

Sustaining Impact, Shaping Futures

Empowering Businesses for Sustainable Journeys



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A Note from MDI Ventures



Sustaining impact through good governance is how we shape a future where innovation and sustainability thrive together.

Roby Roediyanto, MDI Ventures' Chief of Finance, Risk, and Human Capital



At MDI Ventures, we believe innovation and sustainability must move together to shape the future. This 2024 Impact Report shows how our investments, guided by the UN SDGs, turn technology and entrepreneurship into forces for positive change. In line with our theme “*Sustaining Impact, Shaping Futures*,” Opsigo demonstrates how digital innovation in the travel sector can also drive sustainability.

In 2024, Opsigo reinforced how innovation and sustainability can move in unison. By introducing a carbon tracking feature in collaboration with Jejakin, it has encouraged more responsible travel decisions while strengthening the digital backbone of the industry. At the same time, Opsigo has supported travel agents, corporations, and communities through consultations and seminars, reflecting its commitment to building resilience and enabling sustainable growth. These contributions mark an important step in shaping a future where travel is more connected, secure, and environmentally conscious, laying ground for the broader progress we aspire to achieve together.

As we move forward, our focus is on building resilience and creating sustainable long-term value anchored in good governance. Each collaboration represents a step toward shaping an innovation-driven economy that can adapt, thrive, and make a lasting difference. By championing companies that set new standards for impact, we not only strengthen their journey but also contribute to sustainable growth across the region.

Our Priority Focus Areas: United Nation Sustainable Development Goals

The UN Sustainable Development Goals (SDGs) provide a shared blueprint for building a better future, and MDI Ventures has identified priority areas where its contributions can create the most meaningful impact. From environmental stewardship to social empowerment and strong governance, these priority areas serve as guiding principles for our investments and strategic initiatives.

We extend these commitments across our portfolios, encouraging companies to embed the SDGs into their operations, innovations, and community initiatives. Together, we strive to accelerate sustainable transformation while creating lasting value for businesses, communities, and the planet.

Environmental



Social



Governance



Letter from Our CEO [D.1]



*Our Mission is simple:
help travel agents and
corporations thrive with
smarter, more sustainable
solutions.*

Dear Valued Stakeholders,

Around 2010-2013, online travel agencies gained popularity due to the convenience they offered. This shift presented challenges for conventional travel agents, who struggled to keep pace with digital innovation and competition.

From the beginning, Opsigo was founded on the belief that technology should not eliminate human connection but instead empower travel agents to deliver a personal touch with enhanced efficiency and stronger customer understanding. By integrating digital solutions with the dedicated support of conventional travel agents, we set out to bridge the gap between traditional service and modern expectations.



Over the years, Opsigo has continuously innovated to support travel agents in their transition from manual, paper-based processes to a digital-first model. Our solutions, ranging from **Opsigo**, which streamlines workflows and reduces operational costs, to **Opsifin**, which automates financial and accounting tasks, and **Opsicorp**, our integrated travel management and expense tracking system, have transformed the way agencies and corporations manage travel. These tools not only simplify operations but also ensure efficiency, compliance, and security in every transaction.

2024 has been a pivotal year for Opsigo. We successfully expanded our footprint into Singapore and Malaysia, marking our first step toward becoming a regional player in Southeast Asia. Building on this momentum, we are preparing for further expansion into the Philippines, Thailand, and Vietnam in 2025, strengthening our commitment to serve a broader market with reliable, technology-driven solutions. Our financial performance also reflects this growth trajectory. In 2024, we achieved a 23% increase in revenue compared to 2023, while our Earnings Before Tax (EBT) rose by 143%, underscoring the scalability and resilience of our business model.

From an environmental perspective, we took a significant leap forward by enhancing Opsicorp with a built-in carbon tracker, developed in collaboration with Jejakin. This feature enables emissions calculation for every flight booking, raising awareness about carbon footprints and encouraging more sustainable travel decisions.

In the coming years, we aim to extend this initiative to cover additional modes of transport such as trains and buses, advancing our mission to align digital innovation with environmental responsibility.

Our commitment to sustainability also extends to the social dimension. We continue to provide training, consultation, and awareness programs for travel agents and corporations, equipping them with knowledge on digitalization, data security, and operational optimization. Through these efforts, we aim not only to transform businesses but also to empower people.

Looking ahead, Opsigo will remain focused on regional expansion, strengthening supplier integrations including NDC airlines and hotel aggregators as well as adopting advanced technologies to deliver richer, smarter, and more secure travel content. By combining innovation with sustainability, we are confident that Opsigo will continue to shape the future of travel, while creating long-term value for our partners, clients, and society.

Sincerely,



Edward Nelson Jusuf

CEO

About This Report

PT Reka Sinergi Pratama 2024 Impact Report marks our inaugural publication, which highlights key milestones and affirms our commitment to stakeholders. This report reflects our accountability in driving sustainable and long-term growth, while emphasizing our responsibility to create a significant and positive impact. Through this report, we aim to continually improve our performance and positively impact all stakeholders.

Reporting Principles and External Assurance

This Report has been prepared with reference to the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017, the Financial Services Authority Circular Letter (SEOJK) No. 16/SEOJK.04/2021, and the IRIS Framework. It has been developed in line with key reporting principles such as relevance, completeness, accuracy, balance, clarity, comparability, reliability, and timeliness. It also reflects the collaborative discussions carried out throughout 2024. The theme of this Report has been aligned with the Company's corporate strategy and approved by the Board of Directors.

Opsigo did not engage external independent assurance services for this Report. However, it has been prepared in strict adherence to sustainability reporting principles, with all content carefully reviewed and validated by Opsigo's internal team to ensure accuracy and credibility. The Report was also developed in collaboration with external consultants and relevant stakeholders to strengthen its comprehensiveness and relevance. As Opsigo's first Impact Report, all information disclosed herein is new and does not represent a restatement of previous reports. The organization did not undergo any significant changes in 2024. ^[C.6]



Scope and Reporting Period

Unless otherwise specified, the scope of this Impact Report encompasses the activities of the Company Group, including its individual business entities where relevant, with numerical data provided in comparison to the preceding three years.

Reporting Limitation

This Impact Report discloses the Company's activities, initiatives, and performance data across Social, People, Governance, and Environmental dimensions. The information presented has been compiled from a combination of available internal data sources and direct surveys to enhance accuracy and reliability.

With respect to energy consumption and greenhouse gas emissions, comprehensive disclosure of all components under each scope is not feasible at this stage due to limitations in data availability. The Company has only recently commenced its carbon footprint assessment,

and as such, certain emission categories may be immaterial to the nature of the business or have not yet been systematically tracked. Accordingly, the disclosures contained herein should be regarded as preliminary and subject to refinement in subsequent reporting periods.

The Company does not present comprehensive financial performance in this report; instead, the disclosure is limited to operational performance for 2024. In addition, social information related to community engagement is reported only for activities carried out within the Jakarta area.

Report Feedback

Opsigo remains committed to continuously improving the quality of its Impact Report and welcomes any inquiries, suggestions, or feedback, which may be directed to:



marketing@opsigo.com



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(+62)815-1034-3030



JL. KH. Wahid Hasyim No.147,
Jakarta Pusat 10240 - Indonesia

Opsigo at a Glance

Opsigo was established in 2014, paving the way as an online travel platform to digitize the operations of conventional travel agents and help them keep up with market demands. Opsigo currently leads the market to serve around 70% of the conventional travel agencies in Indonesia.

Opsigo's technological solutions empower clients to streamline and optimize their workflow while improving customer relations and market reach. Its variety of services and products range from its online booking system (Opsigo) and a mid and back-office operations system (Opsifin) to a robust travel management and expense system for corporations (Opsicorp).

Opsigo's strategic priority is focused on Opsicorp to help simplify and optimize the management and expense tracking of business travel, while forging ahead in their expansion efforts and bringing the Opsigo system to travel agencies across Southeast Asia.

By offering these integrated solutions, Opsigo aims to accelerate digital transformation across travel distribution and channels, enabling more reliable and effective travel management and expense tracking.

Company Profile



Group Name

PT. Reka Sinergi Pratama



Brand

Opsigo



Founded

2014



Sector

**Digital Transformation
Enabler for the Travel Industry**



Employees

42 people



Operating Area ^[C.3]

Southeast Asia



Address ^[C.2]

**JL. KH. Wahid Hasyim No. 147,
Jakarta Pusat 10240 - Indonesia**



Partnership

**Hotel Wholesaler,
Insurance Company,
Train, Airlines**



Member of Association ^[C.5]

**1,000 Digital
Startups Program
by Kominfo**

Media/ Communication Channel

- www.opsigo.com
- [opsigo.asia](https://www.instagram.com/opsigo.asia)
- [opsigo.asia](https://www.facebook.com/opsigo.asia)
- [Opsigo Asia](https://www.linkedin.com/company/opsigo-asia)
- (+62)21-39528-896 / (+62)815-1034-3030

Certifications

- **Microsoft Independent Software Vendor**
- **NDC (New Distribution Capability):**
Singapore Airlines and Emirates
- **GDS (Global Distribution System):**
Amadeus, Sabre and Travelport

Product and Services [C.4]

1



Online Booking Tools

Services

- Vendor Aggregator
- Digitalization Engine
- Distribution Management
- Production Dashboard
- B2B Platform

Opsigo helps traditional travel agents transition into hybrid digital models by reducing manual processes, paperwork, and operational inefficiencies. By aggregating multiple travel suppliers, such as airlines, hotels, insurance providers and more, into a single integrated booking system, Opsigo enables agencies to operate more effectively in the digital era.

Our all-in-one online booking platform seamlessly integrates flights, hotels, trains, travel insurance, and tour products into a single system. Equipped with a powerful booking engine, pricing and vendor management, and vendor aggregation capabilities, the platform empowers corporates and sub-agents to manage reservations and issuances independently and efficiently.

Suitable for

Travel Agency Insurance Providers Channel Manager Hotel Wholesalers Airlines

2



Opsifin – Mid and Back-Office System

Services

- Invoicing Process
- Accounting Journal
- Cashflow Management
- Financial Dashboard
- Financial Report – BS/PL

Opsifin helps travel agencies streamline their financial operations with an integrated back-office and accounting system. It automates invoicing, consolidates transactions across branches, and generates accurate financial reports by empowering agencies to manage finance with minimal manual effort and improved accuracy.

This powerful mid-to-back-office solution automates key processes such as invoice issuance, account payable/ receivable (AP/AR) control, and cash flow management. Designed to address challenges such as manual transaction input, delayed invoicing, inaccurate AR aging, and the lack of performance dashboards, Opsifin streamlines operations, enhances accuracy, and simplifies client credit management, all within a secure, automated platform.

Suitable for

Travel Agency Hotel Wholesalers

3



Travel Management and Expense System

Services

- Approval Process
- Travel Policy
- Traveler Demography
- Travel Management Dashboard
- Financial Report – BS/PL

Opsicorp helps corporations manage their end-to-end business travel process by providing a centralized Travel and Expense Management System. It enables automated travel approval workflows, policy enforcement, and consolidated booking across flights, hotels, and other travel services, all in one platform. Opsicorp provides real-time insights to enhance efficiency and control over corporate travel expenses.

Suitable for

Corporations, particularly large enterprises with significant travel expenditure

OPSIGO ECOSYSTEM JOURNEY

Key Achievement



+ \$700M

GROSS TRANSACTION
VOLUME



\$3M +

AIRLINE
TICKETS ISSUED



+ 600K

ROOMS
BOOKED

Over 30,000 users and 300,000 registered corporations

Milestone

2014

RSP was Established

Located in a modest office on Jl. KH Wahid Hasyim, starting with only three dedicated personnel.

2015

Production Started

Began serving customers with many limitations, initially offering only Lion Air, Citilink, and Sriwijaya flights.

2017

Telkom Indigo

Investment from Telkom Indigo at IDR 2 Billion.

2018

Holding Relocation

Became a foreign investment company and, established Opsigo Asia Pty Ltd.

2022

Business Rebound

Faced with multiple challenges such as war, inflation, and new virus strains, Opsigo shifted into survival mode.

2020-2021

COVID 19

When the pandemic hit the industry and transactions dropped significantly, Opsigo successfully maintained its revenue at the same level.

2019

Genesia Ventures MDI Ventures

Investment value at USD 1.25 Million.

2023

Break-Event Point and Profit

Business Validation during Winter Tech.

2024

Profit Growth

Achieved substantial profit growth and successfully secured Series A funding.

2025

Market Expansion

Expanding service offerings, and tapping into new geographical markets.



VISION [C.1]

Accelerate digital transformation in channeling and distribution.



MISSION [C.1]

To provide technology solutions in line with customers' business productivity and market coverage.

VALUES [C.1]

1



O - Optimism

We embrace challenges with a positive mindset, seeking opportunities to create long-term impact.

2



P - Professionalism

We deliver with integrity, reliability, and accountability to earn the trust of our clients and partners.

3



S - Sustainability in Action

We are committed to enabling greener travel operations and promoting responsible business practices.

4



I - Innovation

We continuously develop technology solutions that empower our customers to boost productivity and expand market reach.

5



G - Growth

We drive growth for our clients, our people, and our ecosystem through collaboration and shared success.

6



O - Openness

We embrace diversity, inclusivity, and transparency, ensuring fairness and strong relationships with stakeholders.



Awards/ Accreditation/ Recognition



**The Best Synergy
Collaboration 2024 –
Telkom Indonesia**



**Microsoft Best ISV
2019 – Microsoft
Indonesia**



**The Best Synergy
Collaboration 2023 –
Indonesian Minister
of Communication
and Information**



**Microsoft Silver
Partner**



**30 Selected Startups
Pass Indobisa 2024**

Key Business Strategy

1 Digital Sustainability

- Reduce paper usage through full digitalization of travel and financial processes.
- Develop features that enable clients to track and manage their travel-related carbon footprint.

2 Client-Centered Innovation

- Expand service offerings tailored to travel agencies, wholesalers, and corporations.
- Introduce AI-driven features for predictive analytics, fraud prevention, and real-time reporting.

3 Geographical Expansion

- Scale presence across Southeast Asia, with strong positioning in Singapore, Malaysia, Philippines, Thailand, and Vietnam.

4 Operational Excellence

- Strengthen cybersecurity and data privacy as core priorities.
- Enhance system reliability and user experience to maximize client retention.

5 People and Culture Development

- Foster a learning-driven culture, equipping employees with future-ready skills.
- Encourage diversity and inclusion within teams and leadership.

Sustainability at Opsigo



Sustainability Strategy and Values [A.1][C.1]

We implement the triple bottom line principles (People, Profit, Planet) and ESG in our operations. We focus not only on improving financial performance (profit), but also on strengthening empowerment activities with business partners

and customers (people), and conducting operations while protecting and preserving the environment (planet). In doing so, we aim to achieve a sustainable future for the Company.

Triple Bottom Line



ESG



Our Support for Sustainable Development Goals (SDGs)

SDGs	2024 Achievements	2025 Targets	Strategies to Achieve Targets
 4 QUALITY EDUCATION	Provided business consultations to conventional travel agents and corporations on digitized travel management solutions.	• Maintain business consultations with travel agents and corporations. • Engage in collaborative events providing knowledge to travel agents.	Sustain and grow knowledge improvement initiatives to keep travel agents and corporations updated on the evolving travel management and technology landscape.
 8 DECENT WORK AND ECONOMIC GROWTH	• Increased partnerships with airlines and hotels to achieve around 3 million tickets sold and more than 600,000 hotel reservations. • Supported travel agent partners at well-known expos and festivals, such as 2024 Garuda Indonesia Travel Festival.	Expand market presence to support travel agents and corporations across Southeast Asia, including Malaysia, Thailand, Vietnam, and the Philippines.	Broaden partnership base by increasing international airline and hotel integrations.
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Adopted work-from-home arrangements for developers and hybrid schedules for remaining employees.	• Minimize waste from office operations. • Cut down on emissions from employee commuting.	• Establish end-to-end digital operations to achieve a paperless workplace. • Initiate a 'virtual-first' policy to reduce in-person meetings where possible.
 13 CLIMATE ACTION	• Collaborated with Jejakin to track carbon footprint of flight bookings. • Implemented carbon footprint tracking to measure Scope 3 emissions from business travel and employee commuting in 2024.	• Maintain carbon tracking feature on Opsicorp system. • Expand transportation alternatives in the system to include more sustainable options.	Integrate Whoosh (fast train) transport option into Opsigo system.

2024 ESG Performance Highlights

ENVIRONMENTAL PERFORMANCE ^[B.2]



Implemented carbon footprint tracking for employee commuting and business travel starting in 2024. Total emission from scope 3: 21,112.63 in KgCO₂e.



Jejak.in

Launched collaboration with Jejakin: Partnered to address carbon emissions from customer business travel.

SOCIAL PERFORMANCE ^[B.3]



Provided business consultations to multiple travel agencies and corporations, including Obaja Tour and IFG.



Collaborated with Google and CloudMile on Security Awareness and GWS Introduction for travel agents.



Supported our clients during expos and festivals such as the 2024 Garuda Indonesia Travel Festival.



Expanded our supplier network through integrations with TransNusa, Dida, and TBO.

GOVERNANCE PERFORMANCE



Obtained the Penyelenggara Sistem Elektronik (PSE) certification.



Equipped Microsoft Certified IT Professionals.



Prepared team to formalize concrete governance policies aligned with international and local standards.

Economic Performance Highlights ^[B.1]

Sales and EBT ^{[F.2] [IRIS FP4761] [IRIS FP3297]}

Description	2024	2023	2022
Sales	23%	31%	(6%)
Earning Before Tax (EBT)	143%	103%	(29%)

Yearly Transactions



GROSS TRANSACTION
VALUE (GTV)

700+
million USD



TICKETS

3
million tickets



HOTELS

600,000+
room nights



INSURANCE

95,000
policy certificates



TRAIN

120,000
tickets



INVOICE

1.2
million invoices
generated



TRIP PLAN

50,000
trip plans

Opsigo has consistently focused on engaging with conventional travel agents and corporations, enabling their transition to digitized travel management and driving greater process efficiency. This commitment is reinforced by continued platform innovation to address evolving client needs, which involves strengthening our supplier base through expanded hotel and airline integrations, while embedding the latest technology and automation.

As a result of this persistent drive, Opsigo achieved significant performance gains, with sales increasing by 23% and earnings before tax by 143% in 2024 compared to 2023. These efforts have also yielded a strong transaction performance throughout our systems, delivering a gross transaction value of more than 700 million USD, including 3 million airline tickets and over 600,000 room reservations.



Looking ahead, Opsigo remains committed to maintain our strategic initiatives with the priority of expansion in the Southeast Asian market, with the goal of increasing annual transactions by 30% to further strengthen our market position and create sustained value.

Environment: Driving Sustainable Travel Solutions

As a growing technology company, Opsigo is aware that long-term business sustainability is closely linked to environmental sustainability. Although our early focus has been on strengthening governance and building a robust business foundation, in 2024 we began laying groundwork to understand our environmental impact. This milestone marks the beginning of our sustainability journey, which will be constantly enhanced and developed as we grow further.

Opsigo's Carbon Journey [F.11] [IRIS OI1479]

To establish our baseline, we conducted our first measurement of greenhouse gas (GHG) emissions in 2024, focusing on Scope 3 emissions such as employee commuting and business travel. The information is as follows:

Scope 3 - Indirect Emission	in KgCO ₂ e
Employee Commuting	15,261.62
Business Travel	5,851.01
Total Emission for Scope 3	21,112.63
Total Number of Employees	42
Total Emission per Employee	502.68

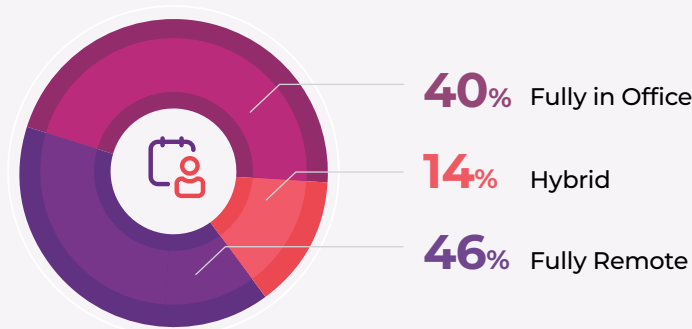
Notes

- The employee commuting data was derived from a primary survey of our employees, while business travel data was collected directly from the company's internal records.
- As this marks Opsigo's first effort to track its carbon footprint, a formal carbon tracking system has not yet been established. For this initial assessment, we applied manual calculations using the U.S. Environmental Protection Agency (EPA) methodology as a recognized international standard.
- KgCO₂e stands for Kilogram of carbon dioxide-equivalent (this has considered multiple greenhouse gasses, including carbon dioxide, methane, and nitrous oxide).
- CO₂, CH₄, and N₂O emissions are estimated using methodology provided in EPA's Center for Corporate Climate Leadership Greenhouse Gas Inventory Guidance.
- As of the release date of this report date, the baseline is computed with a USA basis for scope 3, given that the Indonesia-related authority has not officially introduced the Indonesia GHG emission factors guidance for scope 3. Consequently, there remains room for revision, updates, or refinements to the approach of this emission calculation in our forthcoming impact reporting.

In 2024, the Company's scope 3 carbon emissions amounted to 21,112.63 KgCO₂e. While this figure remains relatively modest compared to larger corporations, it provides us with a valuable baseline. This initial calculation demonstrates the Company's commitment to understanding the impact and improving our sustainability performance in the future.

Understanding the Impact: Our First Step towards Greener Future

Work Arrangement



Employee Commuting



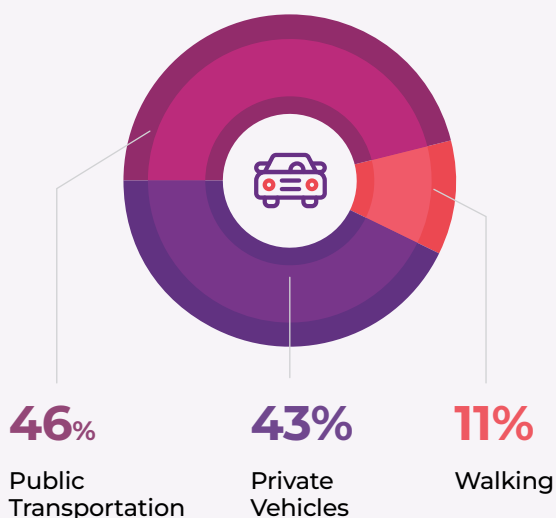
In 2024, 72% of emissions were generated from employee activities. To reduce this number, the Company implements a more flexible work model, offering the option to work remotely, hybrid, or in the office. As a result, 46% of employees work remotely, and 11% walk to the office. This initiative demonstrates the Company's commitment and efforts to reduce its emissions.

Business Travel



The Company engages in services that often require business travel and direct interaction with customers. To address this, we provide integrated services that leverage digitalization, enabling virtual interactions. This measure aims to control and reduce emissions associated with business travel activities.

Type of Vehicles



Commuting Choices Reflect a Strong Foundation

We are pleased to note that 46% of our employees rely on public transportation and 11% walk to the office, indicating that more than half of our employees can contribute to lower emissions. Furthermore, the Company is committed to continuously reducing 43% of the emissions generated from private vehicle use by raising environmental awareness and fostering a culture of sustainability.

Collaboration Towards Sustainability in Our Products



Our commitment to sustainability continues to strengthen as part of the Company's responsibility to manage the environmental impact of its operations. Therefore, the Company's services and products are designed to be eco-friendly. Digitalization efforts undertaken by several travel agencies, have also contributed to reducing and minimizing carbon footprints.

In 2024, Opsigo collaborated with its partner, **Jejakin**, to address carbon emissions from customer business travel, as air travel tends to be a business's primary source of carbon emissions.

Through this partnership, Opsigo is committed to reducing emissions during business travel. By integrating carbon emission tracking features into the Opsicorp system, customers can evaluate the environmental impact of their travel choices and select more sustainable options.

This feature also calculates the carbon emissions of each flight, enabling more efficient route selection or the use of lower-emission aircraft, and driving businesses to adopt more environmentally responsible practices. This feature represents Opsigo's commitment to supporting sustainability performance by tracking the carbon footprint of every customer's business travel.



Setting the Direction Forward

Opsigo acknowledges that our sustainability journey is just beginning. With a clear baseline and growing awareness, we are now in a position to gradually build an environmental strategy that fits our scale and resources. We hope to be able to achieve sustainability in the future.

Opsigo's Environmental Sustainability Strategy [A.1] [F.1]

- 1 Formalize a Sustainability Roadmap (2025–2027)**
 - a. Define clear environmental goals, starting with reducing commuting and travel-related emissions.
 - b. Establish reporting cycles (annually) to track and communicate progress.
- 2 Promote Greener commuting**
 - a. Encourage carpooling among employees who use private vehicles.
 - b. Keep promoting greener transportation options for office travel.
- 3 Optimize Business Travel**
 - a. Establish a “virtual-first” policy, prioritizing digital meetings whenever feasible.
 - b. For essential travel, explore partnerships with travel providers offering carbon-efficient options.
- 4 Raise Awareness Internally**
 - a. Educate employees on the link between daily actions and emissions.
 - b. Share progress transparently to build a culture of accountability and pride.



Our Commitment

Small steps for significant impact. Opsigo may be starting its sustainability journey at a lower intensity compared to larger companies, but through intention and action, we are committed to building a sustainable future.

This positive step of integrating governance systems with ESG principles is expected to have a meaningful impact for the Company and its stakeholders. It also serves as concrete evidence of Opsigo's commitment to growth by enhancing its sustainability performance. Moving forward, Opsigo will continue to strengthen its sustainability practices in a progressive manner, always aligned with its values.

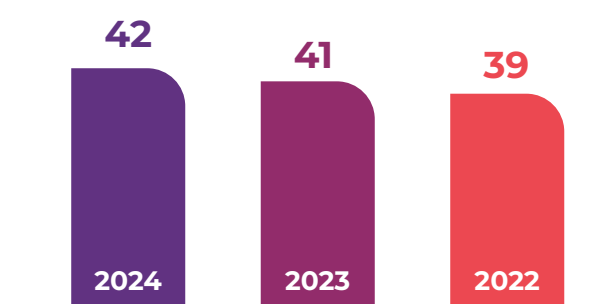
Social: People At The Core Of Our Progress

Our People

Opsigo understands that its drive for growth and expansion must be accompanied by resource efficiency and optimization to ensure that the successes achieved are sustainable and long-lasting. Thus, to ensure this operational efficiency, our workforce has remained steady, increasing slightly over the past three years. However, we are equally dedicated to equipping our workforce with tools to manage operations as we scale; thus, we invest both in advanced technology and upskilling for our employees to gain the knowledge needed to

leverage these innovations. This allows them to remain effective while keeping up with client expectations and demands.

Total Employees



Employees by Gender [IRIS 016213]

Gender	2024		2023		2022	
	Amount	%	Amount	%	Amount	%
Male	33	79%	36	88%	32	79%
Female	9	21%	5	12%	8	21%
Total	42	100%	41	100%	39	100%

Employees by Gender at the Leadership Level [IRIS 016213]

Gender	2024		2023		2022	
	Amount	%	Amount	%	Amount	%
Senior Leadership (Male)	7	100%	7	100%	7	100%
Senior Leadership (Female)	0	0%	0	0%	0	0%
Total	7	100%	7	100%	7	100%

Employees by Status

Status	2024		2023		2022	
	Amount	%	Amount	%	Amount	%
Permanent	37	88%	37	90%	24	75%
Contract	5	12%	4	10%	8	25%
Part Time	0	0%	0	0%	0	0%
Total	42	100%	41	100%	32	100%

Female Representation

Opsigo remains steadfast in its commitment to prioritizing diversity, equity, and inclusion across all operations because we recognize that diverse perspectives and backgrounds drive the most innovative and impactful results. In line with this commitment, we ensure that across all processes, from recruitment and promotions to day-to-day operations, every employee is treated equally regardless of gender, ethnicity, race, religion, or any other non-performance factor. We strive to demonstrate our dedication to these principles not only in our daily operations, but also in the composition of our workforce. Currently, women represent around 21% of our employees; however, we are committed to increasing female representation, recognizing the significant value they contribute to our organization.



Number of Employees on Maternity Leave

Description	2024
Number of Employees on Maternity Leave	2
Number of Employees Returning After Maternity Leave	2

Recruitment ^[F.18]

At Opsigo, our recruitment strategy focuses on hiring professionals who can contribute to our product development. We prefer hiring candidates with prior experience, so they may bring the expertise and knowledge essential to improving our systems with the latest technological advancements. This approach allows us to strengthen our team in alignment with our strategic business goals. Nevertheless, we maintain fair and inclusive treatment for all candidates at all stages of recruitment, considering only skills and job-related criteria.

Diversity and Equality

Until 2024, Opsigo consistently implemented diversity and equality in its employee recruitment process. This aims to ensure equal justice and non-discrimination for all employees.

Human Rights

In 2024, Opsigo had not yet established a specific policy on human rights. However, in its practice, business operations were conducted based on the equal rights and obligations of all Company employees in a fair and wise manner.

Training and Education ^{[F.22] [IRIS OI4229]}

Opsigo prioritizes the training and upskilling of employees with the understanding that our employees must continue learning to keep up with rapidly evolving technological innovations. We also recognize that technological advancement comes with the rise of increasingly robust cyber threats; thus, we equip all our employees accordingly to ensure they are capable of appropriately and safely handling the sensitive data our organization often deals with. Over the past two years, we have delivered on this commitment through annual cybersecurity training sessions. These sessions reinforce our employees' understanding of daily protocols to ensure optimal data security and equip them to recognize potential warning signs, helping to prevent the compromise of sensitive data. As our company grows, we remain dedicated to facilitating cybersecurity training programs, keeping data protection at the forefront of our operations.

Employee Training and Development in 2024



Participating in Training (People)

✓ 11 Male and 1 Female



Total Training Programs (Programs)

✓ Personal Data Protection by Taalenta (2024)



Total Training Hours (Hours)

✓ 96 Hours



Average Training Hours (Hours/Employee)

✓ 8 hours / employee

Human Rights, Diversity, Equality, and Inclusion

1 Performance Evaluation

Opsigo has established employee work standards that align with applicable work guidelines and regulations. Employee performance evaluations are determined based on the achievement of Key Performance Indicators (KPIs) which are periodically monitored to ensure continuous improvement.

2 Incentives of Employees

The provision of employee incentives has complied with applicable regulations. Incentives are also awarded based on KPI achievement by each Company employee.

Well-Being and Safety

1 Health and Wellness

Opsigo provides employee benefits in accordance with applicable regulations, which includes healthcare coverage under *BPJS Kesehatan* and social security benefits under the *BPJS Ketenagakerjaan* program. The Company also ensures that employees are provided with paid sick leave in prioritization of the health and well-being of our employees.

2 Maternity Leave

In addition to paid annual leave and paid sick leave, Opsigo provides employees with maternity leave in accordance with applicable labor laws. This includes granting mothers a total of three months of maternity leave, 1.5 months before childbirth and 1.5 months afterwards.



3 Occupational Health and Safety Policy ^[F.21]

We ensure that all operational areas are equipped with facilities that promote occupational health and safety. The provision of Light Fire Extinguishers (APAR) and CCTV cameras at every corner is expected to ensure employee safety and comfort.



Community Impact [F.23] [F.25]

Community Service

1 Business Consultations for Community Growth

Business consultations are one of the ways Opsigo serves its community, not only by providing tailored solutions to prospective clients, but also by offering insights into the current landscape of the travel industry and highlighting the importance of adopting digitized and automated systems to stay ahead in today's fast-evolving environment. Our business consultations provide a personalized approach, finding solutions for various types of clients, whether it be traditional travel agents looking to compete with online platforms, or companies in need of a robust travel management and expense system. We demonstrate how our system streamlines operations, consolidates multiple suppliers onto a single platform, minimizes inefficiencies and non-compliance, and lowers long-term costs as a key concern for many of our clients.

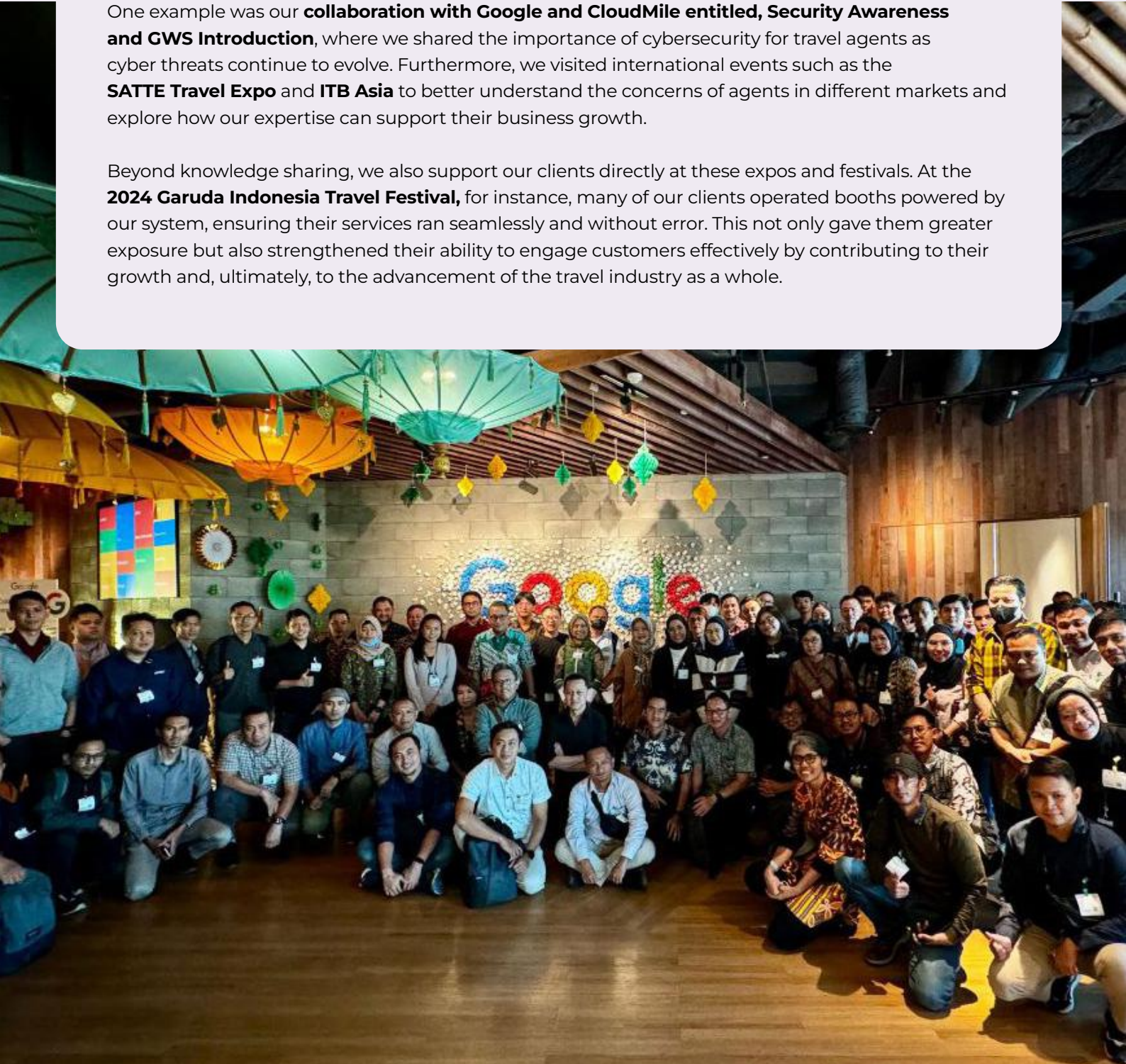
In 2024, we consulted with travel agencies such as **Obaja Tour, Pesonna Indonesia Jaya, Antavaya, and Aero Globe Indonesia**, providing them with in-depth insights on how our system can streamline their operations. We also advised **corporations such as IFG** by highlighting how our system transforms travel management and expense tracking into a simpler, more efficient process for support teams.

2 Driving Awareness through Industry Events

Widespread events provide Opsigo with a valuable platform to demonstrate the role of digitalization in transforming the travel industry. They allow us to connect with a broader network of travel agent companies, particularly traditional players, and highlight the benefits of digital adoption in today's developing technological landscape. At the same time, these events create opportunities for meaningful conversations with agents, giving us insights into their challenges and guiding the development of innovations that address real market needs.

One example was our **collaboration with Google and CloudMile entitled, Security Awareness and GWS Introduction**, where we shared the importance of cybersecurity for travel agents as cyber threats continue to evolve. Furthermore, we visited international events such as the **SATTE Travel Expo** and **ITB Asia** to better understand the concerns of agents in different markets and explore how our expertise can support their business growth.

Beyond knowledge sharing, we also support our clients directly at these expos and festivals. At the **2024 Garuda Indonesia Travel Festival**, for instance, many of our clients operated booths powered by our system, ensuring their services ran seamlessly and without error. This not only gave them greater exposure but also strengthened their ability to engage customers effectively by contributing to their growth and, ultimately, to the advancement of the travel industry as a whole.



Product and Service Responsibility

1 Customer Satisfaction [F.30]

Any complaints, feedback, or inquiries can be communicated to the Opsigo customer service team through Whatsapp, email, or LinkedIn. The feedback will then be tracked and managed through an omnichannel platform to ensure each interaction is responded with haste and efficiency. The use of the omnichannel system ensures that all feedback and complaints are properly documented, making it easier to review each one for relevance and feasibility when prioritizing implementation. This organized system helps us allocate resources effectively to focus on improvements that will bring the most value to our users.

In 2024, there have been some complaints regarding our system; however, it is to be expected due to the scale of our platform. When complaints do occur, we ensure that they are promptly addressed by our support team. Not all the issues can be resolved instantly due to the complicated nature of some, which may require further development or system enhancements. Nevertheless, we aim to address each issue promptly, providing regular updates to our clients on the progress of maintenance if it requires additional time.

After every interaction with our customer service team, clients receive a short satisfaction survey to share feedback on their experience. This helps us understand how clients feel about the service provided and identify areas for improvement. While we are currently unable to retrieve the full set of data due to system limitations, we are preparing an upgraded system, scheduled for implementation in 2025. This upgraded system will help us gain a clearer picture of the overall customer experience, so we can better support our clients promptly and effectively.



support@opsigo.com



Opsigo Asia

2 Product Recalls and Mitigation

Total Recalled Products ^[F.29]

Product recalls at Opsigo are rare, thanks to the rigorous testing and validation that each product undergoes before deployment. Nevertheless, unforeseen issues may still occur, typically when bugs or errors prevent users from completing transactions. In such cases, we take immediate corrective action, including suspending the affected features to prevent further errors. To mitigate risks, Opsigo has allocated a dedicated budget for product recalls, ensuring that any issues are swiftly addressed and corrected while minimizing potential financial impact.

Mitigation is critical to reducing the effects of such circumstances; however, prevention is equally important to avoid these errors in the first place. Opsigo has therefore established proactive measures prior to deployment, including regular system testing, quality assurance (QA) processes, and continuous monitoring after release. In addition, we actively incorporate client feedback to detect issues early and resolve them before they escalate into major disruptions. Together, these preventative measures enable us to identify and address problems before they affect clients, minimizing potential damage and ensuring a seamless user experience.

3 Product/ Service Impact ^[F.28]

Opsigo's platform empowers travel agent businesses and corporate clients to digitize their operations, making processes seamless while reducing human error and mitigating fraud risks. Through its solutions, Opsigo also helps our clients to minimize reliance on paper-based documentation, driving greater efficiency and sustainability. Furthermore, with its built-in carbon tracking feature, Opsigo enables businesses to monitor their emissions and adopt greener practices, positioning Opsigo as a provider of innovative, sustainable, and future-ready travel solutions.



4 Innovation and Technology [F.26]

As technology continues to evolve, it is essential for us to advance at the same pace to maintain our performance, efficiency, cybersecurity, and competitiveness within the market. To this end, we are committed to continuously developing features that enhance operational effectiveness and ease, while also expanding our partnership network with flight and hotel providers.

System Upgrades

Opsigo continually upgrades its system for travel agents and corporations ensuring smooth and seamless operations at every step of the travel management process. Detailed below are the developments launched in 2024:



New Financial Dashboard

Benefit → Our updated financial dashboard provides clients with clear visualizations of financial performance, cost savings, compliance, and operational metrics, helping identify pressure points and drive more optimized, efficient operations.



Auto Billing Feature

Benefit → This feature automates the billing, invoicing and payment processes for clients. It pulls data from various sources to create invoices, process payments and track overdue bills, reducing errors and streamlining the process.



Automated Reminder Emails

Benefit → Automation enables the scheduling of pre-written emails to be sent at predetermined times, enhancing organization and allowing employees to focus on higher-value tasks.



Multi Factor Authentication

Benefit → A security measure that requires two or more types of authentication to verify the identity of an individual logging into a company account. This strengthens cybersecurity and reduces vulnerability to potential threats.



Temporary Credit Limit Mechanism

Benefit → This mechanism allows the client to establish a higher or lower credit limit for a certain amount of time, rescinding the standard credit limit to increase flexibility in handling large expenses.

Fostering Growth Through Partnership

Opsigo's competitive edge does not only come from its progressive product development to keep up with dynamic market demands, but also from the partnerships that the Company has built and strengthened since its founding. Because Opsigo has built relationships and subsequent integrations with various airlines and hotels, travel agents can immediately discover different flight and hotel options for their customers through our singular platform. However, as our focus intensifies towards expansion, it presents an opportunity to broaden our offerings by integrating a wider range of local airlines and hotels across Southeast Asia.

Accordingly, we made strides towards this goal in 2024 through partnerships with Dida and TBO, two international travel providers, to integrate their large array of hotel selections onto our platform. Through these integrations, our clients can deliver an expanded range of accommodation options, reaching markets far beyond Indonesia. The Indonesian travel market on the other hand, is also constantly shifting; thus, in an effort to strengthen partnerships with local airlines, we have integrated with TransNusa as well in 2024 to better align with local customer preferences.

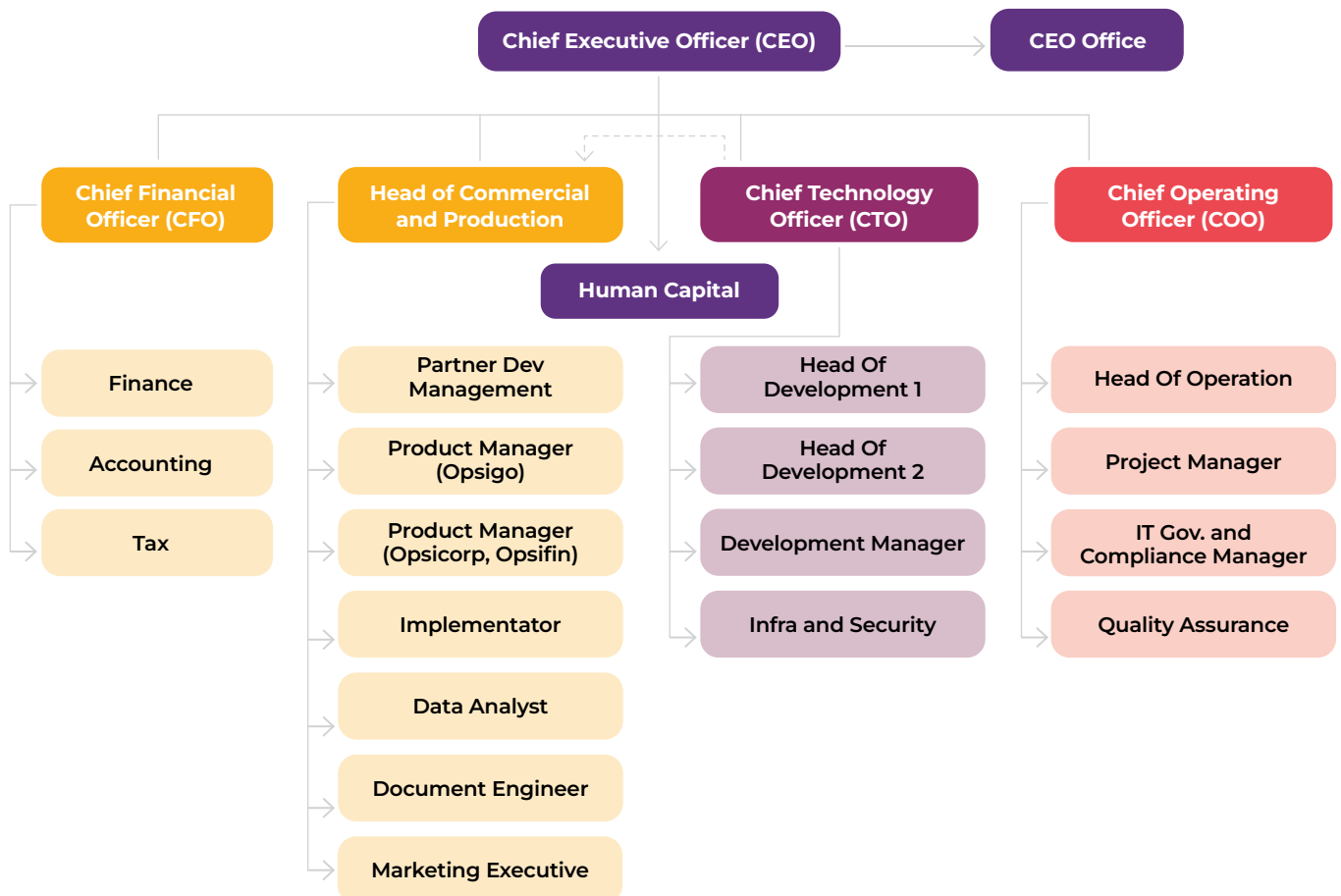


Governance: Building Integrity Through Good Practices



Organization Structure

Opsigo conducts its business operations in accordance with best practices in Good Corporate Governance (GCG) and Environmental, Social and Governance (ESG) sustainability. These efforts demonstrate Opsigo's strong commitment to achieving its corporate objectives while ensuring long-term sustainability.



Relationship with Stakeholders [E.4]

As an aggregator system, Opsigo has partnered with multiple leading vendors across hotels, airlines, insurance providers, and train services. By collaborating with the providers most widely utilized by travel agents, we are able to offer comprehensive, reliable, and competitive product selections to our clients.



Risk Assessment ^[E.3]

Type of Risks	Risks	Likelihood	Impacts	Mitigation
Technical and Infrastructure	Software Bugs	Low, because integrations are tested and verified before going live.	Operational disruptions, reduced productivity, negative impact on customer experience, potential for system crashes and data loss, financial losses due to remediation efforts, compliance risks with partners and clients, and reputational damage.	Regular testing to identify errors and maintain quality, structured and comprehensive response plan.
	Integration Failures			Real-time monitoring, version pinning to ensure project stability, setting up fallback mechanisms.
	Cloud Provider Outages	Low, because Opsigo uses trusted cloud providers such as Microsoft Azure.		Create backups in secure local storage or another alternative cloud, implement recovery strategies.
	Downtime			Infrastructure monitoring, backup systems, regular maintenance, disaster recovery planning, cybersecurity measures.
Technology risks	Adoption of AI	Moderate to High	Cybersecurity threats, compromised data security and privacy, lack of explainability and transparency.	Usage guidelines, testing and validation, robust data protection, usage monitoring, stay aligned with regulatory updates, maintain fallback workflows in case of AI system failure.
	Rapid advancement in technology	High, as technological advancements occur at an exponential and often unpredictable rate.	Software bugs, integration and compatibility issues, competitive obsolescence, rising costs.	Monitoring market activity to stay informed with the latest advancements, continuous training for employees to maintain up-to-date knowledge, budget for adopting and integrating new technology.

Type of Risks	Risks	Likelihood	Impacts	Mitigation
Security and Data Risks	Cybersecurity threats (data breach, malware, ransomware, phishing attacks, etc.)	Low to Moderate, as Opsigo has implemented cybersecurity measures to prevent such threats.	Stolen, lost, compromised, or corrupted data, damage to reputation and trust, financial losses.	Compliance with regulations and recognized standards, regular training for employees, regular security audits and vulnerability assessments, routine monitoring and timely vulnerability remediation, comprehensive incident response plan.
Regulatory and Compliance Risks	Limited regulatory enforcement on data protection by local authorities.	Low to Moderate, since Opsigo works with many different local partners (hotels, airlines, etc.)	Lack of enforcement of cybersecurity for partners and vendors, financial and reputational loss, difficulty in expanding internationally.	Adopt internationally recognized standards as a guiding framework, security assessment for external parties and vendors, security agreements to ensure compliance with standards prior to partnerships, continuous monitoring, incident response plan.
Operation and Vendor Risks	Supplier disruptions Dependency on specific suppliers.	Moderate	Operation delays, missed deadlines, increased costs, quality issues, strategic setbacks, reputational losses.	Diversify supply chain, construct contracts with the assurance of clear deadlines and business continuity, include safeguards in agreements, maintain strategic inventory, monitor supplier health, incident response plans, prepare alternative vendors in case of disruption.
Market and Strategic Risks	Market Competition Shifts in corporate travel demands due to efficiency program from institutions and/or companies.	Low to moderate, due to the absence of competitors with comparably scaled infrastructure in the market. Moderate to High	Revenue and market share losses, reduced profitability, slower business growth and expansion, talent retention and acquisition challenges, strategic vulnerabilities. Low traction in the transaction process on the platform may lead to financial losses, create difficulties in attracting new clients, and expose the business to strategic vulnerabilities, including the risk of overcapacity.	Monitor market activity and strengthen market intelligence, monitor technological and industry advancements, strengthen product differentiation, deepen customer relationships, invest in employee development. Diversify clients (international, leisure, etc.), adapt product and service offerings to meet localized needs beyond business travel, build long term contracts, monitor policy.

Type of Risks	Risks	Likelihood	Impacts	Mitigation
Reputational and Trust Risks	System errors or interruptions	Low, since all deployments undergo testing and validation beforehand.	Booking mistakes and integration errors with airline or hotel partners may result in financial losses and reputational damage, undermining client trust and business credibility.	Detailed response plan, budget to address unavoidable system errors, conducting regular testing and quality assurance, continuous monitoring, swift corrective action in response to recalls or customer complaints.
	Data breach and cyber-security threats	Low	Data loss, corruption, or compromise, damaged trust, eroded relationships with clients, significantly damaged reputation and brand image, competitive disadvantages, regulatory scrutiny.	Compliance with regulations and industry standards, training for employees, regular security audits and vulnerability assessments, regular monitoring and vulnerability remediation, thorough response plan, preventive security measures, transparent communication, and monitoring public perception.

As a technology-driven travel management company, Opsigo faces a range of risks including technical and infrastructure challenges, cybersecurity and data protection concerns, regulatory uncertainties, vendor dependencies, and evolving market dynamics. These risks, if unmanaged, could lead to operational disruptions, financial losses, or reputational setbacks. However, the likelihood of severe impact is mitigated by Opsigo's existing safeguards and its commitment to ongoing monitoring, testing, and compliance with internationally recognized standards. Opsigo is well-positioned to anticipate, manage, and minimize these risks effectively.

More importantly, Opsigo's ability to adapt through innovation, diversification, and strong stakeholder relationships demonstrates its resilience and long-term value creation. By strengthening partnerships, enhancing customer trust, and investing in people and technology, Opsigo is not only safeguarding its business but also contributing positively to the growth and transformation of the travel industry in Indonesia and beyond.





Anti-Fraud and Anti-Corruption

Opsigo understands that fraud prevention and robust corporate governance are essential to building a sustainable organization; thus, the company has taken steps to prepare a dedicated taskforce to tackle the company's corporate governance. The team will not only be tasked with creating concrete guidance regarding fraud, corruption, data security, and other governance matters, but also with ensuring that these guidelines are in accordance with local regulations and internationally recognized standards. This initiative also extends to the company's efforts regarding data privacy and security, as we acknowledge the responsibility that comes with handling a high volume of sensitive data. As a result, Opsigo implemented measures to align its systems with ISO 27001 certification measures in 2024, with full compliance targeted for 2025.

Strong corporate governance is also a guiding principle in the development of Opsigo's products, as evidenced by their Opsicorp system which facilitates transparent and ethical transactions. Through our integrated system, travel-related processes are consolidated onto a single, trackable platform to maintain compliance, while automation minimizes manual intervention and detects potential irregularities. These measures enable our clients to mitigate fraudulent activity while reinforcing ethical business practices—a commitment we aim to uphold equally within our own operations. Thus, similarly to the solutions we provide for our clients, our own systems are automated and continuously monitored to ensure transparency and ensure swift corrective action in response to potential incidents.

Grievance Mechanism

As previously mentioned, clients can share feedback, complaints, or questions through multiple channels, including WhatsApp, LinkedIn, and email. All submissions are routed to an omnichannel system where they are tracked and managed before being reviewed by our support team. The team prioritizes feedback based on relevance and urgency, ensuring that issues requiring quick corrective action are addressed promptly. Beyond resolving concerns, client feedback also plays an important role in product improvement, helping us refine our system to better align with client expectations and needs.

Customer Data and Privacy

Opsigo equips its information security professionals with the necessary expertise to implement robust cybersecurity protocols that safeguard the organization. This expertise is supported by the following certifications, demonstrating our commitment to industry best practices and compliance with security standards:

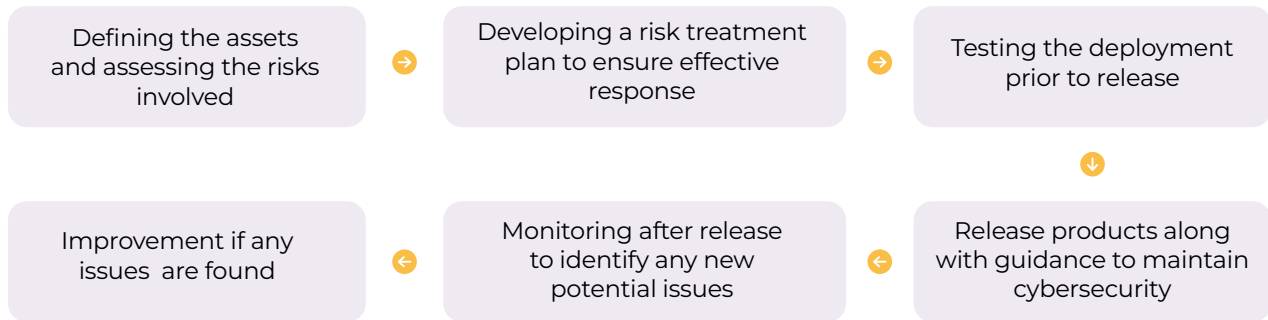
- ✓ Microsoft Certified: Azure Developer Associate
- ✓ Microsoft Certified Professional
- ✓ Microsoft Certified: Azure Administrator Associate
- ✓ Microsoft Certified: Azure Solutions Architect Expert
- ✓ Personal Data Protection Masterclass facilitated by PT Taalenta Digital Inteleksia



Opsigo's information security team continuously works to ensure that all protocols and systems comply with both local regulations and internationally recognized standards. As part of this effort, Opsigo obtained the *Penyelenggara Sistem Elektronik* (PSE) certification in 2024, affirming its compliance with local data protection and security requirements. Looking ahead, with international expansion as a key priority, Opsigo also initiated the process of acquiring ISO 27001 certification in 2024 with the goal of achieving the certification in 2025. This effort reflects Opsigo's dedication to aligning its data protection practices with globally recognized standards.

Cyber Risk Management

As Opsigo prepares its systems to align with the ISO 27001 certification, part of the process involves thorough risk management of their digital systems to ensure that all data is protected and minimize any cyber threats. To that effect, Opsigo has implemented a detailed process for each deployment or advancement in their system to ensure that all potential cyber risks are mitigated before a new product or feature is launched. This process involves the following:



Through this process, Opsigo remains able to maintain strong cybersecurity across all their systems, knowing that they have implemented preventative measures to protect their data and systems while being ready with a response for any possible threats that may arise.



Financial Services Authority Regulation (POJK) Number 51/POJK.03/2017 and Financial Services Authority Circular Letter (SEOJK) Number 16/SEOJK.04/2021

[G.4]

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VII	Sustainable Baseline Reporting	IRIS OI6213	Women empowerment: number and percentage women employed - total and in senior leadership	23
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2024

Impact Report