Empower to Prosper

Sustainability Report 2024

Table of Content

SUSTAINABILITY REPORT INFORMATION

Scope

This report's scope is Amartha's operations across Indonesia.

Reporting Cycle & Reporting Period

Amartha is committed to publishing a sustainability report every year. This report contains disclosure for January 1, 2024 to December 31, 2024 period.

Feedback Channel

We aim to continuously improve our sustainability report. For any questions, suggestions, or feedback, email us at: support@amartha.com or katrina.inandia@amartha.com (Katrina Inandia, Head of Impact & Sustainability in Amartha).

Amartha values stake holder input in our continuous improvement efforts. We invite you to provide your suggestions for enhancing this Sustainability Report by completing our feedback form.

External Assurance

The report has been reviewed and verified by an internal team to ensure the accuracy and conformity of data published. Amartha is currently engaging with an independent external assurance for this report.

Head Office Address

PT Amartha Mikro Fintek
Jl. TB Simatupang Kavling 18, Kelurahan Cilandak Barat, Kecamatan Cilandak, Kota Adm. Jakarta Selatan, Provinsi DKI Jakarta, Kode Pos 12430
Telephone: (021) 22715353
Email: support@amartha.com
Website: https://amartha.com

“

Through Amartha, I’ve been able to sell more fish, improve my income, and give my child the opportunity to pursue a higher education.

ROSHANA
Grilled Fish Seller

AMARTHA AT A GLANCE

Founder Letter

Amartha's unwavering commitment to empowering grassroots communities remains steadfast, even amid global economic headwinds and geopolitical uncertainties. In a country with approximately 64.2 million micro, small, and medium enterprises (MSMEs), financial inclusion continues to be a major challenge—especially for those in rural areas.

As a digital financial services platform, Amartha sees this challenge as an opportunity. We are dedicated to uplifting MSMEs, women entrepreneurs, and village communities by enabling meaningful economic growth. In 2024 alone, over 110,000 new jobs were created in rural areas—many resulting from women entrepreneurs hiring their first employees. Despite the broader economic slowdown, 76% of our customers reported increased incomes compared to the previous year, thanks to the working capital they received through our services.

To stay aligned with the evolving needs of our customers, we introduced AmarthaFin, a super app designed to help our communities transition into a more connected digital society. This platform empowers grassroots users while linking them to a broader digital ecosystem, enhancing their economic participation and resilience.

This report reaffirms our commitment to building a more inclusive and prosperous Indonesia. With over 3.3 million women-led MSMEs empowered across the country, the pages ahead will highlight our initiatives across environmental, social, and governance (ESG) dimensions—demonstrating how sustainable impact and business growth go hand in hand.

Onwards!

Andi Taufan Garuda Putra

Founder and CEO Amartha

ESG Highlights

In 2024, Amartha made advancements in social impact, environmental sustainability, and responsible governance.

Amartha Lestari

- 2,750 productive trees planted
- 69.1% of waste recycled
- 742 liters of used cooking oil collected and recycled

Amartha Madani

- 110,398 borrowers hired their first employee
- 76.96% of borrower's annual income experienced an increase as a direct result of working capital provided by Amartha
- 250 students received the Amartha Cendekia Scholarship
- 7,448 beneficiaries of the disaster relief program

Amartha Bestari

- 3 ESG awards
- 5 new ESG-supportive policies
- 3 reports published
- 2 ESG & health, safety, and environment trainings developed

Awards & Recognitions

Best Companies to Work For in Asia 2024 from HR Asia Awards 2024

- Amartha received an award from HR Asia in the Best Companies to Work For in Asia for the second time, after receiving the award in 2022.
- This award recognised Amartha's commitment to implement people-centric recruitment policy and talent development. HR Asia Awards also recognised Amartha's excellence in Workplace Sentiment and Team Dynamics.
- The people-centric and high-performing culture is reflected in Amartha's Above and Beyond value that focuses on employee's wellbeing by providing health programs and living the inclusive culture to make sure every employee feels heard and appreciated.

Sustainable Marketing Excellence Awards from Marketeers

- Amartha won the Marketeers Sustainable Marketing Excellence (SME) Awards in the Community Platform of The Year category through the flagship community event "The 2024 Asia Grassroots Forum".
- Marketeers recognized Amartha's marketing and business strategy which implement sustainability and tangible impacts to communities. 5 criteria of assessment for the awards include creativity, business model alignment, implementation reach, societal, environmental, and economic impact, and sustainability implementation.
- The 2024 Asia Grassroots Forum was the first initiative and transformative forum in Asia that focused on grassroots empowerment, building stronger communities, and opening bigger opportunities to the grassroots economy in southeast Asia.

Women Empowerment Principles Awards Indonesia from UN Women

- Amartha received two awards in the 2024 Women Empowerment Principles (WEPs) Awards, out of a total of seven categories. The first was in the Transparency and Reporting category, and the second in the Innovative Financing category. Beforehand, Amartha had received awards from UN Women WEPs 6 times.
- WEPs Awards is an annual awarding program by UN Women, UN, and UN Global Compact to support gender equality and women empowerment. There are 125 applications from various corporations, state-owned enterprises, and small-medium enterprises.
- The Transparency and Reporting category recognised Amartha's sustainability report and the core value of Amartha in program evaluation through research, reporting and transparency. Thus, Amartha can promote digital financial inclusion to enhance women's economic prosperity.
- The Innovative Financing category showed that Amartha's blend of technology and empowering women has successfully increased our business partners' (the MSMEs) income up to 60%.

Best SME Empowerment 2024 from Indonesia Corporate Sustainability Awards

- Amartha received an award in the category of Best SME Empowerment as a recognition of Amartha's grassroots empowerment in Indonesia. This award also recognizes Amartha as a pioneer of prosperity platform promoting inclusivity.
- The Indonesia Corporate Sustainability Awards is a prestigious awarding forum awarding corporations, organisations and leaders that are committed to the growth of sustainable business in Indonesia.

Best Digital Innovation Awards 2024 from SWA Indonesia

- AmarthaFin, Amartha's digital application for SMEs, earned recognition in the 2024 SWA Indonesia Best Digital Innovation Awards, where it was honored with a 'Very Good' rating."
- AmarthaFin is an application to support MSMES run by women to access integrated financial services.
- Through the Best Digital Innovation Awards, SWA acknowledges companies whose digital innovations create significant impact for the society.

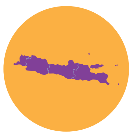
About Amartha

Amartha (PT Amartha Mikro Fintek) is an Indonesia-based company registered in the Financial Technology (Fintech) sector. The company's headquarter is located in Jakarta, Indonesia. As of December 2024, Amartha has cumulatively disbursed more than IDR 30 trillion of funds from mostly urban lenders to 3.3 million women ultra-micro entrepreneurs across Java, Sulawesi, Sumatra, Kalimantan, Bali, and Nusa Tenggara. As many financing facilities are more concentrated in Java island, Amartha grows in underserved areas outside Java. Today, more than 50.7% of the disbursement is allocated to borrowers from outside Java island.

Sumatra

537 Points

1,158,547 borrowers



Java

762 Points

1,383,656 Borrowers

Sulawesi

208 Points

448,618 Borrowers

Kalimantan

85 Points

98,664 Borrowers

Bali & Nusa Tenggara

129 Points

230,208 Borrowers

Our services

Products, services and business activities carried out

Amartha began its mission to empower grassroots communities in 2010, starting from a small village in Bogor, West Java. In Indonesia, an estimated 50 million micro and small enterprises lack access to formal banking services and more than half of them owned or operated by women. Recognizing this significant gap, Amartha designed tailored financial solutions to provide working capital loans to ultra-micro and micro enterprises (MSMEs), with a strong focus on supporting women entrepreneurs who form the backbone of rural informal economies.

In 2016, Amartha transitioned into a financial technology company by adopting a peer-to-peer (P2P) lending model. This shift enabled broader access to digital financial services for unbanked and underserved rural communities, driving inclusion through technology. Since then, Amartha has sustained high portfolio quality while achieving consistent and exponential growth.

Under the P2P model, Amartha mobilizes funding from both institutional partners, such as commercial and rural banks, and individual retail investors. This inclusive approach opens new financial pathways for subprime borrowers, allowing them to build credit histories and improve financial standing. To assess creditworthiness effectively, Amartha developed a proprietary credit scoring engine called A-Score. Powered by artificial intelligence, A-Score leverages contextual indicators unique to grassroots economies, enabling accurate risk assessment and helping lenders make informed investment decisions.

To ensure no one is left behind in the digital shift, Amartha implements a hybrid service model, supported by 8,357 field employees known as Business Partners. These Business Partners play a crucial role in facilitating offline transactions and guiding rural communities into the digital economy. Through this high-touch model, Amartha bridges the digital divide, ensuring that financial services are accessible to all, regardless of their digital literacy, while fostering a more inclusive, equitable, and sustainable financial transformation.

Innovation and development of sustainable financial products and / or services

Amartha connects affordable financing to women entrepreneurs in the grassroot economy. Currently, MSME entrepreneurs in rural areas typically do not have collateral, credit history, and access to banking. To determine the risk level and creditworthiness of our prospective consumers, we have developed Amartha Score (A-Score), a proprietary credit scoring engine powered by artificial intelligence logic, which takes into account the complexities of rural areas and the uniqueness of the social aspect of the grassroot economy. Amartha connects lenders, including development finance institutions, corporate banks, and retail lenders, to MSME entrepreneurs in rural areas, with a focus on women entrepreneurs.

Amartha has initiated a sustainable digital transformation campaign by digitalizing the process from application to disbursement. Amartha makes women-led MSMEs easier to apply for funding through:

- Deploying field officers in build trust with the communities.
- Providing socialization and campaigns via community engagement and social media, about the presence of Amartha with women-focused financing and mentoring.
- Developing digital process from application, reimbursement to repayment to enhance outreach and efficiency, with multiple partnerships including disbursement program through bank transfer/cashless and various digital products with third-party providers, e.g. bills payments and insurance etc via Afin Apps.
- Developing loan products specifically addressing the financial needs of women MSMEs, e.g. weekly repayment, instead of monthly, and small ticket size, e.g. USD 300 for cash flow maintenance, and larger ticket size of up to USD 1,500 for business scale up.

Requirements for service information and labeling

As part of our commitment to transparency and regulatory compliance, Amartha ensures all terms, conditions, and fees are clearly communicated in simple, Indonesian language, avoid misleading claims, disclose risks, and safeguard customer data privacy.

Incidents of non-compliance concerning product and service information and labeling

In the reporting period 2024, Amartha does not have any incidents of non-compliance concerning product and service information and labelling.

Incidents of non-compliance concerning marketing communications

In the reporting period 2024, Amartha does not have any incidents of non-compliance concerning marketing communications.

Amartha is a technology company that has a mission of realizing shared prosperity through the development of digital financial infrastructure for the grassroots economy.

Values

Amartha embodies the Above and Beyond DNA through the following core company values:

Innovation

The ability to create innovative and impactful solutions for various work situations and organizational progress.

Empowering Others

The ability to empower others in order to improve performance, results, and capabilities.

Customer-driven

Ability to identify customer needs both internal and external and ensure customer-oriented decision making.

Collaboration And Communication

The ability to work together and interact effectively with various parties in order to achieve organizational goals.

Delivering Result

The drive to achieve the best results by setting high standards and persistence to achieve and exceed them in order to achieve the best results in line with organizational goals.

Planning & Organizing

Making plans for completing tasks, including optimizing the use of resources to achieve agreed targets and goals.

Resilience

Focus on achieving goals despite facing various obstacles or changes in a short time, adaptive and agile in responding to change.

Continuous Learning

The drive to continuously improve one's capabilities over time quickly in order to grow into the best version of oneself capable of supporting the organization's targets.

Our Journey

Amartha began its journey of servicing underserved rural communities in 2010 from a small village in Bogor, West Java. Since women in rural villages operate the majority of informal businesses, Amartha tailored the product by offering working capital loans to ultra-micro and micro enterprises (MSMEs), while considering the unique needs of the grassroots economy. A major shift came in 2016 when Amartha transitioned into a fintech peer-to-peer (P2P) lending platform, enabling the creation of digital credit scoring and expanding access to capital for underserved micro and small women-owned businesses.

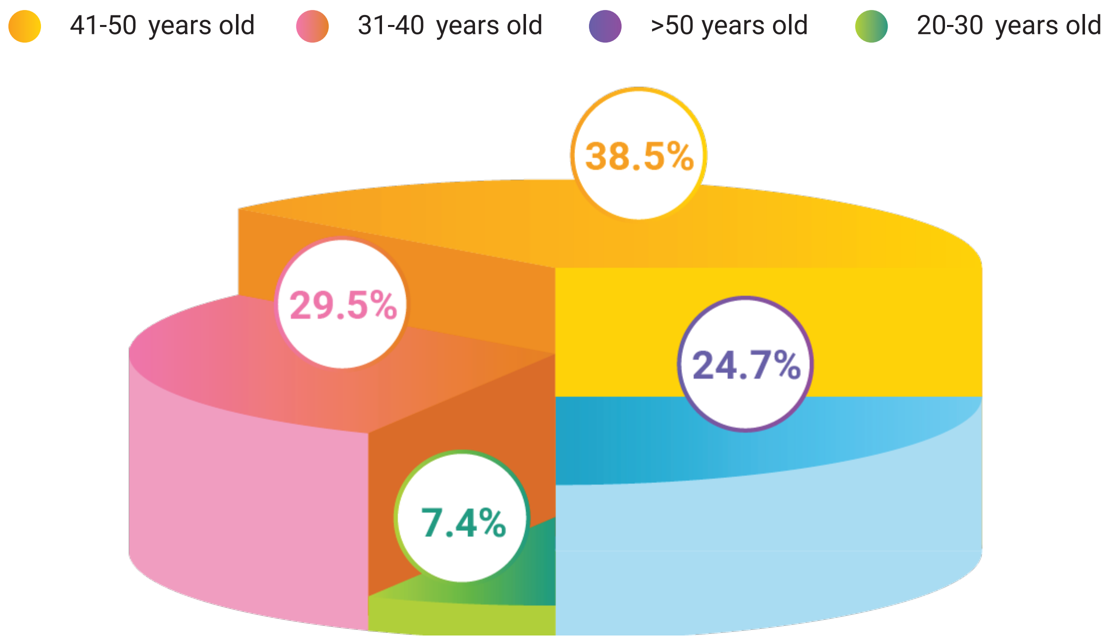
Amartha grew as a pioneer in P2P lending for the grassroots economy. Supported by strategic funding rounds, the company disbursed over IDR 30 trillion to 3.3 million MSMEs, with 99% of them being women-owned. In 2023, Amartha launched AmarthaFin as a superapp to integrate microfinance services. Moving forward, Amartha is expanding beyond lending to offer a multi-product ecosystem through AmarthaFin, while staying focused on empowering rural communities, women, and micro-entrepreneurs to thrive in a more inclusive digital economy.

Our Network of Impact Makers

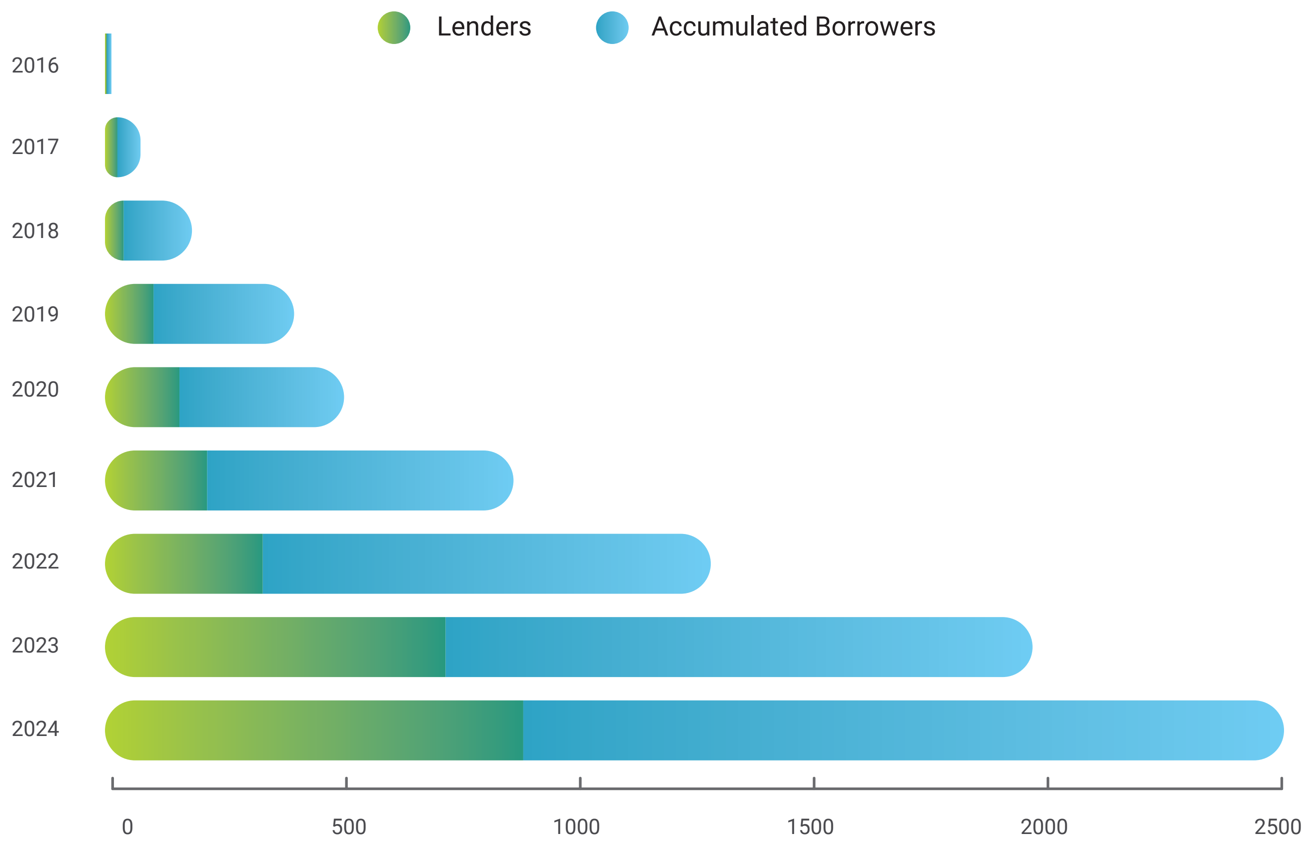
Amartha's team of impact makers reached 9,081 team members. This includes the engineering, product, and business functions team at our Head Office, as well as field team members. Our internal stakeholders ensure that we can create a lasting impact for the grassroot economy.

859,582 registered retail lenders and 34 institutional channeling partners has enabled Amartha to cumulatively disburse over IDR 30 trillion to 3.3 million women-led MSMEs in 2024. Our borrowers majority come from within the 41-50 years old (38.5%) and 31-40 years old (29.3%) age categories. This further demonstrates how a loan from Amartha empowers women at productive ages to thrive and prosper.

Borrowers Age Group



Lenders And Borrower's Growth Over The Years



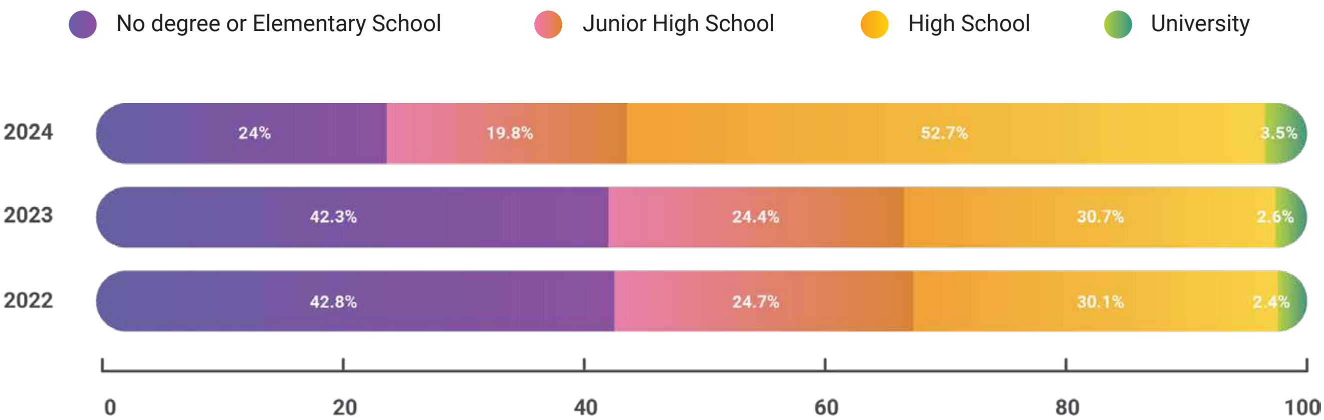
Registered Retail Lenders
859,582

Institutional Channeling Lenders
34

Women-led MSMEs Empowered
3.3 million

Strong Team Members
9.081

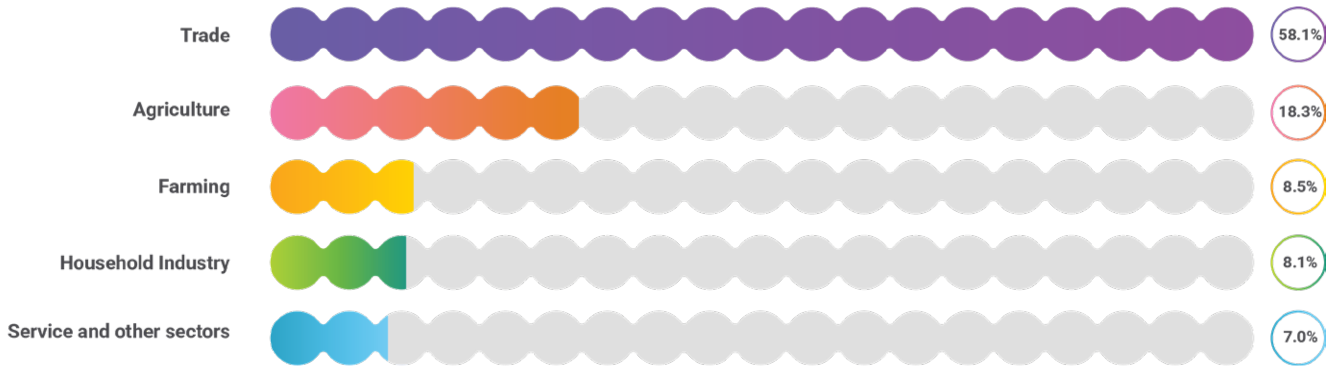
Borrower Education Level



Even though high school education is mandatory and tuition fees are funded by the government, only 52.7% of our borrowers hold a high school diploma. With the loan that Amartha provides, one of our primary objectives is to increase the educational level of children in the family as a result of an improved income from the business.

With the loan, borrowers do not need to choose between livelihood and education, they have additional capital to fund their business. Therefore, the future generation would be able to afford higher education, which in turn will improve the family's livelihood.

Business Sector of Borrowers



Most of Amartha's borrowers comes from trading (65.1%), independent retail business operating from homes and selling wares in the village. The second and third largest comes from smallholder agricultural activities (15.78%) and home industries (7.81%).

Through direct discussions with our borrowers, we have learned that community trading is the most popular activity because of its low risk, high adaptability, and steady daily income.

To magnify impact for the grassroot economy, Amartha collaborates with regulators, multilateral development agencies, non-governmental organizations, academics and private sector partners.

I used to be a rice farmer. I also worked on plantations—two jobs, and still not enough to make ends meet. Then a friend told me about Amartha. I got a loan and started with a small kiosk. Just snacks and daily goods. Over time, I added fuel sales. Now we earn about three million rupiah a day.

TYA
Warung Owner

AMARTHA'S ESG STRATEGY

Materiality Assessment

To determine material topics, Amartha has surveyed key stakeholders, including the Board of Directors, employees, investors, customers, and state policymakers, to understand which ESG topics are most pertinent to our business.

In 2023, Amartha also established an ESG management committee to ensure our ESG programs and materiality assessment are in line with the needs of stakeholders and the business.

How we integrate ESG into business operations

We use ESG as a mitigation strategy

We make assessments based on ESG to accept and channel funds

We consider ESG to make impactful investments

ESG (Environmental, Social, and Governance)

Additionally, Amartha has also identified financial implications and other risks and opportunities due to climate change in the "Environmental" section in addition to the appropriate risk mitigation strategies.

Amartha's materiality assessment

No	Issue	Cause	Effect	Risk Mitigation
Economy				
1	Inability to retain and attract new borrowers	Partners move to other institutions	Decreased revenue	Carry out regular engagement and assistance and offer products that suit the needs of Partners
2	Mismatch between financing needs (demand) and funding availability (supply)	The growth in demand for financing is greater than the growth in funds from lenders	Failed disbursement and complaints from borrowing partners	Conducting simulations and planning as well as collaborating with banking institutions (super-lenders) and opening debt-financing facilities from foreign investors
3	Partner portfolio quality deteriorates (high non-performing loans)	Inaccurate creditworthiness assessment	Failure to pay which results in losses for the lender and Amartha	Creating an adaptive and predictive credit scoring engine to reduce the potential for default; diversify the portfolio in accordance with regional risk exposure
4	Service stops due to system failure or disruption	The transaction support provider service is interrupted or there are bugs in the Amartha application	Financial and reputational losses	Execute business continuity plan scenarios and ensure every software development through a strict Quality Assurance (QA) process

Environmental				
1	Failure to pay due to the impact natural disasters	Climate change resulting in extreme weather and natural disasters	NPL increases andfinancial loss	Create a programs for handling non-performing loans specifically for areas that are vulnerable to climate change
2	Partner's risk increases because their business is vulnerable to climate change risks (such as farmers,fishermen) unable to pay installments	Climate change which causes the potential of natural resources to decrease	NPL increases and financial loss	Carry out counseling (by the facilitator) to borrowers who are at risk of being directly affected by climate change
3	Partner's living environment is prone to disasters (flooding and landslides)	Illegal logging and damage resulting in floods and landslides in the Partner's residence	NPL increases and financial loss	Plant trees in areas where borrowers have been exposed to illegal logging or extreme weather vulnerability
Social				
1	Partner welfare does not increase	Partner experience over debt (excess borrowing) because they do not understand financial management properly	Failure to pay and disrupted group performance	Make mandatory financial management training and use the system to prevent partners from experiencing high debt levels or excessive financing
2	Employee make unethical billing and violate the code of conduct	Lack of awareness and discipline of field officers in carrying out SOP's	Bad reputation and decreased trust of partners	Certification of collection and periodic training related to the ethical billing process in accordance with the code of conduct

Governance

1	Money laundering risk both on the side of partners and lenders	Due diligence process that is not in accordance with the procedure	Bad reputation and potential legal risks	Implementing OJK and PPATK regulations related to APU/PPT or ML and running customer screening with APU/PPT software
2	Fraud, embezzlement, and other operational risks occur in the field	Suboptimal supervision from superiors; weak control infrastructure	Financial loss for the company, reduced public confidence	Implement 3 lines of defense, namely internal control on the business side, risk management supervision and internal audit; establish a surveillance system to help predict potential fraud
3	Customer data leak	Suboptimal supervision from superiors; weak control infrastructure	Bad reputation and potential legal risks	Carry out ISO27001 and IT Governance procedures to manage the company's information security

Risk Assessment

Amartha conducts risk assessments on economic, environmental, social, and governance topics, which may impact the sustainability of businesses. The Board of Directors, ESG Committee, Impact & Sustainability Division, and other relevant divisions participate in the risk assessment.

The risk assessment results serve as the foundation for the company's five-year ESG program priorities. Part of the risk assessment includes identification of materiality assessment with the primary objective of devising a strategy to maintain the company's sustainability and create a competitive advantage.

Stakeholder Engagement

Stakeholder engagement plays a vital role in implementing sustainability initiatives and advancing diversity and equality. To ensure Amartha engages with relevant stakeholders and address their concerns, Amartha has identified the following stakeholders, mechanism of engagement and frequency of engagement.

Stakeholder Engagement Mapping

Stakeholder	Stakeholder's priority concern	Mechanism of engagement	Frequency of engagement
Amartha partner (MSMEs)	1. Business operational performance 2. Lending rates 3. Simple and easy to understand financial services 4. Trust and transparency 5. Quality and friendly service from field team 6. Fraud prevention	1. Continuous communication & update with Field Officers and social media 2. Simple, easy to understand and in local language of partnership contract 3. Partnership evaluation (due diligence) 4. Financial literacy training 5. Net Promotor Score	1. As needed 2. As needed 3. As needed 4. As needed 5. Yearly
Government / Regulator	1. Regulation compliance & transparency 2. Contribution to economy (tax and other obligations) 3. Sustainability and social Impact 4. Synergy and support for governmental programs 5. Employee rights and protection	1. Bank's Sustainable Finance Action Plan (Rencana Aksi Keuangan Berkelanjutan/RAKB) to OJK 2. Financial literacy report to OJK 3. Anti-corruption, anti-money laundering and anti-terrorism policy 4. Dialogue and governmental agency visit 5. Invitation to governmental events 6. Project involvement and collaboration 7. Sustainability report	1. Annually, as required by OJK 2. Annually, as required by OJK 3. As needed 4. As needed 5. As needed 6. As needed 7. Annually

Investor - institutional	1. Financial performance 2. Transparency of disclosure 3. Risks identified and mitigation strategies 4. ESG performance 5. Climate change mitigation actions 6. Fraud prevention	1. Financial report 2. Investor report 3. Investor gathering 4. Sustainability report 5. Asia Grassroots Forum 6. Amartha Jelajah Dampak 5. Ethnography report 7. International and national conferences	1. Annually 2. Quarterly / as needed 3. Annually 4. Annually 5. Annually 6. Quarterly 7. As needed 8. As needed
Investor - retail	1. Financial performance 2. Transparency of disclosure 3. Fast response to inquiries	1. Investor report 2. Marthacare, customer service hotline (whatsapp, email and call centre) 3. Amartha Jelajah Dampak	1. Monthly 2. As needed 3. Quarterly
Media	1. Latest news value information 2. Media coverage opportunities 3. Clear message of material shared	1. Press conferences and press releases 2. Sustainability report 3. Media gathering 4. Asia Grassroots Forum 5. Amartha JelajahDampak	1. As needed 2. Annually 3. As needed 4. Annually 5. Biannually
Supplier	1. Timely payment 2. Fair and transparent tender procedures 3. Effective communication 4. Long-term partnership potential	1. Terms of Reference of procurement 2. Contractual agreement 3. Interaction through various communication platforms	1. As needed 2. As needed 3. As needed
Academic and researchers	1. Publish research and obtain insights 2. Research partnerships	1. Reports (Sustainability Report, Grassroot Entrepreneurs Report) 2. Asia Grassroots Forum 3. University and institutional research	1. Annually 2. Annually 3. As needed

ESG Committee

At Amartha, the ESG (Environmental, Social, and Governance) Committee plays a pivotal role in steering the company's sustainability efforts. Appointed by the board of directors, the ESG Committee is tasked with setting and overseeing sustainability targets, supervising ESG reporting, managing potential risks, and aligning the company's strategic direction with sustainability goals.

The committee ensures that sustainability is embedded at the highest levels of governance, with responsibilities that include preparing and issuing annual statements on the company's environmental and societal impacts. These statements reflect the company's commitment to transparency, ethical practices, and zero tolerance for corruption.

The ESG Committee works closely with the Impact and Sustainability team, which drives initiatives such as implementing programs, conducting ESG research, and managing ESG communications. These efforts include producing detailed sustainability reports for stakeholders and distributing monthly newsletters to ensure consistent engagement and accountability.

Recognizing the importance of capacity-building, Amartha prioritizes regular training for the ESG Committee, management, and employees to enhance their understanding of sustainability principles. The ESG Committee and management board undergo at least one intensive training course annually, and ESG training is available to all employees.

This focus on continuous learning ensures that sustainability practices remain a core component of Amartha's business strategy and operations, fostering resilience, trust, and long-term impact.

ESG Goals

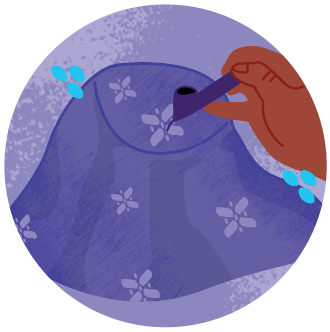
Aligning with international ESG frameworks and standards enables us to address challenges and harness opportunities, ensuring a more sustainable growth trajectory.

Environmental Goals

Protect the Environment while Promoting Economic Growth

- Reduce Greenhouse Gas Emission
- Promote Sustainable Consumption and Production

Social Goals



Deliver Impacts on the Lives of Our Customers, Team Members, and Communities

- Promote Sustainable Financing
- Promote Ethical Lending
- Drive Women Empowerment
- Improve well-being through education

Governance Goals

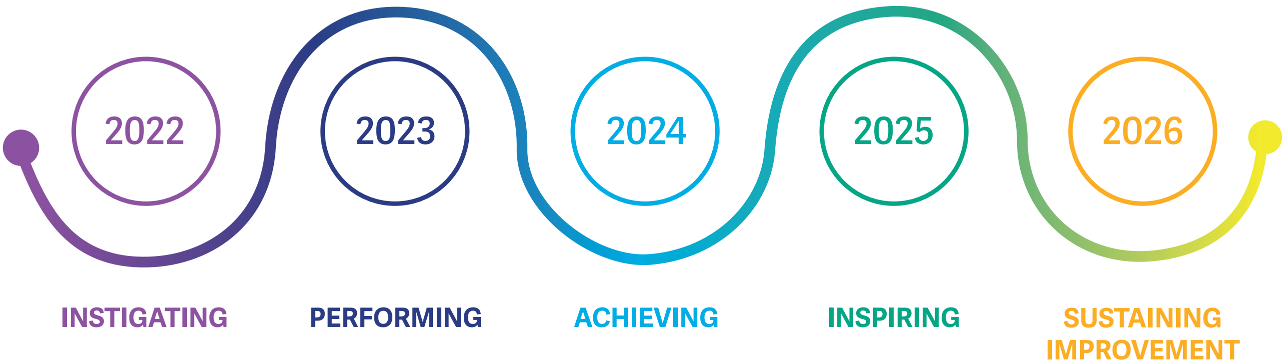
Establish a secure platform through an accountable governance approach

- Protect Customer Data Privacy
- Respect Equal Rights
- Maintain Trustworthy Partnership

Amartha integrates Environmental, Social, and Governance principles into sustainable development strategy to create lasting value.

ESG Roadmap

To maintain Amartha's sustainable performance and fulfill our ESG commitment, we have developed an ESG Roadmap that will serve as our future strategies.



Our journey in integrating and implementing ESG in Amartha started in 2022. In 2023, Amartha continued improving ESG initiatives, events, partnerships, and reporting by partnering with the leading sustainability stakeholders in the country. In 2024, Amartha's focus involves continuously upgrading ESG alignment, initiatives, reporting, events and partnerships.

Additionally, ESG strengthening also involves amplifying Amartha Foundation as a vehicle to support business in achieving sustainability goals, through three pillars: education, environment, and well-being.

ESG Reporting Standards & Principles

Amartha integrates sustainability objectives and risk mitigation into core business processes, making sustainability a fundamental aspect of operations. To align with global and national standards, we use the following frameworks and standards:

- Global Reporting Initiative (GRI 2021) (with reference reporting)
- ISO 26000
- IFC's Corporate Governance Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-G)
- IFC's Environmental and Social (E&S) Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-E&S)
- Women's Empowerment Principles (WEP)
- Client Protection Principles (CPP)
- Morgan Stanley Capital International (MSCI) : Financials
- Sustainability Accounting Standards Board (SASB) : Consumer Finance
- UN Global Compact
- POJK no 51/2017

Amartha's Contribution To Sustainable Development Goals (SDGs)

Amartha contributes to the advancement of SDGs by poverty reduction and economic empowerment of rural women through tailored financial products and financial literacy initiatives. Amartha has integrated the SDGs into business strategies and operational activities as part of our role in supporting the grassroot community.

Amartha reduces poverty by offering financial access to unbanked and underserved communities. On average, the income of borrowers increased by 76.96% during 2024.

Amartha promotes awareness on the importance of children's education to our borrowers. Field officers always encourage borrowers to prioritize their children's education during weekly meetings in Ikrar Amartha (Amartha Pledges), which has been formalized in our SOP. Additionally, Amartha provides scholarship programs for borrowers families, employees families and the public to promote quality education. In 2024, Amartha has given scholarships to 250 students from Beasiswa Amartha Cendekia, 50 students from Amartha STEAM fellowship working with 5 top universities in Indonesia, and 5 students from Amartha Frontier Fellowship.

Amartha supports women-led micro-business in rural economy. Through promoting women to have their own income and building personal assets, Amartha helps women to participate and lead in the economic life of their families, thus reducing the power balance gap between men and women. 3.3 million borrowers are women from vulnerable groups, such as rural villagers from low-income and low-educational backgrounds.

Amartha supports employment and job creation in rural areas. Access to working capital from Amartha has enabled 110,398 borrowers in rural areas to hire their first employee within a year in 2024, thus creating jobs in villages.

10 REDUCED INEQUALITIES

Amartha strengthens women's economic capacity at the bottom 40% of the population by ensuring that the majority of our borrowers are women, designing financial products that cater to the unique needs of the grassroots community and women MSMEs. We focus on rural villages and peri-urban areas where the financial access disparity is prominent.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Amartha promotes sustainable practices by integrating sustainability principles into the operations of borrowers and employees, evaluating business processes in accordance with ESG policies. Amartha's annual borrower survey enables us to obtain insights into the lifestyle of borrowers, to develop targeted programs that promote sustainable living practices. In 2024, we promote sustainable behaviours by continuing our waste recycling programme at our Head Office as a tangible demonstration of our commitment to sustainable practices. Amartha has successfully recycled 18,485 kilograms of waste, which accounts for 69.3% of the total waste generated.

17 PARTNERSHIPS FOR THE GOALS

Amartha partners with diverse external stakeholders such as government bodies, funders, academic institutions, and international organizations to amplify our impact and pursue common objectives.

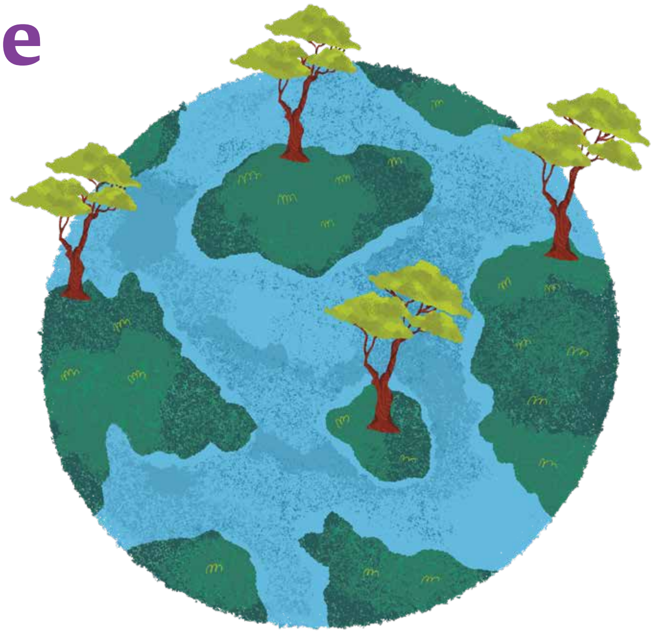
Amartha partners with international organisations such as UN-IGCN, IBCSD, UN Women's WEP, IBCWE, and G20 EMPOWER.
Amartha also collaborates with governmental bodies like the Ministry of Law and Human Rights, the Ministry of Women's Empowerment and Child Protection, and the Ministry of Communication and Information (Kominfo). In the development finance institutions, Amartha works with Australian Department of Foreign Affairs and Trade and the US International Development Finance Corporation. To strengthen research initiatives and empower future leaders, Amartha partners with esteemed universities and research centres such as Institut Pertanian Bogor, Universitas Indonesia, Universitas Gadjah Mada, Institut Teknologi Bandung, and Universitas Brawijaya. Additionally, Amartha collaborates with multinational institutions like the World Bank, IFC, Lendable, Accion, Norfund, Triple Jump, Incofin, Community Investment Management, Blue Orchard, ResponsAbility, and BRED to enhance ESG framework and secure funding.

I've been selling fish here with my husband and a few relatives. Every morning, from 5 to 9. We don't have a big stall. Just a simple setup. But it's steady. Some customers spend up to 500,000 rupiah. Others just buy a piece or two. Then they move on.

ANI
Fish Seller

ENVIRONMENTAL
AMARTHA LESTARI

Reduce Greenhouse Gas Emission



Carbon Emissions

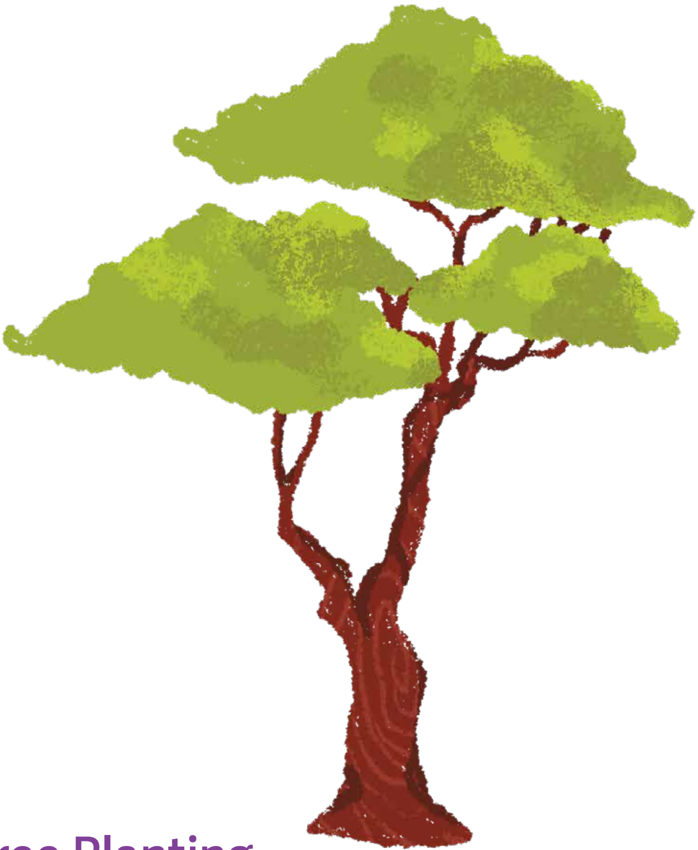
Amartha strongly commits to minimizing environmental damage by reducing carbon dioxide (CO_2) emissions and promoting green financing. To incorporate green financing principles, in 2023, we are in the initial planning stage of calculating the carbon footprint produced by our borrowers.

Climate change is an urgent issue that affects everyone, including MSMEs (Micro, Small, and Medium Enterprises), which can face both direct and indirect impacts. For MSMEs, climate challenges may lead to decreased productivity, increased production costs, and threats to food security. For instance, shifting rainfall patterns disrupt planting and harvesting schedules, while rising temperatures reduce the quality and quantity of agricultural yields (Ministry of Finance, 2024).

Understanding the impacts and responses to climate change is crucial for developing strategies that support MSMEs in building resilience to climate-related challenges. This ensures the long-term success and stability of women-led MSMEs while aligning with Amartha's climate risk management strategies.

Tackling Climate Change

As part of Amartha's commitment to sustainability, we actively track and measure key metrics to drive climate action. This includes energy, fuel, and water consumption across our offices in Indonesia. Amartha integrates climate responsibility into lending operations through an Exclusion List that reflects ESG principles and adheres to global best practices. Additionally, we have established risk categories, proactively monitor potential issues, and develop targeted programs to address emerging concerns.



Tree Planting

In order to fulfill the commitment to reduce carbon emissions by 30% by 2030, until 2024, Amartha planted 7,830 trees in Central Java, NTB, South Sulawesi, East Kalimantan, and Bali with carbon absorption of 38,006 kg CO_2/year.

Used-cooking Oil Conversion To Bioavtur

Amartha collaborates with Green Energi Utama (GEU) in the process of collecting and processing used cooking oil that is more environmentally friendly. The used cooking oil that has been collected will be processed through infrastructure managed by GEU, according to the International Sustainability and Carbon Certification (ISCC) standards. In 2024, Amartha has collected 742 liters of used-cooking oil as part of the first phase of used-cooking oil conversion to bioavtur project.

Promote Sustainable Consumption & Production

Energy Consumption

As part of Amartha's effort to tackling climate change, we have calculated and monitored the energy consumption of both Head Office and Field Office.

Emission Source	Measurement (kWh)	Emission (metric tons)	Carbon intensity per employee (tCO_2e/employee)
Energy Usage	1,788,682	1,520	0,14

Fuel Consumption

To understand Amartha's fuel consumption, we have calculated and monitored the energy consumption of both Head Office and Field Office.

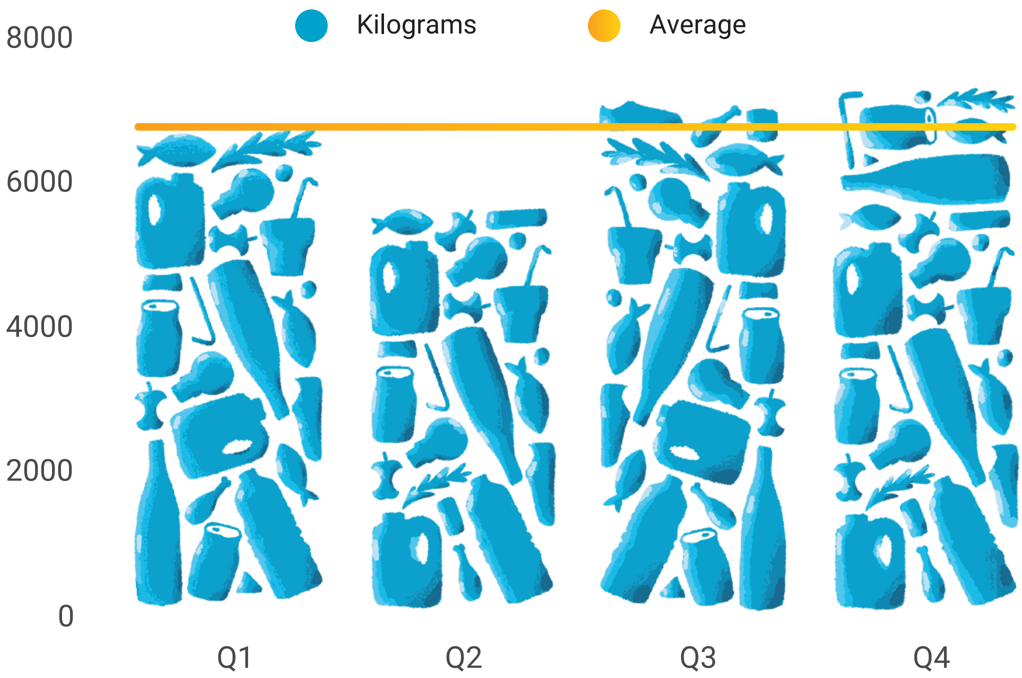
Emission Source	Measurement (kWh)	Emission (metric tons)	Carbon intensity per employee (tCO_2e/employee)
Energy Usage	127,780,752	11,131	1,07

Eliminating Waste

As part of our waste reduction initiative, we have collaborated with Waste4Change as our trusted recycling partner. Since September 2022, we have actively measured and tracked waste management at Amartha's headquarters.

Based on our tracking report, during 2024, we have collected 26,675 kilograms of organic and non-organic waste in the head office area alone. Of the total waste, 18,485 kilograms (69.3%) were recycled, converting them into valuable products such as home appliances, PET presses, plastic flakes, etc. Black Soldier Fly larvae played a key role in recycling organic waste into nutrient-rich compost. The remaining residual waste was recycled into briquettes using Refuse Derived Fuel technology by Waste4Change.

Quarterly Waste Generation



Biodiversity

In line with Amartha's commitment to protect the environment while promoting economic growth, Amartha's office does not operate in high biodiversity or protected areas. To demonstrate our commitment to biodiversity, our Exclusion List, aligned with the IFC's standards, ensures we do not fund businesses that harm areas with High Conservation Value. Effective since 2023, the Exclusion List has guided Amartha in supporting businesses that uphold environmental, social, and governance principles.

Disaster Relief

In 2024, Amartha has contributed a total of IDR 380.5 million for disaster relief. The natural disasters that occurred near Amartha's operational areas have affected 7,576 Amartha borrowers, including some employees. In addition to financial support, Amartha is in progress of conducting a multi-stage research on understanding climate risk and its impact on livelihoods and resilience of women micro SMEs.

I've started calling on others to join in my community.We're building a community—one that's mindful of the waste we create and the value it can hold. Amartha helped me grow. Now I'm one of the biggest collectors of plastic waste in our area.

JURAIDA

Plastic Recycler

SOCIAL
AMARTHA MADANI

Promote Pustainable Financing

Economic Performance

Amartha is committed to building grassroots' resilience that change people's lives at the bottom of the pyramid. Amartha does this through providing inclusive financial access to micro and small enterprises (MSEs) that are underserved financially and digitally in remote villages to achieve prosperity.

Amartha paves the way to prosperity with inclusive finance, balancing sustainability and growth. In 2024, Amartha has booked IDR 1,801 billion in revenue, experiencing a 57% increase from 2023. In 2024, Amartha spent IDR 530.3 billion in operating expenses, with an increase from IDR 429.7 billion from the previous year.

Mainstreaming Impact Investing

Amartha believes in the power of advocacy through mainstreaming impact investing. This includes various ways to communicate impact investing such as:

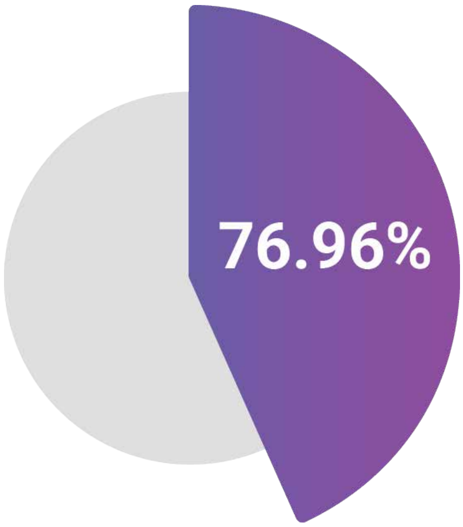
- Sustainability report: publishing a sustainability report annually to capture the impact of implementing sustainable finance on society and the environment.
- Impact Talk: creating a signature talk show hosted by our CEO and featuring inspiring individuals from various disciplines.
- Martha Talk Podcast: helping spread news, raising awareness, and inviting the public to join our impact investment movement.

Through Amartha's app, lenders are able to choose their portfolio depending on their chosen impact: economic, social, or environmental impact. Therefore, lenders are able to choose which areas of impact they would like to invest in. In 2024, Amartha has 859,582 retail lenders and 34 institutional investors who channel their funds to develop the grassroot communities in rural areas.

Income Improvements

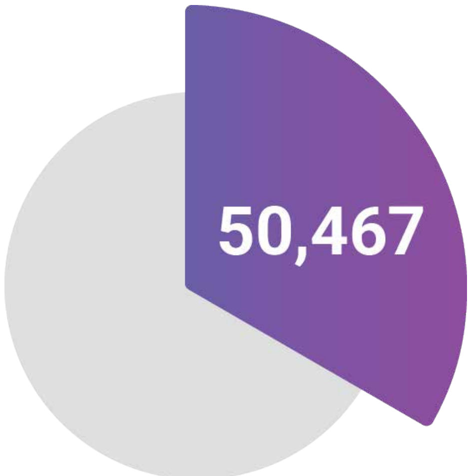
According to the Coordinating Ministry for Economic Affairs of Indonesia (2022), MSMEs play a crucial role in the nation's economy, making up 99% of all business units. SMEs contribute 60.5% of GDP and 96.9% of total national labor absorption. Amartha is committed to support financially underserved MSMEs to prosper.

Through Amartha's Wellbeing Survey, we monitor the effect of Amartha's working capital loan on our borrower's income growth. The monitoring and evaluation is conducted in the second year of the loan cycle to be able to capture how a one-year intervention can increase the borrower's income.



Increase in borrower's annual business income

76.96% of borrower's annual income experienced an increase as a direct result of working capital provided by Amartha. The increase is measured 12 months after loan disbursement

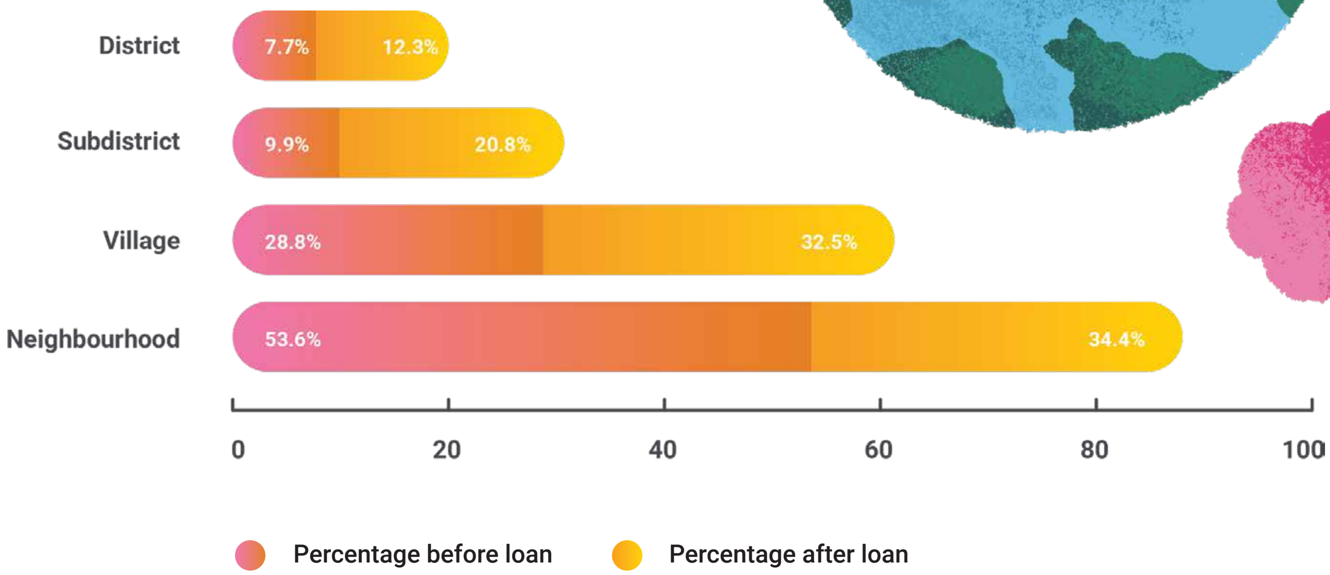


Micro-enterprises advance to small-enterprise level

50,467 or 2.23% of Amartha's ultra-micro borrowers have successfully leveled up to a small-enterprise. Indonesian Law No. 20 of 2008 defines small enterprises as those generating a minimum annual income of IDR 300 million.

Area of Business

After a year of obtaining access to working capital from Amartha, the borrowers are able to expand their area of business. The amount of borrowers who are able to expand to the subdistrict level has almost doubled from the previous year. Business expansion can be driven by digitalization, enabling companies to offer goods and services to new markets and through online platforms.



Job Creation

Through Amartha's working capital and various empowerment programs, our borrowers are able to scale up their businesses, driving local employment and economic growth.

In 2024, 110,398 borrowers hired their first employee.

Occupational, Health And Safety Policy

Amartha has created a health and safety policy that is aligned with World Bank's Environmental, Health, and Safety Guidelines. This includes safety on point guidelines, safety driving, training, working conditions guidelines and mechanism of communication to ensure the health and safety of employees in the workplace.

Promote Ethical Lending

Ethical Lending And Client Protection

Amartha's commitment to provide ethical lending and client protection is demonstrated through the company's commitment on upholding client protection principles including: appropriate product design and delivery, prevention of over-indebtedness, transparency, responsible pricing, fair and respectful treatment of clients, privacy of client data and mechanisms for complaint resolution.

These standards prevent clients from unjust, deceptive, or abusive practices. Amartha provides essential safeguards in terms of knowledge, steps, tools, and simplifying processes to make sound financial decisions.

The lending practices adhere to Cerise+SPTF's Standard for Responsible Financial Services. We have established an exclusion list aligned with IFC standards, serving as an internal guide on businesses Amartha will not fund.

In 2022, we conducted a self-assessment using the Universal Standards for Social and Environmental Management (USSEPM), which encompassed seven dimensions, receiving a score of 88.2 or "Silver" status.

In addition, we have also conducted the Global Impact Investing Rating System (GIIRS) Ratings & Analytics by the B-Corp, which provides the impact standards and rating system necessary to facilitate a scalable and transparent marketplace for institutional investors, financial services intermediaries, and organizations seeking mission-aligned growth capital. GIIRS offers company and fund impact evaluations, as well as current and historical analyses of impact performance and comparable data. GIIRS have awarded Amartha the "Platinum" rating.

Sustainable Digital Transformation

Amartha combines financial literacy education with digital literacy interventions to reduce the gap between rural and urban areas, especially for women. Amartha does this through continuing financial management and digital literacy training for field officers, as part of Training for Trainers (ToT) programs. The field officers are Amartha's frontliners who help our borrowers adopt digital products. In 2024, Amartha's digital financial literacy program has reached:

- 3.206 Business Partners (Field Officers) trained on digital financial literacy.
- 20.600 borrowers reached through Afin (Amartha's application)
- 336.630 borrowers reached through Training of Trainers through Business Partners through Amarthapedia (Amartha's online platform) and literacy via weekly services.

Product Quality And Safety

To ensure product quality and safety for customers, Amartha has established a quality assurance team, protect users data and security, and prevent over indebtedness and ensure fair loan terms. This enables Amartha to maintain a consistent quality and safe products for all customers.

Responsible Marketing

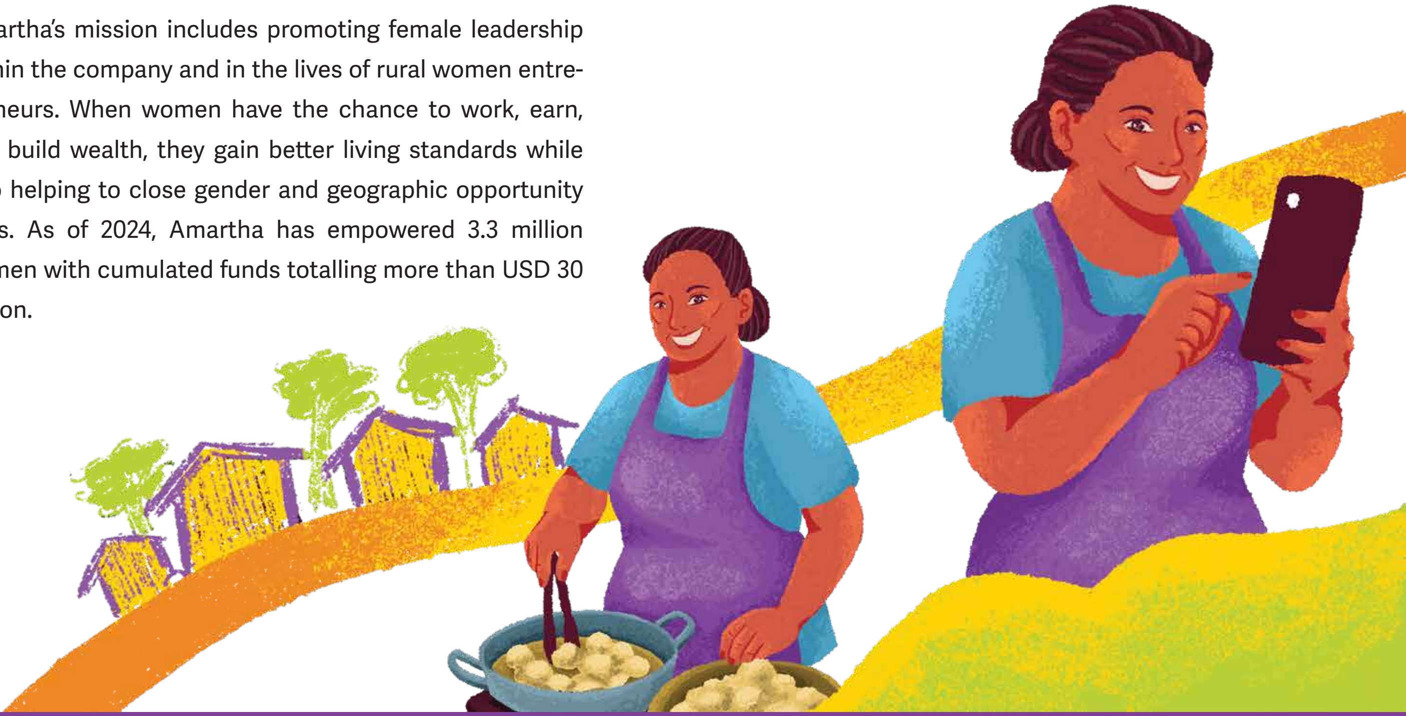
There are no incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship. Amartha's marketing is aligned with OJK, Indonesian Financial Services Authority guidelines and ensures that customers obtain fair and accurate information.

Drive Women Empowerment

Women Empowerment

Amartha's mission includes promoting female leadership within the company and in the lives of rural women entrepreneurs. When women have the chance to work, earn, and build wealth, they gain better living standards while also helping to close gender and geographic opportunity gaps. As of 2024, Amartha has empowered 3.3 million women with cumulated funds totalling more than USD 30 trillion.

Amartha has established a Diversity & Inclusion Committee in 2022 with the support of Board of Directors, Board of Commissioners and shareholders. Our Diversity & Inclusion Committee is led by the Independent President Commissioner as Chair and the CEO as Co-Chair, ensuring strong leadership in fostering diversity, inclusion, and gender equality.



The committee oversees the development, evaluation, and progress of related initiatives and programs. Amartha's women empowerment initiatives include:

- Promoting and encouraging female leadership within the company.
- Maintaining constant adherence to a non-discrimination policy in hiring, promotion, and equal pay policy.
- Providing and maintaining a support system for mental health and whistleblowing systems.

In our mission to advance women's empowerment and inclusivity, we actively engage with international organizations as signatories and members:

- Member of IBCWE and implements UN Women's WEP-based programs and regulations.
- IGNITE Women Networking and Mentorship Program by collaborating with other IBCWE members on the women's leadership and empowerment mentorship program.
- Signatory of UN-GCN and perform the annual UN COP report.
- Member of IFC SME Finance Forum (SMEFF).
- Member of WWB Global Network.

Girls And Children Education

For assessing the quality of life, life expectancy, standard of living, and education are the three most important comparative measures for assessing the quality of life. Poverty has far-reaching effects on girls and children often leading to lifelong struggles, especially when young people lack access to a full education.

Poverty and education are deeply interconnected. When individuals in poverty leave school to work, they miss out on essential literacy and numeracy skills, limiting their career opportunities. This cycle often repeats itself, with their children, especially girls, facing similar struggles, limited income, and few options other than to abandon school and work.

Amartha is committed to provide various scholar ship opportunities such as:

1. Amartha Cendekia Scholarship, for students in their final year of high school including stipends per students and development classes
2. Amartha STEAM Fellowship, for Science, Technology, Engineering, Liberal Arts, and Mathematics (STEAM) students in Universitas Indonesia (UI), Institut Teknologi Bandung (ITB), Institut Pertanian Bogor (IPB), Universitas Gadjah Mada (UGM), dan Universitas Brawijaya (UB) including education funds for 2 semesters, monthly stipends per students, and development classes
3. Amartha Frontier Fellowship, for students in remote areas of Indonesia
4. Amartha Karya Scholarship, for Amartha employees who wish to pursue their undergraduate or graduate studies

In 2024, Amartha's scholarship has successfully reached the following students. Awardees attend development classes such as tips on entering university, setting goals, and understanding their strength and interest.

Amartha Scholarship	Total Awardees	Total Applicants
Amartha Cendekia Scholarship	250	12,870
Amartha STEAM Fellowship	50	568
Amartha Frontier Fellowship	5	Selected from partner's recommendation
Amartha Karya Scholarship	5 Master's degree 8 Bachelor's degree	81

Improve Well-being Through Education

Well-being

Every year, in addition to publishing a Sustainability Report, Amartha conducts a Wellbeing Survey for borrowers. Beyond tracking our borrowers' financial progress, we also assess their quality of life, ensuring they gain the resources needed to achieve their life goals. Some indicators include enhancement of their skills and knowledge, that demonstrate their progress toward empowerment. Our target respondents come from Java, Sulawesi, Sumatra, and Nusa Tenggara, where Amartha operates. 77% of Amartha's borrowers can be categorized as 'empowered' due to their engagement with Amartha.

A summary of Amartha's findings from the Wellbeing Survey are as follows:

1. After joining Amartha, 72% of our borrowers reported learning new skills relevant to their business activities and personal financial management.
2. 75% of our borrowers attest that they have acquired new skills since joining Amartha, as they experiment with new activities due to expanded businesses.
3. 71% of Amartha's borrowers reported having more customers after receiving the working capital loans.
4. After joining Amartha, 72% of our borrowers acknowledged that they are now able to operate their smartphones more efficiently for business purposes, thanks to our training programs and digitalization initiatives.
5. After joining Amartha, 74% of our borrowers reported that they have begun tracking their income and expenses.
6. After joining Amartha, 78% of our borrowers have begun separating their business cashflow from their regular household cashflow.
7. 82% of our borrowers acknowledged that they have expanded their businesses by adding new product lines and purchasing additional tools or working equipment.
8. After joining Amartha, 71% of our borrowers reported an increase in their profits.
9. Since joining Amartha, 77% of our borrowers have reported an increase in their total income, allowing them to save more money or acquire more assets.

Internship

Amartha offers hands-on learning opportunities for undergraduate and master's students passionate about strengthening the grassroots economy. Through a partnership with Indonesia's Ministry of Education, Culture, Research, and Technology under the Kampus Merdeka program.

During peak season, we harvest anywhere from fifty to a hundred and fifty kilograms. It started with working capital from Amartha. But what's grown since then is so much more than vegetables.

ZORA
Celery Farmer

GOVERNANCE

AMARTHA BESTARI

Protect Customer Data Privacy

Customer Data Privacy & Protection

Amartha complies with the ISO27001 standard and POJK 10/2022 to mitigate customer data privacy risks. In 2024, we upheld our commitment to data security, with no data breach incidents affecting lenders' information.

Anti-discrimination, Anti-harassment, Conflict of Interest, Bribery And Anti-corruption Policy

Amartha provides a guideline for employees through the Company Regulations, which provides guidance on ethics including on anti-discrimination, anti-harassment, conflict of interest, bribery, and anti-corruption policy. Amartha also publishes guidelines on prohibition of gratification for both HO and FO employees to follow.

There are no political contributions during the reporting period.

There are no incidents of corruption and incidents of discrimination during the reporting period.

Respect Equal Rights

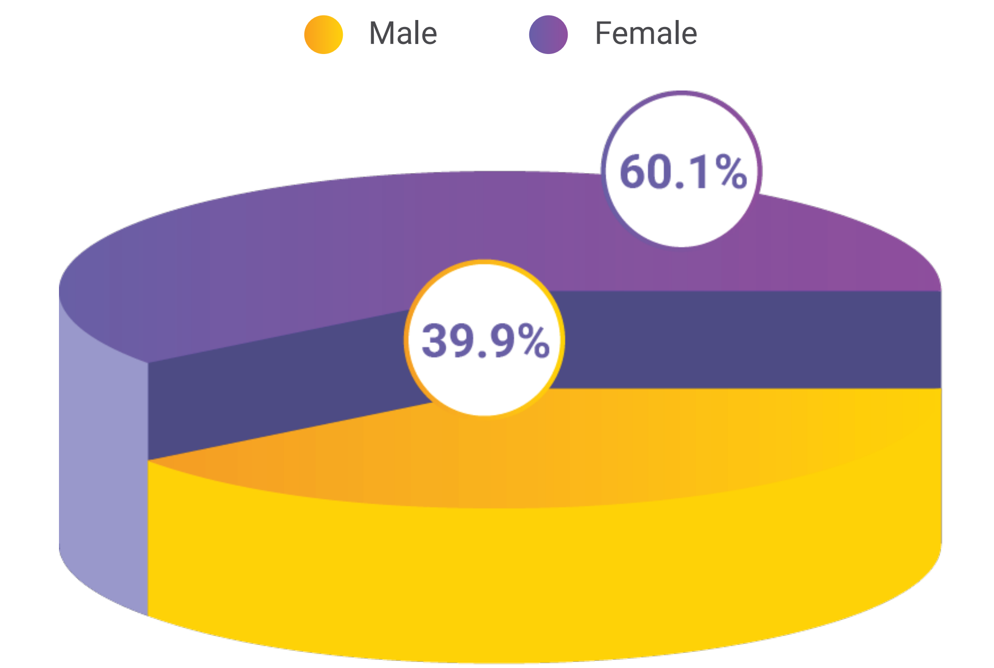
Diversity And Inclusion

Amartha embraces the value of diversity and inclusiveness. The company's regulations prohibit discrimination based on gender, ethnicity, religion, and other non-skill-related factors at all stages of the hiring, training, and promotion processes. In 2023, Amartha also established a Diversity and Inclusion Committee that will monitor and evaluate the implementation of related programs.

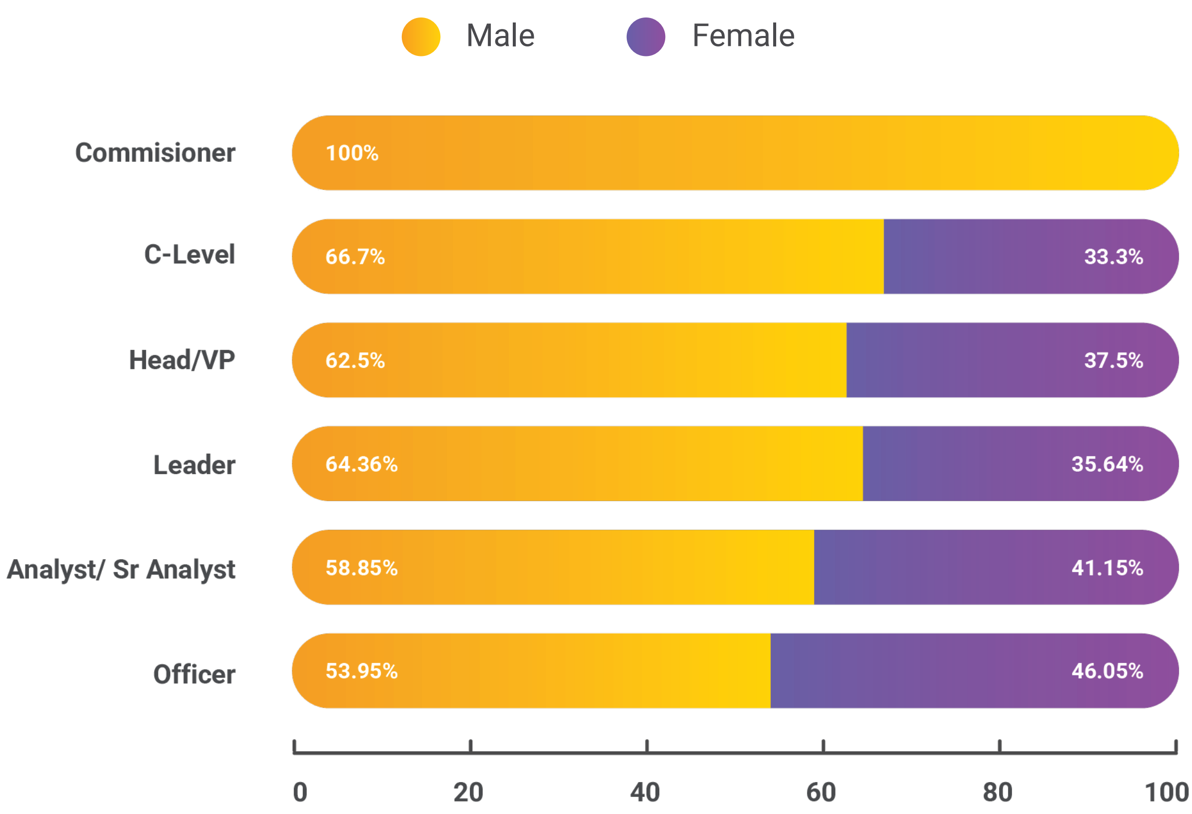
At Amartha, we assure all employees equal opportunity to grow and develop optimally without racial, ethnic, religious, or gender discrimination. Amartha's employment policies refers to the eighth point of the SDGs, Economic Growth and Decent Work, which outlines "promote sustained, inclusive, and sustainable economic growth, and productive employment and decent work for all."

Amartha's personnel consist of 39.9% male and 60.1% female. 92.2% of our workforce are field officers located throughout Indonesia. As our way of encouraging job creation in the villages, we recruit our field staff locally.

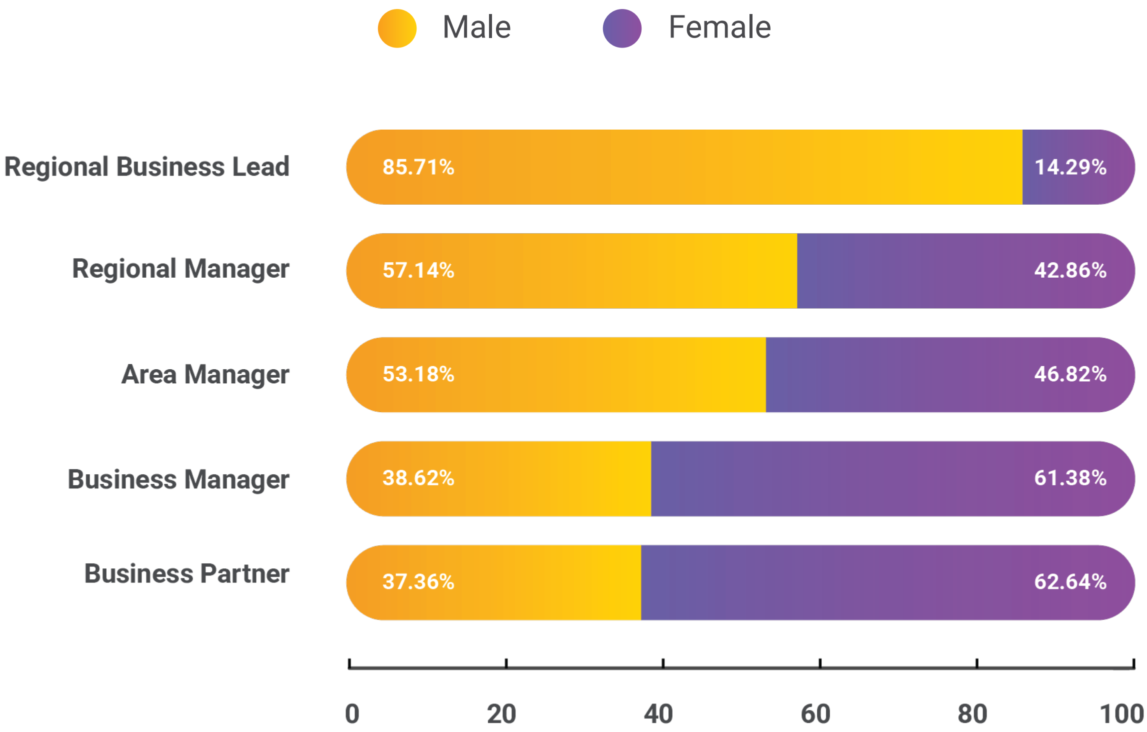
Employee Composition Based On Gender



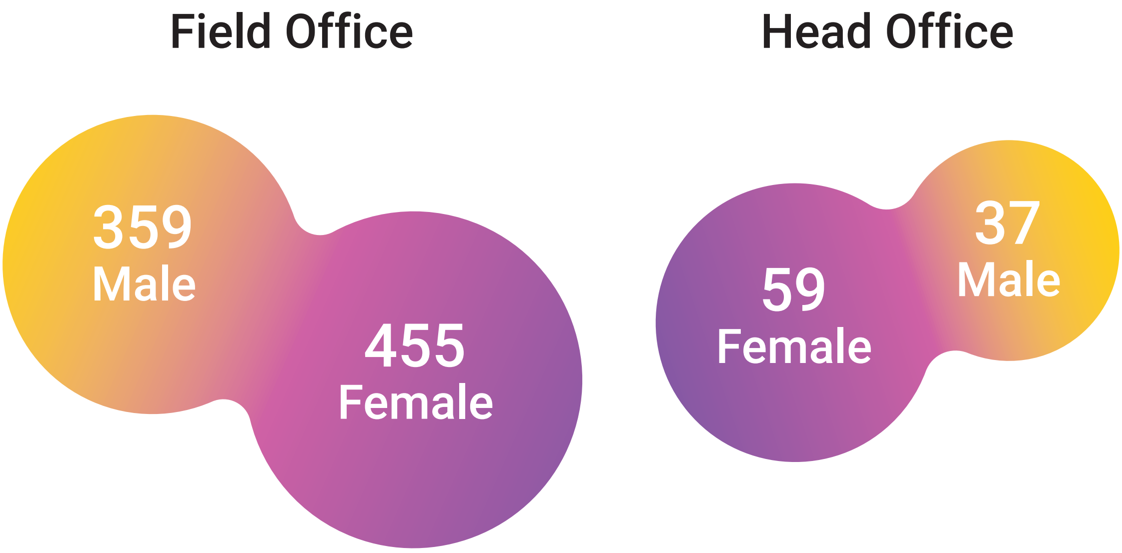
Composition of Employees Based On Position In Head Office



Composition of Employees Based On Position In Field Office

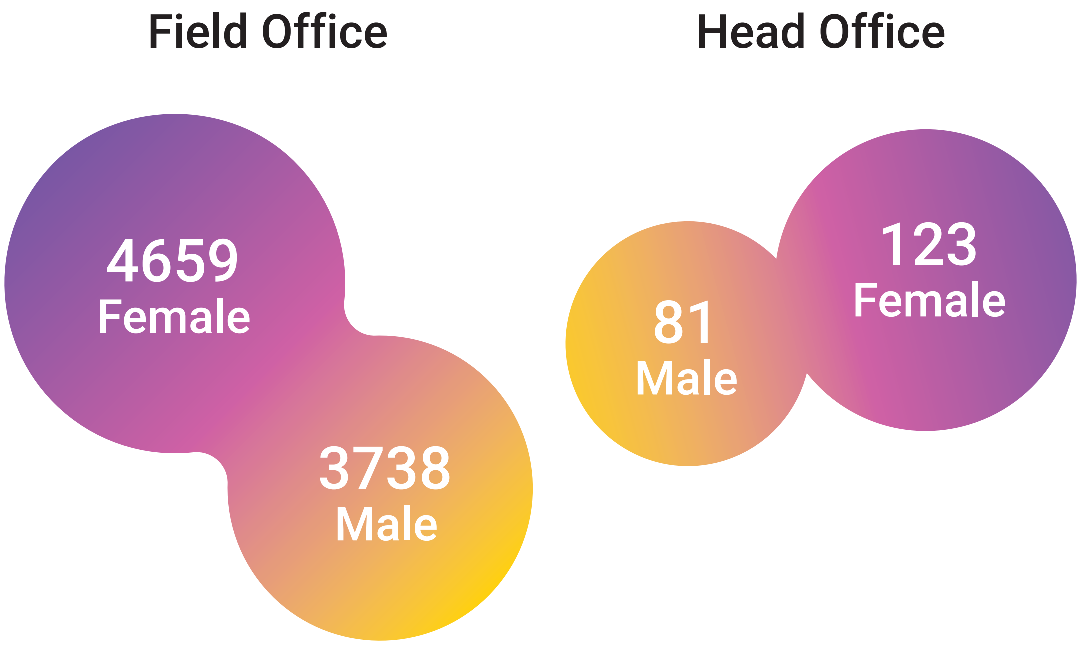


Number of Promotion In Field Office And Head Office



To continually promote female leadership, In 2024, Amartha hired 4.782 female employees, with 4.658 in the Field Office and 123 in the Head Office. There are 10 promotions to senior management, 8 promotions to mid-level management, and 86 to supervisory management for female employees.

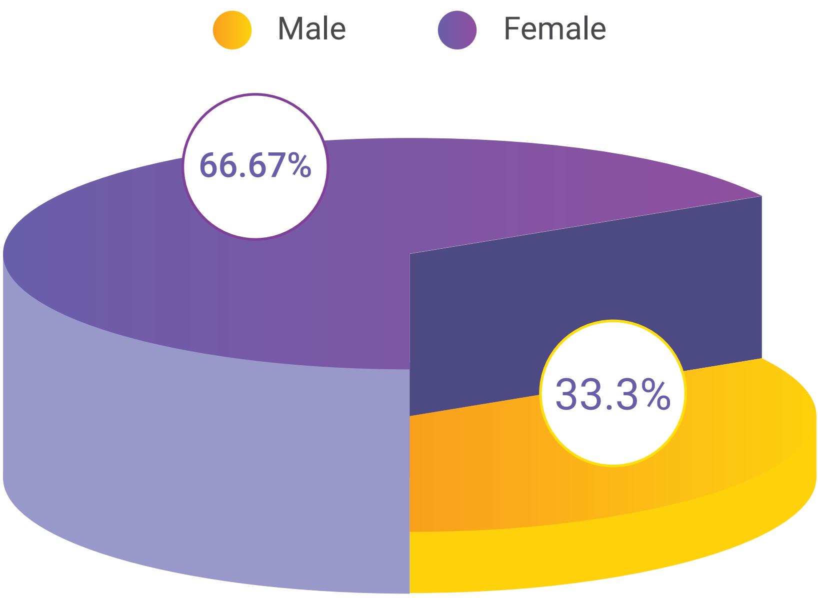
Composition of New Hires



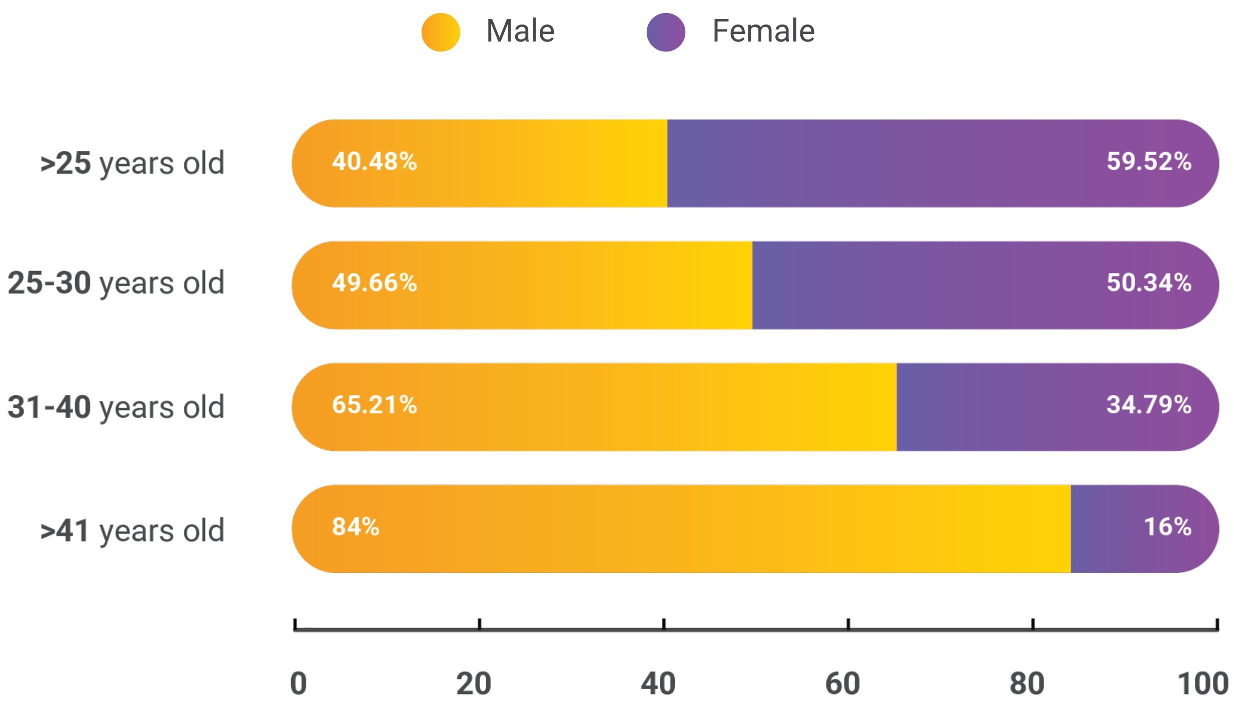
Based on the data presented above, throughout 2024, Amartha has hired 204 personnel for head office and field office, of which approximately 60% are female. This year, most of our hired employees are under 25 years old, and females outnumber males.

The following is the demography of Amartha's Board Member.

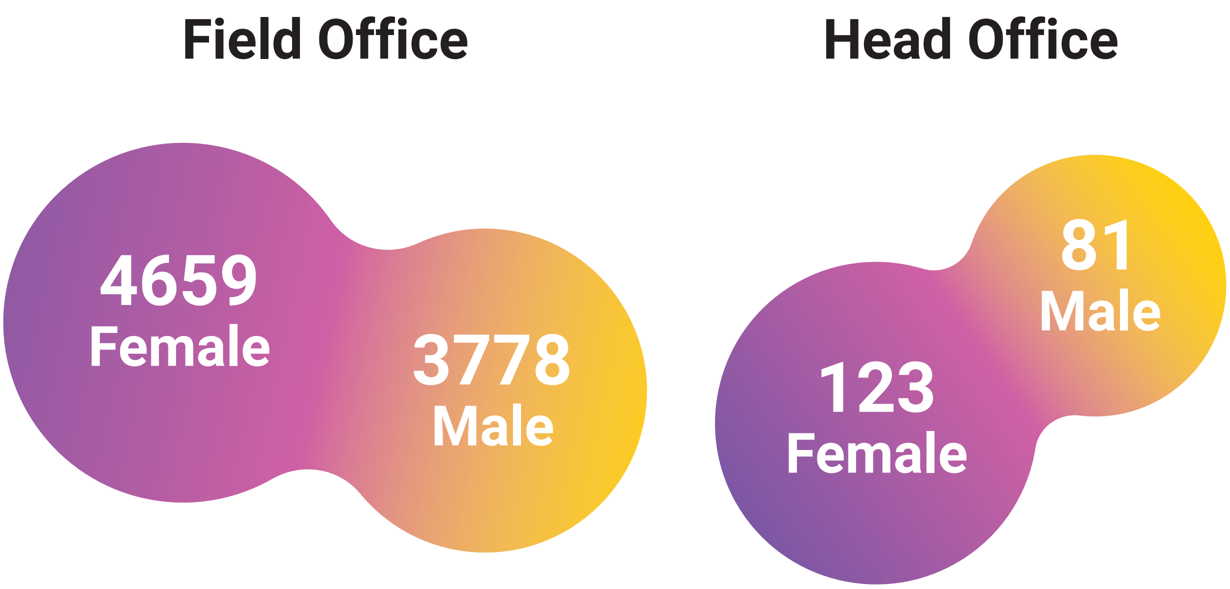
Board Member Based On Gender



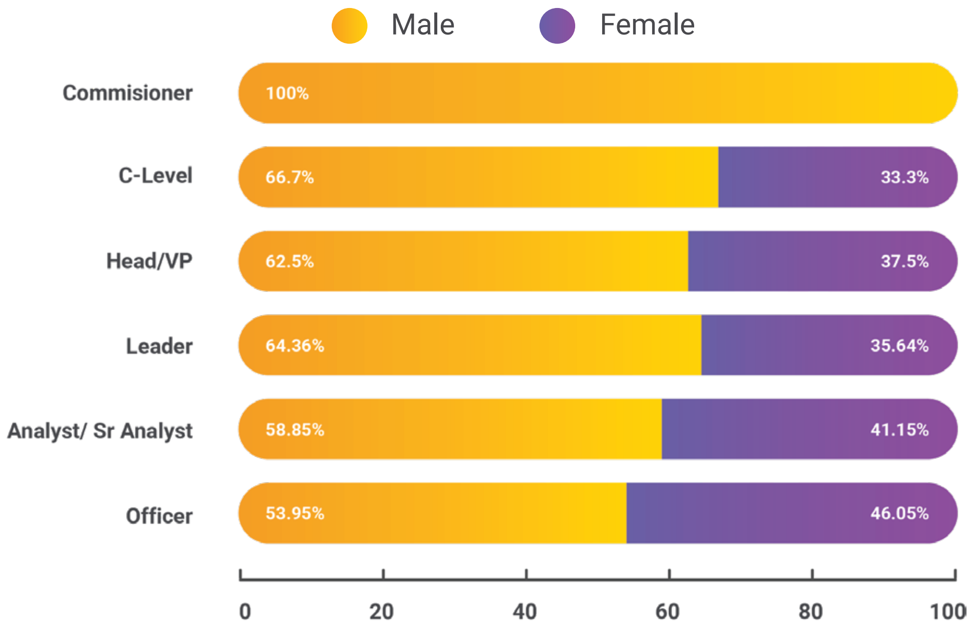
New Employee Hire Based On Age



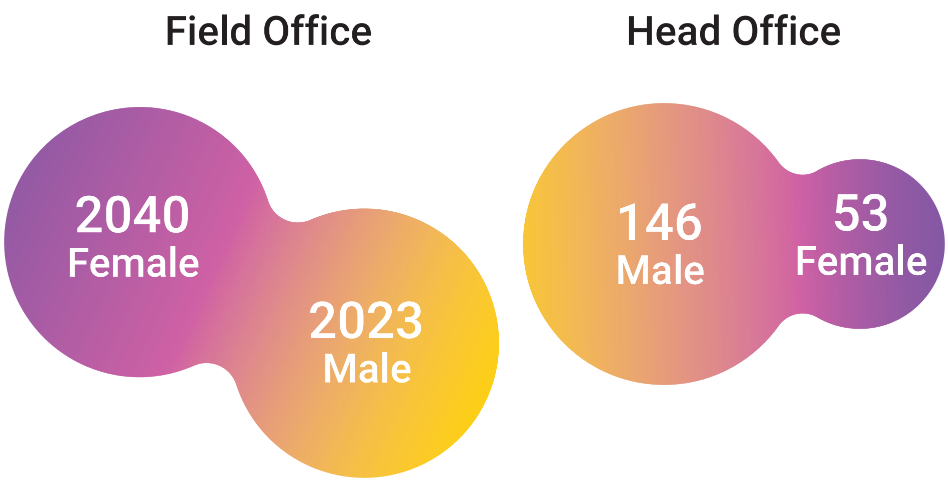
New Employee Hire Based On Region



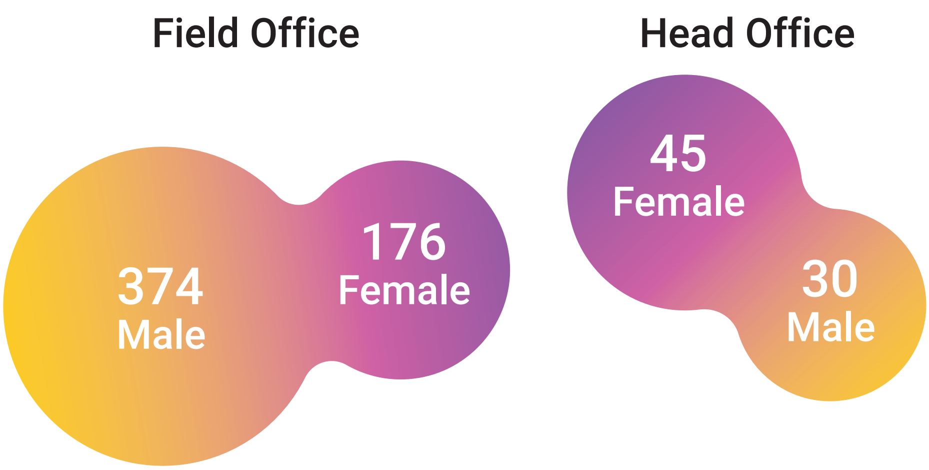
Employee Turnover Based On Age



Employee Turnover Based On Region



Parental Leave Based On Region



Human Rights Protection

As a UN Global Compact signatory, Amartha benchmarks human rights protection with the ten Global Compact Network principles. The ten principles include areas such as Human Rights, Labour, Environment, and Anti-Corruption. Through the annual Communication on Progress declaration and CEO Statement of Continued Support, Amartha reaffirms leadership's commitment to sustainability.

Amartha has also voluntarily participated in the Ministry of Law and Human Rights's self-assessment on human rights implementation in the workplace (PRISMA). Protection of human rights is demonstrated through policies and ethical lending practices. Amartha's policies include non-discrimination policy in hiring and promotion, employee benefits and protection procedures, well-being and mental health enhancement, as well as a people development strategy that encourages self-actualization through professional and personal development. Equally important, we have implemented ethical lending practices and participate as asignatory to the code of conduct for lending companies established by Indonesia's Fintech Lending Association.

The rights of indigenous peoples remain fully respected, with no reported incidents of violations.

At Amartha, we are dedicated to creating a workplace that celebrates diversity, ensures equity, and fosters inclusion. We believe that diverse perspectives—shaped by factors such as gender, age, race, ethnicity, education, culture, and life experiences—drive innovation and growth.

We actively welcome individuals from all backgrounds to join us in building an environment where everyone feels respected, valued, and empowered. Our commitment is to provide equal opportunities and foster a sense of belonging that enables our employees to thrive and make meaningful contributions.

At Amartha, we uphold equal employment opportunities for all and strictly prohibit forced and child labor.

Employee Training, Performance Review, Career Development, And Leadership

Amartha has established a dedicated learning team, Amartha Academy, which develops in-house trainings for all employee levels through a robust digital learning platform, Amarthapedia. The learning platform educated more than ten thousand of Amartha's employees to support individual development. This platform is accessible to every employee at any time, providing a selection of online classes.

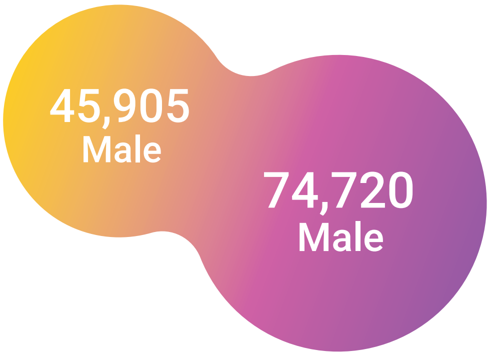
To encourage learning habits among all employees and improve communication within the team, Amartha also runs employee-run sharing sessions, both formal through FLASH (Friday Learning and Sharing) sessions as well as through Coffee Time with C-levels and Leaders.

In 2024, Amartha has created Bulan Belajar Amartha, as a way to integrate the continuous learning DNA with various learning sessions from data science, effective presentation to business idea pitching sessions.

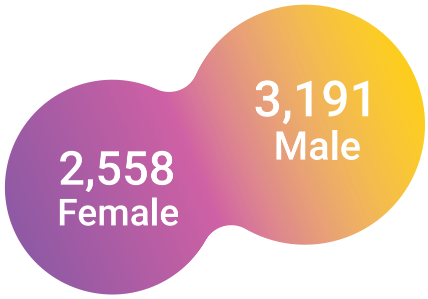
Every employee, regardless of region, can attend trainings provided by Amartha. We also provide exclusive training for headquarters or field office employees, depending on the unique job requirements. The following table shows the total average training hours, training based on gender and training breakdown (HO and FO).

Total Training Hours Based On Region And Gender

Field Office

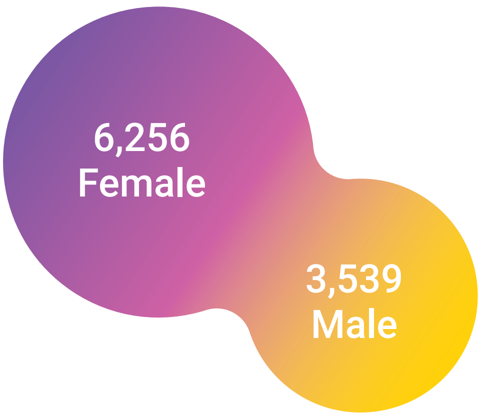


Head Office

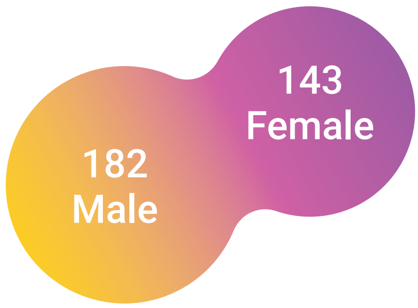


Total Employees Trained Based On Region And Gender

Field Office



Head Office



In 2024, 910 field office and headquarters employees received career promotions, consisting of 514 (or 56.5%) females and 396 (or 43.5%) males. In other words, in total, female employees are promoted more frequently than male, with 455 (or 50%) female field officers and 59 (or 6.5%) female headquarters employees receiving promotions and career reviews. We value merit above all else at Amartha, fostering an inclusive environment where opportunities are free from discrimination based on gender, race, or religion. To promote women leadership, Amartha has developed various programs such Women in STEM: Inspiring Future Generations, in collaboration with Generation Girl. Additionally, Amartha also has flexible working hours, daycare facilities, and lactation room to cater to the unique needs of parents in the workforce.

Code of Conduct

Amartha provides a guideline for employees through the Company Regulations, which provides guidance on ethics, work regulations, and disciplinary actions.

Grievance Mechanisms

Since 2023, Amartha established a grievance system to ensure that all employees, both at the Head Office (HO) and Field Offices (FO), feel safe and supported when discussing work-related issues, suppliers, or potential ethical violation. Our employees can easily reach out to our People Care team through various channels in local language, including email and WhatsApp, providing them with a secure and confidential platform, avoiding retaliation, to voice their concerns and seek assistance.

This system is directly handled by Amartha's People and Care, Customer Experience, and Fraud Control Unit division as a mechanism to seek advice, raise concerns and remediate negative impacts.

Whistleblowing Policy

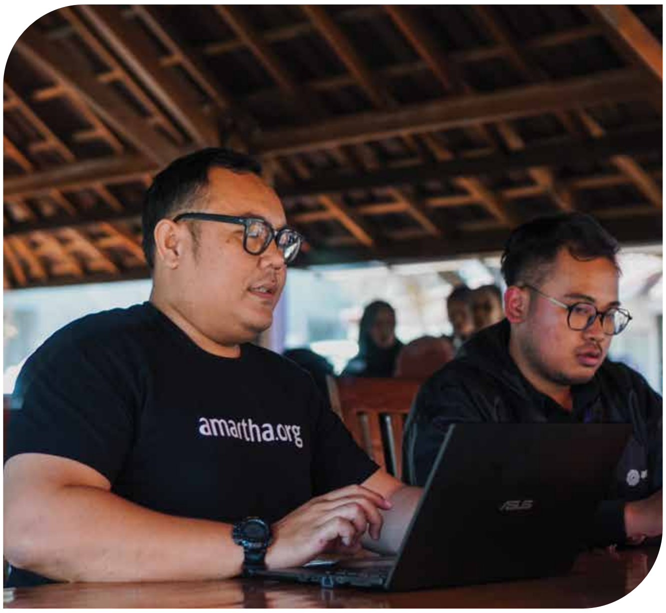
Amartha has developed a whistleblowing policy, named Prosedur Respon Cepat Tanggap. The purpose of this procedure is to ensure that users or related teams understand the procedure for reporting suspicious activities in the Amartha Group environment through the whistleblowing system, which may indicate fraud or violations of ethical conduct. The policy includes a guideline on channels of reporting, mechanism of complaint handling, monitoring reports, and upholding anonymity and confidentiality.

Social Dialogue

Amartha has developed various social dialogue channels to voice concern and issues in regards to employment and workplace matters. The social dialogue channels aim to encourage and maintain positive relationships between leaders and the staff and ensure that concerns are being addressed properly.

Examples of social dialogue channels available for employees are:

- Townhall for HO and FO
- A-chat with Leaders
- Regular performance review with supervisors
- Dialogue with leaders in FO
- People Care



Work flexibility

Amartha has a full WFO policy, with WFA quotas to allow flexibility among workers, depending on the job requirements. To help our employees implement this work flexibility policy efficiently, Amartha has established a few satellite offices in different cities, such as Bandung, Yogyakarta, Surabaya, and Bekasi. Amartha also has a policy for employees who are parents that allow them to work from anywhere (WFA) from time to time, with several exceptions.

Maintain Trustworthy Partnerships

In line with SDG 17, to promote sustainability practices, Amartha is actively engaged in partnership with external stakeholders. From development agencies, governments, NGOs, academic institutions to private sectors, Amartha collaborates to drive change together.

Partnerships

Ministry of Communication and Information (KOMDIGI)

Throughout 2023, Amartha partnered with Kominfo to provide training and digital literacy workshops for rural villagers. This program aimed to train more than 20,000 MSMEs all over Indonesia. These MSMEs undergo a six-month development program with 110 facilitators appointed by Kominfo. This collaboration is part of the Ministry's program entitled UMKM Naik Kelas. The MoU for partnership between Amartha and the Ministry was signed in early 2023.

Ministry of Women Empowerment and Child Protection (KPPPA)

The Minister of Women's Empowerment and Child Protection appointed Amartha's Chief Risk and Sustainability Officer (CRSO) as G20 EMPOWER Advocate for Women Empowerment to support Indonesia's G20 presidency, specifically to help formulate policies and strategies to empower women in the MSME sector. Amartha also organized collaboration projects with KPPPA, such as being a part of the establishment of Women and Children-Friendly Village (Desa Ramah Perempuan dan Anak) program across Indonesia.

Koalisi Ekonomi Membumi

Koalisi Ekonomi Membumi (KEM) is a collective movement that aims to accelerate the growth of nature-based innovations by building a sustainable investment ecosystem that emphasizes Indonesia's local wisdom. In 2024, Amartha announced a strategic partnership through the signing of a Memorandum of Understanding (MoU) for a microfinance development program in social forestry. Furthermore, in 2024, Amartha also partners with KEM in planting productive trees in West Bali.

Kesatuan Pengelola Hutan Bali Barat

Kesatuan Pengelola Hutan in Bali are responsible for the technical implementation units of forest management in Bali Barat. Working with Kelompok Tani Hutan Giri Amerta, Amartha has successfully planted productive-endemic trees in West Bali.

Kelompok Tani Hutan Giri Amerta

Kelompok Tani Hutan (KTH) Giri Amerta guards and ensures the sustainability of the West Bali Forest area. In 2024, in collaboration with Amartha, together planted 2,000 productive-endemic trees in an area of 304 hectares.

Blue Forests

Blue Forest is an organization that aligns communities with their respective environmental challenges by providing 'hands-on' experience in social, economic, and ecological watershed research.

Jejakin

Jejakin is an organization that offers a platform that enables companies and individuals to calculate and track their carbon footprints, while also donating to tree-planting projects to offset their emissions. In collaboration with Amartha on mangrove conservation in 2024, Jejakin & Amartha.

Junglo

Junglo is an organization that aims to bring back the lost ecosystems of Indonesia and beyond. Using the Miyawaki Method, Junglo makes climate action accessible to everyone, everywhere. Through collaboration with Junglo, Amartha established the Miyawaki Forest in the Amartha's head office area. This collaboration made Amartha the first company in Jakarta to plant forests with native tree species using the Miyawaki method.

Associations

Women's World Banking

Women's World Banking (WWB) is a non-profit organization that provides strategic support, technical assistance, and information to a global network of 63 financial institutions and banks that provide credit and other financial services to low-income women entrepreneurs in developing countries. In 2024, Amartha continuous collaboration with WWB is demonstrated through advocacy for financial inclusion through Asia Grassroots Forum 2024.

SME Finance Forum

SME Finance Forum works to increase small and medium business access to capital. Through Amartha's membership with SME, we have participated in various knowledge-sharing sessions, surveys, and research on promoting innovation and financial inclusions. In 2024, Amartha joins Global SME Finance Forum in Brazil, a series of events sharing insights by speakers from around the world exploring the digital and sustainable financial transformation focused on the development of Artificial Intelligence.

Indonesia Global Compact Network (IGCN)

Indonesia Global Compact Network (IGCN) is a local network of the United Nations Global Compact in Indonesia, composed of corporations and organizations that have mutually agreed to support, promote, and implement the United Nations Global Compact Principles. Through the network, Amartha declares an annual report through Communication on Progress (COP) that details our initiatives and strategies in protecting Human Rights, Labor, the Environment, and Anti-Corruption. The report also includes CEO Statement of Continued Support, showing the commitment of management on ESG issues.

Indonesia Business Coalition for Women Empowerment (IBCWE)

IBCWE is a coalition of businesses committed to promoting women's economic empowerment and gender equality. To understand the gap and design an action plan for gender initiatives within the organization using a standardized assessment instrument, with IBCWE's support, Amartha conducts Gender Equality Assessment Results and Strategies (GEARS) exercise. GEARS is a voluntary effort among private sectors. The assessment has started at the end of 2024, and is expected to be completed in 2025.

Indonesia Business Council for Sustainable Development (IBCSD)

IBCSD is a CEO-led association of Indonesian corporations committed to promoting sustainable development via economic growth, ecological balance, and social advancement. In 2024, Amartha

Amartha has a network of more than 34 institutional partners.

Sustainable Procurements

Amartha has developed a vendor evaluation process to prioritise ethical sourcing, which includes prioritization to source from local vendors, ethical supplier who adheres to no-child-labor policy, minumum wages, and from women owned/led MSMEs. Amartha's sustainability procurement policy takes into account availability, quality/performance, market competitiveness as well as various ESG factors.

MOVING FORWARD

Message From CRSO

For 15 years, we have stayed true to our mission—to build an inclusive financial ecosystem that unlocks prosperity for the grassroots communities. We always believe that equitable access to prosperity is a right, not a privilege, and we are committed to narrowing the gap across all levels of society.

With the shift in our customer's behavior, we also evolve. Starting up as a traditional microfinance, now we have manifested into a digital financial service company, with the same root of serving the grassroots society, women and rural families.

We learned from one of our customers—an Ibu in Klaten, Central Java—that AmarthaFin, our mobile app, has transformed the way she uses her smartphone to generate additional income. Another customer in South Sulawesi shared that her growing bakery business requires a new oven to meet increasing demand, which means she now needs a larger loan. These stories reflect how we continue to evolve—our organization, our products, and our technology—to stay relevant and meet the changing financial needs of grassroots communities. By placing customer needs at the center of our product design, we are gradually helping offline rural communities transition into a digitally empowered society.

We dedicate this report to our mission-aligned partners—those who believe that investing in grassroots communities is not just a moral imperative, but a scalable and sustainable strategy for the future.

Aria Widyanto
Chief Risk and Sustainability Officer

Suggestions for Continuous Improvement

Amartha is always open to feedback and inputs to improve our next sustainability report. Your suggestions through the feedback form are very much appreciated. Please refer to the end of this sustainability report for the feedback form.

Alignment of Impact Data With POJK, SDGs, GRI, UN Global Compact, and Women's Empowerment Principles

- Global Reporting Initiative
- POJK no 51/2017
- Sustainable Development Goalss
- UN Global Compact
- Women's Empowerment Principles

Appendix

Feedback Form

Amartha is always open to feedback and inputs to improve our next report. Your suggestions and critics through this feedback form are very much appreciated.

Your Profile (Optional)

Name :
Age :
Gender :
Institution/Company :
E-mail :
Phone :

Stakeholder Category

- [ ] Community
- [ ] Institutional investor
- [ ] Retail investor
- [ ] Government
- [ ] Media
- [ ] NGO
- [ ] Employee
- [ ] Others

Please rate the information and structure of this Sustainability Report

No.	Statement	Disagree	Strongly Disagree	Agree	Strongly Agree
1.	This report is clear and easy to understand				
2.	This report provides useful information				
3.	This report is comprehensive and provides a good overview of Amartha's performance in sustainability				
4.	This report is transparent and credible				

Please rate on the materiality of the topics in this Sustainability Report

No.	Topic	Very Not Important	Not Important	Important	Very Important
1.	Economic performance				
2.	Indirect economic impact				
3.	Sustainable finance performance				
4.	Energy and emissions reductions (Amartha Lestari)				
5.	Employment & Labor (Amartha Madani)				
6.	Gender equality & women empowerment (Amartha Madani)				
7.	Education & training (Amartha Madani)				
8.	Consumer privacy & safety (Amartha Bestari)				
9.	Anti corruption (Amartha Bestari)				

Please provide your advice / suggestions/ comments for this report:

Thank you for your time provided to fill in this feedback form. Please send this form back to us through mail, e-mail, or an online survey.

1. Mailing address: Amartha Village (Jl. TB Simatupang, Kavling 18, Kelurahan Cilandak Barat, Kec.Cilandak, Kota Adm. Jakarta Selatan, Provinsi DKI Jakarta)
2. E-mail: info@amartha.com
3. Online survey: Feedback Form Sustainability Report Amartha - 2024

Framework alignment Global Reporting Initiative

NO.	INDIKATOR	BAGIAN
GRI 2: General disclosures		
2.1	Organization details	9
2.2	Entities included in the organization's sustainability reporting	2
2.3	Reporting period, frequency and contact point	2
2.4	Restatements of information	-
2.5	External assurance	2
2.6	Activities, value chain and other business relationships	2
2.7	Employees	57
2.8	Workers who are not employees	-
2.9	Governance structure and composition	29
2.10	Nomination and selection of the highest governance body	29
2.11	Chair of the highest governance body	29
2.12	Role of the highest governance body in overseeing the management of impacts	29
2-13	Delegation of responsibility for managing impacts	29
2-14	Role of the highest governance body in sustainability reporting	29
2-15	Conflicts of interest	-

2-16	Communication of critical concerns	-
2-17	Collective knowledge of the highest governance body	29
2-18	Evaluation of the performance of the highest governance body	-
2-19	Remuneration policies	-
2-20	Process to determine remuneration	-
2-21	Annual total compensation ratio	-
2-22	Statement on sustainable development strategy	30
2-23	Policy commitments	-
2-24	Embedding policy commitments	-
2-25	Processes to remediate negative impacts	67
2-26	Mechanisms for seeking advice and raising concerns	67
2-27	Compliance with laws and regulations	-
2-28	Membership associations	71
2-29	Approach to stakeholder engagement	3C
2-30	Collective bargaining agreements	-
GRI 3: Material topics		
3-1	Process to determine material topics	22
3-2	List of material topics	22

GRI 201: Economic performance		
201-1	Direct economic value generated and distributed	44
201-2	Financial implications and other risks and opportunities due to climate change	23,28
201-3	Defined benefit plan obligations and other retirement plans	-
201-4	Financial assistance received from government	-
GRI 203: Indirect economic impacts		
203-1	Infrastructure investments and services supported	44
203-2	Significant indirect economic impacts	44
GRI 205: Anti-corruption		
205-1	Operations assessed for risks related to corruption	56
205-2	Communication and training about anti-corruption policies and procedures	56
205-3	Confirmed incidents of corruption and actions taken	56
GRI 206: Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	56
GRI 302: Energy		
302-1	Energy consumption within the organization	40
302-2	Energy consumption outside of the organization	-
302-3	Energy intensity	40
302-4	Reduction of energy consumption	40

302-5	Direct economic value generated and distributed	-
GRI 304: Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	41
304-2	Significant impacts of activities, products and services on biodiversity	41
304-3	Habitats protected or restored	39
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	-
GRI 305: Emissions		
305-1	Direct (Scope 1) GHG emissions	41
305-2	Direct (Scope 2) GHG emissions	41
305-3	Other indirect (Scope 3) GHG emissions	41
305-4	GHG emissions intensity	41
305-5	Reduction of GHG emissions	41
305-6	Emissions of ozone-depleting substances (ODS)	-
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	-
GRI 306: Waste		
306-1	Waste generation and significant waste-related impacts	41
306-2	Management of significant waste-related impacts	41
306-3	Waste generated	41

306-4	Waste directed to disposal	41
GRI 308: Supplier environmental assessment		
308-1	New suppliers that were screened using environmental criteria	72
308-2	Negative environmental impacts in the supply chain and actions taken	72
GRI 401: Employment		
401-1	New employee hires and employee turnover	61
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	-
401-3	Parental leave	62
GRI 403: Occupational health and safety		
403-1	Occupational health and safety management system	47
403-2	Hazard identification, risk assessment, and incident investigation	47
403-3	Occupational health services	47
403-4	Worker participation, consultation, and communication on occupational health and safety	47
403-5	Worker training on occupational health and safety	47,65
403-6	Promotion of worker health	47
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	47
403-8	Workers covered by an occupational health and safety management system	47
403-9	Work-related injuries	47

403-10	Work-related ill health	47
GRI 404: Training and education		
404-1	Average hours of training per year per employee	66
404-2	Programs for upgrading employee skills and transition assistance programs	66
404-3	Percentage of employees receiving regular performance and career development reviews	66
GRI 405: Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	29,57
406-2	Ratio of basic salary and remuneration of women to men	-
GRI 406: Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	56
GRI 408: Child labour		
408-1	Operations and suppliers at significant risk for incidents of child labor	6B (ii)
GRI 409: Forced or compulsory labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	6B (ii)
GRI 410: Security practices		
410-1	Security personnel trained in human rights policies or procedures	5A (v)
GRI 411: Rights of indigenous peoples		
411-1	Security personnel trained in human rights policies or procedures	6B (ii)
GRI 413: Local communities		
413-1	Operations with local community engagement, impact assessments, and development programs	3C, 4, 5A, 5C, 6B (v)

413-2	Operations with significant actual and potential negative impacts on local communities	5A (v)
GRI 414: Supplier social assessment		
414-1	New suppliers that were screened using social criteria	6C (iii)
414-2	Negative social impacts in the supply chain and actions taken	6C (iii)
GRI 415: Public policy		
415-1	Political contributions	6A (ii)
GRI 416: Customer health and safety		
416-1	Assessment of the health and safety impacts of product and service categories	5A (v)
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	5A (v)
GRI 417: Marketing and labeling		
417-1	Requirements for product and service information and labeling	2E
417-2	Incidents of non-compliance concerning product and service information and labeling	2E
417-3	Incidents of non-compliance concerning marketing communications	2E
GRI 418: Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	6A (i)

POJK No.51/POJK/03/2017

NO.	INDIKATOR	BAGIAN
1. Strategi keberlanjutan		
1.1	Penjelasan strategi keberlanjutan	3E
2. Aspek ekonomi (3 tahun terakhir)		
2.1	Kuantitas produksi atau jasa yang dijual	5A (i)
2.2	Pendapatan atau penjualan	5A (i)
2.3	Laba atau rugi bersih	5A (i)
2.4	Produk ramah lingkungan	5A (i)
2.5	Pelibatan pihak lokal yang berkaitan dengan bisnis Keuangan Berkelanjutan	5A (i)
3. Aspek lingkungan hidup (3 tahun terakhir)		
3.1	Penggunaan energi (listrik dan air)	4B (i), 4B (ii)
3.2	Pengurangan emisi yang dihasilkan	4A (i), 4A (ii)
3.3	Pengurangan limbah dan yang dihasilkan	4B (iv)
3.4	Pelestarian keanekaragaman hayati	4B (iv)
4. Aspek sosial (3 tahun terakhir)		
4.1	Dampak positif dan negatif penerapan Keuangan Berkelanjutan bagi masyarakat dan lingkungan	5A (ii)
5. Profil perusahaan		
5.1	Visi, misi, dan nilai keberlanjutan	2F, 2G

5.2	Alamat perusahaan (nama, alamat, nomor telepon, nomor faksimil, e-mail, situs web, kantor cabang dan/atau kantor perwakilan)	1E, 2D
5.3	Skala usaha (total aset/kapitalisasi aset dan total kewajiban; jumlah karyawan yang dibagi menurut jenis kelamin, jabatan, usia, pendidikan, dan status ketenagakerjaan; persentase kepemilikan saham (publik dan pemerintah; wilayah operasional)	2D, 5A (i), 6B (i)
5.4	Produk, layanan, dan kegiatan usaha yang dijalankan	2E
5.5	Keanggotaan pada asosiasi	6C (ii)
5.6	Perubahan emiten dan perusahaan publik yang bersifat signifikan	-
6. Penjelasan direksi		
6.1	Kebijakan untuk merespon tantangan dalam pemenuhan strategi keberlanjutan (penjelasan nilai keberlanjutan perusahaan; penjelasan respon perusahaan terhadap isu terkait penerapan Keuangan Berkelanjutan; penjelasan komitmen pimpinan perusahaan dalam pencapaian penerapan Keuangan Berkelanjutan; pencapaian kinerja penerapan Keuangan Berkelanjutan; tantangan pencapaian kinerja penerapan Keuangan Berkelanjutan)	2A
6.2	Penerapan keuangan berkelanjutan (pencapaian kinerja penerapan Keuangan Berkelanjutan (ekonomi, sosial, dan Lingkungan Hidup) dibandingkan dengan target; penjelasan prestasi dan tantangan termasuk peristiwa penting selama periode pelaporan)	2A
6.3	Strategi pencapaian target (pengelolaan risiko atas penerapan Keuangan Berkelanjutan terkait aspek ekonomi, sosial, dan Lingkungan Hidup; pemanfaatan peluang dan prospek usaha; penjelasan situasi eksternal ekonomi, sosial, dan Lingkungan Hidup yang berpotensi mempengaruhi keberlanjutan perusahaan)	2A
7. Tata kelola berkelanjutan		
7.1	Penanggung jawab penerapan keuangan berkelanjutan	3D
7.2	Pengembangan kompetensi terkait keuangan berkelanjutan	6B (iii)
7.3	Penilaian risiko atas penerapan keuangan berkelanjutan	3A, 3B
7.4	Hubungan dengan pemangku kepentingan	3C

7.5	Permasalahan terhadap penerapan keuangan berkelanjutan	2H
8. Kinerja keberlanjutan		
8.1	Kinerja membangun budaya: (i) Kegiatan membangun budaya keberlanjutan	6B (iii), 6B (iv), 6B (vii)
8.2	Kinerja ekonomi: (i) Perbandingan target dan kinerja produksi, portfolio, target pembiayaan, atau investasi, pendapatan dan laba rugi (ii) Perbandingan target dan kinerja portfolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan keuangan berkelanjutan	5A (i)
8.3	Kinerja sosial: (i) Komitmen perusahaan untuk memberikan layanan atas produk dan/atau jasa yang setara kepada konsumen. (ii) Ketenagakerjaan, paling sedikit memuat: a) pernyataan kesetaraan kesempatan bekerja dan ada atau tidaknya tenaga kerja paksa dan tenaga kerja anak; b) persentase remunerasi pegawai tetap di tingkat terendah terhadap upah minimum regional; c) lingkungan bekerja yang layak dan aman; dan d) pelatihan dan pengembangan kemampuan pegawai. (iii) Masyarakat, paling sedikit memuat: a) informasi kegiatan atau wilayah operasional yang menghasilkan dampak positif dan dampak negatif terhadap masyarakat sekitar termasuk literasi dan inklusi keuangan; b) mekanisme pengaduan masyarakat serta jumlah pengaduan masyarakat yang diterima dan ditindaklanjuti; dan c) TJSL yang dapat dikaitkan dengan dukungan pada tujuan pembangunan berkelanjutan meliputi jenis dan capaian kegiatan program	3H, 5A (i), 5A (ii), 5B (ii), 6A, 6B
8.4	Kinerja lingkungan hidup: (i) biaya Lingkungan Hidup yang dikeluarkan; (ii) uraian mengenai penggunaan energi: a) jumlah dan intensitas energi yang digunakan; dan b) upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan sumber energi terbarukan;	4A (ii), 4B (i)

8.5	Tanggung jawab pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan: (i) inovasi dan pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan; (ii) jumlah dan persentase produk dan jasa yang sudah dievaluasi eamanannya bagi pelanggan; (iii) dampak positif dan dampak negatif yang ditimbulkan dari Produk dan/atau Jasa Keuangan Berkelanjutan dan proses distribusi, serta mitigasi yang dilakukan untuk menanggulangi dampak negatif; (iv) survei kepuasan pelanggan terhadap Produk dan/atau Jasa Keuangan Berkelanjutan.	2E, 5A (ii), 6A (i), 6B (iv)
9. Kinerja keberlanjutan		
9.1	Verifikasi tertulis dari pihak independen (jika ada)	1F
9.2	Lembar umpan balik	7B
9.3	Tanggapan terhadap umpan balik Laporan Keberlanjutan tahun sebelumnya	3I

Sustainable Development Goals

SDGs	INDIKATOR	BAGIAN
1	1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than $1.25 a day 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions 1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance 1.5 By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters	5A (i), 5A (ii), 5A (iii), 5A (iv)
2	2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round 2.3 By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment 2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality 2.a Increase investment, including through enhanced international cooperation, in rural infrastructure, agricultural research and extension services, technology development and plant and livestock gene banks in order to enhance agricultural productive capacity in developing countries, in particular least developed countries	5A (i), 5A (ii), 5A (iii), 5A (iv), 5A (vii)
3	3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents	5A (v)

	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all	
4	4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes 4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	5C (ii)
5	5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life 5.a Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	5A (i), 5A (ii), 5A (iii), 5A (iv), 6B (i)
6	6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	4B (iv)
7	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix	4B (i)
8	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small, and medium-sized enterprises, including through access to financial services	5A (i), 5A (ii), 5A (iii), 5A (iv), 5A (v), 5A (vi)

	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment 8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products 8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	
9	9.3 Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets	5A (i), 5A (ii), 5A (iii), 5A (vi)
10	10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	5A (i), 5A (ii), 5A (iii), 5A (iv)
11	11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management	4B (iii)
12	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.b Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products	4B (iv), 5A (vii)
13	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	4A
15	15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements	4A (ii)

16	16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels	6A (ii)
17	17.3 Mobilize additional financial resources for developing countries from multiple sources 17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	6C (i)

UN Global Compact

UNGC	INDIKATOR	BAGIAN
G. Governance		
G.1	Highest governance body responsibility on governance issues (human rights, labour rights, environment, and anti corruption)	29
G.2	Publicly stated sustainability commitments	29
G.3	Code of conduct	29
G.4	Appointed individual/group	29
G.5	Formal structure to address topics	29
G.6	Risk assessment on governance issues	29
G.6.1	Supplier risk assessment on governance issues	29
G.7	Due diligence that identifies, prevents, mitigates and accounts actual and potential negative impacts on governance issues	29
G.7.1	Due diligence on suppliers that identifies, prevents, mitigates and accounts actual and potential negative impacts on governance issues	29
G.8	Grievance mechanism	29
G.9	Capturing lessons on governance issues	29
G.10	Executive pay linked to sustainability topics	29
G.11	Company’s highest governance body demography	29
G.12	Sustainability framework reference	29
G.13	Sustainability assurance	29

2. Human rights		
HR.1	Materiality assessment on human rights issues (freedom of expression, access to water and sanitation, digital security/privacy, gender equality and women's rights, rights of indigenous people, rights of refugees and migrants)	22
HR.2	Policy on human rights issues	56, 57
HR.2.1	Policy commitment aligned to company's own operations and developed involving expertise from inside and outside of the company on human rights issues	56, 57
HR.3	Stakeholder engagement on human rights issues	27
HR.4	Actions to mitigate risks on human rights issues	26
HR.5	Training on human rights issues	65
HR.6	Assess progress on preventing/mitigating risks/impacts on human rights issues	15, 26, 29
HR.7	Providing remedy on human rights issues	67
HR.8	Practical actions to implement human rights principles, set goals and take actions prevention and remediation	57
3. Labour		
L.1	Commitment to labour rights principles (freedom of association & collective bargaining, no forced labour, no child-labour, no discrimination in employment, safe and healthy working environment, working conditions)	63
L.1.1	Labour rights policy commitment	63
L.1.2	Freedom of association and collective bargaining	63
L.2	Stakeholder engagement on labour issues	63
L.3	Preventing/mitigation risks/impacts on labour issues	63

L.4	Training on labour issues	65
L.5	Assessing progress on preventing/mitigation risks/impacts on labour issues	63
L.6	Collective bargaining agreement	-
L.7	Women in managerial position	63
L.8	Average ratio of the basic salary and remuneration of women to men	-
L.9	Injuries per hours worked	47
L.10	Injuries per worker	47
L.11	Providing remedy on labour rights principles	57
L.12	Practical actions to implement labour right principles, set goals and take actions prevention and remediation	57
4. Environment		
E.1	Policy commitment on environmental issues (climate change, water, ocean, forest, air pollution, waste, energy & resources)	38
E.1.1	Environmental policy commitment	38
E.2	Stakeholder engagement on environmental issues	27
E.3	Preventing/mitigation risks/impacts on environmental issues	38
E.4	Assessing progress on preventing/mitigation risks/impacts on environmental issues	38
E.4.1	Timebound goals/targets on environmental issues	38
E.4.2	Tracking process on timebound goals/targets on environmental issues	38

E.5	Providing remedy on environmental issues	38
E.6	Scope 1 & 2 emissions	38
E.7	Scope 3 emissions	-
E.8	% revenue invested in R&D on low-carbon products	-
E.9	Climate change adaptation and resilience	38
E.10	% renewable energy consumption	-
E.11	% low-carbon products and services/total revenue	-
E.12	Material topics identified on environmental issues	22
E.13	Water withdrawal and consumption	41
E.14	Water intensity of products with high or extremely high water stress	Not applicable
E.15	Hectares of sites owned, leased, managed by the company in or adjacent to protected areas and/or key biodiversity areas	Not applicable
E.16	Natural ecosystem converted in areas owned, leased, or managed by the company	Not applicable
E.17	Ecosystem restoration and protection	40
E.18	Air pollutant emissions recorded	Not applicable
E.19	Solid waste generated	41
E.20	Hazardous waste generated	Not applicable

E.21	Single use plastic recorded	41
E.22	Practical actions to implement environmental issues, set goals and take actions prevention and remediation	40
5. Anti-corruption		
AC.1	Anti-corruption compliance program	56
AC.2	Conflict of interest policy	65
AC.3	Training on anti-corruption and integrity	65
AC.3.1	Frequency of anti-corruption and integrity training	56
AC.4	Monitoring anti-corruption compliance program	56
AC.5	Number and incidents of corruption	56
AC.6	Actions to address suspected incidents of corruption	56
AC.6.1	Actions to address suspected incidents of corruption independently	56

Women’s Empowerment Principles

WEP	INDIKATOR	BAGIAN
1	Establish high-level corporate leadership for gender equality	
a	Affirm high-level support and direct top-level policies for gender equality and human rights.	5, 63, 74
b	Establish company-wide goals and targets for gender equality and include progress as a factor in managers’ performance reviews.	27, 50
c	Engage internal and external stakeholders in the development of company policies, programmes and implementation plans that advance equality.	13, 14, 50, 57
d	Ensure that all policies are gender-sensitive –identifying factors that impact women and men differently –and that corporate culture advances equality and inclusion.	13, 14, 50, 57
2	Treat all women and men fairly at work – respect and support human rights and nondiscrimination	
a	Pay equal remuneration, including benefits, for work of equal value and strive to pay a living wage to all women and men.	57
b	Ensure that workplace policies and practices are free from gender-based discrimination.	57, 63
c	Implement gender-sensitive recruitment and retention practices and proactively recruit and appoint women to managerial and executive positions and to the corporate board of directors.	63, 65
d	Assure sufficient participation of women –30% or greater –in decision-making and governance at all levels and across all business areas.	50, 57
e	Offer flexible work options, leave and re-entry opportunities to positions of equal pay and status.	-
f	Support access to child and dependent care by providing services, resources and information to both women and men.	-
3	Ensure the health, safety and well-being of all women and men workers	
a	Taking into account differential impacts on women and men, provide safe working conditions and protection from exposure to hazardous materials and disclose potential risks, including to reproductive health.	47

b	Establish a zero-tolerance policy towards all forms of violence at work, including verbal and/or physical abuse, and prevent sexual harassment.	56
c	Strive to offer health insurance or other needed services –including for survivors of domestic violence –and ensure equal access for all employees.	47
d	In consultation with employees, identify and address security issues, including the safety of women traveling to and from work and on company-related business.	47
e	In consultation with employees, identify and address security issues, including the safety of women traveling to and from work and on company-related business.	47
f	Train security staff and managers to recognize signs of violence against women and understand laws and company policies on human trafficking, labour and sexual exploitation.	6A (ii)
4	Promote education, training and professional development for women	
a	Invest in workplace policies and programmes that open avenues for advancement of women at all levels and across all business areas, and encourage women to enter nontraditional job fields.	57
b	Ensure equal access to all company-supported education and training programmes, including literacy classes, vocational and information technology training.	57
c	Provide equal opportunities for formal and informal networking and mentoring.	57
d	Offer opportunities to promote the business case for women's empowerment and the positive impact of inclusion for men as well as women.	50
5	Implement enterprise development, supply chain and marketing practices that empower women	
a	Expand business relationships with women-owned enterprises, including small businesses, and women entrepreneurs.	10
b	Support gender-sensitive solutions to credit and lending barriers	10
c	Ask business partners and peers to respect the company's commitment to advancing equality and inclusion.	12

d	Respect the dignity of women in all marketing and other company materials.	49
e	Ensure that company products, services and facilities are not used for human trafficking and/or labour or sexual exploitation.	56
6	Promote equality through community initiatives and advocacy	
a	Lead by example –showcase company commitment to gender equality and women's empowerment.	7, 13, 57, 63
b	Leverage influence, alone or in partnership, to advocate for gender equality and collaborate with business partners, suppliers and community leaders to promote inclusion.	68
c	Work with community stakeholders, officials and others to eliminate discrimination and exploitation and open opportunities for women and girls.	47, 50, 68
d	Promote and recognize women's leadership in, and contributions to, their communities and ensure sufficient representation of women in any community consultation.	50
e	Use philanthropy and grants programmes to support company commitment to inclusion, equality and human rights.	41, 51
7	Measure and publicly report on progress to achieve gender equality	
a	Make public the company policies and implementation plan for promoting gender equality.	30, 33, 50, 57
b	Establish benchmarks that quantify inclusion of women at all levels.	57
c	Measure and report on progress, both internally and externally, using data disaggregated by gender.	57
d	Incorporate gender markers into ongoing reporting obligations	57

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