



Integrating Strength for
SUSTAINABLE GROWTH

Integrating Strength for **SUSTAINABLE GROWTH**



PT Bank SMBC Indonesia Tbk ('SMBC Indonesia' or 'Company') reaffirms its sustainability commitment by strengthening the integration of sustainability principles into the Company's business strategy and operations. This integration serves as a fundamental pillar in fostering sustainable growth, ensuring that business performance is not solely oriented toward short-term achievements, but also toward long-term resilience and value creation.

SMBC Indonesia reinforces its internal foundation through the integration of economic resources within the broader corporate framework of the SMBC Group, the implementation of effective sustainability governance, and the enhancement of risk management practices, including climate risk management. Strengthening adaptive and integrity-driven human capital capabilities also remains a key element in supporting the Company's stability and competitiveness amid an evolving business landscape.

SMBC Indonesia advances sustainability by delivering innovation in digital finance and sustainable financing, while continuously developing banking products and services that support inclusive finance, financing for the transition toward a green economy, and the responsible growth of productive sectors. This approach enables SMBC Indonesia to maintain business resilience while contributing positively and sustainably to economic, social, and environmental development.





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VISION

[GRI 2-22] [OJK C.1]

To become the first choice bank in Indonesia, which give significant change in the life of millions of people, mainly with the support of digital technology.

MISSION

[GRI 2-22] [OJK C.1]

TO OFFER

complete financial solution and service to various segments of retail, micro, SME and corporate business in Indonesia, and for Indonesian Nation and Country as a whole.

TO PROVIDE

valuable opportunity for the professional growth of the SMBC Indonesia employees.

TO CREATE

significant and sustainable values for stakeholders, including for Indonesian society.

TO USE

technology innovation as the main differentiator to provide the best quality and experience in its class to the SMBC Indonesia clients and partners.

CORE VALUES

[GRI 2-22] [OJK C.1]

01

INTEGRITY

As a professional, always act sincerity and a high ethical standard.



02

CUSTOMER FIRST

Always look at it from the customers' point of view to provide additional value.



03

PROACTIVE & INNOVATIVE

Step up and relentlessly innovate.



04

SPEED & QUALITY

Differentiate ourselves through the speed and quality of our decision-making and service delivery.



05

SYNERGY

Collaborate as one team within the SMBC Indonesia financial conglomeration.



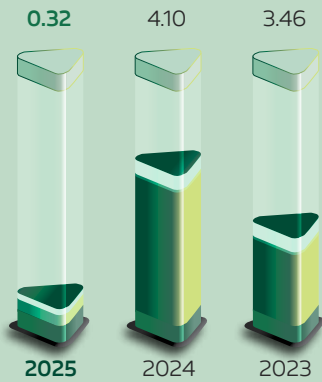


SUSTAINABILITY HIGHLIGHTS

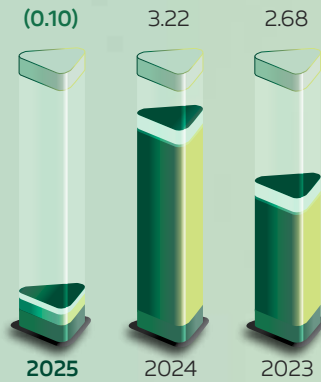
ECONOMY [OJK B.1]

ECONOMIC PERFORMANCE HIGHLIGHTS

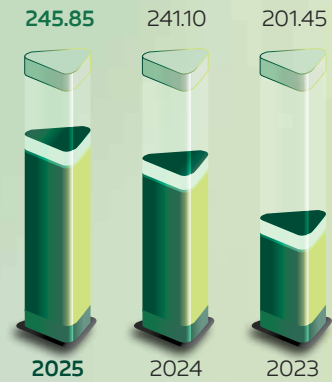
Net Operating Income*
(Rp Trillion) [OJK B.1.b]



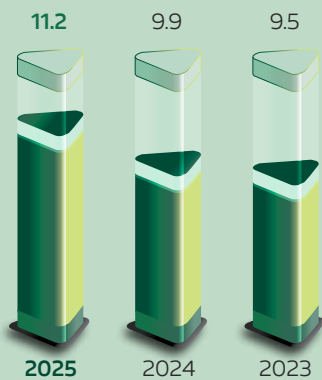
Net Profit*
(Rp Trillion) [OJK B.1.c]



Assets*
(Rp Trillion)



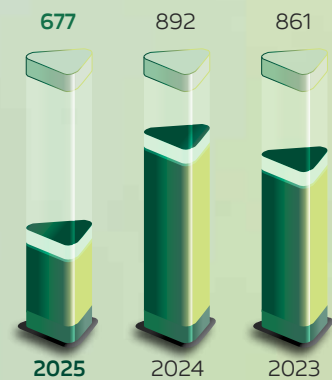
Customers*
(Rp Million)



Dividend Payments
(Rp Billion)



Tax Payments
(Rp Billion)



149.88

FINANCING (Rp Trillion) [OJK B.1.a]

2025

2024 → 145.94 2023 → 145.17

110

NUMBER OF LOCAL SUPPLIERS [OJK B.1.e]

2025

2024 → 187 2023 → 273

Notes

* Consolidated financial data of SMBC Indonesia, including its three other subsidiaries: PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF).

SUSTAINABLE FINANCE PERFORMANCE
[OJK B.1.d]

Sustainable Financing by Category of Sustainable Business Activities (KKUB) POJK



Sustainable Financing from Total Loans (Bank Only)

Rp17.82 trillion
2025

Rp18.13 trillion
2024

Rp13.78 trillion
2023

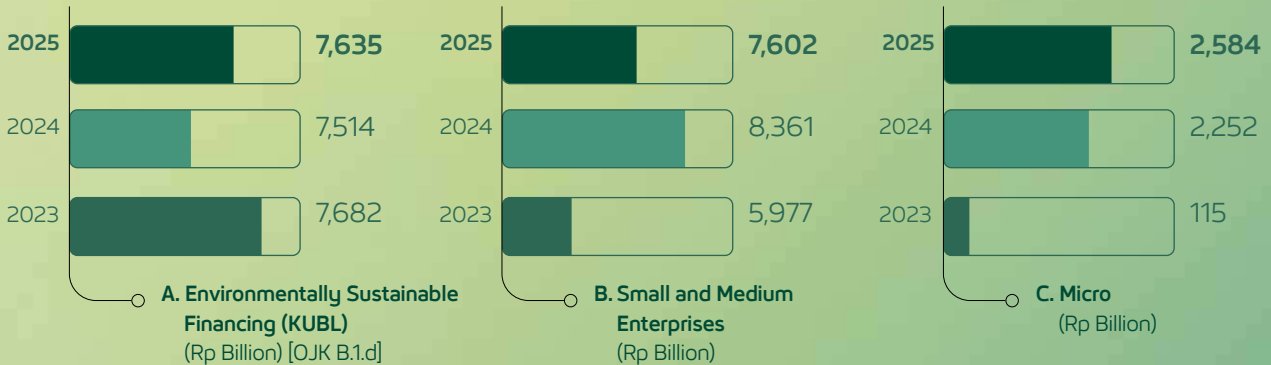


Percentage of Total Sustainable Financing to Total Loans (Bank Only)

11.89%
2025

12.42%
2024

9.49%
2023



Sustainable Funding Product

ESG Deposit*

Rp66.85 billion

Sustainable Investment Product

Reksadana ESG (ESG Mutual Fund)*

Rp21.42 billion

Sustainable Financing Products**

Sustainability-Linked Loan (SLL)*

Rp799 billion

Green Loan*

Rp1.32 trillion

Social Loan*

Rp1.10 trillion

* The data presented reflects the outstanding value as of 31 December 2025.

** Part of Environmentally Sustainable Financing (KUBL).



SUSTAINABLE FINANCING BASED ON SUSTAINABLE BUSINESS ACTIVITY CATEGORY (KKUB)
(Rp Billion) [OJK B.1.d]



691

Renewable
Energy



193

Energy
Efficiency



4,009

Sustainable Management
of Living Natural
Resources and Land Use



331

Green
Transportation



337

Sustainable Water and
Wastewater
Management



510

Environmentally Friendly
Buildings that
Meet National, Regional,
or Internationally
Recognized Standards
or Certifications



466

Other Environmentally
Sustainable Business
and/or Activities



10,185.88

Micro, Small and Medium
Enterprises (MSMEs) -
Direct Financing



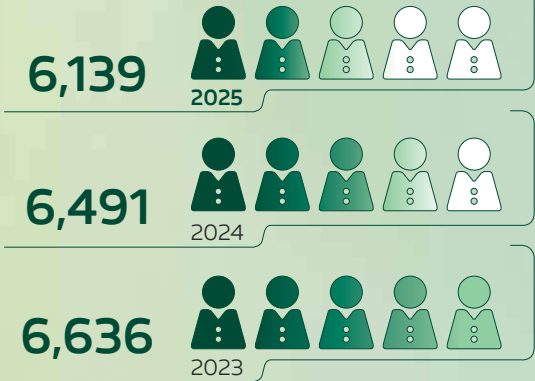
1,100

MSMEs -
Indirect Financing

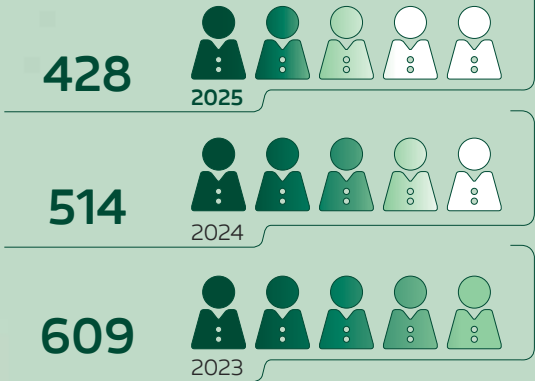
SOCIAL
[OJK B.3]

EMPLOYEES

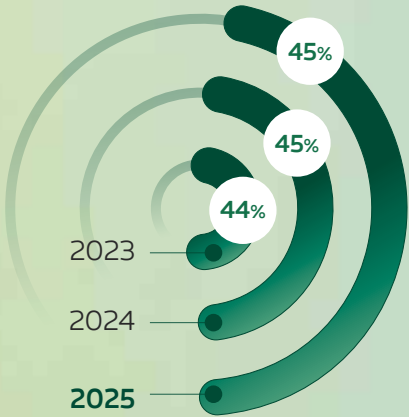
Number of Employees (Employees)



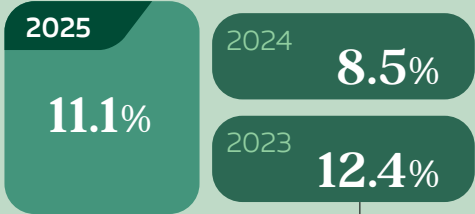
Employee Recruitment (Employees)



Percentage of Female Employees (%)



Permanent Employee Turnover Rate (%)



78 Employee Engagement Survey Score

TRAINING AND SOCIALIZATION



Average Training Hours (Hours/Employees)

2025	38
2024	35
2023	49



Number of Participants in Anti-fraud Trainings (Employees)

2025	6,022
2024	6,162
2023	6,359



Sustainability Training (Events)

2025	72
2024	53
2023	6



CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES



Number of Financial Literacy Participants (Participants)

2025 >31.4 Million
 2024 > 8.6 Million
 2023 > 2.7 Million



"Daya.id" Website Visitors (Visitors)

2025 >2.5 Million
 2024 > 1.9 Million
 2023 > 2.3 Million



Corporate Social Responsibility (CSR) Total Fund (Rp Billion)

2025 3.19
 2024 3.42
 2023 2.88



CSR Beneficiaries (Participants)

2025 >36.9 Million*
 2024 > 10.3 Million
 2023 > 5.6 Million

*Implementation of the strategy to expand outreach (reach) through "daya.id"

FINANCIAL INCLUSION



Number of MSME Customers (Customers)

2025 18,209
 2024 17,880
 2023 39,458



Number of Female Customers (Customers)

2025 945
 2024 896
 2023 965



Total Donations via Jenius App (Transactions)

2025 25,880
 2024 26,207



Customer Satisfaction Rate*

2025 91%
 2024 91%
 2023 75%



Customer Complaint Resolution Rate

2025 48,059 (99%)
 2024 62,759 (99%)
 2023 63,215 (97%)

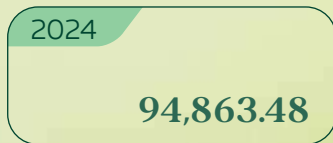
*The restatement of the 2024 and 2023 data was conducted due to a change in the survey data source. Further details are provided on page 83.

SMBC Indonesia promotes community well-being and inclusive economic growth through KKUB financing, MSME and women empowerment, financial literacy, and job creation. Recognizing potential negative impacts, such as limited access to financing and emissions or waste effects on communities, SMBC Indonesia implements sustainable banking policies and practices to encourage customers to conduct economic activities responsibly. [OJK B.3]

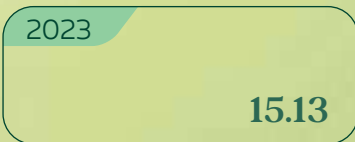
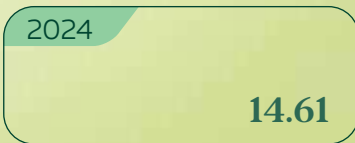
ENVIRONMENTAL
[OJK B.2]



Energy Usage (GJ) [OJK B.2.a]



Energy Consumption Intensity/Employee (GJ/Employee)



Emission Intensity/Employee* (ton CO₂eq/employee) [OJK B.2.b]

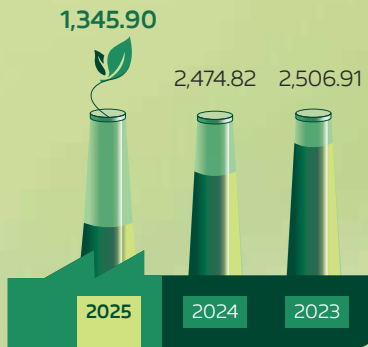


Emission Reduction Performance* (tonCO₂eq)



* Total Scope 1 and Scope 2 emissions after REC deduction compared to the previous year.
** Update to 2024 data due to changes in Scope 2 emissions data.

Scope 1 Emissions
(tonCO₂eq)



Scope 2 Emissions
(tonCO₂eq)

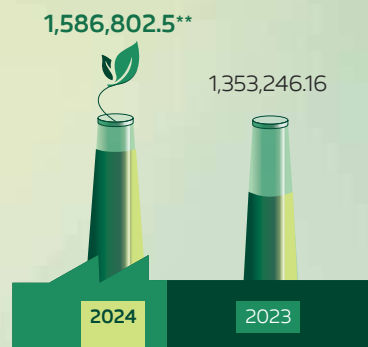


* Restatement of the 2024 data followed a review and correction of the previous calculation process, resulting in a non-material decrease compared to the data previously reported.

Scope 3 Emissions Non-Financed Emission
(tonCO₂eq)

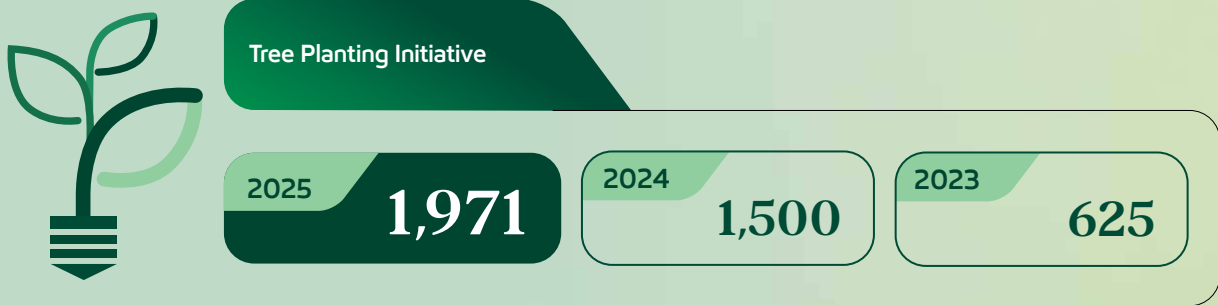


Scope 3 Emissions - Financed Emission*
(tonCO₂eq)



* In 2024, SMBC Indonesia began calculating Scope 3 emissions for several additional categories, namely Scope 3 Categories 1, 2, 3, 5, and 7. This was undertaken as part of an enhancement to the emissions calculation.

* Financed emissions data is presented with a one-year lag from the reporting period due to limitations in the availability of debtor data.
** Financed emission in 2024 increased due to the expansion of the Bank's portfolio coverage.



 **10%** of total bankwide electricity costs (961 units)
Total Purchase of Renewable Energy Certificates (REC)

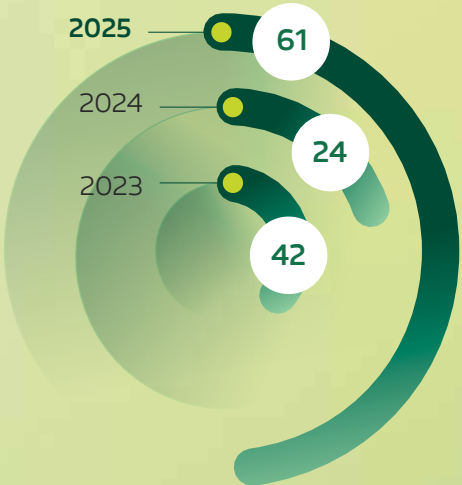
 **3** Electric Vehicle Unit

 **1** Solar Panel Installation Unit at the Gunung Sahari Branch Office, Jakarta
 Installed and effective since 2024

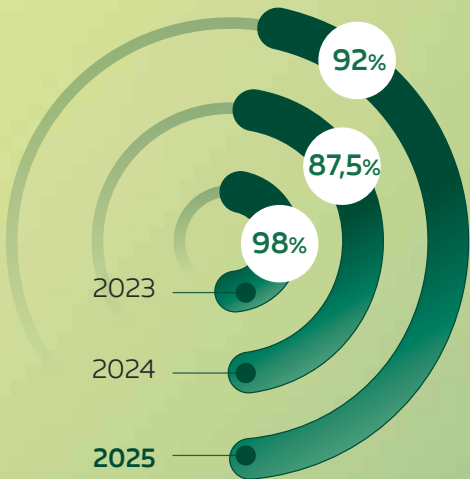
 **1** Electric Vehicle Charging Station (EVCS) at the Diponegoro Branch Office, Surabaya, East Java

GOVERNANCE

Number of Whistleblowing Reports Received (Cases)



Percentage of Whistleblowing Reports Resolved (%)



* There was a data adjustment in 2024 due to recalculation. Consequently, the 2024 figures reported this year are lower than those disclosed in the previous year's report.



ASEAN Corporate Governance Scorecard (Points)

2025

107.15 Points

with a predicate of "Leadership in Corporate Governance" or Level 5 (over 100)

2024

108.22 Points

with a predicate of "Leadership in Corporate Governance" or Level 5 (over 100)

2023

99.19 Points

with a predicate of "Very Good" or Level 4 (90-99.99)



Certifications and Data Security

2025

ISO/IEC 27001:2022

Scope as per SOA:
The Information Security Management in the Development and Operation in Provision of JENIUS System

2024

ISO/IEC 27001:2013

Scope as per SOA:
The Information Security Management in the Development and Operations of JENIUS System



SUSTAINABILITY AWARDS

SMBC Indonesia's commitment and initiatives in implementing sustainability throughout 2025 have been recognized with several prestigious awards. Complete information on the awards received by SMBC Indonesia during 2025 can be accessed through the official website at <https://www.smbci.com/en/berita-media/peristiwa>



No	Award Name	Category	Awarding Institution	Award Date
1	500 Most Outstanding Women 2025	<ol style="list-style-type: none"> Dini Herdini (Compliance Director) Hanna Tantani (Finance Director) Merisa Darwis (Operations Director) Ninik Herlani Masli Ridhwan (Independent Commissioner) 	Infobank (Infobank Magazine, April 2025 edition)	April 16, 2025
2	Bank Service Excellence Monitor 2025	<ol style="list-style-type: none"> Ranked 1st in the category of Best Performing Bank Email Service with Digital Services 2024-2025 Ranked 2nd in the category of Best Performing Mobile Banking with Digital Services 2024-2025 Ranked 3rd in the category of Best Performing Bank Chatbot with Digital Services 2024-2025 Ranked 1st in the category of Best Performing Bank Live Chat with Digital Services 2024-2025 Ranked 4th in the category of Best Performing Bank Social Media with Digital Services 2024-2025 Ranked 3rd in the category of Best Performing Bank Call Center with Digital Services 2024-2025 Ranked 1st in the category of Best Performing Bank Website with Digital Services 2024-2025 Ranked 2nd in the category of Best Performing Bank Account Opening via Mobile Application/Mobile Browser with Digital Services 2024-2025 	Infobank (Infobank Magazine, May 2025 edition) & Marketing Research Indonesia	May 8, 2025

No	Award Name	Category	Awarding Institution	Award Date
3	Indonesia Regulatory Compliance Awards 2025	Sapphire - Best Enterprise in Regulatory Compliance in the Financial Services (Bank) Sector	Hukumonline	May 9, 2025
4	CXtraordinary Tech Executive Award 2025	Jeny Mustopha (Head of Information Technology) Category: Security & Compliance	Marketing Magazine & Carre CX	June 3, 2025
5	HR Asia Awards 2025	1. Best Companies to Work for in Asia 2025 2. Most Caring Company Awards 2025 3. Diversity, Equity & Inclusion Awards 2025	HR Asia and Business Media International	June 20, 2025
6	HR Excellence Award 2025	1. "Excellent" rating in the Wellbeing Management category 2. "Very Good" rating in the Learning & Development (L&D) category 3. "Very Good" rating in the Employer Branding and Talent Acquisition category	SWA Media Group in collaboration with the Management Institute of the Faculty of Economics and Business, University of Indonesia (LM FEB UI)	July 16, 2025
7	The 16th IICD Corporate Governance Conference and Award	1. Top 50 Big Capitalization Public Listed Company 2. Best Financial Sector in the Big Cap category	Indonesian Institute for Corporate Directorship	September 15, 2025
8	PRIMA Awards 2025	Titanium Awards - Best Issuing Bank (All Features)	PT Rintis Sejahtera (RINTIS) and Biro Riset Infobank	October 23, 2025
9	Indonesia Environmental, Social, and Governance (ESG) Leadership Awards 2025	Leadership A - Indonesia's Leader in ESG Transparency	Bumi Global Karbon Foundation	November 12, 2025
10	Asia Sustainability Reporting Rating (ASRRAT) 2025	Platinum Rating	National Center for Corporate Reporting (NCCR)	November 28, 2025
11	Top CEO Indonesia Awards 2025	"The Innovative Leader in the Digital Banking Vanguard" awarded to SMBC Indonesia President Director Henoch Munandar	IDNFinancials dan MetroTV	December 4, 2025
12	Investing on Climate by Editors Choice Award 2025	Best Emission Reduction and Best Climate Financing	Investing on Climate	December 5, 2025
13	Sustainable Business Integrity Index (INSTAR) 2025	INSTAR Verified Company	Tempo Data Science, Transparency International Indonesia (TII), and Institute for Strategic Initiatives (ISI)	December 12, 2025
14	Launch of the 2024 Indonesian Public Company Sustainability Report Study	"A" Rating as one of the public companies with the best 2024 sustainability reports	Foundation for International Human Rights Reporting Standards (FIHRRST) and Moores Rowland	December 16, 2025
15	Indonesian Sustainable Development Goals Awards (ISDA) 2025	1. Platinum predicate for SDG (4.3) Quality Education through the program "Empowering Digital Skills and Entrepreneurship via the SMBC Indonesia Daya Program" 2. Gold predicate for SDG (8.3(b)) Decent Work and Economic Growth through the program Digital Community Empowerment via "daya.id"	Corporate Forum for CSR Development (CFCD)	December 17, 2025



SMBC
INDONESIA





Message from the President Commissioner and the President Director



Message from the President Commissioner

[GRI 2-22] [OJK A.1] [SUSBA 1.1.1.5.]

CHOW YING HOONG
President Commissioner





Sustainability is not merely a goal, but a shared journey to deliver a tangible impact for the planet, society, and future generations. ”

Greetings and best wishes to all,

With deep gratitude, I represent the Board of Commissioners in presenting this message in SMBC Indonesia's Sustainability Report. This report is more than just a regulatory obligation, it is a concrete manifestation of our aspirations to support the achievement of sustainable development.

The Board of Commissioners recognizes that the world currently faces a significant challenge in the form of the global climate crisis. Climate change brings widespread impacts, ranging from physical risks affecting people's lives to transition risks affecting the trajectory of economic development and the business world.

As part of the global Sumitomo Mitsui Banking Corporation (SMBC) Group, we understand that the financial sector plays a vital role in addressing these challenges. Therefore, SMBC Indonesia holds the view that business sustainability is solely determined by financial performance, but also by the extent to which we can contribute to achieving global goals in reducing carbon emissions, supporting the energy transition, and strengthening the social and economic resilience of communities.

In alignment with the SMBC Group's global commitment to achieve Net Zero Emissions (NZE) by 2030 for internal operations, and Net Zero Emissions across all loan and investment portfolios by 2050, SMBC Indonesia has established a sustainability policy direction to support these objectives. This commitment is a tangible manifestation of our responsibility, not only to our stakeholders but also to future generations.

To achieve these objectives, we undertook various strategic measures, ranging from enhancing energy efficiency and implementing eco-friendly operational principles to supporting energy transition financing and green investments. This commitment also aligns with global initiatives and the Indonesian government's targets, emphasizing the importance of achieving net zero emission by mid-century.

As part of our initiatives to realize this commitment, the Board of Commissioners has tasked the Board of Directors to formulate a Sustainable Finance Action Plan (RAKB). This document serves as a comprehensive strategic guideline, outlining the Company's concrete steps to take in the short and medium term to support the achievement of its sustainability.



In addition to drafting the RAKB, SMBC Indonesia also plays an active role in supporting economic transition through the drafting and implementation of a Sustainability Policy. This policy is a concrete manifestation of the alignment between regulatory directives, international standards, SMBC Group guidelines, and the Company's business strategy. The Sustainability Policy is designed to ensure that financing and investment decisions made by SMBC Indonesia takes into account sustainability aspects, both from a risk and an opportunity perspective.

Thus, SMBC Indonesia not only performs its financial intermediation function but also acts as a catalyst for change towards a green, inclusive, and resilient economy. Our support through the implementation of this policy is expected to drive the growth in strategic low-carbon sectors, while also assisting Indonesia to achieve its national targets for emission reduction and energy transition.

Transparency and accountability are essential principles of good corporate governance. Therefore, the Board of

Commissioners has tasked the Board of Directors with preparing this Sustainability Report. This report serves as a medium for open communication with all our stakeholders, including regulators, investors, customers, and the broader community.

In closing, on behalf of the Board of Commissioners, I would like to express our appreciation to the Board of Directors and the entire management team for their dedicated efforts in realizing SMBC Indonesia's sustainability vision. We also extend our gratitude to our customers, business partners, regulators, and all stakeholders for their ongoing support, valuable input, and trust in SMBC Indonesia.

We believe that sustainability is a shared journey. Through strong efforts, clear strategies, and close collaboration, SMBC Indonesia will continue to play a pivotal role in supporting the transition towards a greener, more inclusive, and resilient future.

Thank you.

Sincerely,
Jakarta, 31 March 2026

CHOW YING HOONG
President Commissioner





Message from the President Director

[SUSBA 1.1.1.6.]

HENOCH MUNANDAR
President Director





SMBC Indonesia strives to ensure that all sustainability initiatives taken today serve as the basis for a greener, more inclusive, and more meaningful future for generations to come. ”

Warm greetings to all,

With great pride, I represent the management of SMBC Indonesia in presenting this Sustainability Report as a reflection of our dedication to conducting responsible business. This report reflects the integration of sustainability principles into the Company's strategy and operations.

The year 2025 was both dynamic and challenging, as we witnessed the national economy navigate shifts in various political, economic, and global and domestic factors. Amidst these challenges, Indonesia demonstrated notable resilience, supported by a steadily expanding manufacturing sector, a sustained trade surplus, and controlled inflation. This resilience was further reinforced by the solid performance of the banking sector through the end of 2025.

Within this context, SMBC Indonesia reaffirmed its role in 2025 as a strategic partner in providing financial services that are deemed not only innovative but also responsible. As a bank with a global network, SMBC Indonesia can leverage the SMBC Group's reputation and extensive reach to drive national economic growth while advancing the #BersamaLebihBermakna (#DoGoodBeGreat) initiative to foster collaborative value and deliver broader and more meaningful impact.

POLICY ON ADDRESSING CLIMATE AND SUSTAINABILITY CHALLENGES

[OJK D.1.a] [SUSBA 1.1.1.1] [SUSBA 1.1.1.2] [SUSBA 1.1.1.4] [SUSBA 1.1.1.5] [SUSBA 1.1.1.7]

SMBC Indonesia's commitment to sustainability is realized through various initiatives aligned with initiatives

to support the achievement of SMBC Group's global commitment towards: achieving net-zero emissions across all operations by 2030 and net-zero emissions within its loan and investment portfolios by 2050. These achievements, certainly, cannot be realized without the support and collaboration of various parties, including our stakeholders.

SMBC Indonesia undertakes numerous initiatives and programs as a manifestation of the Company's support for collective efforts toward achieving the Paris Agreement, a just transition to a low-carbon economy, Indonesia's updated Greenhouse Gas (GHG) emission reduction targets or Enhanced Nationally Determined Contribution (ENDC), and Indonesia's target for net-zero GHG emissions by 2060.

SMBC Indonesia addresses various sustainability issues through strategic initiatives aligned with the 2024–2028 Sustainable Finance Action Plan (RAKB). Through the RAKB, we have prepared targeted strategic steps to strengthen sustainability governance, integrate sustainability principles into business activities, and expand our green financing portfolio across various eco-friendly sectors. Furthermore, we outline our implementation plans, targets, and ongoing initiatives, including the development of sustainable financial products, internal capacity building, and management of environmental and social risks.

In order to drive the creation of a low-carbon economy, SMBC Indonesia strives to take an active role by providing various sustainability-based financing instruments,



including Sustainability-Linked Loans, Green Loans, and Social Loans. SMBC Indonesia also offers ESG Deposits, providing green investment options for customers, as well as ESG Mutual Funds.

To ensure the fulfillment of stakeholder expectations, SMBC Indonesia consistently implements and updates various global sustainability frameworks and standards in its reporting practices. In 2025, as an initial phase of implementation preparation, the Company independently conducted a gap analysis of the sustainability disclosures reported in the previous year against the International Financial Reporting Standards (IFRS) S1 and S2, prior to a third-party gap analysis scheduled for 2026.

IMPLEMENTATION OF SUSTAINABLE FINANCE

[OJK D.1.b]

As part of its commitment to implementing sustainability in an integrated manner, in 2025 SMBC Indonesia strengthened its sustainability governance structure by placing the Sustainability Committee under the coordination of the Vice President Director. This step aims to ensure clear strategic direction, effective decision-making, and consistent implementation of sustainable finance bankwide.

The governance enhancement was further supported by the establishment of the Sustainable Business Strategy Division as a dedicated function responsible for formulating strategy, coordinating initiatives, and ensuring that the sustainability agenda is integrated across all Lines of Business (LOB) and supporting functions.

The Sustainability Committee is responsible for setting sustainable finance strategies, policies, and targets, as well as overseeing, evaluating, and providing recommendations on their implementation. Through this structure, sustainability principles are expected to be comprehensively embedded and integrated into SMBC Indonesia's business decision-making processes.

ECONOMIC PERFORMANCE

Throughout the reporting year, SMBC Indonesia demonstrated strong performance through efficient operational management and sustainable service

innovations. Financial performance in 2025 recorded consolidated net profit attributable to owners of the parent entity amounting to Rp506 billion. This result was mainly influenced by higher credit provisions at the Company and its multifinance subsidiary due to additional loan loss reserves following a more intensive portfolio review by the parent company within the conglomeration framework, which led to an increase in the cost of credit in 2025. The additional reserves reflect a prudent response to the weakening economic conditions in 2025. In addition, SMBC Indonesia recorded consolidated net interest income of Rp15,911 billion, an increase of 5%, while consolidated operating income increased by 6% to Rp18,439 billion. These results reaffirm the Company's ability to remain resilient and competitive despite operating in a dynamic and challenging market environment.

As a manifestation of consistency regarding the sustainability agenda, SMBC Indonesia expanded financing support for green projects. Funding for the Environmentally Sustainable Business Activities (KUBL) sector recorded good growth, reaching a total financing reached Rp7.64 trillion, an increase of approximately 1.6% from the previous year. Furthermore, ESG deposit products, as an investment alternative aligned with sustainability principles for customers, reached Rp66.85 billion, an increase of 28% compared to the previous year, totaling Rp52.4 billion. SMBC Indonesia also channeled Rp10.19 trillion in financing to the MSME sector.

SOCIAL PERFORMANCE

In 2025, SMBC Indonesia conducted in-person financial literacy programs for more than 31 million individuals, including students/university students, employees, persons with disabilities, retirees, MSME entrepreneurs, and the general public. Meanwhile, online empowerment initiatives through the "daya.id" website reached more than 2.5 million visitors.

During the reporting period, SMBC Indonesia's support for MSME development was further strengthened through the development of programs aimed at enhancing MSME capacity, particularly in the utilization of digital technology. The objective is to enable MSMEs to expand their access to global markets. These programs included seminars on the application of Artificial Intelligence (AI), conducted in partnership with MSME entrepreneur communities.

SMBC Indonesia also successfully promoted Indonesian MSME products to the international market at the Amsterdam Coffee Festival 2025 by introducing three locally owned coffee-producing and processing MSMEs to global coffee enthusiasts. In 2025, SMBC Indonesia was proud to be part of the success of two MSMEs that received awards at the Sustainability Report Competition organized by Erasmus Eco Green Project. In this competition, SMBC Indonesia nominated two assisted MSME customers as a demonstration of its commitment and support in promoting the implementation of sustainable operational practices, not only within the Company but also among its customers as strategic partners.

SMBC Indonesia promotes the active participation of employees and the public in supporting sustainability programs through its volunteer initiative, Sahabat Daya. Throughout 2025, 56 Sahabat Daya programs were implemented, involving 1,213 participants and benefiting 2,204 individuals. Participation included the full involvement (100%) of the Board of Directors and Management of SMBC Indonesia, demonstrating the Company's strong leadership commitment to advancing sustainability initiatives through Sahabat Daya.

Furthermore, to enhance employee capacity, SMBC Indonesia also conducted training programs attended by 6,127 employees, achieving an average of 38 training hours per employee. Meanwhile, to ensure continuous competency building, SMBC employees participated in 72 training sessions covering various topics related to the implementation of sustainable finance, organized by both internal and external parties.

ENVIRONMENTAL PERFORMANCE

As part of SMBC Indonesia's support in reducing Scope 1 and 2 GHG emissions from operational activities, the utilization of renewable energy remains a key strategy being continually developed. Key initiatives implemented include the installation of solar panels at the Gunung Sahari branch office, effectively operational from 2024, and the purchase of Renewable Energy Certificates (RECs) to support low-carbon energy usage. By the end of 2025, through the implementation of these initiatives, SMBC Indonesia successfully recorded a reduction in Scope 1 and Scope 2 GHG emissions of 1,131.96 ton CO₂e compared to the previous reporting year. After adjustments for the use of RECs, emissions at 836.07 tons of CO₂e.

Additionally, in 2025, the "BerDaya Untuk Bumi" program remained a highly anticipated initiative among employees and customers. The activities were participated in by 411 employees from SMBC Indonesia, OTO, SOF, and BTPNS. This program is supported by the SMBC Group and has successfully converted participants' healthy steps into the planting of 1,971 trees, reflecting the Company's commitment to fostering environmental stewardship through collective action. Beyond providing environmental benefits, this program also promotes a healthy lifestyle and the active participation of all stakeholders. SMBC Indonesia remains committed to continuously reducing emissions in its operations through various energy efficiency and carbon footprint reduction initiatives.

COLLABORATION FOR SUSTAINABILITY

In 2025, SMBC Indonesia strengthened its leadership in sustainable finance implementation by actively participating in various discussion and educational forums organized by cross-sectoral institutions such as the Financial Services Authority (OJK), the Indonesia Stock Exchange (IDX), the Indonesia Sustainable Finance Initiative (IKBI), the International Finance Corporation (IFC), and others.

This participation demonstrates SMBC Indonesia's strong support for accelerating and implementing sustainable finance across various sectors. This aims to spur the growth of eco-friendly industries, strengthening contributions to social aspects that support sustainable development, and to broaden public understanding of the importance of green and inclusive financial product innovation.

AWARDS

Throughout 2025, SMBC Indonesia received various sustainability awards in recognition of the Company's consistency and commitment in integrating environmental, social, and governance (ESG) principles into its business strategy. Among these, SMBC Indonesia was honored with the Investing on Climate Editors' Choice Award 2025 for its active role in climate change mitigation through sustainable initiatives and investments.



Various empowerment programs organized by SMBC Indonesia through its Daya program received recognition at the Indonesian Sustainable Development Goals Awards (ISDA) 2025 for their tangible contributions to social and environmental responsibility initiatives aligned with the achievement of the Sustainable Development Goals (SDGs). In addition, SMBC Indonesia obtained a “Verified” status with a score of 85.68 in the 2025 Indeks Integritas Bisnis Lestari (INSTAR). For SMBC Indonesia, these awards are not merely achievements, but a reaffirmation of our efforts to continuously strengthen responsible, transparent business practices with a positive impact on the community, the environment, and the national economy.

TARGET ACHIEVEMENT STRATEGY

[OJK D.1.c] [OJK E.5]

SMBC Indonesia recognizes that climate change poses significant risks, including water-related risks such as flooding, scarcity, and pollution, which may impact customer activities, particularly in Indonesia, a region highly susceptible to floods and earthquakes. Furthermore, SMBC Indonesia acknowledges that environmental degradation carries social and economic risks, including disruptions to livelihoods, increased operational costs, and the diminished resilience of ecosystems that support business activities.

SMBC Indonesia manages these risks through the identification, assessment, and integration of climate-related aspects into its business and financing processes, aiming to bolster customer resilience while promoting the transition to a low-carbon economy. This is expected to contribute to long-term stability for customers and the broader community. [SUSBA 1.2.1.10] [SUSBA 1.1.1.6]

In realizing its commitment to sustainability, SMBC Indonesia consistently manages risks related to environmental, economic, and social aspects, including those driven by climate change. Accordingly, the Company also ensures the comprehensive implementation of Environmental and Social Risk Management to identify risk areas that could impact the Company’s operational performance and reputation, managing them appropriately according to their specific risk characteristics.

SMBC Indonesia is committed to supporting the achievement of SMBC Group’s Net Zero Emissions

(NZE) targets for operational activities by 2030 and for its financing and investment portfolio by 2050. The establishment of quantitative emission reduction targets is currently undergoing internal assessment and will be progressively developed in line with the integration of climate risk management into SMBC Indonesia’s business activities. Through these initiatives, SMBC Indonesia reinforces its role in creating more responsible, adaptive, and sustainability-oriented financial practices for all stakeholders.

SMBC Indonesia also conducted a pilot implementation of Climate Risk Management and Scenario Analysis (CRMS) in accordance with the Financial Services Authority (OJK) guidelines to strengthen climate resilience.

SMBC Indonesia ensures that oversight of sustainability issues, including climate change, resides at the Board of Commissioners and Board of Directors level. This effort is demonstrated through the establishment of sustainability strategy, periodic review of sustainability performance, and active engagement in ensuring that sustainability policies, targets, and initiatives are integrated into the Company’s business plans. Thus, board-level oversight provides clear strategic direction while ensuring that sustainability aspects remain an integral part of corporate governance. [SUSBA 1.1.1.3] [SUSBA 1.4.1.1]

CHALLENGES AND OPPORTUNITIES

[OJK E.5]

We recognize that the implementation of sustainability principles presents a number of challenges that must be managed in a measured manner. In addition to being driven by climate change, the diversity and complexity of regulations, along with the need to integrate sustainability aspects into the entire business process, constitute strategic factors that further increase the challenges of sustainability implementation.

From the perspective of sustainable finance implementation, SMBC Indonesia observes that understanding of the role of sustainability for the business sector among customers still needs to be improved. This is essential for ensuring that business players can recognize the long-term benefits of participating in various green programs and initiatives. Initiatives to maintain data quality and ensure that green projects genuinely deliver positive impact are also vital components of a collective commitment to upholding the credibility of sustainable financing.

To address these challenges, SMBC Indonesia has implemented several strategic measures, such as providing streamlined access to financing facilities for companies committed to enhancing their sustainability performance. Furthermore, as part of its corporate responsibility, SMBC Indonesia actively provides education and guidance to assist customers in viewing sustainability as a long-term business opportunity rather than a mere compliance obligation. Additionally, SMBC Indonesia leverages the SMBC Group's global network to bring international best practices in sustainability to Indonesia, strengthening regulatory alignment and encouraging collaboration with regulators, associations, and research institutions to create a more robust and consistent sustainable finance ecosystem.

Amidst initiatives to respond to existing challenges, SMBC Indonesia views the development of sustainable finance as a strategic opportunity for the banking sector. The growing demand for financing in renewable energy, green infrastructure, low-emission transportation, and waste management has spurred the innovation of more eco-friendly financial products.

SMBC Indonesia also identifies significant opportunities aligned with the growing green economy trend. Sustainable financing and the Sustainable Business Activity Category (KKUB) have become strategic areas that not only support the transition to an eco-friendly economy but also drive stronger, more competitive

business growth. While some industries, particularly those still reliant on fossil fuels, may require a longer transition period, the shift towards more sustainable practices continues to progress gradually.

With increasing collaboration, a growing awareness that sustainability opens avenues for growth opportunities, supported by national regulatory frameworks such as OJK's Indonesian Sustainable Finance Taxonomy and various sustainability policies aligned with international commitments toward Indonesia's Net Zero Emissions by 2060, we are confident that the sustainable finance ecosystem will continue to develop and offer broader expansion potential. By leveraging these opportunities, SMBC Indonesia is determined to strengthen its role as a catalyst in driving a more inclusive, innovative, and sustainable economic transformation.

CLOSING

In closing, on behalf of the Board of Directors, I would like to express my appreciation to all stakeholders—customers, regulators, business partners, employees, and the community—who have together supported SMBC Indonesia's sustainability journey. We believe that sustainability is a shared responsibility. Let us continue to move forward, accelerating the transition toward a greener, fairer, and more resilient future for the well-being of present and future generations.

Sincerely,
Jakarta, 31 March 2026



HENOEH MUNANDAR
President Director



Statement Letter of The Board of Commissioners and Board of Directors Regarding Responsibility for The 2025 Sustainability Report of PT Bank SMBC Indonesia Tbk

We, the undersigned, declare that all information contained in the 2025 Sustainability Report of PT Bank SMBC Indonesia Tbk has been presented in their entirety, and that we assume full responsibility for the accuracy of the contents of the Sustainability Report of PT Bank SMBC Indonesia Tbk.

This statement is made truthfully.

Jakarta, March 31st, 2026

BOARD OF COMMISSIONERS

Chow Ying Hoong
President Commissioner

Takeshi Kimoto
Commissioner

Ninik Herlani Masli Ridhwan
Independent Commissioner

Onny Widjanarko
Independent Commissioner

Kusumaningtuti Sandriharmy Soetiono
Independent Commissioner

Marita Alisjahbana
Independent Commissioner

BOARD OF DIRECTORS



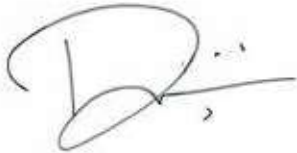
Henoeh Munandar
President Director



Jun Saito
Deputy President Director



Michellina Laksmi Triwardhany
Deputy President Director



Dini Herdini
Compliance Director



Atsushi Hino
Director



Yuki Terayama
Director



Merisa Darwis
Director



Hanna Tantani
Director



About SMBC Indonesia

“ Amidst global dynamics, SMBC Indonesia’s commitment remains steadfast: to deliver reliable financial services tailored to the needs of society and oriented toward sustainability, in support of inclusive development in Indonesia. ”



COMPANY PROFILE

Company Name

[GRI 2-1]

PT Bank SMBC Indonesia Tbk



Line of Business

[GRI 2-6]

Banking Services



Business Permit

[GRI 2-6] [OJK C.4]

- Commercial bank business permit
- Foreign exchange bank business permit
- Listed on the Indonesia Stock Exchange (IDX) on March 12, 2008, under the ticker symbol BTPN



Products

[GRI 2-6] [OJK C.4]

- Funding
- Financing



Legal Basis of Establishment

[GRI 2-1]

- Notarial Deed No. 21 dated October 6, 1959, by Notary Noezar, S.H.
- Notarial Deed No. 203 dated May 31, 1960, by Notary Noezar, S.H.
- Notarial Deed No. 53 dated November 7, 1960, by Notary Noezar, S.H.
- State Gazette No. 13, Supplement No. 5, dated February 14, 1961
- Notarial Deed No. 31 dated February 16, 1985, by Notary Komar Andasasmita, S.H., as amended by Notarial Deed No. 12 dated July 13, 1985, by Notary Dedeh Ramdah Sukarna, S.H.



Date of Establishment

[OJK B.1]

February 5, 1958



04



Ownership

[GRI 2-1] [OJK C.3.C]

- 01. Sumitomo Mitsui Banking Corporation (91.05%)
- 02. PT Bank Central Asia Tbk (1.03%)*
- 03. PT Bank Negara Indonesia (Persero) Tbk (0.11%)**
- 04. Public (7.81%)



* In compliance with Government Regulation No. 29 of 1999 on the Purchase of Commercial Bank's Shares and converted shares due to the Merger with PT Bank Sumitomo Mitsui Indonesia.

** Converted shares due to Merger with PT Bank Sumitomo Mitsui Indonesia.



Head Office

[GRI 2-1] [OJK C.2] [OJK C.3.c]

Menara SMBC, CBD Mega Kuningan, Jl. Dr. Ide Anak Agung Gde Agung, Kav 5.5-5.6, Jakarta Selatan 12950, Indonesia

Telp: (62 21) 300 26 200

Fax: (62 21) 300 26 309

Web: www.smbci.com

Linkedin: PT Bank SMBC Indonesia Tbk

Email: info@smbci.com



Business Entity

[GRI 2-2]

All information contained in this report is the property of SMBC Indonesia, including both head office and regional offices, and does not involve any subsidiary entities unless explicitly stated in a specific section. The audited consolidated financial data includes three subsidiaries, excluding PT BTPN Syariah Ventura.

Shareholding

70%

PT Bank BTPN Syariah Tbk (BTPN Syariah)

51%

PT Oto Multiartha (OTO)

51%

PT Summit Oto Finance (SOF)

1%

PT BTPN Syariah Ventura
*69.3% indirect ownership through PT Bank BTPN Syariah Tbk



Significant Changes

[GRI 2-6] [OJK C.6]

No significant changes occurred within the organization during the reporting period.



Company Rating

- AAA (Idn), Stable Outlook (Long-Term) – PT Fitch Ratings Indonesia
- F1+ (idn) (Short-Term) – PT Fitch Ratings Indonesia
- idAAA (Triple A, Stable Outlook) – PT Pemeringkat Efek Indonesia (PEFINDO)



OPERATIONAL AREAS AND SERVICE NETWORK

[GRI 2-1] [OJK C.3.d]



Description

- Kanwil : Regional Office
- KC : Branch Office
- KCP : Sub-Branch Office

In addition to Kanwil, KC, and KCP, SMBC Indonesia also has Universal ATMs.

Complete data can be found on the official SMBC Indonesia website: https://www.smbci.com/Onebranch/one--branch_-smbc--indonesia-compressed.pdf [OJK C.2]

Across all regions of Indonesia, SMBC Indonesia serves individual customers, corporations, MSMEs, and other customers through its Regional Offices (Kanwil), Branch Offices (KC), Sub-Branch Offices (KCP), and ATMs.





MEMBERSHIP OF ASSOCIATIONS

[GRI 2-28] [OJK C.5]

Organization Name	Membership Status	Organization Scale
Indonesian Issuer Association (AEI)	Member	National
Indonesian Payment System Association (ASPI)	Member	National
Indonesia Sustainable Finance Initiative (IKBI)	Member	National
Filantropi Indonesia	Member	National
Banking Compliance Directors Communication Forum (FKDKP)	Member in Regulation & Policy Board	National
Indonesia Business Coalition for Women Empowerment (IBCWE)	Founder/promotor	National
Indonesian Corporate Secretary Association (ICSA)	Director of Compliance & Corporate Secretary, as a member	National
Perhimpunan Bank Nasional (PERBANAS)	Member	National
Communication Forum for Director of Banking Operations (FKDOP)	Member	National
International Banks Association of Indonesia (PERBINA)	Member	National

COMPANY SCALE

[GRI 2-6] [OJK C.3]

Description	2025	2024	2023
Number of Employees	6,139	6,491	6,636
Total Operating Income - Net* (Rp Billion) [OJK B.1.b]	323.91	4,104	3,461
Authorized Capital* (Rp Billion)	300	300	300
Issued Capital* (Rp Billion)	213	213	163
Total Capitalization (Rp Billion) [OJK C.3.a]			
• Third-Party Funds	119,502	110,423	96,056
• Borrowings	29,793	40,516	34,284
• Equity	43,054	42,215	33,731
• Total Assets	205,616	202,543	181,241
Total Liabilities* (Rp Billion)	192,392	186,350	160,165
Total Office Network	231 offices 208 ATMs	252 offices 217 ATMs	266 offices 214 ATMs
Total Funding Products [OJK B.1.a]	19	20	13
Total Financing Products [OJK B.1.a]	14	20	17
Number of Services [OJK B.1.a]	87	26	26

Note:

* Consolidated financial data of SMBC Indonesia, including its three other subsidiaries, PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF).





MILESTONES OF SMBC INDONESIA

2024

- SMBC Indonesia was selected to participate in the Climate Risk Management and Scenario Analysis (CRMS) pilot phase organized by the OJK
- Established the Sustainable Business Strategy work unit to monitor sustainable financial performance
- Developed environmental and social risk assessment procedures
- Provided sustainability training on GHG emissions to suppliers
- Planted 1,500 trees in collaboration with the Bakti Lingkungan Djarum Foundation in Kudus, Central Java
- Installed solar panels at the Gunung Sahari branch, Jakarta
- Purchased Renewable Energy Certificate (REC)
- Installed an Electric Vehicle Charging Station (EVCS) at the Surabaya Diponegoro Branch Office, East Java

2023

- Published RAKB 2024–2028
- Partnered with IFC on a social and green bond agreement to strengthen climate action and promote inclusive development in Indonesia with an investment value of USD 500 million
- Calculated Scope 3 GHG emissions (financed emissions)
- Compiled the green taxonomy report via the APOLO application (for the top 450 debtors)
- Launched the ESG Deposit product
- Published the Sustainability Policy
- Published ESG-Based Lending Procedures
- Enhanced capacity for all employees regarding sustainability through the implementation of online training modules
- Provided sustainability training regarding Human Rights implementation and Anti-Fraud Management to suppliers
- Planted 625 mangrove trees

2018

Published RAKB 2019–2023

2019

- Provided financing for Women-Owned MSMEs, Green Loans, and SCF Loans
- Signed a partnership agreement with IFC of USD 150 million
- Conducted Scope 1, Scope 2, and Scope 3 (Category 6 - Business Travel) emissions calculations
- Conducted an employee engagement survey

2025

- Restructured Sustainability Governance, wherein the Sustainability Committee is chaired by the Vice President Director and comprises directors and senior management from business lines and directorates related to sustainability activities
- Established the Sustainability Business Strategy Division as a dedicated unit assisting the Sustainability Committee to ensure the execution of the sustainability agenda by respective Line of Business (LOB) and relevant support functions
- Planted 1,971 trees
- Conducted a vendor seminar on the theme of sustainable workforce management
- Conducted research on sustainability implementation by SMBC Indonesia vendors to map the understanding and implementation of sustainability principles in operations
- Purchased Renewable Energy Certificate (REC)
- SMBC Indonesia plans to purchase carbon credits through the Indonesia Carbon Exchange
- Establishing the Anti-Financial Crime (AFC) Division

2022

- Established the Sustainability Committee
- Established the Sustainable Program Development work unit
- Committed to support SMBC Group to achieved Net Zero Emission targets by 2030 for operational activities, and by 2050 for the loan and investment portfolio
- Conducted green taxonomy reporting for the top 350 debtors
- Provided sustainability training on sustainable business opportunities to suppliers

2020

- Received a Gold Rating at The Asia Sustainability Reporting Rating from the National Center for Sustainability Reporting
- Conducted a self-assessment on sustainability aspects using the Gender Equality Assessment, Results and Strategies (GEARS) method

2021

- Received a Platinum Rating at The Asia Sustainability Reporting Rating (ASRRAT)
- Developed Sustainable Finance Reporting procedures
- Conducted a self-assessment on Corporate Social Responsibility (CSR) activities based on ISO 26000



Sustainability and Climate Initiatives

“ SMBC Indonesia is committed to delivering long-term value through the implementation of sustainable practices and climate action, by minimizing environmental impact, supporting the transition to a low-carbon economy, and delivering tangible benefits for society and stakeholders. ”



SMBC Indonesia believes true sustainability must be inclusive, ensuring the benefits of sustainable development are accessible and equitably distributed across all levels of society. Grounded in this principle, SMBC Indonesia focuses its strategy on reducing its carbon footprint, enhancing energy efficiency, and deeply embedding Environmental, Social, and Governance (ESG) principles across all operational lines.

This commitment is realized through SMBC Indonesia’s role as a financial institution in supporting responsible financing and promoting sustainable finance practices. In 2025, SMBC Indonesia’s sustainable financing was recorded at Rp17.82 trillion.

This progress is further bolstered by collaboration with various stakeholders with a similar vision. Among these initiatives, SMBC Indonesia has established a partnership with the Ministry of Energy and Mineral Resources (ESDM) and several other institutions to support the national energy transition roadmap.

As a continuation of its efforts to support low-carbon development, SMBC Indonesia is currently preparing an initiative to purchase carbon credits. This step is part of a long-term strategy to achieve operational carbon neutrality while strengthening SMBC Indonesia’s contribution to climate change mitigation at the national level.

SMBC Indonesia’s efforts to prioritize climate and sustainability initiatives are manifested through the

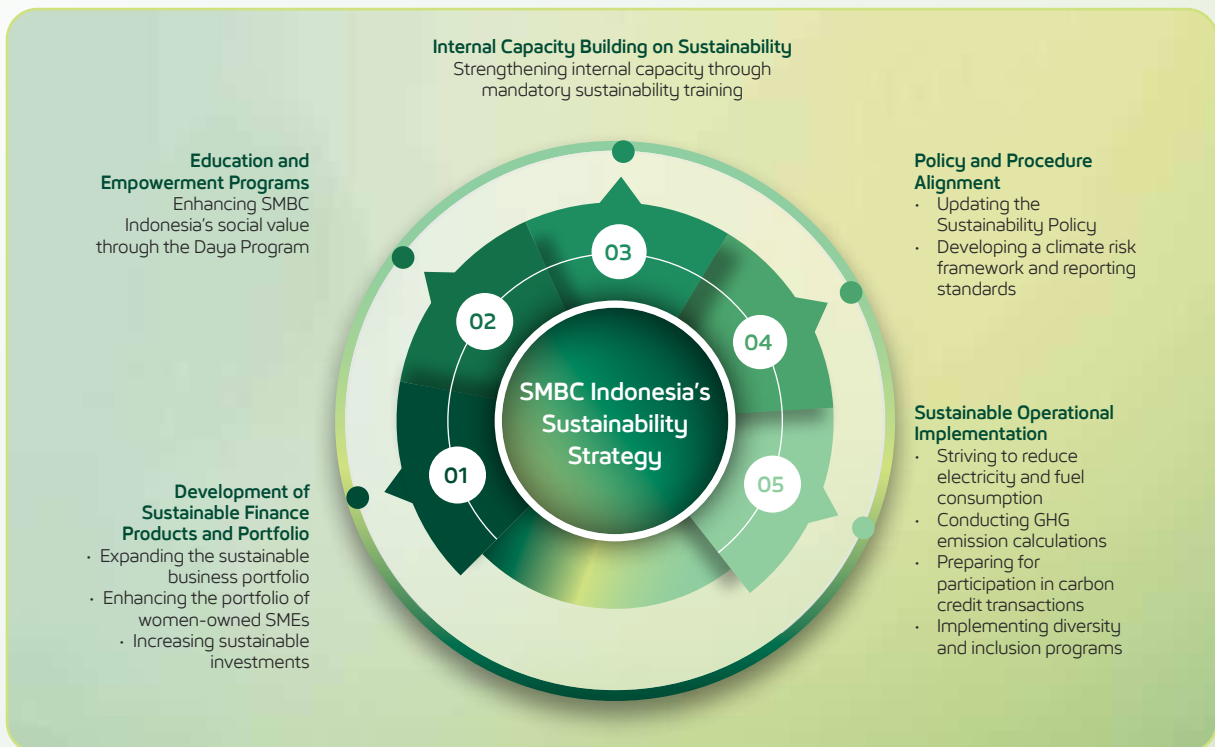
establishment of a Sustainability Committee, the formation of the Sustainable Business Strategy Division, conducts reviews of environmental and social aspects in financing and applies oversight and performance evaluation through monitoring the implementation of the Sustainable Finance Action Plan (RAKB). Furthermore, SMBC Indonesia employs a three lines of defence model, comprising relevant business units, risk management, and internal audit and serves as a governance framework to ensure the accountability, effectiveness, and measurability of sustainability practices. [SUSBA 1.4.1.4]

In the interest of transparency and information disclosure, SMBC Indonesia maintains a dedicated Sustainability channel on its official website, www.smbci.com. This channel provides information regarding the commitments, policies, initiatives, and sustainability performance being carried out.

SMBC INDONESIA’S SUSTAINABILITY STRATEGY

[GRI 2-22] [OJK A.1]

SMBC Indonesia formulates its business strategy by ensuring alignment with relevant stakeholders and key policies that affect its operations. This involves harmonizing with the SMBC Group’s targets, national priorities, the OJK Roadmap directives, and stakeholder expectations. The following outlines SMBC Indonesia’s Sustainability Strategy:



SMBC Indonesia is committed to continuously enhancing its business and operational performance by prioritizing sustainability as an integral part of the Company's strategy, driven by the spirit of #BersamaLebihBermakna (#DoGoodBeGreat).

SMBC Indonesia's sustainability strategy is outlined in the Sustainable Finance Action Plan (RAKB), and progress on the RAKB is discussed at the General Meeting of Shareholders (GMS) to incorporate stakeholder feedback.

IMPLEMENTATION OF THE SUSTAINABLE FINANCE ACTION PLAN (RAKB)

[OJK F.26]

SMBC Indonesia has developed a Sustainable Finance Action Plan (RAKB), which serves as the main instrument for implementing its sustainability agenda in accordance with Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017. This document, established by the Board of Directors and approved by the Board of Commissioners, serves as the key directive for all business units in integrating sustainable finance principles into operational activities. The following is a summary of the SFAP's 2025 implementation achievements.

RAKB Implementation [ACGS B.1.5]

Aktivitas	Sustainable Finance Initiative	Achievement of the 2025 RAKB Implementation
Development of Sustainable Finance Products and Portfolio	Sustainable business financing in corporate segment of Rp7.5 trillion and max NPL of 0.1%.	Sustainable financing in corporate segment portfolio reached Rp7.64 trillion with an NPL of 0%.
	Increased women entrepreneurs financing in SME segment by 8%/year.	The MSME portfolio for women reached Rp3.45 Trillion or increased 4.16% per year with NPL 0%.
	Micro business sector portfolio owned by Women reached Rp400 million.	The outstanding loans to women entrepreneurs reached Rp65.33 billion, with total credit disbursement from Q1 to Q4 accumulating to Rp310.24 billion.
	Total AUM from ESG-related Wealth Management product sales of Rp20 billion.	Total AUM from ESG-related Wealth Management product reached Rp21 billion.
External Education and Empowerment	Conduct empowerment programs through the Daya Program.	The Daya Program conducted more than 12,000 activities, benefiting a total of more than 36 million participants.
	Implementation of the Active and Independent Retirement Preparation Program.	The Active and Independent Retirement Preparation Program has been conducted with a total of 5,409 participants.
Internal Capacity Building	Implementation of sustainable e-learning for all employees.	The completion rate of mandatory sustainability e-learning reached 99.8% of all employees.
Policy and SOP Adjustment	Annual review on Sustainability Policy completed 100%.	In the process of reviewing and updating the sustainability policy with a progress status of 90%.
	Available scenario/methodology for the implementation of Climate Risk Management Scenario and Analysis (CRMS) in accordance with OJK directives.	Scenario/methodology is available for implementing CRMS in accordance with OJK guidelines.
	Review implementation of sustainability and climate disclosure standards issued by IFRS and IAI.	Has conducted an internal gap analysis between the requirements requested in IFRS S2/PSPK 2 and existing conditions.
Sustainable Operation	Enhance sustainable operations through targeted reduction fuel 5%, and 0.5% reduction in electricity, including utilize renewable energy.	<ul style="list-style-type: none"> 46% reduction in fuel consumption. 5% reduction in electricity consumption. Purchase Renewable Energy Certificate (REC) and the addition of 2 electric vehicles.
	Promote Diversity and Inclusion/D&I).	Held 7 Diversity & Inclusion programs (3 existing program and 4 new program).



SUSTAINABILITY GOVERNANCE

SUSTAINABILITY COMMITTEE

In compliance with OJK Regulation No. 17 of 2023 on the Implementation of Corporate Governance for Commercial Banks, SMBC Indonesia has established a Sustainability Committee. This committee is responsible for ensuring that the implementation of sustainability principles is integrated and aligned with both global standards and regulatory directives. [TCFD G2] [SUSBA 1.4.1.2] [SUSBA 1.4.1.3] [SUSBA 1.4.2.1] [ACGS (B).B.1.4]

In 2025, based on the Board of Directors' Circular Resolution No. PS/BOD/025/IX/2025 dated 23 September

2025, SMBC Indonesia strengthened its Sustainability Governance structure by placing the Sustainability Committee under the supervision of the Vice President Director with to ensure strategic direction, enhance decision-making effectiveness, and maintain consistency in the implementation of sustainable finance bankwide.

Furthermore, governance has been strengthened through the establishment of the Sustainable Business Strategy Division as a dedicated function responsible for formulating strategy, coordinating initiatives, and ensuring that the sustainability agenda is integrated across all Lines of Business (LOB) and supporting functions. [ACGS (B).B.1.4]

THE PRIMARY DUTIES OF THE SUSTAINABILITY COMMITTEE INCLUDE:

1. Formulating strategy, policy, and targets related to sustainable finance within SMBC Indonesia.
2. Monitoring, evaluating, and providing recommendations on the implementation of sustainable finance within SMBC Indonesia.

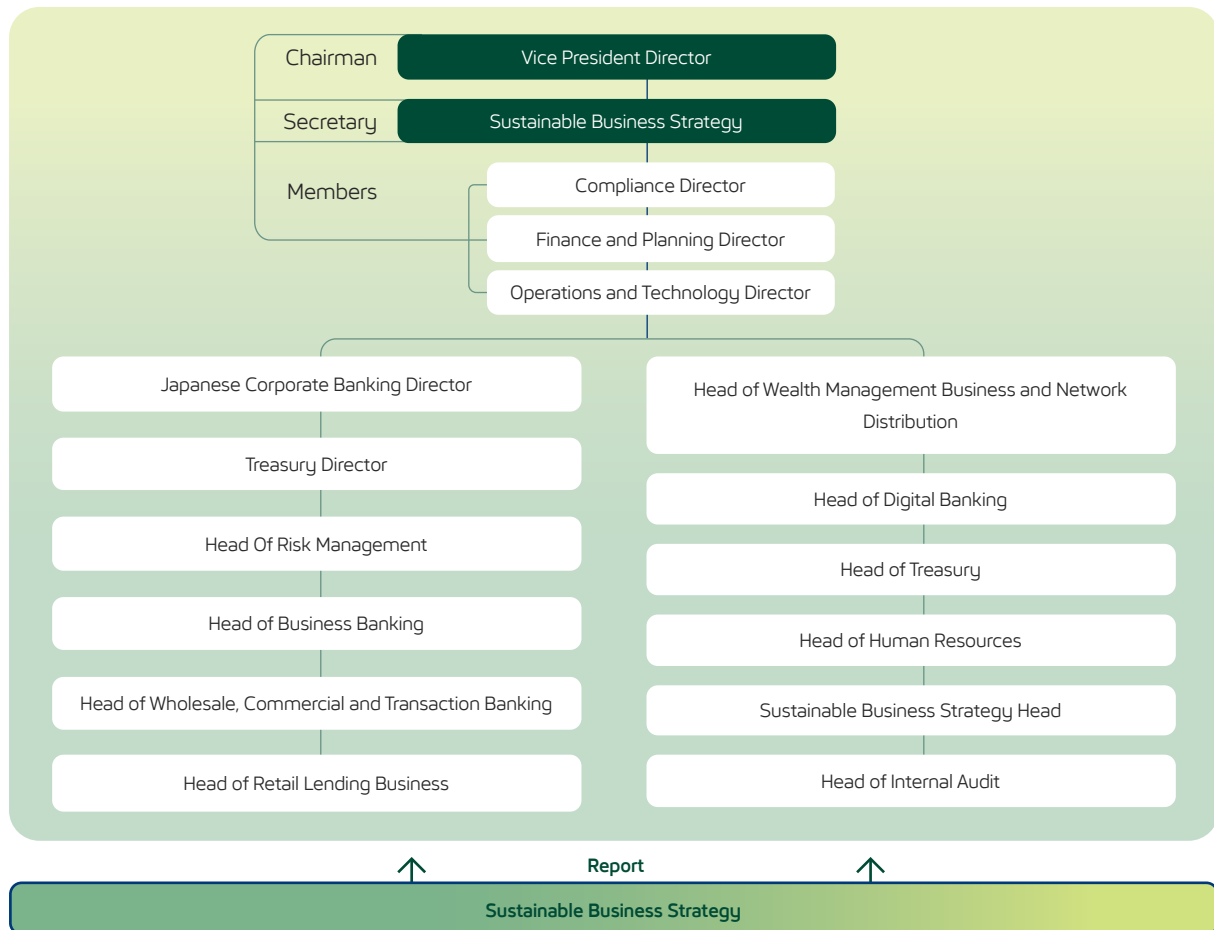
THE DUTIES OF THE SUSTAINABLE BUSINESS STRATEGY DIVISION INCLUDE:

1. Formulating business strategies aligned with the sustainability agenda.
- 2.. Developing policies to support eco-friendly practices and social responsibility.
3. Conducting structured and transparent sustainability monitoring and reporting. [TCFD G2]

The Sustainability Committee convenes meetings at least twice (2) a year, or if necessary, meetings may be held at any time upon the request of any member.

The Committee is chaired by the Vice President Director, and its membership consists of Directors and heads of relevant business units.

Structure of Sustainability Committee 2025



Annually, the performance of the Sustainability Committee is evaluated, and each member conducts a self-assessment regarding the fulfillment and execution of the committee’s duties and obligations, throughout the reporting period. The evaluation results are submitted to the Board of Directors as a basis for assessing the Committee’s overall performance. This evaluation ensures that all initiatives and strategies align with SMBC Indonesia’s sustainability objectives. [SUSBA 1.4.2.4] [SUSBA 1.4.2.5] [GRI 2-18]

Performance reports on the implementation of sustainability initiatives are submitted to:

- The Board of Commissioners, once a year.
- The Board of Directors, twice a year (via the Sustainability Committee).

The reports are utilized to evaluate policies, strategies, budgets, and risk management related to social, environmental, and climate issues, enabling adjustments in line with evolving business needs and regulations. [GRI 2-12] [GRI 2-13] [OJK E.1] [TCFD G1]

ENVIRONMENTAL POLICY COMMITMENT

[GRI 2-23]

SMBC Indonesia is committed to implementing environmental policies that support sustainability and reduce negative environmental impacts. This commitment is reflected in the integration of environmentally responsible principles across all aspects of SMBC Indonesia’s operations, including its financing activities. Various environmental policies applied in the financing process are governed under the following policies and procedures.



SMBC INDONESIA SUSTAINABILITY POLICY

[GRI 2-23] [FS1]

SMBC Indonesia published its Sustainability Policy in 2023 as the basis for conducting responsible business operations while prioritizing sustainability principles. This policy encompasses governance, environmental, and social aspects, developed in alignment with prevailing laws and regulations, international and national standards, best practices, and the core values of SMBC Indonesia. Furthermore, this policy aims to enhance the awareness and capability of all officers and employees to foster a culture of sustainability within the company. A brief overview of this sustainability policy is accessible on the SMBC Indonesia website: <https://www.smbci.com/id/tentang-kami/keberlanjutan/bisnis-berkelanjutan>

SMBC Indonesia conducts periodic policy evaluations of updates at least once (1) a year. The process of updating the Sustainability Policy for the period up to December 31, 2025, is currently ongoing. This process includes stakeholder engagement to obtain feedback, as well as benchmarking against international standards.

[SUSBA 1.3.2.6]

EXCLUSION LIST

SMBC Indonesia recognizes that nature-related risks, including biodiversity loss and deforestation, can impact financial stability and business sustainability of our customers. Therefore, SMBC Indonesia proactively integrates these environmental risk considerations into its financing assessment and customer engagement processes. This ensures that supported business activities not only generate economic value but also maintain ecological balance and promote sustainable development. [SUSBA 1.2.1.4]

SMBC Indonesia implements an Exclusion List as a reference to ensure that financing is not extended to sectors or activities inconsistent with sustainability principles or those that potentially pose significant negative environmental or social impacts. This policy ensures that financing is only extended to responsible and ethical business activities. [SUSBA 1.1.1.7] [SUSBA 1.2.1.1]

1. Trade in weapons, pornography, or activities contrary to social norms.
2. Significantly harming the environment or violating labor regulations. [SUSBA 1.2.1.6] [SUSBA 1.2.1.12] [SUSBA 1.2.17].
3. Threatening or damaging the habitats of endangered wildlife species. [SUSBA 1.2.1.4] [SUSBA 1.2.1.6]
4. Threatening or damaging the conservation of Ramsar Wetlands, UNESCO World Natural Heritage Sites, and

International Union for Conservation of Nature (IUCN) Protected Areas Categories I-IV. [SUSBA 1.2.1.9]

5. Violating or threatening to violate the rights of local communities (indigenous peoples).
6. Deforestation.
7. Human rights violations and the employment of minors.
8. Financing or investing in new projects or expansion of coal mining industry, particularly those involving Mountain Top Removal (MTR) activities, thermal coal mining, or thermal coal mining with maturities extending beyond the end of fiscal year 2030 in Organization for Economic Co-operation and Development (OECD) countries and the end of fiscal year 2040 in non-OECD countries. [SUSBA 1.2.1.3]
9. Financing or investment in coal-fired power plant (CFPP) businesses, including:
 - (i) Captive CFPPs for self-consumption purposes.
 - (ii) New development or expansion of CFPPs.
 - (iii) Companies whose primary business is coal-fired power generation and that have no outstanding exposure or loans with the SMBC Group.
 - (iv) Coal-fired power plants with maturities extending beyond the end of fiscal year 2040.

However, businesses that contribute to the transition toward a decarbonized society will continue to be exempt from this restriction.
10. Specifically regarding cooperation frameworks involving third-party funds, SMBC Indonesia will also implement the exclusion list determined by the third party.
11. Financing or investing in wood-based biomass power plants (PLTBm) involving primary forest logging practices or human rights violations during the production process.
12. Business activities producing cluster munitions and manufacturing other weapons of mass destruction, including nuclear, biological, and chemical weapons, as well as anti-personnel mines.

GENERAL ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) POLICY

As a manifestation of its commitment to the implementation of Sustainable Finance, SMBC Indonesia has established guidelines governing environmental, social, and governance aspects as set out in the Company's Sustainability Policy, which include:

1. Developing a Sustainable Business Activity (SBA) portfolio;
2. Assessing the management and monitoring of environmental and social risks regarding customer business activities;
3. Engaging the three lines of defence;

4. Avoiding greenwashing practices;
5. Supporting customers in building capacity to manage environmental and social risks;
6. Encouraging customers to adopt sustainability best practices;
7. Categorizing the portfolio based on Sustainable Business Activities Category (KKUB), the Indonesia Green Taxonomy (IGT)/Indonesia Taxonomy for Sustainable Finance (ITSF), and other regulator-recommended frameworks;
8. Developing sustainable products in accordance with credible principles;
9. Implementing capacity-building programs related to environmental and social risks;
10. Developing governance for environmental and social aspects within credit/investment approval mechanisms.

SECTORAL POLICY

[GRI 2-23]

SMBC Indonesia develops sectoral credit policy in alignment with sustainability practices, ensuring compliance with regulations as well as environmental and social and social standards. Sectoral policy is established for industries particularly vulnerable to environmental and social impacts, including palm oil, fisheries, biomass energy, tobacco, hydropower (PLTA), oil and gas, and forestry.

In accordance with upholding Human Rights principles, SMBC Indonesia maintains that any project with the potential to impact local or indigenous communities must implement the principle of Free, Prior, and Informed Consent (FPIC). This ensures that community rights remain protected and that the development process proceeds in a fair, transparent manner that respects local socio-cultural values. [SUSBA 1.2.118]

The credit requirements are summarized in the following table:

[SUSBA 1.1.2.1] [SUSBA 1.1.2.5] [SUSBA 1.2.1.5] [SUSBA 1.2.1.8] [SUSBA 1.2.1.11] [SUSBA 1.2.1.12] [SUSBA 1.2.1.13] [SUSBA 1.2.1.15] [SUSBA 1.2.2.1] [SUSBA 1.2.2.2] [SUSBA 1.2.2.3] [TCFD R1] [IDX S-09]

Description	Oil Palm	Forestry	Fisheries	Hydropower	Biomass Energy	Tobacco	Oil & Gas
Environmental Impact Assessment (AMDAL) or equivalent	✓	✓	✓	✓	✓	✓	✓
Compliance with Labor Regulations ¹	✓	✓	✓	✓	✓	✓	✓
Human Rights	✓	✓	✓	✓	✓	✓	✓
Mandatory Certification	RSPO or ISPO ²	FSC or PEFC	ASC, MSC or other ³				
NDPE Commitment	✓	✓					
PADIATAPA				✓			✓

¹ includes the prohibition of illegal and child labor, while prioritizing labor rights as regulated under national Labor Provisions and ILO Fundamental Conventions.
² must fulfill RSPO principles and criteria; exempted for working capital credit facilities.
³ exempted for the micro-segment.



Sectoral policy stipulates that debtors operating in sensitive sectors with potentially significant environmental impacts (such as oil and gas, mining, energy, and power) are expected to have a mitigation plan or a decarbonization action plan (greenhouse gas emissions reduction) as part of their support for the goals of the Paris Agreement. [SUSBA 1.2.1.2] [SUSBA 1.5.1.1] [SUSBA 1.5.1.2]

IMPLEMENTATION OF ENVIRONMENTAL AND SOCIAL RISK ASSESSMENT POLICY AND PROCEDURE

[FS9] [SUSBA 1.4.1.1]

In strengthening corporate governance related to sustainability implementation, SMBC Indonesia ensures compliance with applicable regulations. The review and assessment of financing provided by SMBC Indonesia are conducted by the relevant lines of business using standards established by SMBC Indonesia, and all (100%) financing has incorporated sustainability-related risk assessments. These considerations are embedded in each credit disbursement across all segments through mechanisms governed by the respective lines of business. In addition, SMBC Indonesia has implemented an internal control system based on the three lines of defence

model, comprising Risk Taking Units and Business Risk as the first line of defence, Risk Management, Compliance and Legal, Finance & Planning, and Human Resources as the second line of defence, and Internal Audit (SKAI) as the third line of defence.

ENVIRONMENTAL AND SOCIAL RISK ASSESSMENT PROCEDURE

[OJK E.3] [SUSBA 1.1.10] [SUSBA 1.3.1.2] [SUSBA 1.3.2.1] [FS2] [FN-CB-410a.2]

SMBC Indonesia implements environmental and social screening across all (100%) financing assets through a positive screening mechanism that prioritizes activities with beneficial impacts, such as renewable energy and energy efficiency, as well as a negative screening approach that restricts or excludes high-risk sectors in accordance with internal policies and regulatory requirements.

In providing financing, SMBC Indonesia applies environmental and social assessments to prospective customers, as stipulated in the Sustainability Policy and the Environmental and Social Risk Assessment Procedures. The negative and positive screening criteria are further described on page 48-52. [SUSBA 1.2.2.4] [FS11]

SUSTAINABILITY POLICY



Serves as the general guideline for compliance with ESG aspect assessments across all business segments.

ENVIRONMENTAL AND SOCIAL RISK ASSESSMENT PROCEDURE



Serves as the guideline for ESG aspect assessments within the corporate segment for financings that meet established financing thresholds.

SMBC Indonesia applies applicable assessment criteria for debtors and business partners with reference to the policies applicable at SMBC Indonesia, including: [TCFD R2]

1. SMBC Indonesia reviews provided collateral, taking into account the collateral's value both at the time of receipt and during re-examination. SMBC Indonesia ensures that environmental risks associated with the collateral do not hinder or burden SMBC Indonesia, meaning the collateral value does not become negative upon its sale.

2. For financing with specific projects that meet the established threshold, an assessment of environmental and social risk aspects is conducted at the initial stage of credit approval and periodically through annual credit monitoring. If any issues or cases arise during the assessment, they will be taken into account in the credit approval process. [SUSBA 1.3.1.1]

3. SMBC Indonesia, for certain projects, conducts periodic visits to debtors for supervision and coaching. The results of these visits are reported in a call report. Topics discussed include, among others: the debtor's overall business condition, including compliance with environmental regulations. This interaction is carried out by departments within each respective business line. [FS5]
4. In the corporate segment, SMBC Indonesia undertakes a process to monitor debtor, as stipulated in the Corporate Banking Standard Operating Procedure (SOP) and its addenda. This is part of SMBC Indonesia's efforts to contribute to climate change mitigation and adaptation initiatives. The engagement was conducted by the relevant line of business. The purpose of this engagement was to ensure compliance with environmental and social requirements. [FS5]
5. In the corporate segment, for specific projects and thresholds, SMBC Indonesia incorporates the results of environmental and social reviews into financing decisions, formalized in loan agreements to strengthen the implementation of sustainability principles. [SUSBA 1.3.1.3] [SUSBA 1.3.1.5] [TCFD R3]

These policies are in accordance with:

- Presidential Regulation No. 59 of 2017
- Financial Services Authority Regulation No. 51 of 2017
- Regulations of the Ministry of Environment and Forestry (KLHK)

PROCESS FOR MONITORING THE IMPLEMENTATION OF ENVIRONMENTAL AND SOCIAL COMPLIANCE

[TCFD R3]

To ensure portfolio quality while maintaining financing sustainability, SMBC Indonesia conducts reviews of critical aspects, including:

1. **Credit Allocation:** Ensuring that financing is disbursed in accordance with established internal plans and policies.
2. **Borrower Business Development:** Monitoring the business conditions of debtors to identify potential risks as well as growth opportunities.
3. **Compliance with Sustainable Finance Regulations:** Evaluating the implementation of environmental, social, and governance principles by debtors, in alignment with applicable standards and regulations.

This monitoring is conducted to ensure the alignment of the debtor's business operations with established sustainability standards. The review of these financing procedures is performed at least once a year.

[SUSBA 1.3.2.3] [SUSBA 1.3.2.4]

MECHANISM OF ENVIRONMENTAL AND SOCIAL RISK ASSESSMENT

For the corporate segment, SMBC Indonesia implements environmental and social assessments as outlined in the Environmental and Social Assessment Procedure document. This supports financing activities in alignment with sustainability standards, minimizes risks, and delivers long-term benefits for the environment and communities. Assessment of environmental and social aspects is applied to Debtors operating in sectors with the potential for negative environmental and social impacts, as well as debtors in specific sectors that meet certain exposure thresholds.

The mechanism for conducting the environmental and social risk assessment is as follows: [SUSBA 1.3.1.3]

1. Collection of Required Information

[SUSBA 1.2.1.11]

- SMBC Indonesia requests prospective clients to submit data, including but not limited to the project outline, environmental and social impact analysis reports, Environmental and Social Action Plans, and other relevant documents. If a project has the potential to cause adverse impacts on human rights, an assessment of these impacts will be applied, covering:
 - Environmental and Social Assessment (ESA)
 - Environmental and Social Impact Assessment (ESIA)
 - Environmental and Social Management Plan (ESMP)
- Potential social impacts and risks examined include: Human Rights impacts, labor/worker rights, and local communities. For projects closely linked to indigenous communities, the availability of Free, Prior, and Informed Consent (FPIC) documentation from the affected indigenous communities shall be verified. Companies are also required to establish an effective grievance mechanism accessible to indigenous communities.
- Potential environmental impacts and risks examined include: biodiversity loss, deforestation risks, marine environment degradation risks, flooding, and water scarcity.
- If significant negative potential is identified, a consultation and participation process must be conducted, free from interference, coercion, or intimidation from any party.



2. Conducting Environmental Screening [SUSBA 1.3.1.4]
Projects are subsequently classified into various categories based on the assessed potential risk and environmental impact:
 - Significant adverse potential
 - Limited adverse potential
 - Minimal adverse potential
 - No adverse potential
3. Conducting Environmental Review
SMBC Indonesia conducts a review to ensure the project complies with national regulations, international standards, and other relevant standards within SMBC Indonesia's business. If necessary, review findings can be escalated and incorporated as clauses in the loan agreement through a negotiation process with the customer. [SUSBA 1.3.1.5]
4. Decision Making
Decisions are made based on the results of the environmental and social assessment. If any non-compliance is identified, SMBC Indonesia encourages the customer to undertake appropriate corrective actions. [SUSBA 1.3.1.4] [SUSBA 1.3.1.5]
5. Environmental Monitoring [FS3] [SUSBA 1.3.2.5]
SMBC Indonesia conducts environmental monitoring to ensure compliance with the environmental and social requirements provided by customers. Monitoring methods may include face-to-face meetings or site visits and/or the completion of environmental and social impact assessment forms (if required).

If a customer fails to comply with these environmental requirements, SMBC Indonesia will urge the customer to meet the applicable provisions to ensure the plan is implemented within an agreed timeframe, either before or after credit disbursement. Should the customer be unable to meet these provisions, SMBC Indonesia will take necessary actions. [SUSBA 1.3.2.2] [SUSBA 1.3.2.3] [SUSBA 1.3.2.5] [SUSBA 1.6.1.1]

To uphold this transparency, SMBC Indonesia provides a grievance mechanism for the public and other stakeholders with concerns or feedback regarding SMBC Indonesia's performance. This can be submitted via the communication channels provided on the Company's official website. [SUSBA 1.2.1.18].

RISK MANAGEMENT

[OJK E.3]

The risk management framework and its implementation at SMBC Indonesia are designed to support operational sustainability, maintain financial stability, and protect all stakeholders through a comprehensive approach. This endeavor encompasses measures to identify, assess, manage, and monitor various types of risks that could impact SMBC Indonesia's performance. SMBC Indonesia classifies its primary risks in accordance with applicable OJK regulations, namely:

1. Credit Risk
2. Market Risk
3. Liquidity Risk
4. Operational Risk
5. Legal Risk
6. Strategic Risk
7. Compliance Risk
8. Reputational Risk

SMBC Indonesia's risk management policies are established by the Board of Directors and the Board of Commissioners. Implementation is carried out through various strategic steps aimed at ensuring the successful application of these policies, including:

1. Active oversight by the Board of Directors and the Board of Commissioners;
2. Adequacy of risk management policies and procedures, and the setting of risk limits;
3. Adequacy of risk identification, measurement, monitoring, and control processes, as well as the risk management information system; and
4. A comprehensive internal control system.

CLIMATE RISK MANAGEMENT

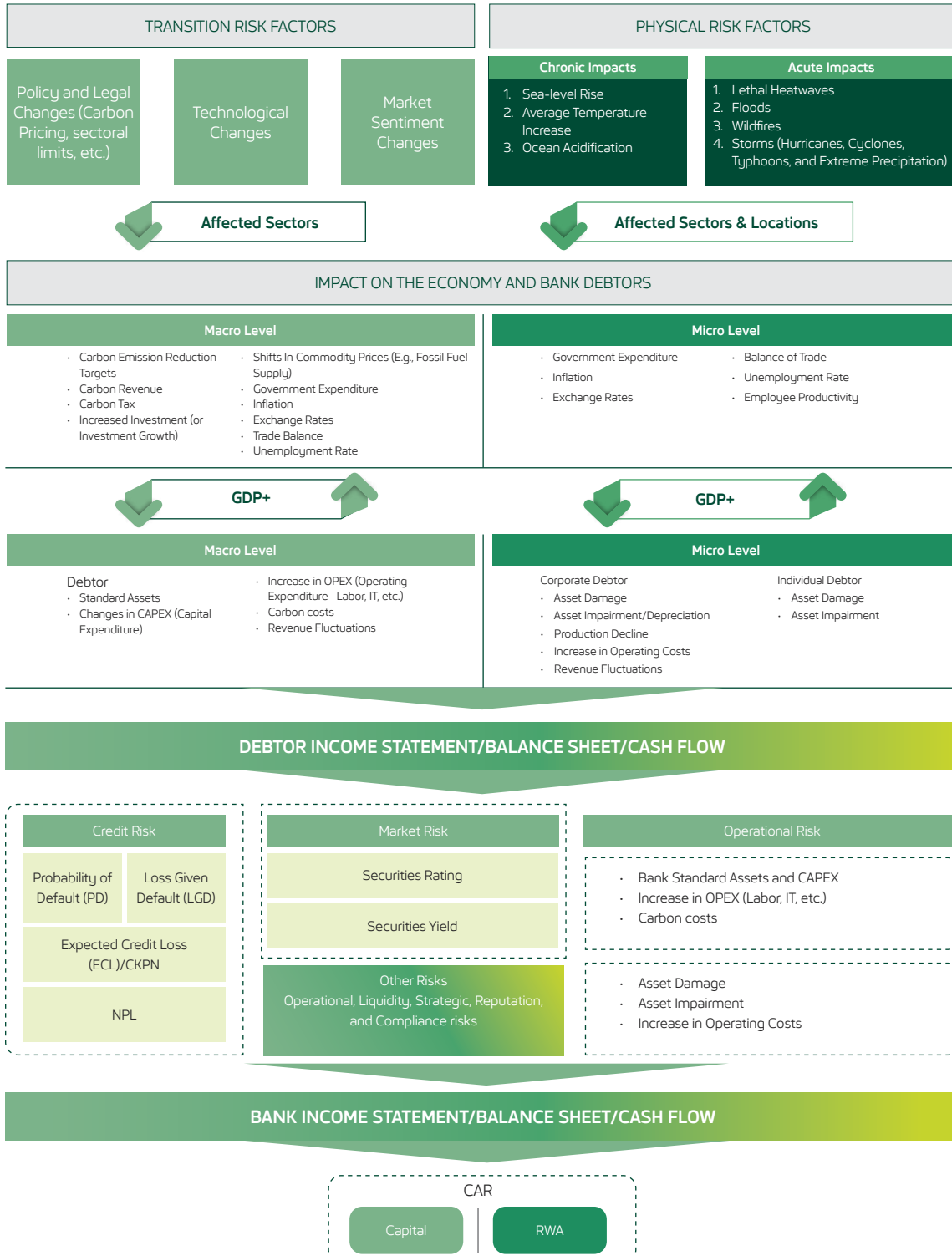
[ACGS B.1.2] [ACGS (B).B.1.1]

Climate change poses both physical and transition risks to SMBC Indonesia. Physical risks refer to those arising from climate change due to specific events (acute physical risks) or long-term shifts in climate patterns (chronic physical risks). Acute physical risks stem from increasingly severe and frequent weather-related events such as storms, floods, droughts, or heatwaves. Chronic physical risks arise from long-term changes in climate patterns, including shifts in precipitation and temperature that can lead to sea-level rise, reduced water availability, biodiversity loss, and changes in land productivity.

In addition to physical risks, climate change presents transition risks, emerging from efforts to transition to a low-carbon economy. Transition risks encompass policy, legal, technological, market, and reputational risks. These risks can have financial implications for the Company, such as increased operational costs or decreased asset value due to new or amended relevant regulations.

Both types of risk can impact the financial stability of SMBC Indonesia through the potential devaluation of assets, supply chain disruptions, shifts in consumer demand, and changes in policies and regulations, as illustrated below.

Overview of Transmission Channels for Climate-Related Financial Risks to Bank Financial Performance

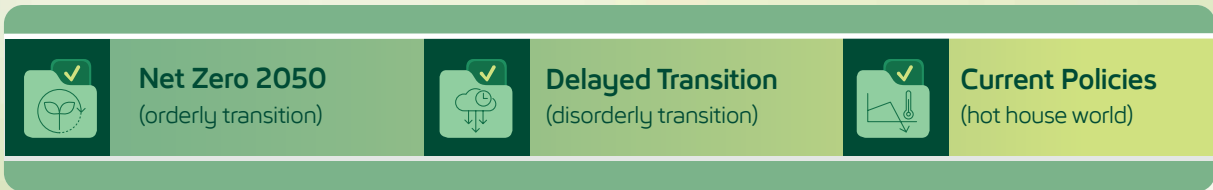




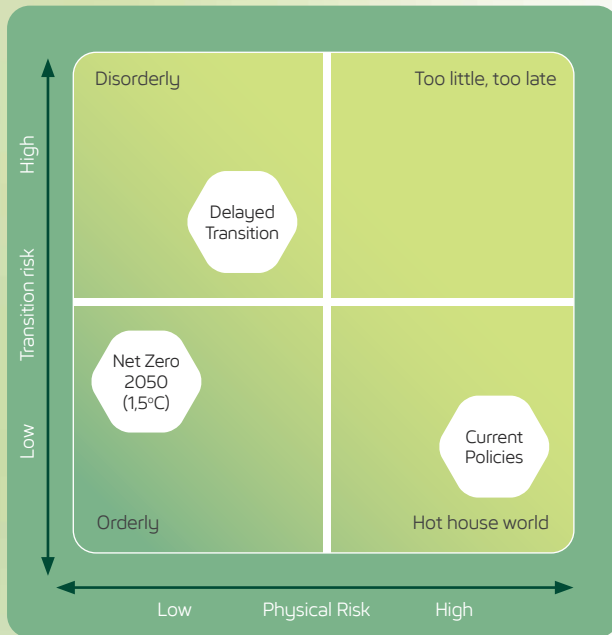
CLIMATE RISK MANAGEMENT AND SCENARIO ANALYSIS (CRMS) [TCFD R1]

In anticipation of climate change, since 2024 SMBC Indonesia has conducted a pilot of Climate Risk Management and Scenario Analysis (CRMS) for the first phase, covering 50% of the portfolio for productive loans. This was followed in 2025 with the second phase, covering 100% of the portfolio for both productive and consumer loans.

SMBC Indonesia has begun identifying climate-related risks across short-term (2025–2027), medium-term (2030), and long-term horizons (2040 and 2050) by adopting climate impact measurement using climate scenarios in accordance with OJK guidance, which are also based on the scenarios developed by the Network for Greening the Financial System (NGFS), namely:



SKENARIO IKLIM NGFS



Current Policies 01

Assumed that no new policies are introduced to mitigate the impacts of climate change, resulting in relatively limited transition risks for financial institutions while creating long-term physical risks.

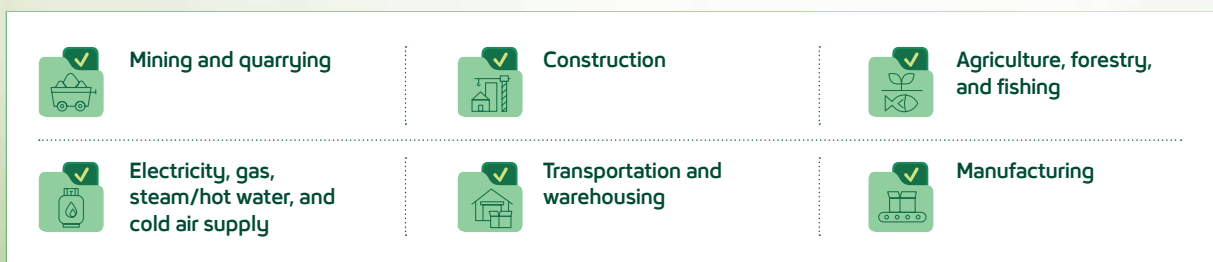
Delayed Transition 02

Assumed that no specific policies are implemented to promote a low-carbon society during the period 2020–2030. However, beginning in 2030, the government is assumed to introduce significantly different policies, enabling the achievement of carbon neutrality around 2050.

Net Zero 2050 03

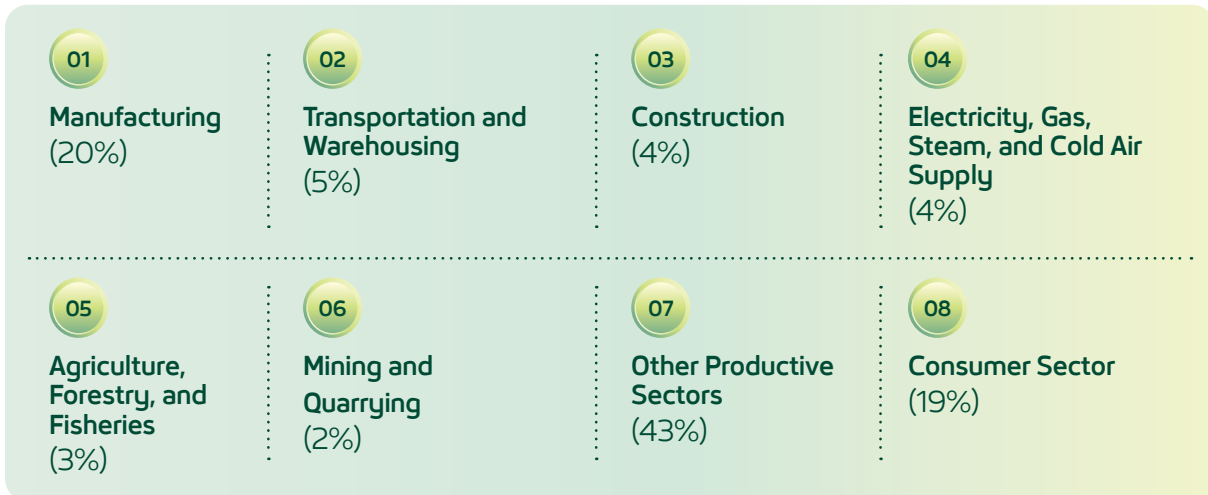
Assumed that all countries will undertake comprehensive efforts to achieve carbon neutrality by 2050, resulting in heightened exposure to climate-related transition risks, which may subsequently pose risks to financial institutions. On the other hand, exposure to physical risks is expected to decline due to mitigation efforts aimed at limiting the increase in global temperatures.

For the implementation of CRMS in 2025, SMBC Indonesia’s climate risk assessment addresses both physical and transition risks, focusing on the priority sectors designated by the OJK, as follows:



In addition to the above priority sectors, the scope was also expanded to include other productive sectors and consumptive sectors. [TCFD S1] [TCFD S3] [SUSBA 1.6.2.7] [SUSBA 1.6.2.8]

Overview Portfolio CRST



Based on the analysis of potential climate risk impacts on SMBC Indonesia’s performance in accordance with the 2025 CRMS assessment, the findings are as follows: [TCFD R1]

1. PHYSICAL RISKS

Credit Risk: The 2025 Climate Risk Stress Testing (CRST) identified that physical risks, specifically disasters such as floods and forest fires, impacts an increase in credit risk indicated by a rise in Loss Given Default (LGD), and a decline in collateral value within exposed portfolios.

Forest fire risks demonstrate a concentrated and significant impact on several specific regions. The decline in collateral value due to forest fires is focused on land in the affected areas.

In addition to forest fire risk, SMBC Indonesia also conducted a flood risk stress test on collateral within the productive sectors. This risk directly impacts the decline in collateral value held by SMBC Indonesia, primarily due to physical damage to property, potentially lowering the Company’s recovery rate in the non-performing loan resolution process.

Operational Risk: Based on the 2025 CRST results regarding the impact of physical risks on SMBC Indonesia’s operational risk, projected losses for 2025 related to building and machinery damage remain minimal. SMBC Indonesia has mitigated potential losses from natural disasters on buildings and machinery by locating branch offices in relatively safe areas. SMBC

Indonesia has also implemented a Business Continuity Plan (BCP) to ensure Company’s operational/activity continuity in the event of a disaster.

2. TRANSITION RISKS

Credit Risk: Based on the 2025 CRST results, transition risks are projected to have a significant impact on SMBC Indonesia’s credit quality. This impact is primarily driven by the assumption of stringent climate policy implementation, including carbon cost scenario components set to take effect starting in 2025.

Market Risk: Based on the results of the 2025 CRST implementation, transition risks indicate a potential increase in Risk-Weighted Assets (RWA) for market risk. However, the impact on the overall market exposure is assessed as not significant.

Liquidity Risk: Climate risks have the potential to affect the Bank’s liquidity position, particularly the cash inflows and outflows of debtors/customers with exposure to climate-related risks.

Based on the results of the 2025 Climate Risk Stress Test (CRST), the quality of SMBC Indonesia’s Non-Performing Loans (NPL) has deteriorated, leading to a projected decline in the Capital Adequacy Ratio (CAR) by approximately 1-3% across various climate risk scenarios compared to the 2024 baseline figure, while still remaining above the minimum capital requirements set by the OJK.



These CRST results remain at the pilot project stage, in accordance with OJK guidelines, and do not yet fully reflect SMBC Indonesia's actual condition. This consideration accounts for existing data limitations, including external data such as macroeconomic data and other relevant data used in the calculation and scenario analysis. Moving forward, SMBC Indonesia will continue to refine and develop its methodology to achieve more accurate analytical results in alignment with regulatory guidance.

FOLLOW-UP ACTION PLAN

The results of the above CRST serve as a basis for SMBC Indonesia in developing the parameters for monitoring processes and establishing a governance framework for climate change-related risk management. This framework will be integrated into SMBC Indonesia's existing risk management framework, covering governance, strategy, risk management, as well as metrics and targets. [TCFD R2] [TCFD R3] [SUSBA 1.6.1.2] [FN-CB-550a.2]

In line with the development of the climate risk management framework, SMBC Indonesia has begun integrating climate factors through: [TCFD S2]

- Implementation of a Sustainability Policy, by continuously striving to increase financing to green sectors and reduce exposure to high-risk industries.

- Transparency and reporting on performance by initiating climate risk identification through the execution of CRMS and the calculation of operational emissions and financed emissions.
- Sustainability and climate change education for employees, customers, and suppliers, including through environmental campaigns via internal and external media.
- Environmental management focusing on energy efficiency, digital banking, eco-friendly transportation, and flexible work policies.

CLIMATE-RELATED RISKS AND OPPORTUNITIES

[TCFD S1]

SMBC Indonesia has initiated the process of identifying various risks arising from climate change and their potential impacts on the Bank's business activities and financing portfolio. These risks include physical damage to borrowers' assets resulting from natural disasters, changes in environmental regulations, as well as potential reputational impacts related to financing in socially and environmentally sensitive sectors. This identification process serves as a foundation for SMBC Indonesia to manage risks more proactively and to align its business strategy with evolving climate-related challenges.

POTENTIAL CLIMATE-RELATED RISKS

Physical Risk	Financial Risk Due to Loss of Assets Related to Natural Disasters Occurring at Debtor Location	Natural disasters, such as floods, can cause direct damage to a debtor's assets, thereby impacting their debt-servicing capacity. These physical risks necessitate risk management strategies responsive to unforeseen events.
Transition Risk	Changes in Customer Behavior	In the short term, changes in customer behavior toward digital services, green investment preferences, or sensitivity toward SMBC Indonesia's products related to environmental issues may affect the customer base and overall revenue.
	Regulatory Changes Demanding Stricter Compliance with Environmental Standards	Regulatory changes, such as enhanced ESG standards, may increase compliance costs and necessitate adjustments to business processes over the coming years.
	Reputational Risk Related to Financing in Sectors Sensitive to Environmental and Social Issues	In the medium term, public opinion and stakeholder pressure may affect SMBC Indonesia's reputation, particularly if SMBC Indonesia is involved in financing controversial projects in sectors sensitive to social and environmental issues.
	Challenges in Credit Risk Management Related to Financing Projects with the Potential to Damage Natural Ecosystems	In the long term, projects with significant potential environmental impact may create substantial credit risks, particularly in the event of regulatory tightening or irreversible damage to ecosystems.

Despite the inherent risks, the impacts of climate change also present various potential opportunities for consideration. Climate-related opportunities are those arising from climate change or from efforts aimed at mitigating and adapting to its effects. Below are several potential climate-related opportunities for SMBC Indonesia: [TCFD S1]

POTENTIAL CLIMATE-RELATED OPPORTUNITIES

	<p>Financing Opportunities for Energy Transition Projects</p>	<p>Given the increasing demand for financing in energy efficiency and renewable energy projects, such as solar panels, wind power plants, and bioenergy, SMBC Indonesia can expand its green financing portfolio.</p>
	<p>Green Financial Product Offerings</p>	<p>The issuance of green bonds or ESG-oriented financial instruments can attract environmentally conscious investors and clients.</p>
	<p>Enhancing Collaboration with Sustainability-Focused Companies</p>	<p>SMBC Indonesia can establish strategic partnerships with companies committed to sustainability to support their transition toward a low-carbon economy, thereby broadening its customer base.</p>
	<p>Financing Green Infrastructure Projects</p>	<p>Demand for financing eco-friendly infrastructure projects, such as electric public transportation systems and efficient clean water management systems, is expected to grow in alignment with government policies and sustainable urbanization.</p>
	<p>Sustainability-Based Financial Transformation in Global Markets</p>	<p>In the long term, SMBC Indonesia can solidify its position as a regional leader in green finance by developing an integrated, sustainability-based financial ecosystem, including a dedicated ESG digital website.</p>
	<p>Enhancing Portfolio Diversification into Green Technology Innovation Sectors</p>	<p>Investment in green technology sectors, such as energy storage, electric vehicles, and sustainable agriculture presents significant profit opportunities amidst the rising global focus on a low-carbon economy.</p>

During the reporting period, SMBC Indonesia has not yet quantified the financial impacts of climate change-related risks and opportunities on its financial position, performance, and cash flows, considering that the implementation of the Climate Risk Stress Test remains at the pilot project stage and therefore does not yet fully reflect SMBC Indonesia’s actual conditions. Further disclosures will be considered in line with the continued integration of climate-related risks into SMBC Indonesia’s business management processes, in accordance with regulatory guidance. [GRI 201-2]

SMBC Indonesia consistently strengthens its Sustainable Finance product portfolio, which has become an integral part of its banking solutions. These product initiatives are a tangible manifestation of SMBC Indonesia’s commitment to supporting customers in navigating the transition toward greener and more responsible business practices.



METRICS AND TARGETS

[OJK A.1] [SUSBA 1.1.1] [SUSBA 1.6.2.9] [ACGS B.1.4] [ACGS B.1.5] [IDX E-06] [IDX E-07]

SMBC Indonesia reinforces its sustainability commitment by aligning its operations and product portfolio development to support the SMBC Group's sustainability targets, namely:



In supporting the achievement of the sustainability targets of the SMBC Group, SMBC Indonesia has consistently implemented various strategic initiatives aligned with the transition toward a low-carbon economy, including the following:

- Conducting independent assurance on energy use.
- Developing financial products that support the energy transition.
- Preparing for participation in carbon credit transactions.
- Strengthening financing policies for the energy sector.
- As stipulated in the Sustainability Policy, SMBC Indonesia will cease all new financing for coal-fired power plant projects, with an effective implementation target of 2040.

GREENHOUSE GAS EMISSIONS MEASUREMENT

[TCFD M1] [TCFD M2] [TCFD M3]

SMBC Indonesia calculates Scope 1, 2, and 3 emissions as part of its efforts to assess climate change-related risks and opportunities. This measurement uses the unit of Tons of CO₂e (tons of carbon dioxide equivalent) to provide a clear overview of the environmental impact of SMBC Indonesia's operations. Within Scope 3, SMBC Indonesia measures emissions from both non-financing (operational) categories and financed emissions. Financed emissions refer to greenhouse gas emissions generated from the financing portfolio, demonstrating the institution's responsibility in supporting the transition toward a low-carbon economy.



SYNERGY AND PARTNERSHIP FOR SUSTAINABILITY

[SUSBA 1.1.2.2]

SMBC Indonesia actively collaborates with various organizational units and stakeholders to create positive value holistically for the environment, the community, and the economy.

GOVERNMENT INSTITUTIONS



In order to support sustainable development and the implementation of eco-friendly and inclusive sustainable finance, SMBC Indonesia collaborates with the government and relevant government institutions, such as:

- Financial Services Authority (OJK)
- Ministry of Energy and Mineral Resources (ESDM)
- Ministry of Communication and Information Technology (Kominfo)
- Ministry of Cooperatives and Small and Medium Enterprises (Kemenkop UKM)
- Indonesia Stock Exchange (IDX)

MULTILATERAL ORGANIZATIONS, CIVIL SOCIETY ORGANIZATIONS, AND COMMUNITIES



SMBC Indonesia strengthens partnerships with multilateral and social organizations to support sustainable development programs, particularly in green financing, community empowerment, education, health, MSMEs, and the environment. SMBC Indonesia's collaborations include:

- International Finance Corporation (IFC)
- Indonesian Medical Association (IDI)
- Tangan Di Atas (TDA) Community
- Yayasan Tanah Air Semesta (YTAS)
- Perempuan Digdaya
- Arsanara Development Partner
- Womenpreneur Community

PRIVATE SECTOR AND ACADEMIA



SMBC Indonesia believes that synergy between the business world and academia is a key driver for innovation and providing long-term benefits for future generations. SMBC Indonesia maintains partnerships with several educational institutions, including:

- Podomoro University
- London School of Public Relations (LSPR)
- University of Indonesia (UI)
- Djarum Foundation
- Arkalearn Institute
- School of Business, IPB University (SB IPB)
- Bina Nusantara University (BINUS)

SMBC INDONESIA'S STRATEGIES AND CONTRIBUTIONS TO THE SDGS

[GRI 2-22] [OJK A1] [SUSBA 1.1.1.4]

SMBC Indonesia is committed to supporting the achievement of the Sustainable Development Goals (SDGs) by integrating sustainability principles into its operations and financing activities.

NO POVERTY



- Supporting economic growth through financing products for the retail, micro, SME, and corporate business segments in Indonesia.
- Through the Daya program, providing financial literacy training and seminars for students, university students, housewives, persons with disabilities, employees, and the elderly.
- Through the Daya program, providing entrepreneurship seminars for individuals planning, starting, improving, and developing their businesses.
- Expanding customers' business market access online through the Pasar Daya feature on the "Daya.id" website, and offline through customer product bazaars and export opportunities.



ZERO HUNGER



- Providing financing in the agricultural sector.

GOOD HEALTH AND WELL-BEING



- Providing free healthcare services for employees at the head office through the establishment of the Teras Medika clinic facility.
- Through "Daya.id", Tips/Articles, Online Training, Ask an Expert, Success Stories, and Lifestyle features are provided.
- Providing elderly-friendly branch facilities.
- Providing preparatory programs for prospective retirees from the civil service (PNS), the Indonesian National Police (Polri), and the Indonesian National Armed Forces (TNI).
- Facilitating the implementation of sports activities for employees through the SMBCI Club.
- Routinely organizing blood donation drives. In 2025, this was carried out 3 times.
- Through the Lansia Bercerita program, SMBC Indonesia supports the improvement of the mental well-being of its elderly customers.

QUALITY EDUCATION



- Providing seminars in the areas of competence development, financial literacy, capacity to grow for business, and lifestyle to customers and the public.
- Through the "Daya.id" program, providing features such as Tips/Articles, Online Training, Ask an Expert, Business Opportunities, Market Access Enhancement, and Success Stories in the areas of finance, business, and lifestyle.
- Collaborating with Djarum Foundation to foster the younger generation through the development of educational facilities.
- Engaging SMBC Indonesia's senior management, including members of the Board of Directors, to participate in providing education and motivation to the younger generation through the volunteer program (Sahabat Daya).
- Providing growth opportunities for employees through various training programs.
- A total of 24 employees received Master's degree scholarships.
- A total of 10 students received scholarships from SMBC Indonesia.

GENDER EQUALITY



- Acting as a founder/promoter in the organization Indonesia Business Coalition for Women Empowerment (IBCWE).
- Through diversity and inclusion programs, practicing equality in employee career development and remuneration.
 - 45% of total employees are women.
 - 50% of the Board of Directors are women.
 - 40% of employees in middle-to-upper management positions are women.
 - 41% of employees who received promotion opportunities are women.
- Providing a safe workplace for women, including through the provision of lactation rooms.
- Facilitating paternity leave for male employees when their wives give birth.

CLEAN WATER AND SANITAZION



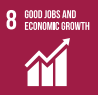
- SMBC Indonesia participated in a syndicated loan amounting to Rp8.87 trillion for the development of a clean water pipeline network in DKI Jakarta.

AFFORDABLE AND CLEAN ENERGY



- Providing financing facilities to corporations in the renewable energy and electricity supply sectors.

DECENT WORK AND ECONOMIC GROWTH



- Organizing seminars and entrepreneurship mentoring (business coaching) to support the growth of MSMEs.
- Through "Daya.id", organizing seminars and entrepreneurship mentoring (business coaching) to support the growth of MSMEs, as well as providing market access through Pasar Daya and Selendang Mayang initiatives.
- Providing a decent and comfortable workplace for 6,139 employees.



INDUSTRY, INNOVATION AND INFRASTRUCTURE



- Developing technological innovations in banking service activities.
- Collaborating with Djarum Foundation in developing educational facilities.
- Developing ESG Mutual Funds, mutual funds designed for ESG purposes, expected to have an impact on enhancing general public welfare and reducing poverty.

REDUCED INEQUALITIES



- Providing financing for the retail, micro, and small-medium enterprise (SME) segments.
- Providing financial literacy programs for students, university students, employees, persons with disabilities, retirees, MSME entrepreneurs, and the general public.

SUSTAINABLE CITIES AND COMMUNITIES



- Providing financing for the green property sector.
- Operating a green building concept at the SMBC Indonesia Head Office.
- Preserving heritage through the management of the UNESCO award-winning Dago branch.

RESPONSIBLE CONSUMPTION AND PRODUCTION



- Through its digital banking product (Jenius), SMBC Indonesia supports the reduction of carbon emissions by eliminating the need for customers to travel to physical SMBC Indonesia's branch locations.
- Waste management in collaboration with a third party at the SMBC Indonesia head office.

CLIMATE ACTION



- Providing sustainable financial products.
- Implementing energy savings and emission reductions across the entire SMBC Indonesia office network.
- Being part of the net-zero emissions transition plan initiated by the SMBC Group.
- Potential carbon dioxide (CO₂) sequestration through the planting of 4,096 trees since 2023.

LIVE BELOW WATER



LIFE ON LAND



- Establishing procedures for environmental and social risk assessment in every business process, incorporated into SMBC Indonesia's credit policy.

PEACE, JUSTICE AND STRONG INSTITUTIONS



- Building a clean, high-integrity institution and providing a violation reporting channel (whistleblowing system).
- Encouraging employee participation through labor unions and collective labor agreements.

PARTNERSHIPS FOR THE GOALS



- Partnering with experts, universities, government institutions, corporations, and NGOs to enhance the capacity of customers and the public in the areas of personal development, financial literacy, entrepreneurship, and lifestyle.
- Participating in memberships of various associations to advance performance for the achievement of economic improvement for Indonesia.



Sustainable Economic and Financial Performance

“ SMBC Indonesia aspires to drive positive change by supporting projects that deliver tangible benefits for the environment and social welfare. ”

In 2025, Indonesia's economy continued to demonstrate resilience amidst global uncertainty, driven by domestic consumption growth, rising exports, and accelerated infrastructure development. SMBC Indonesia played an active role in advancing Indonesia's transition towards a low-carbon economy by expanding its contributions across various sectors, including sustainable project financing.

financial products such as Green Loans, Sustainability-Linked Loans, ESG Deposits, and Green Deposits. SMBC Indonesia also continues to strengthen product and service innovation by leveraging digital technology to promote broader access to financing and financial management within the community as the foundation for robust economic growth.

SMBC Indonesia remains committed to advancing sustainable finance, as reflected in its consistent growth of credit distribution performance through sustainable

Other strategic projects supported by SMBC Indonesia in 2025 include:

GREEN PROJECTS

Green Loan for Eco-Friendly Transportation

SMBC Indonesia supports the development of a green transportation ecosystem by financing businesses within the electric vehicle (EV) value chain, from the vehicle production process to retail sales (via financing companies), including through the disbursement of a syndicated loan with a green tranche of USD 400 million to corporate segment borrowers, utilized for the production and assembly processes of electric vehicles.



Sustainability-Linked Loan

SMBC Indonesia disbursed a Sustainability-Linked Loan to support clients committed to sustainability targets aligned with best market practices.



Green Loan for Renewable Energy

SMBC Indonesia actively supports the development of renewable energy in Indonesia. A key initiative is a strategic collaboration with SUN Energy, a developer of commercial and industrial solar power plants (PLTS), through a financing facility of USD 10 million.



INCLUSIVE FINANCE PROJECTS

Financing for Women-Led MSMEs

SMBC Indonesia promotes women's economic empowerment through inclusive financing for MSMEs. The financing portfolio for women-led MSMEs reached Rp3.45 trillion, an increase of 4.16% compared to 2024.



Zakat Program via Jenius

SMBC Indonesia supports the digitization of zakat to enhance efficiency, transparency, and accessibility in its distribution within the community through partnerships with trusted and officially registered social and zakat institutions. In 2025, Jenius facilitated digital donations and zakat payments through BAZNAS, Dompot Dhuafa, and Rumah Zakat.

During Ramadan 2025 (March 3 - April 30, 2025), in the spirit of sharing Ramadan's blessings, SMBC Indonesia conducted a Ramadhan Program by providing an additional donation of Rp25,000 for each zakat transaction made by customers with a minimum value of Rp150,000 via the Jenius app or partner websites using the Jenius application.



AWARDS RELATED TO SUSTAINABLE FINANCING


**1 Investing on Climate by Editors Choice
Award 2025**

SMBC Indonesia received the Best Emission Reduction and Best Climate awards at the Investing on Climate by Editors Choice Award in recognition of its significant contributions to mitigating the impacts of climate change through various initiatives and sustainable investments.


**2 Indeks Integritas Bisnis Lestari
(INSTAR) 2025**

SMBC Indonesia was awarded the INSTAR Verified Company designation at the Indeks Integritas Bisnis Lestari (INSTAR), organized by Tempo Data Science, Transparency International Indonesia (TII), and Institute for Strategic Initiatives (ISI). This award is presented to companies that have implemented principles of integrity and sustainability in their business operations.

FINANCIAL PERFORMANCE AND GROWTH

In 2025, SMBC Indonesia recorded solid financial performance growth, with the Company's operating income for the reporting year amounting to Rp18.4 trillion, representing a 5.8% increase compared to the previous year.

Financial Performance
[OJK F.2]

Description	2025	2024	2023
Balance Sheet Summary (Rp Billion)			
Total assets	245,848	241,096	201,448
Productive assets	246,213	202,950	197,326
Loans and sharia financing	155,011	149,972	156,561
Financing receivables	30,377	29,433	-
Third-party funds	131,001	121,318	108,199
Loans received	41,905	52,633	34,284
Securities issued	6,794	2,940	201
Total liability	192,392	186,350	160,165
Total equity	53,456	54,746	41,283
Income Statement Summary (Rp Billion)			
Net interest income	15,912	15,208	12,044
Other operating income	2,527	2,221	1,689*
Operating expenses	(10,069)	(9,428)	(7,222)*
Allowance for impairment losses	(8,047)	(3,897)	(3,050)
Net operating income	324	4,104	3,461
Net income for the current year	(102)	3,216	2,682
Total comprehensive income	(480)	3,291	2,701
Bank operating income	18,439	17,429	14,118
Bank net income	(102)	3,216	2,682



Description	2025	2024	2023
Performance Ratios			
Minimum Capital Adequacy Ratio (CAR)	29.31%	30.02%	29.90%
Non-performing earning assets and non-earning assets to total earning assets and non-earning assets	1.23%	1.20%	0.68%
Non-performing earning assets to total earning assets	1.22%	1.19%	0.68%
Allowance for impairment losses on financial assets to total earning assets	3.06%	2.60%	2.46%
Gross NPL	2.59%	2.50%	1.36%
Net NPL	0.85%	1.07%	0.40%
Return on Assets (ROA)	0.12%	1.80%	1.73%
Return on Equity (ROE)	1.13%	6.83%	6.54%
Net Interest Margin (NIM)	7.02%	7.10%	6.45%
Efficiency Ratio (BOPO)	97.71%	83.21%	83.72%
Loan to Deposit Ratio (LDR)	140.33%	147.04%	142.68%
Liquidity Coverage Ratio (LCR) Value			
a. Individual LCR	193.34%	221.49%	177.57%
b. Consolidated LCR	229.42%	253.71%	199.68%

Note:

- The data in the table above represents the consolidated financial data of SMBC Indonesia, including its three subsidiaries: PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF).
- (*) A restatement of the 2023 data for Other Operating Income and Operating Expenses was made due to a recalculation, resulting in lower values compared to those reported in the previous report.

SUSTAINABLE FINANCE TAXONOMY

As part of SMBC Indonesia's commitment to implementing sustainable finance, SMBC Indonesia also follows the guidance of the Financial Services Authority (Otoritas Jasa Keuangan or OJK) in the pilot implementation of the Indonesia Sustainable Finance Taxonomy (TKBI), a national classification system developed by OJK to identify and categorize economic activities based on their contribution to environmental protection objectives and sustainable development in Indonesia. TKBI serves as an important reference for the financial services sector to enhance transparency, direct financing toward environmentally friendly activities, and support the transition to a low-carbon economy.

During the TKBI pilot reporting in December 2025, SMBC Indonesia reported 68 debtors with a total outstanding balance of Rp20.5 trillion, of which 20.48% was identified under the Green and Transition categories. This achievement reflects SMBC Indonesia's active role in supporting the financing of economic activities that contribute positively to the national sustainability agenda, while also encouraging debtors to undertake a transition toward more environmentally friendly and sustainable business practices.

SUSTAINABLE FINANCE PERFORMANCE

[OJK B.3] [OJK F.26] [SUSBA 1.5.1.2]

SMBC Indonesia develops a range of sustainable products that integrate environmental and social aspects, including Green Loan, Social Loan, and Sustainability-Linked Loan, as a form of aspiration to support green financing while generating a positive impact on the community.

SMBC Indonesia has established the ESG Solutions Team, a specialized unit dedicated to supporting clients in their decarbonization initiatives through innovative financial solutions. Furthermore, in 2025, SMBC Indonesia formed the Sustainable Business Strategy Division, whose responsibilities include formulating business strategies aligned with the sustainability agenda and developing policies to support eco-friendly practices and social responsibility. [SUSBA 1.5.1.5] [SUSBA 1.5.1.2]

In 2025, SMBC Indonesia disbursed sustainable financing of Rp17.82 trillion, representing 11.89% of the total financing portfolio of Rp149.88 trillion. [FS10]

Education and Capacity Building for Stakeholders



Seminar “Sustainability and GHG Accounting: Navigating Climate Regulations in Indonesia”

[SUSBA 1.5.1.4]

SMBC Indonesia provided education on the importance of carbon emission calculations in supporting corporate sustainability for our corporate clients. The seminar was led by an emission calculation consultant presenting the mechanisms for Scope 1, 2, and 3 emissions. The event was attended by 81 participants representing various corporate clients.



Sustainable Finance Awareness Campaign

[SUSBA 1.5.1.4]

SMBC Indonesia actively participates in organizing events and outreach sessions for corporate segment clients related to sustainable financing and market best practices.



Supplier Education

[SUSBA 1.5.1.4] [ACGS B.4.3]

Seminars focusing on sustainability topics for suppliers are conducted annually. In 2025, the seminar addressed sustainable Human Resource management. The topic was selected based on internal research indicating that sustainable human resources management is a subject of significant interest and necessity for suppliers.

Details of sustainable financing, SMBC Indonesia disbursed Rp7.64 trillion to support green activities (KUBL), and provided social financing amounting to Rp10.19 trillion, from the total financing disbursed by SMBC Indonesia.

Financial Performance Related to Sustainability
[OJK B.1.d] [OJK C.4]

Description	2025	2024	2023
Types of products that meet the criteria for sustainable business activities	1. Sustainable Funding Products: <ul style="list-style-type: none"> ESG Deposit Green Deposit* 2. Sustainable Financing Products: <ul style="list-style-type: none"> Green Loan Social Loan Sustainability-Linked Loan 3. MSME Financing Products 4. Sustainable Investment Products: <ul style="list-style-type: none"> ESG Mutual Funds 	1. Sustainable Funding Products: <ul style="list-style-type: none"> ESG Deposit Green Deposit* 2. Sustainable Financing Products: <ul style="list-style-type: none"> Green Loan Social Loan Sustainability-Linked Loan 3. MSME Financing Products 4. Sustainable Investment Products: <ul style="list-style-type: none"> ESG Mutual Funds 	1. Sustainable Funding Products: <ul style="list-style-type: none"> ESG Deposit Green Deposit* 2. Sustainable Financing Products: <ul style="list-style-type: none"> Green Loan Social Loan Sustainability-Linked Loan 3. MSME Financing Products 4. Sustainable Investment Products: <ul style="list-style-type: none"> ESG Mutual Funds
Nominal value of products and/or services that meet the criteria for sustainable business activities (Rp billion)	17,821	18,126	13,775
Percentage of Total KKUB Portfolio to Total Bank Portfolio			
a. Funding	0.06%	0.05%**	0.10%**
b. Financing	11.89%	12.42%	9.49%



Description	2025	2024	2023
Inclusive Financial Performance (Jenius)			
Features Developed	2	1	4
Number of Jenius customers	5,198,105	5,199,264	4,497,649
Number of transactions	136,344,538	136,048,634	113,812,489

Note:

* SMBC Group products with underlying green assets located in Indonesia.

** A restatement of the 2024 and 2023 sustainable funding data was conducted due to adjustments in the classification of sustainable funding products, resulting in lower values compared to those reported previously.

Jenius is the flagship digital banking program of SMBC Indonesia. Advancements in digitalization and internet technology have enabled banking services to reach the broader Indonesian population, from major cities to remote areas with internet connectivity. In this context, SMBC Indonesia no longer differentiates based on geographical conditions or locations, as digital access has removed these barriers, allowing customers to enjoy banking services anytime and anywhere. [FS13]

In conducting its operations, SMBC Indonesia does not receive any subsidies or financial assistance from the government [GRI 201-4]. SMBC Indonesia is classified as a Domestic Systemically Important Bank (D-SIB). [FN-CB-550a.1]

DISTRIBUTION OF ECONOMIC VALUE GENERATED

[GRI 201-1] [OJK B.1]

The economic value generated by SMBC Indonesia is distributed equitably among stakeholders, demonstrating the company's corporate responsibility. The largest share is allocated to operational expenses, employee remuneration, and tax obligations to the state. In addition, the company directs funds toward shareholder dividends, business development, and social contributions through sustainability and corporate social responsibility programs. This distribution underscores SMBC Indonesia's endeavors to create long-term value that benefits all related parties.

Distribution of Economic Value Generated (Rp Billion)

[GRI 201-1] [OJK B.1]

Description	2025	2024	2023
DIRECT ECONOMIC VALUE GENERATED			
Interest and sharia income	24,235	23,588	18,816
Other operating income (net)	1,811	1,590	1,484
Total economic value generated	26,047	25,179	20,299
ECONOMIC VALUE DISTRIBUTED			
Operational expenses	3,887	3,951	3,274
Employee salaries and allowances	5,524	4,850	3,756
Interest expense and profit-sharing of syirkah funds	8,323	8,380	6,772
Dividend payments*	563	472	619
Payments to government (income tax and VAT)*	677	892	861
CSR fund disbursement*	3.19	3.42	2.88
Total economic value distributed	17,734	17,182	15,282
ECONOMIC VALUE RETAINED	8,312	7,997	5,018

Note:

- The data in the table above represent the consolidated financial information of PT Bank SMBC Indonesia Tbk, which includes PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF), based on the audited 2025 financial statements prepared in accordance with Indonesian Financial Accounting Standards (PSAK).

- (*) Certain data reflect only the performance of the Bank entity (bank only).

PORTFOLIO TARGET AND PERFORMANCE

Comparison of Production Target and Performance, Portfolio, Financing Target, or Investment, Income and Profit and Loss [OJK F.2]

Year	Comparison of Financing Target and Realization (Rp Billion)		Comparison of Operating Income Target and Realization (Rp Billion)		Comparison of Profit/Loss Target and Realization (Rp Billion)	
	Target	Realization	Target	Realization	Target	Realization
2025	186,118	185,388	18,947	18,439	2,827	(102)
2024	199,125	179,405	18,456	17,429	2,680	3,216
2023	160,131	156,561	14,232	14,118	2,826	2,682

Note:

The data in the table above represent the consolidated financial information of SMBC Indonesia, which includes PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF).

Comparison of Portfolio Target and Performance, Financing Target, or Investment in Financial Instruments or Projects Aligned with Sustainable Finance [OJK F.3] [ACGS B.1.5]

Comparison of Green and Social Portfolio Target and Realization (Rp Billion)		
Year	Target	Realization
2025	18,943	17,821
2024	15,477*	18,126
2023	14,998	13,775

Note:

*A restatement of the 2024 target data was conducted due to a recalculation, resulting in a lower target value compared to that reported in the previous report.

Sustainable Finance Project Portfolio (Rp Billion) [OJK F.3] [FS7] [FS8] [SUSBA 1.6.2.1]

Description	Proportion of Sustainable Financing to Total Bank Financing	2025	2024	2023
Funding*	0.06%	67	52**	95**
Financing	11.89%	17,821	18,126	13,775
Renewable energy	0.46%	691	1,244	1,142
Energy efficiency	0.13%	193	294	397
Sustainable management of biological natural resources and land use	2.67%	4,009	4,058	4,802
Green transportation	0.22%	331	100	122
Sustainable water and wastewater management	0.22%	337		
Products that can reduce resource usage and generate less pollution (eco-efficient)	0.00%	0	901	660
Green buildings that meet nationally, regionally, or internationally recognized standards or certifications	0.34%	510	510	560



Description	Proportion of Sustainable Financing to Total Bank Financing	2025	2024	2023
Other green business activities and/or other activities	0.31%	466	406	-
MSME Activities – Direct Financing	6.80%	10,186	10,613	6,092
MSME Activities – Indirect Financing	0.73%	1,100	-	-

Notes:

* Sustainable funding is derived from ESG Deposit products, with a proportion to the total funding of SMBC Indonesia.

** A restatement of the 2024 and 2023 sustainable funding data was made due to adjustments in the classification of sustainable funding products, resulting in lower values in 2024 and higher values in 2023, compared to those reported previously.

BUSINESS PORTFOLIO BY SECTOR AND SIZE

[F56]

SMBC Indonesia extends financing across various sectors and business types as a strategic measure to diversify

its portfolio while contributing to the growth of diverse economic aspects. The following is the information on sector and size. However, SMBC Indonesia does not classify savings and current accounts into personal and business accounts. [FN-CB-000.A]

Financing by Business Segment (Sector) and Size

[FN-CB-240a.1] [FN-CB-000.B] [SUSBA 1.6.2.1]

Description	2025		2024		2023	
	Number	Rp Billion	Number	Rp Billion	Number	Rp Billion
Corporate and Commercial	3,412	105,366	3,285	98,896	2,418	104,904
Retail Lending	740,879	20,119	798,845	21,867	391,016	22,403
Micro	8,212	1,683	8,916	1,940	34,044	1,306
Small and Medium Enterprises	9,997	13,488	8,964	14,362	5,414	13,255
Joint Finance	346,011	5,541	354,161	5,565	161,533	1,139
Jenius	5,515,086	3,558	5,565,263	3,198	604,181	2,049
Others	1,873	121	1,987	110	2,395	117
Total	6,625,470	149,876	6,741,421	145,938	1,201,001	145,173

As part of the company's aspiration to maintaining the quality of its financing portfolio, SMBC Indonesia conducts regular monitoring of the performance of its disbursed credit. MSME loans that experienced

delays or failed to meet payment obligations on time during the reporting year amounted to Rp747.23 billion, with an NPL ratio of 7.34%. [FN-CB-240a.2]

Conventional Financing by Business Segment (Rp Billion)

[FN-CB-410a.1] [SUSBA 1.6.2.1]

Description	2025	2024	2023
Household	27,349	29,137	25,789
Trade	18,184	17,297	18,890
Industry	39,990	29,558	32,871
Other Services	35,365	36,814	33,503
Agriculture	4,194	3,875	3,989

Conventional Financing by Business Segment (Rp Billion)

[FN-CB-410a.1] [SUSBA 1.6.2.1]

Description	2025	2024	2023
Accommodation Services	317	190	184
Construction	5,289	5,391	5,845
Transportation & Communication	13,360	15,588	12,925
Mining	1,415	2,404	6,029
Others	4,413	5,685	5,148
Total	149,876	145,938	145,173

SMBC Indonesia does not disclose its financing portfolio by geographic region because all of the Company's operational activities and financing disbursements are conducted in Indonesia. In international reporting practices and the GRI Standards, geographic regions refer to regional classifications used by the World Bank (such as East Asia and Pacific, Europe and Central Asia, North America, and others), therefore this disclosure is not relevant for SMBC Indonesia. [FS6]

IMPACT OF OPERATIONS AND MANAGEMENT EFFORTS

[SUSBA 1.6.2.1] [SUSBA 1.1.1.2] [OJK F.23] [OJK F.28]

SMBCI Indonesia's financing activities generate positive impacts on the economy, environment, and the community. Economic impacts are realized through job creation, enhanced capacity for small and medium-sized enterprises, and the strengthening of national supply chains. Environmental impacts include support for renewable energy projects, energy efficiency, and low-emission transportation. Meanwhile, social impacts are reflected in improved financial literacy and financial inclusion.

Nevertheless, SMBC Indonesia recognizes that there are potentially negative indirect impacts stemming from its financing activities. These primarily arise from lending to carbon-intensive sectors that may contribute to increased greenhouse gas emissions, as well as medium-to-large-scale projects that pose potential environmental and social risks, including community relocation and land-use changes affecting local ecosystems. Additional challenges include the potential increase in waste and resource consumption by clients, which, if not properly managed, could lead to environmental degradation.

These risks require careful management through sustainable financing policies, environmental and social risk assessments, and customer engagement to adopt more responsible practices. SMBC Indonesia monitors the sustainability performance assessments of its corporate clients, measures the carbon footprint of its portfolio, and regularly engages with stakeholders. Additionally, SMBC Indonesia implements a portfolio diversification strategy by increasing the proportion of green financing while reducing exposure to high-risk sectors.

CHALLENGES IN IMPLEMENTING SUSTAINABLE FINANCE

[OJK E.5]

SMBC Indonesia strives to implement sustainable finance principles across all aspects of the company's operations. Throughout its journey, the company has encountered various internal and external challenges that have served as catalysts for the continuous development of adaptive and innovative strategic solutions

CHALLENGES	MITIGATION
<p>Internal</p> <ul style="list-style-type: none"> • Lack of uniform employee understanding of sustainable finance • Need to strengthen the integration of sustainability principles into daily operations 	<ul style="list-style-type: none"> • Education and training programs • Periodic system evaluations while maintaining operational efficiency
<p>External</p> <ul style="list-style-type: none"> • Impact of climate change on debtors • Uneven understanding of sustainability across the supply chain • Regulatory dynamics • Lack of incentives for green financing 	<ul style="list-style-type: none"> • Climate-based risk assessment and loan restructuring • Supplier education and engagement • Monitoring by a dedicated team • Product innovation and competitive green financing schemes to attract customers

SUPPLY CHAIN

[GRI 2-6] [GRI 414-1] [GRI 414-2] [ACGS B.4.2]

SMBC Indonesia's supply chain comprises workforce service providers as well as suppliers of goods and services supporting operational activities. All vendors are required to comply with applicable laws and regulations, as well as commitments to ethics, compliance, human rights, and environmental responsibility in accordance with SMBC Indonesia's policies and cooperation agreements.

During the reporting period, monitoring of social aspects was conducted for vendors within the Corporate Procurement (CP) monitoring mechanism, covering 110 vendors or approximately 48.7% of the total vendors with active contracts. Based on the assessment results, no vendors were identified as having significant negative environmental and social impacts. The Company will consider gradually expanding the scope of environmental and social assessments and monitoring to strengthen risk management within the supply chain.



TAX APPROACH AND REPORTING

APPROACH TO TAX

[GRI 207-1]

SMBC Indonesia views taxation as a vital component of the company's contribution to economic development and the enhancement of community welfare. SMBC Indonesia ensures compliance, transparency, and accuracy in all tax obligations. Tax strategy, management, and financing are executed by the Tax Management Division with the approval of the Finance Director, and are reviewed annually to ensure alignment with regulatory

developments and the company's sustainability goals. Information on this tax performance is disclosed transparently through sustainability reports published on the company's official website.

TAX GOVERNANCE AND RISK MANAGEMENT

[GRI 207-2]

Oversight of SMBC Indonesia's tax strategy falls under the responsibility of the Finance Director and is executed by the Tax Management Division. The company has established Standard Operating Procedures (SOPs) to ensure compliance and mitigate tax-related risks. Tax

responsibility is also embedded in the corporate culture through education and training programs. Furthermore, periodic monitoring and evaluation are conducted by both internal and independent external parties to ensure accountability and compliance. SMBC Indonesia provides a mechanism for reporting tax-related integrity violations through the SMBC Indonesia reporting system, processed in accordance with whistleblowing procedures (see page 147). Through this approach, SMBC Indonesia consistently maintains its corporate integrity and reputation.

STAKEHOLDER ENGAGEMENT AND MANAGEMENT OF CONCERNS RELATED TO TAX

[GRI 207-3]

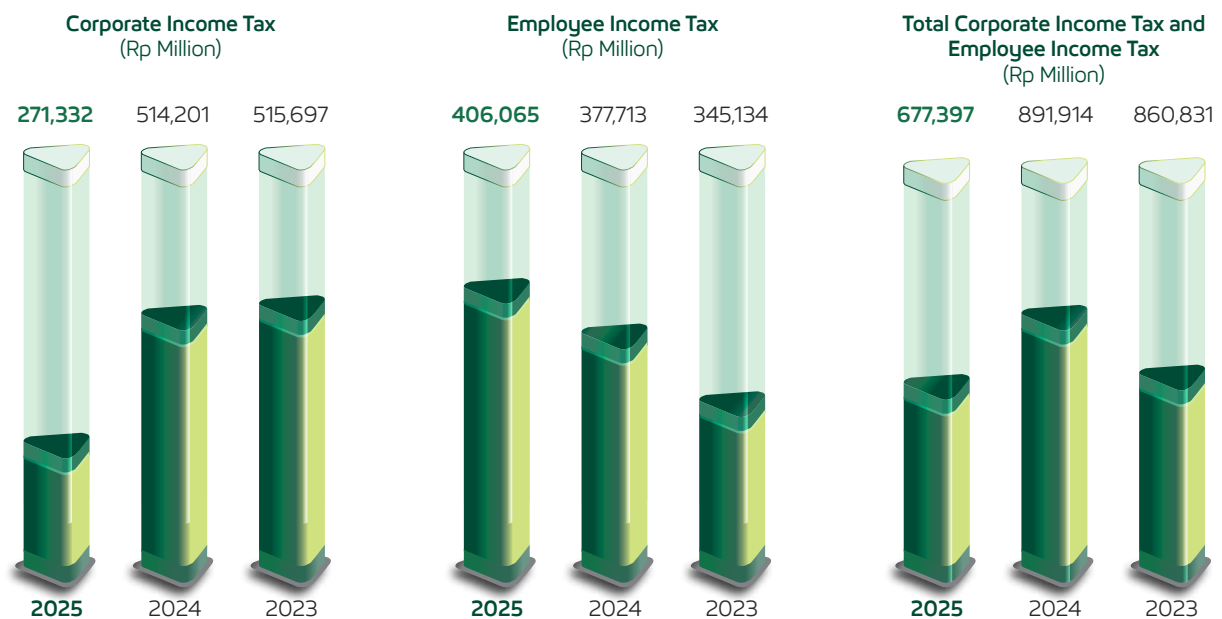
SMBC Indonesia collaborates with tax authorities to ensure compliance through a real-time audit mechanism, adopting a cooperative and transparent approach. Tax policies are designed to support the company’s strategic objectives, while also taking into account the views and feedback

from stakeholders, including the OJK and banking industry associations. SMBC Indonesia does not engage in tax advocacy and ensures that all tax practices are carried out in accordance with the principles of good corporate governance. Stakeholders may provide input directly through meetings or emails, handled by the Tax Division.

COUNTRY-BY-COUNTRY TAX REPORT

[GRI 207-4]

SMBC Indonesia operates solely within Indonesia. Therefore, this tax report is prepared exclusively for its activities in Indonesia. SMBC Indonesia’s income tax expense is calculated based on profit before tax as presented in the financial statements, with reference to the applicable corporate income tax rates in Indonesia. Differences between accounting profit and taxable income may arise due to fiscal adjustments in accordance with prevailing tax regulations.



PRODUCTS AND SERVICES

SMBC Indonesia offers a diverse range of financial products and services covering corporate banking to retail banking segments. This service structure is designed to reach various customer groups, from large corporations and small-to-medium enterprises to individuals and retirees.

Through its own business units and synergies with subsidiaries under the SMBC Group conglomerate, SMBC Indonesia launches various innovative and easily accessible financial products and services for all segments of the community, aimed at driving national economic growth. Comprehensive information on SMBC Indonesia’s banking products and services is provided on our official website under the Products and Services section.



SMBC INDONESIA BUSINESS SEGMENT*

Retail

Investment deposit products and priority banking services tailored for high-net-worth individuals. **High Net-Worth Individual and Affluent**



Corporate
Offering financial solutions for large and mid-sized corporations by leveraging the SMBC Group's global network and expertise.

Corporate, Wholesale and Commercial

Jenius

Digital banking services (deposits, investments, loans, transactions, foreign exchange, and loyalty) via smartphone, offering seamless transaction convenience. **Middle Class**



Corporate/Retail
Business account, deposit, and loan products for SMEs. **Small Medium Enterprise**

Automotive financing by OTO and SOF (Subsidiaries). **Middle Class**



SMBC mikro

Corporate/Retail
Loan products for micro business owners. **Micro**

Savings and salary-/pension-based loan products for retirees, as well as loan products for active employees. **Middle Class**

SMBC senior



Retail
Sharia Financing by BTPN Syariah. **Sharia**

Retail Banking

Corporate Banking

PT Bank SMBC Indonesia Tbk operates under the license and supervision of the Financial Services Authority (OJK) and Bank Indonesia (BI) and is a participant in the deposit insurance program of the Deposit Insurance Corporation (LPS).

* Consolidated product and service data of SMBC Indonesia, including its three other subsidiaries: PT Bank BTPN Syariah Tbk, PT Oto Multiartha (OTO), and PT Summit Oto Finance (SOF).

PRODUCT AND SERVICE AWARDS



Bisnis Indonesia Financial Awards 2025 – Champion of Growth Bank KBMI 3 Category - (Bisnis Indonesia)



Customer Engagement Excellence Awards Indonesia 2025 - Always Customer-first Category (Moengage)



Bank Service Excellence Monitor 2025 - (Infobank & Marketing Research Indonesia)



PT ASABRI (Persero) Payment Partner Award – Excellence in Customer Satisfaction & Cooperation (PT ASABRI (Persero))

INNOVATION AND DEVELOPMENT OF PRODUCT AND/OR SERVICE

SMBC Indonesia positions digital transformation as a strategic step to strengthen the Company's role within the national financial ecosystem and advance financial inclusion. The Company continuously develops technology-based products and services to enhance efficiency, security, and ease of access to banking services for various customer segments, particularly MSMEs. This effort is aligned with the Company's commitment to promoting financial inclusion and supporting the achievement of the Macroprudential Inclusive Financing Ratio (RPIM) target through the expansion of access to financial services for low-income communities and vulnerable groups.

Digital Platform for MSME Transaction and Financial Management

SMBC Indonesia has introduced an innovative digital platform designed to facilitate businesses in receiving payments, conducting transactions, monitoring cash flow, and managing their finances in real time, anytime and anywhere.

- TOUCHBIZ
- Jenius Bisniskit

MSME Credit Process Automation

Certainty of approval is a critical factor for MSME customers. Faster service accelerates the utilization of financing to support business growth, while simultaneously enhancing SMBC Indonesia's competitiveness in MSME lending. In June 2025, SMBC Indonesia's micro-financing unit launched Chronos, an internal application for processing credit approvals, reducing the SLA for approval to 5 business days.

Elderly-Friendly Digital Banking Service

SMBC Indonesia launched Jenius Daya to reach retiree customers through a simple and user-friendly application. Equipped with large text and intuitive security features, Jenius Daya facilitates customers to check balances, transfer funds, and complete transactions using QRIS.

SUSTAINABLE FINANCE PRODUCTS

[OJK F.26]

SMBC Indonesia demonstrates strong efforts in providing Environmental, Social, and Governance (ESG)-based financial products and services through a range of sustainable financing solutions.

- **ESG DEPOSIT**

This sustainable financial product offers a competitive return for companies seeking to invest their funds in support of environmental and social project initiatives. Available in both IDR and USD, the product is managed with a transparent and accountable approach. ESG Deposit provides flexibility for customers with various investment tenors. ESG Deposit provides customers with flexibility through various investment tenors. Launched in 2023, this product represents a pioneering innovation among banks in Indonesia. The eligibility criteria and terms for the ESG Deposit project can be accessed at the following link: <https://www.smbci.com/keberlanjutan/bisnis/esg--deposit--framework---indonesia--version.pdf>

- **SUSTAINABILITY-LINKED LOAN**

Sustainability-Linked Loan (SLL) from SMBC Indonesia is a financing product that links loan terms to the achievement of the customer's sustainability targets. Through SLL, customers are encouraged to improve their sustainability performance in areas such as energy efficiency, carbon emission reduction, or enhanced governance practices. SLL financing incentivizes customers to transition toward more responsible business models through incentive and disincentive schemes embedded within the financing structure.

- **GREEN LOAN**

SMBC Indonesia's Green Loan is a financing facility specifically designed to support green projects, such as renewable energy, green buildings, sustainable transportation, and waste management. Through this product, SMBC Indonesia plays an active role in promoting the achievement of carbon emission reduction and low-carbon development targets in Indonesia, while strengthening the company's initiatives to provide financial solutions aligned with global and national sustainability principles.

- **SOCIAL LOAN**

Social Loan is a financial instrument focused on providing financing aimed at addressing social issues within sustainable development, such as affordable

housing and business activities that enhance access and equality for marginalized groups. This product demonstrates SMBC Indonesia's aspirations to create a positive and inclusive social impact.

- **GREEN DEPOSIT**

Green Deposit is an investment product, enabling customers to contribute to financing based on the SDG framework. Funds from Green Deposit are strategically allocated to support projects delivering tangible environmental benefits, such as renewable energy development and sustainable resource management. [SUSBA 1.5.1.5] [SUSBA 1.5.1.2]

- **ESG MUTUAL FUND**

This is a mutual fund product designed for ESG objectives, aiming to generate positive social impact by enhancing public welfare and reducing poverty. These mutual fund products are managed by partner investment managers using a sustainability-based selection approach, including the evaluation of environmental, social, and governance (ESG) aspects, as well as the exclusion of sectors with high sustainability risks.

- **MSME FINANCING**

MSME Financing is one of SMBC Indonesia's sustainable finance products, designed to expand access to capital for micro, small, and medium enterprises, the primary drivers of the national economy. Through inclusive and responsible financing schemes, SMBC Indonesia fosters resilient business growth, job creation, and improved community welfare.

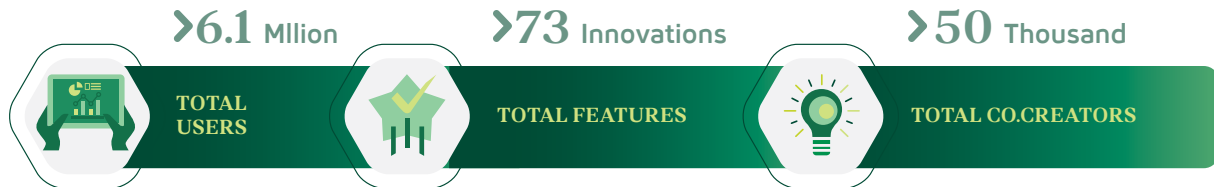
- **JENIUS**

Jenius is an easy-to-use, intelligent, and secure digital product, specifically designed for the digital-savvy. It offers a range of features, including transactions, savings, loans, and financial management tools. In addition to reducing paper usage and emissions, this service provides convenience by allowing customers to conduct transactions without the need to visit branch offices or filling out paper forms.

Jenius customer service is also available online 24/7, including on holidays, to address user inquiries and needs. Beyond banking services, Jenius provides a platform for customers to share ideas, inspiration, and creativity through the Co.Create community, where they can participate in developing innovative financial services. Currently, the Co.Create community has grown to over 50,000 members.



NINE YEARS WITH JENIUS



ENHANCEMENT OF PRODUCT AND SERVICE QUALITY

[OJK.F.17] [OJK.F.27] [OJK.F.29] [FS15] [ACGS B.4.1]

SMBC Indonesia strives to deliver high-quality products and services, designed to meet customer needs while upholding strict compliance with all prevailing regulations. In providing its products and services, SMBC Indonesia consistently adheres to the provisions of POJK No. 13/POJK.03/2021 on the Implementation of Commercial Bank Products.

Products offered have undergone a rigorous review process, with consideration given to its benefits, risks, and suitability for customer needs. SMBC Indonesia also ensures that all products and services are developed responsibly and sustainably, taking into account environmental and social aspects. Furthermore, the diverse range of existing products and services, both conventional and digital banking, has undergone a comprehensive review process to manage quality and ensure alignment with applicable regulations, ensuring no products have been recalled.

ACCESS DEVELOPMENT

As part of its economic inclusion initiatives, SMBC Indonesia expands service access by increasing its ATM network and developing digital systems that provide ease and efficiency for the community in using banking services. It is expected that all individuals, without exception, can access banking services comfortably, securely, and equitably through inclusive services such as:

- **Disability Services**

Several branch offices have been equipped with disability-friendly facilities, such as ramps for wheelchair users. Additionally, ATMs are designed with special buttons featuring tactile markers on number 5, as well as the enter, clear, and cancel buttons, to facilitate access for customers with disabilities. [FS14]

- **Services for Frontier and Outermost Communities**

Through the Jenius application, SMBC Indonesia offers digital banking services accessible from all regions of Indonesia. [FS13]

Through these measures, SMBC Indonesia strives to deliver inclusive, modern, and easily accessible financial services, thereby strengthening the role of banking in supporting equitable and sustainable economic growth.

CYBER RISK MANAGEMENT, INFORMATION SECURITY, AND CUSTOMER PRIVACY

[GRI 418-1] [FN CB-230a-2] [ACGS B.4.6]

With the growing adoption of digital technologies, artificial intelligence, and cloud-based computing solutions, potential threats to information security, cybersecurity, and data privacy have also increased. This situation has prompted SMBC Indonesia to strengthen its protective systems and enhance the management of risks related to cybersecurity, information security, and data privacy.

Cyber risk management adheres to a number of regulations related to information security, including:

- Law No. 27 of 2022;
- OJK Regulation No. 11/POJK.03/2022;
- OJK Regulation No. 22 of 2023;
- OJK Circular Letter No. 14/SEOJK.07/2014;
- OJK Circular Letter No. 29/SEOJK.03/2022;
- Bank Indonesia Regulation No. 2 of 2024;
- Regulation of the Member of the Board of Governors No. 24 of 2024; and other relevant regulations.

SMBC Indonesia implements the required information technology infrastructure and mechanisms to safeguard information security, cybersecurity, and data privacy, with continuous improvements being made on an ongoing basis. This effort is further demonstrated through the implementation and certification of the ISO/IEC 27001:2022 information security standard.

INFORMATION SECURITY GOVERNANCE AND CUSTOMER PRIVACY PROTECTION

[ACGS B.4.6]

SMBC Indonesia has established a Cyber Security Risk Management Unit that reports to the Head of Risk Management Unit. This unit is responsible for implementing governance, oversight, and the enhancement of information and cyber security, including data privacy protection. In addition to serving as the second line of defense, this unit collaborates with the Information Technology Security unit to implement information and cyber security standards. Furthermore, SMBC Indonesia maintains an Internal Audit Unit, serving as the third line of defense by conducting periodic evaluations of cyber security implementation through both internal and external audits.





SMBC Indonesia emphasizes the importance of cybersecurity risk awareness and knowledge across all stakeholders. Employees are regularly provided with training and awareness campaigns through various methods, such as e-learning, phishing simulations, emails, and face-to-face sessions to ensure they can recognize threats and understand preventive measures.

INFORMATION SECURITY APPROACH

[FN-CB-230a.2] [ACGS B.4.1] [ACGS B.4.6]

SMBC Indonesia's compliance to ensuring information security and protecting customer privacy is demonstrated by its achievement of ISO 27001:2022 certification.

This international standard governs information security practices across organizations, encompassing responsibility, leadership, and support from relevant stakeholders.

ISO 27001:2022 provides guidance and a framework for managing information security risks. Its scope includes the identification and protection of confidential information, data integrity, and the availability of services related to that information.

In its implementation, SMBC Indonesia adopts a comprehensive approach to customer privacy and information security, including:

Cybersecurity Campaigns & Training	Conducting cybersecurity campaigns and training for employees and third parties to ensure adequate awareness and understanding. Training includes cyber-attack simulations (cyber-drills)..
Customer Education	Enhancing customer information security literacy through educational programs delivered via email, website, and digital platforms.
Cybersecurity Risk Management	Managing cyber risks through asset identification, risk measurement, risk appetite/tolerance setting, maturity level assessment, and the implementation of third-party risk management.
Third-Party Risk Management	Ensuring third-party compliance with security standards through due diligence, contract reviews, periodic audits, and data deletion upon partnership termination.
Information Technology Review	Reviewing all new technologies prior to implementation to ensure alignment with applicable security standards.
Security Perimeter	Utilizing tools such as firewalls, IPS, DLP, proxies, and access management to prevent unauthorized access to customer data.
Access Security Features	Implementing MFA, biometrics, behavioral identification, and location-based controls to ensure only authorized parties can access systems.
Data Encryption	Securing all sensitive data, including customer information, with encryption or password protection in accordance with standards when transmitted to/from outside SMBC Indonesia's systems.
Real-Time Monitoring	The security team conducts continuous, real-time system monitoring to detect and respond to cyber threats swiftly.
Incident Handling	Developing an incident response mechanism involving security team coordination, recovery, regulatory reporting, root cause analysis, and follow-up prevention.
Certification & Periodic Audits	Obtaining information security certifications and conducting regular internal and external audits to ensure compliance and system improvement.
Regulatory Compliance	Adhering to relevant laws and regulations on consumer protection, IT management, cyber resilience, and data privacy.
Transparency	Reporting data breach incidents to the Board of Directors, OJK, and affected customers, in accordance with applicable laws and regulations.









INFORMATION SECURITY EDUCATION AND AWARENESS

For customers, security literacy is communicated through the website, email, and secure online transaction guideline. For partners and third parties, SMBC Indonesia conducts regular training to ensure consistent cybersecurity practices and to ensure third parties report any cybersecurity incidents that may affect SMBC Indonesia. In 2025, there were no complaints related to customer privacy breaches or data loss. [GRI 418-1] [FN-CB-230a.1]

PRODUCT INFORMATION AND MARKETING

[ACGS B.4.1]

SMBC Indonesia communicates product information based on the principle of transparency. A summary of product information is provided during offering and/or upon agreement to sign the credit agreement. The product summary terms communicated by SMBC Indonesia refer to the applicable OJK regulations and are conveyed clearly as follows: [GRI 417-1]

-  **Availability of a summary of product and/or service information**
-  **Inclusion of features, terms and conditions**
-  **Use of clear and understandable Indonesian language**
-  **Use of font sizes that comply with regulations**
-  **Notification regarding changes to a product's features or terms and conditions**
-  **Ease of access to current information for customers and the community**
-  **Product explanations via personal communication channels for customers**
-  **Services for customers with special needs**

As a result of these initiatives, SMBC Indonesia has experienced no incidents of non-compliance with regulations related to labelling, product information, or marketing communications. [GRI 417-2] [GRI 417-3]

CUSTOMER COMPLAINT HANDLING MECHANISM

[GRI 2-25] [FN-CB-510a.2]

SMBC Indonesia strives to provide customer satisfaction as the primary focus. To this end, SMBC Indonesia implements a Service Level Agreement (SLA) as a benchmark for handling complaints promptly and accurately. This service framework adheres to POJK No. 22 of 2023. on Consumer and Community Protection in the Financial Services Sector.

The handling process is supported by a Customer Relationship Management (CRM) application to manage complaints effectively in accordance with the established SLA guidelines. Verbal complaints are resolved within a maximum of 5 business days, while written complaints are resolved within a maximum of 10 business days. SLA is evaluated periodically to serve as a tool for continuous improvement in service quality.

During the reporting year, SMBC Indonesia received 48,784 complaints, of which 48,059 complaints (99%) were successfully resolved, while the remaining cases are still in the process of resolution. The most frequently reported types of complaints are as follows:

Transaction Disputes	10,145
Transfer Transactions	6,651
QRIS Transactions	4,043
VISA Network Transactions	2,491
Cash Withdrawal Transactions	2,209

Information obtained through customer complaints serves as input for SMBC Indonesia to identify potential negative impacts and to continuously improve processes and services. Through this mechanism, SMBC Indonesia can systematically follow up on each complaint while enhancing the quality of governance and customer service.



- **Negative Impact Management Process**

Management of negative impacts is carried out through identification by audits, consultation with stakeholders, and the formulation of cross-functional joint plans, focusing on immediate resolution and prevention of recurrence through improvements in governance and policy.

- **Stakeholder Engagement**

SMBC Indonesia involves stakeholders, including employees, customers, and the community, in the development and evaluation of the complaint submission mechanism.

- **Tracking and Evaluation of Complaint Mechanism**

The effectiveness of this mechanism is tracked using indicators such as resolution timeliness, user satisfaction rates, and the percentage of complaints successfully handled. Feedback obtained through satisfaction surveys and discussion forums is used to enhance future quality.

SMBC Indonesia provides the following channels for customers to submit complaints: [ACGS B.5.1]



SMBCI Care 1500 365 (Local)
+6221 8060 5299 (International)



www.smbci.com



smbcicare@smbci.com
jenius-help@smbci.com



Nearest SMBC Indonesia branch

SMBC Indonesia applies the principle of continuous improvement in handling customer feedback by ensuring all business lines conduct an in-depth analysis of the complaints received. Improvement efforts are focused on two main aspects: complaints with the highest volume, indicating service areas of greatest concern to customers, and complaints with significant risk, which, despite being small in number, have the potential to significantly impact trust and business continuity.

Through this approach, all business units not only address complaints reactively but also conduct root cause evaluations and formulates preventive measures to avoid the recurrence of similar issues. Monitoring and follow-up processes are conducted regularly, ensuring service improvements are measurable, consistent, and have a tangible impact on enhancing the customer experience.

SMBC Indonesia strives to maintain high customer service standards through various initiatives, including:

1. **Periodic Audits**

Conducted consistently to ensure customer service handling complies with regulations, internal standards, and good governance principles.

2. **Training and Refresher Program**

All customer-facing employees participate in regular training and refresher programs in accordance with the provisions of OJK, to maintain competency and professionalism.

3. **Building a Service Culture of #Heartfelt Banking, Meaningful Service**

SMBC Indonesia instills the value of #Heartfelt Banking, Meaningful Service as its service culture, anchored in the WE CARE service attitude, emphasizing empathy, care, and swift responses to customer needs, aligned with the spirit of the SMBC Group.

Complaint Handling
[OJK F.24]

Year	Completed		In Process		Not Resolved		Total Complaints
	Number	Percentage	Number	Percentage	Number	Percentage	
2025	48,059	99%	725	1%	-	-	48,784
2024	62,759	99%	914	1%	-	-	63,673
2023*	63,215	97%	1,720	3%	-	-	64,935

Note:

* A restatement of the 2023 data from 100% to 97% was conducted due to a correction of the previous calculation, resulting in a lower percentage compared to that reported previously.

MAINTAINING CUSTOMER SATISFACTION

[OJK F.30] [ACGS B.4.6]

SMBC Indonesia places customer satisfaction as its foremost priority in the provision of products and services. To ensure that the quality of products and services provided consistently meets customers' expectations and needs, SMBC Indonesia conducts periodic customer satisfaction surveys. The results of these surveys serve as the basis for ongoing evaluation and improvement, enabling SMBC Indonesia to enhance the quality of products and services, strengthen customer relationships, and uphold the trust placed in SMBC Indonesia.

In 2025, the data was obtained from a customer satisfaction survey measuring the performance of the Jenius application and its product services. The survey was conducted online at the end of December 2025 among active Jenius customers. It aimed to measure the level of customer satisfaction in using the Jenius application for their daily financial activities, as well as to assess customers' likelihood to recommend the Jenius application as their everyday financial application based on their experience throughout 2025.

Jenius SMBC Indonesia Customer Satisfaction Survey Results



Note:

* The restatement of the 2024 and 2023 data was carried out due to a change in the survey data source used, namely the Jenius Application and Product Service Performance Survey. As a result, the data presented in this report differ from those presented in the previous report and are not directly comparable.

- ★ Customer Satisfaction Score (CSAT): This survey measures the level of customer satisfaction with specific products or services and serves to assist SMBC Indonesia in identifying its strengths as well as areas requiring improvement.
- ★ Net Promoter Score (NPS): This survey is conducted to evaluate customer loyalty and their likelihood of recommending SMBC Indonesia's services to others.



Environment for a Sustainable Future



Environment for A Sustainable Future



SMBC Indonesia establishes the integration of technological advancement with the implementation of sustainable operational principles as the primary basis for developing excellent banking services, aiming to realize a greener future.





SMBC Indonesia implements an environmental approach focused on responsible resource management, carbon footprint reduction, and the implementation of eco-friendly practices in daily operations. Through initiatives such as energy efficiency, waste management,

greening programs, and green financing policies that drive investment in green projects, SMBC Indonesia is committed to supporting the transition towards a greener future while enhancing employee awareness to play an active role in preserving environmental sustainability.

SMBC INDONESIA ENVIRONMENTAL PERFORMANCE 2025



19.59%

TOTAL ENERGY REDUCTION

Equivalent to 18,582.43 GJ compared to 2024



961 unit

PURCHASE OF RENEWABLE ENERGY CERTIFICATES (REC)

Equivalent to 10% of the Company's Total Operating Costs (bankwide)



1 unit

SOLAR PANEL

Solar Panels at the Gunung Sahari Branch Office, Jakarta



3 units

USE OF ELECTRIC VEHICLES

Electric vehicles for employee operations



1 unit

INSTALLATION OF ELECTRIC VEHICLE CHARGING STATION

at the Diponegoro Branch Office, Surabaya



7.53%

GHG EMISSION REDUCTION

for Scope 1 and Scope 2, after adjustments for the use of RECs under Scope 2, or equivalent to 1,131.96 tons of CO₂e, compared to 2024



82.09%

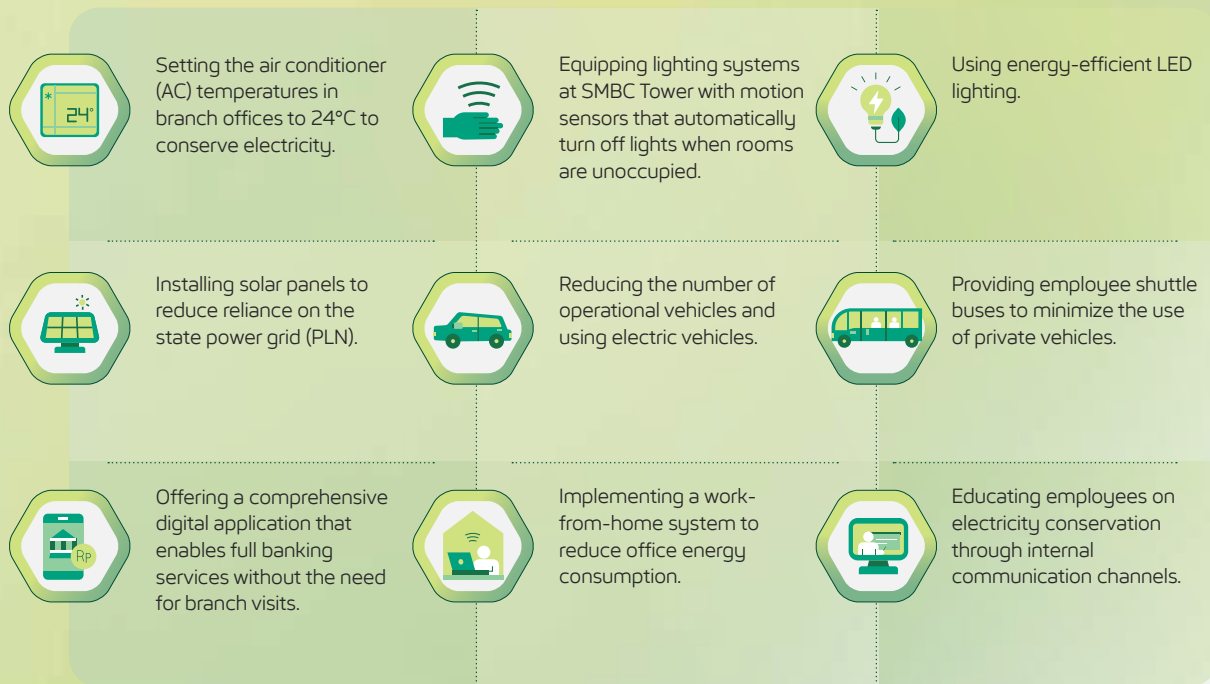
TOTAL PORTFOLIO INCLUDED IN SCOPE 3 GHG EMISSIONS (FINANCED EMISSIONS)

from the total loan portfolio comprising the productive and automotive sectors in 2024

ENERGY USAGE

SMBC Indonesia's operational activities utilize energy in the form of electricity for office operations and fuel for operational vehicles. In 2025, SMBC Indonesia successfully reduced energy consumption by 18,582.44

GJ, or 19.59%, compared to the previous year. SMBC Indonesia lowers energy usage and minimizes carbon emissions by implementing the following strategies: [OJK F.7]



Energy Consumption within the Organization

[GRI 302-1] [GRI 302-3] [OJK F.6] [IDX E-03]

Description	Unit	2025	2024	2023
Fuel Consumption	GJ	18,893.05	33,954.11	33,652.28
Electricity Consumption	GJ	57,387.99	60,909.37	66,751.76
Total energy consumption	GJ	76,281.05	94,863.48	100,404.04
Total employees	Employee	6,139	6,491	6,636
Energy intensity per employee	GJ/employee	12.43	14.61	15.13

Notes:

- (1) Electricity consumption in kWh is calculated by dividing the total electricity cost (IDR) by the electricity tariff per kWh.
- (2) Electricity consumption from kWh is converted to Gigajoules using The Greenhouse Gas Protocol Initiative, 2004.
- (3) Fuel (BBM) consumption in liters is calculated by dividing the total fuel purchase cost (IDR) by the fuel price per liter.
- (4) Fuel consumption in liters is converted into gigajoules (GJ) using the conversion factors based on the Decree of the Minister of Energy and Mineral Resources No. 163.K/HK.02/MEM.S/2021 concerning the Determination of Greenhouse Gas Emission Factors for the Electricity System.
- (5) The denominator selected for calculating energy consumption intensity is the number of employees as of December 31, 2025.
- (6) The types of fuel used are Pertalite, Pertamina, Pertamina Turbo, Pertamina Dex, and Dexlite. [GRI 302-1]
- (7) SMBC Indonesia has not yet established a baseline year for energy calculation, as it is still in the process of collecting the necessary historical data and developing a methodology in accordance with applicable standards and regulations.

SMBC Indonesia does not calculate energy use outside the organization, as there are no external business processes that require a significant amount of energy. [GRI 302-2]. Furthermore, emission calculations per product are not performed as SMBC Indonesia's operations do not yield specific physical products. However, through the implementation of various digitalization initiatives such as e-statements and paperless processes, SMBC Indonesia contributes to reducing paper consumption and operational energy needs, which indirectly supports emissions reduction. More detailed information on paper-saving efforts is provided on page 92. [GRI 302-5]



UTILIZATION OF RENEWABLE ENERGY

SMBC Indonesia's contribution to supporting Indonesia's transition toward clean energy is realized through the utilization of renewable energy in its operational activities.

Renewable Energy Certificate (REC)

[GRI 302-4]

Renewable Energy Certificate (REC) is a certificate that proves the production of one megawatt-hour (MWh) of electricity originated from a renewable energy generator, such as wind, solar, hydro, or biomass. In 2025, SMBC Indonesia purchased 961 REC units, equivalent to 10% of the bank-wide total operational costs. This initiative demonstrates SMBC Indonesia's concrete steps in reducing the company's dependence on fossil fuel-based energy.

Carbon Credit

In 2025, SMBC Indonesia is in the process of purchasing 16,696 ton CO₂ of carbon credits through the Bursa Karbon Indonesia as part of the Company's commitment to supporting the development of the national carbon market and the sustainability agenda. The transaction will be executed in January 2026. This transaction reflects SMBC Indonesia's active participation in supporting more environmentally friendly projects. Through this initiative, SMBC Indonesia reaffirms its commitment to responsible business practices and its contribution to sustainable economic development in Indonesia.



Solar Panel Installation [GRI 302-4] [OJK F.7]



As part of the initiative to enhance energy efficiency and reduce carbon emissions, SMBC Indonesia has installed solar panels at its Gunung Sahari Branch Office in Jakarta since 2023. These photovoltaic-based panels contributing to a 7% reduction in total electricity consumption. SMBC Indonesia has not yet established a baseline year for measuring reductions in energy consumption from the installation of solar panels, as the Company is currently in the process of consolidating historical data and refining its measurement methodology. The establishment of a baseline year will be considered as the relevant data and measurement methodology become ready.

Electric Vehicles

In 2025, SMBC Indonesia operated three electric vehicle units to support employee mobility. To further promote the utilization of electric vehicles, since 2024, SMBC Indonesia has installed an Electric Vehicle Charging Station (EVCS) at the Diponegoro Branch Office. This facility is available free of charge for priority customers.



GREENHOUSE GAS (GHG) EMISSIONS

SMBC Indonesia has conducted an inventory of Greenhouse Gas (GHG) emissions for Scopes 1, 2, and 3 in accordance with the Greenhouse Gas (GHG) Protocol. The Scope 3 calculation includes both non-financed (operational) categories and financed emissions, which is calculated as part of the Climate Risk Stress Test (CRST) initiative.

Greenhouse Gas Emissions in Ton CO₂e

[GRI 305-1] [GRI 305-2] [GRI 305-3] [GRI 305-4] [OJK F.11] [TCFD M2] [IDX E-01] [IDX E-02] [ACGS B.1.5]

GHG Emissions	2025	2024	2023
Scope 1 (Fuel)	1,345.90	2,474.82	2,506.91
Scope 2 (Electricity)	13,394.83	14,106.92*	16,437.87
Scope 3	-	-	-
✓ Category 1: Purchased goods and services	308.89	198.64	-
✓ Category 2: Capital goods	0.66	28.88	-
✓ Category 3: Fuel- & energy-related activities (not included in Scope 1 or 2)	4,570.16	5,120.32	-
✓ Category 5: Waste generated in operations	28.40	30.43	-
✓ Category 6: Business travel	769.13	1,048.51	173.17
✓ Category 7: Employee commuting	4,642.94	7,103.54	-
✓ Category 15: Financed emission	-	1,586,802.50**	1,353,246.16
Renewable Energy Certificate (REC)	-836.07	-1,545.12	-
Total GHG Emissions			
✓ Scope 1 and 2	14,740.73	16,581.74	18,944.79
✓ Scope 2 - REC (Market Based)	12,558.76	12,561.80	16,437.87
✓ Scope 1 + (Scope 2 - REC)	13,904.66	15,036.62	18,944.78
✓ Scope 3 including financed emission	10,320.18	1,600,332.82**	1,353,419.33
✓ Scope 3 non-financed emission	10,320.18	13,530.32	173.17
Total Employees (Employees)	6,139	6,491	6,636
GHG Emissions Intensity per Employee (Scope 1 and 2) (ton CO ₂ e/Employee)	2.26	2.32	2.85

(*) The restatement of 2024 Scope 2 emissions data was conducted due to a change in the calculation methodology, using provincial electricity emission factors based on the Directorate General of Electricity, Ministry of Energy and Mineral Resources (2021), resulting in a non-material decrease in Scope 2 emissions as well as the total Scope 1 and Scope 2 emissions.

(**) The restatement of the 2024 Scope 3 emissions data was carried out due to the inclusion of financed emissions calculations as described in point 11, resulting in an increase in Scope 3 emissions and the total Scope 3 emissions value for 2024 compared to the previously reported data.

Notes:

- Greenhouse gas (GHG) emissions from fuel consumption were calculated in accordance with the GHG Protocol for Corporate Accounting and Reporting Standards and the Guidelines for National GHG Inventory Implementation, Book II, 2012.
- The scope of data used for the calculation of Scope 1 emissions only includes fuel consumption data from the operational use of SMBC Indonesia's official vehicles at the head office and branch offices, using the operational control approach (operational control approach).
- GHG emissions from electricity consumption were calculated in accordance with the regulations of the Director General of Electricity, Ministry of Energy and Mineral Resources (ESDM) 2021.
- The scope of data used for the calculation of Scope 2 emissions only includes electricity consumption data from the head office and branch offices, using the operational control approach (operational control approach).
- REC of 961 MWh or equivalent to 836,07 tonCO₂e.
- The scope of data used for calculating Scope 3 Category 5 emissions (waste generated in operations) includes only the head office due to data availability limitations.
- The scope of data used for calculating Scope 3 Category 6 emissions (business travel) includes travel by airplane, train, travel shuttle, bus, hotel stays, and taxi services.
- In 2025, SMBC Indonesia initiated the quantification of Scope 3 greenhouse gas emissions from business travel via taxi services, consistent with the GHG Protocol Corporate Value Chain (Scope 3) Standard guidance for Category 6-Business Travel.
- GHG emissions from business travel were calculated in accordance with the International Civil Aviation Organization (ICAO) standards.
- SMBC Indonesia calculates Scope 3 Category 7 emissions (employee commuting) using a survey-based method administered to all employees. The calculation is performed by multiplying the number of commuting days in a year by the commuting distance and the emission factors corresponding to the transportation modes used. This calculation follows the GHG Protocol and applies emission factors from DEFRA 2025 as well as other relevant emission-factor standards.
- SMBC Indonesia calculates Scope 3 Category 15 emissions (financed emissions) based on the 2022 PCAF methodological framework. SMBC Indonesia utilizes three types of data sources depending on data availability, namely: borrower-reported emissions data, borrower energy-consumption data, and sectoral estimation data. The financed emissions figure for the 2023 reporting position is derived from 54.41% of SMBC Indonesia's portfolio (Phase 1, conducted in 2024), while the financed emissions figure for the 2024 reporting position is derived from 82.09% of the portfolio (Phase 2, conducted in 2025), in line with the implementation of the CRST pilot project as directed by the OJK. In calculating financed emissions, the data used in the calculation is the customer data from one year prior to the reporting year.
- The calculation of emissions intensity includes Scope 1 and Scope 2 GHG emissions after adjustments for the use of RECs, and the denominator used to calculate GHG emission intensity is the number of employees as of 31 December 2025.
- The calculated emissions include CO₂, CH₄, and N₂O gases, which are then converted into CO₂e.
- SMBC Indonesia has not yet established a base year for emission calculations, as it is still in the process of gathering the necessary historical data and developing a methodology that aligns with applicable standards and regulations.



OPERATIONAL EMISSIONS

[GRI 305-5] [TCFD M1] [TCFD M2] [TCFD M3] [ACGS B.1.5] [IDX E-01] [IDX E-02] [IDX E-07] [IDX E-06]

During the reporting year, Scope 1 and Scope 2 emissions were recorded at 14,740.73 tons of CO₂e. After adjustments for the use of RECs, emissions were recorded at 13,904.66 tons of CO₂e, representing a 7.53% decrease compared to the previous year. This reduction is also indicated in the emission intensity per employee, decreasing from 2.32 tons of CO₂e/employee to 2.26 tons of CO₂e/employee. This emissions calculation includes Scope 1 and 2 emissions. [OJK F.12]

SMBC Indonesia demonstrates its support for the commitment of SMBC Group to achieve net-zero emissions by 2030 for operational activities and by 2050 for its loan and investment portfolio by continuously strengthening emission reduction efforts across its business lines. In 2025, SMBC Indonesia purchased 961 units of Renewable Energy Certificates (REC), equivalent to 10% of the total bankwide operational

electricity consumption. In addition, SMBC Indonesia is preparing further initiatives, including the purchase of carbon credits, as part of its long-term commitment to sustainable business.

SMBC Indonesia does not calculate Ozone Depleting Substances (ODS) as materials containing ODS are not used in its operations. The calculation of nitrogen oxide (NOx), sulfur oxide (SOx), and other air pollutant emissions is also not conducted, considering that banking activities do not generate these emissions in significant quantities. [GRI 305-6] [GRI 305-7]

Meanwhile, Scope 3 non-financed or operational emissions consist of:

- Purchased goods and services
- Capital goods
- Fuel- and energy-related activities (not included in Scope 1 or Scope 2)
- Waste generated in operations
- Business travel
- Employee commuting



In 2025, SMBC Indonesia conducted a more comprehensive Scope 3 emissions calculation for employee commuting by collecting bankwide data on employees' emissions footprints.



FINANCED EMISSION

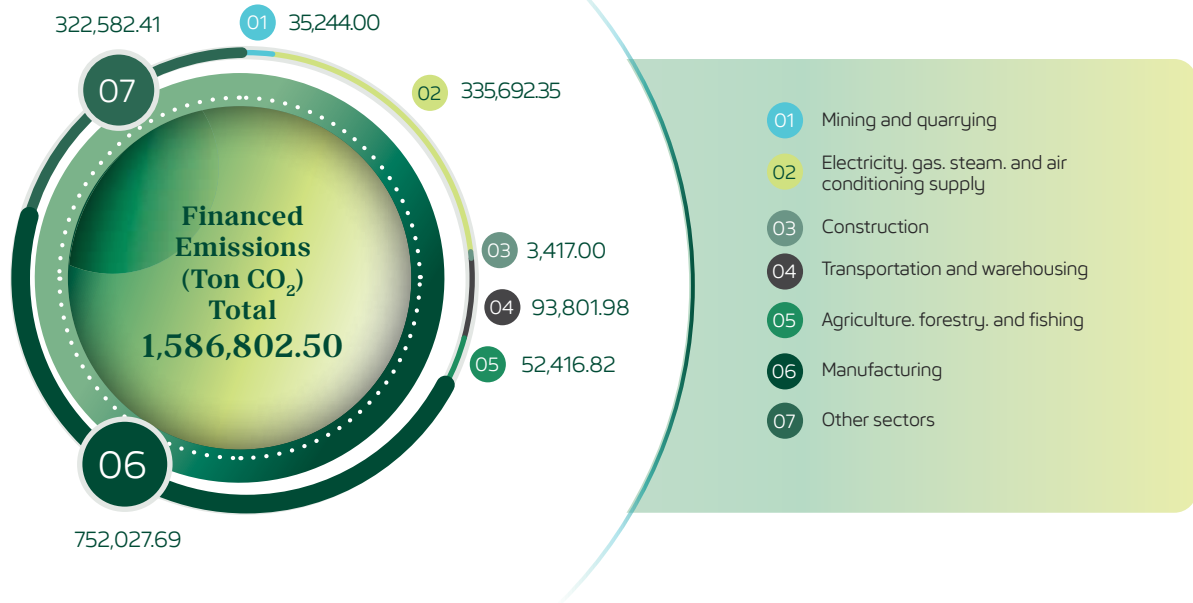
[GRI 305-3] [FS10] [SUSBA 1.6.2.3] [IDX E-01]

SMBC Indonesia calculated its carbon emissions in accordance with the Greenhouse Gas (GHG) Protocol. This calculation falls under Scope 3 Category 15 focusing on financing emissions from the Business Loans and Automotive Loans asset classes, with reference to the Partnership for Carbon Accounting Financials (PCAF, 2022) standard. The calculation is based on financing data from the year prior to the reporting period.

In the 2024 Sustainability Report, the calculation of financed emissions remained limited as it only covered a portion of SMBC Indonesia's corporate portfolio. Subsequently, in 2025, in alignment with the OJK

roadmap where the implementation of the Climate Risk Management & Scenario Analysis (CRMS) expanded the scope of Climate Risk Stress Testing (CRST) to 100% of the Bank's portfolio, SMBC Indonesia calculated financed emissions for 82.09% of its total financing. This calculation encompasses all corporate sectors within the Bank as well as the consumer sector specifically for Automotive Loans, taking into account the availability of the required methodologies for calculating emissions in other consumptive sectors. An overview of the CRST Portfolio is provided on page 50.

SMBC Indonesia has conducted calculation of financed emissions from OJK's priority sectors, other productive sectors, and the consumptive sector for Automotive Loans, as follows: [SUSBA 1.6.2.3]



SUSTAINABLE IT ASSET MANAGEMENT

SMBC Indonesia utilizes technology as its primary basis in providing modern banking services. However, SMBC Indonesia recognizes that IT asset management also carries a carbon footprint and therefore strives to reduce the environmental impact of IT use through more sustainable management. The following are several initiatives implemented by SMBC Indonesia to reduce energy consumption from IT activities:

- Power Usage Effectiveness (PUE) Monitoring**
 SMBC Indonesia aims to develop sustainable energy management through periodic monitoring of Power Usage Effectiveness (PUE) in its data centers. This is conducted to ensure the optimization of electricity consumption, maintaining efficiency and alignment with operational needs. Based on the results of monthly monitoring, the average PUE value falls

within the Average category, demonstrating compliance with the ISO/IEC 30134-2:2016 standard. This metric serves as a benchmark in endeavors to mitigate energy waste and develop eco-friendly IT infrastructure.

- Server Decommissioning**
 Deactivating applications that are no longer in use or are no longer relevant to SMBC Indonesia’s needs. This activity reduces energy consumption while enhancing system and business process efficiency.
- Sustainable Technology Assessment**
 SMBC Indonesia conducts assessments on the potential implementation of sustainable technologies. This includes evaluating the availability of green technology in the market and leveraging shared infrastructure services (cloud computing) as a more energy-efficient option.

PAPER SAVING

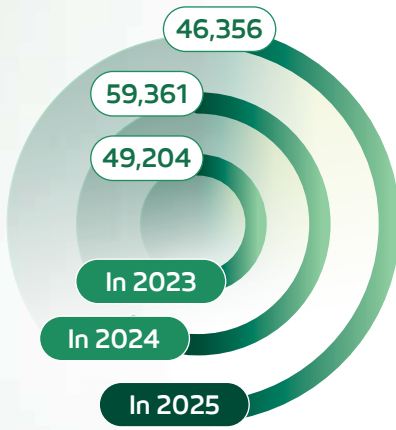
[G4-EN23] [OJK F.13]

SMBC Indonesia maximizes the use of digital banking services to minimize paper usage. In addition, SMBC Indonesia implements the following various paper saving initiatives:

- Digitizing internal and external documents to reduce printing needs.
- Delivering reports and notifications to customers through electronic channels.
- Utilizing digital signatures.
- Optimizing the use of online platforms for meetings and document approvals.
- Printing documents on both sides of the paper.
- Educating employees on the significance of paper saving through internal communication channels.

In 2025, SMBC Indonesia successfully reduced paper usage by 22% compared to the previous year.

Paper Used (Reams)



Note: The calculation includes usage data from the head office and all branch offices.

WATER AND EFFLUENT

[OJK F.8] [IDX E-04]

SMBC Indonesia utilizes groundwater and purchases water from third parties to meet the domestic needs of its office. However, SMBC Indonesia does not calculate total water usage, as water consumption is included within the facilities of the leased building.

WASTE

[OJK F.13] [OJK F.14] [IDX E-05]

SMBC Indonesia implements a responsible waste management system at SMBC Tower by segregating organic and inorganic waste to facilitate the recycling process. SMBC Indonesia does not generate liquid waste (effluent), as it is not relevant to the Company's business activities.. All collected waste is managed by Waste4Change, a waste recycling vendor focused on reducing landfill waste. Through this initiative, SMBC Indonesia contributes to initiatives aimed at transforming waste into a valuable resource, supporting the development of a sustainable circular economy in Indonesia. Education on waste management is also conducted through the Sahabat Daya employee volunteering program. Further information can be found in the Empowering Communities, Building the Future chapter on page 119-133.


GREEN BUILDING

The head office of SMBC Indonesia Tower is designed in accordance with green building principles, an architectural concept prioritizing the efficient utilization of natural resources and the reduction of its carbon footprint to create a comfortable and healthy environment. Located in the Mega Kuningan area of Jakarta, this building has successfully achieved the Greenship New Building V.1.2 certification from the Green Building Council Indonesia (GBCI), maintaining a Gold rating since 2020.


- Planting vegetation across the building area to absorb pollutants and lower temperatures.**
- Maximizing natural lighting through the design of large glass panels.**
- Harvesting rainwater for garden irrigation and toilet flushing.**
- Installing automatic motion sensors for faucets and lighting systems.**

In addition to contributing to the reduction of SMBC Indonesia's ecological impact, the implementation of


this green building concept fosters a healthier and more comfortable working environment for employees.




An optimal ventilation system to maintain fresh air circulation.



Application of Ultraviolet Germicidal Irradiation (UVGI) technology, effectively eliminating airborne microorganisms, thereby maintaining clean and healthy air quality.



Strategic placement of indoor plants that provide supplemental oxygen and a relaxing effect.



Use of epoxy floor coating as a protective layer proven to inhibit the growth of bacteria, germs, and mold.

ENVIRONMENTAL EDUCATION

SMBC Indonesia has taken the initiative to strengthen a culture of sustainability among its employees, fostering

a greener work environment through the implementation of sustainable lifestyle practices.



In order to promote the implementation of a sustainable culture both within the workplace and in the broader community, SMBC Indonesia actively conducts environmental education and sustainable lifestyle initiatives for both employees and external parties. [SUSBA 1.5.1.4]

Inisiatif Edukasi Lingkungan 2025

Program	Activity Description
Wisdom Style Seminar: Reduce Waste, Increase Benefits	This seminar featured sustainability and waste management expert, Muhamad Bijaksana Junerosano from Waste for Change, as the speaker. It aimed to encourage employees and the wider community to care about and actively participate in better waste management actions to address the waste crisis in the community. The seminar was held in a hybrid format and was part of the Daya Fest 2025 event. It was attended by 247 participants.
Upcycle Workshop Using Clothing Waste	This workshop invited SMBC Indonesia employees to creatively manage textile waste, specifically by transforming it into functional items with potential market value, such as bags. The workshop was conducted in collaboration with Smitten by Pattern and Waste for Change and was attended by 22 employees.
Online Training "daya.id"	Educational video materials on environmental and sustainability topics available on the online training channel of the "daya.id" website.

ENVIRONMENTAL AND BIODIVERSITY PROGRAM

[OJK B.2.d]

SMBC Indonesia strives to enhance the Company's contribution to environmental protection and biodiversity through a series of initiatives engaging all levels of the company. This is realized through various collective actions designed to minimize SMBC Indonesia's ecological footprint and deliver a positive contribution to nature conservation.

TREE PLANTING FOR ECOSYSTEM AND COMMUNITY WELL-BEING

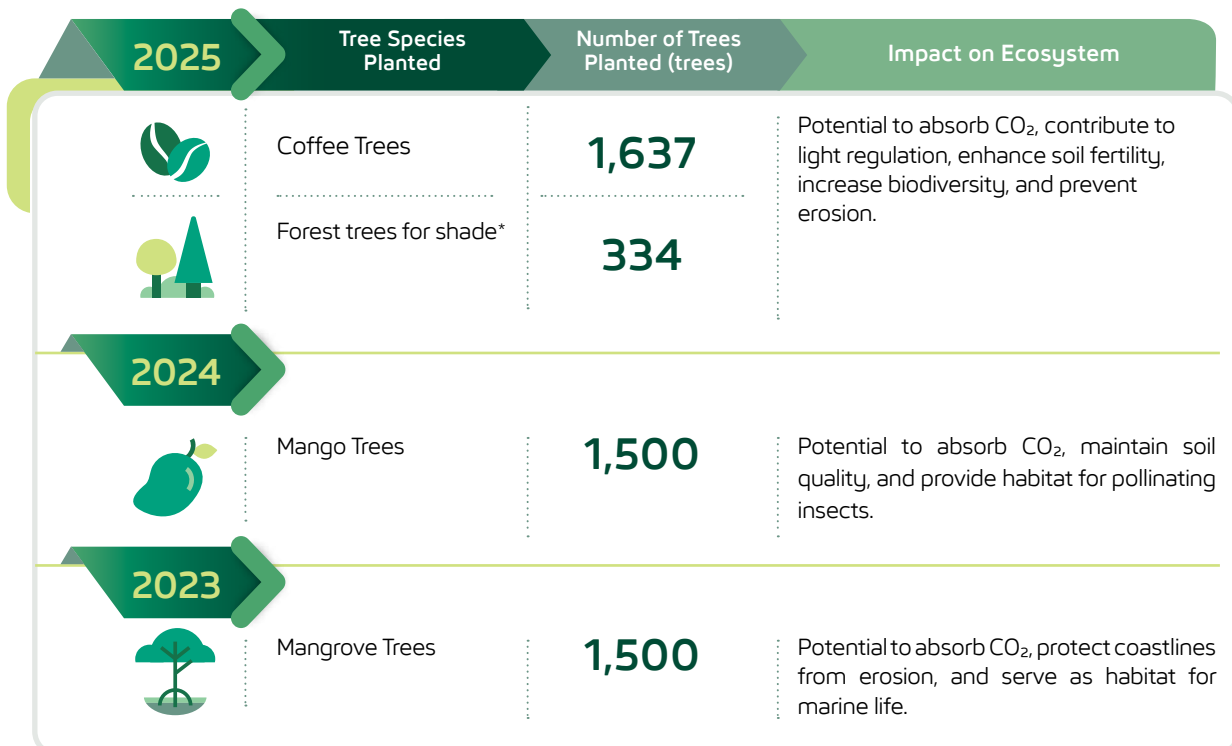
SMBC Indonesia, through the Berdaya Untuk Bumi Program, successfully collected 1,971 trees to be planted and donated to communities. The program, which was participated in by 411 employees of SMBC Indonesia and its subsidiaries (BTPN Syariah, OTO, and SOF), aims

to support reforestation efforts while simultaneously empowering local coffee farmers through the cultivation of economically valuable crops.

The trees were accumulated through a walking activity conducted from October to November 2025, whereby every 10,000 steps were converted into one tree. The total number of trees planted also includes donations contributed by a number of Sinaya Prioritas customers.

The planting of coffee trees is expected to generate long-term impacts that integrate environmental and economic benefits, as coffee cultivation can sustainably enhance farmers' productivity and income, while shade trees play a vital role in creating resilient ecosystems.

SMBC Indonesia's three-year journey in fulfilling its commitment to biodiversity conservation efforts is presented in the following table:



* Avocado Tree (*Persea americana*), Durian Tree (*Durio*), Cacao Tree (*Theobroma cacao*), Rain Tree (*Samanea saman*), Shining Eurya Tree (*Eurya nitida*), Jackfruit Tree (*Artocarpus heterophyllus*), Kapok Tree (*Ceiba pentandra*), and Rasamala Tree (*Altingia excelsa noronha*).

DONATION FOR WASTE REDUCTION

SMBC Indonesia strengthens a culture of sustainability among its employees through the "Sahabat Daya Donasi" volunteer program by encouraging employees to demonstrate care and actively respond to waste management challenges through the donation of recyclable waste and unused items, including used electronics, wearable clothing, and plastic waste.

The implementation of this program also involved collaboration with employees from BTPN Syariah (a subsidiary of SMBC Indonesia). All collected donations were subsequently channeled to competent partner for further processing in accordance with their designated recycling or repurposing standards.



ENVIRONMENTAL PROTECTION POLICY

SMBC Indonesia strives to protect the environment and biodiversity through responsible financing policies. This commitment is implemented by refraining from providing financing to borrowers or projects that have the potential to harm critical ecosystems, such as primary forest clearing, exploitation of protected wildlife, and activities that threaten conservation areas or regions with high biodiversity value. This includes prohibiting activities such as primary forest clearing, the exploitation of protected wildlife, and operations that threaten conservation areas or regions with high biodiversity value. Conversely, SMBC Indonesia encourages and accepts financing aligned with sustainability principles, including renewable energy projects, energy efficiency, and eco-friendly business practices.

ENVIRONMENTAL COSTS

[OJK F.4]

SMBC Indonesia reduces its carbon footprint through various environmental conservation strategies, such as energy efficiency programs and waste reduction. However, SMBC Indonesia does not maintain a separate record of specific environmental costs, as these expenses are incorporated within the total costs of other environmental initiatives. These include costs for waste management, the operation of green building facilities, and other related expenditures. SMBC Indonesia has not yet planned a specific separation of environmental costs, as the existing systems are considered adequate to meet the Company's management and reporting needs.



Developing Talent,
Strengthening
Performance







Developing Talent, Strengthening Performance

“ Talent development is not merely a program, but a culture that reinforces SMBC Indonesia’s sustainable performance. ”



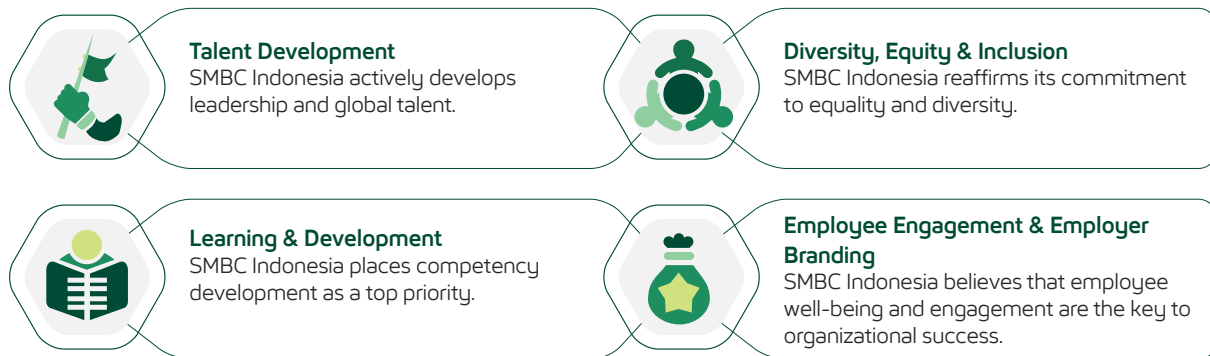
At SMBC Indonesia, we believe that work is not merely a routine, but a strategic journey to create long-term value. Through our #MoreThanAJourney program as our Employee Value Proposition (EVP), we provide a work environment that supports personal and professional development, cross-cultural collaboration, and structured career pathways. By fostering an inclusive and growth-oriented work ecosystem, SMBC Indonesia continues to strengthen organizational capabilities while delivering a positive impact for all stakeholders.

Five Pillars of SMBC Indonesia's EVP

PILLAR	DESCRIPTION
IMPACTFULNESS 	<p>Providing opportunities to drive positive change with every step.</p> <p>SMBC Indonesia offers diverse initiatives designed to empower employees to make a positive impact on SMBC Indonesia, customers, colleagues, and the wider community.</p>
SELF-GROWTH 	<p>Providing the space for personal and professional development.</p> <p>Various programs are designed to give employees the space and full support to explore their potential and continuously grow into the best versions of themselves every day.</p>
RELATIONSHIP 	<p>Providing a platform to build synergistic collaboration</p> <p>At SMBC Indonesia, we provide various cross-entity initiatives to strengthen synergy, not only in business aspects, but also through friendship, trust, and long-term collaboration with various stakeholders.</p>
DIGITALLY POWERED 	<p>Leveraging technology to drive innovation and efficiency.</p> <p>As a pioneer in adopting digital technology in banking, SMBC Indonesia empowers employees to master digital advancements, enabling them to innovate and deliver value to SMBC Indonesia, customers, and the wider community.</p>
INTERNATIONAL NETWORK 	<p>Providing opportunities to build collaborative networks unrestricted by distance.</p> <p>As part of the SMBC Group, SMBC Indonesia supports employees' career development by offering valuable international exposure and global networks, essential in today's competitive landscape.</p>

HUMAN RESOURCE MANAGEMENT STRATEGY

SMBC Indonesia's Human Resources (HR) department is committed to developing the best talent and ensuring organizational readiness to meet future challenges. HR's strategic focus is to attract, develop, and retain talent in alignment with SMBC Indonesia's business growth and long-term objectives. This HR management strategy is executed through four main pillars:



Human Resources Management Strategy of SMBC Indonesia



HUMAN RESOURCES AWARDS





HR DIGITAL TRANSFORMATION SMBC INDONESIA

As part of the effort to create an excellent and efficient work experience, SMBC Indonesia implements a comprehensive digital transformation within its Human Resources (HR) function. This transformation aims to enhance the employee experience, strengthen process efficiency, and integrate all HR services into an integrated digital ecosystem.

Through the HR Digital Transformation initiative, SMBC Indonesia has transitioned from utilizing multiple disparate HR applications to a single integrated platform. This approach ensures that all HR activities, ranging from employee services and performance management to compensation, learning, and talent management, are executed with speed, security, and efficiency. [ACGS B.6.3]

Transformation Strategy

This transformation is built upon several key strategies, namely:

1. Mobile-first approach, delivering easy access through mobile devices;
2. Flexible and integrated HR processes, ensuring all human resource workflows are interconnected;
3. Chatbot feature to enhance service responsiveness;
4. New learning experience that supports digital learning; and
5. Robotic Process Automation (RPA) to accelerate administrative processing.

DEVELOPING A CULTURE OF SUSTAINABILITY [OJK F.1]

The success of SMBC Indonesia's sustainability agenda is highly dependent on the behavior and competence of all employees. Therefore, SMBC Indonesia systematically fosters a culture of sustainability across the entire organization through various initiatives, such as:



Communicating SMBC Indonesia's sustainability core values, targets, and initiatives to all employees at all levels.



Conducting various training programs that integrate sustainability principles into all operational aspects, including training on ethics, anti-corruption, and sustainable economy.



Upholding human rights by implementing a whistleblowing system, employee protection policy, non-discrimination and equality practices. [IDX S-09]



Ensuring employee well-being by fostering an inclusive work environment and providing various facilities to support employee productivity.



Providing opportunities for employees to contribute to creating a positive impact on the environment and the community.

SMBC Indonesia's Initiative in the Aspect of Human Rights [IDX S-09]



100%

Of employees are covered under the Collective Labor Agreement (CLA)



45%

Of employees are female



50%

Of the Board of Directors are women



107

Female employees took maternity leave and 117 male employees took paternity leave



93%

Of safety personnel have been trained in human rights aspects



40

Employees with disabilities



100%

Of employees received performance assessments.



2

Students with disabilities intern at SMBC Indonesia



6,127

Employees received training



5,928

Employees participate in 37 clubs at SMBC Indonesia to promote work-life balance



SMBC INDONESIA PERSONNEL

[IDX S-04]

In 2025, the total number of SMBC Indonesia employees was 6,139, a 5.4% decrease from the previous year. Consequently, there were no significant changes in the workforce aside from retirements or voluntary resignations. SMBC Indonesia does not employ part-time employees. Therefore, a table on part-time employees is not provided. SMBC Indonesia does not employ workers

on non-permanent schedules or without guaranteed minimum working hours. Furthermore, it prohibits the practices of forced labor and child labor in accordance with prevailing laws and regulations and human rights standards. This employment policy supports fair labor practices and a safe working environment, in line with SMBC Indonesia's sustainability framework. [GRI 2-7] [GRI 2-8] [GRI 408-1] [GRI 409-1] [OJK F:19] [IDX S-10]

Total Number of Employees by Employment Contract (Permanent and Temporary) by Gender

[GRI 2-7] [OJK C.3.b] [IDX S-04]

Description	2025		2024		2023	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Male	3,232	156	3,377	193	3,500	195
Female	2,671	80	2,819	102	2,846	95
Subtotal	5,903	236	6,196	295	6,346	290
Total	6,139		6,491		6,636	

Total Number of Employees by Employment Contract (Permanent and Temporary) by Region

[GRI 2-7] [OJK C.3.b] [IDX S-04]

Description	2025		2024		2023	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Greater Jakarta	3,123	135	3,073	200	3,032	171
Java (exclude Greater Jakarta)	1,502	48	1,692	41	1,778	57
Outside Java	1,278	53	1,431	54	1,536	62
Subtotal	5,903	236	6,196	295	6,346	290
Total	6,139		6,491		6,636	

Note:

The employee calculation in this section is based on data collected from the Human Resources Directorate.

EMPLOYEE RECRUITMENT

SMBC Indonesia conducts various professionally designed, inclusive, and competency development-oriented recruitment programs as an initiative to build a strong human resource foundation to support the company's growth.

- Internal and External Recruitment is a recruitment process involving internal employees or external candidates conducted to fill vacant positions within the Company.
- Leadership Acceleration Development (LEAD)
LEAD is an acceleration program from SMBC Indonesia designed to empower individuals with the potential to become the Company's future leaders.

- The internship program is part of an educational facility that enables students from educational institutions to gain direct working/practical experience at SMBC Indonesia, which is divided into:
 - Regular Internship Program, which may be conducted in accordance with the needs of the respective Work Unit (incidental).
 - Intern Development, Enhancement and Acceleration Space (IDEAS) is an internship program at SMBC Indonesia designed to develop the skills and knowledge of students and fresh graduates.

Employee Recruitment by Gender [GRI 401-1]

Description	2025	%	2024	%	2023	%
Male	223	52%	259	50%	326	54%
Female	205	48%	255	50%	283	46%
Total	428	100%	514	100%	609	100%

Employee Recruitment by Age Group [GRI 401-1]

Description	2025	%	2024	%	2023	%
20-30 years old	210	49%	282	55%	331	54%
30-50 years old	201	47%	217	42%	265	44%
Over 50 years old	17	4%	15	3%	13	2%
Total	428	100%	514	100%	609	100%

Employee Recruitment by Region [GRI 401-1]

Description	2025	%	2024	%	2023	%
Greater Jakarta	284	66%	363	71%	454	75%
Java (exclude Greater Jakarta)	82	19%	82	16%	87	14%
Outside Java	62	15%	69	13%	68	11%
Total	428	100%	514	100%	609	100%

EMPLOYEE TURNOVER

[IDX S-03]

SMBC Indonesia's permanent employee turnover rate in 2025 was recorded at 11.1%. This achievement demonstrates the effectiveness of retention strategies focused on employee well-being, encompassing

competitive remuneration and benefits, wellness programs, work-life balance, as well as career development opportunities and performance recognition. Such an inclusive and supportive work environment strengthens loyalty, team stability, and organizational performance, supporting SMBC Indonesia's sustainability agenda.

Termination of Employment [GRI 401-1]

Description	2025	2024	2023
Retirement	319	140	314
Death	7	3	10
Dismissal	46	51	97
Resignation	347	378	470
Others	61	89	60
Total	780	661	951



Employee Turnover by Gender [GRI 401-1] [IDX S-03]

Description	2025			2024			2023		
	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)
Male	407	6%	52%	385	6%	58%	608	9%	64%
Female	373	6%	48%	276	4%	42%	343	5%	36%
Total	780	12%	100%	661	10%	100%	951	14%	100%

Employee Turnover by Age Group [GRI 401-1] [IDX S-03]

Description	2025			2024			2023		
	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)
20-30 years old	149	2%	19%	141	2%	21%	204	3%	22%
30-50 years old	513	8%	66%	420	6%	64%	639	9%	67%
Over 50 years old	118	2%	15%	100	2%	15%	108	2%	11%
Total	780	12%	100%	661	10%	100%	951	14%	100%

Employee Turnover by Region [GRI 401-1] [IDX S-03]

Description	2025			2024			2023		
	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)	Number	Employee Turnover Rate (%)	Proportion (%)
Greater Jakarta	291	5%	37%	308	5%	47%	406	6%	43%
Java (exclude Greater Jakarta)	272	4%	35%	187	3%	28%	314	5%	33%
Outside Java	217	3%	28%	166	2%	25%	231	3%	24%
Total	780	12%	100%	661	10%	100%	951	14%	100%

DIVERSITY, EQUALITY, AND INCLUSION

[GRI 405-1] [OJK F.18] [OJK C.3.b] [IDX S-01] [IDX S-08]

We aim to build an organization where individuals from diverse backgrounds respect one another and can fully demonstrate their abilities and uniqueness. We position DE&I as a key growth strategy and promote a variety of initiatives. As part of this global strategy, SMBC Indonesia continually fosters an inclusive work environment, founded on mutual respect, to empower all individuals to achieve their fullest potential. We also support gender equality by providing equal employment opportunities without discrimination based on gender, age, disability, religion, ethnicity, or any other status through merit-based recruitment and promotion processes.

To support diversity and inclusion, SMBC Indonesia focuses on three key pillars:

- Women's Empowerment:** SMBC Indonesia is committed to promote gender equality across all organizational levels. This commitment is realized through mentorship and leadership development programs, as well as the implementation of policies supporting career advancement for women.
- Disability-Friendly Workplace:** SMBC Indonesia strives to raise awareness of the importance of a disability-friendly work environment by fostering an inclusive culture for both employees and customers.

3. **Family-Friendly Workplace:** SMBC Indonesia is committed to building a supportive work environment, supporting employees to balance their professional responsibilities and family life.

ratio of basic salary between male and female employees at the same job level is 1:1, and there were no confirmed incidents of discrimination reported through either internal or external channels. [GRI 405-2] [GRI 406-1].

During the 2025 reporting period, female employees accounted for 45% of the total workforce, with women occupying 35% of senior management positions. The

To support diversity and inclusion, SMBC Indonesia has implemented various programs, including:

Initiative	Description
 The Indonesian Sign Language (BISINDO) class, in collaboration with Parakerja	SMBC Indonesia, regularly offers a Level I BISINDO course for employees. This initiative is part of broader initiatives to raise awareness in fostering inclusive communication and reaching out to the disability community. Equipped with basic sign language skills, employees are expected to interact more effectively with the Deaf community, strengthen an inclusive culture, and demonstrate a commitment to service accessibility.
 Internship Opportunities for Talents with Disabilities	In alignment with SMBC Indonesia's aspirations to foster an inclusive and diverse workplace, SMBC Indonesia provides internship opportunities for individuals with disabilities. Through this program, SMBC Indonesia not only offers valuable professional experience but also creates a space for participants to develop their skills, build confidence, and make meaningful contributions within an equitable and supportive work environment.
 Disability Empowerment Program & Disability Inclusion Day in Collaboration with Helping Hands Foundation	SMBC Indonesia, in collaboration with the Helping Hands Foundation, organized a disability empowerment program that facilitated direct engagement between employees and students from Senior high schools for students with special needs (SMALB). Beyond offering employees the opportunity to gain insights into interacting with the disability community, this initiative provides a new sense of motivation and bolsters the confidence of our friends with disabilities, affirming their capability and worthiness to contribute to the community.
 Communication Workshop in Celebration of Kartini Day	In celebration of Kartini Day, SMBC Indonesia held a seminar for female employees across branch offices. This seminar aimed to support female employees in building their careers and self-confidence through effective communication and relationship-building.
 Parenting Seminar (Financial Management & Child Rearing)	As part of creating a family-friendly work environment, SMBC Indonesia held a seminar for parents, covering relevant topics such as family financial management and building strong connections and communication with children.
 Indonesian Father's Day Photo Competition	To celebrate the National Father's Day, SMBC Indonesia organized a company-wide photo competition, encouraging employees to reflect on and share their meaningful bonds with their fathers. This competition aims to honor and celebrate the role of fathers while strengthening SMBC Indonesia's efforts to foster a family-friendly work environment.
 Indonesian Mother's Day Celebration	To celebrate the National Mother's Day, SMBC Indonesia extended its gratitude to working mothers by presenting them with flowers and words of encouragement. This initiative aimed to offer recognition, tribute, and support for their dual roles as working professionals and mothers.

DISABILITY AND EQUAL OPPORTUNITY: ADIVA'S INTERNSHIP JOURNEY AT SMBC INDONESIA [IDX S-08]



Adiva Ayuningtyas Takwa (Adiva), a student at the Jakarta Institute of Arts majoring in Fine Arts, completed an internship program at SMBC Indonesia from September 9, 2025, to February 6, 2026. During the internship, Adiva was actively involved in various activities, including writing a range of articles such as trend pieces, regular features, series, and success stories, as well as conducting interviews with various sources. Additionally, Adiva participated in both online and offline seminars, assisted with documentation, prepared presentation materials (PPT), and organized content for webinars.

Through this internship program, Adiva gained the opportunity to develop additional skills, such as proficiency in Microsoft Excel and video production using Canva. Adiva expressed that SMBC Indonesia provides an open and inclusive environment for colleagues with disabilities to participate in internship programs. This opportunity is particularly meaningful, given that many companies still lack an understanding of the potential, capabilities, and accessibility needs of people with disabilities, despite the fact that many of them are capable of providing tangible contributions on par with those of their non-disabled peers.

In addition to fulfilling her internship duties, Adiva contributed to Sign Language learning sessions with her coworkers at Daya. This initiative helped foster more inclusive communication within the workplace, particularly among fellow interns. In a relatively short period, her coworkers began to understand how to communicate more effectively, thereby enhancing comfort, collaboration, and daily operational efficiency.

“ This is a golden opportunity, considering that to date there have not been many companies offering internship or employment opportunities for persons with disabilities. ”

Adiva Ayuningtyas Takwa (Adiva)

Diversity of Governance Bodies and Employees by Gender [GRI 405-1] [OJK C.3.b] [IDX S-01]

Position	2025			2024			2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Board of management	5 (56%)	4 (44%)	9	5 (50%)	5 (50%)	10	5 (50%)	5 (50%)	10
Top management	123 (65%)	66 (35%)	189	128 (68%)	59 (32%)	187	122 (69%)	56 (31%)	178
Senior management	471 (60%)	312 (40%)	783	453 (60%)	297 (40%)	750	460 (62%)	283 (38%)	743
Management	1,765 (59%)	1,215 (41%)	2,980	1,774 (59%)	1,209 (41%)	2,983	1,744 (60%)	1,147 (40%)	2,891
Officer/Supervisor	666 (46%)	778 (54%)	1,444	753 (47%)	847 (53%)	1,600	794 (50%)	796 (50%)	1,590
Clerical	358 (49%)	376 (51%)	734	457 (48%)	504 (52%)	961	570 (47%)	654 (53%)	1,224
Total	3,388 (55%)	2,751 (45%)	6,139	3,570 (55%)	2,921 (45%)	6,491	3,695 (56%)	2,941 (44%)	6,636

Diversity of Governance Bodies and Employees by Age [GRI 405-1] [OJK C.3.b] [IDX S-02]

Position	2025			2024			2023		
	21-30	30-50	>50	21-30	30-50	>50	21-30	30-50	>50
Board of management	-	1	8	-	2	8	-	3	7
Top management	-	118	71	1	119	67	-	122	56
Senior management	6	626	151	2	599	149	3	625	115
Management	607	2,222	151	647	2,169	167	607	2,154	130
Officer/Supervisor	168	1,239	37	220	1,341	39	259	1,305	26
Clerical	196	527	11	272	677	12	359	859	6
Total	977	4,733	429	1,142	4,907	442	1,228	5,068	340

Total Number of Employees by Educational Level [GRI 405-1] [OJK C.3.b]

Educational Level	2025	2024	2023
Doctoral Degree	3	3	4
Master's Degree	368	349	321
Bachelor's Degree	5,107	5,379	5,467
Associate's Degree	502	558	606
High School or Equivalent	159	202	238
Total	6,139	6,491	6,636

SMBC Indonesia prioritizes the recruitment of senior management from Indonesian citizens (WNI) originating from its operational areas. In the reporting year, 5 out of the total Board of Directors members, or equivalent to 62.5%, were Indonesian citizens. [GRI 202-2]

REMUNERATION AND BENEFITS

SMBC Indonesia implements a fair and competitive remuneration and benefits policy, with compensation levels determined proportionally based on job

level, tenure, and performance achievements. Its implementation upholds equality without any form of discrimination, including ensuring no disparity in entry-level remuneration between male and female employees in equivalent positions (1:1 ratio). Furthermore, the remuneration structure is set above the prevailing Regional Minimum Wage (RMW) in each operational area. This policy is evaluated on an ongoing basis to maintain internal equity, market competitiveness, and support for SMBC Indonesia's sustainability objectives. [GRI 202-1]

Regional Minimum Wage [OJK F.20]

Region	Provincial Minimum Wage in 2025	Entry Level Wage	Ratio
Bali	2,996,561	3,300,000	110%
Banten	2,905,120	4,420,000	152%
Bengkulu	2,670,039	3,500,000	131%
DI Yogyakarta	2,264,081	3,560,000	157%
DKI Jakarta	5,396,761	5,540,000	103%
Jambi	3,234,535	3,870,000	120%
West Java	2,191,232	2,480,000	113%
Central Java	2,169,349	2,190,000	101%
East Java	2,305,985	2,400,000	104%

Regional Minimum Wage [OJK F.20]

Region	Provincial Minimum Wage in 2025	Entry Level Wage	Ratio
South Kalimantan	3,496,195	3,500,000	100%
Lampung	2,893,070	3,310,000	114%
Maluku	3,141,700	3,940,000	125%
Papua	4,285,850	4,290,000	100%
West Sulawesi	3,104,430	3,110,000	100%
South Sulawesi	3,657,527	3,660,000	100%

Benefits Provided to Full-Time Employees That Are Not Provided to Contract Employees [GRI 401-2]

Description	Permanent Employee	Contract Employee
Salary	✓	✓
Religious Holiday Allowance	✓	✓
Life Insurance	✓	✓
Disability Insurance	✓	✓
Employee Health Insurance	✓	✓
Health Insurance to Employees' Spouse	✓	✓
Health Insurance to Employees' Children	✓	✓
Pension Fund	✓	✓
Annual Leave	✓	✓
Maternity and Miscarriage Leave	✓	✓
Severance Pay	✓	—

by a mid-year supervisor evaluation, and concludes with structured feedback at the end of the period. Performance assessments are conducted objectively, based on Key Performance Indicators (KPIs) as well as SMBC Indonesia's Core Values.

Each member of the Board of Directors has individual targets related to both financial and non-financial aspects, including KPIs associated with Sustainable Growth, which contribute approximately 30% of the total KPI. The Directors' KPIs reflect the targets of the respective work units, which are derived from SMBC Indonesia's overall KPIs, and are subsequently cascaded hierarchically to the relevant units and individuals. [ACGS B.6.3]

The objective is to align business goals, provide clear feedback, identify support/training needs, and manage low performance fairly. The review results serve as the basis for development, career decisions, and remuneration adjustments. During the reporting year, all employees at every level (100%) received performance evaluation and assessment.

SUPPORT FOR FEMALE EMPLOYEES

SMBC Indonesia is committed to fostering a work environment that supports the growth of our female employees and enables them to balance their professional and family roles. SMBC Indonesia implements a maternity leave policy in accordance with prevailing regulations: female employees are entitled to three months of maternity leave, while male employees are entitled to four days of paternity leave. To strengthen post-partum support, SMBC Indonesia provides a Mom Support Group for female employees with children aged 0-6 years. This group serves as a space for sharing experiences, parenting education, and access to practical resources, ensuring a smooth transition between work and family life. [GRI 401-3]

PERFORMANCE REVIEW [GRI 404-3]

SMBC Indonesia implements an annual performance review process. This process begins with the establishment of targets and indicators (including sustainability aspects) at the start of the period, followed

Maternity Leave [GRI 401-3] [OJK F.20]

Gender	Employees entitled to parental leave	Employees taking parental leave	Employees returning to work after leave		Employees continuing to work 1 year after leave	
			Number	%	Number	%
Male	3,388	117	115	98%	111	96%
Female	2,751	107	88	82%	78	72%
Total	6,139	224	203	90%	189	93%

SMBC Indonesia’s support and commitment to strengthening the well-being of female employees is demonstrated through the provision of dedicated lactation rooms, equipped with refrigerators for storing breast milk. Furthermore, the SMBC Parents Club serves as a forum to facilitate discussions on managing a balanced role for female employees in fulfilling their professional responsibilities alongside their roles in childcare and family life.

RETIREMENT PROGRAM

[GRI 201-3] [GRI 404-2] [ACGS B.6.1]

SMBC Indonesia designs various retirement preparation programs to ensure the financial well-being of employees in their post-employment years, encompassing psychological and skills preparation as well as financial planning. In the reporting year, 74 employees participated in 4 retirement preparation programs, including seminars on physical health, entrepreneurship, financial management, and other topics.

Additionally, SMBC Indonesia enrolls all employees in the following pension program:

1. Pension Security under BPJS Employment, a mandatory government program, with employee contributions of 1% and SMBC Indonesia contributions of 2%.
2. Old-Age Security under BPJS Employment, a mandatory government program, with employee contributions of 2% and SMBC Indonesia contributions of 3.7%.

COLLECTIVE LABOR AGREEMENT

[GRI 2-30] [ACGS B.6.1]

SMBC Indonesia implements a Collective Labor Agreement (CLA) as the basis for harmonious, fair, and regulation-compliant industrial relations, aligned with

ethical employment practices. The CLA covers key employment matters such as relations with the Labor Union, employee recruitment, employee facilities and benefits, working hours, employee grievance mechanisms, industrial relations dispute resolution, and other relevant matters. This document applies to all employees (100%) and is negotiated and mutually agreed upon with the Labor Union every 2 years, or as agreed in accordance with prevailing regulations.

The Labor Union is a key partner of SMBC Indonesia in maintaining harmonious industrial relations, established through bipartite dialogue and regular consultations, while upholding the principle of freedom of association. This approach fosters open communication, early issue resolution, and the creation of a safe, inclusive, and productive work environment.

TRAINING STRATEGY AND PROGRAMS

[GRI 404-2] [OJK F.22] [ACGS B.6.1] [ACGS B.6.2]

SMBC Indonesia implements a continuous learning approach based on competencies and business needs, integrated into the annual HR plan. Development is carried out through a combination of classroom/virtual training, on-the-job learning, mentoring/coaching, and a learning platform (HRIS/“Portal Kita”). SMBC Indonesia periodically evaluates the effectiveness of its training programs, with the results indicating improvements in employees’ understanding, competencies, and compliance with applicable policies and procedures. Each employee has an individual development pathway linked to their KPIs and career progression. Examples of training programs include:



Mandatory E-learning

Mandatory online training programs required for all employees.



**Non Mandatory learning
(Offline or online)**

A variety of training programs designed to enhance employee competency and insight, ensuring all employees can perform their duties and responsibilities effectively.



Banking Certification

- Risk Management
- Payment System Competency Standard (SK SP)
- Mutual Fund Selling Agent Representative (WAPERD)
- Broker-Dealer Representative-Marketing (WPPE-P) and Treasury



Sertifikasi Kompetensi

- Human Resource Management
- Information Technology
- Internal Audit



**E-learning MOOC (Massive
Open Online Course)**

- Diverse online courses to enhance employee competence:
- Foundations: Data, Data, Everywhere
 - Foundations of Project Management
 - Project Initiation: Starting a Successful Project
 - English for Common Interactions in the Workplace: Basic Level
 - Project Execution: Running the Project
 - Go: The Complete Developer's Guide (Golang)
 - Rust Programming: Beginner to Advanced
 - Certified Information Systems Auditor (CISA) – Updated 2024
 - Microfrontends with React: A Complete Developer's Guide
 - The Complete SQL Bootcamp: Go From Zero to Hero



Other Training Programs

- Sign language
- Women's mentoring program
- Disability inclusion webinar
- Parenting and wellbeing seminar
- and others.



6,127

NUMBER OF EMPLOYEES
ATTENDING THE TRAINING



233,726

TOTAL TRAINING HOURS



38

AVERAGE TRAINING
HOURS

WORLD CLASS LEARNING

As part of our commitment to strengthening outstanding leadership and governance, SMBC Indonesia fosters a culture of continuous learning across all leadership levels. Through the World-Class Executive Education program, our leaders continually refine their global perspective, expanding professional networks, and enhance their strategic decision-making capabilities with a focus on sustainability.

In the reporting year, Nathan Christianto, Head of Wholesale, Commercial & Transaction Banking, attended the Corporate Governance Program: Developing Exceptional Boards at Columbia Business School in New York. The program emphasized the importance of stakeholder-value-based governance and the responsible use of technology. Meanwhile, Anke Subandy, Head of Internal Audit, participated in the Orchestrating Winning Performance program at IMD in Singapore, an international forum addressing purpose-driven leadership, innovation, and inclusive capitalism.

These global experiences reinforce the commitment of SMBC Indonesia's leaders to steer with foresight, collaboration, and responsibility, thereby creating long-term value for employees, customers, communities, and shareholders.

LEARNING FESTIVAL

SMBCI aspires to foster a culture of continuous learning. In line with this, SMBC Indonesia holds the Learning Festival, an annual event to celebrate and strengthen a culture of education and competency enhancement for its employees. In 2025, the Learning Festival was held in four cities (Jakarta, Medan, Yogyakarta, and Surabaya) and attended by 3,551 employees.

Embracing the 3E concept—Education, Experience, and Exposure, this event features a variety of educational sessions such as Cineclass, Language & Culture, Mini Studio, Aspire Award, and Xtalk with inspiring speakers from diverse fields. The program not only enriches knowledge but also fosters collaboration, creativity, and a spirit of transformation across all organizational levels.

The Learning Festival serves as a vital platform to reinforce the values of a growth mindset, innovation, and readiness to face future challenges. In 2025, the theme "Unlock the Beyond, Exceed All Limits" invites all members of SMBC Indonesia to continue learning, growing, and transcending boundaries together.


Number of Training Participants by Position and Gender [GRI 404-1] [OJK F.22] [IDX S-05] [ACGS B.6.2]

Position Level	2025		2024		2023	
	Male	Female	Male	Female	Male	Female
Top Management	123	66	139	62	126	61
Senior Management	470	311	491	313	458	282
Management	1,765	1,214	1,892	1,298	1,710	1,120
Office/Supervisor	666	778	801	906	777	787
Clerical	358	376	520	548	570	653
Subtotal	3,382	2,745	3,843	3,127	3,641	2,903
Total	6,127		6,970		6,544	

Total Training Hours by Position and Gender [GRI 404-1] [OJK F.22] [IDX S-05] [ACGS B.6.2]

Position Level	2025		2024		2023	
	Male	Female	Male	Female	Male	Female
Top Management	7,999	3,939	5,921	2,667	5,612	3,192
Senior Management	25,182	16,075	20,112	13,956	19,323	13,825
Management	66,455	49,048	61,311	48,121	70,094	58,424
Office/Supervisor	19,015	25,293	23,693	29,142	33,635	49,967
Clerical	9,224	11,496	11,400	15,159	23,784	44,997
Subtotal	127,875	105,851	122,466	109,314	152,446	170,404
Total	233,726		231,760		322,849	

Average Training Hours by Position and Gender [GRI 404-1] [OJK F.22] [IDX S-05] [ACGS B.6.2]

Position Level	2025		2024		2023	
	Male	Female	Male	Female	Male	Female
Top Management	65	60	43	43	44	52
Senior Management	54	52	41	45	42	49
Management	38	40	32	37	40	52
Office/Supervisor	29	33	30	32	43	63
Clerical	26	31	22	28	41	68
Subtotal	38	39	33	37	42	56
Total	38		35		49	

COMPETENCY IN SUSTAINABLE FINANCE

[OJK E.2] [FS4] [SUSBA 1.4.2.2] [SUSBA 1.4.2.3] [ACGS B.6.2]

SMBC Indonesia ensures that all employees possess a sound understanding of sustainable finance implementation, in accordance with their respective roles and responsibilities within business units. Annually, SMBC Indonesia conducts mandatory e-learning training on sustainability and sustainable finance implementation for all employees, including the Board of Directors and senior management.

The content in this e-learning is updated annually to ensure that employees are aware of and understand the most current policies and information regarding SMBC Indonesia’s sustainability aspirations and initiatives.

SMBC Indonesia ensures that understanding of sustainability is effectively embedded across the

organization by establishing employee passing rate scores, reinforced annually. In 2025, 99.8% of employees achieved a score above 80 in the 2025 Sustainability e-learning.

In addition to internal training, SMBC Indonesia employees also participate in external sustainable finance training programs to enhance their competence and insight on sustainable finance implementation both within the company and in the global context. Participation in these external training activities is tailored to the relevance of the topics or materials discussed relative to the specific roles and responsibilities of business units in implementing sustainable finance at SMBC Indonesia.

Throughout 2025, SMBC Indonesia employees participated in at least 72 events aimed at enhancing sustainability-related capacity. The following are some of the activities undertaken:

Education and Training on Sustainable Finance

Date	Organizer	Seminar/Training Topic
January 16, 2025	IDX Exchange	Socialization Financed Emission Form and Calculator with Business Banking Unit
January 23, 2025	OJK and OECD	Accelerating climate transition planning for financial institutions, issuers, and publicly listed companies in Indonesia
February 6, 2025	GRESB Foundation	Driving Sustainability in the Real Estate Sector: ESG and Green Financing in Indonesia
February 27, 2025	Ministry of Energy and Mineral Resources (ESDM) As part of the Road to Global Hydrogen Ecosystem Summit 2025.	Focus Group Discussion for the Regulation of Licensing and Utilisation of Hydrogen in the Industry, Transportation, and Power Generation Sectors on 27th February 2025
April 30, 2025	Bank Indonesia	Technical Meeting – Business Matching Pembiayaan Hijau Bank Indonesia”
July 17, 2025	OJK	Webinar “Implementation and Role of the Financial Industry in Business and Human Rights”
September 4, 2025	Institute for Essential Services Reform (IESR)	Focus Group Discussion “Planning and Financing Strategies to Support Renewable Energy Infrastructure for Eastern Indonesia (KT)”
September 10, 2025	Ministry of Industry (Kemenperin) and Ministry of Energy and Mineral Resources (ESDM)	Coordination Meeting for Stakeholders - Financing Panelists and Steering Committee
December 3, 2025	Tropical Forest Alliance (TFA) and supported by European Union	The 5 th Regional Technical Dialogue with theme “Scaling Sustainable Finance and Incentive Mechanisms to Support Producers and Smallholders”.
December 9, 2025	Global Buildings Performance Network (GBPN) and the Green Finance Institute (GFI)’s	Global Buildings Performance Network (GBPN) and the Green Finance Institute (GFI)’s forum with theme “Multistakeholder Forum on Cost-Efficient Green Buildings and Feasible Financing Schemes”.



DECENT AND SAFE WORK ENVIRONMENT

[OJK F.21] [IDX S-06] [IDX S-11] [ACGS B.6.1]

SMBC Indonesia is committed to providing a safe, healthy, and comfortable work environment, realized through OHS policy, standardized workplace facilities for employees, wellness and mental health programs, as well as robust security systems. As a result of SMBC Indonesia's prudent practices, there were no workplace accident incidents during the reporting year. SMBC Indonesia ensures that employees feel protected and are able to perform optimally within a conducive work atmosphere through various initiatives, such as:

1. Providing safety equipment, such as fire extinguishers.
2. Providing health facilities with an in-house clinic at the Head Office.
3. Conducting regular Occupational Health and Safety (OHS) dissemination for all employees.
4. Conducting earthquake and fire evacuation drills.
5. Performing routine inspections of electrical installations and office facilities to prevent potential hazards.

One of the safety threats in the banking industry is robbery, retaliation for criminal reporting, or aggression from customers and other parties. Therefore, SMBC Indonesia ensures protection for employees, their families, and other community members through:

[G4-DMA]

1. Prevention and Management of Aggression by Customers or Other Parties
 - SMBC Indonesia provides specialized training to employees on conflict management and effective communication to handle difficult situations, including verbal or physical attacks from customers or other external parties.
 - A zero-tolerance policy towards all forms of violence or intimidation is enforced to ensure a safe and professional work environment.
2. Support Related to Criminal Activity Reporting Obligations
 - In accordance with prevailing laws and regulations, SMBC Indonesia has established mechanisms for reporting criminal activities such as money laundering and terrorist financing.
 - Protection for employees responsible for such reporting is guaranteed through identity confidentiality policy and legal support in the event of threats or retaliation from reported parties.

- Regular awareness and training programs regarding whistleblowing and criminal reporting are conducted to ensure employee readiness in performing their duties safely.

A crucial aspect of the banking business is providing a sense of security for both customers and employees. Therefore, SMBC Indonesia ensures that all security officers are equipped with adequate skills through regular training, including training in human rights aspects. In the reporting year, 519 security officers participated in human rights training, representing 93% of all security officers.

[GRI 410-1] [IDX S-09]

WORK-LIFE BALANCE [ACGS B.6.1]

SMBC Indonesia is committed to fostering a healthy and balanced work environment through various wellbeing programs focused on enhancing the physical, mental, social, financial, and professional wellbeing of our employees. This commitment is realized through the following programs:

Employee Assistance Program (EAP)

An assistance program for employees offering consultation services with a third-party provider on financial, psychological, and legal matters.

Free On-Site Clinic for Employees

In 2025, SMBC Indonesia launched the Teras Medika clinic facility, providing healthcare services for employees at the head office - Menara SMBC. This clinic is accessible to employees on all working days during operational hours, with health examinations conducted by designated licensed medical personnel. Employees incur no charges for the healthcare services and medications received. SMBC Indonesia further ensures the protection of employee healthcare through health insurance facilities and regular health check-ups.

SMBCI CLUB

SMBC Indonesia facilitates the need for employees to express their interests and talents through the formation of sports, spiritual, interest-based, and recreational communities/clubs. These clubs are initiated and managed by the employees. As of July 2025, more than 37 clubs have been established, comprising 5,928 participating employees across 126 cities throughout Indonesia.

The available sports communities include Futsal, Badminton, Basketball, Soccer, Gymnastics, and others. The established arts communities comprise Vocal Groups, Dance, and Photography. Meanwhile, spiritual communities available for participation include Islamic, Christian, and Hindu fellowships. The SMBCI Club also hosts various hobby-based communities, such as Diecast, Nature Enthusiasts, Fishing, Korean Corner, Bikers, e-Sports, and others. Employees may also participate in social communities facilitated by SMBC Indonesia, including the Parents Club, Blood Donors, and the Talking Club.

SAHABAT DAYA

Sahabat Daya is an employee volunteering platform that enables employees to share knowledge and experience, empower communities, and contribute to positive social and environmental outcomes. Further details on

Sahabat Daya are provided in the relevant Daya section on page 131.

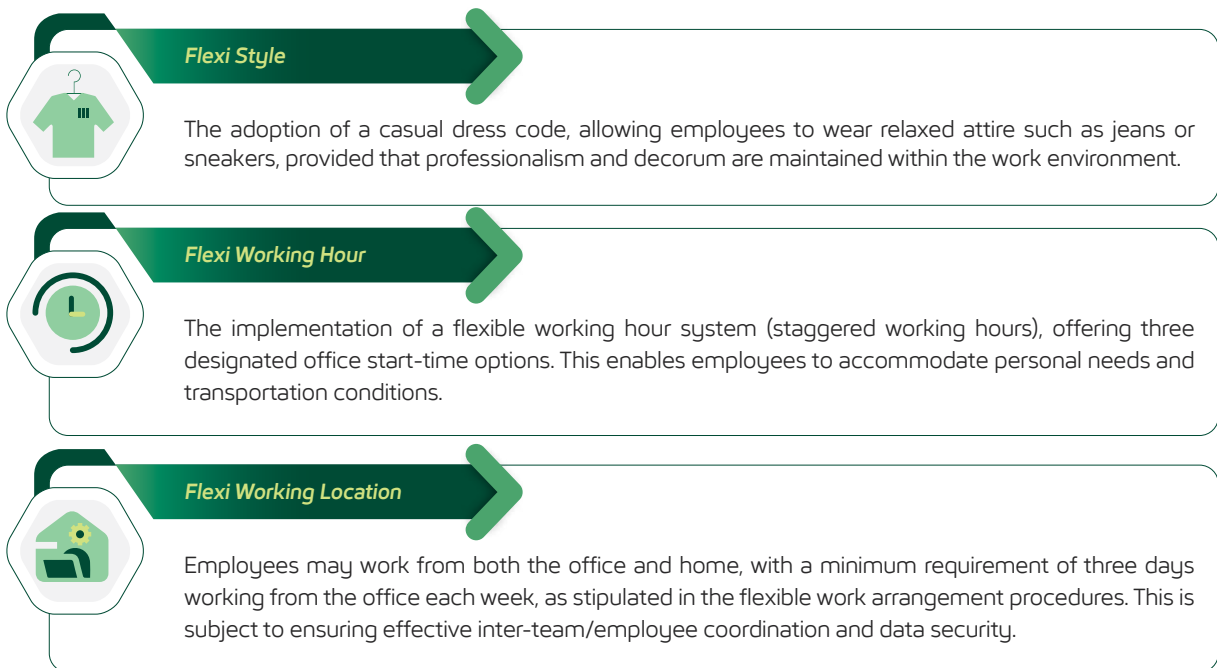
BERANDA

A social space equipped with a variety of recreational activities designed for relaxation and unwinding, featuring facilities such as a music studio, a karaoke room, and a dedicated area for screenings.

FLEXIBLE WORK ARRANGEMENT INITIATIVE

SMBC Indonesia implements a Flexi Work Arrangement to provide opportunities for growth and development for employees from multiple generations, each with their unique characteristics and needs, while also supporting the low-carbon transition and strengthening the social aspect of the Company’s governance.

The implementation of flexible work policy includes:



Since its implementation in 2022, this policy has demonstrated that employee well-being and environmental sustainability can be achieved simultaneously.



PROMOTING A HEALTHY LIFESTYLE AND MENTAL WELL-BEING [ACGS B.6.1]

In order to promote a healthy lifestyle and mental well-being among employees, SMBC Indonesia conducts a Wellness Program.

2025 Wellness Program	Program Period	Program Description
Wellness Week	<ul style="list-style-type: none"> SMBC Tower, June 18-19, 2025 Medan, July 7, 2025 Surabaya, July 11, 2025 Yogyakarta, July 18, 2025 	Serving as the inaugural event for the 2025 Wellness Program series, featuring health-related tenants for employees at Menara SMBC, Medan, Yogyakarta, and Surabaya.
Mendadak Gerak	<p>August:</p> <ul style="list-style-type: none"> Jakarta Branch Office (August 11, 2025) Bogor Branch Office (August 13, 2025) <p>September :</p> <ul style="list-style-type: none"> Solo Branch Office (September 9, 2025) Palembang Branch Office (September 12, 2025) SMBC Tower Floors 20 & 22 (September 15, 2025) SMBC Tower Floor 23 (September 30, 2025) <p>November :</p> <ul style="list-style-type: none"> Makassar Branch Office (November 7, 2025) SMBC Tower Floor 30 (November 19, 2025) SMBC Tower Floor 37 (November 27, 2025) 	Light physical activities conducted through "unannounced" visits to employee workstations. This initiative aims to raise awareness about the importance of exercise and stretching for employees spending long hours seated at their desks.
Weight Loss Challenge	August 1 – October 31, 2025	A weight loss competition featuring professional guidance from Personal Trainers and Nutritionists over a three-month period.
Step Challenge Collaboration Program with Daya (Berdaya Untuk Bumi)	October 10 - November 23, 2025	A step-tracking competition to support net-zero emission commitments by converting achieved steps into coffee trees. This collaboration aligns physical activity with the goal of promoting healthy lifestyle awareness.
Health Boost	October 23, 2025	A series of activities to celebrate World Mental Health Day, featuring: <ul style="list-style-type: none"> Health Talk: Anxiety in the Digital Era Free Juice & Jamu (SMBC Tower & 32 Branch Offices)
Healthy Class	<ul style="list-style-type: none"> Malang, November 18, 2025 Banjarmasin, November 18, 2025 Cirebon, November 21, 2025 	Group exercise sessions held across several branch offices. This year's featured activity is Trampoline Dance.
Other Activities	<ul style="list-style-type: none"> Mind Games 1: August 29, 2025 Mind Games 2: December 31, 2025 Wellness Tale: December 31, 2025 	<ul style="list-style-type: none"> Mind Games: A light activity featuring quizzes designed to stimulate the mind. Wellness Tale: An initiative highlighting inspiring health transformation journeys throughout 2025.





Empowering Communities, Building the Future

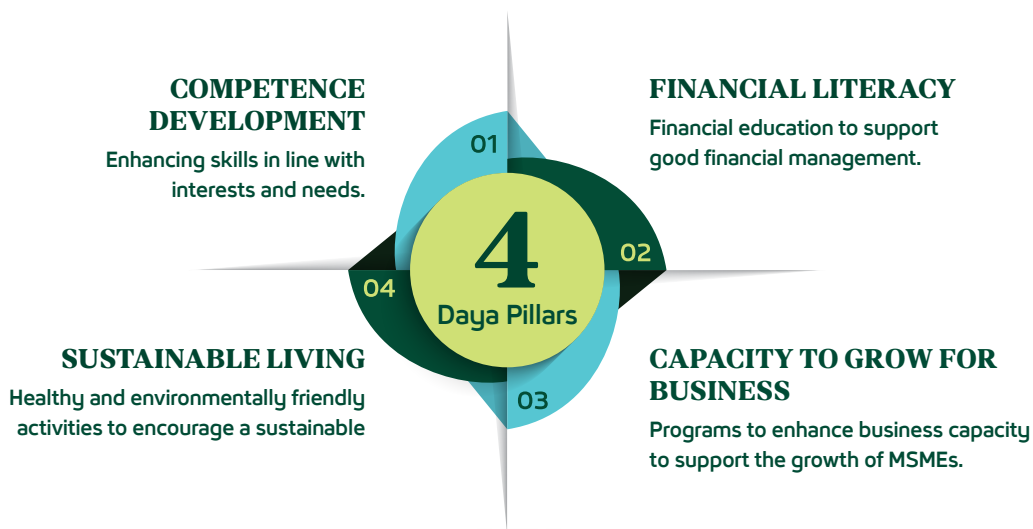
“ SMBC Indonesia delivers social initiatives focused on community empowerment to create a sustainable impact for the future. ”



SMBC Indonesia carries out its Corporate Social Responsibility (CSR) as a manifestation of its commitment to fostering harmonious, sustainable, and mutually beneficial relationships with the community, the environment, and all stakeholders. Through the DAYA Program, SMBC Indonesia actively supports community empowerment, education, and the enhancement of community quality of life. This is achieved through strategic partnerships with various social organizations, supported by the strength of its internal human resources,

as a collective endeavor to build a better, more equitable, and sustainable future for all stakeholders. Daya Program is designed to create an ecosystem that supports sustainable economic growth by integrating banking expertise with a community empowerment approach.

SMBC Indonesia executes its Corporate Social Responsibility (CSR) programs to support and contribute to the achievement of the Sustainable Development Goals (SDGs). [IDX S-12] [ACGS B.4.4]



Pillar	Description	Achievements	Support for SDGs
Competence Development	This program aims to support the enhancement of competencies and skills of customers and the public in line with current interests and trends, through technical training, curriculum development, and infrastructure.	<ul style="list-style-type: none"> 3 seminars, with 149 participants as beneficiaries. More than 4,300 learning activities, with more than 136 thousand students as beneficiaries. Fund allocation: more than Rp230 million. 	
Financial Literacy [FS 16] [OJK F.23] [OJK F.25] [FN-CB-240a.4]	This program aims to enhance financial education for customers and the community, enabling them to manage their finances and make sound financial decisions. The program is conducted through training sessions, in-person and online seminars, and via digital channels of SMBC Indonesia.	<ul style="list-style-type: none"> 83 seminars were attended by more than 8,800 participants. 701 digital educational materials with more than 31 million beneficiaries. Fund allocation: more than Rp674 million. 	
Capacity to Grow for Business [GRI 203-2] [OJK F.23] [OJK F.25] [SUSBA 1.5.1.6]	This program aims to support the enhancement of Indonesian MSMEs' capacity to elevate their business class.	<ul style="list-style-type: none"> 69 seminars attended by more than 10,000 participants. 162 business coaching sessions. More than 3.6 million beneficiaries of 871 educational materials on business via digital channels. Fund allocation: more than Rp1 billion. 	
Sustainable Living	This program aims to support the Indonesian community and our customers in adopting a healthier, more active, productive, and eco-friendly lifestyle.	<ul style="list-style-type: none"> 22 seminars with more than 26 thousand participants. More than 6 thousand online and offline consultations. More than 1.6 million beneficiaries from 394 educational materials on digital media. Fund allocation: more than Rp287 million. 	

Note:
The allocation of funds does not include Sahabat Daya and "Daya.id".

AWARDS



Indonesian Sustainable Development Goals Awards (ISDA) 2025

PLATINUM AWARD FOR SDG 4.3

Quality Education through the program “Empowerment of Digital Skills and Entrepreneurship through the Daya SMBC Indonesia Program”

GOLD AWARD FOR SDG 8.3(B)

Decent Work and Economic Growth through the program “Digital Community Empowerment through Daya.id”



The Sustainable Business Integrity Index (INSTAR)

‘VERIFIED’ STATUS WITH A SCORE OF 85.68

This achievement reflects the Company’s consistency in advancing Environmental, Social, and Governance (ESG) principles as an integral part of its long-term business strategy.

SOCIAL RESPONSIBILITY PROGRAM

[OJK F.25] [IDX S-12] [ACGS B.4.4]

PILLAR 01

COMPETENCE DEVELOPMENT



SMBC Indonesia is committed to supporting national development through the enhancement of education quality as a fundamental pillar in creating a highly capable workforce. The Company plays an active role in strengthening educational development at the primary, secondary, tertiary, and community levels, with a focus on developing both technical and non-technical skills relevant to labor market needs.

Strengthening Vocational Education

[GRI 203-1]

SMBC Indonesia continues to enhance the link and match between the education sector and industry through a partnership with Djarum Foundation, operating a network of fostered vocational high schools (SMKs) in several cities. One of the key initiatives being implemented is a job matching program designed to enable vocational school (SMK) graduates under the Djarum Foundation’s mentorship to secure employment in Japan by 2026.

The focus of this 2025 collaboration is driven by the shared commitment of the Djarum Foundation and SMBC Indonesia to increase the value and benefits for students graduating from Djarum Foundation’s fostered SMKs. Additionally, this initiative serves as a response to the existing gap between the demand for migrant labor in Japan and the current supply of available workers. This partnership is expected to create an opportunity to address the shortage of Indonesian migrant workers in Japan.

SMBC Indonesia addresses the significant obstacle of high costs for participating in job placement preparation programs in Japan, a challenge frequently faced by parents and one that often dampens the aspirations of SMK graduates to work in Japan. Through a partnership with a Job Training Institute (LPK) that shares a common vision and mission, SMBC Indonesia strives to create opportunities for SMK graduates to attend preparatory classes for working in Japan at an affordable cost.

In this initial phase, program outreach was conducted across 10 Djarum Foundation fostered schools, reaching over 1,000 students. It is anticipated that at least 600 students will enroll in Japanese language, working culture, and ethics training programs in the first semester of 2026, with the goal of deployment to Japan in the second semester of 2026 and the first semester of 2027.



Support from the Board of Directors & Senior Management for Young Talent

Support for efforts to enhance the skills and insights of the younger generation regarding various aspects of the professional world. A spirit of empowerment is demonstrated through the involvement of senior management in the Sahabat Daya program. They share their professional experiences with students from several SMBC Indonesia partner universities, covering a range of topics related to the workplace and career development such as opportunities and challenges within the banking sector, Japanese corporate culture, and other relevant topics.

7
BOD/BOM

4
Higher Education Institutions

464
Participants

PILLAR 02

FINANCIAL LITERACY

[OJK F.23] [OJK F.25] [FS16]
[FN-CB-240a.4]



SMBC Indonesia is committed to enhancing financial literacy across all levels of society as a basis for economic well-being and inclusion. Through training programs, in-person and online seminars, and various digital channels, SMBC Indonesia provides financial education reaching students, MSME actors, employees, teachers, women in rural communities, persons with disabilities, retirees, and other community groups. This strategic initiative forms part of our ongoing efforts to build a more sustainable future.

118
Seminar/
Training

>8,000
Seminar/Training
Participants

>11,000
Infographic Learning
Platform Users

>1.7 million
Website Visitors

>29 million
Social Media Visitors

The Initiatives of the Financial Literacy Pillar

[FS5] [FS16] [SUSBA 1.5.1.4]

Effective implementation of sustainability principles requires adequate understanding and collaboration from all stakeholders. Therefore, SMBC Indonesia consistently strives to enhance capacity through various educational initiatives conducted by business lines and through the Daya program. These diverse programs are designed to strengthen insights as well as concrete efforts to enhance financial literacy in the community and promoting sustainable business practices.

Through its business units, SMBC Indonesia actively contributes to strengthening financial literacy in the community, particularly within the respective business segments. SMBC Indonesia aims to enhance the effectiveness of its financial literacy programs to generate greater impact.

Digital Financial Literacy Campaign

- Jenius Money Language: A financial education series comprising videos, podcasts, and articles that discuss various current financial topics and prudent financial management.
- It provides reliable information to support the enhancement of financial management skills through practical tips, informative articles, success stories, and short online training videos. The financial management content is categorized into three main topics: basic financial management, wealth accumulation (investment), and wealth distribution (inheritance). These resources are accessible free of charge to all Indonesians via the "daya.id" website.

Offline Seminars for Clients

- Hosting seminars and webinars on the topic of financial management for employees of corporate clients. Topics covered include prudent financial management, saving, investing, and maintaining vigilance against illegal online lending.
- Jenius Financial Class: An offline financial class featuring certified financial experts as speakers to discuss expense management.



Financial Literacy Participants (Number of Participants) [FS16]

2025

>31 million

NUMBER OF PARTICIPANTS

2024

>8 million

NUMBER OF PARTICIPANTS

2023

>2 million

NUMBER OF PARTICIPANTS

Financial Literacy Ambassadors

[FS16]

To extend its reach and address the need for financial education across various regions, the Daya Program established Financial Literacy Ambassadors, employee representatives from respective SMBC Indonesia's operational areas serving as advocates for financial literacy initiatives. Each region appoints two employees to conduct financial literacy activities at schools within their respective work areas. In total, 14 employees have been selected to represent 7 regions as Financial Literacy Ambassadors, bringing the spirit of financial inclusion to the local community level.



PILLAR 03

CAPACITY TO GROW FOR BUSINESS

[OJK F.23] [OJK F.25] [GRI 203-2]
[SUSBA 1.5.1.6]








Through the Capacity to Grow for Business pillar, SMBC Indonesia is committed to enhancing entrepreneurial knowledge for MSME actors through training programs, in-person seminars, and SMBC Indonesia digital channels.

In 2025, the Daya program focused on enhancing the capacity and adaptability of entrepreneurs in leveraging technology to drive growth and competitiveness within the MSME sector. Furthermore, the Daya program encourages MSMEs to scale up by expanding their product marketing into global markets.

SMBC Indonesia provides various programs to enhance the income and productivity of MSMEs, while fostering innovation through the provision of credit access, training and mentoring, promotional access, and opportunities to expand networks to global markets, supported by trade finance products such as Telegraphic Transfer (TT), Letters of Credit (LC), Standby Letters of Credit (Standby LC), Documentary Collections, and others.

The Initiatives of Capacity to Grow for Business Pillar

Program	Description
 <p>Daya Fest 2025</p>	<p>As a concrete step in advancing national empowerment, SMBC Indonesia held Daya Fest 2025 with the theme "Growing Collaboration, Sustainable Impact." This event serves as a concrete manifestation of customers and the public's empowerment involving collaboration from various parties. A series of engaging public activities were held at SMBC Tower on August 27-29, 2025.</p> <p>The series of Daya Fest 2025 events featured an empowerment festival, consisting of educational classes with renowned speakers from various fields to inspire and encourage the public's spirit in creating meaningful new empowerment for the nation.</p> <p>It also featured Selendang Mayang, a marketplace event serving as a platform for SMBC Indonesia's fostered MSME customers and as a form of appreciation for these customers through promotional support to expand market access for their products.</p> <ul style="list-style-type: none"> • 4 empowerment classes attended by more than 1,700 participants. • 116 customers participating in Selendang Mayang. • More than 13,000 products showcased. • More than 6,000 products sold, with a transaction value of more than Rp320 million.
 <p>Driving MSMEs to Become More Bankable</p>	<p>In 2025, SMBC Indonesia collaborated with the Ministry of MSMEs and academics from several national universities, to promote inclusive financing access for MSMEs. Through the Entrepreneur Hub Financial 2025, SMBC Indonesia aimed to expand entrepreneurial financing across the country. The program is designed to develop "bankable" entrepreneurs with sustainable business prospects. This initiative aligns with SMBC Indonesia's focus on the MSME sector as the backbone of the national economy. Number of participants:</p> <ul style="list-style-type: none"> • 455 people
 <p>Supporting MSMEs to Go Global</p>	<p>SMBC Indonesia supports MSME business development by facilitating their expansion into global markets through 3 key empowerment programs:</p> <ol style="list-style-type: none"> 1. Promoting local coffee products from SMBC Indonesia customers at the Amsterdam Coffee Festival. 2. Organizing the Business Gathering 2025 in Semarang, in collaboration with the Indonesian Exporters Association (GPEI) Central Java. 3. Hosting an online seminar titled "MSMEs Level Up, Global Market in Your Hand!" with the Womanpreneur Community (WPC)/ SheTrades Hub Indonesia community to support market access expansion for MSMEs.
 <p>Empowering Women Entrepreneurs</p>	<p>SMBC Indonesia supports the empowerment of women entrepreneurs by providing entrepreneurial training, financial literacy education, business mentoring, and access to local and global markets through collaboration with trusted entrepreneurial organizations: [FS16]</p> <ol style="list-style-type: none"> 1. Womanpreneur Community (WPC)/ SheTrades Hub Indonesia organized a program, export class. This collaboration also promotes export readiness for women entrepreneurs through online seminars on export preparation for women-led MSMEs. Number of participants: 25 women entrepreneurs. 2. DigDaya Women Community and Upritis Women Community hosted online seminars aimed at enhancing MSME actors' understanding of utilizing AI technology for business management. Number of participants: 73 people.
 <p>Online and Offline MSME Empowerment Programs</p>	<p>SMBC Indonesia conducted offline empowerment programs in 6 regions: Yogyakarta, Malang, Medan, Lampung, Bandung, and Bogor, aiming to enhance the business capacity of MSME entrepreneurs. Activities included offline seminars and business mentoring. In 2025, seminar activities focused on encouraging MSMEs to adopt technology, particularly AI, to improve business processes and product marketing.</p> <p>These offline seminars were held in collaboration with Kreasi Visitama Indonesia (Harlan Institute). Total participants across the 6 cities were 663 MSME entrepreneurs, comprising both customers and non-customers. From all participants, 6 entrepreneurs from each region were selected to receive intensive coaching from Harlan Institute, totaling 36 selected entrepreneurs</p> <p>In addition to offline activities, SMBC Indonesia conducted business capacity-building programs through online seminars in collaboration with PT TDA Indonesia, the Ministry of MSMEs, Perempuan Digdaya, and others. As of November 2025, these online seminars have been attended more than 3,000 MSME participants, comprising both customers and non-customers.</p>



Supporting the Sustainability Commitment of MSME Customers



SMBC Indonesia fully supports its customers in building sustainable business practices. This year, such support was demonstrated by encouraging seven (7) assisted MSME customers to participate in the Sustainability Report Competition, supported by Trisakti Sustainability Center (TSC) and organized by Erasmus Eco Green Project. The competition forms part of an initiative aimed at fostering transdisciplinary collaboration and strengthening green entrepreneurship education and practices within universities and MSMEs in Indonesia. It serves as a response to the urgent need for MSMEs and educational institutions to meet sustainability standards and to communicate their sustainability performance to stakeholders.

In the MSME category, eight winners demonstrated a strong commitment to implementing sustainability reporting. SMBC Indonesia is proud that two of its customers were among the winners: Eka Maisyaroh, the entrepreneur behind Putri Bolu Pisang from Bogor, secured 1st Place, and Erna Zurnimawati from Nena Collection Jogjakarta achieved 4th Place. This success demonstrates that MSMEs can serve as vital drivers in promoting responsible business practices in Indonesia.

SMBC Indonesia Paves the Way for Local Coffee MSMEs to Showcase at Amsterdam Coffee Festival 2025

As one of the world’s largest coffee producers, Indonesia still faces challenges in assisting local coffee MSMEs penetrate the international market. In response, SMBC Indonesia, through its Daya program, successfully brought three products from local coffee producer and processor MSMEs to the international stage by participating in the Amsterdam Coffee Festival 2025. Kata & Rasa, Delawa Coffee, and Kopi Lasi were among the Indonesian representatives introducing authentic Indonesian coffee flavors and successfully captured the attention of global coffee enthusiasts.

Andrie Darusman, Communications and Daya Head SMBC Indonesia, stated, “The participation of local MSMEs on the world stage is proof of Indonesian coffee’s competitiveness at the global level. We are proud to assist them in unlocking broader market opportunities and to continue promoting coffee as a vital part of Indonesia’s economic and national identity on the global stage.”

The Amsterdam Coffee Festival featured 250 exhibitors from various parts of the globe and was attended by over 15,000 visitors throughout the three-day event. The Roemah Indonesia (RIBV) booth, also showcasing several MSME coffee processors fostered by SMBC Indonesia, attracted approximately 3,000 visitors during the festival, generating a total retail transaction value of EUR 6,000 or equivalent to more than Rp117 million.



3,000
booth visitors



>Rp117 Million
sales transaction value

Note:
As of 31 December 2025, EUR 1 = Rp19,586

PILLAR 04

SUSTAINABLE LIVING

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



9 INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



The Daya Program, through the Sustainable Living Pillar, promotes healthy lifestyles and eco-friendly practices to ensure a sustainable quality of life. A healthy society is better equipped for self-actualization and productive labor, thereby driving economic growth at the individual, family, and national levels.



The Initiatives of Sustainable Living Pillar

01 Mental Health Seminar

SMBC Indonesia hosted a hybrid mental health seminar featuring clinical and industrial psychologists from Arsanara as keynote speakers. This initiative provided a platform for participants, both in-person and online, to understand the importance of maintaining mental well-being amidst work pressures and daily life challenges.

The seminar emphasized that mental health is as vital as physical health, as a sound psychological state enhances productivity, relationship quality, and overall well-being.

473

seminar participants

02 Elderly Healthcare Services

Daily activities that were once taken for granted, such as eating or walking, can become significant challenges for the elderly. To address this, SMBC Indonesia strives to improve the quality of life for elderly by encouraging healthy lifestyles and facilitating easier access to information and healthcare services.

The program includes basic health screenings and counseling at branches, weekday online doctor consultations (via text, voice, or video calls), elderly health-themed webinars/classes, elderly exercise sessions initiated by SMBC Indonesia, and curated educational health content for elderly on the "daya.id" website.

>6,000

elderly attending a consultation

16

seminars for the elderly

>26,000

participants of the elderly seminar

03 Retirement Preparation

SMBC Indonesia organized retirement preparation programs for Civil Servants (ASN) and members of the Indonesian National Armed Forces (TNI) and National Police (POLRI) approaching the end of their service. The objective is to ensure a secure and dignified transition by strengthening mental and financial readiness, opening entrepreneurial or career opportunities, and simplifying access to specialized retirement banking services. The program curriculum covers outreach and pre-retirement skill training, mental preparation, financial literacy and planning, as well as introductions to banking solutions/pension products.

38

seminars

>5,400

participants

04 Elderly Sharing Stories

Through the Elderly Sharing Stories program, SMBC Indonesia strives to alleviate the loneliness often experienced by the elderly by inviting employees to volunteer as active listeners. This initiative aims to engage 50 volunteers to accompany and listen to the life stories of 100 elderly customers.

This program engages SMBC Indonesia employees as volunteers to accompany and listen to the life experiences of elderly customers, contributing to the provision of care and emotional support while strengthening social cohesion between SMBC Indonesia, its employees, and senior customers.

30

volunteers

48

elderly

Disaster Relief for Flood Victims in Sumatra

SMBC Indonesia demonstrates a proactive role in enhancing social concern and humanitarian responsibility through the disbursement of Rp218.9 million in aid for communities affected by floods in North Sumatra. This initiative is realized through a strategic collaboration with Lions Club Indonesia District 307-A2, a service organization with a robust network within local communities. This synergy demonstrates the active role of SMBC Indonesia in supporting community resilience and providing a rapid, coordinated disaster response.

The aid was raised through the participation of SMBC Indonesia employees and its subsidiaries, including BTPN Syariah, OTO and SOF, as a manifestation of shared solidarity and care. Through this action, SMBC Indonesia not only strives to alleviate the emergency needs of affected communities but also fosters a spirit of togetherness, recovery, and community resilience. This step aligns with SMBC Indonesia's efforts in implementing sustainability practices oriented toward positive social impact and humanitarian values.

EMPOWERMENT SUPPORT THROUGH DIGITAL WEBSITE - "DAYA.ID"

[GRI 203-1] [ACGS B.4.4]

SMBC Indonesia manages the "daya.id" website as a digital empowerment platform under the Daya program within the four pillars of the Daya program. Diverse educational and self-development content is accessible in the form of articles, training videos, and consultations with experts through features such as tips and info, online training, ask-an-expert, success stories, in-person training, and new business opportunities. To deliver substantive and informative content, SMBC Indonesia forms strategic partnerships with various experts, academics, and organizations such as Arsanara, INTRAS, and others.

To continuously enhance the user experience and increase the program's impact, in 2025, the "daya.id" website implemented the "daya.id" 2.0 initiative, involving the development of the website through improvements

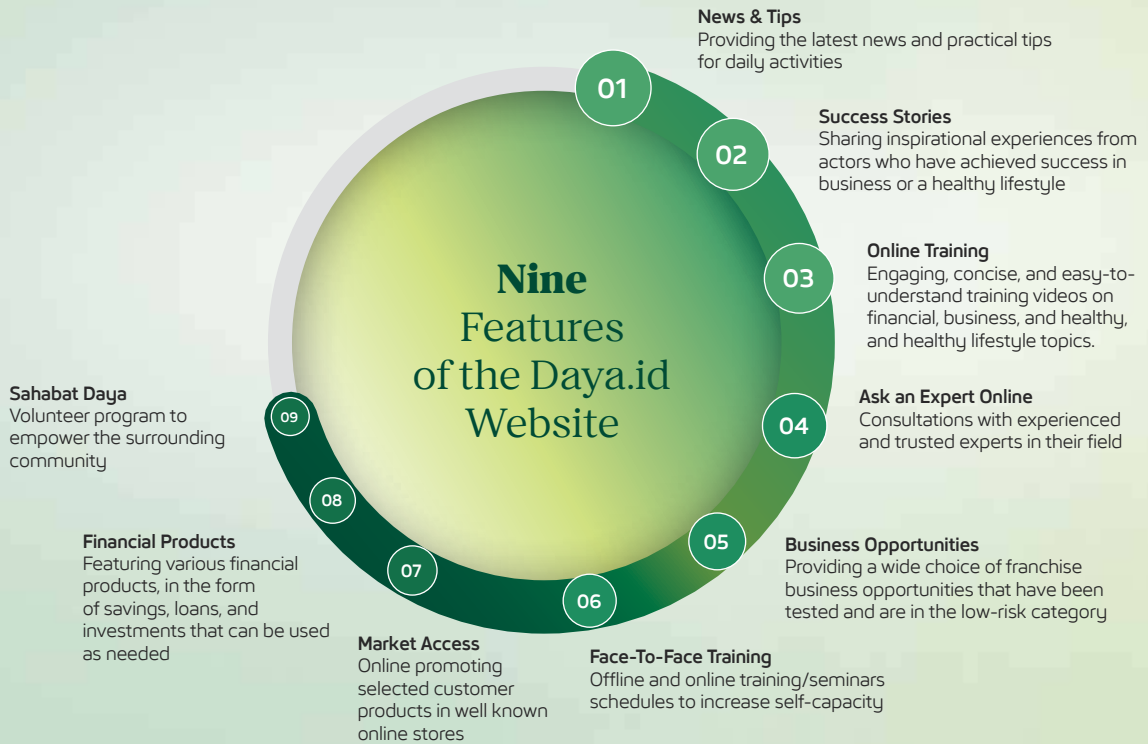
and enhancements to existing feature processes. Phase one of Daya.id 2.0 has been completed, resulting in a more appealing visual design for the "daya.id" website and providing users with an improved experience.

"Daya.id" Services:

- Providing tailored information regarding entrepreneurship, financial management, and healthy living.
- Offering access to empowerment programs available 24 hours a day, 7 days a week.
- Enhancing customer business competitiveness through product and enterprise promotion on daya.id website.
- Facilitating expert consultations with experienced professionals in business, finance, and healthy living.
- Building networks among business actors to expand opportunities.



Empowering Communities, Building the Future



DAYA.ID PROGRAM PERFORMANCE

Number of Visits to Daya.id

Year	Website Users	Registered Users
2025	>2.5 million	>237 thousand
2024	>1.9 million	>170 thousand
2023	>2.3 million	>136 thousand

Daya.id Services for Meaningful Impact



SAHABAT DAYA [ACGS B.4.4]

Sahabat Daya is SMBC Indonesia’s volunteer program, inviting all stakeholders, including employees, management, customers, and partners, to participate directly in empowerment initiatives. Several Sahabat Daya programs implemented in 2025 include Financial Literacy, Freedom to Empower, Donations, and Next Generation.

Program	Program Description	Performance Achievements in 2025
Financial Literacy [FS16]	A volunteer program to support financial education efforts for the community. Participation is open not only to employees, but also to customers and non-customers.	- 78 employees participated
Freedom to Empower	A program that channels employee care and empowerment spirit through social and/or environmental activities for the community. SMBC Indonesia provides empowerment funding assistance for selected empowerment proposals submitted by employees.	- 140 employees participated - 894 Beneficiaries
Donation	A philanthropic program to assist groups/institutions in need or to support other positive community actions through donation activities from employees and SMBC Indonesia. Further information can be found in the Environment for A Sustainable Future chapter on waste donation on page 95.	- 182 employees participated
Next Generation Capacity Building	An employee volunteer program that provides opportunities to share relevant and inspiring knowledge and skills with the younger generation to become capable and reliable talents. The program is conducted in collaboration with SMBC Indonesia’s partner universities.	- 733 beneficiaries - 5 partner universities



**CORPORATE SOCIAL RESPONSIBILITY (CSR) FUND ALLOCATION**

[ACGS B.4.4]

Region	Type of CSR Activity	2025		2024		2023	
		Cost (Rp million)	Number of Beneficiaries (Participants)	Cost (Rp million)	Number of Beneficiaries (Participants)	Cost (Rp million)	Number of Beneficiaries (Participants)
Sumatera	Financial Literacy	24	424	-	260	-	204
	Capacity to Grow for Business	69	1,150	98	1,256	205	2,257
Java	Self-Capacity Development	-	136,859	-	110,813	-	-
	Financial Literacy	77	6,583	20	1,719	-	2,064
	Capacity to Grow for Business	406	4,192	555	5,287	513	3,848
	Sustainable Living	48	233	5	70	-	90
Kalimantan	Financial Literacy	-	-	-	214	-	-
	Capacity to Grow for Business	64	367	123	603	64	576
Sulawesi	Financial Literacy	-	213	-	228	-	-
	Capacity to Grow for Business	67	617	185	1,221	76	609
Bali - Nusa Tenggara	Capacity to Grow for Business	25	83	40	515	64	528
Maluku - Papua	Capacity to Grow for Business	13	128	13	131	9	140
National	Self-Capacity Development	231	465	709	13,663	335	106,591
	Financial Literacy	574	29,447,159	519	8,498,751	731	2,699,551
	Capacity to Grow for Business	458	8,258	288	3,390	308	10,522
	Sustainable Living	240	45,684	351	45,411	180	61,414
	Daya.id	800	7,331,385	371	1,637,184	358	2,670,821
	Sahabat Daya	97	3,417	143	3,480	37	2,445
Total		3,193	36,987,217	3,422	10,324,196	2,879	5,561,660

EVALUATION OF CORPORATE SOCIAL RESPONSIBILITY ACTIVITY IMPACT

[GRI 203-2] [GRI 413- 1] [GRI 413-2] [OJK F. 24] [ACGS B.4.4]

SMBC Indonesia conducts evaluations based on the principles of the Social Return on Investment (SROI) methodology to measure the impact of its Daya Program, ensuring that all community empowerment initiatives deliver tangible benefits aligned with sustainability principles. SROI is an evaluation method assessing not only the financial effectiveness of programs but also calculating the social, environmental, and economic value generated for stakeholders.

Through this approach, SMBC Indonesia is able to assess the extent to which its community services genuinely

enhance the capacity and well-being of beneficiaries, including economic impacts in the form of enhanced business capacity and financial literacy that support the performance and sustainability of beneficiary enterprises, as well as improved readiness of MSME actors to access financing through entrepreneurship initiatives implemented by SMBC Indonesia.

The assessment indicates that all (100%) Daya Programs were implemented in accordance with established standards, with consistent and measurable execution, and without any complaints or significant negative impacts on the community throughout the reporting year. This reflects SMBC Indonesia’s strong focus on ensuring that each initiative delivers sustainable positive impacts for the broader community.



Daya Program	SROI Ratio Value
"Daya.id" SROI	4.42
Healthcare Services SROI	2.07

Keterangan:

- The social value generated for every IDR 1 invested in a program.
- The calculation is conducted internally in accordance with the Social Return on Investment (SROI) methodology of Social Value International (SVI), including data collection through questionnaire surveys, structured and in-depth interviews, data analysis, and impact monetization to derive the SROI value.



Sustainable Governance

“ SMBC Indonesia believes that robust governance is the foundation for building trust, integrity, and sustainability in every step we take. ”



SMBC Indonesia consistently prioritizes the implementation of Good Corporate Governance ("Governance" or "GCG") principles as the fundamental basis for all aspects of the Bank's operations. SMBC Indonesia applies governance based on the principles of transparency, accountability, responsibility, independence, and fairness to ensure all decisions and operations adhere to the highest standards. Through rigorous oversight by the Board of Commissioners and the Board of Directors, the enforcement of compliance

policies, and integrated risk management, SMBC Indonesia is committed to maintaining business integrity while protecting the interests of all stakeholders.

SMBC Indonesia's governance is based on prevailing laws and regulations as well as international best practices, as these form the crucial basis for ensuring compliance, maintaining stakeholder trust, and fostering transparent and integral operations. These include, among others:

- 1 Law No. 11 of 2020 on Job Creation, which amends, revokes, or establishes new arrangements for several provisions regulated in:
 - a. Law No. 40 of 2007 on Limited Liability Companies.
 - b. Law No. 10 of 1998 on amendments to Law No. 7 of 1992 on Banking.
- 2 Law No. 4 of 2023 on the Development and Strengthening of the Financial Sector.
- 3 Financial Services Authority Regulation No. 17 of 2023 and Financial Services Authority Circular Letter No. 14/SEOJK.03/2025 on the Implementation of Governance for Commercial Banks.
- 4 Financial Services Authority Regulation No. 45 of 2024 on the Development and Strengthening of Issuers and Public Companies.
- 5 Other Financial Services Authority regulations, including those governing the Audit Committee, Remuneration and Nomination Committee, Board of Commissioners and Board of Directors, Execution of General Meetings of Shareholders, Internal Audit, Public Accountants and Public Accounting Firms, as well as the Compliance Director and Corporate Secretary.
- 6 The Indonesian General Guidelines for Good Corporate Governance from the National Committee on Governance Policy (KNKG).
- 7 SMBC Indonesia's Articles of Association.
- 8 SMBC Indonesia's internal Policies and Procedures.

AWARDS



ASEAN Corporate Governance Scorecard (ACGS)

SMBC Indonesia demonstrated exceptional corporate governance performance, achieving a score of 107.15 in the ACGS assessment and earning a placement in the Leadership in Corporate Governance (Level 5) category. This achievement reinforces SMBC Indonesia's position as a leader in implementing Good Corporate Governance in Indonesia, with performance significantly exceeding the average score of 82.59 for Big Cap publicly listed companies.



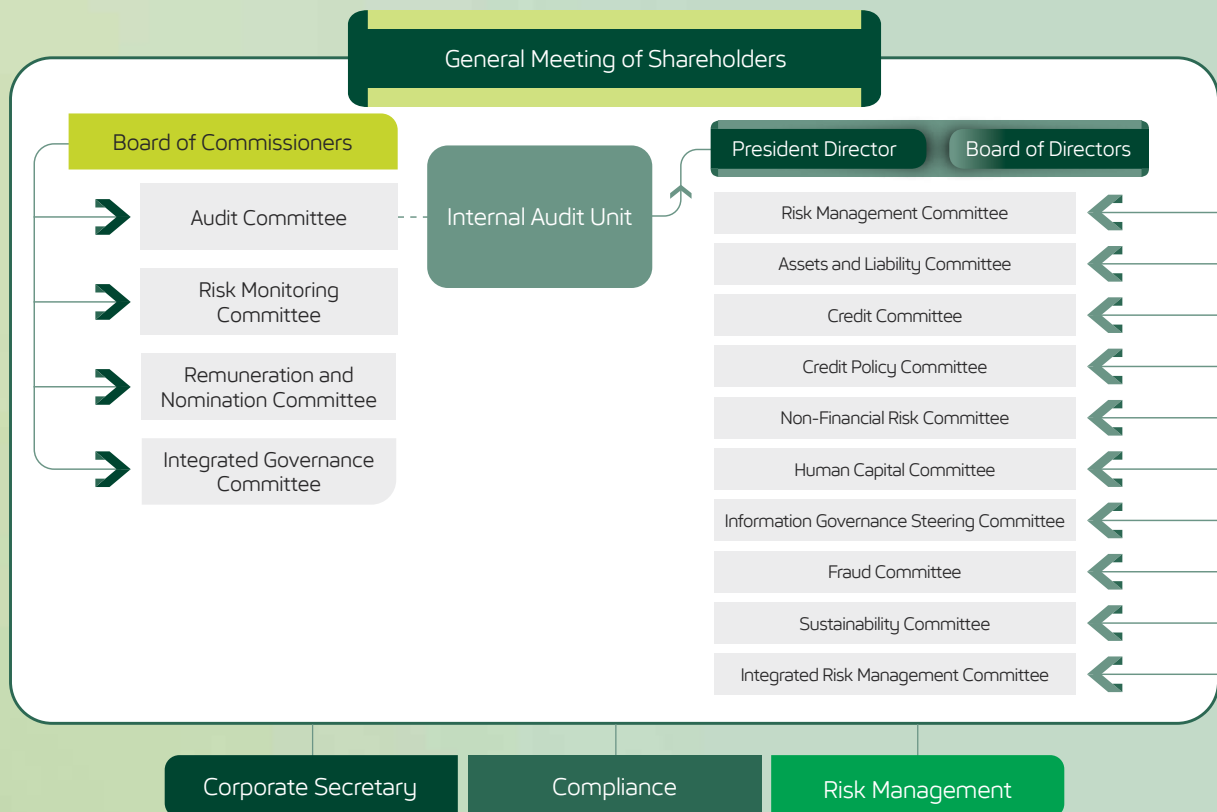
The 16th IICD Corporate Governance Conference and Award

Driven by the comprehensive implementation of governance standards, communicated through the official SMBC Indonesia website and public information disclosures, SMBC Indonesia successfully secured two awards in 2025 from the Indonesian Institute for Corporate Directorship at the 16th IICD Corporate Governance Conference and Award. These honors include the Top 50 Big Capitalization Public Listed Company and Best Financial Sector within the Big Cap category.

GOVERNANCE STRUCTURE

[GRI 2-9] [IDX G-01]

SMBC Indonesia's governance structure consists of the General Meeting of Shareholders (GMS) as the company's highest authority, the Board of Commissioners as the supervisory body, and the Board of Directors as the body responsible for operational management.





GENERAL MEETING OF SHAREHOLDERS

SMBC Indonesia's General Meeting of Shareholders ("GMS") is the company's highest decision-making forum. The GMS holds the authority, among others, to approve annual financial statements, ratify the annual report, determine the allocation of net profit, and appoint or dismiss members of the Board of Directors and the Board of Commissioners, as well as determining their remuneration or honorarium.

The GMS is also authorized to appoint public accountants and a Public Accounting Firm to audit the books or financial statements, approve amendments to the Articles of Association, and approve the execution of Corporate Actions and/or strategic plans of SMBC Indonesia. GMS also serves as the forum for approving or accepting the Sustainable Finance Action Plan (RAKB), approving or accepting the recovery plan report, as well as receiving the accountability report on the use of funds from public offerings, reports related to business plans, sustainable finance action plan reports, and resolution plan reports.

In general, the GMS encompasses authorities not stipulated within the purview of the Board of Directors and/or the Board of Commissioners. Through the GMS mechanism, shareholders have the opportunity to provide input, convey opinions, and ensure that decisions made by SMBC Indonesia align with common interests and the principles of good corporate governance.

Regarding business sustainability, the GMS holds the authority to approve, reject, or accept the RAKB report. The GMS may also hold SMBC Indonesia accountable for its implemented sustainability initiatives. The GMS is empowered to make strategic decisions with long-term impacts or collaborate with stakeholders to achieve sustainability objectives.

BOARD OF COMMISSIONERS

The Board of Commissioners of SMBC Indonesia is tasked with overseeing the policies and strategies implemented by the Board of Directors, ensuring that the decisions and actions of the Board of Directors are executed in accordance with the articles of association, prevailing laws and regulations, and governance principles. The Board of Commissioners also provides advice and input to the Board of Directors on the management of SMBC Indonesia, including business strategy, risk management, and other significant decision-making.

In implementing the Company's sustainability commitments, the Board of Commissioners is responsible for overseeing and evaluating the sustainability strategy proposed by the Board of Directors, monitoring the implementation of risk management, and ensuring SMBC Indonesia's compliance with all relevant sustainability-related laws and regulations. The Board of Commissioners also provides input and recommendations to the Board of Directors regarding sustainability initiatives, including Corporate Social and Environmental Responsibility. Members of the Board of Commissioners serve a three-year term and may be reappointed, without prejudice to the right of the GMS or applicable laws and regulations to dismiss them at any time.

BOARD OF DIRECTORS

[ACGS B.1.6] [ACGS B.3.1]

SMBC Indonesia's Board of Directors is responsible for formulating work plans, managing the company's day-to-day operational activities, and implementing the strategic policies set by the General Meeting of Shareholders (GMS) and the Board of Commissioners. The Board of Directors also ensures that the company is managed in accordance with SMBC Indonesia's vision, mission, and core values, as well as with applicable laws and regulations.

In relation to the implementation of the Company's sustainability commitments, the Board of Directors is responsible for formulating the RAKB and implementing risk management integrated with sustainability aspects, including the identification and assessment of sustainability-related risks such as environmental, climate, and reputational risks, supported by the development of appropriate risk mitigation plans, as well as for preparing the sustainability report, which presents the Company's performance across environmental, social, and governance aspects in an accurate and transparent manner in accordance with applicable reporting standards.

Members of the Board of Directors serve a three-year term and may be reappointed, without prejudice to the right of the General Meeting of Shareholders (GMS) or applicable laws and regulations to dismiss them at any time. Further information on the composition, duties, and authorities of the company's highest governing bodies can be found in the SMBC Indonesia 2025 Annual Report on page 306-310, as well as on the company's official website at <https://www.smbci.com/id/tentang-kami/manajemen>.



INDEPENDENCE AND MEMBERSHIP IN THE GOVERNANCE STRUCTURE

[GRI 2-9] [IDX G-01] [IDX G-03]

SMBC Indonesia has established a governance structure, ensuring the independence of the Board of Directors and Board of Commissioners to maintain integrity in all strategic decision-making processes. The composition of the members is determined based on the principle of clear separation of authority and is free from the influence of any party, in accordance with the following provisions: [GRI 2-11]

1. There are no direct or indirect business relationships related to SMBC Indonesia's business activities.
2. Members do not hold concurrent positions in other companies as: a member of the Board of Directors or an executive officer performing supervisory functions, except for the purpose of supervising subsidiaries.
3. Members have no familial relationships up to the second degree with fellow members of the Board of Commissioners and/or Board of Directors.
4. Members do not hold collective share ownership exceeding 25% of the capital in any single company.
5. Members are not involved in decisions that would create a conflict of interest for a member of the Board of Directors or the Board of Commissioners.

The SMBC Indonesia's Board of Commissioners comprises six (6) members and does not exceed the number of members of the SMBC Indonesia's Board of Directors, which consists of eight (8) members. Four (4) of the six (6) members of the SMBC Indonesia's Board of Commissioners, or more than 50% of the Board, serve as Independent Commissioners. Further information, including information on the independence of the Board of Commissioners, is available in the Annual Report of SMBC Indonesia on page 297. [GRI 2-9]

ROLE OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS IN IMPACT MANAGEMENT

[GRI 2-12] [ACGS.B.1.6] [ACGS B.3.1] [IDX G-04]

The Board of Commissioners and Board of Directors play a role in developing and approving significant changes within the company, such as the Vision, Mission, organizational policies, and strategies, including those related to sustainability and climate. The Board of Commissioners, as the highest governing authority, together with the Board of Directors led by the President Director, is responsible for the implementation of sustainability principles, including sustainable finance.



Board of Directors are responsible for managing sustainability impacts by identifying, assessing, and mitigating the company's economic, environmental, and social risks. Meanwhile, the Board of Commissioners oversees the sustainability strategy implemented by the Directors to ensure effective management of the company's impacts in accordance with good corporate governance principles.

SMBC Indonesia has aligned duties and responsibilities that support sustainability principles, including integrating the Sustainable Finance Action Plan (RAKB) into the Guidelines and Working Procedures for the Board of Directors, Board of Commissioners, Board of Directors, and Sustainability Committee.

In terms of sustainability governance, the Deputy President Director is appointed as the Person in Charge of Sustainability. Oversight of the coordination of sustainability performance, including the management of sustainability- and climate-related risks and opportunities, is carried out by the Board of Commissioners. As part of its implementation, the Board of Commissioners is also requested to provide approval for the preparation of the RAKB and the Sustainability Report. [ACGS (B).B.1.5]

Strategies and policies formulated by the Directors under the supervision of the Board of Commissioners consider input from internal and external stakeholders conveyed through reports, meetings, and official communication channels. This process is reviewed periodically and reported at the General Meeting of Shareholders (GMS), held at least once a year. Further information on the role of the Sustainability Committee in supporting sustainability implementation can be found in chapter Sustainability and Climate Initiatives chapter page 46-47.

ROLE OF GOVERNANCE STRUCTURE IN SUSTAINABILITY REPORTING

[GRI 2-14]

SMBC Indonesia's Board of Directors is responsible for preparing the sustainability report, encompassing the company's performance in environmental, social, and governance aspects in accordance with applicable reporting standards. All information, performance results, and material topics identified through stakeholder input underwent a joint review and approval process by the

Board of Directors and Board of Commissioners prior to the report's publication. In 2025, the duties of reviewing and approving report materials, as well as re-examining the sustainability report before issuance, were carried out by the Sustainability Business Strategic Division, acting on behalf of the Sustainability Committee.

NOMINATION AND SELECTION OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

[GRI 2-10] [SUSBA 1.4.1.5] [IDX G-01] [IDX G-06]

The nomination and selection process for members of the Board of Commissioners and the Board of Directors is conducted by the Remuneration and Nomination Committee, taking into consideration recommendations from shareholders. Each candidate is required to undergo a series of fit and proper tests, including assessments of integrity, competence, and financial reputation. Furthermore, the company also considers candidates' expertise regarding sustainability issues in economic, social, and environmental fields. The entire nomination and selection process prioritizes the principles of diversity of background, independence, and equality. The final decision on the appointment of members to the Board of Commissioners and the Board of Directors is determined at the GMS in accordance with prevailing regulations. Further information on the nomination process for the Board of Commissioners and Board of Directors can be found in the SMBC Indonesia 2025 Annual Report, page 324-325.

EVALUATION OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

[GRI 2-18]

Performance evaluation of SMBC Indonesia's Board of Commissioners and the Board of Directors is conducted annually through a self-assessment based on the achievement of established KPI targets. This assessment covers the attainment of work plans as well as contributions to the management of the company's impact, across economic, environmental, and social aspects. The evaluation results indicate that the performance of the Board and Directors has been in line with the company's strategic targets.

REMUNERATION OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

REMUNERATION POLICY

[GRI 2-19] [SUSBA 1.4.1.6] [ACGS (B).B.1.6]

The remuneration policy for SMBC Indonesia's Board of Commissioners and Board of Directors is designed by taking into account their respective responsibilities and scope of work. A fair remuneration policy aims to motivate all parties in maintaining and enhancing the company's reputation. The remuneration for the company's Board of Commissioners and Board of Directors is determined by the General Meeting of Shareholders (GMS) and is based on the principle of meritocracy, meaning it is aligned with the results of performance measurements and individual work achievements. Remuneration is granted by considering the company's profit in the relevant fiscal year as well as the principle of fairness with internal peer groups and standards within the banking industry.

Furthermore, the remuneration policy for members of SMBC Indonesia's Board of Commissioners and Board of Directors is designed to encourage the achievement of the company's strategic objectives, including in managing impacts on the economy, environment, and society. This remuneration structure considers key performance indicators (KPIs) that encompass sustainability aspects, such as resource efficiency, achievement of emission reduction targets, positive social impact, and contribution to inclusive economic growth.

Thus, this policy ensures that the incentives received are not only aligned with financial performance but also support the achievement of sustainable governance and social responsibility of SMBC Indonesia, in line with sustainability principles. Information on the remuneration of the Board of Commissioners and Board of Directors can be found in the SMBC Indonesia 2025 Annual Report on page 326-327.

PROCESS TO DETERMINE REMUNERATION

[GRI 2-20] [GRI 2-21]

The remuneration policy at SMBC Indonesia is under the purview of the Nomination and Remuneration Committee (NRC), providing recommendations to the Board of Commissioners regarding the remuneration policy for the Board of Commissioners and Board of Directors. This recommendation is subsequently submitted to the General Meeting of Shareholders (GMS) for approval. In determining the remuneration policy, SMBC Indonesia

takes into account various aspects such as company profit, financial stability, and competitive standards in the banking industry. SMBC Indonesia is currently unable to disclose the annual total compensation ratio as this information is part of internal data protected by the company's confidentiality policy.

In an effort to ensure the remuneration policy remains relevant and competitive, SMBC Indonesia collaborates with an independent consultant to conduct a remuneration survey within the industry. The results of this survey are used as a reference for remuneration levels in designing a fair and competitive remuneration strategy, while taking into account individual performance. Through this approach, the remuneration policy not only supports the achievement of the company's objectives but is also aligned with best practices in the banking industry.

POLICY ON NOMINATION OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

SMBC Indonesia has a Remuneration and Nomination Committee governing the Policy and carries out the selection and nomination process for members of the Board of Commissioners. This process is conducted in the context of electing and/or replacing members of the Board of Commissioners, subsequently being presented at the General Meeting of Shareholders. The committee considers individual qualifications and organizational needs, including matters such as the composition of Independent Commissioners and diversity in background, expertise, and experience, without discrimination based on race, ethnicity, gender, nationality, or religion.

Prior to assuming their duties, elected members of the Board of Commissioners undergo a fit and proper test conducted by the Financial Services Authority, ensuring that bank officials meet the requirements for integrity, competence, and financial reputation. As of December 2025, all members of SMBC Indonesia's Board of Commissioners have fulfilled the requirements and passed the fit and proper test.

CAPACITY BUILDING FOR THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

[GRI 2-17] [OJK E.2] [IDX G-05]

Regulatory changes, market trends, and developments in sustainability issues demand that the Board of Commissioners and Board of Directors possess relevant understanding and skills. Therefore, SMBC Indonesia

conducts various training programs in economics and sustainability to enhance the capacity of the corporate governance leadership. Further information on the training for the Board of Commissioners and Board of Directors can be found in the SMBC Indonesia Annual Report on page 304-305, 312-314.

POLICY COMMITMENT

[GRI 2-23] [GRI 2-24] [IDX G-09]

The policy commitments of SMBC Indonesia form the basis of the Company's governance and operational activities. These policies are established based on the SMBC Indonesia Code of Conduct, encapsulating the company's core values in conducting responsible business. The policy commitments are approved by the Board of Directors as the highest governance organ and are disseminated to employees, business partners, and other relevant parties to ensure a culture of integrity is consistently applied. These policy commitments encompass various aspects, including:

1. Compliance and risk management
2. Prevention of conflicts of interest
3. Fostering a conducive, fair, and safe work environment that prioritizes equality
4. Information management and security

5. Relations with stakeholders
6. Implementation of Human Rights

The implementation of SMBC Indonesia's policy commitments is also grounded in respect for human rights, in accordance with the International Labour Organization (ILO) Conventions and Law No. 13 of 2003 on Manpower. This ensures that SMBC Indonesia provides a fair, safe, and comfortable working environment across all operational lines. SMBC Indonesia's policy commitment document can be accessed through https://www.smbci.com/pdf/investor/corporate-governance/governance-documents/in/informasi-tanggung-jawab-sosial-perusahaan-untuk-praktik-ketenagakerjaan-kesehatan-dan-keselamatan-kerja.pdf____/

COMMUNICATION OF CRITICAL CONCERNS

[GRI 2-16]

SMBC Indonesia has a structured mechanism, allowing critical concerns to be reported directly to the Board of Directors and the Board of Commissioners. Concerns categorized as critical encompass strategic, operational, compliance risks, or the potential for significant losses. Reports on such concerns can originate from internal



work units in the form of presentations or memoranda. Received information is first managed by the Corporate Secretary and then forwarded to the Board of Directors and the Board of Commissioners for further review. Throughout the reporting year, no critical concerns were reported to the Board of Commissioners or the Board of Directors.

CONFLICTS OF INTEREST

[GRI 2-15] [IDX G-09]

SMBC Indonesia upholds high ethical standards to prevent potential conflicts of interest. This is outlined in the SMBC Indonesia Code of Conduct and corporate governance guidelines, including the following provisions:

1. Employees are prohibited to accept and/or solicit any form of gift from employees/prospective employees, customers/prospective customers, or business partners/prospective business partners as a reward for services rendered as part of their official duties.
2. Employees are required to report to Human Resources (HR) if they have a family relationship with another employee or prospective employee. HR must record this information in the respective employees' personal files as a factor for consideration in transfer and/or promotion processes.
3. Employees are prohibited to enter into employment agreements with other parties during working hours and/or earn other income outside of SMBC Indonesia related to their work or position at SMBC Indonesia.
4. Employees are prohibited from owning a private business or enterprise outside of their employment at SMBC Indonesia that interferes with or affects their professionalism and integrity.
5. Employees are prohibited from offering any products/services/other businesses outside of SMBC Indonesia's business to SMBC Indonesia customers.
6. Employees are prohibited from processing loan applications or participating in the selection of partners involving family members or relatives. Employees must notify/escalate such matters to their supervisors, enabling the process to be reassigned to other employees.
7. Any lending or borrowing between employees must be free from conflict of interest.

As part of these comprehensive efforts, units within SMBC Indonesia with the potential for decisions or transactions containing conflicts of interest shall further stipulate the

following matters in their respective relevant procedures:

1. Implementation of the "Four-Eyes Principle".
2. Separation of functions and responsibilities that may give rise to conflicts of interest.
3. Ensuring governance is carried out to avoid conflicts of interest across all processes at SMBC Indonesia, including vendor selection, procurement of goods and services, and the hosting of third parties.
4. All aspects with the potential to create conflicts of interest are monitored and managed by independent parties, both internally by internal audit and externally by public accountants.

SMBC Indonesia maintains public trust by openly disclosing information related to potential conflicts of interest to stakeholders. Such disclosures include the following:

1. **Cross-board membership.** SMBC Indonesia monitors and discloses the involvement of individuals holding cross-board positions to avoid decision-making that could compromise objectivity.
2. **Cross-shareholding with suppliers and other stakeholders.** SMBC Indonesia policy requires individuals with shareholdings in other organizations that have a business relationship with SMBC Indonesia to report and document these situations to management, subsequently communicated to stakeholders.
3. **Existence of controlling shareholders.** SMBC Indonesia publicly discloses the existence of controlling shareholders through official reports to relevant authorities and stakeholders, in order to maintain transparency and ensure compliance with applicable regulations.
4. **Related parties, relationships, transactions, and their outstanding balances.** All transactions with related parties, including relevant relationships, are clearly disclosed in SMBC Indonesia's financial statements.

In addition to establishing policies that emphasize transparency and independence, SMBC Indonesia strives to foster a corporate culture of integrity through employee education programs. All employees are equipped with an understanding of the importance of avoiding conflicts of interest through various internal communication channels, such as email, e-learning, and in-person outreach. Should any violation occur, SMBC Indonesia shall impose strict sanctions in accordance with the severity of the impact on the Company.

[ACGS B.4.2]



IMPLEMENTATION OF RESPONSIBLE

[GRI 2-24]

SMBC Indonesia ensures that the principles of responsible business are integrated into all business activities and partnerships through the following strategies:

1. Integration of Policies into SOPs

SMBC Indonesia integrates the Sustainability Policy into standard operating procedures (SOPs) to ensure that all business procedures are carried out in accordance with sustainability commitments, ethical standards, and applicable regulations. The alignment is carried out by each relevant business unit or department through a review mechanism for the development and/or periodic reassessment of SOPs, which must obtain approval from the head of the respective unit or the Board of Management (BOM).

2. Socialization and Training

SMBC Indonesia regularly communicates key policies, such as the Code of Conduct, data privacy policy, and human rights policy, to all employees and external stakeholders. Socialization is conducted through training, meetings, and e-learning to ensure SMBC Indonesia's standards are consistently understood and applied.

3. Due Diligence of Business Partners

SMBC Indonesia conducts periodic assessments of business partners to ensure all partners are committed to the same ethical standards, including the upholding of human rights and fair labor practices. SMBC Indonesia applies the principles of the Modern Slavery Act to prevent modern slavery, worker exploitation, and practices that may harm communities or the environment. [SUSBA 1.2.1.14]

2. **The Second Line of Defense** consists of the Risk Management Unit (RMU), Compliance and Legal, Finance and Planning, and Human Resources. These units are responsible for creating, developing, and implementing adequate risk management policies, procedures, and tools, as well as performing overall risk oversight functions.

3. **The Third Line of Defense** refers to the Internal Audit, which independently assesses governance and the effectiveness of risk management implementation, including sustainability aspects. The supervisory function carried out by Internal Audit is conducted in accordance with Financial Services Authority Regulation (POJK) No. 1/POJK.03/2019 on the Implementation of Internal Audit Functions in Commercial Banks and the Global Internal Audit Standards (GIAS) issued by The Institute of Internal Auditors (IIA). SMBC Indonesia's Internal Audit conducts independent audits on a regular basis to review compliance with applicable standards, including the coverage of environmental and social aspects. [SUSBA 1.4.1.7] [SUSBA 1.4.1.8]

FRAUD PREVENTION AND ERADICATION, INCLUDING CORRUPTION

[GRI 205-1] [IDX G-07] [ACGS B.4.5] [ACGS B.7.1]

In accordance with POJK No. 12 of 2024, which requires the anti-fraud function to report to the Board of Directors, SMBC Indonesia established the Anti-Financial Crime (AFC) Division in July 2025 under the Compliance & Legal Directorate. The AFC Division ensures the development and implementation of adequate anti-fraud policies, procedures, and strategies, which are continuously improved. Going forward, the AFC Division will coordinate with relevant work units in managing nine types of financial crime risks, namely fraud, anti-money laundering, anti-bribery and corruption, insider trading, cybercrime, conduct risk, green financial crime, tax evasion, and market manipulation.

INTERNAL CONTROL SYSTEM

[SUSBA 1.4.14] [FS9]

The Internal Control System at SMBC Indonesia is implemented through the Three Lines of Defense model. Each line has distinct roles and responsibilities while working collaboratively as follows:

1. **The First Line of Defense is the Risk Taking Unit (RTU)**, supported by Business Risk/ICR, responsible for executing day-to-day risk management processes with discipline.

SMBC Indonesia actively combats fraudulent acts, including corruption, through the AFC Work Unit, which is responsible for developing, supervising, and implementing fraud prevention and handling strategies, including corruption, across all operational aspects of SMBC Indonesia. The implementation of these strategies is directly overseen by the Board of Commissioners through the Risk Monitoring Committee and the Audit Committee, and by the Board of Directors through the Risk Management Committee/Non-Financial Risk Committee. SMBC Indonesia has established an Anti-Bribery and Corruption Policy, which outlines the Company's commitment to preventing corruption and bribery. Furthermore, each work unit may establish specific provisions within its procedures to prevent corruption and bribery in accordance with its respective functions, including: [ACGS B.4.2]

1. Management of the giving and receiving of entertainment and/or gifts
2. Establishment of contractual clauses with third parties/service providers
3. Vendor procurement processes for goods and services
4. Employee recruitment processes / Know Your Employee (KYE)
5. Due diligence procedures for business partners
6. Operational Risk Management conducts operational risk assessments on new products as well as SOPs, policies, and internal controls, one of the objectives of which is to prevent fraud, including corruption.

During the reporting year, 100% of SMBC Indonesia's operational activities underwent fraud risk assessments, including corruption-related risks. The assessment results showed that 41 processes were categorized as high-risk, representing approximately 6% of all processes within SMBC Indonesia. Significant risks identified were primarily related to credit processes and payment transaction processes.

SMBC Indonesia also strives to enhance anti-fraud and anti-corruption awareness by requiring all employees to sign an Integrity Pact and Code of Ethics, which are based on the Collective Labor Agreement (PKB). In addition, all employees have participated in Anti-Fraud Awareness and Anti-Corruption e-learning programs (as part of Compliance Awareness), complemented by regular education through internal communication channels such as e-newsletters, "Now You Know," and other training forums.

The anti-fraud and anti-corruption education programs at SMBC Indonesia are designed to equip employees with a comprehensive understanding of topics including definitions, strategies, and prevention of fraud and corruption, expected employee conduct, and sanctions for violations.

Throughout 2025, SMBC Indonesia identified 48 fraud incidents, including corruption cases, with total losses amounting to Rp641,900,000, or 0.08% of SMBC Indonesia's operational risk capital charge.

SMBC Indonesia applies targeted examination methods and increased monitoring frequency, enabling its fraud detection system to more effectively identify potential cases. The Bank operates a 24/7 active fraud detection system managed by the Fraud Prevention, Internal Control & Compliance team. This system utilizes geolocation tagging and device intelligence technology to monitor transactions in real time. With these features, the system is capable of detecting potential GPS signal manipulation and improving accuracy in identifying suspicious activities.

SMBC Indonesia adopts a zero-tolerance policy toward fraud and corruption, implemented through strict sanctions for employees and business partners proven to have committed violations. As a preventive measure, SMBC Indonesia regularly raises awareness among vendors and business partners regarding the implementation of Good Corporate Governance (GCG) and the reporting mechanism through the Whistleblowing Channel. This education is conducted through official notifications, sharing sessions, and anti-fraud and anti-corruption socialization activities held at least twice a year.

Fraud prevention policies and programs, including anti-corruption, are communicated and disseminated to all employees, including members of the Board of Commissioners and the Board of Directors. During the reporting year, all (100%) members of the Board of Commissioners and the Board of Directors received communication and training related to anti-fraud and anti-corruption. Based on domicile region, 12 individuals (86%) are based in Indonesia, while 2 individuals (14%) are based outside Indonesia.



Anti-Fraud including Corruption Communication and Training by Region

[GRI 205-2]

Region	Communicated by the Organization Regarding Anti-Fraud including Anti-Corruption Policies and Procedures		Participated in Anti-Fraud including Anti-Corruption Training	
	Number (Employees)**	Percentage of Total Employees (%)	Number (Employees)*	Percentage of Total Employees (%)
Greater Jakarta	3,258	53%	3,164	53%
Java	1,550	25%	1,526	25%
Outside Java	1,331	22%	1,313	22%
Total	6,139	100%	6,003	100%

Notes:

* Participant data as of 31 July 2025

** Total employee data as of 31 December 2025

Anti-Fraud including Corruption Communication and Training by Employee Category

[GRI 205-2]

Job Level	Communicated by the Organization Regarding Anti-Fraud including Anti-Corruption Policies and Procedures		Participated in Anti-Fraud including Anti-Corruption Training	
	Number (Employees)**	Percentage of Total Employees (%)	Number (Employees)*	Percentage of Total Employees (%)
Board of Management	9	0.15%	9	0.15%
Top Management	189	3.08%	184	3.07%
Senior management	783	12.75%	765	12.74%
Management	2,980	48.54%	2,902	48.34%
Officer/Supervisor	1,444	23.52%	1,417	23.60%
Clerical	734	11.96%	726	12.09%
Total	6,139	100%	6,003	100%

Notes:

* Participant data as of 31 July 2025

** Total employee data as of 31 December 2025

Vendors Receiving Anti-Fraud including Anti-Corruption Communication and Training

[GRI 205-2]

Description	Number	Percentage (%)
Service Providers	648	85%
Suppliers	117	15%
Total	765	100%

Vendors Receiving Anti-Fraud including Anti-Corruption Communication by Region
[GRI 205-2]

Description	Number	Percentage (%)
Jakarta	544	71%
Sumatra	25	3%
Outside Java and Sumatra	196	26%
Total	765	100%

During the reporting year, there were no recorded cases of fraud by vendors. Therefore, no contract terminations were issued.

Fraud including Corruption Incidents
[GRI 205-3]

Internal Fraud Cases	Number of Cases		
	2025	2024	2023
Total number of confirmed fraud incidents	48	48	71
Total number of incidents resulting in employee dismissal/disciplinary action	30	30	40
Total number of incidents resulting in the termination of contracts with business partners	-	-	-
Legal fraud cases brought by the public against the company	-	-	-

WHISTLEBLOWING SYSTEM

[GRI 2-26] [FN-CB-510a.2] [ACGS B.4.5] [ACGS B.7.1] [ACGS (B).B.1.7]

SMBC Indonesia provides a Whistleblowing System (WBS) available to both employees and external parties to report alleged violations, including fraud, corruption, gratuities, conflicts of interest, discrimination, and breaches of ethics or the code of conduct. The management of the WBS is under the responsibility of the Anti-Financial Crime (AFC)

Division. The AFC conducts analysis and investigation of reports received and subsequently coordinates with relevant work units to ensure appropriate follow-up.

In 2025, SMBC Indonesia received 61 reports through the WBS system. Of these, 56 reports have been resolved, and 5 reports are currently being processed. These reports were submitted through the following communication channels:



Whistleblowing Recapitulation

Year	Number of Incoming Reports	Completed Reports		Reports in Process	
		Number	Percentage	In Process	Percentage
2025	61	56	92%	5	8%
2024	24	21	87.5%	3	12.5%
2023	42	41	98%	1	2%

AWARDS FOR WHISTLEBLOWERS [ACGS B.7.2]

SMBC Indonesia provides a full guarantee of whistleblower identity confidentiality and protection from pressure, intimidation, or other negative impacts that may arise from reporting. Furthermore, SMBC Indonesia maintains an award system for whistleblowers whose reports are proven to prevent and/or mitigate the occurrence of fraudulent acts and/or violations detrimental to SMBC Indonesia (internal/external fraud), following a decision by the Fraud Committee.

The provision of these awards aims to encourage employees to be more proactive in reporting suspected/ actual fraud or violations, ensuring faster disclosure and minimizing potential losses, while prioritizing whistleblower protection and confidentiality. An evaluation of the Whistleblowing System (WBS) is conducted at least once a year to assess its effectiveness, with the evaluation results reported directly to the Risk Management Committee (RMC), the Non-Financial Risk Committee (NFRC), and the Risk Monitoring Committee (RMC).

ANTI-MONEY LAUNDERING AND COUNTER-TERRORISM FINANCING POLICY

SMBC Indonesia actively combats money laundering and terrorism financing through its Anti-Money Laundering, Counter Financing of Terrorism, and Counter-Proliferation of Weapons of Mass Destruction (AML, CFT, and CPF-WMD) program. This program implements various procedures to detect and prevent criminal activities that might exploit SMBC Indonesia’s services, including:

1. Active involvement of the Board of Commissioners and Board of Directors in regularly discussing the implementation of SMBC Indonesia’s AML, CFT, and CPF-WMD program, as well as relevant issues.
2. Periodically updating policies and procedures and refining the AML, CFT, and CPF-WMD program in response to developments in local regulations, parent company requirements, and SMBC Indonesia’s operational and business evolution.
3. Conducting identification and risk assessment of predicate crimes related to AML, CFT, and CPF-AMD

- concerning customers, geographic areas, products, services, transactions, and distribution channels.
4. Ensuring the existence of an effective and independent internal control system through independent reviews to verify the effectiveness of the AML, CFT, and CPF-WMD program implementation.
5. Conducting a profile screening process for prospective employees and continuous monitoring of employees (know your employee).
6. Coordinating with regulators regarding the execution of the AML, CFT, and CPF-WMD program at SMBC Indonesia.
7. Performing continuous evaluation of the effectiveness and implementation of the AML, CFT, and CPF-AMD program through periodic reviews, monitoring, analysis, and reporting of financial transactions.
8. Developing and optimizing SMBC Indonesia’s AML, CFT, and CPF-AMD systems to support the implementation of transaction identification, analysis, monitoring, and reporting processes.

9. Enhancing the culture of awareness regarding money laundering, terrorism financing, and weapons of mass destruction proliferation financing risks among all employees through a series of training and outreach -related to AML, CFT, and CPF-AMD provisions.
10. Participating in regulatory dissemination activities, coordination meetings, and assessments (Financial Integrity Rating/FIR by PPAK) organized by regulators.

COMPLIANCE WITH LAWS AND REGULATION

SMBC Indonesia positions legal compliance as the basis of all its operational activities. Consequently, no legal or financial actions related to fraud, insider trading, anti-competitive practices, monopoly, market manipulation, or other legal violations occurred during the reporting period. [\[GRI 2-27\]](#) [\[GRI 206-1\]](#) [\[FN-CB-510a.1\]](#) [\[IDX S-07\]](#)

STAKEHOLDER ENGAGEMENT

[\[GRI 2-29\]](#) [\[OJK E.4\]](#) [\[SUSBA 1.1.2.1\]](#) [\[SUSBA 1.1.2.2\]](#) [\[SUSBA 1.1.2.3\]](#) [\[SUSBA 1.1.2.4\]](#) [\[ACGS \(B\).B.1.3\]](#)

Basis for Determination	Topics	Engagement Methods and Frequency	Governance Management Function	Company Follow-Up Actions
Shareholders and Investors				
<ul style="list-style-type: none"> • Dependence • Influence • Responsibility 	<ul style="list-style-type: none"> • Organizational Governance • Economic Performance Achievement • Sustainable Finance 	<ul style="list-style-type: none"> • Provide SMBC Indonesia's performance information through GMS, quarterly reports, and annual report publication • Direct communication and analysis to ensure material information dissemination • Meetings as needed, at least once a year 	<ul style="list-style-type: none"> • Corporate Secretary • Investor Relation 	<ul style="list-style-type: none"> • Presenting financial statements and annual reports that are transparent, accurate, and timely. • Conducting the General Meeting of Shareholders in accordance with regulatory requirements. • Ensuring dividend distribution and sustainable growth in investment value. • Maintaining proactive communication through the Investor Relations function to address material inquiries.
Customers				
<ul style="list-style-type: none"> • Dependence • Responsibility • Influence • Geographical Proximity 	<ul style="list-style-type: none"> • Customer Protection • Business Continuity • Sustainable Business • Net Zero Emissions 	<ul style="list-style-type: none"> • Provide products and services in accordance with applicable regulations • Provide timely, adequate, clear, and accurate information about products and services • Develop excellent service for customer satisfaction • Jointly conduct the planning, implementation, and evaluation of the project. Promote the Daya program through social media as needed. • Conduct of sustainable finance seminars for customers • Meetings held during customer visits or at least once a year 	<ul style="list-style-type: none"> • Line of Business • Compliance • Corporate Communications • Daya & Sustainability 	<ul style="list-style-type: none"> • Enhancing standards for personal data protection and banking transaction security. • Providing responsive and solution-oriented customer complaint channels. • Providing capacity-building activities for customers in the areas of personal development, financial literacy, entrepreneurship, healthy lifestyles, and environmental awareness. • Developing innovative products and services aligned with customers' needs and risk profiles.

Basis for Determination	Topics	Engagement Methods and Frequency	Governance Management Function	Company Follow-Up Actions
Employees				
<ul style="list-style-type: none"> Dependence Responsibility Influence Attention Geographical Proximity 	<ul style="list-style-type: none"> Employment Relations Protection and Working Conditions Competency Development Career Development and Self-Actualization Sustainable Finance Sustainability 	<ul style="list-style-type: none"> Objective, transparent, fair, and equitable management of SMBC Indonesia's Personnel. Build a conducive work environment to optimize productivity. Career development through talent management system and assessment center. Conduct sustainability education and seminars for employees. Meetings at every internal activity. 	<ul style="list-style-type: none"> Human Resources 	<ul style="list-style-type: none"> Ensuring the fulfillment of employee rights and providing competitive compensation. Providing continuous training and competency development (upskilling) programs. Creating a safe, inclusive, and discrimination-free work environment. Clarifying career pathways through an objective and transparent talent management system.
Communities and NGOs				
<ul style="list-style-type: none"> Dependence Responsibility Influence Geographical Proximity 	<ul style="list-style-type: none"> Education and culture Technology and infrastructure access Welfare and income Sustainable finance Sustainability Environment 	<ul style="list-style-type: none"> Intensifying community engagement through programs covering education, empowerment, culture and religion, humanity, and the environment Implement Daya Program Conduct sustainable finance seminars Meetings as needed, at least once a year 	<ul style="list-style-type: none"> Daya & Sustainability 	<ul style="list-style-type: none"> Implementing corporate social responsibility (CSR) programs that generate tangible impacts. [ACGS B.4.4] Expanding accessibility to banking services (financial inclusion) for the wider community. Conducting open dialogue and collaboration in community economic empowerment programs. Supporting local initiatives related to cultural and social preservation.

Basis for Determination	Topics	Engagement Methods and Frequency	Governance Management Function	Company Follow-Up Actions
Supply Chain/Vendors				
<ul style="list-style-type: none"> Dependence Responsibility Conflicts of Interest Influence 	<ul style="list-style-type: none"> Sustainable Relationships Economy Fairness Sustainable Finance Sustainability Human Rights 	<ul style="list-style-type: none"> Clear terms of cooperation. Transparent performance assessment. Regular assessments. Meetings as needed. Conduct sustainability and human rights seminars for partners and suppliers. Meetings as needed, at least once a year. 	<ul style="list-style-type: none"> Procurement Daya & Sustainability 	<ul style="list-style-type: none"> Implementing fair, open, and transparent vendor selection processes. Ensuring timely payments for goods or services received. Encouraging the adoption of sustainability standards and human rights compliance among all business partners. Conducting regular vendor performance evaluations to maintain the quality of cooperation.
Government and Regulators				
<ul style="list-style-type: none"> Dependence Responsibility Disagreement Influence Geographical Proximity 	<ul style="list-style-type: none"> Compliance with laws and regulations Commitment to banking regulations Clear, accurate, comprehensive, and timely communication and reporting Sustainable Finance 	<ul style="list-style-type: none"> Refinement of the latest Good Corporate Governance (GCG) Manual. Implement GCG principles in all work units. Conduct seminars and FGDs related to sustainable finance policies. Meetings as needed, at least once a year. 	<ul style="list-style-type: none"> Compliance Corporate Secretary Risk Management 	<ul style="list-style-type: none"> Complying with all applicable banking regulations and laws. Reporting tax obligations and other mandatory reports accurately and on time. Actively participating in financial sector policy discussions and government programs. Consistently implementing Good Corporate Governance (GCG) principles across all organizational levels.
Community Leaders/Local Officials				
<ul style="list-style-type: none"> Dependence Responsibility Disagreement Influence Geographical Proximity 	<ul style="list-style-type: none"> Business development Regional advancement 	<ul style="list-style-type: none"> Direct visits. Formal meetings and Development Planning Meeting (Musrenbang) Periodic meetings as needed. Implement Daya program. 	<ul style="list-style-type: none"> Line of Business Corporate Communications 	<ul style="list-style-type: none"> Maintaining good relations and coordination regarding operational permits or branch office activities. Engaging community leaders in the socialization of company programs that impact surrounding communities. Responding to the aspirations and feedback of community leaders.



About the Report

“ SMBC Indonesia transparently and accountably publishes this sustainability report as a manifestation of our responsibility to stakeholders and our tangible contribution to sustainable development. ”



SMBC Indonesia consistently publishes a sustainability report annually as a concrete manifestation of its commitment advancing sustainable finance practices and fulfilling prevailing regulatory requirements. This year marks the publication of our seventh sustainability report, encompassing data and information for the period from January 1, 2025, to December 31, 2025. The Sustainability Report reporting period is the same as the Annual Report reporting period.

Some data in this report have been restated. Detailed explanations are also provided in the narrative accompanying the relevant tables. The restated data are as follows:

1. The 2023 data for Other Operating Income Consolidated has been restated from Rp2,073 billion to Rp1,689 billion and the data for Operating Expenses has been restated from Rp(7,607) billion to Rp(7,222) billion, due to a recalculation, resulting in lower values compared to those reported in the previous report.
2. The Percentage of the Funding data for 2024 has been restated from 0.08% to 0.05%, and the data for 2023 has been restated from 0.11% to 0.10%, due to adjustments in the classification of Sustainable Funding Products, resulting in lower figures compared to those previously reported.
3. The 2024 Environmental and Social Portfolio Target data have been restated from Rp23,718 billion to Rp15,477 billion due to a recalculation, resulting in a lower target value compared to that reported in the previous report.
4. Sustainable Funding Product data for 2024 has been restated from Rp91 billion to Rp52 billion, lower than the data reported previously and the data for 2023 has been restated from Rp119 billion to Rp95 billion, lower than the data reported previously, due to adjustments in the classification of sustainable funding products, resulting in lower values in 2024 and higher values in 2023, compared to those reported previously.
5. A restatement of the 2024 and 2023 customer satisfaction data was conducted due to a change in the survey data source, now using the results of the Jenius Application Performance and Product Services survey. Using the CSAT method, the scores were 91% in 2025, 91% in 2024, and 75% in 2023, while using the NPS method, the scores were 55 in 2025, 42 in 2024, and 31 in 2023. As a result, the data presented in this report differ from those reported in the previous report and are not comparable.
6. The 2024 data for Scope 2 Emissions has been restated from 14,120.76 ton CO₂e to 14,106.92 ton CO₂e, following a review and correction of the previous calculation process, resulting in a nonmaterial decrease compared to the data previously reported.
7. The 2024 data for Scope 3 Emissions has been restated from 13,530.32 ton CO₂e to 1,600,332.82 ton CO₂e, due to the inclusion of financed emissions data in 2024, resulting in a significant increase compared to the data previously reported.
8. The 2023 data for Complaint Resolution Rate has been restated from 100% to 97% due to a correction of the previous calculation, resulting in a lower percentage compared to that reported previously. [GRI 2-3] [GRI 2-4]

This report has been prepared in accordance with various national and international standards, including:



Global Reporting Initiative (GRI) Standards with the "in accordance" option
(light blue)



GRI Financial Services Sector Standard
(dark blue)



Financial Services Authority Circular Letter No. 16/SEOJK.04/2021 on the Form and Content of Annual Reports of Issuers or Public Companies
(dark green)



Sustainability Accounting Standard Board (SASB)
(dark brown)



Task Force on Climate-Related Financial Disclosures (TCFD)
(grey)



Sustainable Banking Assessment (SUSBA)
(light green)



IDX ESG Metrics
(light brown)



ASEAN Corporate Governance Scorecard (ACGS)
(light grey)

Meanwhile, the GRI, OJK, SASB, SUSBA, TCFD, IDX, dan ACGS Index lists are presented on pages 178-193, respectively. [OJK G.4] [ACGS B.1.3]

EXTERNAL ASSURANCE

[GRI 2-5] [OJK G.1] [SUSBA 1.6.2.10] [ACGS (B).B.1.2]

SMBC Indonesia engages an independent party to conduct assurance of the Sustainability Report, as part of its commitment to ensure that the information presented maintains high credibility and reliability for stakeholders. The selection process is carried out objectively by the Sustainable Business Strategy unit, which report to the Vice President Director (senior executive), upholding the principle of independence, without bias or potential conflicts of interest.

SMBC Indonesia appointed PT Superintending Company of Indonesia (SUCOFINDO) Persero as the assurance provider. This appointment is strictly limited to the task of reviewing the sustainability report, with no other working relationship beyond this assignment. In performing its work, PT Superintending Company of Indonesia (SUCOFINDO) Persero adheres to the AA1000 Assurance Standard V3 and ISAE 3000 – Assurance Engagements

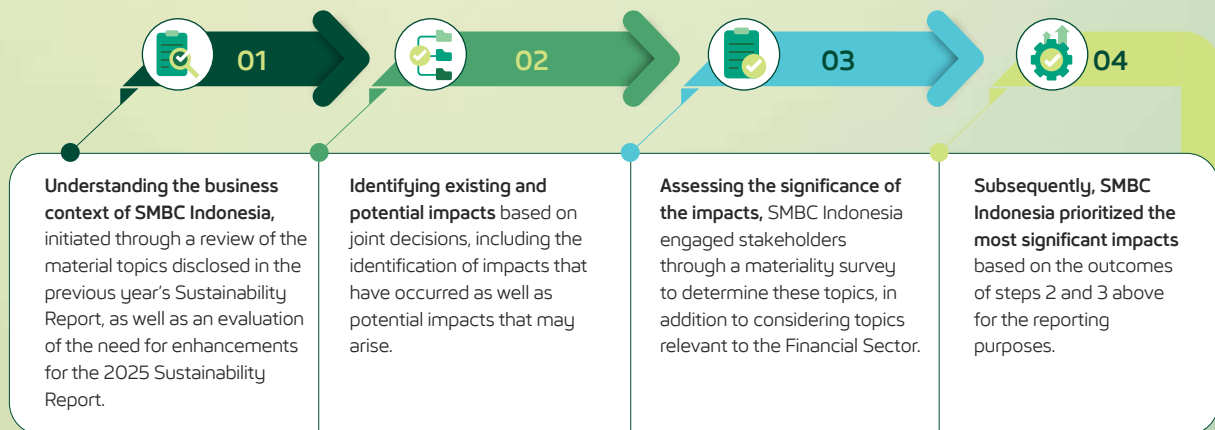
Other Than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board under the International Federation of Accountants (IFAC). The evaluation results of specific sustainability performance information and the Independent Assurance Report can be found on page 168-169.

DETERMINATION OF MATERIAL TOPICS

[GRI 3-1] [ACGS B.1.1]

Material topics are key issues assessed to have the most significant impact on SMBC Indonesia’s sustainability performance across economic, environmental, and social aspects. The determination of material topics is conducted with reference to the GRI Topic Standards 2021 while taking into account specific financial sector standards.

The determination of material topics in this report was conducted through the following steps:



The entire process of determining material topics at SMBC Indonesia involved internal stakeholders as well as external experts and academics from higher education institutions. The process was carried out through a Focus Group Discussion (FGD) on Material Topic Determination, which was held on 25 August 2025.

SMBC Indonesia has determined the same material topics as the previous year, despite variations in the levels

of materiality for these topics compared to the prior year. The 2025 Report applies a double materiality approach, assessing sustainability issues from two perspectives: the inside-out perspective (impact materiality), which considers how the Company’s activities affect the environment and society; and the outside-in perspective (financial materiality), which assesses how sustainability issues influence the Company’s performance and enterprise value. [ACGS B.2.1] [ACGS B.2.2]



Impact Materiality (Inside-Out)

Emphasizes how a company’s activities, products, or services positively or negatively impact the environment, the community, and stakeholders.



Financial Materiality (Outside-In)

Focuses on how environmental, social, and governance (ESG) issues potentially impact financial performance, the company’s core value, and long-term business resilience.



LIST OF MATERIAL TOPICS

[GRI 3-2] [GRI 3-3]

No	GRI Number	Material Topic	Reasons Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
1	201	Economic performance	Has a significant impact on national and regional economic enhancement through the bank's financing policies, long-term investments, and other strategic programs that support economic growth and stakeholder welfare.	Has a significant impact due to its influence on the demand for both green and conventional banking products, driven by consumer trends, market opportunities, financial market dynamics, monetary policy direction, macroeconomic factors, and other relevant regulations. Economic performance also significantly contributes to enhancing SMBC Indonesia's economic resilience	Important as a key indicator of the bank's success in creating long-term value aligned with sustainability principles, where the stability and growth supported by SMBC Indonesia serve as the foundation for inclusive financing, the green transition, and the resilience of the national financial system.
2	202	Market presence	Has a significant impact on employee welfare, career development, and contributions to enhancing economic and social capacity in the areas surrounding SMBC Indonesia's operations.	Has a significant impact on SMBC Indonesia's performance, competitiveness, and reputation through compliance with labor regulations, the ability to attract local talent, and responses to public demands.	Important for demonstrating SMBC Indonesia's contribution to human development and the local economy, which is an integral part of Corporate Social Responsibility (CSR) and investment in social capital, key factors for securing a social license to operate and building a healthy business ecosystem.
3	203	Indirect economic impacts	Has a significant impact on community capacity development, infrastructure building, business growth, and financial inclusion through the financing of strategic sectors and support from other banking services.	Has a significant impact on business growth opportunities, particularly in credit and bank income, as a result of increased community capacity and local economic growth.	Important for measuring and communicating the social role of banking activities in driving sustainable development, simultaneously opening new market opportunities, strengthening regional economic resilience, and increasing the bank's relevance within the national financing chain.
4	204	Procurement practices	Has a significant impact on local economic growth through support for local suppliers, enhancement of small business capacity, and job creation.	Has a significant impact on cost efficiency, supply chain sustainability, and the bank's operational continuity through the availability and quality of reliable local suppliers.	Important for integrating sustainability principles throughout the bank's supply chain, ensuring that operations are not only efficient but also support a circular economy and local businesses, thereby reducing operational risks and strengthening holistic business resilience.

No	GRI Number	Material Topic	Reasons Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
5	205	Anti-corruption	Has a significant impact on corporate governance and integrity, which in turn greatly influences the level of trust from shareholders, the community, and other stakeholders.	Has a significant impact on SMBC Indonesia's core values, access to global markets, long-term financial resilience, financial performance, reputation, and the bank's business opportunities.	Important for strengthening corporate governance and integrity as a primary prerequisite for the successful implementation of sustainable finance, as well as maintaining stakeholder trust across all financing and operational activities.
6	206	Anti-competitive behavior	Has a significant impact on market fairness and consumer protection, as anti-competitive practices, cartels, or monopolies can harm the community.	Has a significant impact on the reputation, financial stability, and access to funding of SMBC Indonesia, thereby potentially affecting its core values and long-term business sustainability.	Important for ensuring fair and regulation-compliant business practices, thereby supporting good governance, maintaining the Company's reputation, and strengthening stakeholder trust in SMBC Indonesia's sustainable finance implementation.
7	207	Tax	Has a significant impact on national development and public trust, as transparent tax compliance and management practices strengthen economic integrity and fairness.	Has a significant impact on profitability, reputation, and access to funding of SMBC Indonesia, as changes in domestic tax regulations, investor expectations, and public scrutiny affect financial performance and long-term business sustainability.	Important for ensuring tax compliance and transparency as part of responsible corporate governance, as well as strengthening the legitimacy and sustainability of SMBC Indonesia's operations in supporting sustainable development.
8	302	Energy	Has a significant impact on the environment and the low-carbon transition due to internal energy consumption. For instance, product digitalization reduces the carbon footprint and enhances ecosystem sustainability.	Has a significant impact on operational costs, reputation, and access to SMBC Indonesia's funding, as energy price trends, efficiency regulations, and investor and public expectations affect financial performance and long-term business resilience.	Important for increasing energy efficiency within the Company's operations to reduce costs, minimize the environmental footprint, and support SMBC Indonesia's commitment to transitioning toward greener operations.
9	305	Emissions [ACGS B.1.2]	Has a significant impact on the environment and the community, as GHG emissions (Scope 1, 2, and 3) and other air pollutants contribute to climate change and air quality, necessitating reduction strategies through efficiency, renewable energy, and service innovation.	Has a significant impact on compliance costs, reputation, and the financial stability of SMBC Indonesia, as emissions regulations, investor/customer expectations, and physical and transition climate risks affect its core value and long-term sustainability. Furthermore, emissions factors affect financing strategy.	Important for managing and reducing emissions to mitigate the transition and physical risks of climate change, while supporting SMBC Indonesia's sustainable financing strategy and commitment to the climate agenda.



No	GRI Number	Material Topic	Reasons Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
10	401	Employment	Has a significant impact on human resource quality, employee welfare, and social equity, thereby enabling SMBC Indonesia to contribute to inclusion and fairness in the community.	Has a significant impact on productivity, operational costs, and the reputation of SMBC Indonesia, as labor market dynamics, employee expectations, and labor regulations affect long-term business resilience.	Important for ensuring fair, inclusive, and productive human resource management as the foundation for operational sustainability, performance improvement, and strengthening internal capacity in implementing SMBC Indonesia's sustainability strategy.
11	404	Education and Training	Has a significant impact on the improvement of human resource quality and equality of career opportunities, as training programs, transition support, and regular performance reviews strengthen workforce competency and contribute to social development.	Has a significant impact on competitiveness, productivity, and access to SMBC Indonesia's funding, as future talent needs, regulations, and ESG expectations affect financial performance and long-term business sustainability.	Important for enhancing HR capabilities, including the understanding of ESG and sustainable finance, to support responsible decision-making and the company's readiness to face future regulatory demands and stakeholder expectations.
12	405	Diversity and equality	Has a significant impact on social inclusion and gender equality as diversity policies and equitable remuneration management strengthen equal opportunities and SMBC Indonesia's positive contributions to the community.	Has a significant impact on SMBC Indonesia's reputation, competitiveness, and access to financing, as investor expectations, regulations, and public demands for diversity and pay equality affect trust, innovation, and long-term business sustainability.	Important for improving the company's financial performance, as gender and age diversity can contribute to innovation and a variety of perspectives for the company's advancement.
13	406	Non-discrimination	Has a significant impact on the protection of human rights and the creation of an inclusive work environment, as the prevention and handling of discrimination incidents determine social justice and equality.	Has a significant impact on SMBC Indonesia's reputation, legal compliance, and financial stability, as discrimination incidents potentially lead to legal claims, erode public trust, and increase long-term business risks.	Important as a basis for business ethics and legal compliance to prevent litigation risks, fines, and reputational damage that could disrupt long-term financial stability. It also fosters a fair and inclusive work environment to support productivity.
14	408	Child labor	Has a significant impact on compliance with human rights standards and labor regulations, despite SMBC Indonesia's operations not involving child or forced labor.	Has a significant impact on reputation and compliance with regulatory expectations, particularly from OJK and the government, designating child labor as a priority topic in the national sustainability agenda.	Important for upholding integrity and compliance with Human Rights Principles as well as international and national labor regulations. Issues regarding child labor can damage the bank's reputation and affect the trust of regulators and investors.

No	GRI Number	Material Topic	Reasons Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
15	409	Forced or compulsory labor	Has a significant impact on compliance with human rights principles and labor regulations, despite SMBC Indonesia's operations not involving forced or compulsory labor practices.	Has a significant impact on reputation and compliance with regulatory expectations, particularly from OJK and the government, designating the issue of forced labor as a priority in the national sustainability agenda.	Important for ensuring ethical business operations free from human exploitation, an essential pillar of corporate social responsibility. Compliance in this area is vital for maintaining public trust and avoiding legal sanctions.
16	410	Security practices	Has a significant impact on the protection of human rights and the creation of a safe work environment, ensuring interactions with employees, customers, and the community are conducted ethically and inclusively.	Has a significant impact on reputation, legal compliance, and public trust, enabling SMBC Indonesia to enhance services and customer confidence.	Important for building public and customer trust through robust data protection and operational security. Good governance serves as the basis for SMBC Indonesia's sustainability.
17	413	Local communities	Has a significant impact on community welfare and harmonious relations, including product development for marginalized communities.	Has a significant impact on reputation, social approval to operate, and operational smoothness of SMBC Indonesia..	Important for gaining support from local communities to ensure that bank operations run smoothly without social obstacles. Collaboration with local communities supports sustainable development and strengthens the bank's overall business strategy.
18	414	Supplier social assessment	Has a significant impact on the enforcement and application of sustainability concepts by SMBC Indonesia's business partners/ vendors, as well as fair business practices to ensure social responsibility throughout the supply chain.	Has a significant impact on reputation, compliance, and competitiveness of SMBC Indonesia as social risks in the supply chain affect the trust of regulators, investors, and customers, and determine long-term business sustainability.	Important for mitigating social risks across the bank's value chain and ensuring the entire business ecosystem aligns with sustainability principles. This helps maintain reputation and competitiveness among regulators, investors, and increasingly sustainability-conscious customers.
19	417	Marketing and labeling	Has a significant impact on customer trust, consumer protection, and financial literacy, as accurate and transparent communication of product/service information prevents losses and builds public trust.	Has a significant impact on service improvement, reputation, legal compliance, and financial performance.	Important for establishing transparency and accountability in business communications, preventing greenwashing risks, and ensuring that sustainable products are marketed appropriately, thereby strengthening consumer trust and supporting the bank's reputation as a responsible institution.

No	GRI Number	Material Topic	Reasons Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
20	418	Customer privacy	Has a significant impact on the protection of consumer rights and customer trust.	Has a significant impact on service improvement, reputation, compliance, and financial stability.	Important for placing customer interests and well-being at the core of a sustainable business model, not only to meet the principles of fairness and business ethics but also to build long-term loyalty and operational resilience amidst increasing consumer protection regulatory demands.

LIST OF MATERIAL TOPICS - SPECIFIC SECTORS [GRI 3-2] [GRI 3-3]

No	GRI Number	Material Topic	Reason Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
1	FS1	Policies with specific environmental and social components applied to business lines.	Has a significant impact on the implementation of sustainable finance, particularly targeted sustainable financing to direct funds towards projects beneficial to society and reducing negative environmental impacts.	Has a significant impact on financial stability and reputation, as the implemented ESG policies strengthen SMBC Indonesia's portfolio, thereby enhancing investor and regulator confidence.	Important for providing strategic direction in financing allocation to support the achievement of SDGs and the green economy transition, while strengthening our reputation as a responsible bank.
2	FS2	Procedures for screening and assessing environmental and social risks in business lines.	Has a significant impact on the prevention of negative social and environmental impacts, as ESG risk assessment procedures ensure financing is only provided to responsible projects, and sustainability concepts can also be applied to SMBC Indonesia's business relations/vendors.	Has a significant impact on portfolio stability, compliance, and SMBC Indonesia's reputation, as ESG risk screening reduces potential financial losses and strengthens regulator and investor confidence.	Important for ensuring that the financing portfolio is free from material ESG risks, thereby supporting long-term financial resilience and alignment with evolving sustainability regulations.

No	GRI Number	Material Topic	Reason Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
3	FS3	Processes for monitoring customer implementation and compliance with environmental and social requirements.	Has a significant impact on the prevention of negative socio-environmental impacts as monitoring ensures business relations/vendors fulfill sustainability obligations according to standards.	Has a significant impact on portfolio quality, reputation, and business stability.	Important for ensuring sustainability commitments are implemented on the ground, not just at the policy level, achieving tangible positive impacts and managing reputational risks.
4	FS4	Processes for enhancing staff competency in implementing environmental and social policies and procedures applied to business lines.	Has a significant impact on the implementation of sustainable finance through improved employee performance and competence in sustainability aspects.	Has a significant impact on risk management, compliance, and reputation, as staff competent in sustainability can reduce financial risk and enhance stakeholder confidence.	Important for building internal capacity, enabling sustainability policies to be executed effectively, thereby strengthening and advancing the integration of sustainability into the bank's core business.
5	FS5	Interaction with clients/investors/business partners regarding environmental and social risks and opportunities.	Has a significant impact on strengthening sustainability practices in society and the value chain, as SMBC Indonesia's interaction encourages business relations/vendors to manage social-environmental risks more responsibly.	Has a significant impact on reputation, compliance, and access to green funding, as sustainability interactions strengthen regulator, investor, and customer trust while opening sustainability business opportunities.	Important for creating a sustainable business ecosystem through collaboration with stakeholders, while identifying green and inclusive financing opportunities aligned with the bank's sustainability strategy.
6	FS6	Percentage of portfolio for business lines by region, by size (e.g., Micro/SME/Large), and by sector.	Has a significant impact on the direction of economic, social, and environmental development, as portfolio distribution determines which sectors receive financing support and its impact on society.	Has a significant impact on financial stability, risk management, and compliance, as a balanced portfolio composition supports SMBC Indonesia's resilience against economic fluctuations and regulatory pressures.	Important for measuring and steering the financing portfolio to align with sustainability commitments, support financial inclusion, and build resilience against climate-related transition and physical risks.
7	FS7	Monetary value of products and services designed to deliver specific social benefits for each business line.	Has a significant impact on the implementation of sustainable finance, inclusive economic growth, and community welfare, as financially-focused products/services expand financing access for groups in need.	Has a significant impact on reputation, market access, and business sustainability, as social products enhance customer loyalty, attract investors, and strengthen SMBC Indonesia's competitive position.	Important for measuring the bank's tangible contribution to inclusive development and community well-being, reinforcing social legitimacy, opening new market segments, and building long-term resilience.



No	GRI Number	Material Topic	Reason Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
8	FS8	Monetary value of products and services designed to deliver specific environmental benefits for each business line.	Has a significant impact on the implementation of sustainable finance, emission reductions, and the transition towards a green economy, as environmentally-oriented financial products support renewable energy and resource efficiency projects.	Has a significant impact on access to green funding, regulatory compliance, and global competitiveness, as green products strengthen SMBC Indonesia's portfolio while meeting investor and regulator demands.	Important for demonstrating the bank's role in financing the green transition, managing climate transition risks, and capturing rapidly growing market opportunities in sustainable finance.
9	FS9	Scope and frequency of audits and risk assessment procedures.	Has a significant impact on the implementation of sustainable finance and control of social and environmental impacts, as the bank ensures financing and investments align with sustainability standards.	Has a significant impact on financial stability, compliance, and reputation, as sustainability audits help detect risks earlier and strengthen regulator and investor confidence.	Important for ensuring the integrity and accountability of the bank's sustainability management system, forming the basis for mitigating material risks and maintaining public support for SMBC Indonesia.
10	FS10	Percentage and number of companies in the institutional portfolio with which the reporting organization interacts.	Has a significant impact on expansion of sustainable business practices, as the bank enforces and encourages the application of sustainability concepts by SMBC Indonesia's business relations/vendors.	Has a significant impact on risk management, compliance, and competitiveness, as a portfolio with high sustainability coverage strengthens SMBC Indonesia's financial stability and reputation.	Important for extending the bank's positive influence by driving sustainable practices across the value chain, thereby creating a more resilient business ecosystem and reducing indirect reputational and operational risks.
11	FS11	Percentage of assets subjected to positive and negative environmental or social screening.	Has a significant impact on the implementation of sustainable finance, as SMBC Indonesia's assets are focused on sustainability projects and distanced from high-risk sectors.	Has a significant impact on financial stability, access to funding, and global reputation, as sustainability screening increases investor confidence and protects SMBC Indonesia from regulatory and market risks.	Important for operationalizing sustainability commitments into core credit and investment allocation processes, aligning the bank's portfolio with sustainability principles and climate-related risk protection.
12	FS13	Access points in regions with low population density or less favorable economic conditions.	Has a significant impact on the provision of banking access for all societal groups and the reduction of socio-economic gaps through digital banking.	Has a significant impact on business growth opportunities, reputation, and regulator trust, as widely accessible digital banking can strengthen SMBC Indonesia's position as an inclusive and sustainable financial institution.	Important for realizing financial inclusion principles as an integral part of sustainable finance, fulfilling social responsibilities while building resilience by reaching untapped markets and supporting national economic stability.

No	GRI Number	Material Topic	Reason Why Topics are Material		
			Impact Materiality (Inside-Out)	Financial Materiality (Outside-In)	The Importance of Material Sustainability Topics to SMBC Indonesia's Business Continuity
13	FS14	Initiatives to improve access to financial services for persons with disabilities.	Has a significant impact on the enhancement of social equity and financial inclusion, as persons with disabilities gain fairer access to financial services.	Has a significant impact on reputation, customer loyalty, and business opportunities, as inclusive services strengthen stakeholder trust and support SMBC Indonesia's sustainability.	Important for upholding human rights and building a broader financial ecosystem, strengthening business resilience, and supporting the achievement of the Sustainable Development Goals (SDGs).
14	FS15	Policies for the fair design and sale of products and services.	Has a significant impact on consumer protection and increased public trust, as fair products and services encourage financial literacy and reduce public detriment.	Has a significant impact on reputation, customer loyalty, and business stability, as fair policies reduce legal risk and enhance SMBC Indonesia's competitiveness.	Important for building a basis of trust as the core of sustainable banking, ensuring ethical and responsible business practices, and protecting the bank from reputational and legal risks that could disrupt financial stability.
15	FS16	Initiatives to improve financial literacy by recipient type.	Has a significant impact on improvement of financial inclusion and community welfare, as financial literacy helps recipient groups manage their finances more effectively.	Has a significant impact on reputation, public trust, and market strengthening, as financial literacy expands the customer base and supports SMBC Indonesia's business resilience.	Important for empowering communities and MSMEs as part of the bank's business ecosystem, creating financially savvy and resilient customers, ultimately supporting healthy market growth and operational sustainability of SMBC Indonesia.

Several topics have not been considered material in this report. However, this does not imply that SMBC Indonesia considers these topics to lack a significant role in supporting sustainability or the Bank's sustainability agenda. In the future, the Company will continue to enhance its endeavors and initiatives to expand the sustainability impact of its operational and business activities.



LIST OF NON-MATERIAL TOPICS

[GRI 3-2] [GRI 3-3]

No	GRI Number	Non-Material Topics	Reasons Why Topics are Non-Material
1	301	Material	SMBC Indonesia does not use specific materials in its business operations.
2	303	Water and Effluent	SMBC Indonesia does not generate effluents. Domestic wastewater is managed by the building management.
3	304	Biodiversity	SMBC Indonesia does not operate near protected areas or regions of high biodiversity value.
4	306	Waste	SMBC Indonesia does not generate significant amounts of hazardous or non-hazardous waste. Most operational waste consists solely of domestic waste.
5	308	Supplier environmental assessment	SMBC Indonesia's suppliers have no direct environmental impact.
6	402	Labor-management relations	SMBC Indonesia complies with all applicable laws and regulations in Indonesia, including those concerning labor-management relations.
7	403	Occupational health and safety	SMBC Indonesia's operations do not involve heavy machinery or specific hazardous conditions.
8	407	Freedom of association and collective bargaining	SMBC Indonesia adheres to all prevailing labor laws and regulations. There are no areas within SMBC Indonesia where freedom of association is restricted or threatened.
9	411	Rights of indigenous peoples	SMBC Indonesia's operational areas are not located adjacent to indigenous communities.
10	415	Public policy	SMBC Indonesia does not engage in political activities.
11	416	Customer health and safety	SMBC Indonesia's products and services are not physical goods that could pose a risk to customer safety.

LIST OF NON-MATERIAL TOPICS - SPECIFIC SECTORS

[GRI 3-2] [GRI 3-3]

No	GRI Number	Non-Material Topics	Reasons Why Topics are Non-Material
1	FS12	Voting policies applied to environmental or social issues for shares on which the reporting organization has the right to vote or provide advice on voting.	SMBC Indonesia does not employ voting-based decision-making processes.

SMBC Indonesia ensures that its operational activities and business relationships, including customer financing do not generate negative impacts on biodiversity and ecosystem integrity. Although the direct interaction of SMBC Indonesia's operations with natural resources is limited, potential indirect impacts remain a key consideration through the integration of environmental aspects into financing analysis and due diligence processes to ensure the protection of biodiversity. Further information regarding the relevant policies applied can be found on page 48-52.

MATERIALITY LEVEL

SMBC Indonesia conducted a materiality survey among its stakeholders through the distribution of questionnaires,

and the following graph illustrates the materiality levels of the reported topics and issues.



SMBC Indonesia is committed to continuously enhancing the quality of its Sustainability Report and welcomes feedback from readers to support future improvements. However, SMBC Indonesia is not accepting further input

for the 2024 Sustainability Report [OJK G.3]. Comments and suggestions may be submitted by completing the feedback form or by contacting SMBC Indonesia through: [GRI 2-3] [OJK G.2]

Contact Person

PT Bank SMBC Indonesia Tbk

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STATEMENT ON GRI STANDARDS IN ACCORDANCE CHECK

IAC0542603SN



National Center for Corporate Reporting

**Laporan Kesesuaian dengan Standar GRI dan
SEOJK 16/OJK.04/2021
Statement of GRI Standards and SEOJK 16/OJK.04/2021
in Accordance Check**

National Center for Corporate Reporting (NCCR) telah melakukan pengecekan kesesuaian dengan Standar GRI dan SEOJK 16 OJK.04/2021 atas Laporan Keberlanjutan PT Bank SMBC Indonesia Tbk 2025 ("Laporan"). Pengecekan dilakukan untuk memberikan gambaran tentang sejauh mana Standar GRI dan SEOJK 16/OJK.04/2021 telah diterapkan dalam Laporan tersebut. Pengecekan ini bukan merupakan opini atas kinerja keberlanjutan maupun kualitas informasi yang dimuat dalam Laporan tersebut.

Kami menyimpulkan bahwa Laporan ini telah disusun sesuai dengan Standar GRI dan SEOJK 16/OJK.04/2021.

Jakarta, 30 Maret 2026

The National Center for Corporate Reporting has conducted a GRI Standards and SEOJK 16/OJK.04/2021 in Accordance Check on PT Bank SMBC Indonesia Tbk Sustainability Report 2025 ("Report"). The check communicates the extent to which the GRI Standards and SEOJK 16/OJK.04/2021 have been applied in the Report. The check does not provide an opinion on the sustainability performance of the reporter or the quality of the information provided in the Report.

We conclude that this report has been prepared in accordance with GRI Standards and SEOJK 16/OJK.04/2021.

Jakarta, March 30, 2026

National Center for Corporate Reporting
GRI Standards Aligning Service

Andrew K. Twohig, BCom, BA (Hons), MA, CSRA
Director

Independent Assurance Statement No. 0288/KSP-II/INKO/2026

TO THE MANAGEMENT AND STAKEHOLDERS OF PT BANK SMBC INDONESIA TBK,

We were engaged by PT Bank SMBC Indonesia Tbk (“SMBC Indonesia”) to provide assurance regarding its Sustainability Report 2025 (“the Report”). The assurance engagement was conducted by our assurance team, which possesses extensive relevant professional and technical competencies and experience. The team comprised certified sustainability reporting specialists and certified sustainability reporting assurers to ensure a high level of competency in executing the engagement.

INDEPENDENCE

We carried out all assurance engagement activities with independence and autonomy, having not been involved in the preparation of any key part of the Report, nor have we provided any services to SMBC Indonesia during 2025 that could conflict with the independence of the assurance engagement.

ASSURANCE STANDARDS, LEVELS, AND CRITERIA

Our work was carried out in accordance with the AA1000 Assurance Standard v3 (AA1000AS v3) issued by AccountAbility and the International Standard on Assurance Engagements ISAE 3000 (Revised), ‘Assurance Engagements other than Audits or Reviews of Historical Financial Information,’ issued by the International Auditing and Assurance Standards Board.

By designing our evidence-gathering procedures to obtain a moderate level of assurance as set out in AA1000AS v3, readers of the Report can be confident that all risks or errors have been reduced to a very low level, although not necessarily to zero. Moreover, SMBC Indonesia’s adherence to the AccountAbility Principles (AP) was evaluated in accordance with the criteria of AA1000AP (2018) on Inclusivity, Materiality, Responsiveness, and Impact. In addition, the Report, within the agreed scope, has been assessed against to the GRI Standards criteria.

LIMITATIONS

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

RESPONSIBILITY

SMBC Indonesia is responsible for the preparation of the Report and all information and claims therein, which include establishing sustainability management targets, performance management, data collection, and other performance activities.

In performing this engagement, our responsibility to the management of SMBC Indonesia is solely to verify the statements it has made in relation to its sustainability performance, specifically as described in the agreed scope, and to express our opinion on the conclusions reached.

METHODOLOGY

In order to assess the veracity of certain assertions and specified data sets included in the Report, as well as the systems and processes used to manage and report them, the following methods were employed during the engagement process:

Reviews were conducted on the Report, internal policies, documentation, management and information systems, and included interviews with relevant staff responsible for sustainability-related management and reporting. This also involved following data trails to the initial aggregated source and checking data samples in greater depth.

SCOPE OF ASSURANCE

We provided a Type 2 assurance engagement under AA1000AS v3. This involved:

- 1) Assessment of SMBC Indonesia’s adherence to the AA1000AP (2018); and
- 2) Assessment of the accuracy and quality of the specified sustainability performance information contained in the Report, in relation to the agreed scope of the GRI Standards:
203. Indirect Economic Impacts
302. Energy
305. Emissions
413. Local Communities

CONCLUSIONS

SMBC Indonesia’s adherence to the AA1000 AP (2018) principles of Inclusivity, Materiality, Responsiveness, and Impact is assessed as follows:

INCLUSIVITY

PT Bank SMBC Indonesia Tbk has demonstrated a strong commitment to inclusivity through leadership-driven strategies and governance embedded in its RAKB and RBB, including expanded financing for women customers, micro-entrepreneurs, and empowerment programs for MSMEs and retirees. Stakeholder engagement is governed by a Sustainability Policy under Board oversight and supported by transparent governance, whistleblowing mechanisms, ethical supplier management, measurable diversity indicators, and inclusive access initiatives such as Jenius and Jenius Daya, Program Daya financial literacy, and accessible service facilities. To build on this progress, SMBC Indonesia is encouraged to strengthen the measurement and public disclosure of inclusivity outcomes by enhancing impact-based metrics, expanding inclusive product innovation, and deepening stakeholder co-creation, thereby reinforcing accountability, responsiveness, and long-term resilience.

MATERIALITY

Our assessment found that SMBC Indonesia has a formal, structured materiality process applying a double materiality approach, supported by FGD with internal and external experts and stakeholder surveys to validate and prioritize topics. Impact and financial materiality are assessed based on actual and potential ESG impacts, risks, and opportunities, informed by regulations, benchmarking, and stakeholder input, then categorized using defined thresholds and integrated into the Sustainability Report, core strategy, risk management, and RAKB under Sustainability Committee oversight.

To build on this foundation, we recommend periodic refinement of the methodology with broader stakeholder representation, including vulnerable groups, and a stronger linkage between materiality outcomes, measurable ESG targets, and long-term planning to enhance credibility, comparability, and strategic relevance.

RESPONSIVENESS

SMBC Indonesia has demonstrated a strong commitment to responsiveness by proactively addressing stakeholder concerns through a collaborative, inclusive, and impact-oriented approach. The Bank manages material issues through governance embedded in its RAKB and RBB, aligning ESG priorities with measurable KPIs overseen by management and the Sustainability Committee. Engagement is supported by accessible grievance channels (including WBS and customer care platforms), with transparent disclosure of WBS reports and fraud cases, alongside ongoing social and environmental initiatives such as Program Daya, green financing, and conservation programs that support Indonesia's Net Zero Emission transition.

To build on these strengths, SMBC Indonesia is encouraged to strengthen continuous improvement by enhancing disclosure regarding service quality audits, grievance trend analysis, and follow-up actions.

IMPACT

SMBC Indonesia has demonstrated a strong commitment to assessing and managing the positive and negative impacts of its operations across environmental, social, and governance dimensions. The Bank has established comprehensive policies and procedures, including its Sustainability Policy, Environmental and Social Risk Assessment Procedure, ESG-Based Lending Procedure, and Corporate Banking Procedure to ensure responsible financing and impact mitigation. These are supported by a structured Three Lines of Defense framework, periodic evaluation by the Sustainability Committee, and strengthened governance through the establishment of a dedicated Sustainable Business Strategy (SBS) unit.

To further strengthen impact management, we recommend enhancing the measurement and public reporting of environmental and social outcomes, including a clearer linkage between sectoral policies, financed emissions, and measurable climate-related targets.

CONCLUSION ON THE ACCURACY AND QUALITY OF THE SPECIFIED SUSTAINABILITY PERFORMANCE

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

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

Jakarta, February 25th, 2026

PT Sucofindo Engagement Leader



AA1000
Licensed Report
000-432/V3-9YO05

Syaeful Bahrie

Certified Assurance Practitioner No. 10024117
Certified Sustainability Reporting Assurer No. A-PK213-2501-008



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Sucofindo is known for its high level of professionalism and competence, and its services are recognized not just in Indonesia, but also internationally. Sucofindo has a variety of technologies and equipment that helps them provide expertise and support their client's business objectives. Over the years, Sucofindo has gained a reputation for its reliability, integrity, and consistency with delivering quality services.



SUSTAINABLE DEVELOPMENT GOALS (SDGS) LINKS IN GRI STANDARDS

SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page	
 <p>1 NO POVERTY</p> <p>End poverty in all its forms everywhere</p>	Income, salary and benefits	GRI 202: Market Presence (2016)	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	107	
	Economic Development in areas of high poverty	GRI 203: Indirect Economic Impacts (2016)	203-2	Significant indirect economic impacts	120, 124-127, 133	
		GRI 207: Tax (2019)	207-1	Approach to tax	74	
				207-2	Tax governance, control, and risk management	74-75
				207-3	Stakeholder engagement and management of concerns related to tax	75
			207-4	Country-by-country reporting	75	
	Operations that have an impact on community	GRI 413: Local Communities (2016)	413-2	Operations with significant actual and potential negative impacts on local communities	133	
 <p>2 NO HUNGER</p> <p>End hunger, achieve food security and improved nutrition and promote sustainable agriculture</p>	Economic Performance	GRI 201: Economic Performance (2016)	201-1	Direct economic value generated and distributed	70	
	Economic Development in areas of high poverty	GRI 203: Indirect Economic Impacts (2016)	203-2	Significant indirect economic impacts	120, 124-127, 133	
	Operations that have an impact on community	GRI 413: Local Communities (2016)	413-2	Operations with significant actual and potential negative impacts on local communities	133	
 <p>3 GOOD HEALTH AND WELL-BEING</p> <p>Ensure healthy lives and promote wellbeing for all at all ages</p>	Economic development in areas of the highest poverty	GRI 203: Indirect Economic Impacts (2016)	203-2	Significant indirect economic impacts	120, 124-127, 133	
	Air Quality	GRI 305: Emission (2016)	305-1	Direct (Scope 1) GHG emissions	89	
			305-2	Energy indirect (Scope 2) GHG emissions	89	
			305-3	Other indirect (Scope 3) GHG emissions	89-91	
			305-6	Emissions of ozone depleting substances (ODS)	90	
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	90	
	Well-being	GRI 401: Employment (2016)	401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	108	

SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page		
 <p>4 QUALITY EDUCATION</p>	Training and education	GRI 404: Training and Education (2016)	404-1	Average hours of training per year per employee	112		
			404-2	Programs for upgrading employee skills and transition assistance programs	109-111		
<p>Quality Education</p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>							
 <p>5 GENDER EQUALITY</p>	Equal opportunity	GRI 2: General Disclosure (2021)	2-9	Governance structure and composition	137, 139		
			2-10	Nomination and selection of the highest governance body	140		
	Gender equality	Gender equality	GRI 202: Market Presence (2016)	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	107	
				GRI 203: Indirect Economic Impacts (2016)	203-1	Infrastructure investments and services supported	121, 129-130
			GRI 401: Employment (2016)		401-1	New employee hires and employee turnover	102-104
					401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	108
			GRI 404: Education and Training (2016)	401-3	Parental leave	108-109	
				404-3	Percentage of employees receiving regular performance and career development reviews	108-109	
				GRI 405-1: Diversity and Equal Opportunity (2016)	405-1	Diversity of governance bodies and employees	104-107
			405-2		Ratio of basic salary and remuneration of women to men	105	
Anti- discrimination	GRI 406: NonDiscrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	105			
Social impact of suppliers	GRI 414: Supplier Social Assessment (2016)	414-1	New suppliers that were screened using social criteria	74			
		414-2	Negative social impacts in the supply chain and actions taken	74			






SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
 <p>6 CLEAN WATER AND SANITATION</p>					
<p>Clean Water and Sanitation</p> <p>Ensure availability and sustainable management of water and sanitation for all</p>					
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	Energy Efficiency	GRI 302: Energy (2016)	302-1	Energy consumption within the organization	87
			302-2	Energy consumption outside of the organization	87
			302-3	Energy intensity	87
			302-4	Reduction of energy consumption	88
			302-5	Reductions in energy requirements of products and services	87
<p>Affordable and Clean Energy</p> <p>Ensure access to affordable, reliable, sustainable and modern energy for all</p>					
 <p>8 GOOD JOBS AND ECONOMIC GROWTH</p>	Work opportunity	GRI 102: General Disclosure (2021)	2-7	Employees	102
			2-8	Workers who are not employees	102
	Economic improvement	GRI 201: Economic Performance (2016)	201-1	Direct economic value generated and distributed	70
			Income, wages, and benefits	GRI 202: Market Presence (2016)	202-1
	202-2	Proportion of senior management hired from the local community			107
		GRI 203: Indirect Economic Impacts (2016)	203-2	Significant indirect economic impacts	120, 124-127, 133
			GRI 204: Procurement Practices (2016)	204-1	Proportion of spending on local suppliers
		GRI 302: Energy (2016)		302-1	Energy consumption within the organization
			302-2	Energy consumption outside of the organization	87
			302-3	Energy intensity	87
302-4			Reduction of energy consumption	88	
302-5			Reductions in energy requirements of products and services	87	


SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
	Training and Education	GRI 401: Employment (2016)	401-1	New employee hires and employee turnover	102-104
			401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	108
			401-3	Parental leave	108-109
		GRI 404: Training and Education (2016)	404-1	Average hours of training per year per employee	108-109
			404-2	Programs for upgrading employee skills and transition assistance programs	109-111
			404-3	Percentage of employees receiving regular performance and career development reviews	108-109
		GRI 405: Diversity and Equal Opportunity (2016)	405-1	Diversity of governance bodies and employees	104-107
			405-2	Ratio of basic salary and remuneration of women to men.	105
		GRI 406: Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	105
		GRI 408: Child Labor (2016)	408-1	Operations and suppliers at significant risk for incidents of child labor	102
		GRI 409: Forced or Compulsory Labor (2016)	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	102
		GRI 414: Supplier Social Assessment (2016)	414-1	New suppliers that were screened using social criteria	74
			414-2	Negative social impacts in the supply chain and actions taken	74
		 Industry, Innovation and Infrastructure Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Economic Performance	GRI 201: Economic Performance	201-1
Economic Development in areas of high poverty	GRI 203: Indirect Economic Impacts		203-1	Indirect economic impact	121, 129-130




SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
 <p>Reduced Inequalities</p> <p>Reduce inequality within and among countries</p>	Employment Opportunities	GRI 102: General Disclosure (2021)	2-7 2-8	Employees Workers who are not employees	102 102
	Economic Development in areas of high poverty	GRI: Tax (2019)	207-1	Approach to tax	74
			207-2	Tax governance, control, and risk management	74-75
			207-3	Stakeholder engagement and management of concerns related to tax	75
			207-4	Country-by-country reporting	75
			401-1	New employee hires and employee turnover	102-104
			404-1	Average hours of training per year per employee	112
	GRI 404: Training and Education (2016)	404-3	Percentage of employees receiving regular performance and career development reviews	108-109	
		GRI 405: Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men.	105
		 <p>Sustainable Cities and Communities</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable</p>	Infrastructure Investments	GRI 203: Indirect Economic Impacts (2016)	203-1
 <p>Responsible Consumption and Production</p> <p>Ensure sustainable consumption and production patterns</p>	Energy Utilization		GRI 302: Energy (2016)	302-1	Energy consumption within the organization
		302-3		Energy intensity	87
		302-4		Reduction of energy consumption	88
		302-5		Reductions in energy requirements of products and services	87
		Air Quality		GRI 305: Emission (2016)	305-1
	305-2		Energy indirect (Scope 2) GHG emissions		89
	305-3		Other indirect (Scope 3) GHG emissions		89-91
	305-6	Emissions of ozone depleting substances (ODS)	90		
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	90			
Information and Labeling of products and services	GRI 417: Marketing and Labeling (2016)	417-1	Requirements for product and service information and labeling	81	

SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
 <p>Climate Action</p> <p>Take urgent action to combat climate change and its impacts</p>	Economic Impact	GRI 201: Economic Performance (2016)	201-1	Direct economic value generated and distributed	70
	Energy use	GRI 302: Energy (2016)	302-1	Energy consumption within the organization	87
			302-2	Energy consumption outside of the organization	87
			302-3	Energy intensity	87
			302-4	Reduction of energy consumption	88
			302-5	Reductions in energy requirements of products and services	87
	Air Quality	GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	89
			305-2	Energy indirect (Scope 2) GHG emissions	89
			305-3	Other indirect (Scope 3) GHG emissions	89-91
			305-4	GHG emissions intensity	89
305-5			Reduction of GHG emissions	90	
 <p>Live Below Water</p> <p>Conserve and sustainably use the oceans, seas and marine resources for sustainable development</p>	Air Quality	GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	89
			305-2	Energy indirect (Scope 2) GHG emissions	89
			305-3	Other indirect (Scope 3) GHG emissions	89-91
			305-4	GHG emissions intensity	89
			305-5	Reduction of GHG emissions	90
			305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	90
			 <p>Life on Land</p> <p>Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</p>	Air Quality	GRI 305: Emissions (2016)
305-2	Energy indirect (Scope 2) GHG emissions	89			
305-3	Other indirect (Scope 3) GHG emissions	89-91			
305-4	GHG emissions intensity	89			
305-5	Reduction of GHG emissions	90			
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	90			



SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
 <p>Peace, Justice and Strong Institutions</p> <p>Promote peaceful and inclusive communities for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels</p>	Governance	GRI 102: General Disclosure (2021)	2-9	Governance structure and composition	137, 139
			2-10	Nomination and selection of the highest governance body	140
			2-11	Chair of the highest governance body	139
			2-15	Conflicts of interest	143
			2-17	Collective knowledge of the highest governance body	141
			2-19	Remuneration policies	141
			2-22	Statement on sustainable development strategy	4-5, 20-22, 44, 59-63
			2-23	Policy commitments	47-50, 142
			2-24	Embedding policy commitments	142, 144
			2-25	Process to remediate negative impacts	81
			2-26	Mechanisms for seeking advice and raising concerns	147-148
			2-27	Compliance with laws and regulations	149
			Anti-corruption	GRI 205: Anti-corruption (2016)	205-1
	205-2	Communication and training about anticorruption policies and procedures			146-147
	205-3	Confirmed incidents of corruption and actions taken			147
	206-1	Legal actions for anticompetitive behavior, anti-trust, and monopoly practices			149
	408-1	Operations and suppliers at significant risk for incidents of child labor			102
	410-1	Security personnel trained in human rights policies or procedures			114
	414-1	New suppliers that were screened using social criteria			74
	GRI 414: Supplier Social Assessment (2016)	GRI 414: Supplier Social Assessment (2016)	414-2	Negative social impacts in the supply chain and actions taken	74
417-2			Incidents of noncompliance concerning product and service information and labeling	81	
			Incidents of non-compliance concerning marketing communications	81	
GRI 418: Customer Privacy (2016)			GRI 418: Customer Privacy (2016)	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data

SDG's	Business Theme	GRI Standard Relevance	Disclosure	Title Disclosure	Page
 <p>17 PARTNERSHIPS FOR THE GOALS</p> <p>Partnership for the Goals</p> <p>Strengthen the means of implementation and revitalize the global partnership for sustainable development</p>	Tax	GRI: Tax (2019)	207-1	Approach to tax	74
			207-2	Tax governance, control, and risk management	74-75
			207-3	Stakeholder engagement and management of concerns related to tax	75
			207-4	Country-by-country reporting	75



GRI CONTENT INDEX

Statement of use	SMBC Indonesia has reported in accordance with GRI Standards for the period of January 1, 2025, to December 31, 2025.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard	GRI G4 Financial Services Sector Disclosure

GRI Standard	No.	Disclosure Title	Page
GRI 2 General Disclosure 2021	THE ORGANIZATION AND ITS REPORTING PRACTICES		
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	2-2	Entities included in the organization's sustainability reporting	35
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	2-7	Employees	102
	2-8	Workers who are not employees	102
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	2-9	Governance structure and composition	137, 139
	2-10	Nomination and selection of the highest governance body	140
	2-11	Chair of the highest governance body	139
	2-12	Role of the highest governance body in overseeing the management of impacts	47, 139-140
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	2-15	Conflicts of interest	143
	2-16	Communication of critical concerns	142
	2-17	Collective knowledge of the highest governance body	141
	2-18	Evaluation of the performance of the highest governance body	47, 140
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2-22	Statement on sustainable development strategy	4-5, 20-22, 44, 59-63	
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GRI Standard	No.	Disclosure Title	Page
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	3-3	Management of material topics	156-164
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	201-2	Financial implications and other risks and opportunities due to climate change	57
	201-3	Defined benefit plan obligations and other retirement plans	109
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GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	107
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GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	74
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B.6.3	Does the company have a reward/compensation policy that accounts for the performance of the company beyond short-term financial measures?	100, 108
B.7	Stakeholders including individual employee and their representative bodies, should be able to freely communicate their concerns about illegal or unethical practices to the board and their rights should not be compromised for doing this.	
B.7.1	Does the company have a whistle blowing policy which includes procedures for complaints by employees and other stakeholders concerning alleged illegal and unethical behaviour and provide contact details via the company's website or annual report?	144-145, 147
B.7.2	Does the company have a policy or procedures to protect an employee/person who reveals alleged illegal/unethical behaviour from retaliation?	148
Level 2 - Bonus Items		
B.B	Sustainability and Resilience	
(B).B.11	Does the company disclose how it manages climate-related risks and opportunities?	52
(B).B.12	Does the company disclose that its Sustainability Report/Sustainability Reporting is externally assured?	154, 168-169
(B).B.13	Does the company disclose the engagement channel with stakeholder groups and how the company responds to stakeholders' ESG concerns?	149-151
(B).B.14	Does the company have a unit/division/committee who is specifically responsible to manage the sustainability matters?	46
(B).B.15	Does the company disclose board of directors/commissioners' oversight of sustainability-related risks and opportunities?	140
(B).B.16	Does the company disclose the linkage between executive directors and senior management remuneration and sustainability performance for the previous year?	141
(B).B.17	Is the company's Whistle Blowing System managed by independent parties/institutions?	147

FEEDBACK SHEET

[OJK G.2]

Your Profile (Please fill out the form below)

name: _____

Institution/company: _____

E-mail: _____

Phone/HP: _____

Stakeholder groups:

- | | | |
|---|---|--|
| <input type="checkbox"/> Shareholders/Investors /Investor | <input type="checkbox"/> Customers | <input type="checkbox"/> Employees |
| <input type="checkbox"/> Trade Unions | <input type="checkbox"/> Media | <input type="checkbox"/> Suppliers |
| <input type="checkbox"/> Community Organizations/NGO | <input type="checkbox"/> Government/OJK | <input type="checkbox"/> Business Organization |

Others: _____

How would you rate the content of this report:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
This report is easy to understand					
This report is useful					
This report describes the performance of Financial Services Institutions in sustainable development					
How would you rate the materiality level on the following topics:	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Economic performance					
Indirect economic impact					
Sustainable financial performance					
Education and training					
Employment					
Customer privacy					
Anti-Corruption					
Environmental performance					

Please provide your suggestions or comments on this report:



20 Sustainability 25 Report

PT Bank SMBC Indonesia Tbk

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