

Sustainability Report

2017

Step Forward, Dream Bigger







Step Forward, Dream Bigger

The theme “Step Forward, Dream Bigger” represents our commitment at CIMB Niaga in delivering our brand promise, “FORWARD”, as a bank that moves forward, that continues to empower customers to achieve their dreams, goals and aspirations. As a customer-centric bank, CIMB Niaga continues to cater the ever-changing needs of the customer through initiatives in product development, services, events and brand activation, including the ‘Kejar Mimpi’ social movement.

With the spirit of ‘Kejar Mimpi’, CIMB Niaga strives to invoke an emotional approach with customers, connecting with them across different life stages in order to better understand their dreams. This will enable CIMB Niaga to develop banking solutions that are uniquely tailored to the wide variety of customer needs. Hence, CIMB Niaga ensures continuous progress towards its vision of becoming the leading ASEAN Bank.

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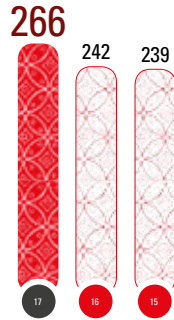
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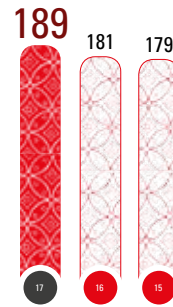
Sustainability Indicator

Total Assets (Trillion Rupiah)



Total Assets increased by **10.2%** to **Rp266** Trillion

Customer Deposit (Trillion Rupiah)



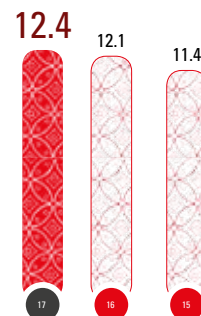
Customer Deposit increased by **4.8%** to **Rp189** Trillion

Credit Disbursed (Trillion Rupiah)



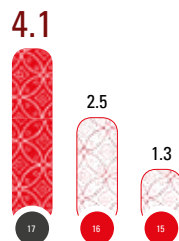
Credit Disbursed increased by **2.8%** to **Rp185** Trillion

Net Interest Income (Trillion Rupiah)



Net Interest Income increased by **2.6%** to **Rp12.4** Trillion

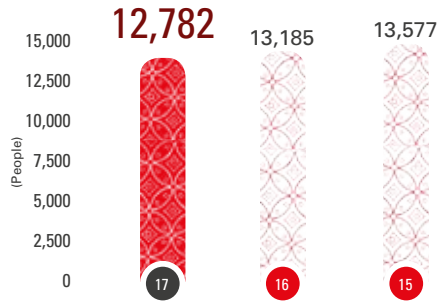
Operational Profit (Trillion Rupiah)



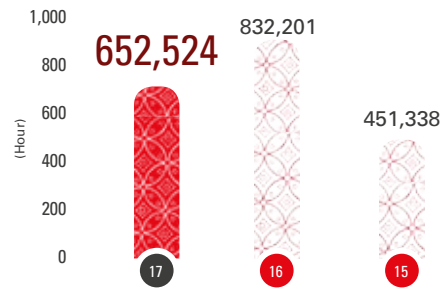
Operational Profit increased by **65.7%** to **Rp4.1** Trillion



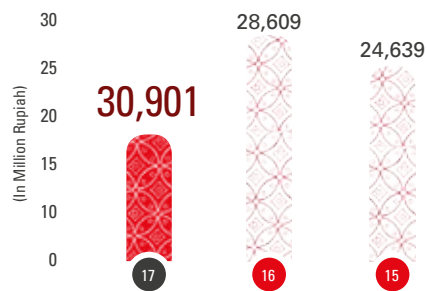
Total Employees



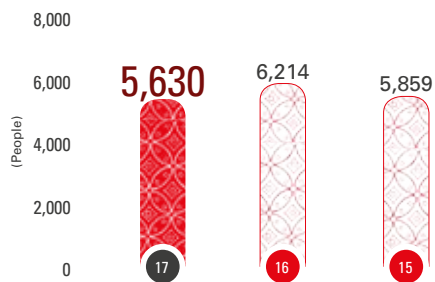
Employee Training Hours



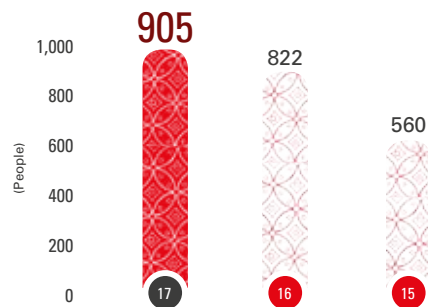
CSR Funding Realisation



Ayo Menabung dan Berbagi Program Participants



Total Scholarship Recipients



► Sustainability Highlights

#5



**CIMB Niaga is the
Fifth Largest Bank in
Indonesia**

Based on Assets

Economic



Loans

Rp185.14T



**Deposits from
Customers**

Rp189.32T



**Total
Assets**

Rp266.31T



**Operational Profit
before Provisions**

Rp8.23T



Community



Total Scholarship Recipients

905



Ayo Menabung dan Berbagi Program Participants

5,630



Realization of CSR Funds

Rp 15.87B

Employees



Number of Employees

12,782



Average Hours of Training/ Employee

46.1



Women in Senior Management

64





► CIMB Niaga Momentous Events in 2017



January

Distribution of 10 units of laptop to Yayasan Mitra Netra. Assistance was handed over by Compliance, Corporate Secretary and Legal Director CIMB Niaga, Fransiska Oei and Sharia Banking Director, Pandji P. Djajanegara to Chairman of Yayasan Mitra Netra, Bambang Basuki.



February

Selection for Khazanah Asia 2017 program and 15 representatives of CIMB Niaga have received the Khazanah Asia Scholarship.



March

Grand training for 1,015 kindergarten/early education teachers organized by Yayasan Warisan Nilai Luhur Indonesia.



April

CIMB Niaga sharing knowledge on banking with 45 students at Learning Center-Menara Asia Karawaci.



May

Donation for the victims of landslide was delivered through Pos Keadilan Peduli Umat (PKPU).



June

Safari Ramadhan 1438H in Jakarta, Makassar, Bandung, Tangerang, Surabaya, Medan, Balikpapan, Solo and Lampung. Ramadan donation to nine foundations and five Council of Mosque Prosperity (Dewan Kemakmuran Masjid-DKM)



July

Financial Literacy Car (Simolek) in Padang was organized in several locations: Semen Padang, Hotel Ion, Manjusri, Pondok, Taplau, Patimura, Sudirman, Unand, Al-Azhar, GOR H. Agus Salim, Bypass, Katib, Kampung Jawa, TK Mariana, Pemuda, and UNP and was attended by communities, students, and professionals.



August

Donation of sacrificial animals (qurban): 7 cows and 4 goats for 8 locations to celebrate Eid al-Adha.



September

A prize was given to each of 62 selected child customers by Compliance, Corporate Secretary and Legal Director CIMB Niaga, Fransiska Oei and Sharia Banking Director, Pandji P. Djajanegara.



October

Financial planning in cooperation with Indonesian Biodiversity Conservation Trust Fund for 30 bamboo farmers in Ngada, Flores.



November

Leader's Camp at the Museum for 200 CIMB Niaga Scholarship awardees and attended by Compliance, Corporate Secretary and Legal Director CIMB Niaga, Fransiska Oei.



December

Disbursing donation to four foundations for Christmas 2017. The donation was delivered by Tigor M. Siahaan, President Director CIMB Niaga and Fransiska Oei, Compliance, Corporate Secretary and Legal Director.





Awards and Certifications



Annual Report Award 2016

Best Private Finance Listed Category

Cooperation between OJK and Ministry of SOE, Bank Indonesia, Directorate General of Taxation, National Committee of Governance Policy, PT Bursa Efek Indonesia and Indonesian Institute of Accountants Indonesia



Marketing Award 2017

The Best Innovation in Marketing

Marketing Magazine



Nusantara CSR Award

- Category of Educational Quality Improvement - CIMB Niaga Scholarship Program
- Category of Community Economy Improvement Particularly Young Entrepreneurs - BUTIK Program (Outstanding Scholarship of Creative Industry Technology)

The Latofi School of CSR



Indonesia Green Awards

Environmental Conservation and Biodiversity Award

The Latofi School of CSR



Green Office Competition Award 2017

First Winner Category A Award

Graha Niaga Tata Utama (GNTU)



The IICD Corporate Governance Conference & Award

The Best Overall

Indonesian Institute for Corporate Directorship (IICD)



Yuk Nabung Saham Goes to Campus
Analyst Choice of Issuer Award in Yuk Nabung Saham Program 2017

Association of Indonesia Securities Analysts & CSA Institute



PR Indonesia Awards 2017
Category of Media Relations Sub Category of Private National Company Tbk

PR Indonesia Magazine



AsiaRisk Award 2017
House of the Year, Indonesia

AsiaRisk



Indonesia Corporate Secretary Award 2017
Top 5 GCG in Banking Sector

Warta Ekonomi



Indonesia Best Mutual Fund Award (IBMFA) 2017
Best Perform in Custodian Bank

Warta Ekonomi



Straight Through Processing (STP) Award
USD Clearing with STP Rate 98%

Standard Chartered Bank



Silaknas IAEI 2017
Best Business Unit in Sharia Business Unit category

The National Working Gathering (Silaknas) and the Association of Indonesian Islamic Economists (IAEII)





Indonesia Most Innovative Business Award 2017
The Winner of Indonesia Most Innovative Business Award 2017

Warta Ekonomi



Moneygram Agent Conference Best Marketing of The Year & Teller of the Year

MoneyGram Award 2017



Infobank Banking Service Excellence Awards 2017

- Best Performance of SMS Banking
- 3rd Overall Digital Branch
- Second Best Performance of Overall Account Opening Services Through Web /App

Infobank Magazine



Indonesia Best Corporate Reputation Award

Warta Ekonomi



Indonesia Best Banking Brand Award 2016
Consumer Choice, Best Digital, Best Service, Most Reliable and Best Performance Title

Warta Ekonomi



Indonesia Sharia Finance Awards (ISFA) 2017

The Winner of Indonesia Sharia Finance Award 2017 for The Best Digital Sharia Unit Bank

Warta Ekonomi



Anugerah Sharia Republika 2017
Bank Sharia dengan Kinerja dan Inovasi terbaik

Republika Daily Newspaper



Contribution to Environment



CIMB Niaga for Customers



CIMB Niaga's People



Social Business Innovation Award
Green Banking Award

Warta Ekonomi



Islamic Finance Award (KARIM Award 2017)
The Most Expanding Financing Sharia Unit asset > 1,5T

Karim Consulting Indonesia



Indonesia Prestige Brand Award (IPBA) 2017

2nd Winner of Most Often Used Brand for National Private Bank category

Warta Ekonomi



Annual Global CSR Summit and Awards 2017

Excellence in Provision of Literacy & Education Award

The Pinnacle Group International



Indonesia Country Awards Programme 2017 for Retail Financial Services

CIMB Niaga Platinum Credit Card - Credit Card Product of the Year

The Asian Banker



Baznas Award 2017
The Best CSR Special Award

Baznas



Top CSR Award
Nawacita V Award – Financial Literation for Students

Bussiness News Indonesia





Introduction



Sustainable Governance



Contribution to Economic Growth



Contribution to Community



Housing Estate Awards 2017
Most Innovative Bank on Mortgage Products

Warta Ekonomi



Indonesia Digital Innovation Award 2017
The Winner of Indonesia Digital Innovation Award 2017 Category: Bank BUKU 4

Warta Ekonomi



Corporate Image Award 2017

Tempo Magazine



Infobank Awards 2017
"Very Good" Award for Category of Bank with "Core Capital Rp 30 Trillion and Up"

Infobank Magazine



2017 Quality Recognition Awards
STP Award for U.S. Dollar Clearing with STP Rate 98.7%

JP Morgan



STP Award for USD Clearing with STP Rate 95%
The Most Expanding Financing Sharia Unit asset > 1,5T

Bank of New York



Indonesia Banking Awards 2017:

- The Best Bank in Digital Services
- The Best Bank in Retail Banking Services
- The Best Sharia Business Unit

Tempo Magazine





Infobank 6th Sharia Awards 2017
"Very Good"
Financial Performance Sharia 2016

Infobank Magazine



Triple A - Asset Asian Awards 2017

- Best Derivatives House of the Year, Indonesia
- Best Structured Products House, Indonesia

The Asset



The Asset Triple A Treasury, Trade & Risk Management Awards 2017

- Best Transaction Bank in Indonesia
- Best Cash Management Bank in Indonesia
- Best Supply Chain Solutions form Manufacturing Industry in Indonesia
- Best Supply Chain Solutions for Consumer Goods Industry in Indonesia
- Best e-Solutions Partner for e-Commerce Industry in Indonesia

The Asset

Global Finance Best Trade Finance Providers Awards 2017

Best Trade Finance Provider in Indonesia

Global Finance



Mastercard Innovation Forum 2017
Best Cross Border Program Indonesia

Mastercard

7th Annual Net Promoter Customer Loyalty Award

Mobile Banking Category, NPS : Good

Swanetwork



▶ **Joint Messages from the President Director and the President Commissioner [GRI 102-14]**

The challenging 2017 economic, social and environmental dimension, does not stop CIMB Niaga’s actions to continue its commitment to realize sustainability as a form of responsibility from the Bank. CIMB Niaga continues to extend the scope of beneficiaries of the Bank’s existence through good practices of sustainability governance that impact on and outside the Bank from CIMB Niaga people, customers, Indonesians to ASEAN.



The climate change is a major challenge to sustainability; tackling this requires the participation of the business world, including the financial service sector. This is the reason that one of the strategic measures that the Financial Services Authority (OJK) has taken is issuing OJK Regulation Number 51/2017 concerning the Implementation of Sustainable Finance for Financial Service Institution, Issuer and Public Company.

This regulation shall serve as guidance for Financial Service institutions, including CIMB Niaga, in designing and implementing business strategies that take the environment and social aspects into account. Financial service industry possesses a large capability to contribute in tackling the climate change. Furthermore, banking industry plays a role in reducing economic disparities and social gap that the society is facing.

The definition of sustainability to CIMB Niaga is the participation in preserving the earth and all beings, in three dimensions, i.e. economic, environment and social. These three dimensions are interconnected and inseparable. In the context of sustainability, CIMB Niaga has designed and implemented a variety of policy which are aimed to preserve nature and to raise the people’s standard of living. We will continue perfecting these policies in accordance with the needs and situation of business, including for compliance to regulations.





Contribution to Environment



CIMB Niaga for Customers



CIMB Niaga's People





The sustainable policies that have been set and become CIMB Niaga's priorities are, among others: playing an active role in improving the people's standard of living through Corporate Social Responsibility (CSR) programs, preventing environmental damage through environmentally friendly loan disbursement, preserving biodiversity and driving efficiency of energy usage and natural resources by providing financing to environmentally friendly projects.

CIMB Niaga's contribution to the achievement of the Sustainable Development Goals (SDGs) is discussed in detail in this Sustainability Report.

Broadly speaking, we remain making efforts in distributing loans to groups of people, social investment through allocation and implementation of Corporate Social Responsibility (CSR) activity and financing infrastructure development. The Company's economic growth in credit growth for Micro-, Small- and Medium-Scaled Enterprises (MSME), retail, corporation and sharia went up at 2.8% from Rp180.2 trillion in 2016 to Rp185.1 trillion in 2017. Meanwhile, the Company recorded growth in credit for infrastructure financing amounting to Rp3.78 trillion, a 23.3% increase compared to previous year's Rp2.9 trillion. These funds were distributed for Light Rail Transit (LRT) Jakarta, Bogor, Depok and Bekasi (Greater Jakarta) and Trans-Sumatra toll road segment Bakauheni - Terbanggi Besar. As for CSR program, the funds channelled in 2017 totalled Rp30.9 billion; of which the pillars of CIMB Niaga are Education, Community Development and Empowerment, Philanthropy and Environment.

We will always take into account the environment aspect in financing or credit channelling so that the credit would not only benefit the customer but also gives positive impact on the society and the environment. Financing for certain sectors would be provided upon approval of the environment and social risk analysis.

In addition, certain credits also require the license of Environmental Impact Analysis (AMDAL), results of the PROPER program – namely the company performance rating in the environmental management, and environmental licenses or certification for certain industries as ruled by the applicable regulations.

We also apply Smart Spending Policy in the implementation of efficiency principles and measure the carbon footprint. Furthermore, CIMB Niaga provides the Environmental Issue Complaint Mechanism which allows customers and employees to file a complaint regarding environmental issues related to the Company's business operations.

Another effort that is not less important is CIMB Niaga's role in the climate change, considering its potentials to damage biodiversity, is the bamboo conservation program. The number of bamboo trees that have been planted from the commencement of this program in 2013 until 2017 is no less than 14,000 trees and 10,000 seedlings of betung kepompong bamboo, having ecological investment value of critical land recovery spanning more than 13 hectares. One hectare of plantation of 3 to 6 year old bamboo trees has the conservation capacity of absorbing up to 12 tons of CO₂ in the air. Thus CIMB Niaga's bamboo conservation program does not only recover critical land's function, but also improves air quality by absorbing CO₂, one of the greenhouse gases which trigger the global warming.

As regards CIMB Niaga's achievement in social sector, we have consistently provided inclusive banking services for one of the vulnerable and disadvantaged groups, in terms of human rights, i.e. persons with disabilities. Around 11 million of 21 million of persons with disability in Indonesia are of productive age of workforce. Since 2013, CIMB Niaga has been involving people with disability in the Company's workforce. The number of people with disability is 48 persons with visual impairment working as Telesales officers and 10 persons with hearing impairment working as Phone Banking officers. As of 2017, the number of persons with disability working at CIMB Niaga is 58 – or 7 more employees compared to 2016.

PROJECTION

We will continue participating in the efforts to realize the sustainable development goals by conducting innovations, improvements and severe controls. The guidance of OJK in the Sustainable Finance implementation would serve as reference in determining sustainability policy towards environmentally friendly Bank.



CLOSING

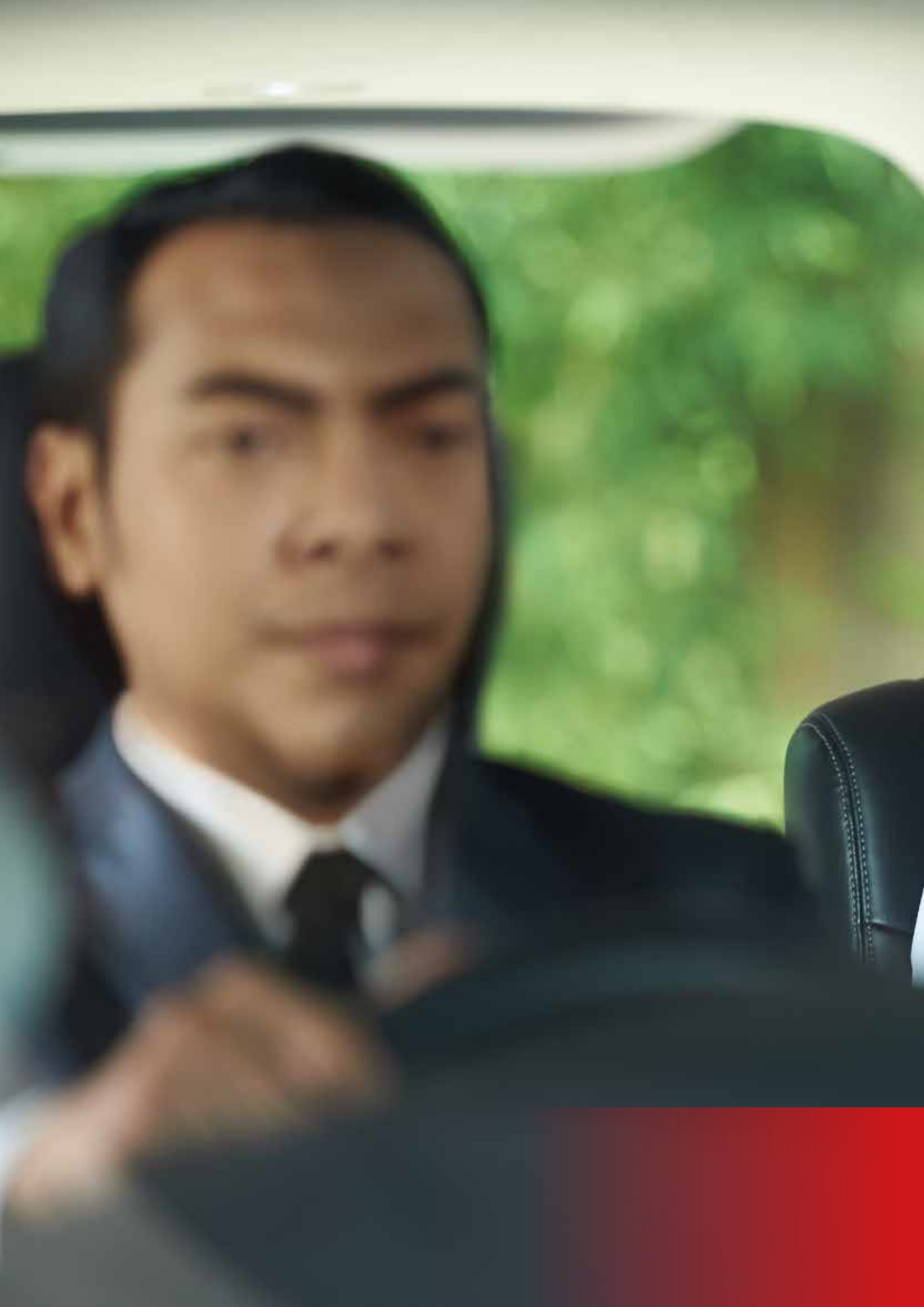
As final words, we would like to thank all CIMB Niaga people for their hard work so far in executing sustainability programs. We believe that with togetherness and more rigorous work, sustainability performance in the coming years shall increase.

On behalf of CIMB Niaga Board of Commissioner and Board of Directors

Dato' Sri Nazir Razak
President Commissioner

Tigor M. Siahaan
President Director





SUCCESSFUL PEOPLE NEVER
WAIT FOR OPPORTUNITY,
THEY SIMPLY CREATE IT



Batik Parang

The Parang is once one a proscribed and prohibited motif reserved for the royal courts of Yogyakarta and Surakarta. Parang are one of the most powerful of batik motifs with their strong parallel diagonal lines. There are hundreds of variations, from small 2 cm in Parang Klithik to the largest at 8 cm or more in Parang Barong.





About This Report

The 2017 CIMB Niaga Sustainability Report is the 7-th edition since first published in 2011. Within this report, we convey information related to the impact of the company's operational activities on the environmental, social and economic dimensions in accordance with sustainable governance practices. The last report was published in 2016, whilst The 2017 Sustainability Report was published in March 2018. There is no change in the report's period, date, cycle, and contact since the last report. **[GRI 102-49, GRI 102-51, GRI 102-52]**

We provide comprehensive and balanced information within this report. Some of the aspects featured in the report include economy, social and environment. In addition, activities and performance of corporate social responsibility related to business and operations also become part of the report.

The Sustainability Report is also created as a form of compliance with The Law No. 40/2007 concerning Limited Liability Companies and also the regulation of the Financial Services Authority (OJK) through the Decree of the Chairman of Bapepam-LK: Kep-431/b/2012 dated August 1, 2012 on the submission of the Annual Report Companies which require a presentation of Corporate Social Responsibility (CSR) report in the Annual Report or in a separate report, such as the Sustainability Report.

GUIDELINES AND REPORTING STANDARD

This report has been prepared in accordance with the GRI Standard Core Option and Financial Service Sector Supplement issued by Global Reporting initiative (GRI). We also provide a list of GRI Standards disclosure on each related page, to make it easier for readers to find the relevance of the report's contents with the GRI Standards disclosure. A full listing of all GRI Standards aspects and disclosure can be found on page 104. **[GRI 102-54]**

REPORTING BOUNDARIES AND PERIOD

This report covers the data period from 1 January to 31 December 2017 which contains data of CIMB Niaga head office and our operations throughout Indonesia. However, this report does not cover activity reports or data from the parent company, namely CIMB Group Holdings Berhad and its subsidiary namely PT CIMB Niaga Auto Finance. **[GRI 102-45, GRI 102-50]**

We inform there is no significant changes in this report compare to the previous report. We also ensure there is no restatement in this year's report. **[GRI 102-48]**

REPORTING CONTENT DEFINITIONS [GRI 102-46, GRI 102-47]

The report contains three main aspects of the sustainability report which are economy, environment, and social which presented in a balanced manner. The determination of the report content is based on four GRI Standards principles, as following:

Stakeholder Inclusiveness requires stakeholder engagement in the reporting process, from defining report content to providing feedback on published reports. To meet these requirements, we have identified stakeholders to be included in the report and explain how the report's content can be responsive to their expectations and interests reasonably.

Materiality requires the report to inform material issues or aspects that reflect significant economic, environmental, and social impacts which needed by stakeholders in decision making process.

Sustainability Context requires the report to present the Company's performance in the broader and relevant sustainability context for CIMB Niaga.

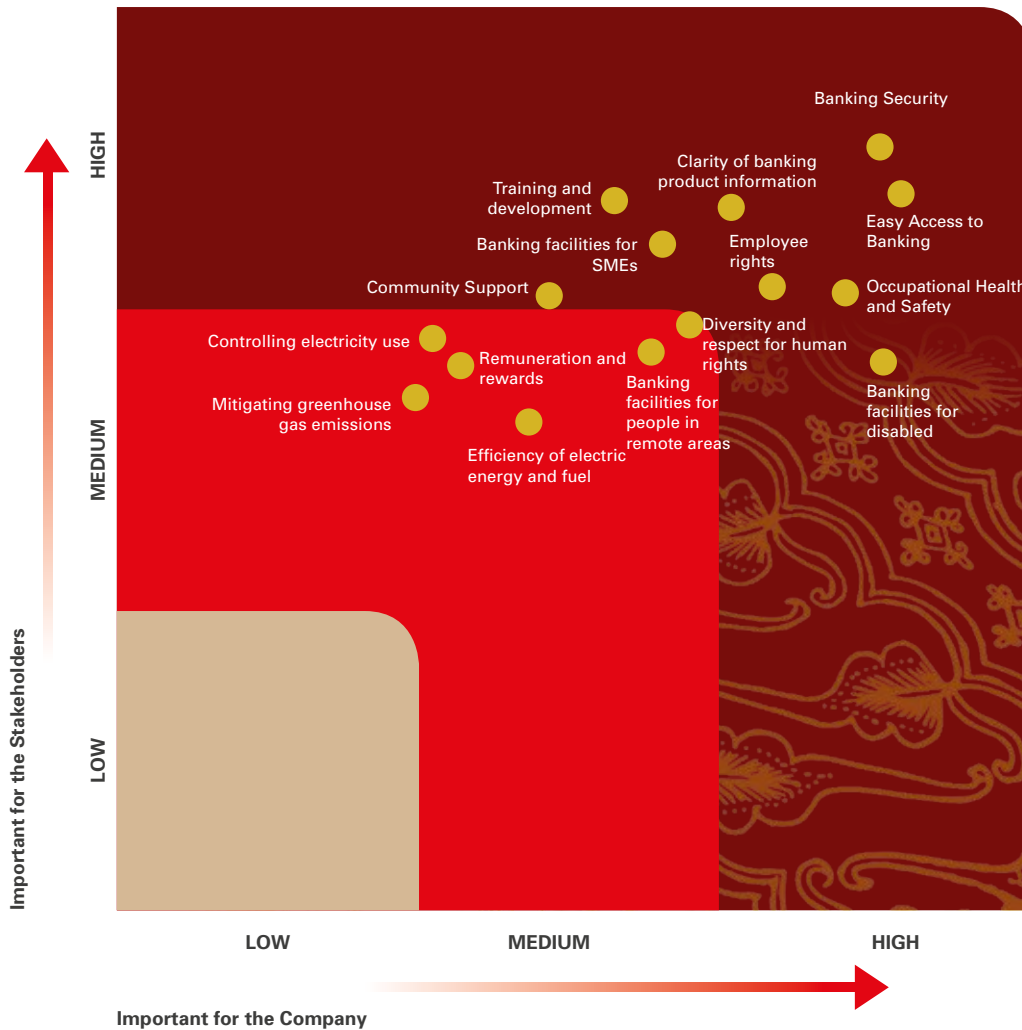
Completeness requires the report to covers material topics and its boundaries, which supported by the completeness and accuracy of the data within the reporting period to reflect significant economic, environmental and social impacts to enable stakeholders to assess CIMB Niaga's performance during the reporting period.

Material aspects and report boundaries are determined by the following criteria:

- Expectations and concerns of stakeholders
- CIMB's strategy relating to sustainability and value delivery
- Financial sector provisions



THE PROCESS OF DETERMINING THE MATERIAL AND REPORT BOUNDARIES IS AS FOLLOWING:



Material aspects and report limits are determined by the criteria:

- Expectations and concerns of stakeholders
- CIMB's strategy relating to sustainability and value delivery
- Financial sector provisions

We carefully consider the implementation and any criteria of these material aspects and limitations in the preparation of the report. However, there are GRI Standards indicators not disclosed in this report due to unavailability of data during the preparation of reports. We are certainly committed to meeting these indicators in future Sustainability Reports. In addition, there are indicators that we do not report because they are not material other than irrelevant to our business.

STAKEHOLDER ENGAGEMENT IN THE REPORT [GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44]

Material information is obtained from CIMB Niaga Head Office and Company operations throughout Indonesia in accordance with the scope of the reporting. The process of information gathering also involves key stakeholders related to the needs of information to be conveyed. The reporting boundaries identifies the possibility of the positive and negative impacts of each material aspect presented and the direct effects on internal and external performance of CIMB Niaga.





Stakeholders are those who are affected by or affect the company's operations in the business, financial, operational, environmental and social aspects. Such stakeholders play strategic roles in the company's growth. In addition, the company's performance is highly dependent on their actions. As such, we always strive to establish and build a harmonious relationship with our stakeholders. Data on the number of employees who joined the Joint Working Agreement (PKB) is not yet available. **[GRI 102-41]**

The Company has employed a number of methods to best capture each stakeholder group's interests. Several key issues raised by such groups are presented in this Sustainability Report.

The following table describes the relationship, interaction, and primary topics with stakeholders in 2017: **[GRI 102-40, GRI 102-42, GRI 102-43, GRI 102-44]**

Stakeholders	Base of Determination	Method of Involvement	Purpose	Frequency	Topics Emerging
Customers	Influence of Dependency	Call Center service, branches, phone banking, website, Facebook and Twitter	To receive complaints/reports from customers	Any time	<ul style="list-style-type: none"> Banking financial transaction security A clear and transparent socialization and Product Information on banking products Banking facilities and ease of access Settlement of Customer Complaints in accordance with the Service Level Agreement (SLA)
		Internal Survey of Customers' Satisfaction	To identify customers' satisfaction and improvement aspects needed	Once in a year by Customer Experience Unit	
		External Evaluation of Customers' Satisfaction	External parties judgment (MRI, Markplus, Trisakti) on performance related to customers' satisfaction	Once a year by each surveyor	
		Website & frontliner information	Education on banking finance related to banking products	When needed	
Shareholders/ Investors	Responsibilities	<ul style="list-style-type: none"> Performance Reports Analyst Meeting Public Expose Reports to Indonesian Stock Exchange Indonesia (IDX) 	To deliver Company's performance	<ul style="list-style-type: none"> Quarterly At the minimum once a year Following IDX's rules 	<ul style="list-style-type: none"> Update on financial and non financial Activities/Company's important events. (GCG, CSR and Events) Reports on year end's financial and non financial performance Related to Company's Structure Appointment of Public Accounting Firm The Use of Company's Profit
		General Meeting of Shareholders	To report yearly performance	At the minimum once a year	
		Regulator	<ul style="list-style-type: none"> Influence Responsibility 	<ul style="list-style-type: none"> Submission of Bank Business Plan (RBB) and Realization of RBB to Bank Indonesia and the Financial Services Authority (FSA) Compliance report of Sharia's aspects to National Board of Sharia 	
Suppliers	Dependency	Socialization of the policy (gathering)	To develop partnership with CIMB Niaga's Partners for the supply of goods and service to the Company	At the minimum once a year	<ul style="list-style-type: none"> A mutual relationship with suppliers Fair and transparent supply process of goods and service
Employees	Responsibility	<ul style="list-style-type: none"> Internal Media (HR Info, CIMB Net, E-Manual etc) Town Hall 	To socialize policies and strategy of employment	When there is a change in the policy	<ul style="list-style-type: none"> Employees' rights Equality in the chance of career development Recruitment Process Update on Company's Performance A valuable and fun working atmosphere
		Survey of Employees' Satisfaction (EES)	To identify employees' satisfaction and expectation	Twice a year	



Stakeholders	Base of Determination	Method of Involvement	Purpose	Frequency	Topics Emerging
Labor Union	Influence	Drafting the Collective Labor Agreement	To maintain relationship with the Labor Union	Periodical meetings (formal and informal)	<ul style="list-style-type: none"> Employees' rights Remuneration and Incentives Update on Company's Performance
General Public	<ul style="list-style-type: none"> Responsibility Social Care 	Execution of CSR Program	<ul style="list-style-type: none"> Education on Banking (financial literacy) Help improve people's welfare 	When needed and follow the CSR program	<ul style="list-style-type: none"> Equality in CSR's funding and cooperation Access of information to Company's CSR program

ASPECTS, BOUNDARIES, AND MATERIALITY LEVEL

The material and scope aspects of this report use survey method results with questionnaires distributed to Stakeholders.

Material topics (102-47)	Why these topics are material (103-1)	Nomor Disclosure	Boundary	
			Inside CIMB Niaga	Outside CIMB Niaga
Economy				
Economic Performance	Has significant impact on stakeholders	201-1	√	
Indirect Economic Impact	Has significant impact on the stakeholders	203-2	√	
Anti-corruption	Has significant impact on development	205-1, 205-2	√	
Environment				
Water	Has significant impact on sustainability	303-1	√	√
Social				
Employment	Compliance with rules and regulations	401-1	√	
Occupational Health and Safety	Has significant impact on employees	403-1, 403-2, 403-3, 403-4	√	
Training and Education	Has significant impact on employees	404-1, 404-3	√	
Diversity and Equality	Has significant impact on employees and communities	405-1, 405-2	√	
Local community	Has significant impact on stakeholders	403-1	√	
Marketing and Purchase	Has significant impact on consumers	417-1, 417-2	√	

INDEPENDENT ASSURANCE [GRI 102-56]

Assurance is a vital step to improve this Sustainability Report's credibility and ensure that its information is free from material errors. CIMB Niaga has appointed an independent assurer, Moores Rowland, to perform assurance checks. The appointment of Moores Rowland as independent assurer was approved by Corporate Secretary on behalf of the Directors with due considerations to its experience and capabilities in performing such checks. The independent assurance report can be seen on page 108.

We have appointed the National Centre for Sustainability Reporting (NCSR) to conduct a GRI Standards In Accordance Check to ensure that this Sustainability Report is written in accordance with the GRI Standard.

PERSONAL CONTACT [GRI 102-53]

Please direct all suggestions, ideas, criticisms, or questions concerning this 2017 CIMB Niaga Sustainability Report to the following address:

Corporate Secretary
Graha CIMB Niaga,
Jl. Jend Sudirman Kav. 58,
Jakarta 12190, Indonesia
Tel. (62-21) 250 5252, 250 5353
Fax. (62-21) 250 5205



➤ About CIMB NIAGA



CIMB NIAGA'S JOURNEY

CIMB Niaga was established under the name PT Bank Niaga in 1955. It offers a complete range of banking products and services, both conventional and sharia. The Company is also listed as having equity participation at two subsidiaries engaged in vehicle ownership financing, i.e. PT CIMB Niaga Auto Finance (CNAF). **[GRI 102-1]**

“ASEAN For You” is CIMB Niaga’s branding position in the efforts in inviting people in Southeast Asia to grow and develop in line with the potentials contained in the region. The majority of CIMB Niaga’s shares, or 97.9% is owned by CIM Group Sdn, Bhd. PT Commerce Kapital owns the remaining 1.2%. **[GRI 102-5]**

Strength in retail banking, micro-, small- and medium-scaled enterprises (MSME), corporation and payment services are banking services that CIMB Niaga provides. We are committed to the Company’s core values to carry out its obligation towards the stakeholders for the realization of mutual prosperity in the present and the future.



**MARKET SEGMENTS AND OPERATIONAL AREAS**

From the Head Office, Graha Niaga/Niaga Tower Jl. Jend. Sudirman Kav. 58. Jakarta Selatan, PT Bank CIMB NiagaTbk, conduct its operational activities, that comprise Commercial Bank, Foreign Exchange Bank and Sharia-based Bank. [GRI 102-3], [GRI 102-2]

Up to September 30, 2017, as many as 12,782 CIMB Niaga People under permanent status constitute the Company's workforce, with 6,758 female workers (52.9%) and 6,024 male workers (47.1%). With operational areas throughout Indonesia, 4,913 workers, or 38.4% work at the head office or holding company and 7,869 workers, or 61.6% at branch offices, sub-branches, digital lounge, etc. CIMB Niaga has 557 offices, comprising 490 branch offices, 47 cash office units and payment points (including 22 digital lounges), 20 cash vehicles and 3,865 ATMs. We serve more than 5.8 million customers, both individuals and corporations, with over 190.33 million financial transactions a year. CIMB Niaga's total revenue grew 5.6% from 2016 to Rp15.8 trillion in 2017 with a total capital of Rp36,950,996 million. [GRI 102-6], [GRI 102-7], [GRI 102-8]

CIMB Group is the second largest financial service provider in Malaysia, also one of the leading universal banking business groups in ASEAN. The products and services it offers include consumer banking products and services, investment banking, sharia banking, asset management and insurance. CIMB Group is headquartered in Kuala Lumpur, and is operating at 9 of 10 ASEAN countries (Malaysia, Indonesia, Thailand, Singapore, Cambodia, Brunei, Vietnam, Myanmar and Laos). In addition to ASEAN region, CIMB Niaga also established offices in China, Hong Kong, India, Sri Lanka, USA, England and Korea. CIMB Group's shares are listed in Malaysian Exchange through CIMB Group Holdings Berhad. As per September 30, 2017, this business group owned market capitalization value amounting to USD13.5 billion and number of employees of 38,000 people, distributed in 15 countries.

Throughout 2017, there has not been any significant change in the Company's location or operations, including supply chains. [GRI 102-10]



**SUBSIDIARY UNITS AND AFFILIATES [GRI 102-45]**

Entity of subsidiaries of the Company is PT CIMB Auto Finance, located at Menara Sentraya, 28th floor, Jl. Iskandarsyah Raya No 1 A, Kebayoran Baru – South Jakarta 12160, Telp: 021-27881800 ext. 920 Fax: 021-27881900 with share ownership of 99.93%.

SUBSIDIARY

Name	Address	Operational Status	% of Ownership	Line of Business	Total Assets (Million Rp)
PT CIMB Niaga Auto Finance	Menara Sentraya. lantai 28. Jl. Iskandarsyah Raya No 1 A. Kebayoran Baru – Jakarta Selatan 12160. Telp: 021-27881800 ext. 920 Fax: 021-27881900	Active	99.93%	Financing Institution	3,961,691*

*Total Assets as of 31 December 2017 (un-audited)

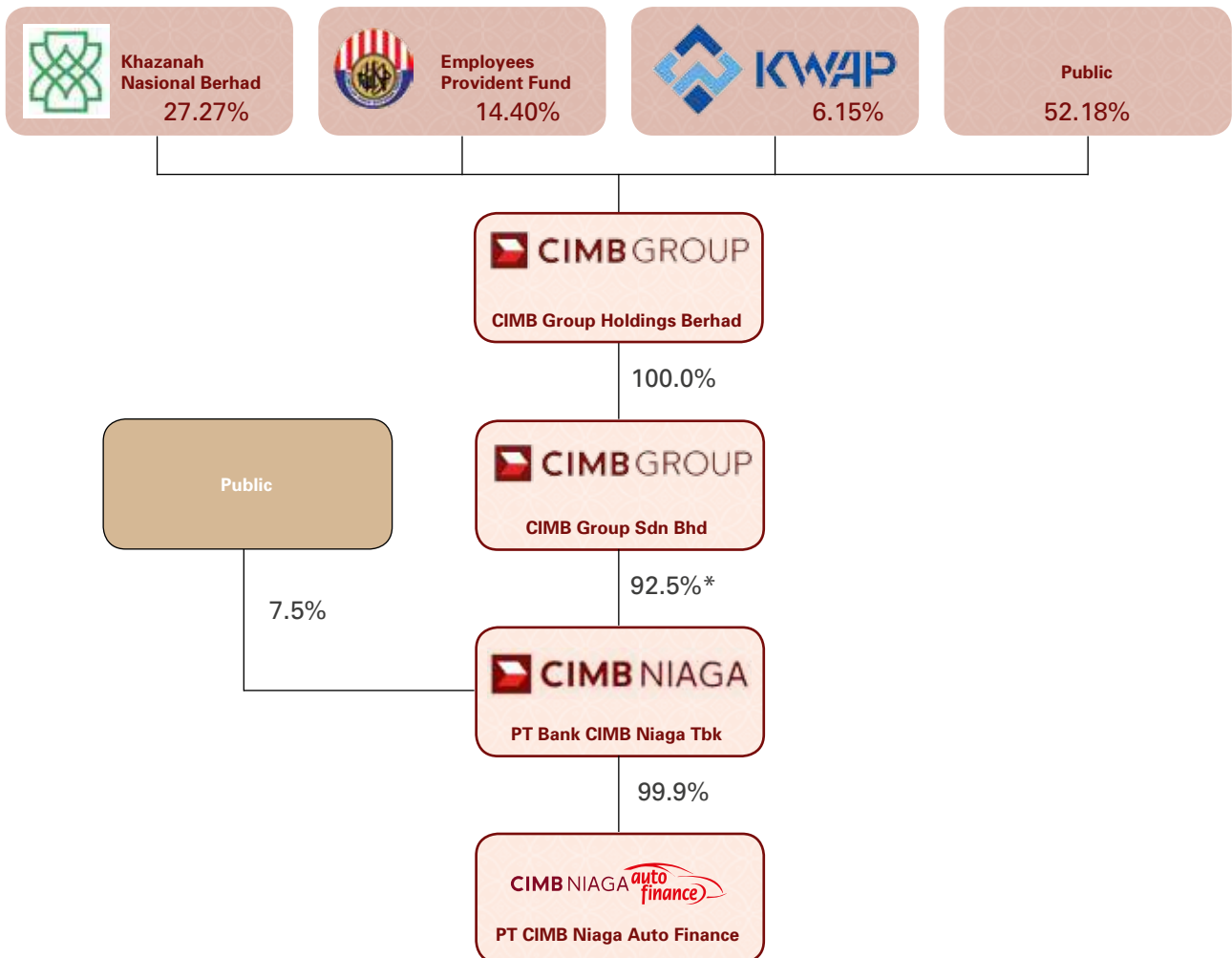
JOINT VENTURES

Name	Address	Operational Status	% of Ownership	Line of Business	Total Assets (Million Rp)
Bank Muamalat Indonesia	Muamalat Tower. Lt. 18 Jl. Prof. Dr. Satrio. Kav. 18 Jakarta 12940	Active	0.13%	Sharia Banking	61,785,967
Sarana Aceh Ventura	Jl. Tgk. Syech Muda Wali No. 39 Banda Aceh 23242	Active	1.46%	Non Bank Financial Institution	17,800
Sarana Bali Ventura	Jl. Diponegoro No. 150 Komplek IDT/ Ruko Genteng Biru Blok B 23-24 Denpasar	Active	3.85%	Ventura Capital	50,643
Sarana Bhakti Ventura	-	Non Active	2.71%	Capital Ventura	-
Sarana Jambi Ventura	Jl. Kapten Pattimura No. 119 Jambi 36129	Active	2.24%	Capital Ventura	29,569
Sarana Jateng Ventura	Jl. Taman Sompok No. 18 Semarang 50249	Active	2.99%	Capital Ventura	59,338
Sarana Jatim Ventura	Jl. Jemur Andayani No. 33 Surabaya 60237	Active	5.81%	Capital Ventura	160,362
Sarana Kalbar Ventura	Jl. M. Sohor No. 9 AB Pontianak 78121	Active	2.45%	Capital Ventura	53,130
Sarana Lampung Ventura	Jl. Diponegoro No. 69A Gulak Galik. Bandar Lampung	Active	2.53%	Capital Ventura	59,973
Sarana Maluku Ventura	Jl. Kakyali – Tanah Tinggi Ambon 97123	Active	2.73%	Capital Ventura	2,513
Sarana Papua Ventura	Jl. Santosa. Tasangkapura No. 20 Jayapura. Papua 99223	Active	5.63%	Capital Ventura	8,025
Sarana Riau Ventura	Komp. Perkantoran Grand Sudirman Blok A-3 Jl. Datuk Setia Maharaja (d/h Parit Indah) Pekanbaru – Riau	Active	1.36%	Capital Ventura	31,088
Sarana Sulsel Ventura	Jl. Faisal Raya. No. 14 Makassar	Active	4.64%	Capital Ventura	42,048
Sarana Sulut Ventura	Kompleks Pasar Segar Blok RC-17 Paal Dua Jl. Yos Sudarso Manado	Active	2.85%	Capital Ventura	15,007
Sarana Sumbar Ventura	Gedung Rangkiang Ventura Jl. Khatib Sulaiman No. 9 Kav. 5 s/d 7 Padang. Sumatera Barat	Active	3.51%	Capital Ventura	125,250
Sarana Sumsel Ventura	Jl. Angkatan 45 F-27 Pakjo Palembang- Sumsel	Freeze*	3.58%	Capital Ventura	-
Sarana Surakarta Ventura	Jl. M. Saleh Werdisastro No. 1 Surakarta 57133	Active	1.85%	Capital Ventura	58,304
Sarana Yogya Ventura	Jl. Yos Sudarso 25 Kotabaru Yogyakarta 55224	Active	3.95%	Capital Ventura	50,424
Others (<100.000 shares) in accordance with the Audited Financial Statements	-	Active	0.05% – 1.56%	Financing Institution	-

* Freezed on 4 January 2017, Letter of Announcement OJK No.Peng-1/NB.2/017 in accordance of Discontinuation of Financing Company's Activity



Corporate Group Structure



Per December 2017

*Includes PT Commerce Kapital 1.02%





► Vision and Mission



Vision

To Be the Leading **ASEAN** Company

Mission

To provide universal banking services in Indonesia as a high-performing, institutionalized and integrated company located in ASEAN and key markets beyond, and to champion the acceleration of ASEAN integration and the region’s links to the rest of the world

“The Company’s Vision, Mission and Core Values have been effective since 1 January 2015, as previously approved by the Board of Directors on 14 October 2014 and by the Board of Commissioners on 31 October 2014. Latest review and

re-evaluation on Vision, Mission, including Core Values of CIMB Niaga has been conducted by Management on 21 October 2017.”



A BETTER CIMB NIAGA

3

Critical Behaviors [GRI 102-16]



Go the extra-mile to delight customers



Respect each other, engage openly and work together



Recognise each other's efforts and always back each other up



► Core Values [GRI 102-16]

C
H
E
E
S

Customer-centric

We exist to serve our customers and we sell products and services that our customers understand and value,

High Performance

We work hard and we work strategically for customers, staff and other stakeholders,

Enabling People

We encourage our people to think big and look wide and we ensure that they are appropriately empowered to deliver value

Strength in Diversity

We have respect for different cultures, we value varied perspectives and we recognise diversity as a source of strength,

Integrity

We are honest, respectful and professional in everything we do because integrity is the founding value of CIMB Niaga.

"The Company's Vision, Mission and Core Values have been effective since 1 January 2015, as previously approved by the Board of Directors on 14 October 2014 and by the Board of Commissioners on 31 October 2014. Latest review and

re-evaluation on Vision, Mission, including Core Values of CIMB Niaga has been conducted by Management on 21 October 2017."



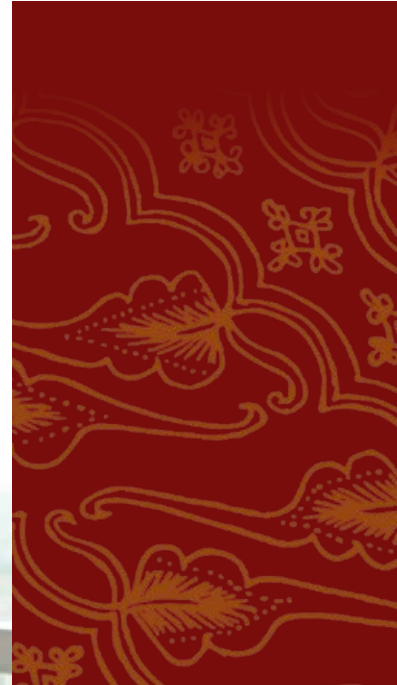
Contribution to Environment



CIMB Niaga for Customers



CIMB Niaga's People





Batik Kawung

Batik Kawung is one of the oldest batik pattern, and once the prerogative of the royal families of Yogyakarta Sultanate. The four-sided geometrical pattern symbolizes self-control, clean conscience and a purity of heart.

「 HAVING **PRIVILEGE** IS HAVING
THE FREEDOM TO CHOOSE 」





➤ Sustainability Governance



CIMB Niaga's commitment to the application of good governance based on 'beyond compliance' principle. The implementation of Good Corporate Governance (GCG) would transform CIMB Niaga to have higher sense of professionalism and competitive power so as to be able to realize values as much as possible for the shareholders and other stakeholders.

CIMB Niaga shows its commitment to implement good governance through the principle of beyond compliance. Indeed, Good Corporate Governance (GCG) transforms CIMB Niaga into a more professional, more competitive company and thus offering the best value to its shareholders and stakeholders.

CIMB Niaga implements GCG which followed with the spirit of sincere service, consistent, and transparent in order to give added value and improve stakeholder confidence to the Bank's effort to run business strategies. Our GCG policy aims to:

- create a foundation for the Bank's long-term growth;
- strengthen the Bank's image;
- increase the Bank's competitiveness;
- increase investor confidence to the Bank;
- increase Bank's share price.

Sustainability governance involves both financial aspect and strategies measures implemented by the Bank to become an environmentally-friendly and socially-responsible Bank. (Green banking)

GOVERNANCE STRUCTURE [GRI 102-18] [GRI 102-22] [GRI102-23] [GRI 102-24] [GRI 102-25]

The implementation of corporate governance is realized through the interaction of all of the Bank's organs in the governance structure of CIMB Niaga, with the main organ consisting of the General Meeting of Shareholders (GMS), the Board of Commissioners and the Board of Directors, where the GMS holding highest position. The structure was designed to guarantee the independency of each organ in implementing their function. Members of the Board of Commissioners and Board of Directors are elected based on the variety of background, age, education, competence and experience.



GENERAL MEETING OF SHAREHOLDERS

The General Meeting of Shareholders (GMS) is the highest organ in CIMB Niaga's corporate governance structure which functions as a forum for shareholders to make decisions. In the GMS, decisions are made based on the interests of the Bank, and are conducted properly and transparently. The GMS has the authority that is not granted to the Board of Directors and the Board of Commissioners as stipulated in the Bank's Articles of Association and applicable laws and regulations. GMS consists of the Annual General Meeting of Shareholders (AGMS), which be held one a year and Extraordinary General Meeting of Shareholders (EGMS), which may be held at any time if required.

Shareholders, through GMS, approve, among others: the appointment and dismissal of members of the Board of Commissioners and the Board of Directors, evaluate the performance of the Board of Commissioners and the Board

of Directors, approve amendments to and ratification of the Bank's Articles of Association, approve the annual report, approve the remuneration of the Board of Commissioners and the Board of Directors, as well as allocation of the Bank's profit, including dividend distribution.

BOARD OF COMMISSIONERS

CIMB Niaga's Board of Commissioners is a corporate governance organ that performs oversight on the Bank's management activities by the Board of Directors to ensure that the Bank conducts its business in accordance with its established objectives. The Board of Commissioners oversees and advises on the implementation of the duties and responsibilities of the Board of Directors and other functions set forth in the Articles of Association and the rules and regulations. In conducting its duties and responsibilities, the Board of Commissioners must act in an independent manner.





Structure, Composition and Term of Office of the Board of Commissioners

As set forth in the Board of Commissioners Charter, CIMB Niaga has complied with all applicable requirements, as following:

1. The total members of the Board of Commissioners of CIMB Niaga shall be at least 3 (three) persons and maximum equal to the number of members of the Board of Directors.
2. The Board of Commissioners of CIMB Niaga is chaired by the President Commissioner, namely Dato' Sri Nazir Razak.
3. One person or more may be appointed as Vice President Commissioner. Currently, the Vice President Commissioner is Glenn Muhammad Surya Yusuf.
4. At least 1 (one) member of the Board of Commissioners shall be domiciled in Indonesia, CIMB Niaga has 4 (four) members of the Board of Commissioners domiciled in Indonesia.
5. 4 (four) of 8 (eight) persons or 50% (fifty percent) of the Board of Commissioner members shall be Independent Commissioners.
6. 4 (four) of 8 (eight) persons or 50% (fifty percent) of the Board of Commissioner members are Indonesian Citizens.

7. The dismissal and/or appointment of members of the Board of Commissioners of CIMB Niaga has considered the recommendations of the Nomination and Remuneration Committee and obtained approval from the GMS and OJK.
8. All Commissioners of CIMB Niaga have no family relationship up to the second degree with other members of the Board of Commissioners and/or members of Board of Directors.
9. All members of the Board of Commissioners of CIMB Niaga have passed the Fit and Proper Test, including 1 (one) Commissioner, namely Tengku Dato' Sri Zafrul Tengku Abdul Aziz has passed Fit and Proper Test and became effective as a Commissioner on 16 March 2018.

In line with the principle of ASEAN Corporate Governance Scorecard, the composition of the Board of Commissioners is as follows:

1. 1 (one) female member of the Board of Commissioners, namely Armida Salsiah Alisjahbana, who is an Independent Commissioner. (ASEAN CG principle: minimum 1 (one) female Independent Commissioner).
2. In terms of expertise, the majority of members of the Board of Commissioners have working experience in banking.

The composition and term of office of members of the Board of Commissioners of CIMB Niaga in 2017 are as follows:

Name	Position	Term of Office			
		GMS Appointment	BI/OJK Approval	Re-appointment	Term Period
Dato' Sri Nazir Razak	President Commissioner	EGMS 26 January 2012	No.14/40/GBI/DPIP/Rahasia dated 1 May 2012	AGMS 15 April 2016	AGMS 2020
Glenn Muhammad Surya Yusuf	Vice President Commissioner	EGMS 26 January 2012	No.14/57/GBI/DPIP/Rahasia dated 18 June 2012		
Pri Notowidigdo	Independent Commissioner	AGMS 28 March 2013	No.15/114/GBI/DPIP/Rahasia dated 26 November 2013		
Zulkifli M. Ali	Independent Commissioner	EGMS 18 July 2008	No. 10/156/GBI/DPIP/Rahasia dated 14 October 2008		
David R. Thomas	Commissioner	AGMS 27 March 2014	No.SR-159/D.03/2014 dated 15 September 2014	-	AGMS 2018
Armida Salsiah Alisjahbana	Independent Commissioner	AGMS 15 April 2016	No.SR-184/D.03/2016 dated 14 September 2016	-	AGMS 2020
Jeffrey Kairupan	Independent Commissioner	AGMS 15 April 2016	No.SR-183/D.03/2016 dated 14 September 2016	-	
Ahmad Zulqarnain Onn*)	Commissioner	AGMS 27 March 2014	No.SR-160/D.03/2014 dated 15 September 2014	-	AGMS 2018
Tengku Zafrul Tengku Abdul Aziz**)	Commissioner	EGMS 24 August 2017	No.SR-42/PB.12/2018 Dated 16 March 2018	-	Annual GMS 2021

*) Resigned effective since the Extraordinary GMS, 24 August 2017

***) Appointed in the EGMS on 24 August 2017 and effective as a Commissioner on 16 March 2018



To support the effectiveness of implementation of its duties and responsibilities, the Board of Commissioners established committees at the Board of Commissioners level, namely:

- Audit Committee
- Risk Oversight Committee
- Nomination and Remuneration Committee
- Integrated Corporate Governance Committee

SHARIA SUPERVISORY BOARD

The Sharia Supervisory Board (SSB) is one of the main organs of Sharia Corporate Governance in the Bank. SSB has the authority to supervise, monitor, provide sharia opinions, approve and scrutinize all the activities of Sharia Business Unit to ensure compliance with Sharia Principles. SSB members are appointed by the GMS after obtaining recommendation from the National Sharia Board – Indonesia Ulama Council (DSN-MUI) and received Financial Service Authority's fit and proper test approval.

Structure, Composition and Term of Office of SSB

The number of SSB members shall be at least 2 (two) persons and maximum of 3 (three) persons. The SSB of CIMB Niaga has the ability to perform the mandated responsibilities and have sufficient understanding and competence in order to be able to perform its duties and responsibilities properly and encourage the improvement of CIMB Niaga Sharia's performance.

Members of SSB shall be appointed by the GMS for a period commencing from the close of the GMS or the date specified by the GMS up to the close of the 4th (fourth) AGMS after their appointment, without prejudice to the right of the GMS to dismiss SSB members before their term of office by mentioning the reason. Such termination shall be effective from the close of the GMS unless specified otherwise by the GMS.

The composition and term of office of SSB of CIMB Niaga year 2017 consists of:

No	Nama	Jabatan	Masa Jabatan			
			GMS Appointment	BI/OJK Approval	Re-appointment	Term Period
1	M. Quraish Shihab	Chairman concurrently Member	AGMS 23 April 2008	No. 11/260/DPbS dated 11 February 2009		
2	Fathurrahman Djamil	Member	EGMS 19 December 2008	No. 11/260/DPbS dated 11 February 2009	AGMS 15 April 2016	AGMS 2019
3	Yulizar Djamaludin Sanrego	Member	AGMS 28 March 2013	No. 15/825/DPbS dated 10 June 2013		

BOARD OF DIRECTORS

The Board of Directors is a corporate governance organ which is fully responsible of the Bank's management for the Bank's interests and objectives; as well as acts for and on behalf of Bank's interests in both inside and outside the court. The members of the Board of Directors of CIMB Niaga work within their respective areas of duty to collectively achieve effective management for optimum results. In the implementation of their duties, the Board of Directors of CIMB Niaga always embraces professionalism, objectivity, strategic thinking, and prioritises the interests of the Bank, as an effort to enhance added value for the stakeholders and to ensure business sustainability.

Structure, Composition and Term of Office of the Board of Directors

As set forth in the Board of Directors' Charter, CIMB Niaga has complied with all applicable requirements, namely:

- The number of members of the Board of Directors of CIMB Niaga is more than 3 (three) persons, namely 11 (eleven) persons.
- The members of the Board of Directors of CIMB Niaga are more than the total members of the Board of Commissioners of CIMB Niaga.
- All members of the Board of Directors of CIMB Niaga are domiciled in Jakarta, Indonesia.
- The majority of members of the Board of Directors are Indonesian citizens, namely 10 (ten) out of 11 (eleven) members of the Board of Directors.
- The Board of Directors shall be led by a President Director who is independent from the ultimate shareholders, other members of the Board of Directors, and members of the Board of Commissioners of CIMB Niaga.
- The majority of members of the Board of Directors have at least 5 (five) years of experience in operations as Executive Officer and do not have concurrent position in other banks, companies or institutions.



7. The replacement and/or appointment of members of the Board of Directors of CIMB Niaga has considered recommendations of the Remuneration and Nomination Committee and obtained approval from the GMS and OJK.
 8. All members of the Board of Directors of CIMB Niaga have no family relationship up to the second degree with other members of the Board of Directors and/or Board of Commissioners or Ultimate Shareholders.
 9. All members of the Board of Directors of CIMB Niaga have passed the Fit and Proper Test.
- As fulfilment of Regulation of the Indonesia Stock Exchange No. I-A on Listing of Shares and Equity Securities in addition to Shares Issued by the Company, CIMB Niaga also has 1 (one) Independent Director, namely Fransiska Oei.
- In order to achieve effective decision-making, the number of Directors has been based on the needs to achieve the Bank's goals and objectives; and is adjusted to the Bank's conditions including the characteristics, capacity and size of the Bank.
1. The term of office of a member of the Board of Directors shall be effective as of the date specified in the GMS appointing them until the closing of the 4th AGMS after the effective date of appointment without prejudice to the right of the General Meeting of Shareholders to dismiss them at any time in accordance with AD and the prevailing provisions.
 2. The appointment of members of the Board of Directors shall be effective upon approval of OJK or the fulfillment of the requirements stipulated in the OJK approval letter in respect of fit and proper test and other related authorities (if any), and has been approved by the shareholders through the GMS.
 3. Members of the Board of Directors may be temporarily dismissed by the Board of Commissioners by stating the reasons for such termination. Such suspension shall be notified in writing to the members of the Board of Directors concerned, and shall be followed up in accordance with applicable regulations.
 4. In the event of a vacancy of the Independent Director's position, the Bank shall fill the vacant position at the latest within the nearest GMS or to be appointed by the Board of Directors' meeting with the approval of the Board of Commissioners within 6 (six) months of the vacancy.
 5. The position of the members of the Board of Directors shall expire if:
 - a. his term of office terminates in accordance with the provisions of the Articles of Association;
 - b. to resign in accordance with applicable provisions;
 - c. no longer meet the requirements of legislation;
 - d. die;
 - e. dismissed based on the GMS decision.
 6. Members of the Board of Directors who have completed their term of office may be re-appointed by taking into account the applicable provisions

Composition and term of office of the Board of Directors of CIMB Niaga year 2017 is as follows:

Nama	Position	Term of Office			
		Appointment GMS	BI/OJK Approval	Re-appointment	Term of Office
Tigor M. Siahaan	President Director	AGM 10 April 2015	No. SR-84/D.03/2015 dated 19 May 2015	-	RUPST 2019
Wan Razly Abdullah	Director of Strategy and Finance	EGM 27 August 2009	No. 11/106/GBI/DPIP/ Rahasia dated 18 August 2009	RUPST 15 April 2016	RUPST 2020
Rita Mas'Oen	Director of Operations & Information Technology	EGM 27 August 2009	No.11/150/GBI/DPIP/ Rahasia dated 16 November 2009		
Megawati Sutanto	Director of Credit	EGM 15 December 2010	No. 13/23/GBI/DPIP/ Rahasia dated 3 March 2011		
Vera Handajani	Director of Risk Management	EGM 26 July 2013	No. 15/113/GBI/DPIP/ Rahasia dated 26 November 2013		
John Simon	Director of Treasury & Capital Market	AGM 27 March 2014	No. SR-143/D.03/2014 dated 29 August 2014	-	RUPST 2018



Nama	Position	Term of Office			
		Appointment GMS	BI/OJK Approval	Re-appointment	Term of Office
Lani Darmawan	Director of Consumer Banking	AGM 15 April 2016	No. SR-75/D.03/2016 dated 3 May 2016	-	RUPST 2020
Fransiska Oei	Director of Compliance, Corporate Affairs & Legal	AGM 15 April 2016	No. SR-138/D.03/2016 dated 27 July 2016	-	
Hedy Lopian	Director of Human Resources	AGM 15 April 2016	No. SR-154/D.03/2016 dated 15 August 2016	-	
Pandji P. Djajanegara	Director of Sharia Banking	AGM 15 April 2016	No. SR-27/PB.13/2016 dated 4 October 2016	-	
Rahardja Alimhamzah*	Director of Business Banking	EGM 24 August 2017	No. SR-84/PB.12/2017 dated 31 May, 2017	-	RUPST 2021

* Effective appointed as a member of the Board of Directors since the closing of EGMS 24 August 2017

To support the implementation of its duties and responsibilities, the Board of Directors is supported by committees at the Board of Directors level consisting of:

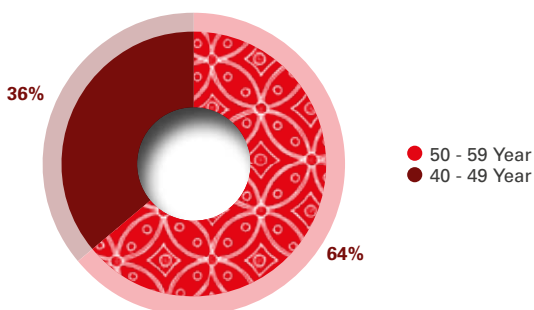
Executive Committee:

- i. Asset & Liability Committee (ALCO)
- ii. Credit Policy Committee (CPC)
- iii. Information Technology Steering Committee (ITSC)
- iv. Risk Management Committee (RMC)
- v. Operational Risk Management Committee (ORC)
- vi. Capital Management Committee (CMC)

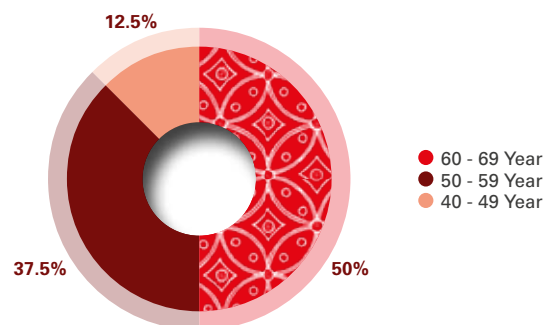
In addition to the mandatory aforementioned Executive Committees, the Board of Directors is also authorized to establish Special Committees as needed by the Company.

Diversity of the CIMB Niaga Board of Commissioners and Board of Directors as of 31 December 2017

Age of BOD

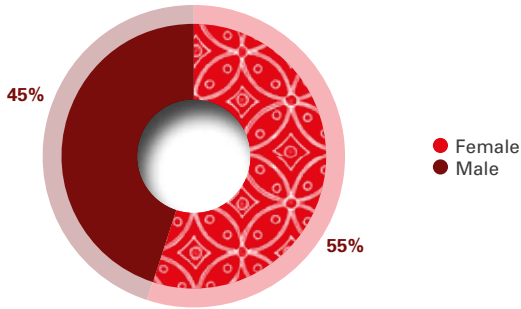


Age of BOC

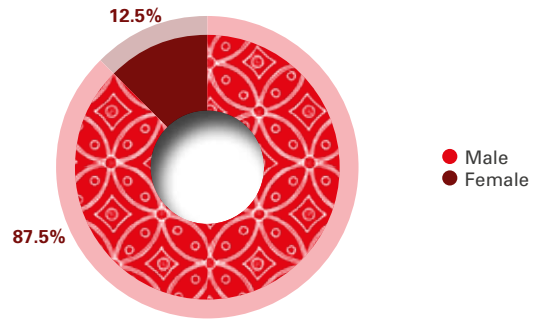




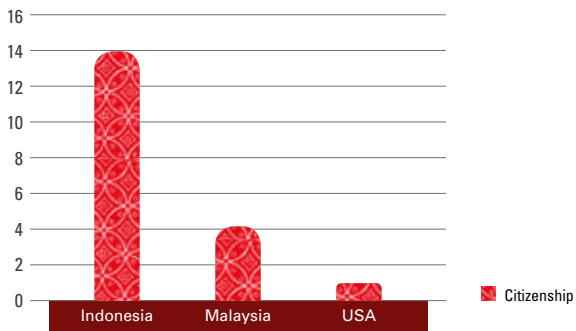
Gender of BOD



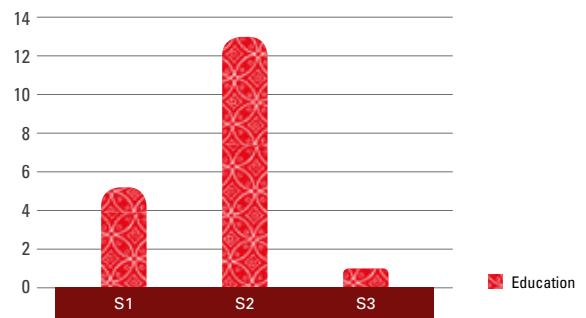
Gender of BOC



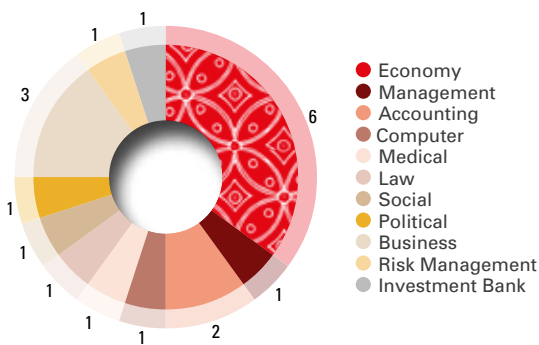
Citizenship of BOD



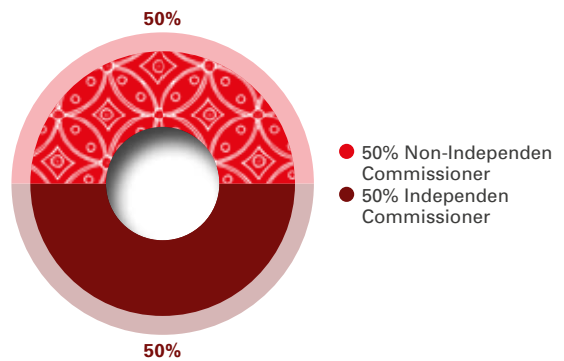
Citizenship of BOC



Expertise of BOC and BOD



Independency of BOC





SELF-ASSESSMENT RESULT ON THE IMPLEMENTATION OF GCG IN 2017

CIMB Niaga performs assessment on its GCG implementation, periodically, in order to evaluate the depth of its governance criteria implementation and identify areas of improvement.

The assessment was held both by CIMB Niaga itself and by external party.

a. Self-Assessment of Corporate Governance based on the Financial Services Authority regulations

CIMB Niaga conducts self-assessments on the implementation of good corporate governance every semester in accordance with Circular of Financial Services Authority No. 13/SEOJK.03/2017 regarding the Implementation of Corporate Governance for Commercial Banks.

Self-assessment Result on the implementation of GCG

Entity	Rank	Rank Definition
CIMB Niaga (Individual)	2	Good
CIMB Niaga Auto Finance	2	Good
Consolidation	2	Good

b. Self-Assessment of Corporate Governance based on ASEAN Corporate Governance Scorecard

In addition to fulfill the GCG standards in accordance with the prevailing regulations, CIMB Niaga also conducts a series of GCG improvements, among others by meeting the GCG criteria and categories as set out in the ASEAN Corporate Governance Scorecard (ASEAN CG Scorecard).

In an assessment conducted by IICD in 2017, the Bank was awarded as "Best Overall BigCap" at the "The 9th IICD Corporate Governance Conference and Award".

PREVENTION APPROACHES AND PRINCIPLES [GRI 102-11]

The Principle of Prudence

Following prevailing regulations, CIMB Niaga is required to protect money entrusted for safekeeping by its customers. In conducting its business, we always ensure our health ratings, regulatory compliance of sharia funding and its soundness to us and our customers, and outlining to customers the risks of each transaction.

Implementation of Anti-Money Laundering (APU) and Prevention of Terrorism Financing (PPT)

With its range of products and services, the financial services industry is vulnerable to possibilities of money laundering and financing terrorism. To prevent such crimes through our products and services, we are committed to implement the APU and PPT programs in accordance with prevailing laws and international principles.

The APU and PPT programs currently under active implementation and monitoring by the Board of Commissioners and Directors are:

- Risk-based APU and PPT policies and procedures in accordance with the complexity of the Bank's business, including Customer Due Diligence.
- Establishment of Anti-Money Laundering (AML) Group responsible for APU-PPT programs
- Implementing the Management Information System
- APU and PPT Training for employees
- Internal Controls to evaluate the effectiveness and adequacy of APU and PPT programs
- Reporting APU and PPT implementation to Regulators

CIMB Niaga conducts Customer Due Diligence (CDD) checks – establishing a customer's identity and status – each time an account is opened to prevent APU and PPT. Customer data is periodically updated in accordance with the risk category. From time to time, our staff attends anti-money laundering awareness and trainings to maintain their understanding of the subject

We also conduct Know Your Employee (KYE) checks as part of our APU, PPT, and fraud prevention measures. KYE is conducted from an employee's recruitment to the end of his employment term. In general, we monitor, analyze, and report discrepancies in accordance with prevailing procedures and regulations when conducting CDD and KYE



Fraud Prevention [GRI 205-1]

The banking industry gives the utmost priority to stakeholders' confidence, of which may be upset by fraud. CIMB Niaga emphasizes strengthening the integrity of its human resources to prevent such occurrence.

High integrity is integral to safely retain and manage customer deposits. Integrity is built and fostered by a culture, code, and prevention of fraud. Such ethos minimizes financial and non-financial damages, such as damage to reputation and loss of public confidence.

In addition, we always foster a culture to comply with good policies and procedures, both internally and externally, and to prevailing regulations. We also maintain an Anti-Fraud Policy duly attached to our policies on mitigation and prevention of fraud inherently present in each business activity and operation.

To ensure a work ethic that respects integrity, compliance, and aligned with our corporate values, we take strong actions, either with internal sanctions or legal claims, against violations of integrity and compliance.

Pursuant to the Bank Indonesia Circular Letter No. 13/28/DPNP Year 2011 on Implementation of Anti-Fraud Strategy for Commercial Banks, we have formed a special Anti-Fraud Management (AFM) unit to carry out bank-wide anti-fraud strategies.

Our anti-fraud strategy is implemented through a fraud control system that is based on the following 4 (four) interrelated anti-fraud pillars:

1. Prevention: preventive measures to minimize the possibilities of fraud
2. Detection: measures to identify and detect fraud in our business activities
3. Investigation: information collection (investigation), reporting system, and sanctions against frauds in our business activities.
4. Observation: observation, evaluation, and further actions following corrective measures against fraud in our business activities.

Current Implementation of Anti-Fraud Strategies

In 2017, CIMB Niaga continued holding anti-fraud trainings for new and existing employees in order to improve their knowledge in fraud risk management. In addition to trainings, sharing sessions, promotions, and anti-fraud campaigns were held using medium such as e-mail blasts, internal bulletins, and posters. Individual employees are encouraged to uphold high integrity. They are expected to ardently and consistently implement policies and procedures to ensure effective mitigation against fraud risks.

We identify indications and detect frauds using data analysis approaches. Indications of fraud will be investigated further. Moreover, the investigation to indications of fraud can be done with reports from various parties, such as customers, business units, and other inspection teams.

In 2017, CIMB Niaga continuously held anti-fraud trainings for CIMB Individuals to improve their skills and knowledge in fraud prevention.





By 2017, 26.09% of CIMB Niaga's employees have been included in Anti Fraud training with the following details: **[GRI 205-2]**

2017	2016	2015
3.335	5.035	1.175

Internal Fraud Incidents [GRI 205-3]

Description	2017	2016	2015
Total and types of proven fraud incidents	27	25	36
Total proven fraud incidents, of which resulting in termination or disciplinary action against the employee	27	25	36
Total proven fraud incidents, of which resulting in termination or non-renewal of partner contracts	0	0	0
Total fraud-related legal claims against organizations or employees in reporting period	5	4	1

Fraud anti-fraud communication in CIMB Niaga in 2017 is done to all Insan CIMB Niaga through various internal media on an ongoing basis, including posters, LED Banner, website, email blast, desktop wallpaper and internal bulletin. While to business partners, anti-fraud communication is done consistently through the statement of anti fraud and anti-corruption contained in Cooperation Agreement (PKS), Work Order (SPK), whistle blowing website, email blast to all vendors, media banner and poster in the office space of units associated with partners. The partners who receive this communication are active vendors who work with CIMB Niaga with an estimated number of around 400 vendors.

Specific anti fraud training programs in CIMB Niaga, conducted thoroughly with the targeting of participants based on historical data fraud (risk base area). In 2017, the number of CIMB Niaga employees who have attended the training of 3,335 people, either new workers or already involved in the Bank's operations that consist of:

- Consumer Banking Unit spread over all areas and units at headquarters: 2,091 people.
- All workers area Bali, Nusa Tenggara, Kalimantan, East Indonesia and Sumatra: 456 people.
- Unit Operation and IT: 429 people.
- New employees include Development Program: 359 people.

WHISTLEBLOWING SYSTEM (WBS)

One of the manifestations of CIMB Niaga's commitment to internal control is the implementation of a Whistle Blowing System (WBS) policy that has been implemented since 2011. To further encourage the reporting parties to dare to report fraud infringement or indication more comfortably and openly, on December 4, 2017 CIMB Niaga has appointed PT. Deloitte Indonesia as a third party to manage the whistle blowing report.

The mechanism and results of the WBS in 2017 are detailed as follows.

Violation Reporting Mechanism

Both internal and external parties are able to report violations (or blow-the-whistle) to the Bank. We provide the following communication channels to report violations:

1. Communications channels managed by Banks through means or media:
 - Electronic mail: ayo.lapor@cimbniaga.co.id
 - Post Box: PO Box AYO JO 12000 REPORT
 - SMS to phone number: 087829652767 (0878 AYO REPORT)
2. Communication channel managed by PT. Deloitte Indonesia as a designated third party to manage the whistle blowing report through means or media:
 - Website: <http://ayolapor.tipoffs.info>
 - Email: ayolapor@tipoffs.info
 - Phone: 14031
 - SMS & WA: +62 822 11356363
 - Facsimile: +62 21 2856 5231
 - Letter: Come Report PO BOX 3331 JKP 10033

Whistleblowers are not required to disclose their identities or evidence of the reported violations. Nevertheless, evidence such as data, information, or initial allegations may be attached to the report if possible. Every whistleblower must have a solid ground to report violations or alleged violations and do so in good faith.

Whistleblower Protection

We guarantee the secrecy of the whistleblowers' identity and safety when reporting violations. The protection also extends to when their reports are being investigated in accordance with our internal policies. To ensure their protection, only the appointed whistleblowing officer has access to the whistleblowers that chose to disclose their identity.



Report Handling

Incoming reports are analyzed by whistleblowing officers. If a report is by a whistleblower who disclosed their identity, the case officer may contact the whistleblower in secret to request additional information, if deemed necessary. If the initial information is considered sufficient, the whistleblowing officer submits an investigation order to the relevant task force to validate the truth of the report.

Whistleblowers who disclosed their identities will be updated until their report has been followed through. If a report is deemed irrelevant with the whistleblowing program's scope, the officer in charge will give a reply or inform that the report would not be acted further. The person reporting will then be referred to a relevant unit to handle the report.

Whistleblowing officers are required to handle reports of violations. From time to time, whistleblowing officers are required to submit findings of violation reports to the President Director and Risk Management Director, plus copies of such findings to the Compliance Director and Human Resources Director. The whistleblowers' identities are kept confidential during the handling and monitoring process.

Report Handling Parties

In accordance with our internal policies, reports are currently handled by the Anti-Fraud Management Task Force (SKAFM) and PT. Deloitte Indonesia.

In 2017, the WBS received 98 reports, up from 47 last year. Of the reports, 18 cases, up from 3 last year, were investigated further. The increased number of reports reflected the success of promoting the whistleblowing program in various media. In turn, employees and other parties became more willing to report frauds or allegations of fraud, thus contributing to the Good Corporate Governance in CIMB Niaga.

WBS Reporting Incidences, CIMB Niaga 2017

Description	2017	2016	2015
Number of report received	98	47	39
Elevated for investigation	18	3	7
Investigation closed	10	3	6
Investigation on-going	8	0	1
Investigation pre-closed	80	44	32
PROVEN by investigation findings	2	0	1
PROVEN by investigation findings and pertains to fraud	2	0	1

ETHICS AND INTEGRITY [GRI 102-16]

Core Values

"C-H-E-S-I"

- C Customer-centric: Serving our customers and providing products and services that meets their needs.
- H High Performance: Work diligently and accurately for customers, employees, and stakeholders.
- E Enabling People: Encourage everyone at CIMB Niaga to have broad mindsets and ensure employees are capable of giving added values.
- S Strength in Diversity: Respect differences in culture, perspective, and recognize strength comes from diversity.
- I Integrity: Respectful and professional in every aspect of work – integrity is the cornerstone of our values.

INTERNATIONAL INITIATIVES AND ORGANIZATIONAL MEMBERSHIPS [GRI 102-11][GRI 102-13]

CIMB Niaga is active in relevant financial industry associations in Indonesia and views that the memberships to such organizations as strategic initiatives to support our activities.



CIMB Niaga is a member of:

1. Indonesian Banks Association (Perbanas)
2. Indonesian Public Listed Companies Association (AEI)
3. Indonesia Banker Institute (IBI)
4. Indonesian Corporate Secretary Association (ICSA)
5. Lembaga Penyelesaian Sengketa Perbankan Indonesia (LAPSI)

CIMB Niaga has not been officially incorporated into environmental, social and economic external initiatives. However, the adoption of the spirit of the formation of external initiatives in all three dimensions has been applied in the Bank's operational activities. **[GRI 102-12]**

GOODS AND SERVICES PROCUREMENT PRACTICES

Goods and Services Procurement Policy

Banking operations necessitates support from goods and services from suppliers. We have in place a policy concerning the Procurement of Goods and Services for every procurement by each working unit within the Company.

The policy is part of the Good Corporate Governance process. Our procurement process is done through tenders, with due consideration given to the following aspects:

- Incorporating the principle of transparency and preventing conflicts of interest;
- Focus on procuring quality goods or services, purchasing efficiency through quality comparisons, and pricing offered by vendors.

Procurement is managed by the Procurement, Property, and Admin Services (PPAS) unit under the Directorate of Strategy & Finance with assistance from other units, including Legal, Finance, Internal Audit, and Bank Quality Assurance, to ensure that the GCG process conform to the highest standards.

Each process of procuring goods and services follows a set procedure, including authority limits, classifications, and division of duties and responsibilities.

General Requirements of Suppliers

To be qualified, a supplier of goods and services must:

- Be competent/skilled in the required products and services
- Have the human resources needed to support the procurement of goods and services
- Have the necessary infrastructure in place
- Not potentially cause any legal disputes
- Companies and experts must have the requisite business permits and certificate of expertise or similar documents issued by a competent body of their industry as well as sound financial performance, reputation, credibility, and experience.

Evaluating Suppliers

Suppliers are first evaluated when the Company intended to use the Partner's services. Afterwards, routine reviews are conducted throughout the partnership.

The evaluation consists of:

- ensuring the partner's permits are to the satisfaction of and in accordance with prevailing regulations;
- visits to the Partner's business site;
- cross-checks with supplied references; and,
- screening Partners against the Bank Indonesia Blacklist and Anti-money Laundering application.

Supply chain or supply chain is a segment of corporate activities carried out by third parties (Suppliers/Business Partners). They act by carrying company names with policies and practices that affect the continuity and image of the company. The products and/or services they provide relate directly to and depend on the operational activities of the company. So CIMB Niaga sees suppliers as essentially part of the company. Based on this definition, the supply chain in CIMB Niaga's business includes; security services, sales and promotion, debt collector, cleaning service, and transportation.

In 2017, the usage of such third party services in CIMB Niaga is as follows; Security services, Sales and Promotion services, debt collector services, cleaning service and transportation company/partner. **[GRI 102-9]**

Throughout 2017, CIMB Niaga made no significant changes to its operations and supply chain. **[GRI 102-10]**





IN YOUTH WE LEARN ABOUT LIFE,
IN AGE WE UNDERSTAND



Batik Grompol

In the Javanese language, 'grompol' or 'grombol' means 'get together' or 'unite'. For youths, wearing batik Grompol may symbolize one of the important life attribute, namely 'togetherness'.





➤ Contribution to Economic Growth



Financial institutions and banking, in their capacity as financial intermediaries, play an important role to support the economic growth of the nation and its stakeholders.

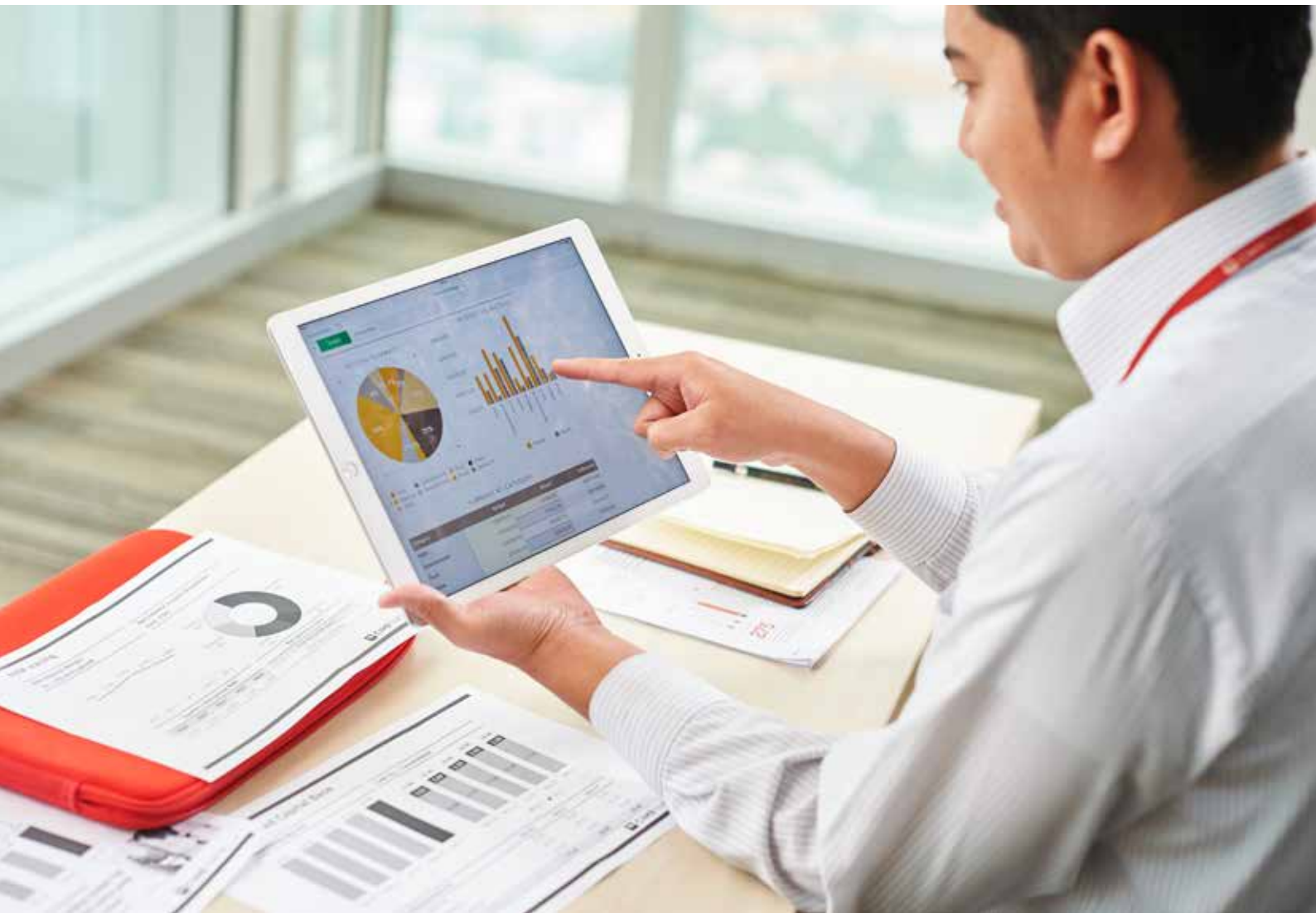
Financial services are enabler for regional economic development. Banks, as financial service provider, play an important role by financing and opening access to financial services. Financial services improve business performance, aids businesses to grow, self-sustain and create job opportunities.

CIMB Niaga is an inseparable part of community, operating as the fifth largest bank by assets in Indonesia. CIMB Niaga plays important part in the lives of more than five million customers through our support in their economic activities. CIMB Niaga believes in creating long-term value for its stakeholders.

CIMB Niaga is one of the largest private banks in Indonesia with 2.8% YoY Loans growth in 2017 to Rp185.1 trillion and Third-party Funds grew by 4.8% YoY to Rp189.3 trillion, resulted our Total Assets grew by 10.2% to Rp266.3 trillion.

ECONOMIC VALUE GENERATED AND DISTRIBUTED [GRI 201-1]

CIMB Niaga offers various financial service products, such as long-term savings and loans, to empower community to reach higher education, better housing, improved wellbeing, and elevated lifestyles. CIMB Niaga have developed more services to promote social equality and minimize environmental impacts caused by our operations, investments and capitalizations.



In million Rupiah

Economic Value Received and Distributed	2017	2016	2015
I. Economic Value Generated	13.530.851	13.006.677	12.905.896
Net Income	13.530.851	13.006.677	12.905.896
II. Economic Value Distributed			
1. Operational Cost	2.928.696	3.145.205	3.153.503
2. Employee Salary and Other Benefits	3.620.322	3.461.167	3.400.898
3. Dividend	-	-	-
4. Payment to Government (tax, levy, others)	1.194.757	784.964	161.641
5. Social Investment (CSR expense) – non Qardhul Hasan	9.172	9.492	9.934
Amount of Economic Value Distributed (1 to 5)	7.752.948	7.400.828	6.707.976
III. Economic Value Retained (I-II)	5.777.903	5.605.849	6.197.920

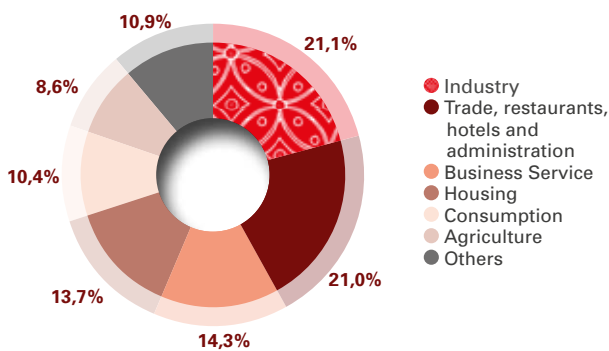
* This data is recompiled for Sustainability purpose (cash basis)



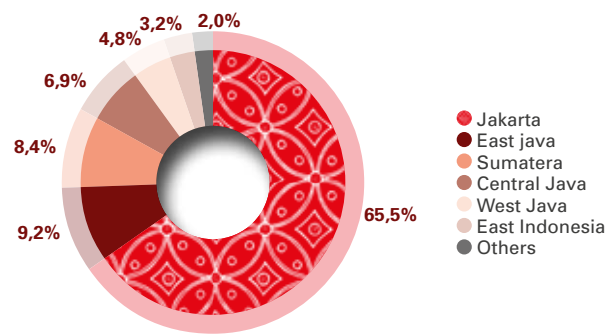
The table above shows that customers contributed greatly to CIMB Niaga's economic growth in the last 3 (three) years. CIMB Niaga's total revenue grew by 5.6% from Rp 14.9 trillion in 2016 to Rp 15.8 trillion in 2017. Supported with Loans growth amounted Rp 185.1 trillion, increase by 2.8% from the year 2016 of which amounted Rp 180.2 trillion. Followed by growth of payment transactions and various financial services for customers. CIMB Niaga also focus on loan disbursement for business groups which ranging from Micro, Small Medium Enterprises, to Corporations. In this case, the long-term value we seek is sustainable loan growth in the main segments of CIMB Niaga's customers.

The economic benefits distributed by all expenditures are aimed to improve the welfare of the Company's stakeholders, including fulfills all of CIMB Niaga's responsibilities as a business entity. This includes benefits paid to public utilities, service providers and equipment suppliers. As stated from company's expenditure (administrative and promotion) of Rp 3.6 trillion in 2017 and personnel benefits expenditures increased by 8.3% to Rp 3.9 trillion in 2017; followed by tax payments to the government increased by 53.1% to Rp 1.2 trillion by 2017. CIMB Niaga has also issued a social investment (CSR fund) for the community of Rp9.172.131.822 for various social programs.

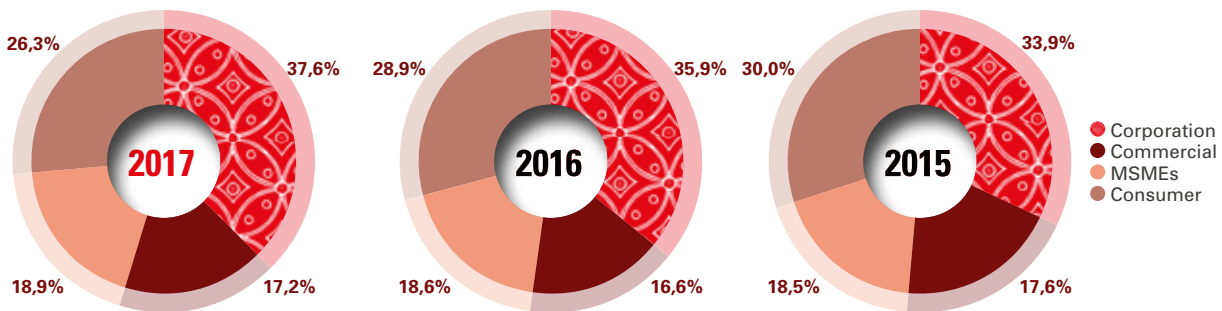
Composition of Loan by Economic Sector (%)



Composition of Loan by Distribution Region (%)



Credit Based on Segment (%)





CONTRIBUTING THROUGH FINANCIAL SERVICES

Financial Products and Services

Throughout the year 2017, CIMB Niaga has proven its commitment to continue to maintain healthy growth amidst various challenges of national economic condition by improving company performance. The economic value obtained by CIMB Niaga comes from the Company's operational activities in the form of loan disbursement for Micro, Small Medium Enterprises (SME), Retail, Corporate and Sharia segment.

Based on the priority scale, following are economic sectors of CIMB Niaga loan disbursement in recent years:

1. Industry
2. Trade, restaurant, hotel and administration
3. Business Services
4. Housing
5. Agriculture
6. Consumption

INDIRECT ECONOMIC VALUE [GRI 203-1]

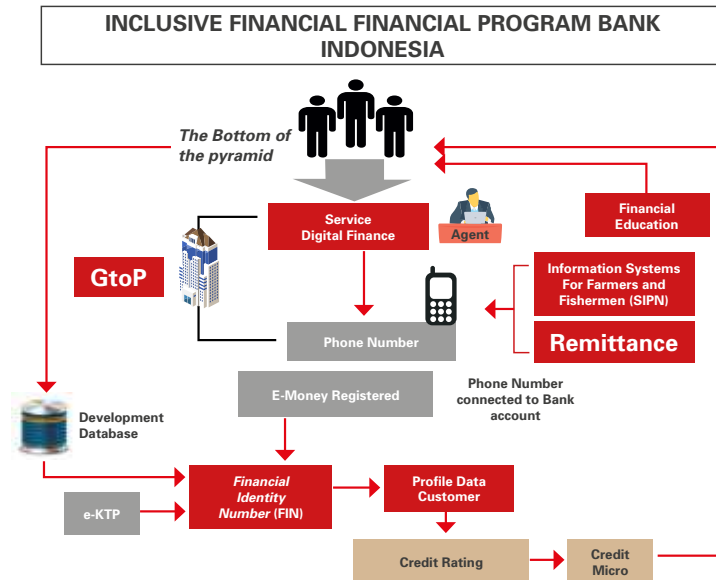
Supporting Infrastructure Development

CIMB Niaga financed the construction sector as a token of support to the Government's national infrastructure plans. Our support in accelerating infrastructure development led to financing of Rp2.78 trillion Light Rail Transit (LRT) project that will serve Jakarta, Bogor, Depok, and Bekasi (Jabodebek). In addition, CIMB Niaga provided another Rp1 trillion for the Bakauheni-Terbanggi section of the Trans-Sumatera Toll Road. In total, CIMB Niaga provided Rp3.78 trillion for both infrastructure projects. The 140 km Bakauheni-Terbanggi Besar section is one of the 24 component highways in Trans-Sumatera Toll Road. Projected to operate in 2019, the section is expected to cut transport costs and increase investments in Sumatra.

INCLUSIVE FINANCIAL SERVICES [GRI 203-2]

In 2014 World Bank report stated that there are only 90 million bank account holders in Indonesia. Five years later, Bank Indonesia (BI) targeted 188 million or 75% of the population should have a bank account. BI's financial inclusion policy, aimed to broaden the reach of financial services and encourages adoption of legally recognized financial products and services, e.g. secured loans, money transfers, savings and insurance, by those at the bottom of the social pyramid. To fully materialize the aims of the policy, the products must be adapted in various socioeconomic aspects.





Source: www.bi.go.id

FOCUS ON MICRO, SMALL, AND MEDIUM ENTERPRISES (UMKM)

CIMB Niaga is committed to customer service excellence, in line with its mission to provide an integrated universal banking service in Indonesia. CIMB Niaga products are designed to meet and support our customers' needs and activities, of which positively impacts the country's economy and our operations.

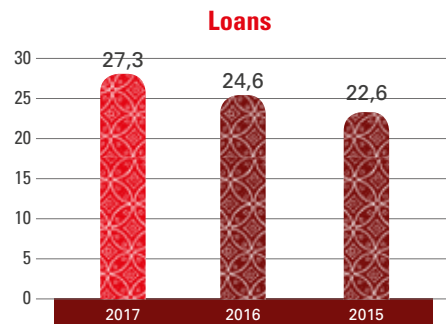
The Micro, Small, and Medium Enterprise (MSME) Unit is one of our core service areas. Ministry of Cooperatives and Small and Medium Enterprises estimates that 61% of the 2017 GDP were from MSMEs. Of that figure, micro, small, and medium enterprises, contributed 30.3%, 12.8%, and 14.5%, respectively. Aside from efficiency, effectiveness and business capacity, CIMB Niaga believe that limited access to capital and basic skills hinders the MSME sector from contributing more to the national economy.

CIMB Niaga supports MSMEs via the following services:

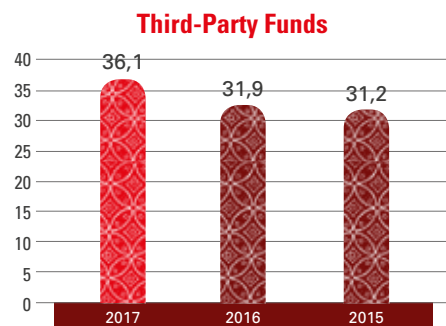
- **SME Banking**

As commitment for providing and improving inclusive financial services in Indonesia, CIMB Niaga provided banking products according to the needs by combining various aspects. This commitment has led CIMB Niaga to develop a variety of small and medium-sized financial services designed specifically for community groups such as MSMEs located in various parts of Indonesia including in

remote areas. Through a financing and funding approach to business development for customers with a good track record, financial services for a given community can be provided that better fit their needs.



*In trillion Rupiah

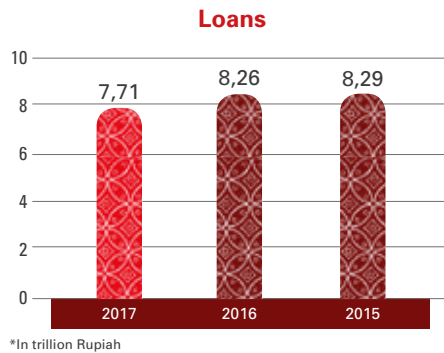


*In trillion Rupiah

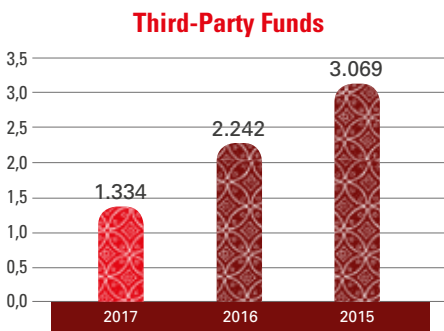


Mikro Linkage

Micro Linkage or subsidiary loans is a service in which CIMB Niaga channels loans through Village Cooperative Units, core plasma farms, regional development banks (BPD), rural banks (BPR), and other financial institutions.



*In trillion Rupiah



*In trillion Rupiah

Pension Loan

Pension Loan is another form of CIMB Niaga's inclusive financial services. This service provides loans to pensioners whose age reaches up to 75 years when the credit is paid off. As an effort to keep being productive by opening a business where the financial support is obtained through a personal loan facility. The distribution of CIMB Niaga's pension loan is supported by micro-branches to reach pensioners in remote villages and low income community. Throughout 2017, credit disbursement for pensioners by CIMB Niaga reached Rp 483 billion.

Other Support Services

In addition to its core services, we extend our support to MSMEs using the following services:

Retail Lending Program

This service is based on validated historical data to obtain financing services at great efficiency and quality, of which achieved by implementing a platform that automatically analyzes financing performance based on valid historical data provided by assessors.

DIGITAL FINANCIAL SERVICES [GRI 203-2]

Digital Financial Services (LKD) is a limited service payment and/or financial services performed not through physical offices, but uses mobile-based technology facilities as well as websites (web) in cooperation with third parties (agents). The target of this financial service is the people who do not have an account (unbanked) or that have not been served by the bank (underbanked). Since 2014, Bank CIMB Niaga has been conducting LKD activities using Rekening Ponsel products. Rekening Ponsel has been launched since 2013 to provide convenience for customers and communities who have not become bank customers to conduct banking transactions using only mobile phone numbers. Some transactions that can be made using the Rekening Ponsel, among others, free funds transfer to all mobile phone numbers in Indonesia, prepaid reload, bill payment, purchase transactions and top up and withdraw cash without using an ATM card.

Laku Pandai Initiative

Since 2017, CIMB Niaga has started non banking branch office service or *Laku Pandai*. This is in accordance with the direction of the Financial Services Authority (OJK) which has published the program of *Laku Pandai* with the aim of increasing the penetration of the banking system in order to reach the territory of Indonesia which has not been reached by the banking branch office.

Laku Pandai services provided by CIMB Niaga is the opening of savings account, cash deposit, cash withdrawal, interbank transfer, payment, checking savings balance and savings account closing.





Remittance Pilot Project

CIMB Niaga is one of the supporters of Bank Indonesia (BI) policy in International Remittance Pilot Project in order to increase Cashless Society and Financial Access from 2017 to early 2018. The support is realized through Rekening Ponsel product which can mobile phone number to receive remittances from Indonesian Migrant Workers (TKI) in Malaysia to his family in Indonesia, without the need to have a bank account.

CIMB Niaga's participation in the BI pilot project has made CIMB Niaga the first bank in Indonesia to facilitate remittances from Indonesian migrant workers in Malaysia to all recipient mobile phone numbers in Indonesia. This initiative is supported by SpeedSend. With the advantages of CIMB Group's infrastructure network in ASEAN, TKI are easier to send money via remittance service from SpeedSend to their family's CIMB Niaga Rekening Ponsel in Indonesia. The funds can then be obtained through ATM CIMB Niaga as well as several retail networks that have been working together.

Implementation of pilot projects is done in a limited way at some point in Malaysia and in some areas that become pockets of Indonesian labor migrants in Indonesia. In the region, families receiving remittance from TKI can transact funds at LKD agents or ATMs. This initiative makes the remittance process which is still a challenge now can be done more efficient, effective, easy, and affordable. After the pilot project, CIMB Niaga will develop similar programs to other countries with other CIMB Niaga partners to serve the community.

CIMB NIAGA ECONOMIC PERFORMANCE AWARD 2017

In 2017 Bank CIMB Niaga becomes one of three national private foreign exchange banks that achieve Excellent Financial Performance on Category: Private Foreign Exchange National Bank from Warta Ekonomi event-Best Banking Brand 2017. This award is a form of appreciation to banking institutions in Indonesia that have good performance so as to create a good reputation in the eyes of consumers from the side of the debtor and creditor in terms of products and services.



Platform Digital

GO MOBILE

 **Customer Growth**
▲ **32%**

Rekening Ponsel

 **Customer Growth**
▲ **42%**

CIMB Kliks

 **Customer Growth**
▲ **21%**





THE MOST IMPORTANT
INGREDIENTS FOR SUCCESS
ARE **ENERGY, PASSION, AND
DREAMS**

Songket Palembang

It is hand-woven in silk or cotton, and intricately patterned with gold or silver threads to create a shimmering effect. Once worn only in special traditional events, its unique beauty now graces a wide variety of modern clothing apparel.





➔ Contribution to Society



The commitment to provide the greatest benefit of CIMB Niaga's presence to the community is the increasing competence of the community to become more socially and economically self-reliant. Increased social and economic independence will gradually improve the quality of life of the community. We believe that advanced and prosperous people will have a positive impact on the Bank's growth.

CIMB NIAGA PEDULI

CIMB Niaga's largest benefit commitment is manifested through the implementation of CIMB Niaga Peduli (CIMB Niaga Care), which consists of education programs, environmental care, social condition improvement through the community development and empowerment, as well as philanthropy activities.

In realizing CSR effectively and efficiently, CIMB Niaga has taken the following measures:

- Integrating CSR commitment into the Bank's strategy so that the CIMB Niaga be able to do its operations efficiently and responsibly. This is aimed to support the Bank's optimum business growth.
- Forming a special unit in charge of CSR so that the planning, implementation, management, communication, monitoring and evaluation run smoothly.
- Manifesting the CSR Program as the "CIMB Niaga Peduli", which is run with the spirit to grow and develop

out of and for the community, and as an effort to work with the Government in building social and economic independence and increasing the people's prosperity.

CIMB Niaga Peduli positions itself as a development partner in the activities that are aimed at development and life quality improvement. CIMB Niaga Peduli also seeks to strengthen the relations and movement of community empowerment through selected programs of which the objective is to increase the people's life quality.

The management of CIMB Niaga CSR activities is located at the Company's Head Office under the Corporate Secretary Sub Directorate. Technical implementation carried out by the Community Development Unit. Branch Offices are permitted to propose CSR program initiatives with the consideration and approval of the Head Office for subsequent implementation either by the Branch Office itself or in synergy with the Head Office.



CIMB Niaga refers to ISO 26000: Guidance Standard on Social Responsibility, which comprises seven main points, namely: Organizational Governance, Human Rights, Labor Practices, the Environment, Fair Operating Practices, Consumer Issues also Community Involvement and Development. ISO 26000 Clause 4 sets that an organization shall take into account the following principles as guidance in implementing CSR policy and practices: accountability, transparency, ethical behavior, respect for stakeholders' interests, respect for the rule of law, respect for international norms of behavior as well as respect for human rights.

CIMB Niaga CSR implementation is based on relevant rules and regulations, namely:

- Law No. 14 of 2007 on Limited Liability Company,
- Presidential Instruction No. 6 of 2007 on Policy of Real Sector Development Acceleration and SME Empowerment through CSR in the field of Financial Literacy and Education for Community,
- Bank Indonesia Regulation, on community education on banking
- Financial Service Authority (OJK) Regulation Number 1/POJK.07/2013 on Protection of Consumer of Financial Service Sector.
- Financial Service Authority (OJK) Circular Letter No. No. 1/SEOJK.07/2014 on the Obligation of Financial Service Business Players to Implement Financial Education
- Financial Service Authority Regulation Number 76/POJK.07/2016 on Financial Literacy and Inclusion Improvement in Financial Service Sector for Consumer and/or People
- Inclusive Financial National Strategy (SNKI) officiated by the Indonesian president on November 18, 2016
- Operational Policy and Guidelines (KDPO) of the Company
- The Company's Code of Conduct



VISION “Creating Added Value for Stakeholders”

MISSION “CIMB Niaga Peduli brings the spirit to grow and develop, from society, with society and for society”

OBJECTIVES “Creating Added Value for Stakeholders”

The Achievement of Social Impacts in 2017

Scholarships	1 Scholarship Program	100 Scholarship Awardees	Social investment value Rp3 million
Ayo Menabung dan Berbagi	10 cities in 14 primary schools, 14 junior high schools, and 12 senior high schools	5,630 participants	Social investment value Rp1,28 million
Tour de Bank	5 Cities	19 primary schools	Rp555,6 billion
Philanthropy and Donation	44 Donations	Rp 927.916.099	
Environment	10,000 betung bamboo	100 family heads having access to conserve and utilize bamboo	420 people, including 210 family heads have potentials of bamboo resources utilization.

STRATEGY AND ACHIEVEMENT OF CSR

On an ongoing basis, CIMB Niaga has developed strategies and plans for the implementation of Corporate Social Responsibility (CSR) policies, programs and activities in 2017 as a form of commitment and positive contribution of the Bank’s existence to the environment, communities and all stakeholders.

In the future, CIMB Niaga will continue to consistently synergize between work units strategically and comprehensively and focuses on 4 main areas covering education, philanthropy, empowerment and community development and the environment.

EDUCATION PILLAR

Education becomes CIMB Niaga’s main focus in realizing the best generation for the future through ensuring the quality of inclusive and fair education and promoting learning opportunities for all. This objective is achieved through selected program form and specially designed through Scholarship Program, Literacy Program and Banking Finance Education and Education for Empowerment.

Scholarship Program

Commitment in the field of education implemented one of them through the implementation of CIMB Niaga Scholarship Program. The Scholarship Program was implemented continuously from 2006 until now and it was noted that CIMB Niaga has provided scholarships to 905 people from SMA to S2 levels, both at home and abroad. The amount of investment fund of CIMB Niaga



Scholarship Program has reached Rp49.7 billion. CIMB Niaga is committed to continuously improve both the amount of investment funds and the number of scholarship recipients for students and students in various regions in Indonesia.



Recruitment of CIMB Niaga Scholarship Program 2017 - 2019

The CIMB Niaga Scholarship Program of 2017 is awarded to 100 students from 9 partner universities: Atma Jaya University Jakarta, STIE Trisakti, Universitas Pelita Harapan, STIKOM London School of Public Relations, Universitas Widyatama Bandung, Gajah Mada University, Atma Jaya University Yogyakarta, Mataram University, and the National Institute of Technology of Malang. The scope of the scholarships are: tuition fee, preparation of final thesis, self development program and laptop facility.

Kick Off The CIMB Niaga Scholarship Program 2017-2019 was held on December 18, 2017 at Graha CIMB Niaga, Jakarta.



ASEAN Scholarship Program 2017

The ASEAN Scholarship Program is a CIMB Group initiative that reflects a commitment to develop youth in ASEAN and create young talents who can work on the CIMB network.

In 2017, CIMB Niaga succeeded in recruiting scholarship recipients on behalf of Regina Madeleine Tandu who managed to continue his undergraduate education at Imperial College London. The scope of the scholarships are: academic fee including registration fee, tuition and entrance examination, allowance for textbooks, as well as other expenses such as accommodation, airline tickets, travel documents and others. In addition, Scholarship Recipients have the opportunity to work in CIMB Niaga through The Complete Banker (TCB) Program.

Assessment Camp Scholarship Khazanah Asia 2017



CIMB Niaga in collaboration with the Khazanah Foundation again held the selection of the Asian Khazanah 2017 Scholarship for Indonesian Citizens wishing to pursue a Master's degree in a number of leading universities in Malaysia.

There are 3 candidates CIMB Niaga, successfully follow the Assessment Camp which was held on 21-22 February 2017 in Jakarta. The series of selection in the Assessment Camp is Focus Group Discussion (FGD), personal presentation and closed by interview process conducted by Khazanah Foundation.





As of December 31, 2017, there are 905 CIMB Niaga scholarship recipients from various types of scholarship programs.

Recapitulation of CIMB Niaga Scholarship Distribution

	Program Name	Beneficiaries
1	Featured Scholarship of CIMB Niaga for Local Undergraduate Degree Since 2006, CIMB Niaga cooperates with the Ministry of Education and Culture of the Republic of Indonesia to organize the Beasiswa Unggulan Program, aiming at High School students to continue their education to the Undergraduate level in various universities in Indonesia.	309
2	CIMB Niaga Scholarship (Undergraduate, Local) The scholarship has been distributed since 2016 and is a form of synergy among CIMB Niaga's business units. It is aimed at students in their 5th semester, to complete undergraduate program in partner universities in Indonesia	374
3	Featured Scholarship of Creative Industry Technology (BUTIK) CIMB Niaga Scholarship (Undergraduate, Local) Scholarships for entrepreneur students that aim to increase the entrepreneurship spirit to Indonesian students. This program is a collaboration of CIMB Niaga with the Ministry of Education and Culture of the Republic of Indonesia and was distributed from 2012 to 2015.	92
4	CIMB Niaga Scholarship (Undergraduate, Overseas) CIMB Niaga and CIMB Foundation offer high school/equivalent students the opportunity to pursue a degree in Malaysia. The scholarship program is made possible by the CIMB Foundation since 2008.	15
5	CIMB Niaga – ASEAN Scholarship (Undergraduate, Overseas) In partnership with CIMB Foundation, CIMB Niaga awards the full scholarship to high school students to pursue a degree at renowned universities worldwide.	1
6	CIMB Niaga Featured Scholarship for Teachers (Master program, Local) The scholarship is awarded in partnership with the Ministry of Education and Culture of the Republic of Indonesia and awarded to high achievement teachers to pursue a Masters at Universitas Sumatera Utara (USU). The scholarship was awarded in 2015.	15
7	Khazanah Asia Scholarship (S2 Overseas) Since 2010, Khazanah Asia Foundation in partnership with CIMB Niaga awarded the scholarship to Indonesians wishing to pursue a master's degree in Malaysia.	15
8	CIMB Niaga Employee Scholarship - Faculty of Economics of UI The scholarship is awarded to high performing CIMB Niaga employees who wish to pursue an undergraduate, graduate, and postgraduate degree at the Faculty of Economics, University of Indonesia.	35
9	CIMB Niaga - Sampoerna Academy Scholarship The scholarship is awarded in partnership with the Putera Sampoerna Foundation and was first awarded in 2011.	25
10	CIMB Niaga - Koperasi Kasih Indonesia (KKI) Scholarship CIMB Niaga in partnership with Koperasi Kasih Indonesia awards the scholarship to the children of the cooperatives' members to continue their studies at vocational schools. The scholarship was awarded in 2013.	18
11	CIMB Niaga - Ikatan Koperasi Indonesia (IKOPIN) Scholarship In partnership with the Institut Koperasi Indonesia, the scholarship is awarded to D3 students focusing in Financial Management. The scholarship was awarded in 2013.	6
Total		905

Scholarship Program Activation

For 11 years CIMB has continuously provided scholarships to the nation's best children. Moreover, CIMB Niaga also keeps good relations with the awardees of its scholarships.

Monitoring Visits

To maintain the quality of the scholarship program, CIMB Niaga always conducts monitoring visits to scholarship recipients spread across several cities. Throughout the year 2017, CIMB Niaga has conducted 5 visits namely Jakarta (6 January 2017 for CIMB Niaga BOUTIQUE Program and 5 October 2017 for CIMB Niaga-KKI Scholarship Program), Malang (7 April 2017), Manado (12 September 2017) and Semarang (November 17, 2017).



Through this visit, CIMB Niaga again refreshed the policy of the Scholarship Program, especially the post-college program. In addition, this visit is a good momentum for conducting academic and non-academic evaluations.



Financial Literacy Program by BU Master CIMB Niaga Recipient

Throughout the year 2017, BU Guru recipient CIMB Niaga held a Financial Literacy Program which aims to educate the public about the importance of financial literacy early and make banking financial services industry as a safe and comfortable place to transact finance. A total of 3,857 people participated in this activity with implementation details as follows.



List of financial literacy of BU Guru 2017

Date	Venue	Participants
May 12, 2017	Rumah Belajar Felik's (Jalan Bunga Melati No 2-AA Medan)	80 Students
August 25, 2017	SMK Darma Bakti	160 Students
September 30, 2017	Yayasan Perguruan Islam Ishlahiyah Binjai	100 University Students
November 8, 2017	SD Swasta Alhidayah Polonia Medan	181 Students
November 11, 2017	SD Swasta Alhidayah Polonia Medan	151 Students
November 15, 2017	Yayasan SMP/SMA PAB Percuit Sei Tuan Medan	1.237 Students
December 13, 2017	Aula Kantor Camat Batang Kuis	715 Housewife
December 14, 2017	Aula Kades Sugiharjo	155 Housewife and Elderly
December 17, 2017	Pendopo Desa Sidodadi	160 Housewife and Elderly
October 28, 2017	Politeknik Unggul LP3M Medan	215 University Students
September 23, 2017	SDN 020620 Binjai	295 Students and Parents
December 16, 2017	SDN 060834 Medan	180 Students
December 18, 2017	SDN 060834 Medan	228 Students
Total		3.857

Leader's Night at the Museum

As a form of active participation in corporate activities, 9 CIMB Niaga scholarship recipients from Universitas Atma Jaya Jakarta had the opportunity to attend Leader's Camp at The Museum. This activity is a form of self development program for CIMB Niaga Scholarship recipients. In this activity, they can draw on the experiences of 3 inspirational women Maudy Ayunda (artist and singer), Nia Dinata (director) and Fransiska Oei (Compliance, Corporate Secretary and Legal Director of CIMB Niaga).





Active Participation of Scholarship Recipients

Throughout the year 2017, CIMB Niaga actively invites the involvement of scholarship recipients in various corporate activities including Tour de Bank Medan (20 May 2017), Tour de Bank Semarang (25 November 2017), Ayo Saving and Sharing Program in Manado (13-14 September 2017) and Serang (18-19 October 2017) total scholars participant 14 people. It aims to foster a sense of belonging of scholarship recipients to the Bank.



Internship Program

The CIMB Niaga Scholarship Program is designed to create qualified talent and be ready to enter the workforce. Therefore, throughout 2017, the Bank will provide scholarship opportunities to gain experience in CIMB Niaga through an internship program. Throughout the year 2017, a total of 13 scholarship recipients who have the opportunity to undergo an internship program in various units in CIMB Niaga.

Literacy and Banking Finance Education Program

Under the terms of Article 14 of the Financial Services Authority No.1/POJK02/2013 Regulation stipulates that the Financial Services Business Actors shall organize educational programs in order to increase literacy and financial inclusion to consumers and/or the public.

In order to support Indonesia's financial literacy and inclusion programs, CIMB Niaga realizes various programs aimed at educating the public about the practical knowledge of banks to improve public knowledge and encourage the public to utilize banking products and services well and wisely.

Ayo Menabung dan Berbagi

Ayo Menabung dan Berbagi (AMDB) is a program that has been running since 2011 as support and implementation of the Ayo Savings Movement launched by the Government. This program aims to increase awareness of saving from an early age while sharing to the less fortunate.

Throughout the year 2017, CIMB Niaga continues to demonstrate consistency in running AMDB Programs in 10 cities in Indonesia namely Solo, Malang, Pematangsiantar, Lhokseumawe, Pangkalpinang, Tarakan, Manado, Sukabumi, Serang and Tegal.



Through the AMDB program, some 5,630 students from 14 Primary Schools, 14 Junior High Schools and 12 Senior High Schools, have gained knowledge of banking, through a series of interesting, educative and fun activities.

The AMDB program at the elementary level, held with various activities, is an educational video game Run Banking Run, Word Search Puzzle game, Tour de Bank video play, socialization of savings benefits, savings of Student Savings (SimPel) and iB SimPel, fundraising and cropping tree together. While for junior high and high school students, CIMB Niaga consists of banking knowledge sharing, financial literacy quiz, SimPel saving socialization and iB SimPel, Ayo Duplikasi Image and Social Media Challenge games.



No	City	Date	School Name	Participants
1	Solo	March 22, 2017	SD Tarakanita	128
			SMP Pangudiluhur Bintang Laut	142
	March 23, 2017	SD Ta'Mirul Islam	190	
		SD Pelita Nusantara Kasih	132	
2	Malang	April 5, 2017	MTS Negeri 1 Malang	111
		April 6, 2017	SMK Nasional Media Center	82
	April 7, 2017	MI Kebon Sari	176	
		SMK Nasional	176	
3	Lhokseumawe	April 26, 2017	SD Sukma Bangsa	145
		April 27, 2017	SMP Negeri 1	115
			SMP Negeri 2	139
4	Pematang Siantar	May 17, 2017	SMA Negeri 1 Mosa Arun	132
			SMP Budi Mulia	149
		May 18, 2017	SD Taman Siswa	125
			SMP Kalam Kudus	130
5	Pangkal Pinang	July 28, 2017	SMK Teladan	150
			SMP Budi Mulia	154
		July 29, 2017	SD Negeri 10 Pangkal Pinang	150
			SMP Theresia Pangkal Pinang	172
6	Tarakan	August 15, 2017	SMA Santo Yosef Pangkal Pinang	150
			SMA Negeri 1 Tarakan	115
		August 16, 2017	SMP Negeri 2 Tarakan	154
			SD Negeri Utama 1 Tarakan	144
7	Manado	September 13, 2017	SD Negeri 018 Tarakan	119
			SMA Negeri 1 Manado	160
		September 14, 2017	SMP Negeri 1 Manado	144
			SD Citra Kasih	101
8	Sukabumi	September 29, 2017	SMP Dian Harapan	152
			SMA Negeri 1 Sukabumi	156
		September 30, 2017	SMA Negeri 4 Sukabumi	150
			SMP Negeri 1 Sukabumi	150
9	Serang	October 18, 2017	SD Mardi Waluyo	134
			SDN Gelem 3 Serang	127
		October 19, 2017	SD Mandiri Serang	144
			SMP N 7 Serang	139
10	Tegal	November 15, 2017	SMK Prima Mandiri Serang	152
			SD Global Inbyra School	100
		November 16, 2017	SMP Pius Tegal	146
			SMP Negeri 7 Tegal	147
			SMA Negeri 1 Tegal	148
Total				5.630



Introduction



Sustainable Governance



Contribution to Economic Growth



Contribution to Community





Accountability Ayo Menabung dan Berbagi 2017

As a report of CIMB Niaga's Come Up and Sharing (AMDB) Program in 2017, the Company organizes AMDB 2017 Program Accountability event at Graha CIMB Niaga Jakarta. The event was attended by 114 students from SMP Daar El Qolam, SMP Al Jannah, SMP & SMA Bakti Mulya 400 and SMP Tarakanita.



In addition to the program implementation reports, the Company also reported the acquisition of funds in Ayo Menabung and Berbagi Berusmber accounts from donations from students, communities and top up of CIMB Niaga. During 2017, Rp361.034.342 collected and donated symbolically to the Indonesian Heritage Foundation (IHF) Heritage Foundation (IHF) to be used for Character Education Training for Kindergarten Teachers, and to Yayasan Cinta Anak Bangsa (YACAB) for Computer Training Program for elementary, junior and senior high school students through CIMB Niaga Car Learning Program.

Tour de Bank

Tour de Bank is part of AMDB CIMB Niaga Program which aims to introduce closer about banking through visit to CIMB Niaga branch office.

Throughout the year 2017, CIMB Niaga Tour de Bank Program has been participated by 19 Primary Schools in 5 cities in Indonesia namely Medan, Jakarta, Pontianak, Batam and Semarang. A total of 952 students participate actively in the Tour de Bank Program organized with various activities that are interesting, educative and fun.



At Tour de Bank, students are invited to know some important things about the banking world, such as the use of Automatic Teller Machine (ATM), Cash Deposit Machine (CDM), Money Counter Machine, the task of teller and customer service as well knowledge of banking products.





To add insight into banking finance, CIMB Niaga socialized the benefits of saving, SimPel and IB SimPel savings, operationalizing OJK Car Literacy and CIMB Niaga Cash Car. In addition, the students are also invited to play while studying through various educational games on banking finance such as: Video Games Edukatif Run Banking Run, Word Challenge and Related Word.

Recapitulation of the 2017 Tour de Bank Activities

No	City	Date	∑ School	School Name	∑ Participants	Total
1	Medan	Saturday, May 20, 2017	4	SD Cinta Budaya	50	236
				SD Methodist 3	50	
				SDIT Musabbihin	86	
				SDIT HJ Mardiyah Lubis	50	
2	Jakarta	Wednesday, May 24, 2017	1	SD Tunas Indonesia	15	15
3	Pontianak	Saturday, August 26, 2017	5	SD Mujahidin Pontianak	88	227
				SD Kristem Immanuel Pontianak	50	
				SD Negeri 17 Pontianak	51	
				SDIT Semesta Khatulistiwa Pontianak	45	
				SD Pelita Cemerlang Pontianak	43	
4	Batam	Saturday, October 28, 2017	5	SD Mondianal Batam	50	242
				SD Kristen Basic	47	
				SD Djuwita	50	
				Sekolah Kristen Tabqha	45	
				Sekolah Charitas	50	
5	Semarang	Saturday, November 25, 2017	4	SD Mondial Semarang	88	232
				SD Tri Tunggal Semarang	69	
				SD Theresiana Semarang	75	
				SD Nasima Semarang	50	
Grand Total			19		952	

Mini Banking Laboratory

In collaboration with the University of Indonesia Vocational Program (UI) since 1989 to date, CIMB Niaga dedicates a mini banking laboratory to provide educational and practical knowledge about banking for students in universities, especially Vocational UI students. Hardware and software facilities are provided by updating of training materials. Activities in the classroom turned into a simulated activity of customer service. The simulation of banking operational practice is presented as real as happened in the branch office actually guided by trainers who are employees of CIMB Niaga. Each year this facility is utilized by 80 students of UI Vocational Program.



Laboratory of Bourse Game

Supporting the simulation of foreign exchange simulation in realtime for students of Master of Management Faculty of Economics UI, CIMB Niaga presents Laboratory of Bourse Game. Trainers who provide materials in the laboratory are employees of CIMB Niaga from CIMB Niaga Mengajar program.

On October 10, 2017, John Simon, Treasury and Capital Market Director of CIMB Niaga relaunching the Laboratory of Bourse Game on Campus Master of Management Faculty of Economics and Business Universitas Indonesia (MM FEB UI), Salemba, Jakarta coinciding with the month of financial inclusion proclaimed by OJK. Inauguration of the latest facilities of the CIMB Niaga Bourse Game Laboratory



along with the completion of the renovation process to the classrooms, lecture rooms and laboratory space of Bourse Game, the addition of teleconference facilities and upgrade bourse game application software. This Labor Aid is a continuation of cooperation since 2008. In addition to relaunching, to enrich students' knowledge about the role of banks in anticipating the economic slowdown, CIMB Niaga went on to hold a seminar entitled The Role of Banking Sector in Anticipating Economic Slow Down which presented the Chief Economist CIMB Commerce and Executive Director Ernst and Young.

Student Visit

Student Visitation is a series of cooperation between CIMB Niaga with educational institution in giving education and financial literacy of banking to society, especially among student.

In 2017, CIMB Niaga organizes two Student Visitations. The first visit was in April where the students and representatives from Universitas Pelita Harapan (UPH), School Business Management (SBM) of Institut Teknologi Bandung (ITB), Bina Nusantara University (BINUS), President University and Prasetya Mulia University, amounted to 45 people in Tower of Asia Karawaci and Dynaplast Tower. In May, CIMB Niaga again received a visit of 14 Faculty of Economics and Business students of Universitas Indonesia at Graha CIMB Niaga. In this visit, they have the opportunity to get acquainted with products and services, Digital Banking innovations and Treasury Marketing.



The Car Literacy Finance Program

The Financial Services Authority (OJK) requires every banking industry to provide financial literacy to the community. The regulation is contained in OJK Regulation number 1/POJK.07/2013 on Consumer Protection of Financial Services Sector. As a form of implementation of the regulation, CIMB Niaga operates Si MOBil LitErasei Keuangan (SiMOLEK).



SiMolek provides financial literacy services related to the socialization of financial literacy to the wider community, especially in areas with inadequate infrastructure, including centers of community activities such as schools, factories and markets from Monday to Friday, 09:00 to 16:00 local time. As a tool of financial literacy, SiMOLEK is equipped with video equipment, financial literacy materials and car cash CIMB Niaga.

Movement of financial literacy through CIMB Niaga SiMOLEK took place in 6 cities including Medan, Batam, Padang, Pontianak, Serang and Semarang with the number of visitors reached 1.347 people during 2017.

Certified Financial Planner (CFP)

CIMB Niaga in collaboration with the Institute of Applied Financial Planning Indonesia (IAFPI) is organizing a CFP Program which is awarded to sales achievers as a further learning material to support its profession as a client's financial advisor. Throughout 2017, 60 CIMB Niaga employees received this training with the following objectives:





1. Create standardized ethical and professional conduct as a financial planner.
2. Building competence and proficiency/expertise by obtaining a recognized professional degree in finance degree worldwide.
3. Obtained certification from National Board of Professional Certification (BNSP) as a new and official profession in Indonesia.
4. Increase value added for marketing and self-branding.

Personal and Family Financial Planning Seminar

On October 8, 2017, As a series of bamboo planting programs and supporting OJK Financial Inclusion Month Activities, CIMB Niaga conducted a seminar on family financial planning for bamboo farmers and housewives in Wogo Village, NTT and attended by 30 bamboo farmers. Family Financial Planning Materials presented include an explanation of the importance of setting aside money for various purposes of household needs, education, investment, entertainment, emergency needs and so forth.

On November 21, 2017, CIMB Niaga in cooperation with Yayasan Thisable organized a financial literacy workshop for 50 persons with hearing/deaf disabilities. By using sign language, participants are given understanding and knowledge of wise financial planning strategy so that their income can be sufficient every day even saving for future needs.

Participation in the Financial Inclusion Month in Padang

Coinciding with the implementation of the Financial Inclusion Month proclaimed by the West Sumatra Provincial Financial Services Authority on October 28, 2017, CIMB Niaga participated in OJK activities held at Padang State University (UNP). At the event, CIMB Niaga presents 100 students from 2 schools that work together in Savings Student Savings Program (SIMPEL), SMP Maria and SMA Don Bosco.



Education for Empowerment

Million Books Program

CIMB Niaga supports the implementation of quality education through the One Million Books Program, in the form of providing various science books/encyclopedias to educational institutions (schools, foundations, communities) aimed at building children's reading interest as early as possible and assisting the Government's program in educating the nation. In 2017, CIMB Niaga conducts book-raising activities in 10 cities and collects 10,000 books and is distributed to various regions in Indonesia that need it through the Indonesia Book Sedekah Movement.





Provision of Educational Support Facilities



Throughout the year 2017, the Company provided various educational facilities to 40 schools participating in the Ayo Saving and Sharing Program (AMDB). The types of facilities provided such as sports equipment, laboratory equipment, books for libraries, TV facilities, projectors used to support teaching and learning activities so that it can run more effectively and efficiently.

Great Training Program for Kindergarten Teachers

CIMB Niaga has a high commitment to improving the quality of education of Indonesian children. In 2017, in collaboration with the Indonesia Heritage Foundation (IHF), the Company organized a character-based holistic education training for 3,039 Early Childhood/Childhood Education (TK/PAUD) teachers. The event was held in 3 cities namely Bekasi, Bogor and Malang.

City	Date	Venue	Teachers
Bekasi	March 15-17, 2017	Asrama Haji Bekasi	1.015
Bogor	March 23-25, 2017	Gedung Graha Widya Wisuda, Institut Pertanian Bogor (IPB)	2.007
Malang	July 4, 2017	Dome Universitas Muhammadiyah Malang	17
Total			3.039

This grand training program is an implementation of the donation of AMDB 2016 Program from CIMB Niaga to IHF of Rp152,157,568,-.

PILLAR OF COMMUNITY DEVELOPMENT AND EMPOWERMENT

Community Development and Empowerment Program is a realization of efforts to improve the welfare of the community as a goal of business sustainability of CIMB Niaga. CIMB Niaga is committed to the belief that programming for community development and empowerment must meet the program's general goals and guidance: character building, empowering the community, training the community, developing self-skills, helping people to prosper sustainably and independent.

Based on these criteria, CIMB Niaga took the initiative and participated directly to provide assistance to a community or community on a large scale embodied in various forms of the program.

Community Link

Community Link program opens opportunities for all parties, both branches and foundations concerned to propose work programs within the framework of realization of corporate social responsibility in the field of society. This program is an activity initiated by CIMB Niaga branch offices to help the community around branch offices to improve their standard of living, basic competence and prosperity.

Disability Empowerment Program

CIMB Niaga supports the Bank's operational policy to involve one of the groups of people who are considered vulnerable in accordance with the Human Rights Reference, namely persons with disabilities. A total of 11 million of the 21 million persons with disabilities in Indonesia are currently at productive periods in the workforce. Since 2013, CIMB Niaga has engaged persons with disabilities to join the Bank's workforce. Number of persons with disabilities who work as Telesales officers 48 persons with visual impairment (visually impaired) and Phone Banking 10 persons with hearing disabilities in 2017.





In addition to involving persons with disabilities in the Bank's operational activities, CIMB Niaga contributes to improving the skills of persons with disabilities. This effort is realized through various activities in 2017:

1. Donate Rp150.000.000, - to YPAC Nasional for information technology training for 20 persons with disabilities consisting of 4 physically disabled, 2 mentally disabled and 14 hearing impaired. Information Technology (IT) Training aims to prepare soft skills of trainees in the world of work, so that it can develop its potential in the field of information technology as a provision of future independence.
2. Distribution of funds amounting to Rp40 million to Thisable Foundation and organizing a financial literacy workshop for 50 persons with hearing/deaf disabilities.

Car Learning CIMB Niaga

Car Learning CIMB Niaga is a training program in the form of laboratory computer service provision. The program, which is a collaboration between CIMB Niaga and Yayasan Cinta Anak Bangsa (YCAB), is aimed at elementary to high school students in 20 schools spread across three areas: East Jakarta, North Jakarta and Tangerang.

The purpose of program procurement is to provide training opportunities/computer courses for students who do not have sufficient faculty and facilities for computers. Car Learning CIMB Niaga is equipped with 13 units of laptop that has been equipped with internet facility.

In 2017, there are 174 students of CIMB Niaga Study Car Program absorbing the fund allocation amounting to Rp207,960,000. Learning Car teaching period is 6 (six) months or semester period. Until December 2017, there are 163 students survive and take the final exam of graduation. The result, only two students who failed to pass the exam while 161 students passed and get a certificate. The graduation rate in 2017 increased to 93% from 69% in 2016.



CIMB Niaga Study Car Program has been running since 2011. The operational area of the program ranges from Cibinong (Bogor Regency) in 2017 while in the previous year in Jakarta and Tangerang. In 2016, the number of students who joined the program reached 247 people. This number decreased to 187 people due to changing locations that are no longer in the city center but to areas that need more access to information technology.

Employee Volunteer

Employee Volunteer is a CIMB Niaga employee volunteer program by inviting CIMB Niaga employees to participate in CIMB Niaga CSR activities in environment and social area. The types of activities implemented vary, depending on the CSR program being implemented.

In 2017, Employee Volunteer engages CIMB Niaga employees on AMDB and Tour de Bank programs with each program involving 100 CIMB Niaga employees at AMDB and 200 employees on the Tour de Bank program.



PHILANTHROPY PILLAR

CIMB Niaga philanthropy activities is a CSR activity in the form of donations with the aim of helping improve the welfare of the community. Philanthropy activities are conducted both on their own initiative and outside demand. Donations can be shared funds, goods or social programs and provided to communities around the branch network of CIMB Niaga. Priority areas of donation are education, religion, health, arts and culture, economics, sports and Information Technology (IT).

Wisma for Female Workers (TKW) Indonesia in Kuala Lumpur

Starting from 2010, "Rumah Kita" is a temporary shelter for TKW who are in legal process. A house with eight rooms and a capacity of up to 50 people has been renovated and equipped with various amenities including reading room, computer equipment, entertainment room and farming ground. CIMB Niaga covers all maintenance costs such as electricity, water and lease expenses. Meanwhile, the day-to-day management is run by the Indonesian Embassy in Kuala Lumpur which also provides doctors for medical examination of TKW, providing psychologist, organizing various skills training such as computer and spiritual spirits. Recorded in 2017, as many as 778 migrant workers have been accommodated in Shelter Rumah Kita.

Lactation Room

The provision of Lactation Space in the work environment can not be separated from CIMB Niaga's efforts to play an active role in reducing infant mortality rate. The World Health Organization (WHO) estimates 820,000 children can be saved if every mother breastfeeds her baby within the first hour of birth. Breast Milk (ASI) in the first six months of a child's life, and for the first two years still breastfeeding even though the child has received a complementary diet. Breast milk is also shown to protect children from a number of illnesses, increase IQ levels in premature children, and reduce the risk of breast cancer in mothers.



To that end, CIMB Niaga provides lactation room equipped with comfortable sitting room, milk bottle pencil (uPang UV Sterilizer), and a refrigerator that serves to store breast milk.

The provision of lactation space in the CIMB Niaga office area is also a form of implementation of Government Regulation No. 33 of 2012 on Exclusive Breast Milk Exception. Lactation space can also be used for customers who are doing banking transactions in the bank office.

There are a total of 11 bank offices of CIMB Niaga which have Lactation Room spread in Jakarta, Karawaci, Bintaro, Bandung, Malang, Surabaya, Semarang, and Yogyakarta.





Donate Wheelchairs

Rumah Singgah Anak Kanker is located in Banjarmasin, South Kalimantan, is a term for shelter for cancer patients who are undergoing treatment at Banjarmasin hospital. CIMB Niaga provides 2 wheelchair units to Yayasan Rumahku-Rumah Singgah Anak Kanker in hopes to help serve cancer patients who come to the shelter.



Blood Donor Program and Health Talk

CIMB Niaga collaborated with CIMB Niaga Club (CNC) to consistently support the Indonesian Red Cross (PMI) effort through Blood Donation conducted in May and November 2017. Of the 2 times, there were 1,031 donors who donated their blood from customers, employees CIMB Niaga, the Board of Commissioners of CIMB Niaga and the general public.



Different from the previous year, there was a health talk event in cooperation with Lippo Insurance and Premier Bintaro and Jatinegara Hospital on blood donor activities in 2017. At the middle of the year, the health talk in Griya Niaga Bintaro was

themed "Depression: Let's Talk" which is sufficient and not self-destructive. While in Menara Sentraya themed "Breast Cancer Awareness", on how to detect breast cancer as early as possible.



At the end of the year, blood donors were held in November simultaneously in 3 locations namely Graha Niaga Tower, Griya Niaga Bintaro and CIMB Niaga Gajah Mada with the theme of health talk "Healthy Life Style", which discussed the importance of maintaining a healthy diet.

Natural Disaster Recovery Program

A landslide disaster occurred in Ponorogo, Pulung Sub-district, Banaran Village, on Saturday, April 1, 2017. The incident resulted in about 200 residents lost their homes and fields. CIMB Niaga distributes donations of Rp Rp10 million to 21 people landslide victims. Donations are distributed in the form of clothing purchases, blankets, sarongs, and hygiene kits through Pos Peduli Peduli Umat (PKPU).





Religious Day Celebration Program

Ramadan 1427 H

CIMB Niaga again conducts various series of Ramadan activities both at Head Office and in some areas. This Ramadan donation is given to the 5 Council of Mosque Prosperity (DKM) and 9 foundations.



Here are the names of DKM and foundations that received donations from CIMB Niaga

No	Name of Mosque	City
1	Masjid Al-Muuzhofa Karawaci	Tangerang (Karawaci)
2	Masjid Gajah Mada	Jakarta
3	Musholla Synergy	Tangerang (Alam Sutra)
4	Masjid Niaga Rahmat	Jakarta
5	Masjid Al Hikmah	Tangerang (Bintaro)

No	Name of Foundation	City
1	Sekolah Anak Jalanan (SAJA)	Jakarta
2	LKSA Panti Asuhan Nurul Akbar	Makassar
3	Yayasan Ramda Bhakti Pertiwi	Bandung
4	Yayasan Seribu Manfaat	Tangerang (Bintaro)
5	Yayasan Yatim Mandiri	Surabaya
6	Yayasan Al Kahfi	Medan
7	Yayasan Sahabat Yatim	Balikpapan
8	Panti Sosial Anak Asuh Mardhatilah	Solo
9	Yayasan Nurul Islam	Lampung

Idul Adha 1437 H

From Probolinggo city, the qurban beef from CIMB Niaga is processed and distributed to Banjarmasin city. Thanks to the distribution of qurban through Rumah Zakat, 250 people also feel the benefits of the beautiful sharing in the feast of Eid al-Adha. A total of 350 cans of corned beef qurban and 140 cans of corned goat qurban are channeled to Mai River Village RT 12 District Banjarmasin North Banjarmasin City, taking into account the kelurahan included in the middle to lower economic level.



CIMB Niaga also participated in providing qurban animals as many as 7 cows and 4 goats spread across 8 locations: Graha CIMB Niaga Sudirman, CIMB Niaga Karawaci Tower, CIMB Niaga Gajah Mada Jakarta, CIMB Niaga Bandung, CIMB Niaga Surabaya and CIMB Niaga Malang . In addition, CIMB Niaga also distributes qurban animals through the Humanitarian Institute of Justice Peduli Umat (PKPU) in Kupang, East Nusa Tenggara.

Christmas Echoes 2017

As a form of awareness and gratitude, CIMB Niaga gave the Christmas Donation of Rp40 million to 4 foundations, each Rp10 million to LKSA Putri Elim, Covindo, Global Edutama Adunai and Naroman Maromak Jaya Foundation. Donate from employees

CIMB Niaga in Gema Natal also increased the number of donations, so that each Foundation received a donation of Rp13.125.000, -.





Qardhul Hasan Sharia

Throughout the year 2017, CIMB Niaga Sharia distributed a total of Rp6,699,921,742.

Donation

Donations are CIMB Niaga's contribution and participation, either on its own initiative or to stakeholder requests, which may be shared funds, goods or social programs and provided to communities around the branch network of CIMB Niaga.



Throughout 2017, CIMB Niaga disbursed 44 donations with a total fund of Rp927,916,099.

The aid is channeled to various needy communities such as victims of natural disasters, people with disabilities, cancer patients, orphans, including spiritual needs such as the construction or renovation of houses of worship and the provision of religious festivals.

Details of Donation to the Communities

No	Donation Information	Total
1	Management Top Up for CIMB Niaga Peduli Aceh Earthquake	28,956,099
2	Social Work Program Cleft Lip and Ceiling	2,500,000
3	Renovation and Expansion of the As-Salam Joglo Mosque	2,500,000
4	Emergency Relief landslide at Ponorogo through PKPU	10,000,000
5	Eye Tumor Operation	10,000,000
6	Yayasan Maryam Karim	10,000,000
7	Making a Musholla Canopy Al-Musyawahroh	2,500,000

No	Donation Information	Total
8	Al Amanah Nusantara Foundation	5,000,000
9	Pondok Ramadhan FEC Makassar	2,550,000
10	Yatim Mandiri Madiun Foundation	4,750,000
11	Break Fasting with Lion Club cooperation with Daan Mogot branch office	5,000,000
12	Safari Ramadhan (Jakarta) for Sekolah Anak Jalanan (SAJA)	10,000,000
13	Safari Ramadhan (Bandung)	10,000,000
14	Safari Ramadhan (Surabaya)	10,000,000
15	Safari Ramadhan (Bintaro)	10,000,000
16	Safari Ramadhan (Balikpapan)	10,000,000
17	Safari Ramadhan (Solo)	10,000,000
18	Safari Ramadhan (Medan)	10,000,000
19	Safari Ramadhan (Lampung)	10,000,000
20	Safari Ramadhan (Makassar)	10,000,000
21	Ramadhan Activity (Dewan Kemakmuran Masjid Tower)	15,000,000
22	Ramadhan Activity (Dewan Kemakmuran Masjid Bintaro)	15,000,000
23	Ramadhan Activity (Dewan Kemakmuran Masjid Alam Sutera)	15,000,000
24	Ramadhan Activity (Dewan Kemakmuran Masjid Karawaci)	15,000,000
25	Ramadhan Activity (Dewan Kemakmuran Masjid Gajah Mada)	15,000,000
26	Ramadhan Activity - Belanja Bareng Anak Yatim cooperation with CIMB Niaga Syariah dan Daarul Quran Foundation	34,000,000
27	Build Musholla Darussalam	2,500,000
28	Idul Adha DKM Masjid Niaga Rahmat	46,000,000
29	Idul Adha DKM Gajah Mada	25,000,000
30	Idul Adha DKM Karawaci	21,000,000
31	Idul Adha CNC Bandung	25,000,000
32	Idul Adha CIMB Niaga Malang	6,000,000
33	Idul Adha CIMB Niaga Surabaya	25,000,000
34	Idul Adha PKPU	22,000,000
35	Idul Adha Rumah Zakat	25,700,000
36	Donation of two wheelchairs for Rumah Anak Kanker Foundation	4,000,000
37	Alzheimer Indonesia Foundation	5,000,000
38	Kasih Natal Covindo Foundation	10,000,000
39	Kasih Natal Naroman Maromak Jaya Foundation	10,000,000
40	Kasih Natal LKSA Puteri "Elim"	10,000,000
41	Kasih Natal GEA Foundation	10,000,000
42	Information Technology Training cooperation with Pembinaan Anak Cacat Foundation (YPAC)	150,000,000



No	Donation Information	Total
43	Financial Literacy against Deaf co-operative with Thiesable Foundation	40,000,000
44	Car Study Mobile Information Technology program cooperation with Cinta Anak Bangsa Foundation (YCAB)	207,960,000
Total		927,916,099

ENVIRONMENT PILLAR

Internal scope, sustainability effort, improvement and support to the environment are important as environmental and natural factors follow the sequence affecting CIMB Niaga's operational activities in serving all stakeholders. Therefore, CIMB Niaga puts environmental conservation as one of the four focuses of CIMB Niaga Care which is part of Corporate Social Responsibility (CSR) of CIMB Niaga.

In relation to environmental programs, CIMB Niaga's corporate policies that support environmental conservation are contained in the Program Policy Cost Effectiveness (EFI Policy). In the EFI policy the Green Office Policy is included which is part of the company's plan to become part of Green Banking Industry in the future. This is in line with the launching of Go Green program by Bank Indonesia.

While on the external scope. CIMB Niaga seeks to conserve biodiversity in Indonesia to support natural conservation programs in Indonesia especially bamboo planting in Ngada, East Nusa Tenggara.

A discussion of the environment is discussed in the chapter "Contribution to the Environment" on page 84.





2017 CSR AWARDS



Social Business Innovation Award 2017, from Warta Ekonomi to CIMB Niaga as a Company committed to support environmental conservation through the implementation of Green Banking Program with Green Office Program, August 18, 2017

The 9th Annual Global CSR Summit and Awards 2017, the Bronze rank in the Excellence in Provision of Literacy & Education Award for Character Education Training Program for Kindergarten and Early Childhood (PAUD) teachers in Indonesia, March 30, 2017 in Langkawi, Malaysia.

TOP CSR 2017 Nawacita V - Financial Literation for Students category for Saving and Sharing Program (AMDB) and Tour de Bank and TOP Leader in CSR Commitment category to Fransiska Oei, Compliance, Corporate Secretary and Legal Director of CIMB Niaga, 5 April 2017.

Nusantara CSR Awards 2017 for the category of quality improvement of education through the implementation of Scholarship Program CIMB Niaga and the category of economic improvement of the community through the BUTIK Program (Basiswa Unggulan Teknologi Industri Kreatif) aimed at young entrepreneurs, from The La Tofi School of CSR, 6 September 2017.

CSR 2017 FUNDING

The CSR funding source is derived from the Company's operating costs with due regard to financial needs and conditions. In 2017, the realization of Corporate CSR program is Rp30,901,400,564.

No	CSR Activity Pillar	2017	2016	2015
1	Education	12,160,287,470	7,166,282,929	7,159,607,198
2	Community Development and Empowerment	3,048,463,000	260,227,000	267,790,609
3	Philanthropy and Donation	8,235,558,452	1,206,601,503	2,280,069,671
4	Environment	29,844,000	534,355,000	57,576,900
5	Qardhul Hasan of CIMB Niaga Sharia	6,699,921,742	19,118,214,185	14,705,655,254
6	CSR Communication Program	727,334,900	324,317,375	168,530,000
Total		30,901,400,564	28,609,997,992	24,639,229,632



2018 CSR Strategy and Plan

CIMB Niaga consistently and continuously conducts the formulation and review of implementation strategies programs and CSR activities. As a form of CIMB Niaga's commitment to the implementation of CSR Program, in the future Banks are gradually allocating CSR costs of 1% of Profit Before Tax (PBT).

In 2018, CIMB Niaga will continue to focus on strengthening the 4 pillars of CSR covering education, philanthropy, empowerment and community development, as well as the environment.

1. Education

CIMB Niaga will focus on the optimization of the Scholarship Program to improve the quality of national education and improve the quality of the workforce in the future. In addition, CIMB Niaga will also hold Literacy Program and Banking Finance Education as directed by Bank Indonesia and Financial Services Authority (OJK), including Saving and Sharing Program (AMDB) and Tour de Bank. This program also increases the financial inclusion of the community, so it can make the bank as a safe and comfortable place in financial transactions.

2. Community Development and Empowerment

CIMB Niaga will focus on organizing Community Link Programs that involve branch offices, customers and communities in developing and empowering communities in the social, economic, educational and environmental fields.

3. Philanthropy

In the field of philanthropy, CIMB Niaga will focus on strengthening and expanding the provision of usefulness for the people in need.

4. Environment

CIMB Niaga will continue to strive for environmental preservation both internally and externally. On the internal scope of CIMB Niaga focuses on the implementation of the Green Office Policy included in the Smart Spending Policy to create a healthy working environment and become part of Green Banking Industry in the future. In the external sphere, CIMB Niaga focuses on environmentally friendly credit distribution as well as conservation efforts for biodiversity in the Ngada, Nusa Tenggara Timur and Lombok, West Nusa Tenggara areas that focus on community-based bamboo conservation.







**LIVE THE LIFE OF YOUR
DREAMS** AND ENJOY THE
LITTLE THINGS

Batik Papua

Local designers are making Papuan-style batik in bright reds, yellows and greens – a stark contrast to the subdued colors of Central Java, where the style came into fashion. Adorning local batik are local motifs and sacred symbols, ranging from crocodiles to cendrawasih birds of paradise and from spears to traditional tifa drums.





➔ Contribution to the Environment



Green Banking (environmentally friendly bank) is a policy that requires financial institutions, especially banking, to always prioritize sustainability in running their business. CIMB Niaga is committed to become a part of Green Banking Industry in the future by applying Green Banking concept among others through environmentally friendly credit distribution and environmentally friendly operational activities.

Green Banking (environmentally friendly bank) is a policy that requires financial institutions, especially banking, to always prioritize sustainability in running their business. This is a form of contribution from the banking sector to support the government's commitment to improve Indonesia's position as the lungs of the world through practices in reducing greenhouse gas emissions. This policy is part of the effort to create a Green Economy which views economic development in a balance manner which considers social, economic, and planetary aspects.

CIMB Niaga is committed to be a part of Green Banking Industry in the future. CIMB Niaga applies the Green Banking concept among others through the distribution of environmentally friendly credit and the practice of environmentally friendly operational activities. For environmentally friendly operations, CIMB Niaga designed a number of environmentally friendly programs both internally and externally. Externally, CIMB

Niaga relies on CIMB Niaga CSR program in Environmental Pillar through its efforts to utilize one of Indonesia's biodiversity namely bamboo plant which is also supported by community empowerment program.

The implementation of CIMB Niaga Green Banking Policy is based on and refers to:

- Law No.10 of 1998 on Banking
- Law No. 32 of 2009 on Environmental Protection and Management
- Memorandum of Understanding (MoU) between Minister of Environment and Governor of Bank Indonesia on enhancing the role of banking sector in order to support environmental management (No. B-07MENLH/09/2004/ No. 6/66/KEP.GBI/2004)
- Regulations of Bank Indonesia
- Policy of Indonesia National Council on Climate Change

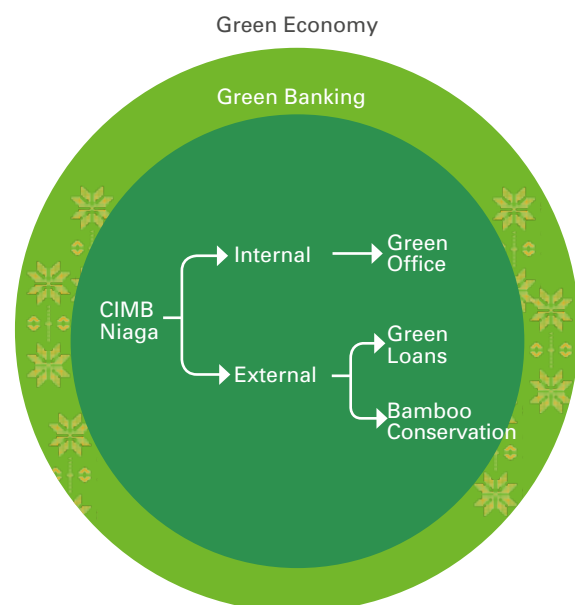


- The United Nations Framework Convention on Climate Change (UNFCCC);
- United Nations Environment Program (UNEP); and
- Equator Principles (EP)

PLANNING AND TARGETS

In 2017, we have set the targets of CSR implementation in the environmental sector as follows:

1. Applying the checking process to the debtor business waste/Assessment Program of Corporate Performance Rating in Environmental Management (PROPER) developed by the Ministry of Environment and Forestry (KLHK).
2. Promoting green office scheme and the importance of environmentally friendly lifestyle.
3. Conducting bamboo conservation and establishing community-based productive bamboo business.
4. Saving the energy.





Introduction



Sustainable Governance



Contribution to Economic Growth



Contribution to Community

INTERNAL PROGRAMS

Green Office Program

One form of environmentally sound operational policy in the Company is the adoption of Green Lifestyle which is internally designed to create a healthy, comfortable and clean working environment to improve work productivity. As an effort to raise awareness both of CIMB Niaga employees and guests in implementing Green Lifestyle, CIMB Niaga held Green Office Program supported by Smart Spending Policy. In addition, CIMB Niaga also participates in the Green Office Competition organized by Graha Niaga Tata Utama (GNTU).





CIMB Niaga Green Banking Program Achievement 2016-2017

2016 Achievement	2017 Improvement Effort
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Green Workspace

The number of green workspaces have been increased through the provision of plant facilities in the form of anti-pollutant plant which placed on each employee work table.

An addition of green workspace by adding plants in the corners of the room.

The distribution of organic fertilizer to each floor as a form of cooperation of CSR program between CIMB Niaga and Building Management (GNTU).

Evaluation:

- Concern for maintaining crops among workers needs to be improved.

Green Printing

The number of workers utilizing green printing (printing with waste paper) is increasing. This is marked by the increasing need for the addition of provision of waste paper.

An addition of points of used paper supply are made in 16th floor.

Printing using quality draft mode to save printer toner; utilizing Multi Function Printer (MFP) tools for scanning, fax or e-mail to reduce the use of paper.

Gradual implementation of paperless program internally and externally

Hemat Energi

Efforts to raise awareness of energy saving among workers still need to be improved. This includes simple action campaign such as turning off the lights or unplug the computer cable when not in used.

Spreading posters of energy-saving movements and savings tips on strategic locations.

The authorization of electricity consumption after office hours where the maximum use of electricity for the purposes of overtime activity is permitted only up to 2 (two) hours after office hours.

The use of energy saving electrical installation (lamp type, zoning, lamp installation and others) and classify air conditioning as an expense during overtime. This effected the decrease of overtime hours as well as the decrease of emissions caused by minimal electricity usage.

Green Life Style

The environmentally aware way of life or green lifestyle is the Management's 'dream' for the way of living of the employees. In 2017, various activities were designed and organized to realize this dream including holding a workshop on the importance of Green Lifestyle by inviting Margaret Meutia - representatives of World Wildlife Fund for Nature (WWF) Indonesia and Ranitya Nurlita - Greenaration Foundation as speakers.



Smart Spending Policy

Smart Spending Policy is an efficiency effort through the implementation of environmentally friendly operational policies which also have impact on cost savings. This policy confirms that in the operations, the use of fuel, electricity, and paper should be significantly reduced.

Some efforts of energy and water efficiency taken at CIMB Niaga also have impacts on the Company's consumption rate in the two respective energy types. For energy consumption concerning electricity power consumption in accordance with measurement methods and standards, the data was not yet available during the report compilation. The Company would present the indicator amount in the next reports. While for water at CIMB Niaga, where is sourced from PDAM (drinking water municipal company), in 2017 the consumption went down at 11.3%. The water consumption at CIMB Niaga head office with sampling method of monthly and quarterly laboratory checking at unilab or accredited private laboratories, and quarterly at Regional Environmental Agency (BPLHD) of Jakarta. **[GRI 303-1]**

Volume of Water Sourced from PDAM (m³)

2017	2016	2015
53.936	60.807	58.672

EXTERNAL PROGRAMS

Green Loans

We implement environmentally friendly credit policy as an effort to conserve the environment. In the process of appraising investment lending, working capital loans, and banking services to prospective commercial customers engaged in manufacturing-based industry, plantation, mining and large-scale infrastructure, we require the companies



to implement environmentally friendly policies marked by the acquisition of PROPER ratings of the Ministry of the Environment where those rated black in the PROPER system are not eligible for credit. In addition, we will continue to be guided by Bank Indonesia regulations that aim to conserve the environment.



Another effort to manage and mitigate the environmental impact of the debtor's operational activities, in particular large-scale debtors with significant environmental impacts, is our policy to address the results of the Environmental Impact Assessment (Analisis Mengenai Dampak Lingkungan-AMDAL) for large-scale and/or high-risk enterprises.

The Eco-Friendly Credit Policy stipulated by CIMB Niaga is the application of relevant government regulations, as follows:

- Elucidation of Article 8 of Act Number 7 of 1992 concerning Banking, as amended by Act Number 10 of 1998, concerning Environmental Impact Assessment (AMDAL) for large-scale and/or high-risk companies.
- Law Number 23 of 1997 on Environmental Management and
- Government Regulation No. 27/1999 on AMDAL.

Bamboo Conservation for the Environment

As part of the CSR implementation, CIMB Niaga is committed to supporting all environmental conservation efforts for future generations, biodiversity, and environmental sanitation. The commitment is implemented through various CSR activities in the field of environment through a process of identification and direct interaction with stakeholders on the needs of environmental conservation in the long term.

Bamboo is one of Indonesia's biological wealth. Indonesia has approximately 140 species of bamboo. Bamboo is remarkably beneficial for life with its function as a conservation plant. One hectare of bamboo plants aged between 3 - 6 years old has a conservation power of CO₂ up to 12 tons from the air. In line

with CIMB Niaga's commitment to make a real contribution to environmental conservation and climate change mitigation efforts, our bamboo conservation program not only restores the functioning power of critical land but also improves air quality by absorbing CO₂ as a greenhouse gas trigger that causes climate change.

TRACK RECORD OF BAMBOO CONSERVATION

2012

- Planting 4,000 stout bamboos in Gambuk Hamlet, Padangan Village Pupuan Tabanan Bali for the improvement of 8 ha of land.
- A collaboration of CIMB Niaga, Kehati foundation and farmer groups in Batungsel Pupuan Village, Tabanan (Bambu Alam Lestari Group) and Desa Taro Patas, kabupaten Gianyar (Pemulan Group).

2013

- Research on post-harvest bamboo shoot handling techniques.
- It resulted in stout bamboo shoots that have high nutritional value, good taste, soft texture and long shelf life after being processed and packed.

2014

- Started the first harvest and the group agreed to start developing a home-scale industry for processing bamboo shoots which will be marketed to ecotourism visitors or foreign buyers.

2015

- Planting of 2,700 seedlings in Dusun Gambug, Desa Padangan Pupuan.
- Expanding cooperation with Puslitbang Bambu Universitas Udayana as the program coordinator.

2016

- Planting of 10,000 bamboo betung seeds (*Dendrocalamus asper*) with group system realized in Desa Wogo, Kecamatan Golewa, Kabupaten Ngada, East Nusa Tenggara. Seeds are ready to be planted in farmer's land and critical land after 1.5 years of age.

2017

- 100 households already have access to conserve and utilize bamboo seeds on their land.
- 210 families or 420 bamboo farmers in Golewa sub-district have the potential to utilize bamboo resources through the provision of bamboo machinery.





SAVING MONEY AND SOWING



CIMB Niaga seeks to instill early environmental awareness through tree planting practices conducted in the 2017 Ayo Saving and Sharing program (AMDB) series. The program is based on the philosophy that saving is the same as planting and caring for trees that are originally seeds, growing up to become shady tree. Throughout the year 2017, the Tree Crops Action Program has been conducted by 1,915 students in 14 elementary schools in 10 cities in Indonesia.

ENVIRONMENTAL PERFORMANCE ACHIEVEMENT AWARD 2017

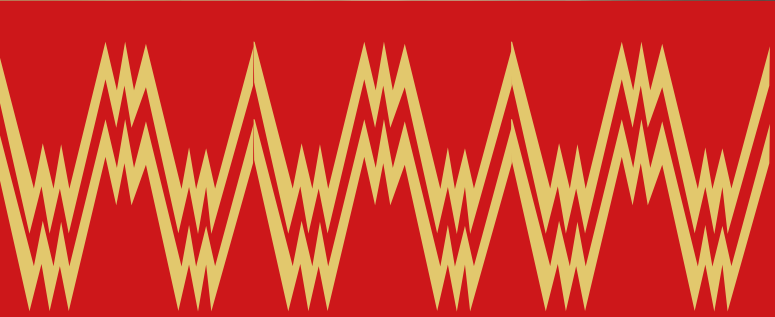
Indonesia Green Awards 2017 the Biodiversity Development category from Latofi School of CSR for Joint Tree Planting Activities through CIMB Niaga Ayo Menabung dan Berbagi Program for the Conservation of the Environment and Biodiversity, May 3, 2017.

Social Business Innovation Award 2017 from Warta Ekonomi as a company committed to support environmental conservation through the implementation of the Green Banking Program and Green Office Program, August 18, 2017.



Green Office Award 2017, First Winner of category A from PT.Graha Niaga Tata Utama for CIMB Niaga's employees team on 16th Floor, to show strong commitment to implement green office in the work environment and give good influence in spreading the spirit of green office, November 16, 2017.





Tenun Flores

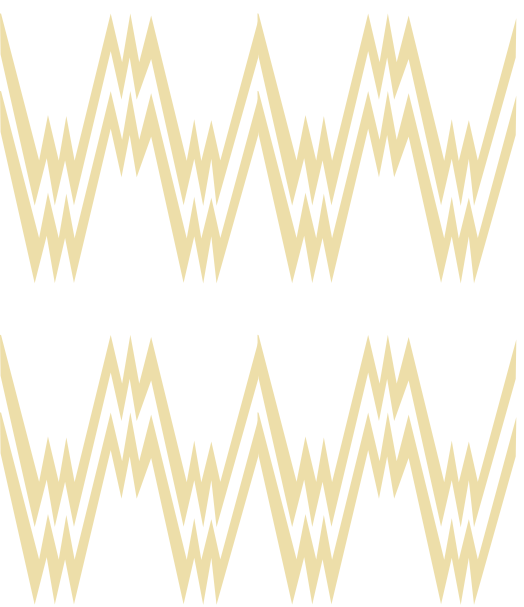
The Isle of Flores is well known for its beautiful tenun ikat. This piece of hand woven cloth with unusual ornaments on it is more than just a dress. It is a symbol that reflects the way the people live, their beliefs and philosophy since ancient times.

FAMILY IS WHERE **LIFE BEGINS**
AND **LOVE LASTS FOREVER**





➔ CIMB Niaga for Customers



CIMB Niaga is committed to maintaining the Bank's performance to continue to grow while maintaining the principle of maintaining the Triple Bottom Line aspect covering the environment, social and economic. As one of the factors influencing the sustainability of CIMB Niaga, the economic aspect has one of the stakeholders that significantly affects sustainability in CIMB Niaga ie customers. CIMB Niaga's customer protection and quality improvement and quantity of CIMB Niaga's products are continuously tailored to customer needs as a form of Bank service to customers.

PRODUCTS AND CUSTOMER

CIMB Niaga sees the importance of every product and service quality delivered to both customers and prospective customers through the implementation of Product and Service Transparency Policy. Submission of information clearly, appropriately and not misunderstand is an indicator of ability that must be owned by every officer who is at the forefront of customer service CIMB Niaga. The Bank also ensures a system of measuring product responsibility that complies with best practice guidelines in the banking sector that are implemented in the form of prohibiting the obligation to purchase products or services in the bundling system to customers. **[GRI 417-1]**

CUSTOMER'S SATISFACTION ON PRODUCTS

In 2017, CIMB Niaga is working with several independent survey institutions to measure customer service and satisfaction. Based on customer satisfaction survey conducted

by an independent survey institution to customers of all banks in Indonesia, CIMB Niaga has improved its performance in 2017. Through customer satisfaction survey conducted by ISMS Trisakti through face to face interview method in Jakarta and Bandung,

CIMB Niaga was ranked in the Top 3 position in 2017 up 2 ranks compared to 2016. While through WOW Service Excellence Award 2017 conducted in 18 cities by MarkPlus, Inc., CIMB Niaga received the Top 2 National and Top 1 award in Jabodetabek area, Semarang and Solo. The improvement of the ratings of the two independent survey institutions proves that the service standard provided by CIMB Niaga has improved over the years.



Measurement Results of Customer Satisfaction with Customer Feedback System [GRI-PR5]

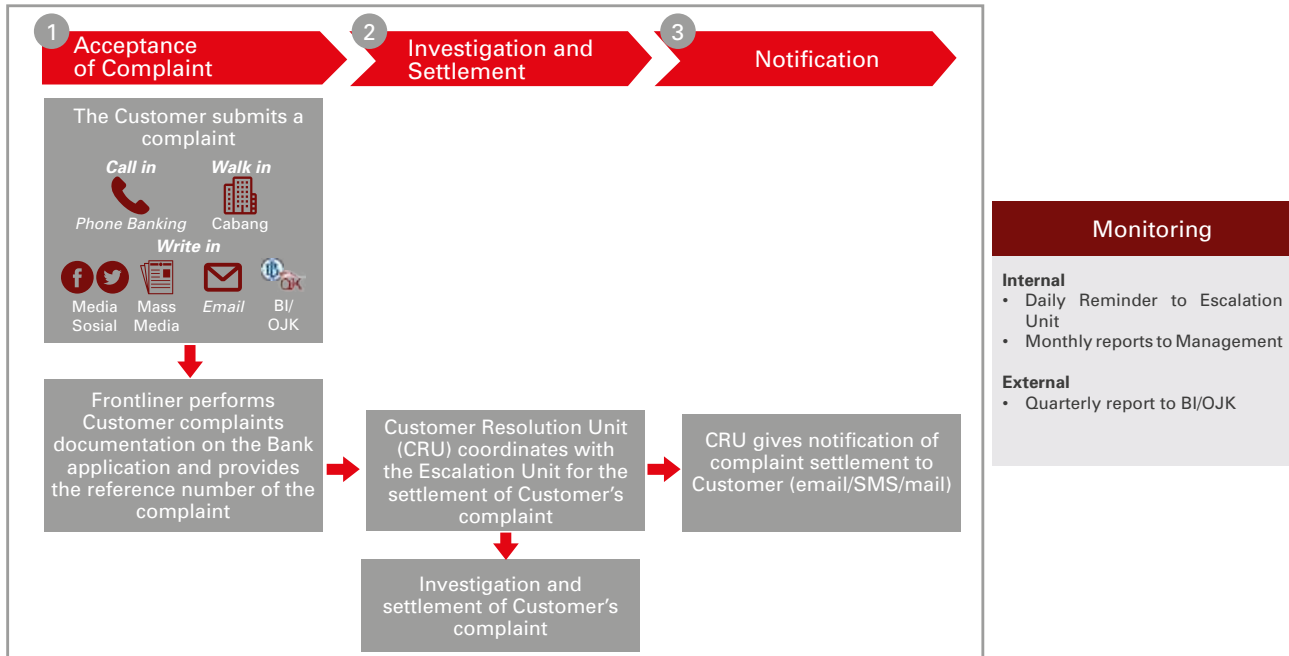
Customer Feedback	2017	2016	2015
Customer Service	99,6%	95,5%	99,4%
Teller	99,4%	99,3%	99,2%

CUSTOMER CONFIDENTIALITY

In accordance with the Code of Ethics of the Company, CIMB Niaga is determined that disclosing customer information to parties outside the Bank constitutes a serious violation of law and all employees may not do so. Violation of this provision may result in the application of penalties by authorities, lawsuits by customers, or lawsuits from law enforcement officers to employees in person. CIMB Niaga will only provide Customer's personal data and/or personal information if there are laws and regulations on which it is based or the customer has agreed to provide their personal data and/or information.



CUSTOMER COMPLAINTS MANAGEMENT



In an effort to achieve satisfaction on CIMB Niaga's banking products and services and anticipate customer complaints, the Bank ensures the work function of Customer Resolution Unit (CRU) works optimally. This is demonstrated by handling and managing customer complaints appropriately under Service Level Agreement (SLA). The handling and management of customer complaints in CIMB Niaga is guided by the provisions of Bank Indonesia and the Financial Services Authority.

As the number of customers grew by 27% to 7.4 million customers in 2017, the number of financial transactions increased 37% to 290.3 million. The percentage of customer complaints on the number of financial transactions increased from 0.025% in 2016 to 0.033% in 2017. Nevertheless, the company consistently improved the quality of customer complaints settlement. This is reflected in the increasing compliance settlement of SLA customers from 90% in 2016 to 94% in 2017. **[GRI 417-2]**

CIMB NIAGA CUSTOMER COMPLAINT PERFORMANCE

Customer Complaints Handling Performance [GRI 417-2]

Indikator	2017	2016	2015
Number of Financial Transactions	290,3 million	211,5 million	176 million
Total Customer Complaint	95 ribu	52 ribu	57 ribu
Percentage of Customer Complaints to Financial Transactions	0,033%	0,025%	0,032%
Resolved by SLA	94%	90%	84%

ACHIEVEMENTS OF PRODUCT PERFORMANCE AND CUSTOMER SERVICE PERFORMANCE

Best Credit Card Product of The Year 2017 for CIMB Niaga Platinum Credit Card product from The Asian Banker as a form of appreciation of CIMB Niaga's efforts to innovate products and credit card services in accordance with the needs of the community on August 4, 2017.



➤ Initiative

INDIE ACCOUNT



CIMB Niaga has launched a saving product for the teenage, named Indie Account, at the cultural performance event of Labsproject 2017 at Labschool High School Jakarta, May 13, 2017. Attended by high school students, the event was a perfect moment to introduce a youth saving product for those aged between 12 and 17. The saving product features services with teenage spirit.

Indie Account is a special saving account for teenagers who do not yet have identity card. The account owners can show their identity in their own way, responsibly, through a number of features tailored with the needs and life style of the teenagers today.

With Indie Account, teenagers are given the liberty to make transactions anywhere, anytime and without any charge with Go Mobile and CIMB Clicks. The account owners also benefit from free internet with a monthly quota of up to 1GB. Apart from that, with Indie Account debit card they can make transaction at any

ATM network, free. The debit card can also be used for online transaction.

The freedom of expression for the youth is also evident in the designs of debit card stickers ; with over 10 designs and 100 more coming. This feature, not had by any other banks, can be changed anytime as the customers like to. The designs voice the modern lifestyle of teenage that are full of dynamics.

Indie Account is recognized by Indonesian World Record Museum (MURI) as Indonesia's first bank account that has a sticker feature on the debit card. The MURI's award was conferred on the occasion of #KejarMimpi Leaders Camp event at Santa Ursula High School, November 7, 2017.

LIFE'S GREATEST BLESSING IS
A FAMILY **FULL OF LOVE**

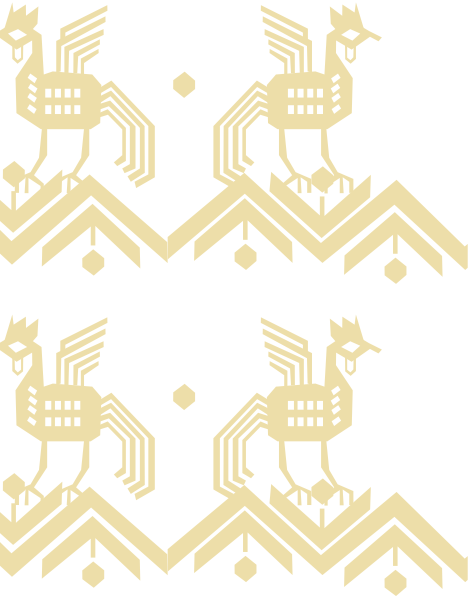


Tenun Sumba

The traditional woven textile of Sumba is easy to recognize: it always features a pattern of animal figures, such as horses, chickens, cockatoos, turtles or alligators, reflecting a desire to be close and harmonious with nature.



➔ CIMB NIAGA's People



Trust and service as main foundations of the Bank's business require human resources with skills, integrity and professionalism throughout all organization level. CIMB Niaga continuously improves the quality of its people in alignment with the Bank's strategic plans.

EMPLOYMENT

Human Resources (HR) plays a crucial role in supporting the Company to achieve competitive advantage. As a company that operates in financial services, it requires human resources with skills, integrity, and professionalism throughout all organization level. For that reason Human Resources Directorate continuously develops and improves its strategies to ensure alignment with the Company's strategic plans. Some of the key focus initiatives are improving process and automation of employee services, organizational review and internal talent development through sustainable talent management and structured employee training and development programs.

Furthermore, in dealing with social behavioral changes both internally and externally, CIMB Niaga emphasizes the importance of internalizing corporate core values as the foundation for workplace behavior. Therefore, the Company intensively and sustainably embeds the corporate core values through "A Better CIMB" (ABC) program and increase risk and

compliance culture awareness to build a skillful, talented and professional with high integrity human resources.

CIMB Niaga Employees 2015 – 2017

2017	2016	2015
12.782 employees	13.185 employees	13.577 employees

CIMB Niaga Employees Distribution 2017

Distribution	Number of Employees	Share from Total Employees
Gender		
Female	6.758	52,9%
Male	6.024	47,1%
Age Group		
Below 30 years old	3.919	30,7%
30 – 50 years old	8.003	62,6%
Above 50 years old	860	6,7%
Position		
Senior Management	184	1,4%
Middle Management	1.378	10,8%



Distribution	Number of Employees	Share from Total Employees
Junior Management	7.201	56,3%
Non Management	4.019	31,4%
Operational Area		
Head Office/Holding	4.913	38,4%
Branch Office	5.711	44,7%
Sub-Branch Office	2.017	15,8%
Digital Lounge	82	0,6%
Cash Office	22	0,2%
Payment Point	37	0,3%

In 2017, there are 12,782 employees with relatively balanced composition of 6,024 male (47.1%) and 6,758 female (52.9%). The majority age group are between 30-50 years old (62.6%) and majority of the employees are in junior management position (56.3%). Furthermore, most employees, 5,711 (44.7%) are stationed in Branch office. .

EMPLOYEE TURNOVER

To attract the best talents, the Bank adopts strategic and constructive recruitment mechanism and system in fulfilling talent both internally and externally.

Fulfilling talent internally is done through employee movement as governed by the 2+3+3 policy, which provides opportunities for employees to work in other units to expand their experience and career development aligned with required conditions and qualifications. The policy provides an opportunity for employees who have a minimum of 2 (two) years working experience within the Bank with minimum rating to rotate to another role with a 3 (three) month transition period.



Meanwhile, fulfilling talent externally is done through various methods such as campus recruitment, job portal, social media, job fairs, developing external talent mapping, providing external scholarship program, collaborating with leading universities and providing development program for fresh graduates, through which the Company recruited 503 young talents in 2017.

In order to contribute to community, Company also offers employment opportunities to people with disabilities who qualify for certain positions. The Company currently employs 58 individuals with special needs.

RECRUITMENT [GRI 401-1]

By Gender	2017
Male	1.051
Female	944
Total	1.995

By Age Group	2017
Below 30 years old	1.337
30 – 50 years old	654
Above 50 years old	4

By Operational Area	2017
Head Office	828
Branch Office	977
Sub-Branch Office	170
Digital Lounge	17
Cash Office	0
Payment Point	3

In 2017, the Company had recruited 1,995 people, which is 1.7% higher than 2016. By gender, the composition is relatively balanced between male (52.7%) and female (47.3%). Meanwhile, by age group, majority are between 30-50 years old and below 30 years old, accounting for 99.8% of new employees. By operational area, most of the new employees are station in Branch Office (49%) and followed by Head Office with 41.5%.

VOLUNTARY ATTRITION [GRI 401-1]

By Gender	2017
Male	636
Female	669
Total	1.305

By Age Group	2017
Below 30 years old	580
30 – 50 years old	691
Above 50 years old	34

By Operational Area	2017
Head Office	435
Branch Office	690
Sub-Branch Office	168
Digital Lounge	5
Cash Office	1
Payment Point	6

The number of voluntary attrition in 2017 was 1,305, which is 10.2% higher than 2016. This number is composed of 51.3% female and 48.7% male, the age group between 30 – 50 years old accounts for 53% followed by below 30 years old age group accounts for 44.4%. Meanwhile, by operational area, Branch Office recorded the highest number of voluntary attrition at 52.9% followed by the Head Office at 33.3%.

HUMAN RESOURCE MANAGEMENT STRATEGY

In order to realize CIMB Niaga's strategy and respond to challenges in the industry, the development strategy of CIMB Niaga's Human Resources in 2017 was focused on 4 main priorities:

1. HR Automation

In line with rapid technological developments, HR continuously strives to improve business processes by developing automation and digitalizing employee services. Automation and digitalization initiatives aim to provide more efficient and effective services with better turnaround time. Some initiatives undertaken include developing Learning Content Management System (LCMS) to support employee training and development, and e-recruitment implementation to monitor status and calculate the turn-around time required at each stage of recruitment process.



2. **Grow Our Own Talent**

Facing the high demand and competition for quality talents, HR strives to grow talents from within by implementing future leader development and leadership succession through The Complete Banker (TCB) program and specific Development Program (DP). In addition, CIMB Niaga has also identified key positions and implemented succession planning framework in a structured and integrated manner.

3. **Sustainable Process Improvement across all HR Pillars and Organizational Effectiveness**

Continuous process improvement is the main key in making CIMB Niaga relevant and agile to the dynamic market changes. Process improvement in 2017 focused on risk management practices and increased control over operational processes. Some initiatives undertaken includes managing talent database, managing outsource database, updating HR risk indicators and continuously evaluating organizational effectiveness.

4. **Implementation of Corporate Core Values and Nurturing Risk & Compliance Culture**

CIMB Niaga emphasizes the importance of internalizing corporate core values as foundation of workplace behaviour. CIMB Niaga therefore intensively and continuously embeds the corporate core values through the "A Better CIMB" (ABC) program and nurturing risk and compliance culture awareness through various programs, such as launched the new Code of Ethics & Conduct, whistleblowing campaigns, zero tolerance to fraud campaigns, and internal and external risk management certification for all employees through in-class and digital learning.

INDUSTRIAL RELATIONS

CIMB Niaga commits to build and maintain harmonious industrial relationship between Company and its employees to ensure that all rights and obligations of all related parties are in accordance with prevailing laws and regulations.

CIMB Niaga engages the Labor Union as a partner in building and maintaining harmonious industrial relations to which it is done through regular communication. In May 2017, CIMB Niaga and the Labor Union have agreed on the Collective Labor Agreement for period 2017-2019.

Furthermore, every employee is also given the freedom to be involved in any of the four Labor Unions in CIMB Niaga, namely:

1. Serikat Pekerja Bank CIMB Niaga Indonesia (SPBCNI)
2. Serikat Pekerja Ikatan Karyawan CIMB Niaga (IKCN)
3. Serikat Kerja Karyawan Bank CIMB Niaga (SKKBCN).
4. Serikat Pekerja Ikatan Komunitas Niaga (IKN)

TRAINING AND DEVELOPMENT PROGRAM

Throughout 2017, 12,779 employees (including development program participants) have participated in training and development programs with an average of 46 hours per employee with a total budget allocation of IDR 168.6 billion, whereby the programs are conducted through several methods as follows: Academy, Coaching and Mentoring, and Online Learning (e-Learning).





Average Training Hours by Position & Gender 2017: [GRI 404-1]

Position	Total Training Hours per Year			Average Total Training Hours per Year per Participant		
	Male	Female	Total	Male	Female	Total
Senior Management	3.940	2.113	6.053	30,1	29,3	29,8
Middle Management	31.911	23.081	54.992	34,0	37,5	35,4
Junior Management	290.266	266.802	557.067	106,9	106,7	106,8
Non Management	47.373	70.837	118.210	11,9	14,1	13,1
Grand Total	373.489	362.832	736.321	48,1	44,1	46,1

PENSION SUPPORT

Apart from the government's pension program, CIMB Niaga provides another employee pension program whereby the portion of the payment is contributed by the Company. Moreover, to assist employees in preparing for their retirement, CIMB Niaga also provides top up facilities program for employee who would like to increase their portions of contributions in the employee pension program as they see fit. Additionally, the Company also has a severance policy for employee who no longer works for the Company to which the amount varies depending on the period of service.

In addition, to prepare employees who enter the Pension Preparation Period, the Company provides Pre-Retirement (Pra Purna Bhakti) training programs for employees and their spouses, which aims to provide information on the rights, obligations and procedures of retirement benefits as well as post-retirement entrepreneurship insights.

HUMAN RIGHTS ENFORCEMENT

The United Nations Guiding Principles on Business and Human Rights (UNGPs BHR) as the Guiding Principles for Business and Human Rights contain the fundamental and responsibility for prevention and resolution of business-related human rights violations. These Guiding Principles have been adopted by the United Nations Human Rights Council in 2011 as well as dozens of countries. Indonesia is in the midst of implementing the National Action Plans on Business and Human Rights as starting point of implementing UNGPs BHR.

In line with this, the Company commits to uphold human rights aspects by undertaking measures in resisting against child labor and forced labor, supporting equality and diversity, and ensuring inclusivity for people with disabilities.

1. Resisting Against Child Labor and Forced Labor

CIMB Niaga implements Health, Safety and Environment Protection Policy (K3PL) and minimum employment age requirements to avoid cases of child labor or forced labor taking place in the workplace.

2. Equality and Diversity

CIMB Niaga upholds equality and diversity principle in treating each employee without discrimination based on gender, religion, ethnicity or race. This principle applies in all stages of human resource management process, starting from recruitment, training, performance evaluation, career progression, to remuneration and providing health insurance facility.

The Company also provides remuneration based on meritocracy with differentiation on competency level or work experience and applicable rules and regulations. Another example of equality principle in providing health insurance facility to employee is the implementation of health facilities of female employee that can now be used to cover family members which started in 2017.



The following table shows the distribution of employees by levels of position, age group and gender: **[GRI 405-1]**

Distribution of CIMB Niaga Individuals Based on Gender

Position	Composition	Gender		Total Employees
		Male	Female	
Senior Management	Total	120	64	184
	Percentage	65%	35%	100%
Middle Management	Total	829	549	1.378
	Percentage	60%	40%	100%
Junior Management	Total	3.411	3.790	7.201
	Percentage	47%	53%	100%
Non Management	Total	1.664	2.355	4.019
	Percentage	41%	59%	100%
Overall	Total	6.024	6.758	12.782
	Percentage	47%	53%	100%

Distribution of CIMB Niaga Employee by Age Group

Position	Composition	Age Group			Total Pekerja
		Below 30 Years Old	30 - 50 Years Old	Above 50 Years Old	
Senior Management	Total	-	126	58	184
	Percentage	0%	68%	32%	100%
Middle Management	Total	11	1.149	218	1.378
	Percentage	1%	83%	16%	100%
Junior Management	Total	1.656	5.076	469	7.201
	Percentage	23%	70%	7%	100%
Non Management	Total	2.252	1.652	115	4.019
	Percentage	56%	41%	3%	100%
Overall	Total	3.919	8.003	860	12.782
	Percentage	30.7%	62.6%	6.7%	100%

Annual performance evaluation is the momentum for employee promotion or career progression to which the process itself is evaluating employees performance, competencies, or work experience against the role requirements. For certain position levels that require judgement and accuracy in making decision, the Company also considers leadership and some other criteria that meet the role requirements.

Promotion and career progression process are based on the principle of equality, meritocracy, job requirements and business strategies & needs.

3. Inclusivity for People with Disabilities

In line with commitment of equality and creating inclusive workplace, CIMB Niaga provides opportunities for people with special needs or physical disabilities to pursue career in the Company.

Since 2013, CIMB Niaga has involved people with disabilities to work as Telesales and Phone Banking officers. The Company believes that people with disabilities have relatively equal abilities with non-disabled employees. Currently, the number of people with disabilities who work as Telesales and Phone Banking officers are 58 people, an increase of 7 individuals from 2016.

To support employees with disabilities, CIMB Niaga has provided disabled-friendly environment and facilities in CIMB Niaga Gajah Mada office where Telesales and Phone Banking officers are stationed.



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GRI Standards in Accordance Check Statement (NCSR)

STATEMENT GRI STANDARDS CORE IN ACCORDANCE CHECK



Statement GRI Standards Core in Accordance Check

The National Center for Sustainability Reporting (NCSR) has conducted a GRI Standards Core in Accordance Check on the PT Bank CIMB Niaga Tbk Sustainability Report 2017 ("Report"). The check communicates the extent to which the GRI Standards Core criteria has been applied in the Report. The check does not provide an opinion on the sustainability performance of the reporter or the quality of the information provided in the report.

We conclude that this Report has been prepared in accordance with GRI Standards: Core option.

Jakarta, 20 March 2018

National Center for Sustainability Reporting

Dewi Fitriasari, Ph.D., CSRA, CMA
Director





Independent Assurance Statement

Report No. 0318/BD/0005/JK

To the management of PT Bank CIMB Niaga, Tbk

We were engaged by PT Bank CIMB Niaga, Tbk ('Bank CIMB Niaga') to provide assurance in respect to its Sustainability Report 2017 ('the Report'). The assurance has been carried out by a multi-disciplined assurance team with a broad range of skills and depth of experience, thus providing a high level of competency for the assurance engagement.

Independence

We were not involved in the preparation of any key part of the Report and carried out all assurance undertakings with independence and autonomy. We did not provide any services to Bank CIMB Niaga during 2017 that could conflict with the independence of assurance engagement.

Assurance Standards

We conducted our work in accordance with ISAE3000 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' issued by the International Auditing and Accounting Standards Board. In addition, we have also planned and carried out our work in accordance with AA1000AS (2008) 'AA1000 Assurance Standards (2008)', issued by AccountAbility.

Level of assurance and criteria used

Our evidence-gathering procedures have been designed to obtain a limited level of assurance based on SAE3000 and a moderate level of assurance engagement as set out in AA1000AS (2008) in order to provide confidence to readers by reducing risks or errors to a very low but not to zero. Moreover, the AA1000 AccountAbility Principles Standard (2008) of Inclusivity, Materiality and Responsiveness has also been used as criteria to evaluate the Report.

Scope of Assurance

We provided Type 2 assurance engagement under AA1000AS (2008). This involved:

- 1) an assessment of Bank CIMB Niaga's adherence to the AA1000 AccountAbility Principles Standard (2008) and
- 2) an assessment on the accuracy and quality of specified sustainability performance information contained within the Report, in relation to the agreed scope. The scope of work consisted of:
 - Community development programme
 - Product responsibilities
 - Human resources development.

Responsibility

Bank CIMB Niaga is responsible for all information and claims contained in the Report, including established sustainability management targets, performance management, data collection and report preparation, etc. Our responsibility in performing this engagement is to the management of Bank CIMB Niaga only for the purposes of verifying its statements relating to its sustainability performance, more particularly as described in the agreed scope. Our responsibility is to express our conclusions in relation to the agreed scope.

Methodology

We have assessed several assertions and specified data sets included in the report and the systems and processes used to manage and report these using the following methods:

- Reviewed report, internal policies, documentation, management and information systems
- Carried out interviews with staff involved in sustainability-related management and reporting
- Followed data trails to initial aggregated source and checked sample data to a greater depth during the engagement process.



Limitations

Our scope of work was limited to a review of the accuracy and reliability of specified data and interviews with data providers, persons in charge of data collection and processing, as well as persons in charge of sustainability performance-related information.

Conclusions

Findings and conclusions concerning adherence to the AA1000 AccountAbility Principles of Inclusivity, Materiality and Responsiveness include:

▪ Inclusivity

An assessment has been made to determine whether Bank CIMB Niaga has included all key stakeholders in developing and achieving an accountable and strategic response to sustainability issues.

We found Bank CIMB Niaga demonstrates a strong commitment to stakeholder inclusivity. Bank CIMB Niaga has an effective system in place for key stakeholders to participate in the development of the organization's response in the context of sustainability. This is demonstrated for instance, by conducting needs assessment surveys and materiality level survey to the key stakeholders group.

However, we recommend that Bank CIMB Niaga continues to improve stakeholder inclusivity systems and procedures on a regular basis to maintain their effectiveness.

▪ Materiality

An assessment has been made as to whether Bank CIMB Niaga has included in the Report the material information required by its stakeholders in order to enable them to make informed judgements, decisions and actions.

We found Bank CIMB Niaga has a strong process in place to determine material issues. Key material issues were adequately reported and were found to provide balanced information about Bank CIMB Niaga's sustainability performance. However, we recommend that Bank CIMB Niaga continues to conduct materiality test on a regular basis in future reports.

▪ Responsiveness

An assessment has been made as to whether Bank CIMB Niaga demonstrates that it responds to its stakeholders and is accountable to them.

Bank CIMB Niaga was found to be responsive to key stakeholder concerns and expectations. This was achieved through the organization's allocation of resources to stakeholder engagement, the timeliness and accessibility of reported information, and the types of communication mechanisms regularly employed.

However, we recommend that continues to improve stakeholder engagement procedures on a regular basis in future reports.

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that the data of the Report has been materially misstated.

All key assurance findings are included herein, and detailed observations and follow-up recommendations have been submitted to Bank CIMB Niaga management in a separate report.

Jakarta, March 21, 2018

James Kallman
Chief Executive Officer



Moores Rowland is an international organization specializing in audit, accounting, tax, legal and advisory services. Moores Rowland is a member of Praxity AISBL, the world's largest Alliance of independent and unaffiliated audit and consultancy companies.

We can rely on the skills of more than 33,400 professionals operating together in 97 countries, sharing the same values and sense of responsibility, whilst in Indonesia is served by Moores Rowland, one of the leading sustainability assurance providers.

Glossary

- **ASEAN Governance Scorecard** is a benchmark or measurement parameter of Corporate Governance agreed by ACMF (ASEAN Capital Market Forum), the association of the ASEAN capital market authority. ASEAN Corporate Governance Scorecard is made based on OECD Principles and expected to boost investor confidence to the companies listed in ASEAN.
- **Laku Pandai (Branchless Financial Services for Financial)** is a program from Financial Service Authority to provide banking services delivery or other financial services through cooperation with other network (bank agent), and is supported by information technology facility.
- **Global Reporting Initiatives (GRI)** is an international independent organization that helps businesses, governments and other organizations understand and communicate the impact of business on critical sustainability issues such as climate change, human rights, corruption and many others.
- **Micro, Small, and Medium Enterprises Sector (MSMEs)** are productive business owned by individuals and/or individual business entities fulfilling the criteria in Law Number 20 Year 2008 regarding Micro, Small and Medium Enterprises (MSMEs).
- **Financial Literacy** is the ability to understand the knowledge and skills to manage financial resources to achieve well being.

Feedback Sheet

We would like to thank you for taking your valuable time to read this Sustainability Report 2017. In an effort to improve the Sustainability Reporting the coming years, the PT Bank CIMB Niaga Tbk would like to ask you to kindly fill out this feedback sheet and send it back to us.

1. This Sustainability Report has provided you with any information on activities that have been conducted by PT Bank CIMB Niaga Tbk in its compliance with corporate social responsibility?
 Agree Don't Know Disagree
2. The material in this Sustainability Report includes data and information that is easily understood.
 Agree Don't Know Disagree
3. The material in this Sustainability Report includes data and information that is sufficiently complete.
 Agree Don't Know Disagree
4. The material in this Sustainability Report includes data and information that is accountable and can be validated.
 Agree Don't Know Disagree
5. The information in this Sustainability Report is well presented, well designed and laid out with suitable photographs.
 Good Don't Know Dissatisfactory

6. What information do you feel was useful in this Sustainability Report?

7. What information do you feel was not useful in this Sustainability Report?

8. What information was missing or incomplete and should be included in future Sustainability Reports?

Your Information

Full Name :
 Institution/ Company :
 Email :

Identification of stakeholder groups (select one):

- Government • NGO • Industry
- Academic • Media • Public
- Other

.....

Please send back this form to:

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Sustainability Report

2017

Step Forward, Dream Bigger

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