

Empowering Progress for
Greater Impact

Path to Sustainable Profitability and Financial Health

2023
Impact Report



Table of Contents

A Note from MDI Ventures	2
Letter from the President Director	3
About the Report	5
JULO at a Glance	7
Our Support for Sustainable Development Goals (SDGs)	15
Our Governance	16
Impact on Human Capital	19
Impact to Community	23
Environmental Performance	26
Economic Performance	28
Reporting Reference & Index	30

A Note from MDI Ventures



Aligned with MDI Ventures' commitment to a sustainable future, this 2023 Impact Report highlights how our investments reflect our dedication to positive impact. We aim to ensure our portfolio companies make decisions that support sustainable development. By showcasing JULO's contributions to their industry and communities, we hope to inspire others to adopt similar practices in sustainability. The United Nations Sustainable Development Goals (SDGs) guide both our mission and JULO's ongoing efforts to drive sustainable progress.

JULO is committed to offering a digital credit platform that serves business owners who have been underserved by traditional funding sources. Their strong focus on corporate social responsibility and eco-friendly initiatives further reflects their dedication to aligning the Company with sustainability goals and contributing to a more sustainable future.

We are committed to contributing to a sustainable future by partnering with companies that share this vision. Doing good for the people around us is also a smart business strategy, as sustainability benefits both society and long-term success. By driving positive change in the communities we engage with, we ultimately create value for ourselves.

"Our journey towards sustainability is about making a meaningful difference-growing responsibly for the benefit of people and the planet."

DONALD WIHARDJA,
CEO OF MDI VENTURES

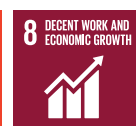
Our Priority Focus Areas: United Nation Sustainable Development Goals

Our commitment to the United Nations Sustainable Development Goals (SDGs) is deeply embedded in everything we do, serving as a guiding framework for our actions and the foundation of our impact-driven initiatives. In this report, we outline our efforts to create meaningful digital impact across Indonesia, demonstrating how we leverage technology and innovation to drive positive change. Central to our mission is the belief that education, equality, and social inclusion are not only fundamental human rights but also key pillars for fostering long-term sustainable development. By addressing these critical areas, we aim to empower communities, bridge social gaps, and contribute to a more equitable and prosperous future for all.

Environmental



Social



Governance



Letter from President Director ^[D.1]

Dear Respected Stakeholders,

In 2016, JULO was founded with the aspiration to contribute significantly to Indonesia's financial inclusivity initiatives. We are grateful for the open arms of public partners and other stakeholders during our early years. Through consistent growth, we have achieved a milestone of IDR266.8 billion in assets as of 2023. We are publishing our inaugural Impact Report to commemorate this achievement and move towards fostering a more sustainable future.



Our Achievements

Over the past three years, we have successfully increased the average number of transactions per customer, reaching approximately 5.6 transactions per customer in 2023¹ through our Virtual Credit Card (VCC) offering. To sustain this growth, we remain committed to providing exceptional service and innovative technology that meets and exceeds our customers' expectations. Through our customer support channels, CSAT scores have shown consistent improvement, rising from 67.40% in 2022 to 72.98% in 2023. Importantly, we have also maintained a customer retention rate of 75% in 2023².

Furthermore, we are proud to announce our contribution to job creation in Indonesia, with our team expanding from 347 employees in 2021 to

1,417 in 2023. Additionally, we are committed to fostering a balanced and inclusive workplace, ensuring that our workforce is composed of approximately 45% male and 55% female employees.

We have consistently contributed to our communities through various Corporate Social Responsibility (CSR) initiatives. These efforts have involved partnerships with esteemed organizations such as UNICEF Indonesia, and most importantly, our valued customers, JULOvers. Our charity programs have been successful, reaching hundreds of beneficiaries in 2023, including children, families, and communities.

1. Accumulated data until December 2023

2. Accumulated data until December 2023

Mitigating Risks and Optimizing Opportunity

While Artificial Intelligence (AI) presents both opportunities and challenges in terms of cybersecurity and employment, JULO remains confident in our people and risk management strategies. We maintain an open-minded approach towards AI and its integration into our business operations. By fostering a positive and innovative mindset and investing in the training and development of our human capital, we are well-prepared to navigate the evolving landscape of AI.

We firmly believe in the value of our human capital and social capital. By empowering our employees and providing exceptional customer service, we have established a unique competitive advantage. Unlike AI-driven loan approval processes, which often rely solely on data analysis, JULO takes a more prudent and humanistic approach. This enables us to reach a broader customer base and fulfil our mission of promoting financial inclusion.

Foresight and the Future ^[A.1]

We are committed to continuous improvement and sustainability. As part of our efforts, we are actively mindful of our environmental impact through the implementation of strategies towards managing our carbon footprint. While this transition requires significant dedication, we are confident in our ability to achieve these goals through a progressive approach.

We remain committed to fostering an inclusive workplace culture. We aspire to continuously expand our opportunities and welcome individuals from all backgrounds to join our team. Ultimately, we hope that our transformative approach will lead to exceptional economic performance, driving increased revenue and value for our stakeholders.

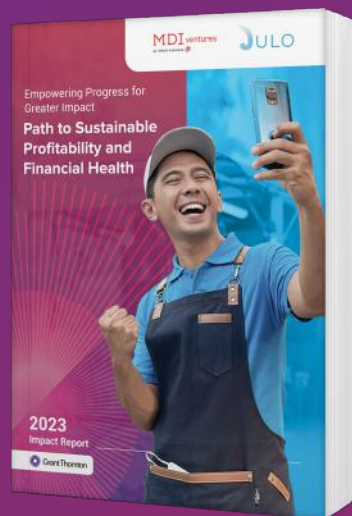
Jakarta, September 2024



Harri Suhendra

President Director

About the Report



PT JULO Teknologi Finansial (JULO or the Company) proudly presents our first Impact Report in 2023. This report underscores our ongoing commitment to our stakeholders, illustrating our dedication to long-term, sustainable growth and our proactive approach to Environmental, Social, and Governance (ESG) issues. It offers a thorough, multi-stakeholder perspective on our sustainability efforts and responsibilities. This report has been developed following the guidelines set forth in Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017, Circular Letter Financial Services Authority (SEOJK) No. 16/SEOJK.04/2021, and the IRIS Frameworks.

Reporting Principles and External Assurance

This report adheres to key reporting principles, including stakeholder inclusiveness, relevance, completeness, accuracy, balance, clarity, comparability, reliability, and timeliness. It is the result of thorough discussions held throughout 2023 and aligns with the Company's corporate strategy, having received approval from the Board of Directors.

This report was not subject to external independent assurance. Instead, it has been prepared following sustainability reporting principles. Our internal team conducted thorough reviews to ensure the accuracy of

the data. Furthermore, the development of this report involved collaboration with external consultants and relevant stakeholders to improve its depth and relevance. Since this is the first Impact Report that JULO has compiled, all information presented is new and not a restatement. It is also noteworthy that no significant changes took place during 2023.

[C.6][G.1]

Scope and Reporting Period

The performance data in this report covers JULO's performance at the head office and all JULO branch offices in Indonesia. The coverage period for this report covers January 1st, 2023 to December 31st, 2023.

Limitations

MDI Ventures and JULO have engaged Grant Thornton Indonesia as an independent consultant to assist us in the preparation of this Impact Report.

Grant Thornton Indonesia's responsibility is limited to the preparation of the report based on the data provided by MDI Ventures and its reporting portfolio company. All data, figures and explanations presented in this report are the sole responsibility of MDI Ventures and its reporting portfolio company. Thus, Grant Thornton Indonesia shall not be liable for the accuracy or completeness of such data, figures and explanations. Please note that the work of Grant Thornton Indonesia in this report differs from an audit or review as defined

by Indonesian Standards on Auditing or any assurance standards; therefore, no assurance opinion is expressed in this report.

“Grant Thornton” refers to the brand under which the Grant Thornton member firms provide services to their clients and/or refers to one or more member firms, as the context requires. Grant Thornton Indonesia is a member firm of Grant Thornton International Ltd (GTIL). GTIL and the member firms are not a worldwide partnership. GTIL and each member firm is a separate legal entity. Services are delivered by the member firms. GTIL does not provide services to clients. GTIL and its member firms are not agents of, and do not obligate, one another and are not liable for one another's acts or omissions.

Report Feedback ^[G.2]

To enhance the quality of our Impact Report, we greatly value and encourage your feedback. Please send us any suggestions, comments, or insights to help us improve this report through:

Corporate Communications - Corporate Finance Department

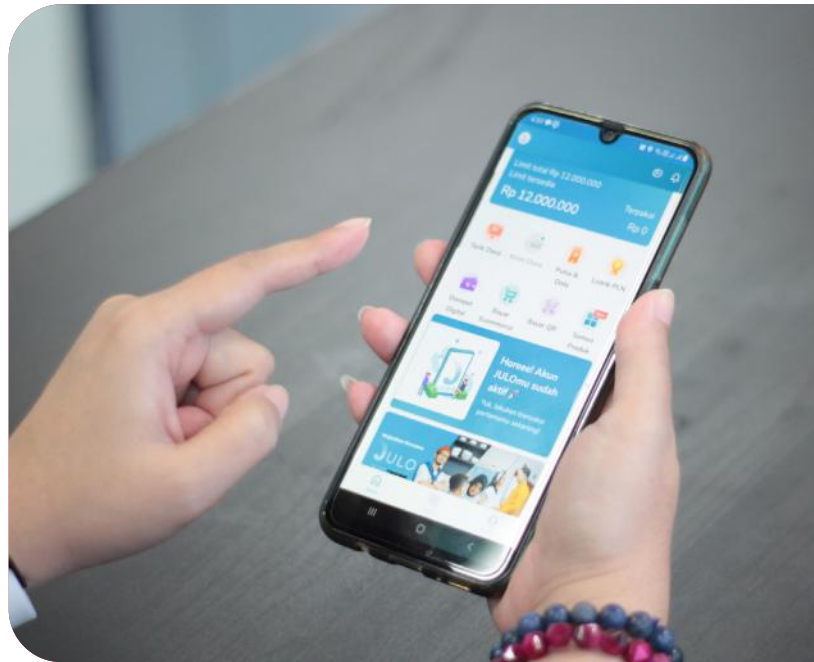
www.julo.co.id

corporate.communication@julo.co.id



JULO at a Glance

PT JULO Teknologi Finansial (JULO) is a start-up company focused on the financial technology (fintech) sector that is based in Indonesia and licensed under the Financial Service Authorities (*Otoritas Jasa Keuangan*). At JULO, we provide financial services throughout Indonesia as we aspire to expand financial inclusion across the country and elevate national economic growth by providing accessible credit solutions. This year, we have stepped up our effort by publishing our inaugural Impact Report.



Company Profile



Company Name
PT JULO Teknologi Finansial



Operational Coverage
Indonesia



Products/Services
Cash Loan, Cash Transfer, Top-Up, Paylater, Payment Channel



Legal Entity Status
KEP-16/D.05/2020



Legal Basis of Establishment
Deed of Establishment dated May 3, 2017, No. 5 with MOLHR Approval in decree dated May 4, 2017, Number:AHU0020628.AH.01.01.Year 2017.



Shareholder Composition
PT JULO Teknologi Perdana: **52.63%**
JULO Holdings Pte. Ltd.: **47.37%**



Address [C.2]
Head Office
Office 88, Kasablanka Tower A,
Jl. Raya Casablanca, Menteng Dalam, Tebet, South
Jakarta 12870

Branch Office
Marcella Square Tower, 2nd Floor,
Jl Jendral Sudirman No. B2, Pondok Jaya, Pondok
Aren, South Tangerang 15220



Media/Communication Channel
<https://www.julo.co.id/>
✉ cs@julo.co.id
☎ 021 5091 9034 / 021 5091 9035
✕ @juloindonesia
in juloindonesia
@juloindonesia



2023 Performance Highlights ^[B.1]



Cash Loaned

IDR6.8
trillion



Loans Outstanding

IDR2
trillion



Active Debtors

1.8
million



Institutional Lenders

5



Revenue

IDR596
billion

Our Vision and Mission ^[C.1]

Vision

Financial Inclusion
for All

Mission

Help Indonesians Get a
Better Life



Purpose

Empower unbanked and underbanked Indonesians to achieve financial stability for a better quality of life and promote financial inclusion in Indonesia.

Company Core Values



Do the Right Thing

JULO believes integrity is the main principle in life. JULO upholds honesty and transparency as core identity.

Customer Focused

Prioritizing productive customers relationships, we view operations and outputs through the eyes of the customer to identify and fulfill their needs, as well as take responsibility for their satisfaction, while also actively promoting social impact and financial inclusion for all.

Integrity

Upholding ethical and moral principles in all aspects of professional and personal conduct with a steadfast dedication to transparency in order to foster trust and accountability.

Team Player

Developing and using collaborative relationships to facilitate the accomplishment of work goals.



Excellence

We trust passionate people shall bring the best out of our products.

Result Oriented

Demonstrates a strong need for accomplishment and directs efforts and resources toward consistently achieving short and long-term goals. Continually raising the bar by challenging oneself and the team to not only meet but exceed expectations, setting new benchmarks for meaningful results.

Data Driven

Systematically investigates questions and situations to collect and organize relevant information that is accurate and validated based on data in a way that is understandable and useable.

Can-Do-Attitude

Has the resolution and determination to accomplish goals or complete tasks in spite of barriers and resistance. Not easily discouraged by failure or obstacles, but focused instead on how we can achieve the intended results.

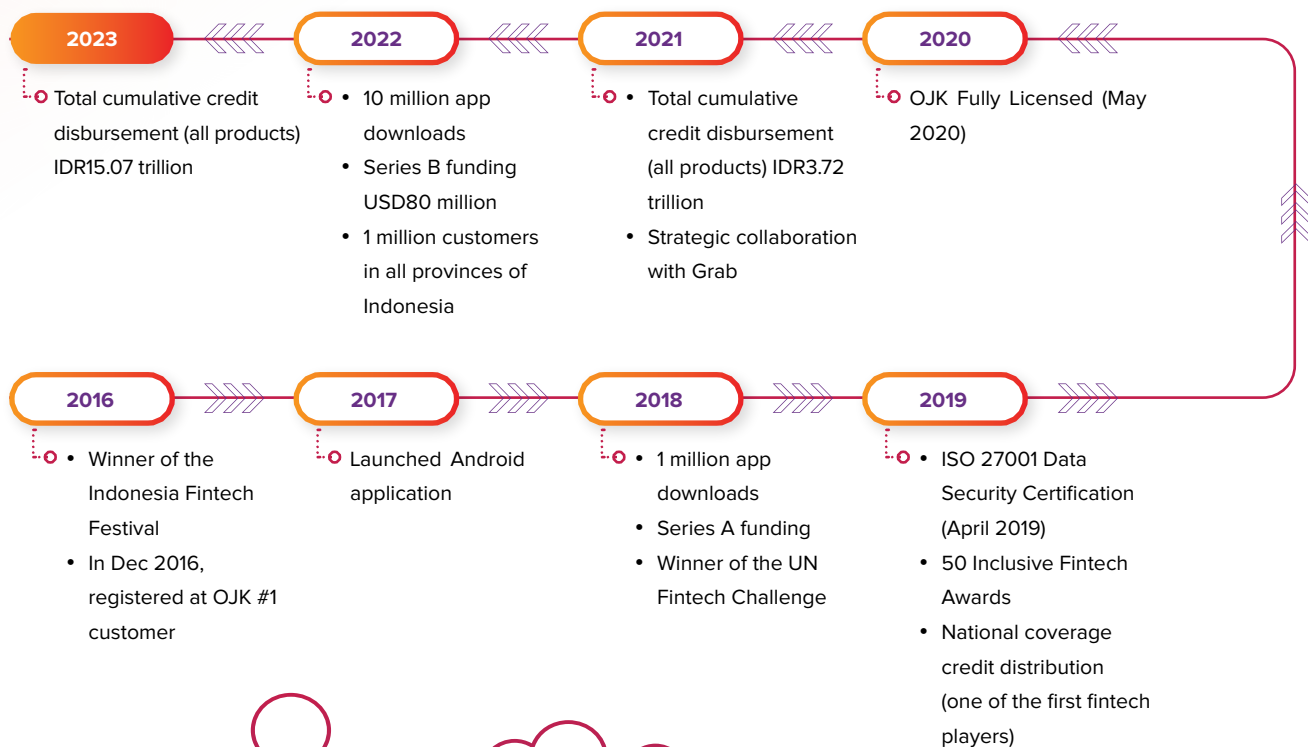


2023 Milestone

JULO was founded in 2016 with the goal of fostering financial inclusion. Initially operating as a lending platform, we quickly gained traction in the market and have progressively expanded our operations to provide comprehensive financial solutions to the Indonesian population. In 2023, our commitment to ethical business practices and positive impact led to significant achievements and a favourable company transformation.

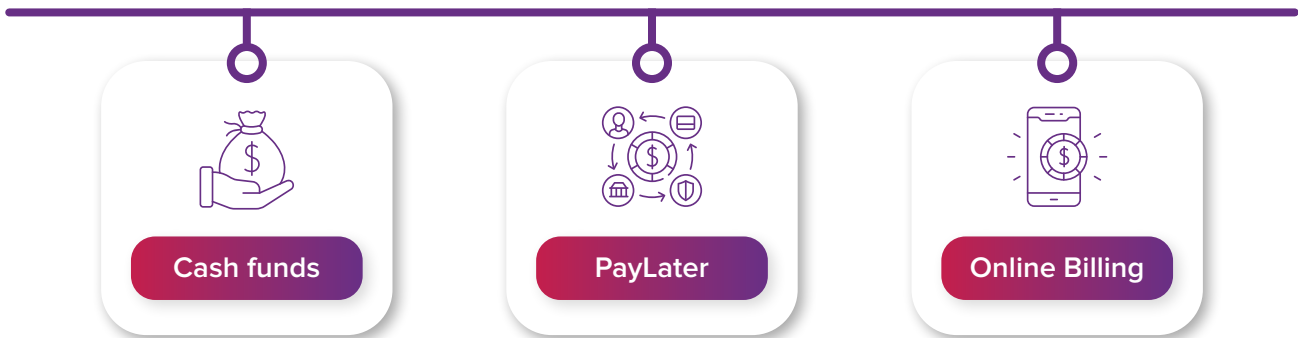
JULO JOURNEY

Towards the best fintech company in Indonesia



Our Products [C.4]

JULO provides various digital credit products and services to meet daily financial needs. JULO products and services are divided into four main categories, including:



Licensed and Supervised by:



Security Standard:



Cash Funds

- Low interest online loans
- Top-Up GoPay, OVO, and ShopeePay

JULO PayLater

Pay installments without credit cards in various e-commerce, such as:

- Tokopedia
- Shopee
- Bukalapak
- Lazada
- Blibli

Online Billing

Online Billing make payments for various bills or purchases online, including:

- Electricity
- Credit & Data
- Postpaid
- BPJS
- PDAM
- Education Costs
- Health Costs

Driving Success through Stakeholder Engagement ^[E.4]

JULO recognizes that trust and confidence in our products and services are critical to our business success. We are dedicated to cultivating robust relationships with all stakeholders to proactively address any concerns regarding our social and environmental impact.

Stakeholders Engagement



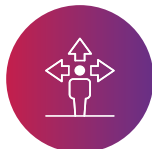
Customers

24/7 customer service through various channels such as in-app communication and E-mail



Lender

- Communication via account managers
- Partner satisfaction survey



Investors

- Quarterly financial results announcements
- Annual general meetings
- Investor conference and meetings



Employees

- Performance appraisals and reviews
- Employees engagement survey
- Internal employees communication such as *townhall*



Local Communities

- Communication via company representatives
- Conduct collaborative programs



Government

Communication via company representatives



Media Partners

- Communication via company representatives
- Press-releases



Holding Company

- Quarterly financial results announcements
- Annual general meetings

Maintaining Correspondence through Associations

We are a prominent member of multiple domestic fintech associations. Our participation in these organizations enables us to receive updates of industry developments, polish our reputation, expand our knowledge, and forge strategic partnerships within the fintech ecosystem.

Association Memberships [C.5]

**National
Associations**

afpi
asosiasi fintech
pendanaan bersama
indonesia

fintech indonesia

Our Partnerships and Collaborations

Our Partners (Investors)

MDI ventures
by Telkom Indonesia

**CREDIT
SAISON**

**QUONA
CAPITAL**

SARATOGA

ACVentures

**SKYSTAR
CAPITAL**

East Ventures

**central capital
venture**

Provident

GOBI PARTNERS

Our Collaborations

Grab

DANA

axiata

eFishery

**Link
Aja!**

Qoala plus

**Gaji
Gesa**



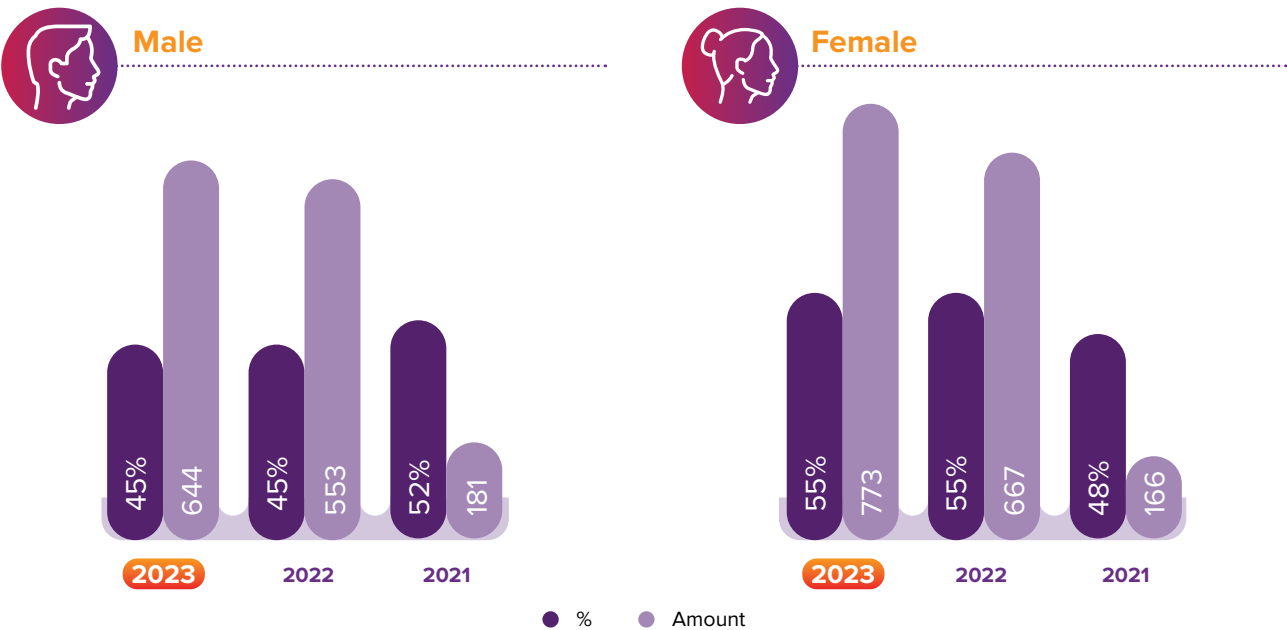
More information about our partners and collaborations can be found at the link below:
<https://heyzine.com/flip-book/a4754ba349.html#page/7>.

Employee Composition [F.18][F.19]

Employee well-being is essential to our operations. We are committed to a diverse and inclusive work environment where all individuals are treated equally, regardless of their gender, ethnicity, religion, race, and other personal attribute. We strive to uphold fundamental human rights through promoting a workplace free from discrimination and harrassment, where our zero tolerance policy allows us to take swift and decisive action against any employee found to violate our company’s ethical standards.

In 2023, our workforce was notably diverse, with women comprising 55% of our total employees. Compared to the previous year, our employee count has increased by 18.60%, with our team now including employees from various regions of Indonesia working remotely. We strictly adhere to all labor laws and regulations, ensuring that our operations are free from child labor and forced labor.

Employee Composition by Gender



Total Employees

2023	1,417	2022	1,220	2021	347
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We are committed to providing equal pay and ensuring that men and women performing the same roles receive equal remuneration. Our starting salaries are 5.6% higher than regional minimum wage. To acknowledge and reward our employees’ achievements, we offer significant performance-based bonuses in addition to regular compensation. JULO also provides other benefits beyond wages to employees such as; Social Security Agency on Health (BPJS Kesehatan) & Social Security Administrator for Employment (BPJS Ketenagakerjaan), holiday allowances, annual bonuses, salary raises, and promotions based on performance appraisals, JULO ONE for JULOver (Employee Loans), our Laptop Ownership Program (LOP), and our Wellness Program. [F.20]

Our Support for Sustainable Development Goals (SDGs)

As Indonesian citizens, our team at JULO is committed to supporting the Sustainable Development Goals (SDGs) through national targets set by the Indonesian government. We are actively identifying specific SDGs that align

closely with our business operations. While we have not yet set company-wide targets or objectives related to the SDGs, we are actively exploring opportunities to contribute to these important global goals.

SDGs National Indicators and Our Achievements [IRIS PI4940][IRIS OI6213]



National Indicators

1.3.1* Proportion of social protection recipients by gender for all groups: children, unemployed, elderly, disabled, pregnant women, accident victims, and the poor.

2023 Progress

1. Conducted charity CSR to help vulnerable groups such as orphans and elderlies.
2. Conducted CSR initiatives in partnership with reputable organizations such as UNICEF Indonesia and others to provide assistance to communities and individuals in need across Indonesia.



National Indicators

5.5.2* Proportion of women in managerial positions.

2023 Progress

Women fill 15% of management positions at JULO.



National Indicators

8.1.1* GDP per capita growth rate.

2023 Progress

1. Significant equity growth from IDR20.37 billion in 2022 to IDR34.51 billion in 2023.
2. Generated IDR596.02 billion of direct economic value, in which IDR575 billion were distributed to stakeholders.



National Indicators

9.5.2* Number of human resources in science and technology (researchers, engineers, and lecturers) in government agencies and universities per one million population.

2023 Progress

Sent out 446 of our employees in 2023 to join external industry innovation and various trainings program.



National Indicators

10.3.1 (c) Number of complaints handled on violations of women's human rights, especially violence against women.

2023 Progress

1. There were zero cases or harassment or human rights violations within the work environment.
2. Achieved scores of 72% on employee satisfaction and loyalty surveys.

* Source for National Indicators: <https://sdgs.bappenas.go.id/metadata-indikator-sdgs/>

Our Governance

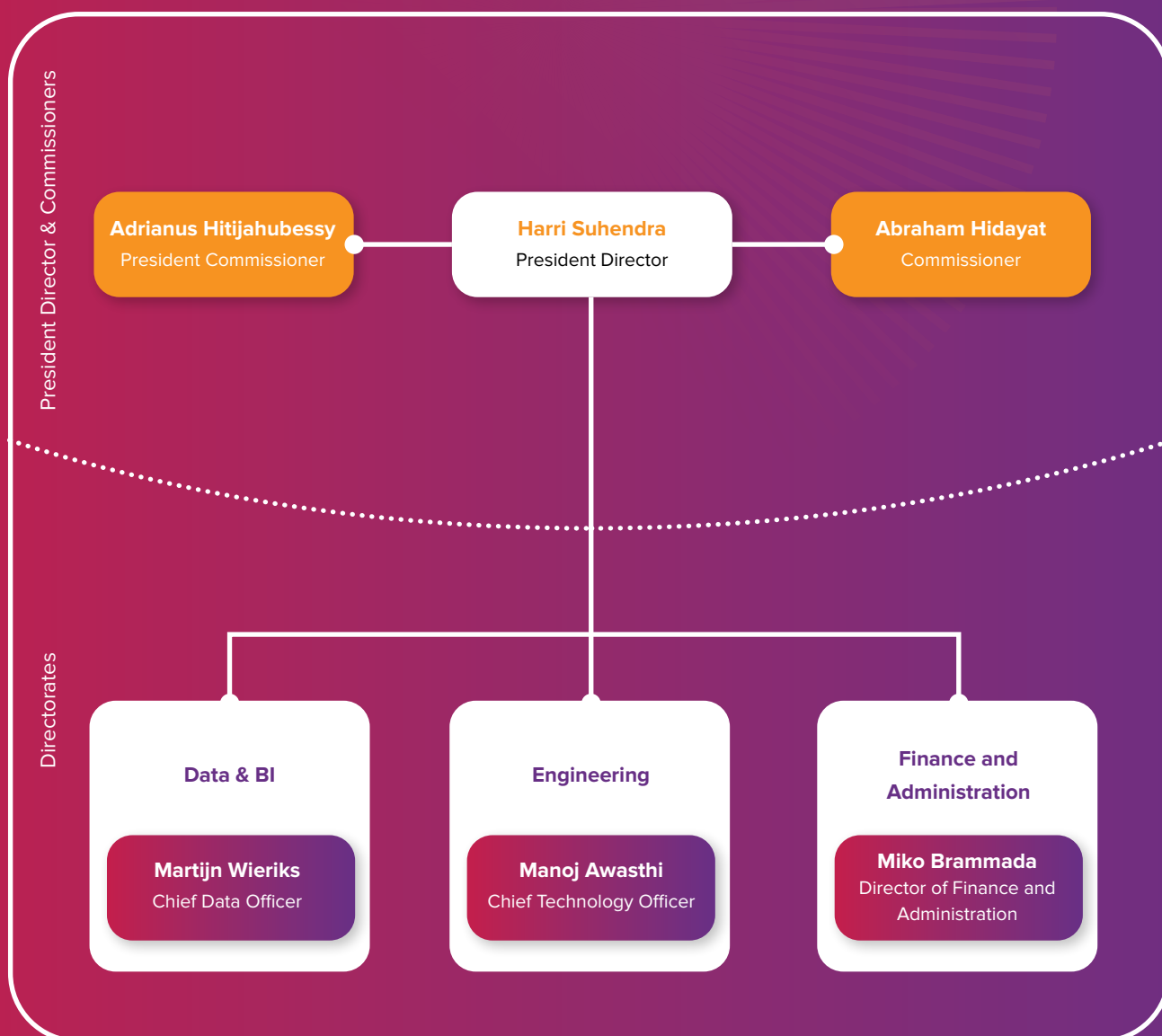
At JULO, we prioritize integrated governance as a fundamental component of our vision. While we have not currently appointed a dedicated ESG department, we are committed to fostering a culture of

sustainability throughout the organization. To ensure equitable implementation, our President Director oversees ESG initiatives across all departments.

Corporate Governance Structure

JULO's corporate governance structure employs a single-tier monitoring system, whereby the President Director and Commissioners operate at the same level. The President Director serves as the ultimate decision-maker, overseeing both business operations and ESG initiatives.

Our President Director oversees the Board of Directors, comprising the Data & BI Director, Engineering Director, and Finance & Administration Director. At the lower levels of senior management, departmental heads report directly to these three directors, as illustrated in the organizational structure below:



In the absence of a dedicated ESG Department, we have established an ESG Committee comprising of representatives from various departments. These representatives are tasked with disseminating company-wide ESG policies and decisions to their respective teams.

Fostering Integrated and Transparent Culture

JULO is dedicated to cultivating a culture of transparency, honesty, and integrity, free from bribery, corruption, and fraud. To reinforce this commitment, we have established Anti-Corruption and Anti-Fraud policies, encompassing Standardized Operating Procedures (SOPs) as well as plans of action to address any violations of our Code of Conduct. These measures are designed to ensure the highest ethical standards are upheld throughout our organization.

As of 2023, the Company has not yet held anti-fraud and anti-corruption training sessions. To ensure strong understanding and effective implementation, the Company plans to conduct

these trainings in collaboration with internal or external partners towards the end of 2024, specifically in the 4th week of November and the 1st week of December. Participants will also receive e-certificates as recognition of their completion of the training. Additionally, 100% of our employees were required to complete mandatory onboarding training on Company Ethics and the Code of Conduct.

Through our consistent training programs concerning ethical misconduct, we recorded zero reported cases of ethical code violations in 2023 as we strive to prove our commitment and continued dedication to transparency and integrity.

Cases of Fraud

Description	2023		2022		2021	
	In Progress	Resolved	In Progress	Resolved	In Progress	Resolved
Fraud	0	72	0	51	0	190

In JULO, we urge all employees to report any suspicious activity through our confidential whistleblowing system. To protect the privacy of whistleblowers and ensure impartiality, we guarantee anonymity for all reports. Upon receiving a report, JULO management will assign a dedicated team to investigate the matter and take appropriate disciplinary action. JULO implements a three-tiered punishment system based on the severity of

the offense, including reprimands, disciplinary actions, and civil or criminal penalties as dictated by relevant government authorities.

We also ensure that our Code of Conduct, which addresses workplace practices, supply chain management, and business ethics, is disseminated to all our employees. We are pleased to report that in 2023, we resolved 50% out of 2 whistleblower reports we received.

Customer Data and Privacy [F.27]

JULO employs Martijn Wieriks as our Data Privacy Officer (DPO), supported by a dedicated team from engineering, legal, and risk management. Our approach to risk management follows the guidelines set forth in our ISO 27001 Information Security Management System (ISMS). To protect customer privacy, JULO uses robust encryption methods for Personally Identifiable Information (PII), which is securely stored in a Data Privacy Vault with strict role-based access controls. We minimize the use of PII and watermark essential data to deter misuse. We also take customer and privacy complaints seriously and conduct thorough investigations.

According to our Standard Operating Procedures (SOP), customers must provide supporting documents such as chronology of the incident, an Indonesian ID (KTP), and a selfie with the ID to our Customer Service E-mail team. These documents are then reviewed by our Fraud Operations Team. If we determine that there has been a valid privacy breach or data loss, we will take appropriate measures to address the issue, prioritize customer convenience, and fully compensate for any financial loss incurred. Information regarding JULO's privacy policy can be found at the link: <https://www.julo.co.id/privacy-policy>.

Grievance Mechanism [F.24]

We also provide a means of complaint for our consumers who experience fraud cases or find suspicious activities related to JULO, such as fraud via SMS, WhatsApp, and E-mail, as well as account hijacking. We will thoroughly investigate each report received. During 2023, there were 669 reports, consisting of 31 reports of E-mail and WhatsApp fraud, 24 reports of WhatsApp fraud, 1 report of E-mail fraud, 7 reports from other channels such as Instagram and Telegram, and 606 reports of account hijacking. A total of 669 reports (100%) have been resolved properly.

Please report all fraudulent or suspicious activity to us via:

✉ cs@julo.co.id

☎ 021 50919034/021 50919035

🌐 https://www.julo.co.id/fraud_awareness

Customer Satisfaction [F.30]

We evaluate customer satisfaction annually and place significant importance on capturing customer feedback through surveys and other channels. This helps us ensure our services meet customer needs and expectations, driving continuous improvement in their overall experience. JULO employs various methods to measure and monitor satisfaction levels, including in-app Net Promoter Score (NPS) surveys and Customer Satisfaction (CSAT) assessments through our support channels. Our CSAT scores have shown steady improvement, rising from 67.40% in 2022 to 72.98% in 2023. While our NPS experienced a slight decrease from 62 in 2022 to 61 in 2023, we are encouraged by the positive trends in other areas of customer satisfaction.



What They Said

“JULO has truly made a difference for me and my family. I was able to pay for my mother’s medical bills, thanks to their support. Not only that, but the response from JULO was incredibly fast!”

Firmansyah, Grab Driver

Impact on Human Capital

At JULO, we prioritize the development of our human capital. Through targeted initiatives, we foster a culture that nurtures our employees’ aspirations, enhances their knowledge and skills, and promotes positive behaviours. This commitment aligns with our core value of Excellence, recognizing that passionate individuals are essential to driving JULO's success.

Creating a Supportive Environment [F.22][IRIS 014229]

At JULO, we cultivate a productive environment by investing in a comfortable and inspiring workspace. We empower our employees to pursue self-development opportunities both within and outside the Company. Our commitment to providing comprehensive training is formally outlined in our Training and Development policy. This policy ensures that all employees have access to the resources and opportunities needed to enhance their skills and advance their careers.

To facilitate ongoing professional development, we regularly conduct a diverse range of training programs. These initiatives cover technical skills relevant to our operations, soft skills, and general knowledge enhancement. We engage external experts

and industry professionals as trainers, while also fostering a culture of knowledge sharing by empowering our employees to conduct training sessions for their peers.

In 2023, we successfully conducted 8 internal training programs, engaging a total of 708 participants. On average, each employee participated in 4 hours of training. This represents an increase compared to the previous year, demonstrating our unwavering commitment to human capital development. Beyond skill enhancement, these training sessions also played a significant role in fostering a stronger team-oriented culture through integrated team-building activities.

In-House Trainings Conducted in 2023

Soft skills:

- 1. Organizational Communication
- 2. Negotiation
- 3. Analytical Thinking

Total Training Hours

8
hours

Total Participants

128
participants

Hard skills/technical operations:

- 1. Customer Handling
- 2. Internal & Cyber Security
- 3. Customer Service

Total Training Hours

14
hours

Total Participants

542
participants

Managerial and leadership

Total Training Hours

8
hours

Total Participants

38
participants

To ensure maximum impact, we prioritize the delivery of training materials that align with the latest industry trends. This approach maximizes the return on our training investments, contributing to both company growth and the professional development of our employees.

As an effort to continuously improve, we actively solicit feedback from our employees through a dedicated feedback form. We encourage them to share their opinions, including constructive criticism, valuable insights, and suggestions for future training topics. By listening to their perspectives, we strive to create a training environment that effectively addresses their needs and contributes to their overall well-being. Our 2023 feedback form showed that the majority of employees had a

positive experience with training initiatives. Participants expressed appreciation for the relevance of the topics covered and found the themes engaging and thought-provoking. To complement our internal training initiatives, we provide our employees with access to a wide range of external training opportunities that support their professional development. By participating in these programs, our employees can connect with industry peers, broaden their perspectives, and enhance their credentials. To request participation in external training, employees are encouraged to submit a formal application to the HR department. After careful review, the HR department will authorize attendance for eligible individuals. In 2023, 470 of our total workforce participated in external training programs, representing a total investment of IDR210,899,146.



What They Said

“In my perspective, the training I attended was really valuable for developing skills and quality, as well as making me more aware of the system and ownership of personal data that we and others have.”

Larasati (Senior OPS-CS Staff)



Encouraging Higher Education

At JULO, we value our employees' dedication and enthusiasm. To support their ongoing education, we offer flexible employment options such as part-time work and work-from-home arrangements. These initiatives empower our employees to balance their academic pursuits with their professional careers, fostering a strong connection to their

field while still being able to contribute to their financial well-being. This commitment to a work-life balance demonstrates our dedication to creating a supportive and employee-centric work environment. At this time, we do not offer scholarship programs or awards for our employees or their family members.

Comfortable and Inclusive Environment ^[F.18]

At JULO, we embrace a culture of inclusivity, welcoming individuals from all backgrounds regardless of gender, religion, race, or other personal attributes. We strive to create a supportive environment where everyone feels valued and has equal opportunities for career growth. To demonstrate our commitment to inclusivity, we have equipped our workspace with essential amenities such as a nursery room for mothers and children. By providing these amenities, we aim to accommodate various needs and promote work-life balance, enabling all employees to contribute effectively and feel connected to our company culture. We recognize that inclusivity enhances

creativity, innovation, and overall employee satisfaction, which ultimately drives our success as an organization.

To reinforce our commitment to respecting the rights of all individuals, we strictly prohibit any form of discrimination or harassment. This fundamental principle is clearly outlined in our corporate Code of Conduct, which mandates that any misconduct violating human rights must be reported to the HR department. The HR department will conduct a thorough investigation and take decisive action to address any such incidents. We are pleased to announce that in 2023, there were no reported cases of human rights violations or harassment within JULO.



What They Said

“Proud to be part of JULO! Not only can I develop myself, but JULO also offers a clear career path, plenty of events that allow me to be more creative and expressive, and of course, the work environment is so enjoyable that it motivates me every day!”

Muthiara Widuri (Senior OPS - Admin Trainer at JULO)

“Working at JULO is just so much fun! I truly feel like I’m making an impact here because I have the space to explore and share ideas with the creative team. The work-life balance is great, and I can still stay active with my basketball community outside of work”

Malvin Emanuel (Graphic Design Supervisor at JULO)



The comprehensive measures implemented to support our employees professional development and personal well-being have resulted in a positive impact, as evidenced by our employee satisfaction and loyalty surveys where we have achieved a score of 72%.

This achievement demonstrates our commitment to creating a supportive and fulfilling work environment. We will continue to invest in initiatives that improve and enhance the employee experience, striving for continuous improvement.

Striving for Healthy Workstyle [F.21]

While our operations at JULO do not involve hazardous activities, we recognize the potential risks of work-related illnesses arising from physical strain. To address these concerns, we encourage all employees to participate in voluntary physical fitness assessments. In 2023, the following physical fitness measurements were conducted by collaborating with Mayapada Hospital:

- **Body Mass Index (BMI):** Employees' height and weight were measured to calculate BMI, helping to assess body composition.
- **Blood Pressure Monitoring:** Blood pressure levels were checked to identify any potential health risks related to hypertension.
- **Cholesterol Levels:** A blood test was conducted to measure total cholesterol, HDL, LDL, and triglycerides, providing insights into cardiovascular health.
- **Health Risk Questionnaire:** Employees completed a questionnaire regarding lifestyle factors, such as diet, exercise habits, and medical history.
- These assessments provide valuable insights into the overall health and well-being of our employees, allowing us to promote healthier lifestyle choices and create a supportive work environment.

To prioritize employee well-being, our HR department facilitates a program providing regular, comprehensive medical checkups that evaluate both physical and mental health. In cases where physical or psychological challenges are identified, the HR department conducts an initial assessment to address the issue at the earliest opportunity, with any further intervention involving experts in relevant fields to provide support for any necessary support.

According to the records of these medical check-ups, the primary health concern among our employees in 2023 was being overweight (not in accordance with BMI calculation

standards). JULO continues to adapt our work arrangements to encourage healthier lifestyles and mitigate the risk of more severe health problems.

To safeguard our employees' health, we provide comprehensive social health insurance coverage through the Social Security Agency on Health (BPJS Kesehatan) scheme. In 2023, JULO's total contribution to the Social Security Agency on Health (BPJS Kesehatan) scheme amounted to IDR 2.345.653.321. Notably, during the same year, 50% of employees filed health insurance claims. This program is funded by contributions from both the Company and our employees, with each party contributing 4% and 1%, respectively. The majority of these claims were related to common illness, with no significant concerns such as casualties or fatalities.

Our employees have reported that the social health insurance coverage has provided significant indirect economic benefits by reducing healthcare costs. Additionally, this coverage has created a more supportive environment for employees to openly discuss sensitive mental health issues and seek appropriate support. By addressing these concerns, employees are better equipped to perform their roles effectively.



What They Said

"Feeling so good! My work environment allows me to do positive activities such as gym (fitness) and sports. The thing I like the most is the WFA working arrangement. It helps me work from anywhere, and it's very helpful to reduce my burnout and stress levels, so I think it's pretty good for me!"

Rizky Sonia Pradja (HR Compensation & Benefits at JULO)

Impact to Community ^{[F.23][F.25]}

To express our gratitude for the support we have received from the community, JULO actively engages in Corporate Social Responsibility (CSR) initiatives. As of 2023, our CSR efforts primarily focus on philanthropic activities aimed at addressing community needs, strengthening our relationships, and

spreading joy. We design creative and engaging programs tailored to specific community segments. In 2023, our community investments totaled IDR113.9 million, representing a 403% increase compared to our 2022 CSR activities.

JULO Virtual Run



In 2023, we organized a charity event called the JULO Virtual Run as part of the JULO Olympics. This initiative successfully raised IDR12.226.000 in monetary donations, which was given away to the Dorkas Orphanage. The event showcased the collaborative spirit and enthusiasm of our valued customers or JULOvers.

Through the JULO Virtual Run, we aim to educate the youth at Dorkas Orphanage about the significance of financial literacy through

engaging and informative classes. These financial literacy classes will be conducted by experienced professionals in the field and will cover a range of topics including budgeting, saving, investment, and debt management. The class will be interactive and engaging (there will be a Q&A session with prizes like JULO merchandise or chocolates) to ensure the youth gain a thorough understanding of financial literacy. The direct donation will provide financial support to these youth to meet their daily needs and help them achieve their future goals.

Charity with UNICEF Indonesia

In 2023, JULO Education features, which facilitates school fee payment to be more affordable through monthly installments scheme in 250,000 institution in Indonesia, has helped more than 10,000 users in across Indonesia fulfilling their educational expenses. Its utilization ranges not only from primary school to college tuition fee payment, but also from educational courses.



JULO has generously donated IDR100,000,000 to UNICEF Indonesia as a Gold Corporate Fellowship, contributing to programs that help to support the welfare of children and families in need, particularly to improve the overall

quality of life for children in terms of health, nutrition fulfillment, education, and a conducive growth environment across Indonesia. This collaboration highlights JULO's dedication to social responsibility and community upliftment.

Ramadhan Charity, JULOvers distributing essential food packages

The purpose of JULOvers in distributing essential food packages (*sembako*) is to:

- **Assist the Community:** Provide support to families in need, especially during challenging times,
- **Enhance Well-Being:** Supply basic necessities to ensure the well-being of the community and,
- **Foster Togetherness:** Strengthen relationships among community members and promote a sense of solidarity.

JULO contributed IDR1,175,813 in funds, which were allocated to support communities in densely populated areas.



We express our greatest gratitude for the positive reception of our CSR programs. Nevertheless, we remain committed to continuous improvement in conducting our community programs. To ensure that our initiatives are effective and targeted, we actively seek feedback from our partners and beneficiaries.

Based on the insights gathered from our CSR programs in 2023, we have identified:

- **Increased Employee Participation:** Many employees have shown interest in participating in CSR activities, which enhances camaraderie and job satisfaction.
- **Positive Impact on the Community:** Our initiatives, including educating the youth at the orphanage about the importance of financial literacy, aim to empower the next generation while spreading joy.
- **Enhanced Company Reputation:** Engagement in CSR has helped build a positive image of the Company in the eyes of the public and increased customer loyalty.

We express our greatest gratitude for the positive reception of our CSR programs and remain committed to continuous improvement in conducting our community programs. To ensure our programs' effectiveness, we actively seek feedback from our partners and beneficiaries.



What They Said

"Thank you for the kind support from JULO to Dorkas Orphanage. We, the management and all children here, are very grateful that JULO recognizes the importance of providing support and resources to improve the quality of life for the children and youth here in order to prepare them for a bright future. We hope JULO continues its success and progress. Once again, thank you!"

Batseba M. Picaulima (Orphanage Head)

Environmental Performance

At JULO, we implement environmentally friendly behavior as part of company culture. We encourage our employees to always turn off air-conditioning and lights every time they leave a room unattended, as well as consume or use water only when necessary. Nevertheless, to accurately assess our environmental progress, we recognize the necessity of quantitative measurement, as we believe in the principle that "what gets measured, gets managed". In 2023, we embarked on a comprehensive initiative to track our energy consumption and prepare for greenhouse gas (GHG) emissions calculation. This marked a significant step toward our goal of becoming a more environmentally responsible organization.



Managing Our Energy Use [F.6][F.7][F.8][IRIS OI2496]

In 2023, we initiated calculation of our electricity and water consumption. Our data revealed that we utilized 490,428 kilowatt-hours (kWh) of electricity and 17,300 cubic meters (m³) of water for operational purposes as well as domestic use.

Energy Consumption

Electricity Consumption



490,428 kWh

Water Consumption



6,966.37 m³

We are committed to optimizing our electricity and water usage to achieve significant energy reductions. Beginning in 2023, we intensified our environmental stewardship efforts through the implementation of the following initiatives:

1. Reducing waste;
2. Promoting eco-friendly practices within the organization.

Currently, we do not rely on renewable energy sources such as solar panels to meet our energy needs. However, we are committed to transitioning our office operations to green energy in the future.

Spreading Awareness of Emissions Generated [F.12]

While we did not calculate our operational emissions in 2023, we are acutely aware of the significant carbon footprint associated with our cloud-based data governance. As a fintech company prioritizing customer and partner data privacy, we rely heavily on cloud systems. To mitigate our environmental impact, we are committed to adopting conscious lifestyle decisions and exploring opportunities for carbon reduction within our operations.

To reduce our environmental impact, JULO encourages employees to use public transportation for their daily commute and take advantage of the Work From Anywhere (WFA) policy, including working from home. JULO provides flexibility and fully supports employees in adopting this practice with a high level of trust. Additionally, we prioritize sustainable transportation options for business trips, such as economy-class flights and minibuses. Meanwhile to further reduce our emissions, we have implemented energy-saving practices for air conditioners, lights, screen projectors, computers, and machinery. We have established a company-wide culture of turning off electrical equipment when not in use, which has become a positive habit deeply ingrained in our daily routines.

Amidst our current limitations, we are actively preparing to calculate our emissions by gathering the necessary data. We aim to progressively measure our carbon footprint within a feasible timeframe, enabling us to effectively manage our emissions.



Waste Control [F.14][IRIS 017920][IRIS 012535]

At JULO, we primarily generate non-hazardous waste, such as food scraps and obsolete documents. While these materials may eventually decompose, we prioritize conducting responsible waste management. Our generated waste is either recycled into new products, repurposed for other uses, or sent to third-party facilities for proper disposal.

By minimizing waste disposal, we indirectly reduce emissions associated with incineration and landfill practices. Recycling and repurposing waste not only contribute to mitigating global warming and supporting environmental stewardship, but also enhance cost-efficiency and boost profitability, supporting sustainable company growth.

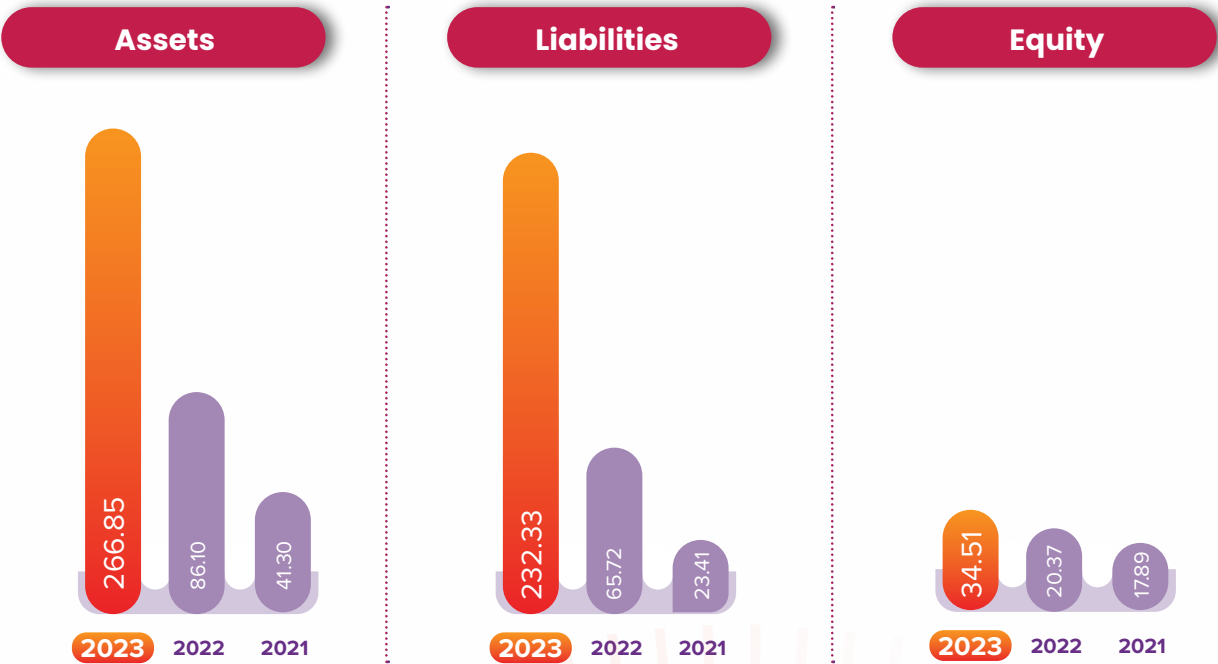
Economic Performance

How We Contributed to Financial Inclusion



At JULO, we are committed to ethical practices and dedicated to driving company growth. A testament to our success is the 92% increase in equity from 2021 to 2023, with a total value accelerated from IDR17.89 billion in 2021 to IDR34.51 billion in 2023. Moreover, our assets have also experienced substantial growth over the past three years, as illustrated in the table below.

Business Scale (IDR Billion) [C.3]



Direct Economic Value Generated and Distributed

Since 2021, our economic value generated has consistently grown, with a most recent increase of 97% from 2022 to 2023. The primary driver of this growth has been our total revenue, fuelled by an increase in disbursements to customers.

The total direct economic value distributed amounted to IDR575 billion, representing a 96% year-on-year increase. This demonstrates that our business growth significantly contributes to economic value generation and distribution, aligning with our mission to help millions of Indonesians.

Direct Economic Value Generated and Distributed (IDR)

Description	2023	2022	2021
A) Direct Economic Value Generated	596,021,397,997	301,993,489,304	140,514,972,507
B) Direct Economic Value Distributed	574,950,260,533	293,950,715,760	134,432,412,879
C) Retained Economic Value (A-B)	24,653,446,569	8,413,669,367	6,082,559,628

To summarize, we have successfully maintained improvements in performance since 2021. While we have not established specific economic performance targets, our current objective is to sustain our growth trajectory.

The table below summarizes our economic performance over the past three years. Our overall economic performance has met the established targets, with results demonstrating positive achievements as follows:

Economic Performance Summary

Description	Unit	2023	2022	2021
Portfolio	IDR Billion	2.0	1.1	0.7
Cash Loans (Disbursements)	IDR Trillion	4.3	2.3	1.0
Active Users	User	1,267,086	990,191	366,454
Revenue*	IDR Billion	596.0	301.9	140.5
Net Profit and Loss*	IDR Billion	14.4	2.9	2.5

*P2P Entity only









Reporting Reference & Index

Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 and Financial Services Authority Circular Letter (SEOJK) Number 16/SEOJK.04/2021 References ^[G.4]

No. Indicator	Indicators	Page(s)
Sustainability Strategy		
A.1	Explanation of Sustainability Strategy	3-4
Performance Overview on Sustainability Aspects		
B.1	Economic Aspects	8
Company Profile		
C.1	Vision, Mission and Values of Sustainability	8
C.2	Company Address	7
C.3	Business Scale	28
C.4	Products, Services, and Business Activity	11
C.5	Membership of Association	13
C.6	Significant Changes	5
Board of Director Statement		
D.1	Board of Director Statement	3-4
Sustainability Governance		
E.4	Stakeholder Engagement	12
Energy Aspects		
F.6	Amount and Intensity of Energy Consumed	26
F.7	Efforts and Achievement for Energy Efficiency and Renewable Energy Usage	26
Water Aspects		
F.8	Water Usage	26
Emission Aspects		
F.12	Efforts and Achievements to Reduce Emissions Done	27

No. Indicator	Indicators	Page(s)
Waste and Effluent Aspects		
F.14	Waste and Effluent Management Mechanism	27
Employment Aspects		
F.18	Equal Employment Opportunities	14, 21
F.19	Child Labor and Forced Labor	14
F.20	Regional Minimum Wage	14
F.21	A Decent and Safe Work Environment	22
F.22	Training and Development of Employee Skills	19
F.23	Operations Impacts on Surrounding Communities	23-25
F.24	Community Complaints	18
Community Aspects		
F.25	Corporate Social Responsibility (CSR) Activities	23-25
Responsibility for Sustainable Product/Service Development		
F.27	Products and Services that the safety have been evaluated for Customers	18
Others		
G.1	Written Verification from Independent Parties (if any)	5
G.2	Feedback Form	6
G.4	List of Disclosures According to Financial Services Authority Regulation Number 51/POJK.03/2017 concerning Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies	30

IRIS Indicators Index

Theme Number	Prioritized Impact Themes	No. Indicators	Key Impact Metrics	Page(s)
Digital Empowerment				
I	 	IRIS OI4229	Digital trainings conducted: # of people trained, # of training hours	19-20
Access to Quality Education				
II	 	IRIS OI4229	Individual and MSME upskilling: # and % of less privileged people trained, # of training hours	19-21
Environment & Clean Energy				
IV	  	IRIS OI7920	Waste impact: waste reduced	27
		IRIS OI2535	Waste impact: waste dispose: recycled/reused	27
		IRIS OI2496	Energy impact: Green energy generated	26
Sustainable Baseline Reporting				
VII		IRIS OI6213	Women empowerment: # and % women employed - total and in senior leadership	15



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2023

Impact Report