at the transactional level while prioritising commercial viability and robust risk management.
3	Credit Underwriting	
Enabler Workstreams		
4	Target Operating Model (TOM)	Enhance internal capabilities through training, improve collaboration, and promote accountability with clear incentives.
5	Data Infrastructure	Develop a data system to support the collection, analysis, and monitoring of climate-related data while ensuring regulatory compliance and addressing stakeholder needs.



SDD Implementation Mechanism [GRI 2-16] [FS 2; 3; 10; 12] [SUSBA 1.2.1.1; 1.2.1.12; 1.2.1.13; 1.2.1.15; 1.2.2.3; 1.3.1.1; 1.3.1.2; 1.3.1.4; 1.3.1.5; 1.3.2.1; 1.3.2.2; 1.3.2.3; 1.3.2.4; 1.3.2.5; 1.3.2.6; 1.6.1.1]

Since 2020, Sustainability Due Diligence (SDD) has been fully implemented (100%) in the corporate banking segment, and each year, the scope of SDD has been gradually expanded to several sectors in the commercial banking segment. Additionally, innovations have been made to the SDD form, transitioning it to a semi-automated format. This provides several advantages, including facilitating sustainability risk analysis, minimizing human error, and improving the accuracy of sustainability risk assessments.

SDD Implementation Mechanism



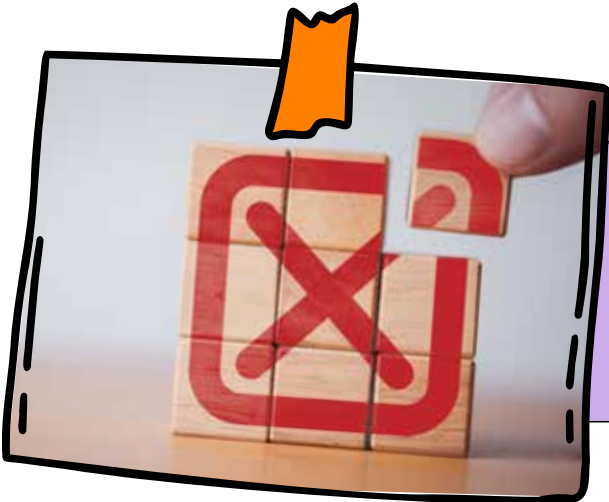
	2024	2023	2022	2021
Target for debtor evaluation using SDD with adjustments to climate change aspects	Corporate and Commercial Banking		Corporate Banking	
Achievement	Full implementation in the corporate banking segment and gradual implementation in the commercial banking segment (including expanding the sector scope)		Full implementation in the corporate banking segment and gradual implementation in the commercial banking segment	
			Start implementation	

Summary of SDD Results and Sustainability Risk Categories in the Agriculture, Forestry, Other Land Use, and Land-Use Change (AFOLULUC) Sector [SUSBA 1.2.1.2; 1.6.1.1; 1.6.2.4; 1.6.2.8]

Recommendation	AFOLULUC			Outside the AFOLULUC sector		
	Sustainability Risk					
	Low	Medium	High	Low	Medium	High
Recommended	1%	50%	0%	10%	28%	0%
Recommended with Action Plan	0%	9%	0%	0%	2%	0%
Not Recommended	0%	0%	0%	0%	0%	0%

*Findings based on the number of proposals assessed through SDD and/or ESDD.

Some examples of action plans provided include Indonesian Sustainable Palm Oil (ISPO) and/or Roundtable on Sustainable Palm Oil (RSPO) certification for palm oil debtors, as well as improving rankings in the Corporate Performance Rating Program in Environmental Management (PROPER). These plans also align with GHG emission reduction targets outlined in the Paris Agreement and Indonesia's Enhanced Nationally Determined Contribution (ENDC).



Further information regarding the Sector Guidance and Exclusion List can be accessed through [Bank's website](#).

Sustainability Risk Management [POJK51-E.3] [SUSBA 1.4.1.4; 1.4.1.8]

Bank employs a proactive Enterprise-Wide Risk Management (EWRM) framework to align risk appetite with business strategy and optimize performance. Governance principles, such as the four-eyes approach, ensure transparency in the risk management process. Risk management is embedded into operations, culture, and daily decision-making, supported by a three-lines-of-defense model that manages environmental and social risks at all levels, including the Board of Commissioners and Board of Directors, management, and employees. To uphold Sustainable Finance Policy, internal audits and effectiveness testing of controls are conducted regularly. The table below outlines the tools and methodologies Bank uses to mitigate risks and support its sustainability strategy.

Tool and Assessment Level	Types of Climate-related Risks	Explanation	Achievements and Future Plans
Sustainability Risk Dashboard at the portfolio level	Transition Risk and Physical Risk	<ul style="list-style-type: none"> Bank reports financial exposure to sectors classified as high sustainability risk as a proxy indicator for Bank's transition risk vulnerability Additionally, the achievement of sustainable financing, in accordance with the GSSIPS framework, is reported as part of the dashboard, providing a comprehensive overview of climate-related risks and opportunities 	Bank has incorporated a sustainability dimension into its Risk Appetite Statement (RAS)
Risk Appetite Statement (RAS)	Transition Risk	<ul style="list-style-type: none"> Bank formulates RAS to reflect the level and type of risks it is willing and able to take in pursuit of its business strategy and targets To analyze and monitor the impact of sustainability, including Climate Related risks, the RAS is supported by two quantitative metrics: Sustainability High Risk Cases and Credit Exposure to Carbon-Intensive Sectors 	<ul style="list-style-type: none"> Bank has considered sustainability aspects, including climate change, and integrated them into its Risk Appetite Statement (RAS) Going forward, Bank will continue to strengthen and deepen the analysis of the RAS matrices, including through the establishment of upper thresholds for quantitative metrics
Climate Scenario Analysis Bottom-up and top-down assessment in the non-retail segment	Transition Risk and Physical Risk	Refer to Climate Risk Disclosure Section – Climate Scenario Analysis (CSA)	Refer to Climate Risk Disclosure Section – Climate Scenario Analysis (CSA)

Tool and Assessment Level	Types of Climate-related Risks	Explanation	Achievements and Future Plans
Sustainability Due Diligence non-retail customers / transaction level	Transition Risk and Physical Risk	<ul style="list-style-type: none"> Bank ensures the relevance of climate risk assessments (including physical and transition risks) through Sustainability Due Diligence (SDD) and alignment with Sector Guidance. The Sector Guidance outlines minimum sustainability requirements in accordance with best sustainability practices for the relevant sectors, including but not limited to applicable laws, regulations, and public policies A detailed explanation of the SDD mechanism can be found in Pillar 4 Governance and Risk 	<ul style="list-style-type: none"> Bank has implemented Sustainability Due Diligence (SDD), which includes climate-related risk aspects Customers who do not meet the minimum sustainability requirements are required to implement an Action Plan A detailed explanation of the Action Plan can be found in Pillar 4 Governance and Risk
Scope 3 Greenhouse Gas (GHG) Emissions Category 15 – Investments (Financed Portfolio) at debtor/portfolio level	Transition Risk and Physical Risk	Refer to Pillar 1 Sustainable Action and Pillar 2 Sustainable Business	<ul style="list-style-type: none"> Bank has reported Scope 3 GHG Emissions Category 15 – Investments (Financed Portfolio) using the Global GHG Accounting and Reporting Standard for the Financial Industry, developed by the Partnership for Carbon Accounting Financials (PCAF) A more comprehensive disclosure can be found in Pillar 1 Sustainable Action
THI/TKBI/GSSIPS Tool (at the debtor/transaction level)	Transition Risk and Physical Risk	<ul style="list-style-type: none"> Bank has established criteria for identifying climate-supporting assets, which are used for regular reporting Several of these criteria align with Sustainable Business Activity Categories (KKUB), Indonesia Green Taxonomy (THI), and Indonesia Sustainable Finance Taxonomy (TKBI). Additionally, Bank has developed the Green, Social, Sustainability Impact Product and Services (GSSIPS) framework for sustainable financing, supporting its strategy to achieve Net Zero Emission (NZE) 2050 	<ul style="list-style-type: none"> The identification results of Bank's financing portfolio based on KKUB, THI, and TKBI have been regularly reported to the Financial Services Authority (OJK) Bank has also identified financing in accordance with the GSSIPS framework on an annual basis

Complete information regarding risk management can be read in
the 2024 Annual Report

ETHICAL BUSINESS

Bank has established the Code of Ethics and Code of Conduct No. A.07.01 as a guideline for all CIMB Niaga employees to interact professionally and perform their duties with high integrity. Complete information regarding CIMB Niaga's Code of Ethics and Code of Conduct can be found in the 2024 Annual Report.

Anti-Fraud [GRI 205-1; 205-2; 205-3] [FN-CB-510.a.i]

Bank implements an anti-fraud policy as part of its internal control system to foster a culture of compliance and enhance risk awareness regarding potential fraud and its possible impacts. In accordance with Financial Services Authority Regulation (POJK) No. 12 of 2024 on the Implementation of Anti-Fraud Strategies for Financial Institutions, Bank has established a dedicated unit, Anti-Fraud Management (AFM), to comprehensively implement anti-fraud strategies across Bank. This strategy consists of four key pillars: prevention, detection, investigation, and fraud

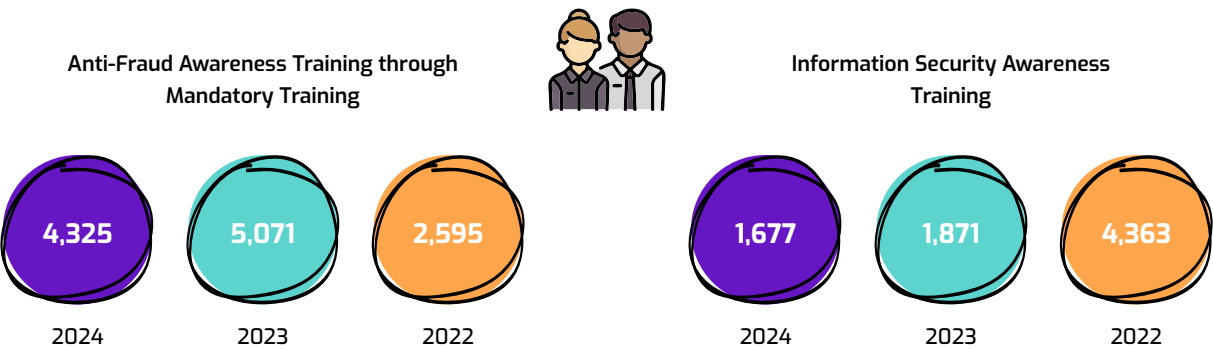
monitoring. Additionally, Bank submits reports on the implementation of its anti-fraud strategy semi-annually to the Financial Services Authority (OJK) via the APOLO system, in compliance with the regulation. To foster a work culture of integrity and anti-fraud principles, Bank is committed to a zero-tolerance policy against fraudulent activities, ensuring that any fraud perpetrator will face strict actions, including criminal prosecution if necessary.

Bank upholds its anti-fraud commitment through various initiatives:

- Developing anti-fraud policies based on POJK No. 039/POJK.03/2019 concerning Anti-Fraud Strategies for Commercial Banks
- Signing of the Integrity Pact Declaration, Code of Ethics and Code of Conduct, as well as Anti-Bribery and Corruption Commitment by all members of the Board of Directors, Sharia Supervisory Board and Board of Commissioners annually and published on the CIMB Niaga website.
- Attestation of Integrity Pact, Code of Ethics and Code of Conduct, as well as Anti-Bribery and Corruption Commitment by all employees via the YODA platform
- 'Tonnes from The Top' commitment, reflecting the firm stance of CIMB Niaga's leadership to take strict action against any form of fraud, demonstrating Zero Tolerance to Fraud
- Anti-fraud awareness campaigns for through a 'speak up' culture, mandatory training, sharing sessions, e-Learning, and internal communications such as email blasts, internal bulletins, and posters
- Anti-fraud awareness campaigns for customers through social media (Facebook, Twitter, Instagram), WhatsApp, SMS, electronic letters, account/billing statements, and display screens on e-channels (ATM, CDM, CRM, Octo Mobile, Clicks), as well as IVR Call Center
- Collaborative Anti-Fraud Management for NDB Focus Group Discussion (FGD) was conducted as a result of collaboration between the Anti-Fraud Management (AFM) unit, Operational Risk Management (ORM), NDB, and Consumer Banking. This initiative serves as a follow-up to identify necessary corrective actions to strengthen the culture of integrity and compliance within branch operations, ensuring that fraud incidents do not recur

Based on the evaluation conducted by the Anti-Fraud Management (AFM) unit regarding fraud and corruption prevention, there were four fraud cases in 2024, each with a fraud-related financial loss exceeding Rp100 million per case.

Anti-fraud Awareness Training for Employees [GRI 205-2; 205-3] [FN-CB-510.a.i]



Anti-Bribery and Corruption Policy [GRI 205-1; 205-2][ACGS 8.4.5]

Bank has adopted the Anti-Bribery and Corruption Policy No. M.11, which emphasizes that bribery and corruption are forms of fraud and applies to all employees, including members of the Board of Commissioners, Sharia Supervisory Board, and Independent Committees. To mitigate potential risks of bribery and corruption, Bank implements various controls and advisories for external parties, particularly third parties engaged in business with Bank. Bank also conducts risk assessments on bribery and corruption on a monthly and annual basis. The annual assessment is carried out by each business unit with assistance from the Risk Control Unit (RCU) or Designated Compliance and Risk Officer (DCORO), covering risk identification, mitigation measures, and the level of bribery and corruption risk in each unit. This evaluation is updated annually.



As a demonstration of Bank’s commitment to preventing bribery and corruption in its operational processes, Bank obtained SNI ISO 37001 – Anti-Bribery Management System (ABMS) certification for the Sub-Directorate of Strategic Procurement and Admin Property Management (SPAPM) since 2023.

Grievance Mechanism [POJK 51-F.24] [GRI 2-26] [ACGS B.7.1; B.7.2; (B)B.1.7]

Bank implements a Whistleblowing System (WBS) in accordance with POJK No. 12 of 2024 on the Implementation of Anti-Fraud Strategies for Financial Institutions and Whistleblowing Policy No. E.08. Bank maintains a sustainable partnership with a third party (Deloitte) to ensure that whistleblowing reports are managed professionally and independently. This collaboration aims to encourage both internal and external parties to submit reports more freely and comfortably, without hesitation.

Media for Submitting Violation Reports

Communication channels managed by a third party:

-  <https://idn.deloitte-halo.com/ayolapor/>
-  ayolapor@tipoffs.info
-  14031
-  +62 822 1135 6363
-  +62 21 2856 5231
-  Ayo Lapor PO BOX 3331 JKP 10033

Whistleblowing Reports Handling and Volume [FN-CB-510.a.2]

Through the whistleblowing system (WBS), violations that can be reported include fraud, money laundering, and breaches of the Code of Ethics or Human Resources policies. Each report received is reviewed and analyzed by the Whistleblowing Officer in accordance with the applicable whistleblowing handling procedures, as follows:

- For valid reports with sufficient data/information, the report will be forwarded for further investigation by the examination team. The investigation results, whether proven or unproven, will be submitted to the Whistleblowing Officer, who will then inform the whistleblower and close the report status.
- For reports that are irrelevant or outside the scope of WBS, the Whistleblowing Officer will forward them to the relevant unit for further action.
- For invalid reports or those lacking sufficient data/information, the report will be closed.



If additional information is required and the whistleblower has provided their identity and contact details, such as a phone number or email address, the Whistleblowing Officer from CIMB Niaga will directly contact the whistleblower. However, if the whistleblower remains anonymous, requests for additional information will be made through the third-party service provider. Whistleblowers who provide contact details will receive updates on the status of their report, which may indicate that the report is closed as invalid, under investigation, or resolved with either a confirmed or unconfirmed outcome.

In 2024, the whistleblowing system received 207 reports, representing a 21% decrease compared to 2023. Complete information on the whistleblowing report handling mechanism can be found in the 2024 Annual Report.

Whistleblowing System Performance	2024	2023	2022
Reports that are not submitted for investigation (preclosed)	80	82	88
Reports that have been investigated (closed)	96	146	52
Reports that are still open	1	35	24
Reports received	207	263	164
Percentage of WB reports that have been completely investigated from total complaints that are valid for investigation (as of the end of December)	79%	83%	88%



ADVOCACY AND STAKEHOLDER ENGAGEMENT

Pillar

05



STAKEHOLDER ENGAGEMENT [POJK51-E.4] [ACGS-B.2.1.;B.2.2]

The identification and engagement of stakeholders are conducted and reviewed to assess the impact of operational activities and understand stakeholder expectations regarding CIMB Niaga's sustainability efforts. Through active, open dialogue and constructive collaboration, Bank can enhance its environmental, social, and governance (ESG) performance, which not only strengthens economic performance but also contributes positively to society and the environment.



Identification of Stakeholder Needs and Approach [POJK51-E.4] [GRI 2-29] [SUSBA 1.1.2.1; 1.1.2.2; 1.1.2.3] [ACGS B.2.1.; B.2.2; (B)B.1.3]

Approach Taken to Engage Stakeholders in Sustainable Finance Implementation



Customers

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
1. Banking financial transaction security	Call center services, branch offices, mobile banking , websites, social media (Facebook, Instagram, Youtube, LinkedIn, TikTok and X)	Any time	1. Enhancing data security and banking transactions
2. Product and service socialization and information			2. Receiving customer grievances/complaints
3. Banking facilities and ease of access			3. Identifying customer satisfaction and required improvement aspects
4. Settlement of customer complaints in accordance with the Service Level Agreement (SLA)	Customer satisfaction surveys and internal surveys	Annually by Bank	4. Banking finance education on banking products
	External assessment of customer satisfaction	Annually by each surveyor	
	Information from website and frontliners	As needed	



Shareholders/ Investors

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
1. Financial and non-financial performance update, including sustainability issues and performance	<ul style="list-style-type: none"> Performance reports Analyst meetings 	Quarterly	1. Presenting the Company's performance
2. Important activities/events, for example CSR activities	Public exposure	At least once a year	2. Reporting year-end performance
3. Use of Company profits	Reports to the Indonesian Stock Exchange (IDX)	As per IDX regulation	3. Implementing GMS decisions
4. Determination of salary or honorarium, bonuses, and other allowances for the Board of Commissioners, Board of Directors, and Sharia Supervisory Board	General Meeting of Shareholders (GMS)	At least once a year	
5. Appointment of public accounting firms			



Regulator

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
1. Compliance with laws and regulations	Submission of Bank's Business Plan (RBB) and its realization to the Indonesia Financial Services Authority (OJK)	Twice a year	1. Company's plans and achievements in accordance with the laws and regulations
2. The precautionary principle in banking operations and services (conventional and sharia)	Submission of Bank's Sustainable Finance Action Plan (RAKB) to OJK	Once a year	2. Reporting the degree of compliance toward sharia principles
3. Sustainable Finance	Reporting sharia compliance to the National Sharia Board	As per OJK regulations	
	Other reports in accordance with applicable provisions to regulators		



Local Communities

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
1. Organization community empowerment activities	Discussion with beneficiaries	1. Conducted during the initiation, implementation, and supervision of a program	1. Providing solutions to issues that arise
2. Measuring the impact of activities on the beneficiaries	Meetings with the Government, Foundations, or consultants as community development partners	2. Ad hoc, whenever an urgency arises that needs to be communicated	2. Conducting field visits to community program beneficiaries
3. Community, including local communities, indigenous people, and vulnerable groups			
	Feedback on the sustainability report issued by Bank	Annually	Refinement of sustainability reports according to feedback received



Supplier

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
<ol style="list-style-type: none"> 1. Mutually beneficial relationships with suppliers 2. Fair and transparent procurement process for goods and services 3. Sustainable supply chain practices 	Policy dissemination and sustainability-related capacity building	At least once a year	Expanding cooperation with partners in Bank's procurement of goods and services



Employees

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
<ol style="list-style-type: none"> 1. Employee Health and Safety (OHS) 2. Employee Rights 3. Equity, diversity, and career development opportunities 4. Recruitment process 5. Company performance updates 6. A valuable and enjoyable working experience 7. Value and culture of the Bank 	<p>External Media (WhatsApp Blast OCTO Buddy)</p> <hr/> <p>Internal media (Galeri News, HR Info, e-Manual, Digital Magazine Portrait, LOG, HR Chat-Bot, OCTO-Chat, Podcast, OCTO Screen Saver, Arjuna app)</p> <hr/> <p>Town Hall</p> <hr/> <p>Internal Customer Satisfaction Survey (ICSS)</p> <hr/> <p>Organization Health Index (OHI)</p>	<ol style="list-style-type: none"> 1. Whenever there is information that needs to be conveyed to employees 2. Whenever policy changes occur 	<ol style="list-style-type: none"> 1. OHS implementation 2. Disseminating employment policies and strategies 3. Application of human rights in employment relations 4. Identifying employee satisfactions and expectations 5. Identifying the organization's health level and developing a follow-up plan that is integrated with the company's values to drive continuous improvement.



Labor Unions

Topic	Engagement Method and/or Channels	Frequency of Approach	Company Response
<ol style="list-style-type: none"> 1. Company employee management policies 2. Employee-related issues that have been conveyed to Labor Unions as employee representatives 3. Organizing Company industrial relations 4. Discussion of the Collective Labor Agreement (CLA) 5. Input from Labor Union management on management issues involving the rights and obligations of employees and the Company 	Meetings and discussions	<ol style="list-style-type: none"> 1. Any time as needed 2. In 2024, 6 meetings were held with Labor Unions to discuss good working relationships 	<ol style="list-style-type: none"> 1. Accommodating and identifying proposals and inputs from Labor Unions 2. Communicating in the event of an industrial relations dispute 3. Conducting formal and informal approaches, as well as designing a good cooperation concept between management and Labor Unions, to foster harmonious industrial relation

BUILDING A CULTURE OF SUSTAINABILITY AND SUSTAINABLE FINANCE [POJK51-F.1]

Employee Professional Development [POJK51-F.22] [GRI 404-I] [SUSBA 1.4.2.2; 1.4.2.3] [ACGS B.6.2]

Bank conducts tiered leadership training programs through the CIMB Signature Leadership Program and Compact Digital Leadership Program. In 2024, Bank developed a learning architecture to support sustainable growth. This structure consists of two main pillars: Leadership & Culture and Business, Credit, and Services.

Under the Leadership & Culture pillar, Bank implements the CIMB Signature Program, which focuses on leadership development at all levels through the following programs: a) Leading Leaders Development Program, b) Emerging Leaders Development Program, and c) Junior Leaders Development Program. Additionally, Bank offers various other programs, including: a) The Complete Manager Program, which ensures that managers possess the necessary capabilities to be effective leaders; b) The Complete Bankers Program, designed for recent graduates; and c) HR Leadership Program, aimed at developing future-ready leaders.

The Business, Credit, and Services pillar focuses on developing business and service competencies, including Sharia Certification, Wealth Academy, and the development of the retail and consumer banking sectors. Additionally, Credit Academy and the Service Excellence program are implemented to ensure the highest service quality, with a focus beyond just sales.

Bank continues to strengthen its learning architecture to build future-ready capabilities through various technology programs, such



as Compact Digital Leadership Development, Technology Graduates Program, and Digital Data Upskill & Reskill Learning Pathway. Bank also focuses on risk and compliance development through the Audit Graduates Program. All these programs are implemented using innovative approaches, including immersion programs, action projects, coaching & mentoring, and blended classroom learning.

To support digital transformation, Bank integrates learning media into the ARJUNA application or HyLearn system, enabling employees to easily access training, from registration to certification. In 2024, Bank introduced innovations by integrating artificial intelligence (AI) into virtual reality (VR) modules. This new initiative enhances the learning experience by creating a more realistic and personalized learning environment, where participants can interact with AI that simulates real human interactions.

In 2024, Bank added three new VR learning modules, bringing the total to 24 modules and sub-modules. These include customer complaint handling, account opening, fire

emergency response, robbery anticipation, teller service standards, cash replenishment machine operations, phoning skills, coaching skills, selling skills, communication skills, MLD complaint handling, earthquake response, and VR AI: MLD Product. VR-based learning has been utilized by more than 46,000 participants through VR Corners and VR devices available in 325 branches across Indonesia. Currently, Bank operates 10 VR

Corners in Jakarta, Bogor, Bandung, Surabaya, and Semarang, with plans to expand to other major cities outside Jakarta. Bank's VR learning innovation has received recognition from the Indonesian World Records Museum (MURI) as the first bank in Indonesia to implement VR Learning and from the Indonesia Stock Exchange (IDX) for its innovation in utilizing VR technology as a learning method.

Sustainability Leadership Program [GRI 2-17; FS4] [SUSBA 1.4.2.3]

Sustainability Academy

In 2024, Bank established Sustainability Academy with the aim to enhance employee's knowledge, expertise, and technical skills in sustainability. Through Sustainability Academy, we outlined a robust plan in developing essential skills needed for all key roles/functions within the Bank. Approach taken includes implementing tailor-made training programs by role – to ensure sustainability integration is sufficient towards business-as-usual operations & various role/responsibilities. A key feature of Sustainability Academy is the

introduction of a structured & tiered learning journey, progressing from white to yellow, green, blue, and concluding with black "belt". This year, Bank rolled out the curriculum for white belt, which focuses on sustainability-related basic knowledge. This has been completed by 7,426 employees from junior management (assistant manager) level and above. Bank recorded more than 62,900 learning hours, or an average of 8.80 hours per employee.

Going forward, Bank's strategic plan involves a gradual rollout of this program, covering the yellow to black belt. This strategy will ensure a deliberate progress towards comprehensive & sustainable employee capability development.

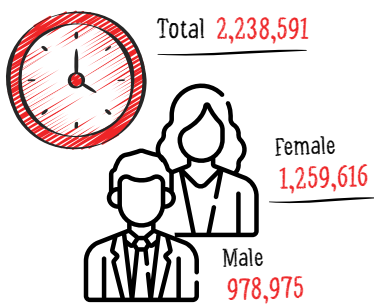


Competency development for members of the Board of Directors, Board of Commissioners, employees, officers, and/or work units responsible for sustainable finance implementation is conducted through more than 70 training topics, with over 10% of these topics focused on climate-related risks and opportunities. Bank remains committed to enhancing competencies and capabilities to develop strategies in addressing climate-related risks and opportunities. The training sessions are delivered in-person, online, and through e-learning, including: **[POJK51-E.2]**

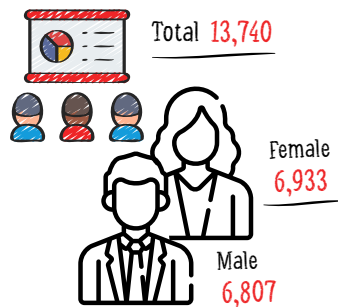
1. Diversity, Equality, and Inclusion (D&I) Series 2024
2. Boardroom Climate Essentials
3. Embedding Business and Human Rights in Financial Institutions
4. The Cooler Earth Sustainability Series 2024
5. Environment Social Risk Analysis (ESRA) 2024
6. Green and Sustainable Finance: Principles and Practice in Banking, Investment and Insurance, Second Edition
7. IDX Webinar Carbon - Setting Your Sail on The Indonesia Carbon Trading Ecosystem
8. Sustainable Finance Seminar: Sustainable Finance Taxonomy
9. Sustainable Procurement: A Practical Guide to Corporate Social Responsibility in the Supply Chain
10. Transforming Business with ESG: Insights, Regulations, and Tools
11. Understanding the Next Risk Frontier for Indonesian Banks: Nature-related Financial Risks
12. JC3 SC2 Virtual Training: Navigating Greenwashing Risks
13. Workplace Diversity, Equity, and Inclusion in Action
14. Youth Empowerment For Zero Waste 2040
15. Climate Risk: A Catalyst Collaboration and Integrity

Total Education/Training Hours and Participants*

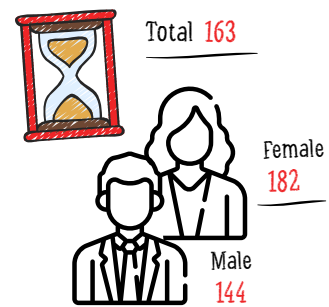
Total Training Hours



Total Employees Participating in Trainings



Average Training Hours per Employee



*Including employees who have resigned and those who have participated in multiple learning modules

Sharia Sustainability Initiatives

As part of Bank's commitment to sustainability, the Sharia Business Unit (SBU) actively supports the development of an economy based on Sharia principles while also contributing to the achievement of the Sustainable Development Goals (SDGs) to generate broader benefits for society, the environment, and the economy. The following are some programs and initiatives implemented by SBU in 2024 to support sustainability:

Sharia Sustainability Week

Sharia Sustainability Week is an initiative aimed at raising employee awareness by distributing articles on sustainability topics via email to all SBU employees. This initiative seeks to provide insights and enhance employee awareness of sustainability issues. Each week, various sustainability-related topics, such as microplastics, carbon footprint, and waste segregation, are shared.



Sharia Green Transportation Month

Sharia Green Transportation Month is a weekly-monitored initiative aimed at raising employee awareness of the importance of reducing carbon emissions. This program encourages employees to minimize the use of motorized vehicles as part of efforts to support a greener environment.

Sustainable Living Lifestyle Webinar

The "Sustainable Living Lifestyle" webinar is an initiative aimed at promoting the adoption of a sustainable lifestyle both at the workplace and at home. This lifestyle includes actions such as reducing excessive energy consumption, lowering carbon emissions, recycling waste, and choosing eco-friendly products. The webinar provides insights and training to employees, helping them understand the importance of reducing carbon emissions and actively participating in various sustainability initiatives.



EXTERNAL INITIATIVES AND ASSOCIATION MEMBERSHIPS [POJK51-C.5] [GRI 2-28]

By the end of 2024, Bank has been an active member of 15 organizations, with Rp1,194 million in total membership fee contributions. Details on Bank's roles and participation in these associations can be found in Appendix Pillar 5 Advocacy and Stakeholder Engagement.

CIMB Niaga's collaboration with the Indonesian FinTech Association (AFTECH), Indonesian Sharia Fintech Association (AFSI), Indonesian Joint Funding Fintech Association (AFPI), the Financial Services Authority (OJK), and Bank Indonesia.

CIMB Niaga participated in the closing event of National Fintech Month (BFN) 2024, which featured a panel discussion titled "Integrating Innovation: Empowering Digital Growth and Financial Inclusion through Bank-Fintech Collaboration." During the discussion, CIMB Niaga emphasized the importance of strategic collaboration between the banking sector and fintech companies to expand access to financial services, particularly for communities not yet reached by the formal banking system. CIMB Niaga also discussed initiatives such as technology integration through BI SNAP (Standardized National Open API for Payments),

which enables secure data sharing and facilitates access to digital financial products.

Additionally, CIMB Niaga educated the public on the importance of digital financial literacy while leveraging BFN 2024 as an opportunity to introduce innovative solutions that support digital transformation in the financial sector. Through this initiative, CIMB Niaga demonstrated its strong commitment to fostering inclusive and sustainable digital economic growth.



Source: <https://www.cimbniaga.co.id/id/tentang-kami/berita/dukung-bulan-fintech-nasional-2024--cimb-niaga-perkuat-kolaboras>

SUSTAINABLE FINANCE ADVOCACY FOR STAKEHOLDERS

[GRI FS5] [SUSBA I.I.2.2; I.5.I.4]

CIMB Niaga's Contribution as Organizer and Participant in Sustainable Finance

Event	Organizer
The Cooler Earth Sustainability Series 2024	CIMB Niaga
Public Consultation on the Taxonomy for Sustainable Finance in Indonesia (TKBI)	Financial Services Authority (OJK)
Coaching Clinic on the Implementation of the Indonesian Sustainable Finance Taxonomy (TKBI) and In-Depth Interview on Climate Risk Management & Scenario Analysis in Banking	Financial Services Authority (OJK)
ESG Bankers Club "Navigating Change: IFRS S1 S2"	A member of the ESG Bankers Club

CIMB Niaga's Role as Speaker in Sustainable Finance Events

Event	Organizer
Financial Planning Workshop	Universitas Gadjah Mada (UGM)
Exclusive Fireside Chat – Sustainability Innovation: Best Practices from Leading Companies in Indonesia	Liberty Society
Focus Group Discussion (FGD) – Understanding the Issues of Sustainable Finance in Indonesia and How Should SMEs Define ESG	Indonesian Banks' Association (PERBANAS)
Greenwashing Unmasked: Preventing and Detecting the Hidden Realm of Environmental Deception	Banking Compliance Director Communications Forum (FKDKP)
High-Level Conference & Workshop on Greening Industrial and Financial Policy for Economic Transformation – Industrial and Financial Policy: Clean Energy Transition	United Nations Conference on Trade and Development (UNCTAD) and the Ministry of Foreign Affairs of the Republic of Indonesia
Annual Report Award 2023 Socialization – The Benefits of Transparent and Informative Annual and Sustainability Reports and Insights on Embedding Sustainability in Business Models	Annual Report Award (ARA)
Sharing Session: Sustainability Implementation	Udayana University

Event	Organizer
Focus Group Discussion – The Role of the Financial Sector in Financing Climate Action in Line with the Paris Agreement	Financial Sector Policy Center, Fiscal Policy Agency (BKF) of the Ministry of Finance, and Indonesia Research Institute for Decarbonization (IRID)
Sustainable Finance Sharing Session	A regional development Bank
Panel Session of Indonesia International Sustainability Forum – Fostering SMEs Decarbonization through Supply Chain Finance Solutions	Indonesian Chamber of Commerce Net Zero Hub (KADIN NZH), WWF Indonesia Foundation, and the Indonesia Sustainable Finance Initiative (IKBI)
LPS SJK Law Fair 2024 – ESG-Based Dispute Resolution Through Arbitration	Alternative Dispute Resolution Institution for the Financial Services Sector
Teh Tarik Talk – ESG Opportunities in Indonesia	Malaysia Chambers Jakarta
ESG Webinar – Banking Aspects in Advancing the Achievement of Sustainable Development Goals (SDGs)	Banking Compliance Director Communications Forum (FKDKP)
SDGs Action Talkshow – Best Practices Sustainability-Linked Loan	National Development Planning Agency (BAPPENAS)

Indonesian Banking Road to Net Zero Emission

The Financial Services Authority (OJK) continues to demonstrate its commitment to the development of sustainable finance in Indonesia toward achieving the Net Zero Emissions (NZE) target by 2060. This commitment was reinforced through the signing of the NZE support pledge by seven banks, including CIMB Niaga, and the launch of the Climate Risk Management & Scenario Analysis (CRMS) guidelines. The issuance of the CRMS guidelines aims to help banks measure climate impact on business performance and sustainability by standardizing the climate risk management framework, defining uniform scenarios and methodologies, and providing structured data sources and references. CRMS serves as an integrated framework covering governance, strategy, risk management, and disclosure to assess the resilience of banks' business models and strategies in facing climate change over the short, medium, and long term.





THE COOLER EARTH SUSTAINABILITY SERIES

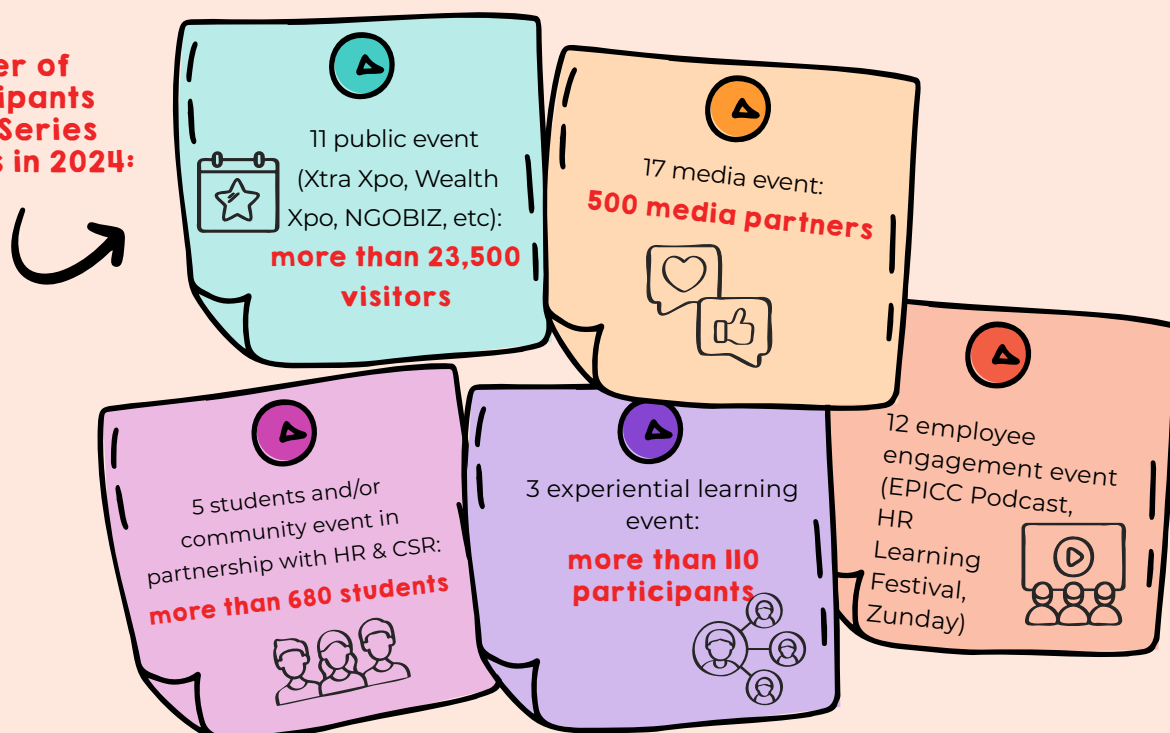
[SUSBA 1.5.1.6]



The Cooler Earth (TCE) Sustainability Series 2024 represents an initiative spearheaded by the Bank in 2024, reflecting its dedication to sustainability and social responsibility. Building upon the TCE Summit, which took place solely in Jakarta in 2023, the 2024 series has expanded into a comprehensive array of events that engage business leaders, academics, communities, and youth across 17 prominent cities in Indonesia. This expansion aims to enhance the dissemination of sustainability messages and increase awareness. The initiative encompasses a variety of activities, including

media and customer gatherings, expos and festivals, CSR financial literacy programs, upcycling initiatives, internal podcasts, conferences, and networking opportunities. This year-long effort seeks to elevate awareness and foster collaborative action among stakeholders to tackle environmental issues, while simultaneously advocating for sustainable business practices and lifestyles throughout Indonesia. By the end of 2024, the TCE initiative is projected to have engaged over 11,000 participants across 17 cities through more than 30 distinct activities.

Number of Participants in TCE Series events in 2024:



TCE Media Gathering Roadshow Reaches 17 Cities Across Indonesia

As part of The Cooler Earth (TCE) Sustainability Series, CIMB Niaga organized a media gathering roadshow across 17 cities in Indonesia. This initiative aimed to provide updates on Bank, while also emphasizing the importance of environmental conservation to create a sustainable future together. The event served to strengthen relationships with media partners while reinforcing Bank's commitment to sustainability by mobilizing collective action toward a more responsible society and a more livable planet. Additionally, media partners were encouraged to contribute to the #CegahStunting initiative for Indonesian children, a program led by CIMB Niaga in collaboration with UNICEF. The media gathering roadshow engaged more than 400 journalists across 17 cities.



Inspirational Journalism: Journalist Class & Workshop

As a continuation of the media gathering roadshow, CIMB Niaga held Inspirational Journalism: Journalist Class & Workshop in Gunung Geulis, Bogor, inviting 69 journalists from 17 cities (including Jakarta). For 3 days, participants gained insight, knowledge, and appreciation from CIMB Niaga. Additionally, as part of The Cooler Earth (TCE) Sustainability Series, CIMB Niaga also held an Experiential Learning Session to invite journalists in making environmentally-friendly containers from straw-based material. This activity is in collaboration with Ecoplast.id, a social enterprise that offers alternative solutions to single-use plastic that are more eco-friendly. Ecoplast.id is one of the MSMEs that receives business assistance from CIMB Niaga through the Community Link #JadiNyata program. The container can later be utilized as a pot for bamboo plants that can be replanted or used as a beautiful display.



Ngobrolin Bisnis (NGOBIZ)

CIMB Niaga is committed to supporting Small and Medium Enterprises (SMEs) in Indonesia through the "Ngobrolin Bisnis" (NGOBIZ) event, which takes place in 15 cities such as Banjarmasin and Batam. In 2024, NGOBIZ successfully reached more than 2,000 customer from 20 events. This event offers valuable insights into opportunities and challenges, as well as strategies for adapting towards the updates in tax

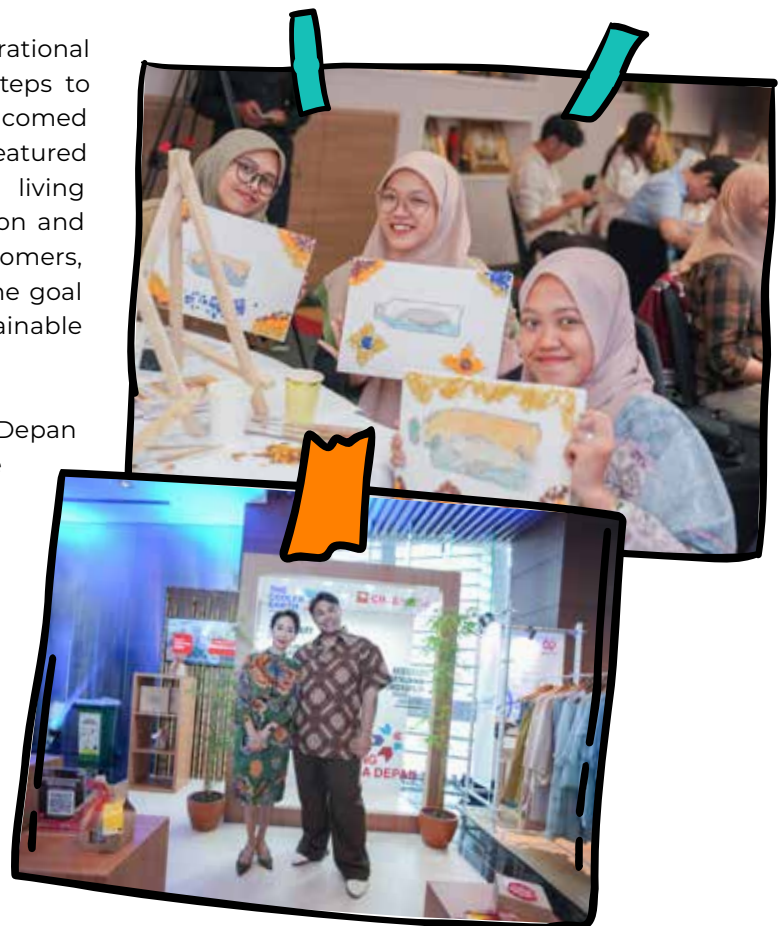
regulations and banking solutions – which further designed to help customers in managing their business finances both effectively and efficiently. Additionally, the event is also part of The Cooler Earth (TCE) Sustainability Series, which seeks to enhance understanding and assist customers in reaching their business target while promoting environmental sustainability into their day-to-day operations.

#SekarangUntukMasaDepan Exhibition, Media Gathering, and Experiential Learning Jakarta

As part of CIMB Niaga's 69th anniversary celebration and the continuation of the TCE Sustainability Summit, initiated by CIMB Group in 2019, Bank hosted a sustainability event series from 2 to 4 October 2024, at Graha CIMB Niaga and Energy Building, Jakarta. Held under the theme "Shaping Tomorrow, Sustainably Today," the event featured various activities, including the #SekarangUntukMasaDepan Exhibition, Media Gathering, and Experiential Learning sessions focused on transforming plastic waste into art pieces while simultaneously raising funds for the #CegahStunting initiative in East Nusa Tenggara, in collaboration with the United Nations Children's Emergency Fund (UNICEF). At the #SekarangUntukMasaDepan Exhibition, visitors had the opportunity to explore CIMB Niaga's sustainability achievements and participate in a gadget auction by exchanging electronic waste. Additionally, attendees could purchase various sustainable products from multiple merchants, including KAMI, Jarit Tenun, Six Scents, and winners of the Community Link program such as Dit Reveille, Arthup, and Sinergi Mahakarya, as well as view a special showcase by designer Ivan Gunawan.

Through this event, Bank hosted inspirational discussion sessions highlighting practical steps to promote a sustainable lifestyle. The event welcomed 95 local media representatives and featured Andien Aisyah, a singer and sustainable living advocate. Serving as a platform for education and collaboration, the event engaged media, customers, communities, and business partners, with the goal of inspiring more people to adopt a sustainable lifestyle consistently.

Aligned with the #SekarangUntukMasaDepan spirit, Bank also committed to responsible waste management for all event activities by implementing the Zero Waste to Landfill method, ensuring that no waste was sent to landfills.



EPICC PODCAST - KISS (INSPIRATIONAL STORIES ON SUSTAINABILITY)

EPICC Podcast is one of CIMB Niaga's initiatives that explores corporate culture in a casual format, featuring relevant and engaging topics. In July 2024, Bank hosted an EPICC Podcast episode titled *Kisah Inspiratif Seputar Sustainability* (KISS), or Inspirational Stories on Sustainability, focusing on the benefits of adopting a sustainable lifestyle, Bank's commitment to sustainability practices, and employees' experiences in embracing sustainability. Through this podcast, Bank aims to raise awareness and inspire more employees to take concrete actions in support of sustainability. By sharing real experiences and best practices, the initiative reinforces that sustainability is not just a trend but a long-term investment for the environment, business, and a better quality of life.



KEJAR MIMPI RISING START: INNOVATION ENTHUSIAST 2024

Kejar Mimpi Rising Start: Innovation Enthusiast 2024 is a business competition program organized by CIMB Niaga to identify and develop young innovative talents. The program provides a platform for participants to explore, create, and present their best ideas across various fields, including Sustainability, Digital Banking, and Data Management. Participants generated innovative ideas that promote environmentally-friendly business practices and concrete actions toward social and economic sustainability. The program attracted 1,700 registrants and reached 32,000 audiences on social media, reflecting the strong interest of the younger generation in innovation and CIMB Niaga.

As part of Bank's commitment in raising awareness and fostering a deeper understanding of sustainability in the banking industry, this program provides exclusive access for participants to receive direct mentoring from Bank's experts. Additionally, the program serves as one of Bank's talent pipeline

initiatives, offering selected participants the opportunity to join The Complete Banker program.

The Complete Banker is Bank's management trainee program designed to develop future leaders in the financial industry. In 2024, Bank has successfully recruited 11 participants into The Complete Banker program, with the top three participants receiving additional recognition in the form of cash rewards. This initiative reflects Bank's commitment to developing high-quality talent while also instilling awareness of the importance of sustainability in the future growth of the financial industry. The program aligns with Bank's commitment in creating a lasting positive impact on society and the environment.



RESPONSE TO FEEDBACK [POJK51-G.2; G.3] [ACGS B.2.2]



Bank has received feedback from various stakeholders, which has been a key element in refining and strengthening our sustainability initiatives. Through feedback forms, CIMB Niaga continuously evaluates and enhances its strategic measures. The input received serves as the foundation for improving sustainability performance, covering operations, products, and social impact. Based on feedback from the CIMB Niaga 2023 Sustainability Report, Bank received positive responses, affirming that each material topic is an essential part of Bank's sustainability efforts.

We welcome your feedback and suggestions,
which can be conveyed through:

Sustainability Unit

E-mail: sustainability@cimbniaga.co.id

Feedback Form:

https://investor.cimbniaga.co.id/sr_feedback_form.html



CLIMATE RISK DISCLOSURE

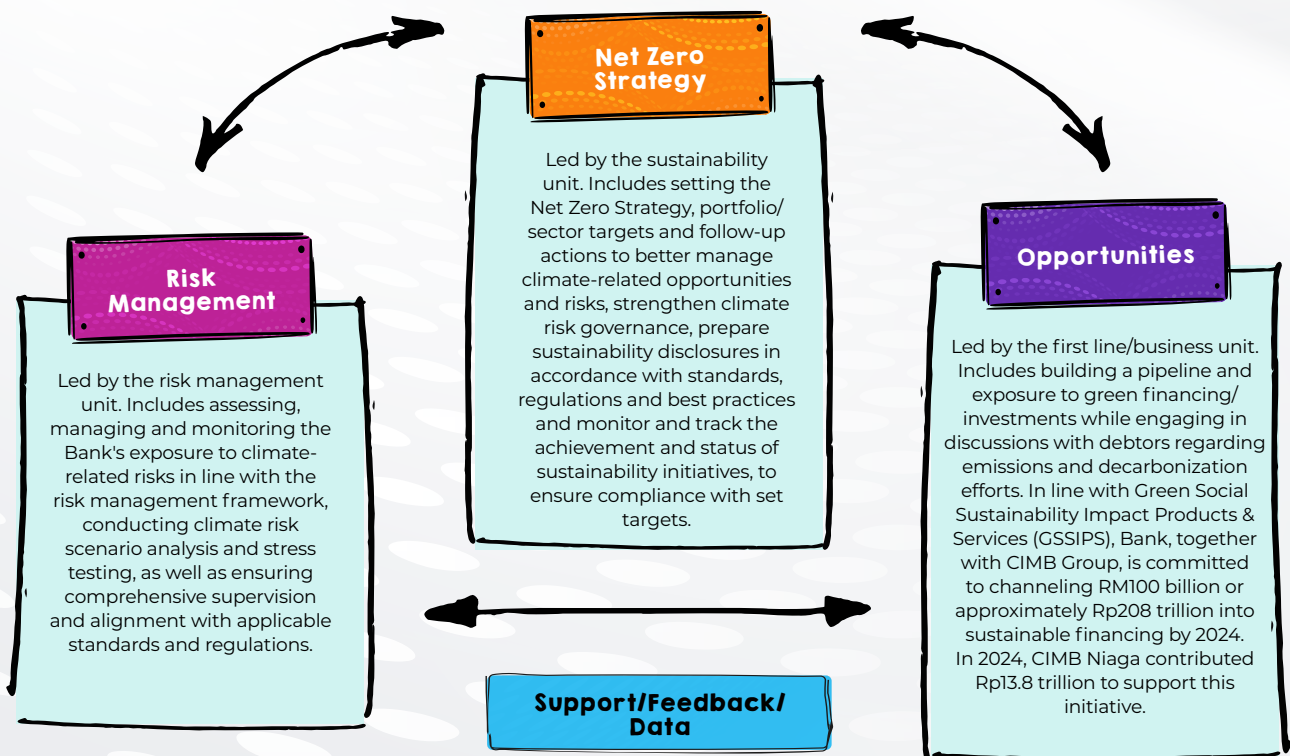
CLIMATE CHANGE STRATEGY & ACTION PLAN

The climate change strategy is managed by the Sustainability Unit, which is responsible for addressing and managing climate-related risks and opportunities. This includes implementing frameworks, policies, and strategies aligned with the net zero emission (NZE) targets for key sectors. The unit is supported and synergizes with other business and support units, including the Sub-Directorate of Strategic Procurement & Admin Property Management (SPAPM), which focuses on reducing operational emissions and environmental impacts. This includes greenhouse gas (GHG) emissions from energy and water consumption through initiatives such as optimizing office space and increasing energy efficiency by installing solar panels.

The Integrated & Climate Risk Unit, under the Risk Management Directorate, complements net zero strategies and target-setting initiatives led by the Sustainability Unit. As the second line of defense,

this unit is responsible for understanding climate-related risks, assessing CIMB Niaga's exposure to these risks arising from financing and investment activities, and developing measures to quantify, manage, and monitor these risks.

To address climate change challenges, Bank strengthens its business strategy by integrating a risk-based approach to capitalize on opportunities and manage risks from the transition to a low-carbon economy. This approach is essential to ensure the successful realization of the NZE 2050 target. To support this, sustainability initiatives, including climate-related actions, are integrated into governance, risk management, and business strategy, ensuring alignment with Bank's net zero commitment. The diagram below illustrates the key focus areas and the interconnection between risk management, net zero strategy, and climate-related opportunities.



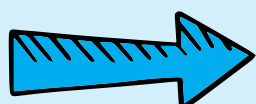
Identification of Climate-Related Risks

Climate change is a key focus area as it is one of Bank's priority topics. Recognized as a significant and pervasive risk, climate change can greatly impact Bank's ability to create long-term value for its stakeholders. To address this, Bank has enhanced its qualitative and quantitative analysis to identify the underlying factors of climate-related risks, understand how these risks are transmitted through macro and microeconomic pathways, and evaluate their impact on Bank's operational activities as a financial institution.

Transition and physical risks associated with climate change can influence other risk areas. While credit risk remains a primary focus for Bank, Bank is also committed to measuring and monitoring its exposure to other risks, including market risk, liquidity & funding risk, reputational risk, strategic risk, capital risk, operational risk, legal risk, compliance risk, and model risk, all of which may escalate due to the impacts of climate change.

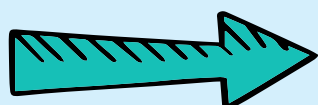


By considering relevant regulations, standards, guidelines, market conditions, and internal practices, climate risks and their actual or potential impacts on Bank's financial and non-financial performance must be identified, assessed, and managed holistically across various reasonable scenarios and time horizons, as follows:



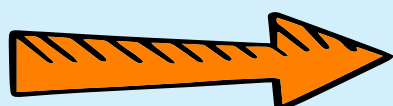
Short-Term

One (1) to three (3) years, capturing climate-related financial risks (particularly high-impact, low-probability events) that may emerge within Bank's budgeting and capital planning period.



Medium-Term

Four (4) to ten (10) years, assessing the medium-term effects of climate change over Bank's strategic planning horizon.



Long-Term

More than ten (10) years, extending up to at least 30 years, accounting for uncertainties and structural impacts of climate change on the economy and the financial system.

Type of Risk and Impact

Climate-Related Risk Drivers	Type of Risk	Impact
Transition Risks <ul style="list-style-type: none"> • Policy and legal changes (carbon unit pricing, sectoral limits) • Technological changes • Shifts in market sentiment 	Credit Risk	<ul style="list-style-type: none"> • The repayment capacity of customers, potentially leading to defaults. • The decline in collateral value due to the abandonment of assets that are not aligned with climate change.
	Market Risk	High volatility and the potential sudden decrease in the value of securities held by Bank.
	Liquidity and Funding Risk	Impact on Bank's liquidity due to customers' inability to repay their facilities, withdrawal of customer deposits, or significant and sudden credit drawdowns resulting from extreme climate events.
Physical Risks <ul style="list-style-type: none"> • Chronic • Acute 	Reputational Risk	<ul style="list-style-type: none"> • Negative reputational impact due to Bank's financing of high-carbon-emission sectors. • A decline in stakeholder confidence in Bank's sustainability efforts and its ability to manage its exposure to climate risk.
	Strategic Risk	The loss of competitiveness, market share, and investor appeal due to the inability to transition from a high-carbon-emission sector financing portfolio (brown) to a green financing portfolio.
	Capital Risk	Inadequate capital levels to address climate-related risks, potentially leading to the inability to absorb losses, maintain public trust, and support competitive business growth.
	Operational Risk	Operational disruptions caused by physical risks, impacting revenue loss. Additionally, the emergence of new climate-related regulations may necessitate changes in internal policies and procedures to align with regulatory requirements.
	Compliance Risk	Bank's inability to comply with laws and regulations related to climate change and sustainable finance.
	Model Risk	Challenges in Bank's ability to quantify the impact of climate risks accurately due to inherent uncertainties, limitations in climate risk modeling, assumptions and scenarios used, and improper model implementation.

Climate Scenario Analysis (CSA)

Since 2023, to enhance resilience in facing dynamic and increasingly intense climate risks, Bank has taken steps to improve internal capabilities related to climate scenario analysis (CSA), considering the diverse business and geographical characteristics of Bank's portfolio. CSA primarily focuses on assessing the impact of transition risk on credit risk within key portfolio sectors, such as agriculture, power generation, oil and gas, among others. The CSA process is developed by incorporating internal input from various representatives of business units, Credit Risk Unit, and Sustainability Unit, both in Indonesia and CIMB Group.

The manifestation of transition risk impacts on the real economic sector varies in severity and form. Therefore, Bank has developed a series of sector-specific and emissions-based models for eight climate-sensitive sectors. These models are used to assess the sensitivity of these sectors to transition risk impacts.

The determination of sectors and model types is based on an assessment of climate risk materiality, which considers both the sector's impact on the climate ("inside-out" perspective) and Bank's exposure to the sector ("outside-in" perspective).

Sector-Specific Approach

The key drivers of this approach are modeled based on product characteristics and how each product's market is expected to evolve under different scenarios. This model requires product-level information along with granular scenario variables.

The sectors utilizing this approach are:

1. Oil and gas
2. Power generation
3. Palm oil

Emissions-Based Approach

The primary drivers of a debtor's financial performance in each sector are modeled based on the debtor's emission levels. Pricing is determined as a function of greenhouse gas (GHG) emissions from Scope 1, Scope 2, and downstream Scope 3 (driven by carbon pricing).

This approach is applied to sectors that are less carbon-intensive or lack sufficient data/information to implement a sector-specific approach. However, it is not suitable for sectors where downstream Scope 3 emissions are the primary consideration.

The sectors utilizing this approach are:

1. Agriculture (excluding palm oil)
2. Real estate
3. Transportation
4. Metals and mining
5. Manufacturing/processing industries

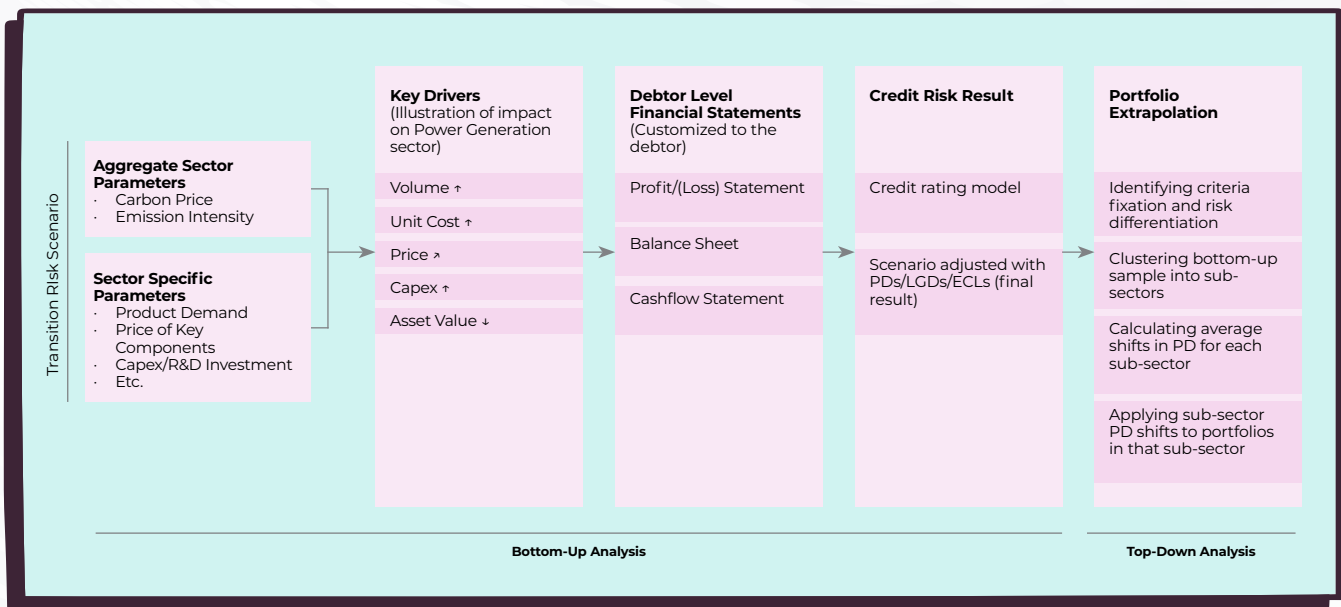
CSA Process Approach Summary

Transition Risk

The CSA process begins by selecting several debtors that represent different business and risk profiles for each sector. Subsequently, all debtors within each sector (including representative debtors) are categorized based on their business characteristics and risk profiles, which are classified according to archetypes that allow for extrapolation in later stages.

The impact of transition risk is derived from projections of the financial position of each representative debtor, transmitted through various key drivers (such as volume, price, cost per unit, etc.). These projections serve as the basis for calculating the Probability of Default (PD) for each representative debtor. The calculated results are then extrapolated to other debtors classified under the same sector and archetype.

CSA - Risk Transition Process Approach



1. Selection of NGFS Climate Scenarios

The Network for Greening the Financial System (NGFS) provides widely recognized scenarios that serve as industry benchmarks for financial institutions, ensuring consistency and comparability in assessments conducted across different financial organizations. Implementing NGFS scenarios allows for alignment with common industry practices, enhances transparency, and facilitates better collaboration in addressing challenges related to CSA at the industry level. In this CSA process, Bank has adopted three climate

scenarios from NGFS Phase IV, namely Net Zero 2050, Delayed Transition, and Current Policies.

Risk parameters for both sector-specific and sector-agnostic categories derived from NGFS scenarios are integrated and translated into the key transition risk drivers within Bank's CSA model. These drivers are then used to simulate the impact of CSA on the financial performance and position of evaluated debtors over a 30-year projection period.

2. Selection and segmentation of companies

To ensure appropriate representation of Bank's portfolio exposure to priority sectors, Bank identifies debtors based on sector classification, exposure levels, and data availability. These sectors are further segmented into sub-sectors or archetypes that reflect similar climate risk profiles.

3. Data collection

The CSA process requires a comprehensive and diverse set of financial information, including income statements, balance sheets, and cash flow statements, along with non-financial data such as Scope 1, 2, and 3 greenhouse gas (GHG) emissions or asset-level production data from debtors. At the bottom-up assessment stage, an in-depth analysis is conducted on representative companies, with external data sources and proxies used to supplement internal data.

4. Bottom-up analysis of representative debtors

By applying sector-specific or emissions-based approaches, the financial performance of each representative debtor is projected based on the key transition risk drivers for each selected NGFS scenario. The financial impact of transition pressures under these scenarios is then used to project Probability of Default (PD) values and PD shifts from the baseline (no climate stress scenario),

as well as climate-adjusted credit ratings (using Bank's internal credit model) at annual intervals over a 30-year period for each NGFS scenario.

5. Extrapolating climate impact to other companies with similar profiles

The average PD shift from the bottom-up results is consolidated at the sub-sector level and then extrapolated to other debtors with homogeneous climate risk profiles classified within the identified sub-sectors. This extrapolation process forms part of Bank's top-down approach in its hybrid CSA methodology. The PD projections for each debtor in the portfolio are then used to calculate expected credit loss (ECL) provisioning.



OJK Climate Risk Management and Scenario Analysis 2024

In 2024, Bank participated for the first time in the Financial Services Authority (OJK) pilot project for conducting climate scenario analysis (CSA) to assess the impact of transition risk and physical risk based on climate scenarios outlined in the OJK Climate Risk Management and Scenario Analysis (CRMS) 2024 technical guidance. Bank adopted three climate scenarios from the Networks for Greening the Financial System (NGFS) Phase IV, namely Net Zero 2050, Delayed Transition, and Current Policies. Bank fulfilled the requirements of this pilot project using its internally developed CSA process.

The scope of the CRMS analysis includes: (1) Quantitative assessment of climate transition risk impact on credit risk and market risk for OJK priority economic sectors; (2) Quantitative assessment of physical risk impact on the agriculture, forestry, and fisheries sectors, as well as the residential mortgage loan segment; and (3) Qualitative assessment of climate risk impact on operational risk and liquidity risk.

Moving forward, Bank will continue to develop methodologies and capabilities in preparing for the second CRMSA 2025 report, where the assessment scope will be expanded to cover the entire credit portfolio, beyond just priority economic sectors.

QUANTITATIVE ASSESSMENT OF CREDIT AND MARKET RISK

Impact of Climate on Credit Risk

Applied assumptions:

CSA Projection Horizon

The CSA projection horizon spans up to 30 years, requiring forward-looking assumptions rather than relying solely on historical data. There are two projection time horizons in CSA: short-term (2024, 2025, 2026) and long-term (2030, 2040, 2050). Short-term projections are based on the baseline position from Bank's Business Plan (RBB) submitted to OJK, whereas long-term exposure projections are derived from actual credit exposure as of 31 December 2023, aligning with a static balance sheet assumption.

Bank Balance Sheet Assumption

In accordance with OJK CRMS technical guidance, different balance sheet assumptions are applied. For short-term projections (2024–2026), a dynamic balance sheet assumption is used, incorporating exposure growth as reported in the RBB. For long-term projections (2030–2050), a static balance sheet assumption is applied.

Physical Risk

Bank conducts separate assessments for physical risk, adhering to the assumptions outlined in the CRMS 2024 technical guidance. The assessment approach varies by risk type: for wildfire disasters, a mixed bottom-up and top-down approach is applied. For consumer mortgage loan portfolios, collateral devaluation calculations are performed using a bottom-up approach.

Transition Risk

Bank conducts climate transition risk analysis, as detailed in the Summary of CSA Process Approach.

1. Wildfires

Impact of Wildfire Disasters on PD (PD)

Bank employs a mixed bottom-up and top-down approach to assess the impact of wildfires on PD. A wildfire event is assumed to occur only once in 2024. The bottom-up assessment is conducted for debtors in the agriculture, forestry, and fisheries sectors to identify the financial impact caused by two primary factors:

a. Increased costs due to revitalization

The calculation of increased costs follows the CRMSA Technical Guidance and has been adjusted based on the proportion of forest area affected by wildfires relative to Indonesia's total productive forest area. These costs are allocated to debtors whose collateral is located in high-risk areas based on the IRBI wildfire index.

b. Disruption to business activities

Bank also assumes that wildfire disasters impact business operations, leading to potential declines in debtor productivity and revenue loss due to crop failure. The crop failure scenario (Crop Yield) is referenced from the NGFS Climate Impact Explorer.



Similar to the transition risk methodology, the deterioration of a debtor's financial performance based on the bottom-up results serves as input for assessing credit rating shifts and PD movements. These shifts form the basis for the extrapolation process (top-down approach), where debtors located in the same or nearby high-risk IRBI areas are assumed to experience climate impacts that similarly affect their financial performance at relatively comparable levels.

Impact of Wildfire Disasters on LGD

The wildfire event is assumed to occur only once in 2024. Bank calculates the impact of forest fires on the collateral value of affected debtors, which may potentially increase the Loss Given Default (LGD). The calculation of collateral value is based on revitalization costs as guided by OJK. In this calculation, Bank also applies an adjustment proportionate to the area of forest affected by the fire relative to the total productive forest area in Indonesia.

2. Floods

Impact of Flood Disasters on LGD

Bank conducts a bottom-up analysis of the impact of floods on the Consumer Credit for Property Ownership portfolio. A haircut is applied to the collateral value in 2024, following the guidelines outlined in the OJK CRMS Technical Guide. The reduction in collateral value due to flood risk is calculated for debtors whose collateral is located in areas with a high flood risk index according to IRBI data. Subsequently, the haircut/reduction in collateral value is determined based on the category of building size. The decrease in collateral value then results in an increase in Loss Given Default (LGD).

Bank's Exposure Distribution to Physical Risks

Floods

Based on collateral locations, approximately 70% of Bank's exposure in the Consumer Credit for Property Ownership portfolio is concentrated in cities categorized as high-risk according to the Indonesian Disaster Risk Index (IRBI). However, Bank has allocated sufficient provisions to anticipate potential losses.

Wildfires

Based on collateral locations, 62% of Bank's exposure in the Agriculture, Forestry, and Fisheries sector is concentrated in cities categorized as high-risk according to the Indonesian Disaster Risk Index (IRBI).

Quantitative Climate Impact Calculation on Profit and Loss, Risk-Weighted Assets (RWA), and Capital Adequacy

The movement in the capital adequacy ratio is influenced by changes in profit and loss components and RWA.

The impact on credit risk and Bank's asset quality deterioration after implementing climate scenarios is simulated at the profit and loss statement level through changes in provisioning and interest income. Asset quality deterioration also affects interest income, although not at a significant level. Similarly, climate-related market risk impacts are considered through movements in mark-to-market (MtM) valuations.

The calculation of credit RWA and market RWA follows the Standardized Approach for Commercial Banks. Credit RWA movements are influenced by factors such as asset quality deterioration and credit growth. Meanwhile, market RWA movements assume changes in the asset quality of securities, where investment-grade securities are reclassified as High Yield & Non-Rated, and High Yield & Non-Rated securities are reassigned to other sectors in accordance with OJK's technical guidelines.

Impact of Climate on Market Risk

Market risk exposure covered in the climate risk impact analysis (quantitative) includes Bank's holdings in securities, both those categorized under Fair Value Through Profit or Loss (FVTPL) and Fair Value Through Other Comprehensive Income (FVOCI), while other exposures are assumed to remain unchanged. The quantitative analysis is conducted by transmitting climate risk impacts to credit ratings and yields on government and corporate securities, which subsequently affect Bank's capital adequacy levels.

The transmission of climate risk impact analysis on bond yields results in changes in the market value of securities due to movements in the risk factor of the benchmark interest rate curve (NGFS Intervention Rate). Additionally, Bank considers the impact of credit rating migration of bond issuers on the market value of these securities.

QUALITATIVE ASSESSMENT OF OTHER RISK TYPES

Bank has considered the impact of climate, transition risks and physical risks on non-credit risk types, including:

1. Liquidity Risk

Climate change, through physical and transition risk factors, has the potential to trigger other risks, such as liquidity risk. Given the broad scope and potentially severe impacts of climate change, liquidity risk could become a systemic risk for the banking sector and threaten financial stability. This may occur if households, corporations, and financial institutions significantly increase their liquidity demands as a precautionary measure following a severe natural disaster.

Bank recognizes the importance of balanced asset and liability management in terms of maturity profiles and counterparty behavior while ensuring sufficient liquid assets to cover unexpected liquidity gaps caused by climate risk impacts.

a. Transition Risk

Bank considers transition risk, particularly regarding the asset quality of corporate credit/securities that have high carbon emissions exposure. This is essential in anticipating credit quality deterioration and rating downgrades that may impact cash flows from loan repayments or reduce the value of liquid assets.

Customer deposit behavior may change during the transition period due to various climate-related policy changes and climate phenomena. Bank regularly conducts customer behavior analysis to determine deposit runoff profiles for liquidity management purposes. Borrowers may also be affected during the transition period, where their cash inflows from business operations decline due to deteriorating credit

quality. Credit analysis results will serve as inputs in estimating cash flow discounts from borrowers.

b. Physical Risk

Liquidity risk management places significant emphasis on maintaining adequate High-Quality Liquid Assets (HQLA) to mitigate the impact of physical risks from acute natural disasters. Physical risks can affect economic conditions and financial markets, ultimately leading to a decline in the value of liquid assets. HQLA serves as a liquidity buffer during periods of stress when large and volatile third-party funds are withdrawn by jumbo depositors. Therefore, Bank actively monitors and manages deposit concentration levels to anticipate sudden behavioral changes among large depositors due to physical risk exposure.

2. Operational Risk

a. Transition Risk

Bank emphasizes the importance of operational adjustments to ensure a smooth transition toward a low-carbon economy. In addition to expanding targeted sustainable financing, Bank has implemented various energy efficiency initiatives, including but not limited to:

- Reducing emissions through energy efficiency and the utilization of renewable energy sources. Initiatives include the installation of solar panels at the Griya Niaga Bintaro head office, the use of LED lighting, air conditioning unit upgrades, office space reduction, hybrid working style implementation, a reduction in operational vehicles, and the purchase of Renewable Energy Certificates (REC) and carbon units from IDXCarbon.

- Enhancing internal and external capacity regarding sustainability issues relevant to each business line, including training on sustainable finance practices in high-emission sectors such as palm oil plantations, socialization of sustainable finance policies and procedures to Business Units, sustainability risk training by UNEP-FI for Supporting Units, and the annual The Cooler Earth event for external stakeholders.
- Bank is committed to continuously generating positive impacts through various initiatives related to the transition to a low-carbon economy.

b. Physical Risk

Bank conducts qualitative assessments of physical risks related to floods and forest fires, referring to the CRMS technical guidelines. These external events can impact Bank's business continuity and operations, particularly affecting infrastructure, communication systems, and the use of physical assets at branch offices.

The approach begins with assessing the value of fixed assets in areas classified as 'High Risk' for floods and fires, based on Indonesia's Disaster Risk Index (IRBI). Furthermore, Bank considers past disaster events that have impacted its operations.

As a follow-up and mitigation planning for physical risks of flood and fire disasters, Bank is making efforts to do the following:

1. Bank has established a Crisis Management Team (CMT) and a Crisis Coordinating Team (CCT) to oversee recovery and disaster response efforts, ensuring adequate escalation protocols, especially in crisis situations;
2. Bank documents and regularly updates the Business Continuity Plan (BCP), Disaster Recovery Plan (DRP), and conducts Risk Assessment – Location Continuity Plan (LCP) to anticipate catastrophic events;
3. Bank has designated Alternate Sites for each work unit to maintain operational continuity during disruptions. These include Dedicated Sites, Split Operations Schemes, and Reciprocal Sites, each managed by a Location Incident Commander and Location Incident Coordinator;
4. Bank prioritizes the Transfer Risk Approach as part of risk mitigation planning, ensuring that all branch offices have insurance coverage for their fixed assets;
5. Bank has a comprehensive SOP outlining new branch openings, which includes the following criteria:
 - The site must be strategically located with strong business potential and free from disaster risks.
 - The building should be structurally sound, provide adequate space, and meet operational needs.
 - The premises may include shophouses (ruko), stand-alone buildings, office buildings, or retail complexes.
 - Clear property ownership: Proper documentation (land/building certificates, Building Permits, Land and Building Tax records) must be available, and registered owners must be involved.
 - New outlet openings must align with long-term plans, e.g. a minimum lease tenure of five years.



APPENDIX, REFERENCES & INDEX

APPENDIX

Organization Scale [POJK51-C.3]

Categories	Units	2024	2023	2022
Total Employees	People	11,063	11,116	10,936
Net Profit	Rp millions	6,898,934	6,551,401	5,096,771
Operating Income	Rp millions	18,917,536	18,785,520	18,865,721
Total Loans	Rp millions	228,002,995	213,369,870	196,611,014
Total Third-party Funds	Rp millions	260,639,027	235,861,670	227,188,557
Total Capitalization				
Equity	Rp millions	53,196,327	49,337,371	45,276,263
Payables/Liabilities	Rp millions	307,024,183	285,031,862	261,478,036
Total Assets	Rp millions	360,220,510	334,369,233	306,754,299
Branch Networks	Office	407	412	417
Number of Products and Services	Products/Services	198	175	195

Pillar I: Sustainable Action

Employees Based on Employment Status [POJK51-C.3] [GRI 2-7, 2-8]

Status	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Permanent Employees	4,826	5,207	4,811	5,181	4,700	5,119
Contract Employees	631	399	660	464	679	438
Total	5,457	5,606	5,471	5,645	5,379	5,557
	11,063		11,116		10,936	

Note: Bank does not have employees categorized as freelance workers (non-direct employees)

Employees by Region [GRI 2-7]

Region	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Jakarta Region	3,531	3,045	3,516	3,056	3,542	3,186
Sumatera Region	470	575	473	563	455	540
West Java Region	371	528	363	515	272	329
Central Java and DIY Region	314	470	325	510	323	500
East Java, Bali, and Nusa Tenggara Region	528	724	544	732	550	733
East Indonesia Region	243	264	250	269	237	269
Total	5,457	5,606	5,471	5,645	5,379	5,557
	11,063		11,116		10,936	

Note: Bank does not has any employees categorized as casual workers

Management by Gender and Position Level [GRI 2-7; 405-1]

Position Level	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Senior Management	174	99	166	89	156	82
Middle Management	901	659	896	634	878	628
Junior Management	3,569	4,075	3,524	3,982	3,416	3,835
Non-Management	813	773	885	940	929	1,012
Total	5,457	5,606	5,471	5,645	5,379	5,557
	11,063		11,116		10,936	

Employees by Working Unit

Working Unit	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Business Unit	3,587	4,492	3,645	4,546	3,663	4,581
Business Enabler	1,870	1,114	1,826	1,099	1,716	976
Total	5,457	5,606	5,471	5,645	5,379	5,557
	11,063		11,116		10,936	

Employees by Age Group [GRI 2-7]

Age	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
< 25 years	225	299	230	295	218	342
> 25–30 years	1,035	1,243	1,096	1,424	1,095	1,407
> 30–35 years	1,270	1,302	1,249	1,263	1,214	1,222
> 35–40 years	1,078	1,081	1,101	1,070	1,155	1,080
> 40 years	1,849	1,681	1,795	1,593	1,697	1,506
Total	11,063		11,116		10,936	

Employees Based on Education Level [GRI 2-7]

Education Level	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Up to High School	175	70	185	75	236	87
Diploma 1	1	23	3	24	11	15
Diploma 2	0	0	1	0	1	0
Diploma 3	513	684	512	689	515	708
Diploma 4	14	9	21	27	2	25
Bachelor's Degree	4,322	4,496	4,315	4,496	4,172	4,406
Master's Degree	427	322	429	332	436	314
Doctoral Degree	5	2	5	2	6	2
Total	11,063		11,116		10,936	

Management and Employees by Citizenship of 2024 [GRI 2-7, 405-1]

Position Level	Indonesian	Non-Indonesian	Total
Board of Commissioners	6	1	7
Board of Directors	9	1	10
Senior Management	272	1	273
Middle Management	1,559	1	1,560
Junior Management	7,644	0	7,644
Non-Management	1,586	0	1,586
Total	11,076	4	11,080

Employees Based on Nationality

Nationality	2024	2023	2022
Asian	11,063	11,116	10,936
American Indian or Alaska Native	0	0	0
Black or African American	0	0	0
Native Hawaiian or Other Pacific Islander	0	0	0
White	0	0	0
Hispanic or Latino	0	0	0
Total	11,063	11,116	10,936

New Employees Placement Location by Region [GRI 401-I]

Region	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Jakarta Region	531	408	325	257	598	470
Sumatera Region	128	82	129	90	91	85
West Java Region	101	64	302	234	46	31
Central Java and DIY Region	38	34	44	55	33	29
East Java, Bali, and Nusa Tenggara Region	73	59	70	76	85	76
East Indonesia Region	39	40	61	51	58	53
Total	910	687	931	763	911	744
	1,597		1,694		1,655	

New Employees by Age Group [GRI 401-I]

Age	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
< 31 years	465	406	504	501	533	476
31–40 years	391	246	386	225	334	242
41–50 years	54	34	39	36	43	25
> 50 years	0	1	2	1	1	1
Total	910	687	931	763	911	744
	1,597		1,694		1,655	

Employee Turnover by Region [GRI 401-I]

Region	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Jabodetabek Region	527	444	492	381	610	541
Sumatera Region	130	70	110	70	116	109
West Java Region	72	24	56	52	72	60
Central Java and DIY Region	54	74	49	48	56	58
East Java, Bali, and Nusa Tenggara Region	85	70	76	79	97	85
East Indonesia Region	48	46	46	51	56	53
Total	916	728	829	681	1,007	906
	1,644		1,510		1,913	

Number and Reason for Employees Leaving [GRI 401-I]

Reasons	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Normal Retirement	97	88	83	71	64	50
Early Retirement for Health Reason	14	17	17	21	20	33
Resigned	459	383	455	437	656	608
Passed Away	9	3	6	4	6	1
Others	337	237	268	148	261	214
Total	916	728	829	681	1,007	906
	1,644		1,510		1,913	

Employees Leaving by Age Group [GRI 401-I]

Age	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
< 25 years	51	47	23	46	64	86
> 25–30 years	252	258	219	209	329	356
> 30–35 years	266	179	234	166	289	225
> 35–40 years	153	96	168	125	159	117
> 40 years	194	148	185	135	166	122
Total	916	728	829	681	1,007	906
	1,644		1,510		1,913	

New Employees Based on Entry Path [GRI 401-I]

Entry Path	2024		2023		2022				Jumlah
	Male	Female	Male	Female	Male	Female	Male	Female	
Total through Staff Development Programs (PPS)	107	147	254	118	170	288	110	102	212
Total Marketers & Frontliners	308	299	607	337	292	629	359	324	683
Others	495	241	736	476	301	777	442	318	760
Total	910	687	1,597	931	763	1,694	911	744	1,655

Employee Turnover Rate [GRI 401-I]

Employees Turnover	2024	2023	2022
Employees Joining	1,597	1,694	1,655
Employees Leaving	1,644	1,510	1,913
Total Employees at the End of the Year	11,063	11,116	10,936
Voluntary Employee Attrition Ratio or Voluntary Turnover	7.63%	8.2%	11.6%

Employee Performance Appraisal - Number of Employees Receiving Promotions [GRI 404-3]

Assessment Results	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Promotion	535	629	605	597	727	883
Total	1,164		1,202		1,610	
Percentage	11%		11%		15%	

Scope 3 GHG Emissions in Financing Portfolio Based on Sector - 2023 [SUSBA I.6.2.2; I.6.2.3]

Sector	2023						
	Financing in scope (Rp billions)	Scope I & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Agriculture	30,868.6	1,425.5	46.2	3.7	-	-	-
Cement	1,323.9	425.0	321.0	2.5	-	-	-
Coal	2,673.4	118.4	44.3	3.1	-	-	-
Iron & Steel	4,336.6	160.0	36.9	4.1	-	-	-
Aluminum	364.2	36.4	99.9	4.1	-	-	-
Oil and Gas	1,670.5	41.4	24.8	3.0	193.9	116.1	3.0
Utilities and Power Generation	6,543.6	806.8	123.3	2.1	-	-	-
Real Estate	61,091.1	180.7	3.0	3.9	-	-	-
Transportation	21,261.0	221.8	10.4	3.0	-	-	-
Total	130,132.8	3,415.9	26.2	3.6	193.9	116.1	3.0
Total Credit Financing	213,369.9						
Scope of Emission Calculation from Financing Portfolio	61.0%						

Scope 3 GHG Emissions in Financing Portfolio Based on Asset Class - 2023 [SUSBA I.6.2.2, I.6.2.3]

Sector	2023						
	Financing in scope (Rp billions)	Scope 1 & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Bond Investment	948.5	100.0	105.4	2.0	20.2	175.6	1.0
Business Loans	77,143.9	3,087.8	40.0	3.5	173.7	111.7	3.2
Commercial Real Estate	3,025.0	54.3	18.0	4.0	-	-	-
Mortgages	37,786.9	69.2	1.8	4.0	-	-	-
Motor Vehicle Loans	11,228.4	104.7	9.3	2.6	-	-	-
Total	130,132.8	3,415.9	26.2	3.6	193.9	116.1	3.0

Scope 3 GHG Emissions in Financing Portfolio Based on Sector - 2022 [SUSBA I.6.2.2, I.6.2.3]

Sector	2022						
	Financing in scope (Rp billions)	Scope 1 & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Agriculture	28,416.2	954.6	33.6	4.0	-	-	-
Cement	2,426.3	734.8	302.9	2.5	-	-	-
Coal	2,332.4	76.6	32.8	2.4	-	-	-
Iron & Steel	4,408.2	180.3	40.9	4.2	-	-	-
Aluminum	515.4	16.7	32.4	5.0	-	-	-
Oil and Gas	1,614.2	34.3	21.2	2.6	189.0	117.1	2.9
Utilities and Power Generation	5,048.8	670.9	132.9	2.2	-	-	-
Real Estate	59,893.6	158.0	2.6	4.3	-	-	-

Sector	2022						
	Financing in scope (Rp billions)	Scope 1 & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Transportation	17,987.9	163.2	9.1	3.1	-	-	-
Total	122,643.1	2,989.4	24.4	3.9	189.0	117.1	2.9
Total Credit Financing	196,611.0						
Scope of Emission Calculation from Financing Portfolio	62.4%						

Scope 3 GHG Emissions in Financing Portfolio Based on Asset Class - 2022 [SUSBA I.6.2.2, I.6.2.3]

Sector	2022						
	Financing in scope (Rp billions)	Scope 1 & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Bond Investment	872.1	102.3	117.3	2.5	13.5	173.7	1.0
Business Loans	72,723.9	2,676.6	36.8	3.9	175.5	114.2	3.0
Commercial Real Estate	1,838.1	30.9	16.8	4.0	-	-	-
Mortgages	37,999.9	90.7	2.4	4.0	-	-	-
Motor Vehicle Loans	9,209.0	88.9	9.6	2.6	-	-	-
Total	122,643.1	2,989.4	24.4	3.9	189.0	117.1	2.9

Scope 3 GHG Emissions in Financing Portfolio Based on Sector - 2021 [SUSBA 1.6.2.2; 1.6.2.3]

Sector	2021						
	Financing in scope (Rp billions)	Scope 1 & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Agriculture	28,521.3	252.6	8.9	3.9	-	-	-
Cement	5,585.1	2,027.1	363.0	3.9	-	-	-
Coal	2,224.4	297.0	133.5	4.0	-	-	-
Iron & Steel	3,811.7	16.2	4.3	4.9	-	-	-
Aluminum	983.4	-	-	5.0	-	-	-
Oil and Gas	612.6	80.7	131.7	5.0	-	-	-
Utilities and Power Generation	4,809.5	362.8	75.4	2.1	-	-	-
Real Estate	44,622.2	92.6	2.1	4.2	-	-	-
Transportation	16,388.9	140.2	8.6	3.4	-	-	-
Total	107,559.2	3,269.3	30.4	3.9	-	-	-
Total Credit Financing	181,613.4						
Scope of Emission Calculation from Financing Portfolio	59.2%						

Scope 3 GHG Emissions in Financing Portfolio Based on Asset Class - 2021 [SUSBA I.6.2.2; I.6.2.3]

Sector	2021						
	Financing in scope (Rp billions)	Scope I & 2			Scope 3		
		Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score	Emissions (Thousands tCO ₂ e)	Emissions Intensity (tCO ₂ e /Rp billions)	Weighted Data Quality Score
Bond Investment	-	-	-	-	-	-	-
Business Loans	62,279.3	3,098.1	49.7	4.0	-	-	-
Commercial Real Estate	-	-	-	-	-	-	-
Mortgages	38,257.2	91.8	2.4	4.1	-	-	-
Motor Vehicle Loans	7,022.8	79.4	11.3	2.0	-	-	-
Total	107,559.2	3,269.3	30.4	3.9	-	-	-

Pillar 2: Sustainable Business

Lending Based on Economic Sector (Rp millions) [GRI FS6] [SUSBA I.6.2.1] [FN-CB-410.a.1]

Sector	2024	2023	2022	Growth (%)	
				2024-2023	2023-2022
Housing	37,933,027	38,889,564	38,308,224	(2.46)	1.52
Industry	40,843,871	38,365,381	37,941,652	6.46	1.12
Trading, Restaurants, Hotels, and Administration	34,481,317	32,836,895	30,872,171	5.01	6.36
Business Services	27,640,175	24,252,082	17,186,361	13.97	41.11
Consumption	38,902,641	34,076,602	30,400,259	14.16	12.09
Agriculture	13,620,817	11,980,044	11,185,251	13.70	7.11
Others	34,581,147	32,969,302	30,717,096	4.89	7.33
Total	228,002,995	213,369,870	196,611,014	6.86	8.52

Lending Based on Geographical Location (Rp millions) [GRI FS6]

Region	2024	%	2023	%	2022	%
Jakarta	162,630,411	71	153,322,585	73	140,799,448	72
Sumatera	15,971,139	7	14,588,662	7	13,062,339	7
East Java	13,668,706	6	13,556,931	6	12,439,098	6
Central Java	7,664,325	3	7,237,093	3	8,236,355	4
West Java	10,875,053	5	10,417,192	5	9,423,219	5
East Indonesia	7,140,302	3	6,794,087	3	6,731,731	3
Others	10,053,059	4	7,453,320	3	5,918,824	3
Total	228,002,995	100	213,369,870	100	196,611,014	100

Gross NPL Ratio Per Segmen (%) [FN-CB-240.a.2]

Description	2024	2023	2022
Consumer Banking	2.3	1.7	2.0
Emerging Business Banking (EBB)	4.1	4.6	5.2
Commercial Banking	3.4	4.1	7.7
Corporate Banking	0.0	0.5	0.7
Total	1.8	2.0	2.8

Comparison of Production and Performance Targets, Portfolios, Financing or Investment Targets, Income, and Profit and Loss in 2024 [POJK51-F.2]

Description	2024 Target	2024 Realization
Operational and Financial Projections		
Net Interest Margin (NIM)	4.2%-4.4%	4.1%
Cost to Income Ratio (CIR)	<45%	44.3%
ROA	1.7%-2.0%	2.5%
ROE (Tier 1)	14.0%-16.0%	14.3%
Credit Growth	5.0%-7.0%	6.9%
Non-performing Loan (NPL)	2.0%-2.3%	1.8%
Growth in Customer Deposits	5.0%-8.0%	10.5%
CASA Ratio	62.0%-68.0%	66.0%
CAR	22.0%-24.0%	23.3%
CoC	0.9%-1.2%	0.8%

Number of Customer in Current Accounts, Savings, and Deposit Accounts (Individuals and MSMEs) 2022-2024 [FN-CB-000.A]

Description	2024		2023		2022	
	Individual	MSME	Individual	MSME	Individual	MSME
Current Account	29,150	7,386	28,412	6,437	27,131	6,308
Savings	4,106,778	3,427	3,667,644	3,011	3,151,004	2,919
Deposit	73,131	520	77,151	394	70,815	378

Total Value of Current Accounts, Savings, and Deposit Accounts (Individuals and MSMEs) 2022-2024 (Rp millions) [FN-CB-000.A]

Description	2024		2023		2022	
	Individual	MSME	Individual	MSME	Individual	MSME
Current Account	1,709,725	1,917,437	1,675,613	1,572,208	1,934,443	1,141,359
Savings	76,069,043	850,652	73,359,072	775,661	67,707,136	858,580
Deposit	44,076,462	1,304,137	44,132,380	872,412	37,113,109	944,413

Comparison of Realized Economic Performance

Description	Unit	2024	2023	2022
Total Assets	Rp millions	360,220,510	334,369,233	306,754,299
Productive Assets		321,723,389	298,596,808	266,840,098
Bank Financing		228,002,995	213,369,870	196,611,014
Third-party Funds		260,639,027	235,861,670	227,188,557
Operating Income		18,917,536	18,785,520	18,865,721
Operating Expenses		9,004,835	8,604,706	8,722,538
Net Profit		6,898,934	6,551,401	5,096,771

Performance Ratios

Capital Adequacy Ratio (CAR)	%	23.34	24.02	22.19
Non-productive Problematic Earning Assets and Non-productive Assets to Total Earning Assets and Non-productive Assets		0.96	1.17	1.68
Non-Performing Earning Assets to Total Earning Assets		0.94	1.14	1.62
Allowance for Impairment for Financial Assets Against Earning Assets		3.22	4.14	5.11
NPL Gross		1.76	1.96	2.80

Description	Unit	2024	2023	2022
NPL Nett		0.69	0.71	0.75
Return on Assets (ROA)		2.53	2.59	2.16
Return on Equity (ROE)		14.34	15.02	12.59
Net Interest Margin (NIM)		4.09	4.40	4.69
Efficiency Ratio (BOPO)	%	74.02	71.47	74.10
Loan to Deposit Ratio (LDR)		86.28	89.30	85.63
Liquidity Coverage Ratio (LCR)				
a. Individual LCR		229.18	252.67	231.41
b. Consolidated LCR		225.53	249.58	230.92

Note: The explanation regarding the economic performance achievement for the implementation of sustainable finance can be found in the Sustainable Business Activity Categories (KKUB) Financing section in this report

Economic Value Distribution to Stakeholders (Rp millions) [GRI 201-I]

Description	Reporting Period		
	2024	2023	2022
Direct Economic Value Received			
Interest and sharia income	24,227,316	22,306,000	19,114,194
Other operating income	3,002,087	3,154,830	2,413,405
Total economic value received	27,229,403	25,460,830	21,527,599
Economic Value Distributed			
Interest and sharia expenses	10,960,776	8,953,617	5,638,056
Other operating expenses (employment and general & administrative expenses)	8,339,426	9,003,351	8,150,448
Payments to shareholders (dividend payments)	3,084,362	2,871,842	2,345,686
Payments to the government (taxes, levies, and others)	1,829,853	1,805,871	1,482,561
Total Economic Value Distributed	24,214,417	22,634,681	17,616,751
Economic Value Withheld			
Economic Value Retained	3,014,986	2,826,149	3,910,848

Handling of Finance-Related Customer Complaints in 2024

Type of Financial Transaction	Completed		In Progress		Total Complaints
	Total	%	Total	%	
Bancassurance	-	0.00%	-	0.00%	-
Deposito	3	100.00%	-	0.00%	3
Direct Debit	-	0.00%	-	0.00%	-
Electronic Banking	36,156	99.95%	18	0.05%	36,174
ATM/Debit Card/ATM Machine	12,560	99.07%	118	0.93%	12,678
Credit Card	13,465	95.00%	708	5.00%	14,173
Remittance	-	0.00%	-	0.00%	-
Unsecured Credit	108	99.08%	1	0.92%	109
Motor Vehicle Financing	-	0.00%	-	0.00%	-
Working Capital Financing	-	0.00%	-	0.00%	-
Home/Apartment Ownership Financing	24	100.00%	-	0.00%	24
Other Fundraising	551	100.00%	-	0.00%	551
Other Fund	-	0.00%	-	0.00%	-
Mutual Fund	-	0.00%	-	0.00%	-
Savings	638	99.69%	2	0.31%	640
Wealth Management	105	100.00%	-	0.00%	105
Trade Finance/Letter of Credit	-	0.00%	-	0.00%	-
Total	63,610	98.69%	847	1.31%	64,457

Pillar 4: Governance and Risk

Duties and Responsibilities Related to Sustainability of Audit Committee and Nomination and Remuneration Committee

No	Charter Name	Description of Duties and Responsibilities
1.	Audit Committee	Audit Committee assists Board of Commissioners in reviewing and clarifying financial information, the selection, appointment, and supervision of the independent auditors, evaluating the effectiveness of the internal audit function and internal control mechanism. The Audit Committee also supervises CIMB Niaga's compliance with prevailing laws and regulations as well as the implementation of sustainability in the Bank.
2.	Nomination and Remuneration Committee	<p>In the nomination function: Responsible to provide recommendations for prospective members who meet the requirements as members of the Board of Commissioners, Sharia Supervisory Board and Board of Directors to the Board of Commissioners, to be submitted for the General Meeting of the Shareholders' approval. Consideration made by the committee in providing recommendations include identifying candidates for their awareness of the sustainability principles and considering the result of candidate's Sustainability Due Diligence (if any).</p> <p>In the remuneration function: Responsible to compile all the structure, policies, and amount of remuneration for the Board of Commissioners, Sharia Supervisory Board, and Board of Directors to be submitted to the GMS, as well as providing evaluation results and recommendations to the Board of Commissioners regarding the remuneration policy for Executive Officers and employees, as well as the Committee of the Board of Commissioners. One of the considered factors in running the remuneration function is the performance target of the Bank or Board of Commissioners, Board of Directors, and Committee of the Board of Commissioners individual performance, including sustainability related performance.</p>
3.	Risk Oversight Committee	Risk Oversight Committee assist the implementation of BOC's duties to implement and manage climate related risks.

Number of Anti-Fraud Training Participants by Bank Operational Region [GRI 205-2]

Region	2024			2023			2022		
	Management	Employees	Business Partners	Management	Employees	Business Partners	Management	Employees	Business Partners
Jakarta Region	0	3,582	0	0	1,455	0	0	1,526	0
Sumatera Region	0	12	0	0	664	0	0	42	0
West Java Region	0	18	0	0	365	0	0	-	0
Central Java and DIY Region	0	49	0	0	635	0	0	53	0
East Java Region	0	31	0	0	849	0	0	261	0

Region	2024			2023			2022		
	Management	Employees	Business Partners	Management	Employees	Business Partners	Management	Employees	Business Partners
East Indonesia Region	0	13	0	0	363	0	0	42	0
Training in modules held by HR	0	2,297	0	0	2,611	0	0	671	0
Total	6,002			6,942			2,595		

Note: Management includes the Board of Commissioners and Board of Directors

Fraud Case Settlement [GRI 205-1, 205-2] [FN-CB-510.a.i]

Internal Fraud Case	Number of Cases		
	2024	2023	2022
Completed	1	7	3
In Internal Settlement Process at the Bank	0	0	0
Not Yet Resolved	0	0	0
Followed Up Through Legal Process	3	1	1
Total Fraud	4	8	4

Note: Information in the table shows cases with nominal irregularities >Rp 100 million

Pillar 5: Advocacy and Stakeholder Engagement

Total Training Participants by Position Level and Gender* [GRI 404-I][ACGS B.6.2]

Description	2024		2023		2022	
	Male	Female	Male	Female	Male	Female
Senior Management	4,465	2,727	3,648	2,216	3,100	1,759
Middle Management	23,356	17,758	21,200	16,609	21,058	16,350
Junior Management	98,829	17,736	111,490	135,989	102,739	131,540
Non Management	25,125	22,772	30,202	28,800	26,127	35,565
Total	51,775	160,993	166,540	183,614	153,024	185,214

*Including employees who have resigned and who participated in the learning modules

Number of Training Hours by Position Level in 2024* [GRI 404-I][ACGS B.6.2]

Position Level	Total Training Hours	Number of Individuals	Average Hours of Training
Senior Management	22,856	281	81.34
Middle Management	115,683	1,667	69.40
Junior Management	1,971,339	9,330	211.29
Non-Management	128,712	1,934	66.55

*Including employees who have resigned

Number of Training Hours by Type of Training* [GRI 404-I][ACGS B.6.2]

Type of Training	2024	2023	2022
Managerial, Leadership & Soft Skills	86,602	124,867	97,823.94
Development Program & TCB	1,469,014	1,452,312	1,062,232.00
Risk, Corporate Assurance & Compliance	185,246	233,062	176,542.00
3D (Include IT Upskill & Reskills)	55,517	53,691	185,595.00
Sales	40,243	84,531	101,799.38
Service	69,789	102,201	102,380.00
Treasury, Finance & Tax	4,875	5,769	5,206.02
Credit	26,648	26,996	36,452.00
Operations & IT	44,235	65,246	249,805.99
Sharia	17,900	44,521	60,322.90

Type of Training	2024	2023	2022
Transaction Banking	3,331	2,369	1,685.90
Culture	54,658	15,422	57,783.15
Retirement	1,984	896	1,544.00
Sustainability Finance	79,025	51,288	11,223.50
Team Building	99,524	18,352	19,978.00
Others	-	-	-
Total	2,238,591	2,416,522	2,170,373.78

*Including employees who have resigned and who participated in the learning modules

Number of Participants by Type of Training* [GRI 404-I][ACGS B.6.2]

Type of Training	2024	2023	2022
Managerial, Leadership & Soft Skills	34,644	37,878	35,409
Development Program & TCB	2,692	2,531	1,456
Risk, Corporate Assurance & Compliance	64,611	98,855	51,752
3D (Include IT Upskill & Reskills)	34,998	25,347	70,375
Sales	9,026	22,492	25,081
Service	17,908	35,138	39,350
Treasury, Finance & Tax	1,144	1,031	1,391
Credit	1,827	3,214	7,082
Operations & IT	20,342	24,747	53,969
Sharia	3,810	13,403	10,896
Transaction Banking	840	332	495
Culture	24,864	52,853	27,131
Retirement	62	28	55
Sustainability Finance	85,962	23,129	4,254
Team Building	10,038	9,176	9,542
Others	-	-	-
Total	312,768	350,154	338,238

*Including employees who have resigned and who participated in the learning modules

Employee Competency Development Costs (Rp millions)

Type of Development	2024	2023	2022
Education Organization	73,577	83,806	71,713
Internal Seminar & Course	2,001	2,004	2,000
Overseas Internal Seminar & Course	997	1,008	-
Corporate Culture	18,290	3,951	3,483
Training Center	79,700	12,654	12,651
Operational Training	5,570	75,451	62,583
Total	180,135	178,875	152,430

External Initiatives and Association Memberships [GRI 2-28, FSI0] [SUSBA I.1.2.1, I.1.2.2]

No	Organization Name	Scope	Position/Involvement
1	ACI Financial Markets Association (ACI FMA)	International	Member
2	Indonesian Issuers Association (AEI)	National	Member
3	Indonesian Payment System Association (ASPI)	National	Member
4	Banking Compliance Director Communication Forum (FKDKP)	National	Director of Compliance, Corporate Affairs, and Legal as Chairman
5	Indonesian Corporate Secretary Association (ICSA)	National	Director of Compliance, Corporate Affairs and Legal as member
6	Indonesia Foreign Exchange Market Committee (I-FEMC)	National	Director of Treasury & Capital Market as Management
7	Indonesia Sustainable Finance Initiative (IKBI)	National	Member
8	Financial Services Sector Alternative Dispute Resolution Institution (LAPS-SJK)	National	Director of Compliance, Corporate Affairs and Legal as Chairman of the Supervisory Board
9	National Association of Commercial Banks (PERBANAS)	National	Bank as a member and several Directors as Management
10	Indonesian Bankers Association (IBI)	National	Member
11	Indonesian Chamber of Commerce & Industry (KADIN)	National	Member
12	Banking Operations Director Communication Forum (FKDOP)	National	Director of Operations & Information Technology as General Treasurer
13	Indonesian Employers Association (APINDO)	National	Member
14	Indonesian Credit Card Association (AKKI)	National	Member
15	Indonesian Banking Human Capital Forum (FHCPI)	National	Member

REFERENCE OF FRAMEWORK AND STANDARD ON SUSTAINABILITY REPORT

POJK No. 51/POJK.03/2017 (SEOJK No. 16/SEOJK.04/2021)

No. Index	Index Name	Page Number
Sustainability Strategy		
A.1	Elaboration on Sustainability Strategy	7
Summary of Sustainability Aspect		
B.1	Economic Aspects	11, 12
B.2	Environmental Aspects	11, 13, 16
B.3	Social Aspects	11, 13
Company Profile		
C.1	Vision, Mission, and Values of Sustainability	6, 129
C.2	Company's Address	4
C.3	Enterprise Scale	4, 14, 186
C.4	Products, Services, and Business Activities	14
C.5	Membership in Association	163
C.6	Significant Changes in Issuers and Public Companies	5
The Board of Directors' Explanation		
D.1	The Board of Directors' Explanation	18-21
Sustainability Governance		
E.1	Responsible for Implementing Sustainable Finance	124, 125
E.2	Competency Development Related to Sustainable Finance	161
E.3	Risk Assessment of the Implementation of Sustainable Finance	131, 149-150
E.4	Relations with Stakeholders	156-158
E.5	Problems with the Implementation of Sustainable Finance	98
Sustainability Performance		
F.1	Sustainable Culture Development Activities	159-162
Economic Performance		
F.2	Comparison of targets to performance of production, portfolio, financing targets, or investments, revenue as well as profit and loss	197
F.3	Comparison of target to performance of portfolio, financing target, or investments in financial instruments or projects in line with the implementation of Sustainable Finance	98-101
Environmental Performance		
General Aspect		
F.4	Environmental Costs That Incur	105
Material Aspect		
F.5	Use of Environmentally Friendly Materials	81

No. Index	Index Name	Page Number
Energy Aspect		
F.6	Amount and Intensity of Energy Used	74, 78, 79
F.7	Efforts and Achievements of Energy Efficiency and Use of Renewable Energy	71
Water Aspect		
F.8	Water usage	80
Aspects of Biodiversity		
F.9	Impacts from Operational Areas Near or in Areas of Biodiversity	132-134
F.10	Biodiversity Conservation Efforts	119-122
Emission Aspect		
F.11	Total and Intensity of Emissions Generated by Type	74-77
F.12	Efforts and Achievements of Emission Reduction Made	71-73
Waste and Effluent Aspects		
F.13	Amount of Waste and Effluent Generated by Type	79
F.14	Waste and Effluent Management Mechanism	79
F.15	Occurring Spills (if any)	79
Complaint Aspects related to the Environment		
F.16	Number and Material of Environmental Complaints Received and Resolved	102
Social Performance		
F.17	Commitment to Provide Services on Equal Products and/or Services to Consumers	84
Employment Aspect		
F.18	Equal Employment Opportunity	66
F.19	Child Labor and Forced Labor	66
F.20	Regional Minimum Wage	64
F.21	Decent and Safe Work Environment	65-70
F.22	Employee Capability Training and Development	159-160
Community Aspect		
F.23	Impact of Operations on Surrounding Communities	91, 132
F.24	Community Complaints	153
F.25	Corporate Social Responsibility (CSR)	104-122
Responsibility for Sustainable Product/Service Development		
F.26	Innovation and Development of Sustainable Financial Products/Services	86-91
F.27	Products/Services That Have Been Evaluated for Safety for Customers	84
F.28	Product/Service Impact	84
F.29	Number of Product Recalls	84
F.30	Customer Satisfaction Survey on Sustainable Financial Products and/or Services	102
Others		
G.1	Written Verification from Independent Party (if any)	220
G.2	Feedback Sheet	172
G.3	Responses to Feedback on the Previous Year's Sustainability Report	172

GRI Standard Content Index

Statement of use	PT CIMB Niaga Tbk has reported the information cited in this GRI content index for the period 1 January to 31 December 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard		Disclosure	Page	Omission			No. GRI Sector Standard
				Requirement(s) omitted	Reason	Explanation	
GRI 1: Foundation 2021							
General Disclosures							
GRI 2: General Disclosures 2021	2-1	Organizational details	4				
	2-2	Entities included in the organization's sustainability reporting	46				
	2-3	Reporting period, frequency and contact point	4, 46				
	2-4	Restatements of information	46				
	2-5	External assurance	46, 220-223				
	2-6	Activities, value chain and other business relationships	4, 5, 14-15				
	2-7	Employees	186-188				
	2-8	Workers who are not employees	186				
	2-9	Governance structure and composition	124, 127-128				
	2-10	Nomination and selection of the highest governance body	127-128				
	2-11	Chair of the highest governance body	125-126				
	2-12	Role of the highest governance body in overseeing the management of impacts	127-130				
	2-13	Delegation of responsibility for managing impacts	127-130				
	2-14	Role of the highest governance body in sustainability reporting	125-128				
	2-15	Conflicts of interest	127-128				
	2-16	Communication of critical concerns	147-148				
	2-17	Collective knowledge of the highest governance body	127-128, 160-161				
	2-18	Evaluation of the performance of the highest governance body	127-128				
	2-19	Remuneration policies	127-128				
	2-20	Process to determine remuneration	127-128				
	2-21	Annual total compensation ratio	64				
	2-22	Statement on sustainable development strategy	18-21				
	2-23	Policy commitments	142-148				

GRI Standard		Disclosure	Page	Omission			No. GRI Sector Standard
				Requirement(s) omitted	Reason	Explanation	
GRI 2: General Disclosures 2021	2-24	Embedding policy commitments	142-148				
	2-25	Processes to remediate negative impacts	102				
	2-26	Mechanisms for seeking advice and raising concerns	153-154				
GRI 2: General Disclosures 2021	2-27	Compliance with laws and regulations	84				
	2-28	Membership associations	163-165				
	2-29	Approach to stakeholder engagement	156-158				
	2-30	Collective bargaining agreements	66				
GRI 3: Material Topic 2021	3-1	Process to determine material topics	47-62				
	3-2	List of material topics	47-62				
	3-3	Management of material topics	47-62				
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	199				
	201-2	Financial implications and other risks and opportunities due to climate change	35, 132-141				
	201-3	Defined benefit plan obligations and other retirement plans	67-68				
	201-4	Financial assistance from government	46				
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	112				
	203-2	Significant indirect economic impacts	91				
GRI 205: Anticorruption 2016	205-1	Operations assessed for risks related to corruption	151-152, 202				
	205-2	Communication and training about anti-corruption policies and procedures	151-152, 201-202				
	205-3	Confirmed incidents of corruption and actions taken	151-152				
GRI 206: Anti-competitive Behaviour 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	84				
GRI 302: Energy 2016	302-1	Energy consumption within the organization	74-79				
	302-2	Energy consumption outside the organization	74-79				
	302-3	Energy intensity	74-79				
	302-4	Reduction of energy consumption	74-79				
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	80				
	303-5	Water consumption	80				

GRI Standard	Disclosure	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	No. GRI Sector Standard
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed by, or adjacent to, protected areas or not, but that are high in biodiversity value	132-133			
	304-2	Significant impacts of activities, products and services on biodiversity	132-133			
	304-4	IUCN Red List species and national conservation list species with affected by operations	132-133			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	74-79			
	305-2	Energy indirect (Scope 2) GHG emissions	74-79			
	305-3	Other indirect (Scope 3) GHG emissions	74-79			
	305-4	GHG emissions intensity	74-79			
	305-5	Reduction of GHG emissions	74-79			
	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	74-79			
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	79			
	306-3	Waste generated	79			
	306-4	Waste diverted from disposal	79			
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers using environmental criteria	82			
	308-2	Negative environmental impacts in the supply chain and actions taken	82			
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	189-191			
	401-2	Benefits provided to full-time employees that are not provided to temporary or part time employees	67-69			
	401-3	Parental leave	66			
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	70			
	403-2	Hazard identification, risk assessment, and incident investigation	70			
	403-3	Occupational health services	70			

GRI Standard	Disclosure	Page	Omission			
			Requirement(s) omitted	Reason	Explanation	No. GRI Sector Standard
GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation, and communication on occupational health and safety	70			
	403-5	Worker training on occupational health and safety	70			
	403-6	Promotion of worker health	70			
	403-7	Prevention and mitigation of occupational health and safety impacts linked by business relationships	70			
	403-8	Workers covered by an occupational health and safety management system	70			
	403-9	Work-related injuries	70			
	403-10	Work-related ill health	70			
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	159-160, 203-204			
	404-2	Programs for upgrading employee skills and transition assistance programs	67-69			
	404-3	Percentage of employees receiving regular performance and career development reviews	66, 191			
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	187-188			
	405-2	Ratio of basic salary and remuneration of women to men	64			
GRI 410: Security Practices 201	410-1	Human rights policy or procedure training for security officers	66			
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	104-122			
GRI 414: Supplier Social Assessment 2016	414-1	Social criteria for new supplier screening	82			
	414-2	Negative social impacts in the supply chain and actions taken	82			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service	84			
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	84			

GRI Standard	Disclosure	Page	Omission			No. GRI Sector Standard
			Requirement(s) omitted	Reason	Explanation	
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	84			
	417-2	Incidents of non-compliance concerning product and service information and labeling	84			
	417-3	Incidents of non-compliance concerning marketing communications	84			
GRI 418: Customer Privacy 2016	418-1	Customer complaints related to customer privacy and loss of customer data	85			

GRI G4 Financial Service Sector Supplement

GRI G4 Financial Service Sector Supplement	Disclosure	Page Number
FS1	Policies with specific environmental and social components applied to business lines	142-148
FS2	Procedures for assessing and screening environmental and social risks in business lines	147-148
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	147-148
FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	160-161
FS5	Interactions with clients/ investees/business partners regarding environmental and social risks and opportunities	164-171
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/sme/large) and by sector	5, 196-197
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	86-87, 93
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	93-94, 98-101
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	92
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	205, 147-148
FS11	Percentage of assets subject to positive and negative environmental or social screening	93
FS12	Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting	147-148
FS13	Access points in low-populated or economically disadvantaged areas by type	14-15
FS14	Initiatives to improve access to financial services for disadvantaged people	86-87
FS15	Policies for the fair design and sale of financial products and services	84
FS16	Initiatives to enhance financial literacy by type of beneficiary	108-110

Sustainability Accounting Standard Board (SASB) - Financial Sector

Code	Disclosure	Page Number
FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	198
FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal and (b) small business	5
Data Security		
FN-CB-230.a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	84
FN-CB-230.a.2	Description of approach to identifying and addressing data security risks	85
Financial Inclusion & Capacity Building		
FN-CB-240.a.1	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	12, 54
FN-CB-240.a.2	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	5, 54, 197
FN-CB-240.a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	54, 108-110
FN-CB-240.a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	54, 108-110
Incorporation of Environmental, Social, and Governance Factors in Credit Analysis		
FN-CB-410.a.1	Commercial and industrial credit exposure, by industry	196
FN-CB-410.a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	98-101
Business Ethics		
FN-CB-510.a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	84, 151-152
FN-CB-510.a.2	Description of whistleblower policies and procedures	153-154
Systemic Risk Management		
FN-CB-550.a.1	Global Systemically Important Bank (G-SIB) score, by category	46
FN-CB-550.a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis into capital adequacy planning, long-term corporate strategy, and other business activities	98-101

SUSBA Framework

Indicator	Disclosure	Page Number
1) Purpose - Sustainability Strategy		
1.1.1.1	Is there a clear reference to sustainability in the bank's strategy and long-term vision?	6, 129
1.1.1.2	Does the bank clearly recognise that its E&S footprint includes the indirect effects arising from its business activities (e.g. financing, underwriting, advising) and portfolio?	98
1.1.1.3	Does the leadership statement make reference to the integration of E&S factors in the bank's business strategy?	18-21
1.1.1.4	Is there a clear reference to sustainable development goals (SDGs) in the bank's strategy or vision?	30-34
1.1.1.5	Does the bank explicitly acknowledge the societal and economic risks associated with climate change?	132, 135-141
1.1.1.6	Does the bank explicitly acknowledge the societal and economic risks associated with environmental degradation?	132
1.1.1.7	Has the bank identified responsible financing/lending and/or other key E&S issues as material?	48
2) Purpose – Stakeholder Engagement And Participation In Sustainable Finance Initiatives		
1.1.2.1	Does the bank disclose the types of stakeholders it engages with on E&S issues?	132-140, 156-158, 205
1.1.2.2	Does the bank engage with civil society and/or non-governmental organisations to understand the E&S impacts of its business activities?	157, 164-171, 205
1.1.2.3	Does the bank disclose the frequency and mode of communication with stakeholders engaged on E&S issues?	156-158
1.1.2.4	Does the bank engage with regulators and policy makers on E&S integration and/or sustainable finance topics?	92-101
1.1.2.5	Does the bank participate in relevant commitment-based sustainable finance initiatives such as RSPO, PRB, EP, SBTi, or SBEFP?	100
3) Policies - Public Statements on Specific E&S Issues		
1.2.1.1	Does the bank have exclusionary principles covering activities the bank will not support, taking into account E&S considerations?	132-134, 147-148
1.2.1.2	Does the bank require clients highly exposed to climate-related risks to develop a mitigation plan and ultimately align their activities to the objectives of the Paris Agreement?	148
1.2.1.3	Does the bank prohibit the financing of new coal-fired power plant projects?	101
1.2.1.4	Does the bank acknowledge nature-related financial risks such as biodiversity loss and/or deforestation risks in its clients' activities?	98, 132
1.2.1.5	Does the bank require clients in sectors highly exposed to deforestation (e.g. soft commodities, infrastructure, extractives industry) to adopt "no deforestation" commitments in both their own operations and supply chains, in accordance with the High Conservation Value or High Carbon Stock approaches?	98-100
1.2.1.6	Does the bank require clients in sectors highly exposed to conversion of natural ecosystems (e.g. soft commodities, infrastructure, extractives industry) to adopt "no conversion" commitments in both their own operations and supply chains, in accordance with the principles of the Accountability Framework Initiative?	132-134
1.2.1.7	Does the bank recognise negative impacts on the marine environment as risks in client's activities?	132-134
1.2.1.8	Does the bank require clients in marine-related industries to obtain certification from or otherwise support relevant multi stakeholder sustainability standards (e.g. ASC, MSC, SuRe) to ensure the sustainable use of oceans, seas and marine resources?	132-134

Indicator	Disclosure	Page Number
1.2.1.9	Does the bank have a commitment not to provide financial products and services to projects or companies located in, or having negative impacts on, key biodiversity and protected areas, including UNESCO World Heritage Sites, IUCN Category I-IV Protected Areas and Wetlands of International Importance designated under the Ramsar Convention on Wetlands?	132-134
1.2.1.10	Does the bank recognise water risks (flooding, scarcity, and pollution) as risks in its clients' activities?	132-134
1.2.1.11	Does the bank require clients in high-risk sectors and geographies to perform water risk assessments and commit to water stewardship?	132-134
1.2.1.12	Does the bank recognise human rights risks, including those related to local communities, in its clients' activities?	132-134, 143, 147-148
1.2.1.13	Does the bank require clients to commit to respecting human rights, in line with the UN Guiding Principles on Business and Human Rights?	132-134, 143, 147-148
1.2.1.14	Does the bank recognise labour rights violations as a risk across all sectors?	132-134, 142-148
1.2.1.15	Does the bank require clients to adhere to international labour standards equivalent to the ILO Fundamental Conventions?	142-148
1.2.1.16	Does the bank have policies and procedures in place in order to seek to identify exposure to illicit activity involving wildlife and environmental crimes?	-
1.2.1.17	Are the bank's E&S requirements applicable to financial products and services beyond lending (i.e. capital markets, advisory)?	142
1.2.1.18	Does the bank require clients to obtain FPIC from communities affected by their projects and have a grievance mechanism to address any concerns?	100
4) Policies - Public Statements on Specific Sectors		
1.2.2.1	Does the bank have sector policies for environmentally or socially sensitive industries, e.g. agri commodities, energy, oil & gas, mining, seafood, infrastructure?	132-134, 143
1.2.2.2	Does the bank disclose its policies for environmentally or socially sensitive sectors?	132-140, 143
1.2.2.3	Do the bank's sector-specific E&S policies include minimum requirements or recommendations based on internationally recognised standards for best E&S practices (e.g. IFC Performance Standards, RSPO, FSC, etc.)?	132-134, 147-148
1.2.2.4	Does the bank periodically review its E&S policies or stated that the last date of review was within the past 2 years?	142-148
5) Processes - Assessing E&S Risks in Client & Transaction Approvals		
1.3.1.1	Does the bank use standardised frameworks for E&S due diligence (e.g. tools, checklists, questionnaires, external data providers) when reviewing clients or transactions subject to its policies?	147-148
1.3.1.2	Does the bank assess its clients' capacity, commitment, and track record as part of its E&S due diligence process?	147-148
1.3.1.3	As part of the approval process does the bank classify its clients and transactions based on E&S risk assessment?	92-101
1.3.1.4	Is there an escalation mechanism for more complex or controversial cases?	147-148
1.3.1.5	Do the E&S risk assessment outcomes influence transaction and client acceptance decisions?	147-148
6) Processes - Client Monitoring and Engagement		
1.3.2.1	Does the bank seek the inclusion of clauses (e.g. covenants, representations & warranties) related to E&S issues in the loan documentation for bilateral and syndicated credit facilities?	147-148

Indicator	Disclosure	Page Number
1.3.2.2	Does the bank require clients that are not fully compliant with its E&S policies to develop and implement time-bound action plans?	147-148
1.3.2.3	Does the bank monitor its clients' compliance with the agreed E&S action plans?	147-148
1.3.2.4	Does the bank perform periodic review or state how frequent it reviews its clients' profiles on E&S?	147-148
1.3.2.5	Does the bank disclose the process to address non-compliance of existing clients with the bank's policies or with pre-agreed E&S action plans?	147-148
1.3.2.6	Does the bank periodically review its internal E&S procedures or stated that the last date of review was within the past 2 years?	147-148
7) People - Responsibilities for E&S		
1.4.1.1	Is senior management responsible for the implementation of the bank's ESG strategy?	127-129
1.4.1.2	Do senior management's responsibilities include management of climate change risks and opportunities relevant to the bank's activities?	127-130
1.4.1.3	Does the bank describe the roles and responsibilities of the various departments, committees or teams involved in developing and implementing its E&S policies?	127-130
1.4.1.4	Has the bank put in place an internal control system with three lines of defence to manage E&S issues?	149-150
1.4.1.5	Do the terms of reference of the Nominating committee include sustainability-related criteria for the appointment of new Board members?	127-128
1.4.1.6	Do the terms of reference of the Remuneration committee include sustainability-related criteria for the assessment of performance and remuneration levels for senior management?	127-130
1.4.1.7	Do the terms of reference of the Audit committee require sustainability-related matters to be included in internal control and audit processes?	124-130
1.4.1.8	Does the bank implement periodic audits to assess implementation of E&S policies and procedures?	149-150
8) Staff - E&S Training and Performance Evaluation		
1.4.2.1	Does the bank have a dedicated ESG team to implement E&S policies and procedures?	127-130
1.4.2.2	Does the bank train its staff on E&S policies and implementation processes?	159
1.4.2.3	Does the bank provide specific training for its senior management, covering sustainability issues?	159-161
1.4.2.4	Are sustainability-related criteria part of the staff appraisal process and/or integrated into their KPIs?	65
1.4.2.5	Are sustainability-related criteria part of the senior management appraisal process and/or integrated into their KPIs?	65
9) Products - E&S Integration in Products and Services		
1.5.1.1	Does the bank proactively identify clients in environmentally or socially sensitive sectors to support them in reducing negative or enhancing positive impacts?	132-134
1.5.1.2	Does the bank offer specific financial products and services (e.g. green bonds, sustainability-linked loans, impact financing) that support the mitigation of E&S issues, e.g. climate change, water scarcity and pollution, deforestation?	86-87
1.5.1.3	Has the bank allocated specific pools of capital or increased the share of its financing that supports activities with a positive E&S impact?	98-101
1.5.1.4	Does the bank hold client outreach activities to raise awareness and share on good E&S practices (e.g. through workshops, seminars)?	164-167

Indicator	Disclosure	Page Number
1.5.1.5	Has the bank published frameworks for its sustainable financial products & services, e.g. a green bond framework, which are aligned with credible international standards?	86
1.5.1.6	Does the bank provide solutions and capacity building programs for SMEs to help transition to more sustainable practices including retail clients?	89-90, 113-117
10) Portfolio - E&S Risk Assessment and Mitigation at Portfolio Level		
1.6.1.1	Does the bank periodically review its portfolio exposure to nature-related risks (e.g. deforestation, water scarcity)?	132-134, 147-148
1.6.1.2	Does the bank periodically review its portfolio exposure to climate-related physical and/or transition risks, using scenario analysis, and disclose the results and methodology used?	129-130, 135-141
1.6.1.3	Does the bank have a strategy to manage and mitigate climate-related risks across its portfolio?	135-140
11) Portfolio - Disclosure of E&S Risk Exposure and Targets		
1.6.2.1	Does the bank disclose its credit exposure by industry sector?	196
1.6.2.2	Does the bank disclose its fossil fuel portfolio at a level of transparency that aids stakeholders' understanding of the GHG impact of the portfolio and steps being taken to reduce emissions (Examples include details of FF assets held by technology type, current levels of annual capex financed, extent of fossil fuel physical assets held)?	101, 192-196
1.6.2.3	Does the bank disclose the GHG emissions or carbon intensity of the main carbon-intensive sectors in its portfolio (eg. agriculture, mining & metals, energy, etc.)?	192-196
1.6.2.4	Does the bank disclose statistics on the implementation of its E&S policies (e.g. number of transactions assessed, escalated, approved, declined, approved with conditions)?	148
1.6.2.5	Does the bank disclose the percentage of its soft commodities clients that have time-bound plans to achieve full certification of their operations against credible, multi-stakeholder sustainability standards?	98-100
1.6.2.6	Does the bank disclose the percentage of clients or total credit exposure covered by its E&S policies on sensitive sectors?	98-101
1.6.2.7	Does the bank have science-based targets in place to reduce nature-related negative impacts or increase positive impacts associated with its business activities, beyond direct impacts from its own operations, and disclose progress of achieving these targets?	30-34, 48-62
1.6.2.8	Has the bank set science-based targets to align its portfolio with the objectives of the Paris Agreement, and disclosed progress of achieving these targets?	135-140, 148
1.6.2.9	Has the bank committed to achieve net zero greenhouse gas emissions in its lending portfolio by 2050, with defined interim milestones, and disclosed progress of achieving these targets?	71-79, 144-146
1.6.2.10	Does the bank conduct external assurance of its ESG-related disclosures?	46, 220-223
1.6.2.11	Does the bank disclose the positive and negative impacts associated with its business activities, beyond direct impacts from its own operations?	107-122

ASEAN Corporate Governance Scorecard (ACGS)

Indicator	Principles and Recommendations	Page
Level 1		
B	Sustainability and Resilience	
B.1	Sustainability-related disclosure should be consistent, comparable and reliable, and include retrospective and forward-looking material information that a reasonable investor would consider important in making an investment or voting decision	
B.1.1	Does the company identify/report ESG topics that are material to the organization's strategy?	48-62
B.1.2	Does the company identify climate change as an issue?	48-62
B.1.3	Does the company adopt an internationally recognized reporting framework or standard for sustainability (i.e. GRI, Integrated Reporting, SASB, IFRS Sustainability Disclosure Standards)?	46
B.1.4	Does the company disclose quantitative sustainability target?	74-79, 98-100, 105, 140
B.1.5	Does the company disclose sustainability-related performance progress in relation to its previously set targets?	74-79, 98-100, 105, 140
B.1.6	Does the company confirm that its Sustainability Report / Reporting is reviewed and /or approved by the Board or Board Committee?	125, 129
B.2	Corporate governance frameworks should allow for dialogue between a company, its shareholders and stakeholders to exchange views on sustainability matters	
B.2.1	Does the company engage internal stakeholders to exchange views and gather feedback on sustainability matters that are material to the business of the company?	48-62, 156-158
B.2.2	Does the company engage external stakeholders to exchange views and gather feedback on sustainability matters that are material to the business of the company?	156-158, 218
B.3	The corporate governance framework should ensure that boards adequately consider material sustainability risks and opportunities when fulfilling their key functions in reviewing, monitoring and guiding governance practices, disclosure, strategy, risk management and internal control systems, including with respect to climate-related physical and transition risks	
B.3.1	Does the company disclose that the board reviews on an annual basis that the company's capital and debt structure is compatible with its strategic goals and its associated risk appetite?	127
B.4	The corporate governance framework should recognise the rights of stakeholders established by law or through mutual agreements and encourage active cooperation between corporations and stakeholders in creating wealth, jobs, and the sustainability of financially sound enterprises.	
B.4.1	The existence and scope of the company's efforts to address customers' welfare?	89
B.4.2	Supplier/contractor selection procedures?	82
B.4.3	The company's efforts to ensure that its value chain is environmentally friendly or is consistent with promoting sustainable development?	82
B.4.4	The company's efforts to interact with the communities in which they operate?	104-122
B.4.5	The company's anti-corruption programmes and procedures?	152
B.4.7	Does the company have a separate report/section that discusses its efforts on environment/economy and social issues?	Laporan Keberlanjutan
B.5	Where stakeholder interests are protected by law, stakeholders should have the opportunity to obtain effective redress for violation of their rights.	

Indicator	Principles and Recommendations	Page
B.5.1	Does the company provide contact details via the company's website or Annual Report which stakeholders (e.g. customers, suppliers, general public etc.) can use to voice their concerns and/or complaints for possible violation of their rights?	102
B.6	Mechanisms for employee participation should be permitted to develop.	
B.6.1	Does the company explicitly disclose the policies and practices on health, safety and welfare for its employees?	65-69
B.6.2	Does the company explicitly disclose the policies and practices on training and development programmes for its employees?	60, 159-160, 203-204
B.6.3	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	65
B.7	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.	
B.7.1	Does the company have a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behaviour and provide contact details via the company's website or annual report	153
B.7.2	Does the company have a policy or procedures to protect an employee/person who reveals alleged illegal/unethical behaviour from retaliation?	153
Level 2. Bonus Items		
(B)B.1.1	Does the company disclose how it manages climate-related risks and opportunities?	135-140
(B)B.1.2	Does the company disclose that its Sustainability Report / Sustainability Reporting is externally assured?	46, 220
(B)B.1.3	Does the company disclose the engagement channel with stakeholder groups and how the company responds to stakeholders' ESG concerns?	156-158
(B)B.1.4	Does the company have a unit / division / committee who is specifically responsible to manage the sustainability matters?	125
(B)B.1.5	Does the company disclose board of directors/commissioners' oversight of sustainability-related risks and opportunities?	125-130
(B)B.1.6	Does the company disclose the linkage between executive directors and senior management remuneration and sustainability performance for the previous year?	65-66
(B)B.1.7	Is the company's Whistle Blowing System managed by independent parties / institutions?	153

INDEPENDENT PARTY VERIFICATION

[POJK51-G.1] [GRI 2-5]

[SUSBA 1.6.2.10] [ACGS (B)B.1.2]



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Independent Practitioners’ Limited Assurance Report on Selected Sustainability Information published
in PT Bank CIMB Niaga Tbk’s Sustainability Report as of and for the year ended 31 December 2024

No.: L.24-1000533473-25/002.01

The Shareholders,
Board of Commissioners and Board of Directors
PT Bank CIMB Niaga Tbk

We were engaged by the Board of Directors of PT Bank CIMB Niaga Tbk to report on the selected sustainability information (the “Subject Matter Information”) published in PT Bank CIMB Niaga Tbk’s Sustainability Report as of and for the year ended 31 December 2024 (the “Sustainability Report”) in the form of an independent limited assurance conclusion that based on our work performed and evidence obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information is not prepared, in all material respects, in accordance with the Applicable Criteria.

Subject Matter Information and Applicable Criteria

The Subject Matter Information that was subject to limited assurance and the Applicable Criteria are:

Subject Matter Information	Applicable Criteria
Scope 1 - Greenhouse Gas (“GHG”) Emissions (tonnes of CO2e) for the year ended 31 December 2024	<ul style="list-style-type: none">• POJK 51• GRI (Section 305: Emission, 305-1 Direct (Scope 1) GHG emissions)• TCFD• GISD
Scope 2 - GHG Emissions (tonnes of CO2e) for the year ended 31 December 2024	<ul style="list-style-type: none">• POJK 51• GRI (Section 305: Emission, 305-2 Energy indirect (Scope 2) GHG emissions)• TCFD• GISD
Scope 3 – PAM (<i>Perusahaan Air Minum</i>) Water Consumption (m ³ of water) for the year ended 31 December 2024	<ul style="list-style-type: none">• POJK 51• GRI (Section 303: Water, 303-5 Water Consumption)• TCFD• GISD



Subject Matter Information	Applicable Criteria
Scope 3 - Waste generated in operations and disposal (Ton) for the year ended 31 December 2024	<ul style="list-style-type: none"> • POJK 51 • GRI (Section 306: Waste, 306-1 Waste generation and significant waste related impacts, 306-3 Waste generated, 306-4 Waste diverted from disposal) • TCFD • GISD
Scope 3 - Business Travel - Land and Air Transportation (Tonnes of CO ₂ e) for the year ended 31 December 2024	<ul style="list-style-type: none"> • POJK 51 • GRI (Section 305: Emission, 305-3 Other indirect (Scope 3) GHG emissions) • TCFD • GISD
Total Energy Use (GJ) for the year ended 31 December 2024	<ul style="list-style-type: none"> • POJK 51 • GRI (Section 302: Energy, 302-1 Energy consumption within the organization, 302-2 Energy consumption outside the organization, 302-3 Energy intensity, 302-4 Reduction of energy consumption) • TCFD
KKUB (<i>Kategori Kegiatan Usaha Keberlanjutan</i>) Financing (billions of Rupiah) as of 31 December 2024	<ul style="list-style-type: none"> • POJK 51 • SUSBA • SASB – Financial Sector • GISD
Financial Literacy Awareness from Corporate Responsibility Programs (%) for the year ended 31 December 2024	<ul style="list-style-type: none"> • SASB – Financial Sector • SUSBA
Realization of Corporate Social Responsibility Fund (millions of Rupiah) for the year ended 31 December 2024	<ul style="list-style-type: none"> • POJK 51

- *POJK 51: Regulation of Indonesian Financial Services Authority No.51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies (POJK 51) with reference to Financial Services Authority Circular Letter (SEOJK) 2022 No. 16/SEOJK.04/2021.*
- *GRI: GRI Sustainability Reporting Standards 2021 issued by the Global Reporting Initiative.*
- *SASB – Financial Sector: Sustainability Accounting Standard for Commercial Bank (FN-CB) issued by the Sustainability Accounting Standards Board.*
- *SUSBA: Sustainable Banking Assessment issued by World Wildlife Funds (WWF).*
- *GISD: Global Investors for Sustainable Development issued by the Global Investors for Sustainable Development Alliance.*
- *TCFD: Task Force on Climate-Related Financial Disclosures created by the Financial Stability Board (FSB).*

Inherent Limitations

GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factor and the values needed to combine emissions of different gases.



PT Bank CIMB Niaga Tbk's Responsibilities

Management of PT Bank CIMB Niaga Tbk is responsible for:

- Designing, implementing and maintaining internal control relevant to the preparation of the Subject Matter Information that is free from material misstatement, whether due to fraud or error;
- Making judgments and estimates that are reasonable in the circumstances;
- Selecting suitable criteria for preparing the Subject Matter Information and appropriately referring to the criteria used; and
- Preparing the Subject Matter Information in accordance with the Applicable Criteria.

Our Responsibilities

Our responsibility is to examine the Subject Matter Information prepared by PT Bank CIMB Niaga Tbk and to report thereon in the form of an independent limited assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with Standard on Assurance Engagements (SPA) 3000 (Revised 2022), *"Assurance Engagements Other Than Audits or Reviews of Historical Financial Information"* and Standard on Assurance Engagements (SPA) 3410, *"Assurance Engagements on Greenhouse Gas Statements"* issued by the Indonesian Institute of Certified Public Accountants (the "Standards"). The Standards require that we plan and perform our procedures to obtain a meaningful level of assurance about whether the selected sustainability information is prepared, in all material respects, in accordance with the Applicable Criteria, as the basis for our limited assurance conclusion.

Our firm applies Standard on Quality Management (SMM) 1 issued by the Indonesian Institute of Certified Public Accountants, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the Indonesian Institute of Certified Public Accountants which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Summary of the work we performed as the basis for our conclusion

Our limited assurance engagement on the Subject Matter Information consists of making enquiries, primarily of person responsible for the preparation of the Subject Matter Information, and applying analytical and other evidence gathering procedures, as appropriate. These procedures included:

- Evaluated the suitability in the circumstances of PT Bank CIMB Niaga Tbk's use of the Applicable Criteria, as the basis for preparing the Subject Matter Information;
- Through inquiries, obtained an understanding of PT Bank CIMB Niaga Tbk's control environment, key processes and information systems relevant to the preparation of the Subject Matter Information, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness;
- Evaluated whether PT Bank CIMB Niaga Tbk's methods for developing estimates are appropriate and had been consistently applied, but our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate PT Bank CIMB Niaga Tbk's estimates;
- Interviewed with management and relevant staffs in sites, selected on the basis of a risk analysis including the consideration of both quantitative and qualitative criteria;
- Considered the presentation and disclosure of the Subject Matter Information;



- Compared the Subject Matter Information presented in the Sustainability Report to the relevant underlying sources on a sample basis to determine whether the relevant information has been accurately included in the Sustainability Report;
- Evaluated the Subject Matter Information presented in the Sustainability Report to determine whether they are in line with our overall knowledge of, and experience with, the sustainability performance of PT CIMB Niaga Tbk; and
- Read the remainder of the Sustainability Report to determine whether there are any material misstatements of fact or material inconsistencies based on our understanding obtained as part of our limited assurance engagement.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that cause us to believe that the Subject Matter Information published in PT Bank CIMB Niaga Tbk's Sustainability Report as of and for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the Applicable Criteria.

Our conclusion on the selected sustainability information does not extend to information with respect to earlier periods or to any other information included in the Sustainability Report for the year ended 31 December 2024, including any images (hereafter referred to as "other information"). We have not performed any procedures with respect to the other information, accordingly, we do not express an assurance conclusion on information with respect to earlier periods or to any other information included in the Sustainability Report as of and for the year ended 31 December 2024, including any images.

Restriction of Use of Our report

Our report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than PT Bank CIMB Niaga Tbk, for any purpose or in any other context. Any party other than PT Bank CIMB Niaga Tbk who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk. To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any party other than PT Bank CIMB Niaga Tbk for our work, for this independent limited assurance report, or for the conclusions we have reached.

Registered Public Accountants
Siddharta Widjaja & Rekan

Angga Pujaprayoga, S.E., CPA
Public Accountant License No. AP. 1694

Jakarta, 14 March 2025

A MINIMALIST, EFFICIENT, AND ENVIRONMENTAL FRIENDLY REPORT DESIGN APPROACH

We try to present a report that not only considers effective communication to readers, but also considers various things, such as the choice of typeface and design style. Environmentally friendly typeface can optimize pages usage when conveying information, but also provide aesthetically look and ease of reading. In addition, through a simple design and concise information will reduce number of pages. Therefore, reducing the carbon footprint.



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Congested

Full of information



Short

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Straightforward

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2024 Sustainability Report

PT Bank CIMB Niaga Tbk

KEJAR MIMPI

Action and Collaboration



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