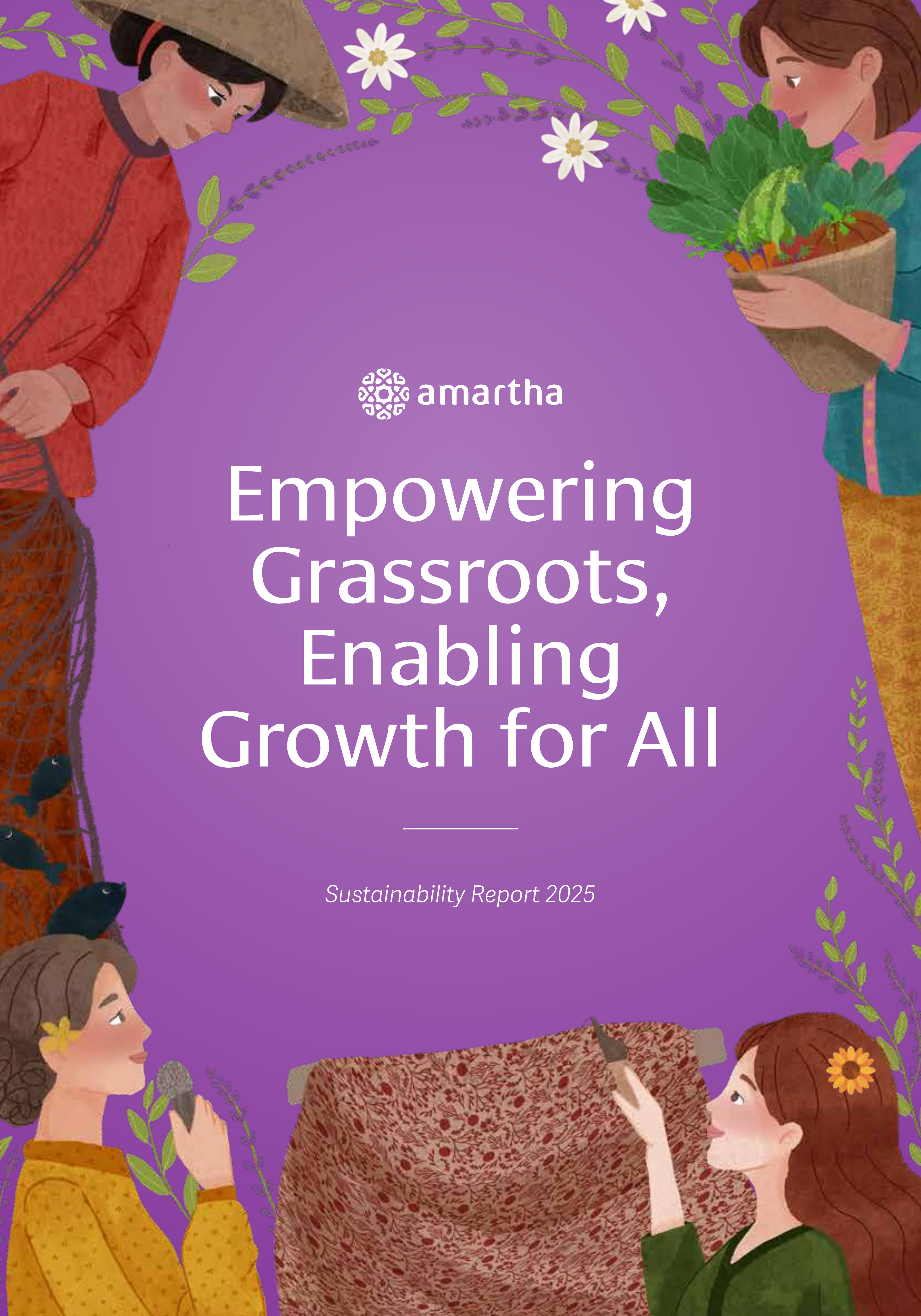

amartha

Empowering Grassroots, Enabling Growth for All

Sustainability Report 2025

Empowering Grassroots, Enabling Growth for All

Sustainability Report 2025

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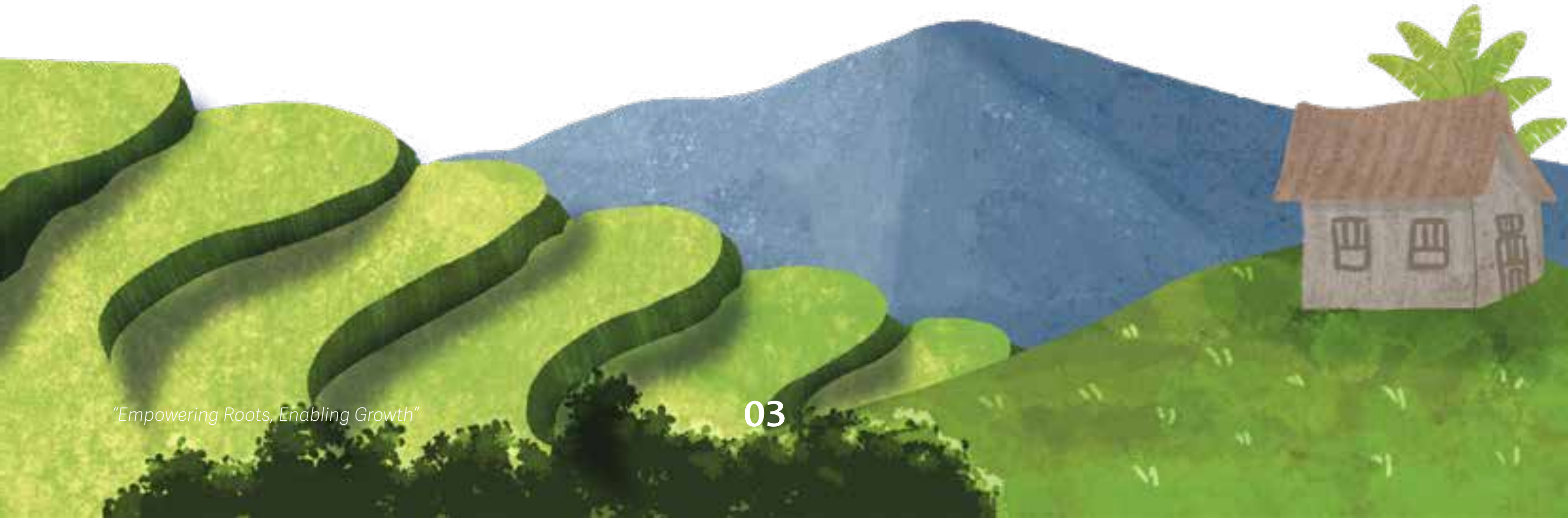

"

I used to struggle as a farmer and plantation worker, but with support from Amartha, I started a small kiosk that has grown into a grocery stall and fuel station. Today, my family and I run the business together and earn enough to build the home I once only dreamed of."

Tya,
Small Pop-up Store

Chapter 1

Sustainability Report Information

A. Scope

(GRI 2-2; POJK No. 51 5.2)

The scope of this report covers Amartha's operations across Indonesia under Amartha Financial Group and its subsidiaries.

B. Reporting Cycle & Reporting Period

(GRI 2-3)

Amartha is committed to publishing a sustainability report every year. This report provides disclosure for the period January 1, 2025 to December 31, 2025.

C. Feedback channel

(GRI 2-3; UNGC G.8)

We aim to continuously improve our sustainability report. For any questions, suggestions, or feedback, email us at: esg@amartha.com. We invite you to provide your suggestions for enhancing this Sustainability Report by completing our feedback form.

D. External assurance

(GRI 2-5; POJK No. 51 9.1; UNGC G.13)

The report has been reviewed and verified by an internal team to ensure the accuracy and conformity of data published.

amartha

E. Head office address

(GRI 2-1; POJK No.51 5.2)

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

Chapter 2

Amartha at a Glance

A. Message from CEO

(POJK No. 51 6.1; POJK No. 51 6.2; POJK No. 51 6.3; WEP 1A)

In a year of shifting economic conditions and rising climate risks for rural MSMEs, Amartha strengthened support for women entrepreneurs who drive village economies. Sustainability remains a core value that reinforces long-term resilience and inclusive growth at the grassroots.

Climate impacts are increasingly affecting income stability, business continuity, and household security, particularly for women-led MSMEs in disaster-prone regions such as North and West Sumatra. These conditions underscore the urgency of building climate resilience into financial inclusion efforts.

Amartha expanded the AmarthaFin ecosystem to help more grassroots users access digital financial services, cashless transactions, and learning tools that support better financial decisions. These efforts address key sustainable finance priorities, including digital inclusion, economic resilience, and climate risk management.

Inclusive finance continued to deliver tangible impact, with borrowers reporting higher incomes, business expansion, and job creation. Through responsible lending, financial literacy support, and community initiatives such as environmental programs and education support, Amartha advances sustainable finance as part of its long-term strategy for an inclusive and resilient grassroots economy.

Andi Taufan Garuda Putra

Founder and CEO, Amartha Financial

B. ESG Highlights

(GRI 203-1; GRI 304-3; GRI 306-4; GRI 413-1; POJK No. 51 8.2; POJK No. 51 8.3; POJK No. 51 8.4; UNGC E.17; UNGC E.19; WEP 6A)

Throughout 2025, Amartha strengthened its efforts in environmental sustainability, social impact, and responsible governance.

1. **Amartha Lestari**
   - 12,830 trees planted
   - 71,09% of waste recycled

2. **Amartha Madani**
   - 98,224 borrowers hired their first employee
   - 94% of borrowers' annual income experienced an increase as a direct result of working capital provided by Amartha
   - 310 scholarship awardees
   - 31,006 women borrowers assisted as part of the disaster relief program

3. **Amartha Bestari**
   - "Gold" rating for Client Protection Certification
   - 6 awards
   - 3 new ESG-supportive policies
   - 1 client protection training developed

C. Awards & Recognitions

(GRI 203-1; GRI 413-1; WEP 6A)

Winner of Best Financier for Women Entrepreneurs – Asia at the 2025 Global SME Finance Awards.

- The Global SME Finance Forum is the annual flagship event of the SME Finance Forum, showcasing the latest innovations and best practices in SME financing.
- This global recognition reinforces Amartha's commitment to advance financial inclusion and empower micro and small businesses in rural Indonesia by supporting women entrepreneurs.

Winner of Kompas Lestari Awards on Sustainable Product & Services for AmarthaFin

- The theme of 2025's Kompas Lestari Awards is "Thriving Together and Cultivating Resilience for Sustainable Future with the Product & Services" honouring organizations that deliver innovative and sustainable products or services in Indonesia that create environmental, social, and economic benefits.
- Through AmarthaFin, Amartha allows the creation of inclusive and sustainable financial access for grassroots communities in Indonesia.

Winner of Employer Branding & Talent Acquisition, Learning & Development, and Reward Management & Retention Strategy from SWA HR Excellence Awards 2025

- The SWA HR Excellence Awards celebrates companies with outstanding human capital management practices that drive real impact. The evaluation spans key strategic areas such as employer branding, talent acquisition, employee development, and retention.
- Amartha has been recognized for successfully building a meaningful and inclusive employer branding while attracting top talents aligned with the company's mission.

"Gold" category winner for Economic Empowerment from Indonesia Social Responsibility Award 2025

- The Indonesia Corporate Sustainability Awards awards corporations, organisations and leaders that are committed to the growth of sustainable business in Indonesia.
- Amartha received a "Gold" award in the category of Economic Empowerment. This award was given for Amartha's success in implementing its Corporate Social Responsibility program "From the Grassroots, for the Future" which encourages improved community welfare to achieve inclusive and sustainable growth.

Best Companies to Work For in Asia (Indonesia Chapter) and The Most Caring Company from HR Asia Awards 2025

- The HR Asia Awards is a renowned event that celebrates companies across Asia for their genuine contributions and impact in creating exceptional employee experiences and work environments.
- Amartha was recognized at the HR Asia Awards 2025 as one of the Best Companies to Work For in Asia (Indonesia Chapter) for the third consecutive year. The company also received the Most Caring Company award for the second year in a row, reflecting Amartha's continued commitment to fostering a supportive and inclusive workplace culture.

Best Company in Creating Leaders from Within 2025 from SWA

- The SWA Awards is a national award given by SWA Media Group in collaboration with NBO Indonesia.
- Amartha was recognized as one of the Best Companies in Creating Leaders from Within 2025 by SWA, reaffirming Amartha's commitment to nurturing and growing internal talent through strong human resources and leadership development programs.

D. About Amartha

I. Legal Name (GRI 2-1; POJK 5.2)

Amartha Financial Group (Amartha). Amartha's subsidiaries include:

- PT Amartha Mikro Fintek (AMF)
- PT Amartha Warbler Finance (AWF)
- PT Amartha Finansial Asia (AFA)

II. Nature of Ownership & Legal Form (GRI 2-2)

Amartha Financial Group is a limited liability company (Perseroan Terbatas) based in Indonesia, which operating entities are licensed and supervised by Otoritas Jasa Keuangan (OJK) and Bank Indonesia (BI).

III. Location of Headquarters (GRI 2-1)

The company's headquarter is located in Jakarta, Indonesia

IV. Countries of Operations (GRI 2-1)

Indonesia

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amartha AFA PT. Amartha Finansial Asia AWF PT. Amartha Warbler Finance

139,840 borrowers
85 points
Kalimantan

334,740 borrowers
131 points
Bali & Nusa Tenggara

506,634 borrowers
211 points
Sulawesi

1,664,086 borrowers
802 points
Java

1,312,591 borrowers
547 points
Sumatra

Empowered **3,91 million** women

as of December 2025

V. Operational Area (GRI 2-6; GRI 203-1; GRI 203-2; POJK 5.3; WEP 5B)

Amartha has empowered a cumulative of 3.91 million women-led micro, small, and medium enterprises (MSMEs) entrepreneurs throughout Java, Sumatra, Sulawesi, Kalimantan, Bali, and Nusa Tenggara. As of December 2025, Amartha has cumulatively disbursed more than IDR 46.38 trillion funds from mostly urban and institutional lenders. As many financing facilities remain concentrated in Java, Amartha continues to expand in underserved areas beyond Java with 57.9% of disbursements allocated to borrowers outside Java.

E. Our Services

I. Products, Services, and Business Activities Carried Out

(GRI 2-6; POJK 5.4; WEP 5A; WEP 5B)

In Indonesia, around 50 million micro and small enterprises have no access to formal banking services, over half of which are owned or operated by women. To bridge this gap, Amartha provides affordable and flexible financial solutions for women ultra-micro and micro enterprises (MSMEs), the heart of rural economies.

Amartha mobilizes funding from both institutional partners, such as development finance institutions, commercial and rural banks, as well as individual retail investors. This inclusive approach allows underserved borrowers to improve their financial credit standing. To assess the unique characteristics of grassroots communities, Amartha has developed a proprietary artificial intelligence (AI) based credit scoring system, A-Score. By incorporating contextual indicators unique to grassroots economies, Amartha enables more accurate risk assessments, helping lenders make informed investment decisions.

Supported by 7,373 field employees known as Business Partners, Amartha implements a hybrid service model. Amartha's Business Partners are crucial in facilitating in-person gatherings, transactions, and providing financial and digital literacy for MSMEs.

II. Inovation and Development of Sustainable Financial Products and/or Services

(GRI 2-6; GRI 203-1; GRI 203-2; POJK 5.4; WEP 5A; WEP 5B; WEP 5C)

MSME entrepreneurs in rural areas do not have collateral, credit history, and access to banking. A-Score takes into account the complexities of rural areas and the grassroots economy. By digitalizing the process from application to disbursement, Amartha makes women-led MSMEs easier to apply for funding through:

1. Deploying field officers to build trust with village communities,
2. Engaging women through community programs and social media campaigns,
3. Enhancing efficiency with digital processes via AmarthaFin Apps, covering cashless disbursement, bill payments, and insurance, and
4. Designing tailored loans for women MSMEs, with flexible weekly repayment and ticket sizes from USD 300 to 1,000.

Amartha drives inclusive and sustainable financial transformation with products tailored to grassroots needs.

Amartha's products

1. Group loan

A group business loan for 10–15 individuals who share repayment responsibility, secured by social trust instead of collateral.

2. Modal

A fully digital Grameen-style loan for selected partners, offering fast, flexible, and recurring disbursements.

3. Loan channeling

A credit scheme where Amartha connects financial institutions with MSMEs borrowers, using its digital platform for efficient and transparent fund distribution.

4. Embedded lending

A lending service which allows companies to embed business loans into their platforms using Amartha's underwriting and flexible revenue-sharing schemes.

5. Poket

A digital wallet in app for loan payments, money transfers, investments, bill payments, top-ups, and digital purchases.

6. AmarthaLink

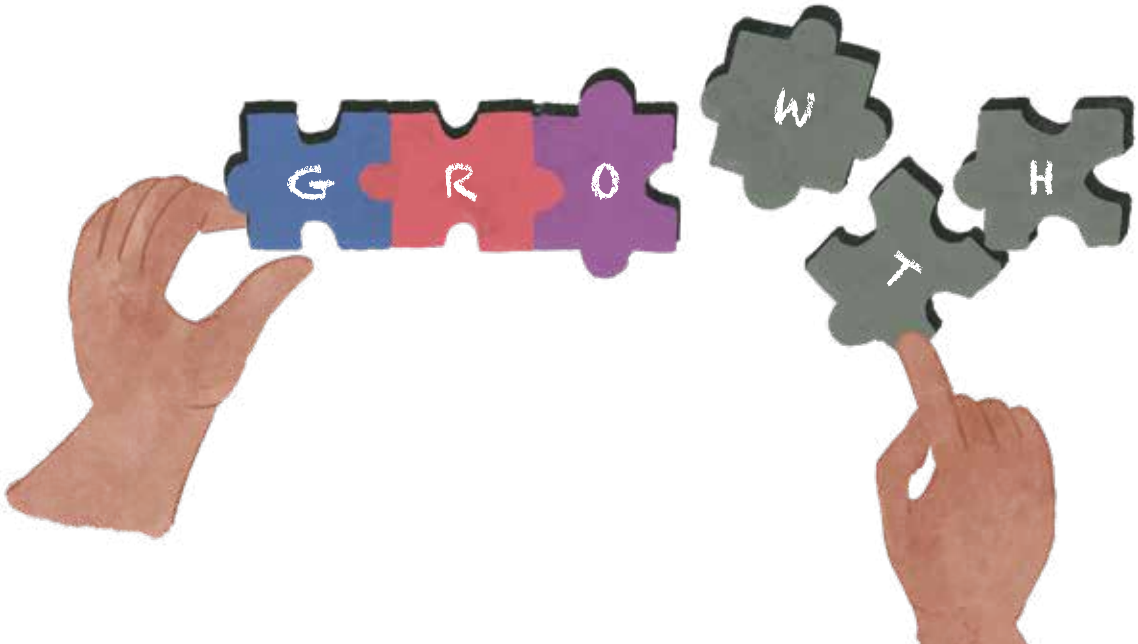
An agent network delivering digital financial services to underserved areas via the AmarthaFin app, reducing reliance on banking services.

7. Celengan

An investment starting from IDR 10,000 with up to 7% per annum (p.a.) returns, supporting goals like children's education and emergency funds.

8. Amartha Prosper

Premium investment service offering priority support, real-time portfolio monitoring, and deeper social impact to support Indonesian MSMEs.



III. Requirements for Service Information and Labeling

(GRI 417-1; GRI 417-2; POJK 8.5)

As part of our commitment to transparency and regulatory compliance, Amartha ensures that all terms (100%), conditions, and fees are clearly communicated in simple Indonesian, avoids misleading claims, discloses potential risks, and protects customer data privacy.

Each borrower receives a loan contract, accessible through the AmarthaFin App for digital borrowers or provided as a physical copy for non-digital borrowers. The General Terms and Conditions are available on the website, and the supporting documents clearly outline the criteria for early repayment and the consequences of late payments.

The Marketing, Legal, and Impact Department, regularly reviews marketing materials to ensure compliance with OJK, AFPI, and relevant advertising standards. Amartha ensures that every marketing communication accurately represents the products and services provided, avoids misleading claims, and aligns with the company's values of transparency and integrity.

IV. Incidents of Non-Compliance Concerning Product and Service Information and Labeling

(GRI 417-2; POJK 8.5)

In the reporting period 2025, Amartha does not have any incidents of non-compliance concerning product and service information and labeling.

V. Incidents of Non-Compliance Concerning Marketing Communications

(GRI 417-3; POJK 8.5)

In the reporting period 2025, Amartha does not have any incidents of non-compliance concerning marketing communications.

F. Mission

(POJK No. 51 5.1; WEP 6A)

Amartha is a financial technology (FinTech) company with a mission of realizing shared prosperity through the development of digital financial infrastructure for the grassroots economy. —— **Amartha's Mission**

G. Values

(GRI 2-23; POJK No. 51 5.1; WEP 1D)

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

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

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

3. **Customer-driven**
   Ability to identify customer needs both internal and external and ensure customer-oriented decision making.

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

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

6. **Planning & Organizing**
   Making plans for completing tasks, including optimizing the use of resources to achieve agreed targets and goals.

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

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

H. Our Journey

(GRI 2-1; GRI 2-6; GRI 203-1; GRI 203-2; POJK No. 51 5.3; POJK No. 51 7.5; UNGC HR.6; WEP 5A)

Founded in 2010, Amartha began its mission to empower grassroots communities by connecting rural women-led micro, small, and medium enterprises (MSMEs) with access to affordable capital. Amartha began in a small village in Bogor, West Java, Indonesia, through a cooperative-based microfinance model. Between 2015-2018, Amartha's journey evolved into a financial technology company by adopting a peer-to-peer (P2P) lending model. Moving forward, Amartha is expanding beyond lending to offer a multi-product ecosystem through AmarthaFin, while staying focused on empowering rural communities, women, and micro-entrepreneurs to thrive in a more inclusive digital economy.

I. Our Network of Impact Makers

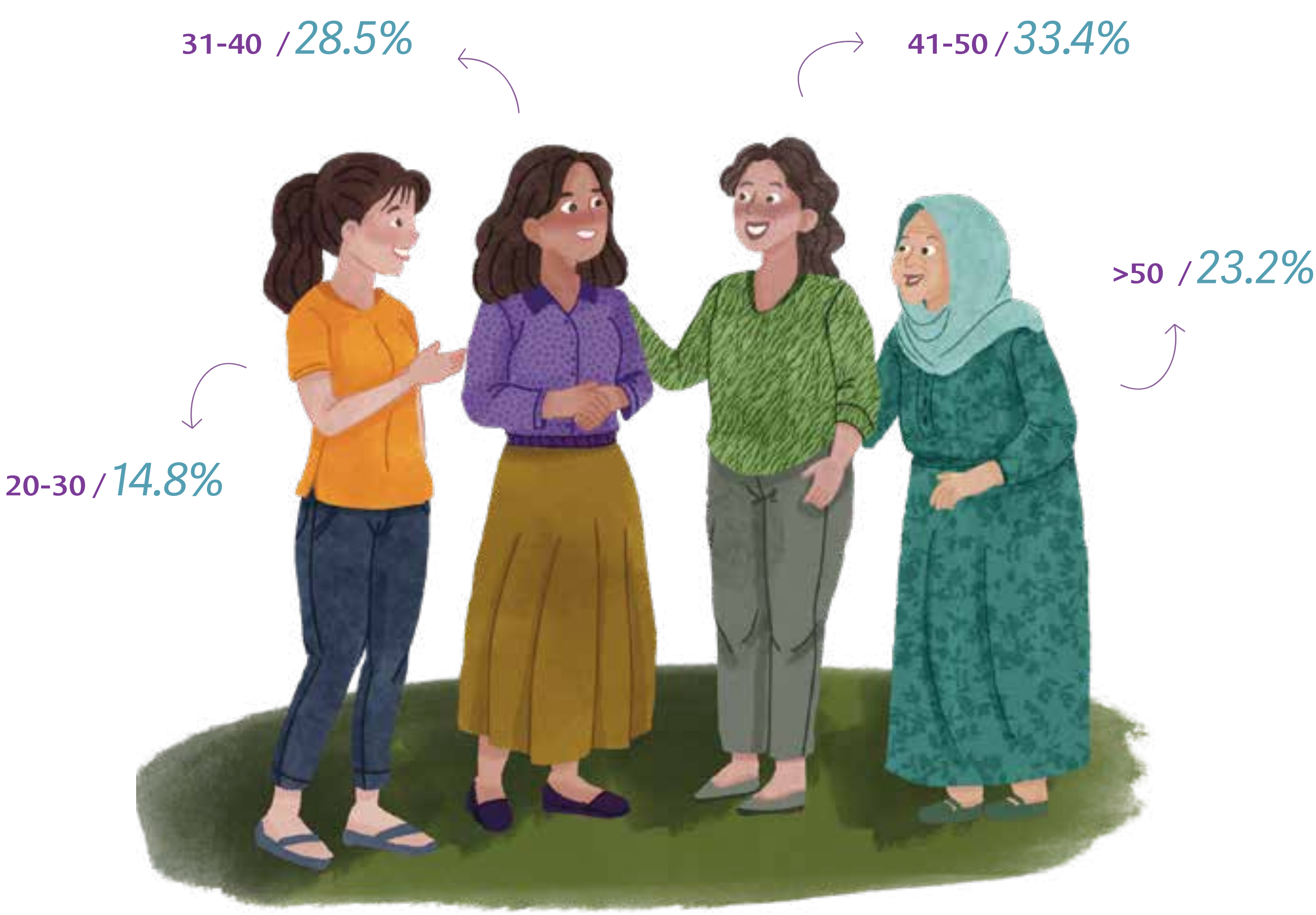
(GRI 2-6; GRI 203-1; GRI 203-2; GRI 413-1; POJK No. 51 5.3; POJK No. 51 8.3)

Amartha's team of impact makers reached 9,601 team members. Our impact makers include the engineering, product, business, and support functions team at our Head Office, as well as field team members. The commitment of internal stakeholders strengthens our impact on the grassroots economy.

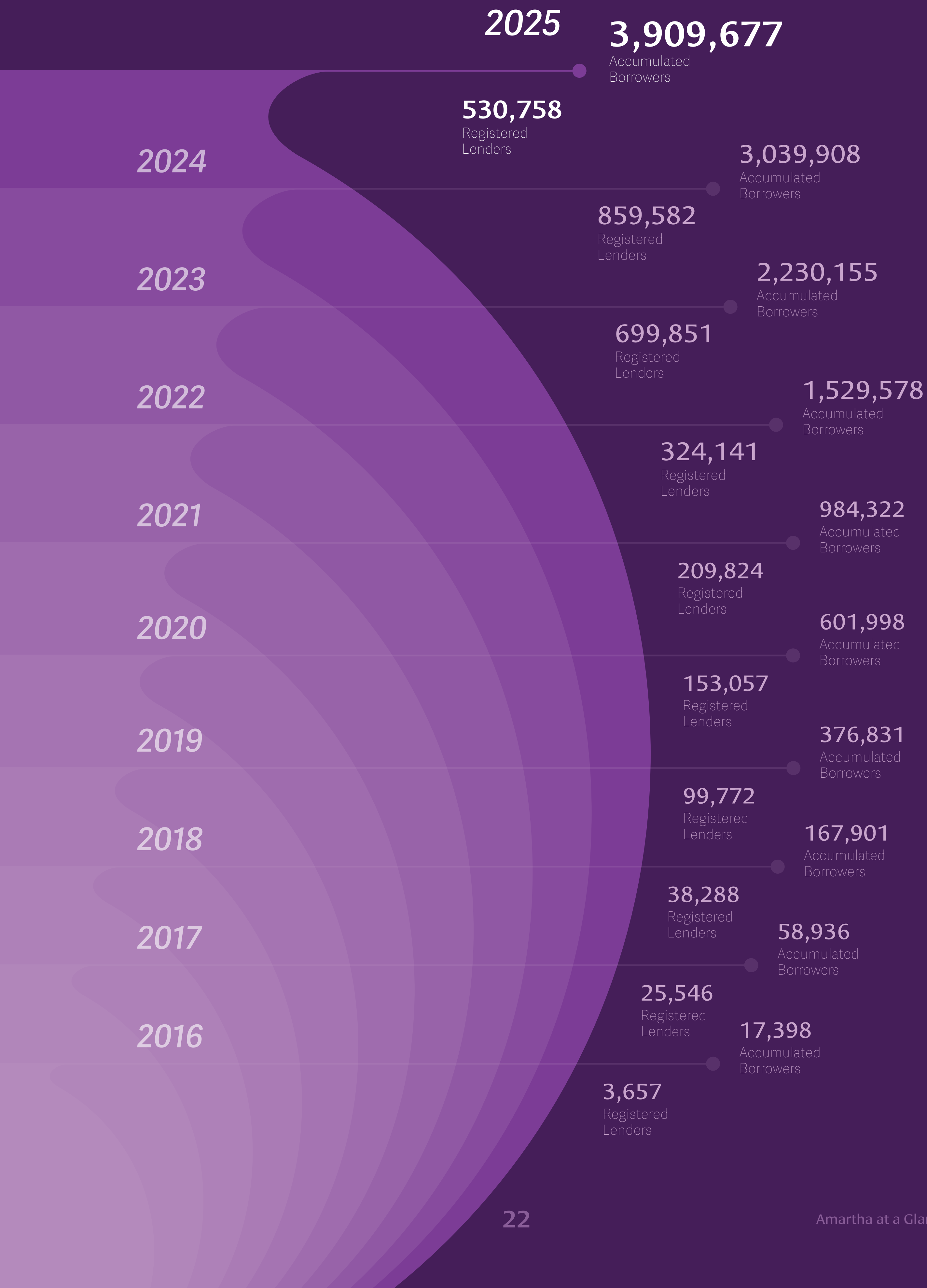
Active lenders	8,042
Institutional channeling lenders	40
Women-led MSMEs empowered	3,909,677
AmarthaLink agents	134,000
Strong team members	9,601

In 2025, Amartha cumulatively disbursed over IDR 46.38 trillion to 3.91 million women-led micro, small, and medium enterprises (MSMEs), supported by 8,042 active lenders and 27 institutional investors and lenders. Although the number of lenders decreased compared to the previous year, this indicates an increase in the average ticket size per lender. The average ticket size for individual lenders reached IDR 4,000,000 (USD 235.17), reflecting stronger participation per lender. Most of our borrowers fall within the 41–50 age group (33.4%) and the 31–40 age group (28.5%), indicating that Amartha primarily serves women in their productive years. This underscores Amartha's continued commitment to empowering women entrepreneurs and supporting their economic resilience and prosperity.

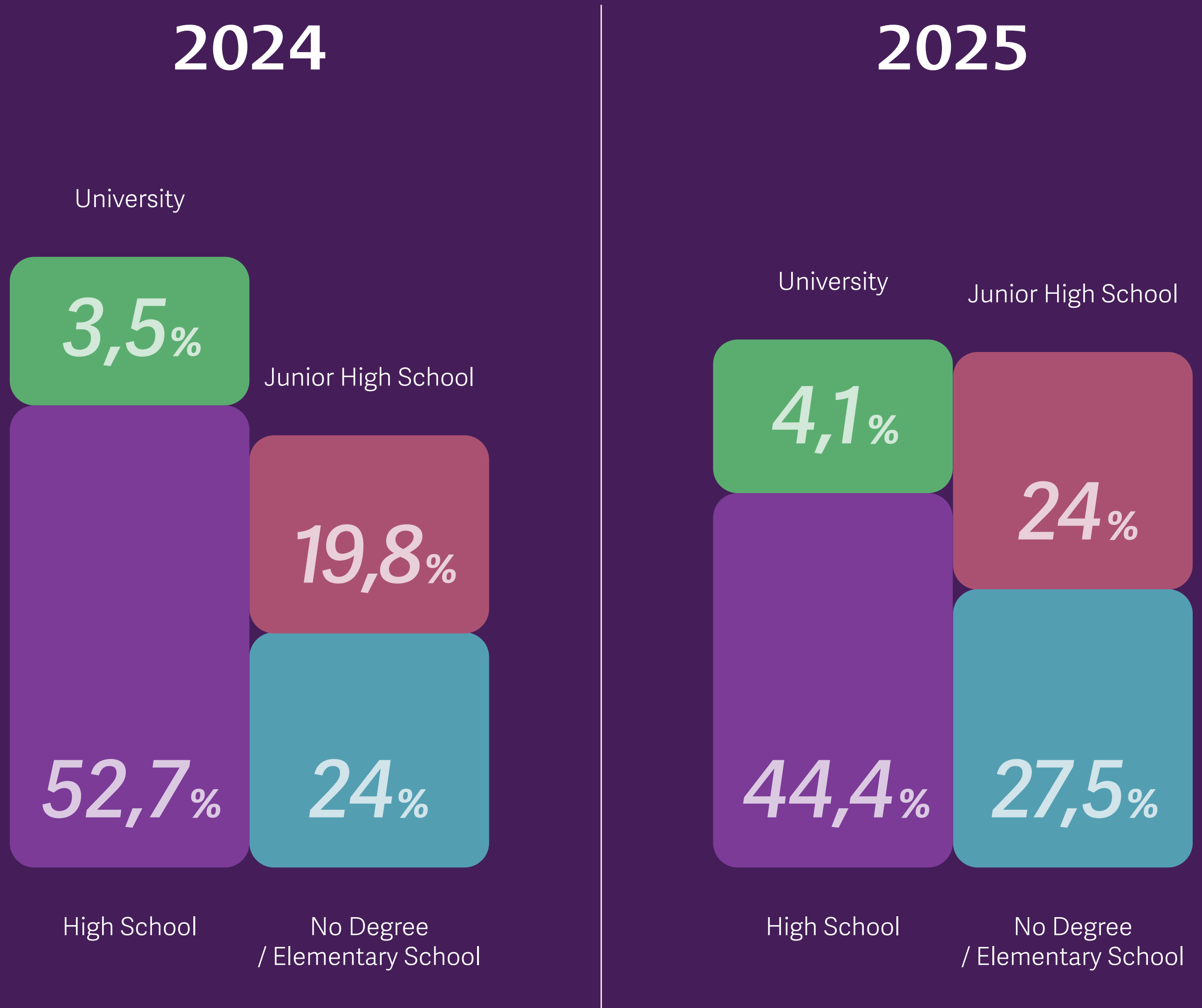
Borrowers Age Group



Lenders and Borrower's Growth Over the Years



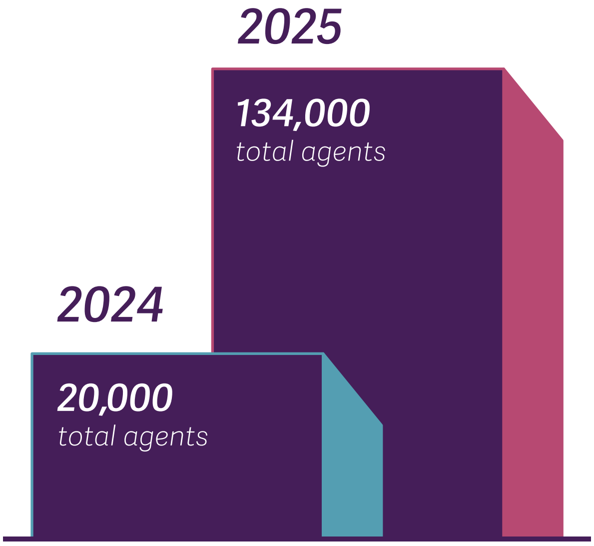
Borrower Education Level



Even though high school education is mandatory and tuition fees are funded by the government, only 44.4% of our borrowers hold a high school diploma. One of Amartha's goals is to increase the educational level of children in the family. With the working capital loan from Amartha, borrowers are able to grow their businesses without having to compromise their children's education. This ensures the future generation would be able to pursue higher education, improving the family's welfare.

Business Sector of Borrowers

A majority of Amartha borrowers engaged in trading activities (57%), independent retail business operating from their homes and selling goods within their village communities. After the trading, the second and third largest industries are smallholder agriculture (19%) and home industries (8%). Trading is the most popular activity due to low risk, high adaptability, and generate stable daily income.



AmarthaLink Agents

AmarthaLink agents are dedicated to delivering financial solutions that better serve the grassroots market. They offer a wide range of services, including mobile credit and data packages, bill payments, instant transfers to various banks, e-wallet and e-money top-ups, electricity token purchases, BPJS payments, and game vouchers. Through AmarthaLink, Amartha reflects commitment to creating broader reach in rural areas beyond MSMEs financing.

Chapter 3

Amartha's ESG Strategy

A. Materiality Assessment

(GRI 2-29; GRI 3-1; GRI 3-2; POJK No. 51 7.3; UNGC G.6; UNGC G.6.1; UNGC G.7; UNGC G.7.1; UNGC HR.1; UNGC E.12; WEP 1C)

Approach in ESG Integration

As part of the materiality assessment process, Amartha engaged key stakeholders, including the Board of Directors, employees, investors, customers, and policymakers, to identify the Environmental, Social, and Governance (ESG) topics most relevant to our business. To strengthen governance, Amartha has established an ESG management committee to ensure alignment of sustainability goals with business goals in 2023.

How we integrate ESG into business operations
ESG (Environmental, Social, and Governance)

1. We use ESG as a mitigation strategy

2. We make assessments based on ESG to accept and channel funds

3. We consider ESG to make impactful investments

Materiality Assesment

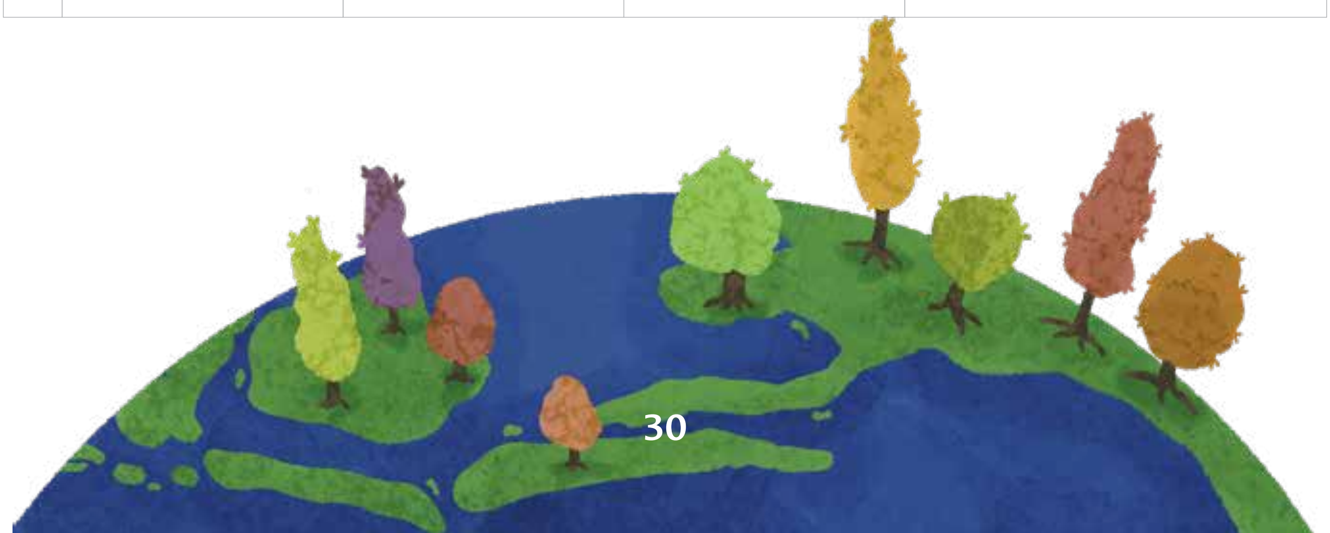
Through the materiality assessment, Amartha identifies and prioritizes key sustainability issues that influence stakeholder expectations and business performance. As part of the company's effort to address the impacts of climate change, Amartha has identified related risks and opportunities in the "Environmental" section of its materiality assessment, along with appropriate mitigation strategies.

Amartha's Materiality Assesment Table

No	Issue	Cause	Effect	Risk Mitigation
Economy				
1.	Inability to retain and attract new borrowers (Partners)	Partners choose to borrow from another institution	Decreased revenue	• Carry out regular engagement and assistance • Offer new products that suit the needs of Partners • Offer additional value beyond lending activities
2.	Mismatch between financing needs (demand) and funding availability (supply)	Demand for financing is growing faster than the funds availability from lenders	Failed disbursement and complaints from Partners	• Conduct simulations and planning as well as collaborating with banking institutions (super-lenders) • Open debt-financing facilities from foreign investors
3.	Partner portfolio quality deteriorates (high non-performing loans (NPL))	Inaccurate credit worthiness assessment	Repayment failure resulting in losses for the lender and Amartha	• Create an adaptive and predictive credit scoring engine to reduce default risk • Diversify the portfolio in accordance with regional risk exposure
4.	Service stops due to system failure or technical disruption	The transaction support provider service is interrupted or there are bugs in the Amartha application	Financial and reputational losses	• Execute business continuity plan scenarios • Ensure every software development go through a strict Quality Assurance (QA) process

Amartha's Materiality Assesment Table

No	Issue	Cause	Effect	Risk Mitigation
		Environmental		
1.	Repayment failure due to natural disaster impacts	Climate change increases the risk of extreme weather and natural disasters event	NPL increases and financial loss	• Create programs for handling non-performing loans specifically for areas that are vulnerable to climate change • Conduct a climate resilience research to understand MSMEs challenges and opportunities
2.	Reduced repayment due to declining income from climate-affected natural resources	Climate change causing long-term degradation, declining natural resources productivity, and depletion of natural resources	NPL increases and financial loss	• Carry out counseling (by the facilitator) for Partners who are at risk of being directly affected by climate change • Create an exclusion list • Integrate environmental and social (E&S) risk considerations into loan assessments
3.	Partner's living environment is located in area prone to disasters (flooding and landslides)	Deforestation and environmental degradation/damage resulting in floods and landslides in the Partner's living area	NPL increases and financial loss	• Plant trees in areas affected by deforestation or environmental degradation surrounding Partner communities



Amartha's Materiality Assesment Table

No	Issue	Cause	Effect	Risk Mitigation
		Social		
1.	Partner welfare does not improve	Partner experience over- indebtedness due to limited understanding of financial management	Repayment failure leading to disruptions in group loan performance	• Implement mandatory financial management training and use the system to prevent Partners from accumulating excessive debt or financing • Incorporate Client Protection Principles into all aspects of operations
2.	Employee engage in unethical billing practices and violate the code of conduct	Lack of ethical awareness and discipline among field officers in adhering to Standard Operating Procedures	Reputational damage and reduced Partner trust	• Certification of collection and periodic training related to the ethical billing process in accordance with the code of conduct • Regular training refreshments from People and Culture Team to build the Amartha culture
		Governance		
1.	Money laundering risk both on the side of Partners and lenders	Due diligence process that is not in accordance with the procedure	Bad reputation and potential legal risks	• Implementing regulations from the Financial Services Authority and the Financial Transaction Reports and Analysis Center related to anti–money laundering and counter– terrorism financing, as well as conducting customer screening using dedicated compliance software

Amartha's Materiality Assesment Table

No	Issue	Cause	Effect	Risk Mitigation
Governance				
1.	Fraud, embezzlement, and other operational risks occur in the field	Suboptimal supervision from supervisors and weak control infrastructure	Financial loss for the company and reduced public confidence	• Implement triple line of defense: internal control on the business side, risk management supervision and internal audit • Establish a surveillance system to help predict potential fraud
2.	Customer data leak	Suboptimal supervision from supervisors and weak control of infrastructure security	Bad reputation and potential legal risks	• Carry out ISO27001 and IT Governance procedures to manage the company's information security • Conduct internal training to raise awareness on customer data protection

Key Lessons Learned from Amartha's Materiality Assessment

Through the materiality assessment process, we learned the importance of strengthening stakeholder engagement, refining material sustainable issues for the company, and enhancing alignment between our sustainability strategy and business objectives. A summary of the key lessons learned from Amartha's sustainability strategy highlights the importance of the following:

- Understanding stakeholder expectations and evolving business requirements
- Considering climate change issues, as climate risk is becoming a business risk
- Securing top management support to ensure the sustainability strategy is aligned with the company's overall business metrics and sustainability performance targets
- Ensuring continuous review and adaptability because sustainability issues are not static and must meet the evolving stakeholder expectations, business priorities, and market dynamics.

B. Risk Assessment

(GRI 2-12; GRI 2-13; GRI 2-14; POJK No. 51 7.3; UNGC G.6; UNGC G.6.1; UNGC G.7; UNGC G.7.1; UNGC HR.4; UNGC HR.6)

Amartha assesses economic, environmental, social, and governance risks that may affect business sustainability. The Board, ESG Committee, Impact & Sustainability Division, and related teams take part in the process. The results shape the company's five-year Environmental, Social, and Governance (ESG) priorities and help identify key issues to keep the business sustainable and competitive.

C. Stakeholder Engagement

(GRI 2-29; GRI 413-1; POJK No. 51 7.4; UNGC HR.3; UNGC L.2; WEP 1C)

Stakeholder engagement plays a vital role in implementing sustainability initiatives and advancing diversity and equality. Amartha has identified the following stakeholders, mechanism of engagement and frequency of engagement. This stakeholder engagement approach enables Amartha to meaningfully engage relevant stakeholders and proactively address their concerns.

Stakeholder Engagement Mapping Table

No	Stakeholder	Stakeholder's Priority Concern	Mechanism of Engagement	Frequency of Engagement
1.	Amartha Partner (ultra micro, micro, small, and medium enterprises (MSMEs))	1. Business operational performance 2. Lending rates 3. Simple and easy to understand financial services 4. Trust and transparency 5. Quality and friendly service from field team 6. Fraud prevention	1. Continuous communication & update with Field Officers and social media 2. Simple, easy to understand and in local language of partnership contract 3. Partnership evaluation (due diligence) 4. Financial literacy training 5. Net Promotor Score	1. As needed 2. As needed 3. As needed 4. As needed 5. Yearly
2.	Employees	1. Career development 2. Employee welfare and work stability 3. Occupational health and safety 4. Company culture 5. Training opportunities	1. Internal communication 2. Amartha Academy 3. Townhall 4. Employee training 5. Performance appraisal and promotion 6. Whistleblowing system 7. Employee satisfaction survey 8. Onboarding, Amarthapedia and training 9. Policy on recruitment, training, promotion and occupational health and safety	1. As needed 2. As needed 3. As needed 4. As needed 5. Bi-annually 6. Monthly 7. Yearly 8. As needed 9. As needed

Stakeholder Engagement Mapping Table

No	Stakeholder	Stakeholder's Priority Concern	Mechanism of Engagement	Frequency of Engagement
3.	Government /Regulator	1. Regulation compliance & transparency 2. Contribution to economy (tax and other obligations) 3. Sustainability and social Impact 4. Synergy and support for governmental programs 5. Employee rights and protection	1. Bank's Sustainable Finance Action Plan (Rencana Aksi Keuangan Berkelanjutan/RAKB) to Otoritas Jasa Keuangan (OJK) 2. Financial literacy report to OJK 3. Anti-corruption, anti-money laundering and anti-terrorism policy 4. Dialogue and governmental agency visit 5. Invitation to governmental events 6. Project involvement and collaboration 7. Sustainability report	1. Annually as required by OJK 2. Annually as required by OJK 3. As needed 4. As needed 5. As needed 6. As needed 7. Annually
4.	Investor - institutional	1. Financial performance 2. Transparency of disclosure 3. Risks identified and mitigation strategies 4. Environmental, Social, and Governance (ESG) performance 5. Climate change mitigation actions	1. Financial report 2. Investor report 3. Investor gathering 4. Sustainability report 5. Asia Grassroots Forum 6. Amartha Jelajah Dampak 7. Ethnography report 8. International and national conferences	1. Annually 2. Quarterly /as needed 3. Annually 4. Annually 5. Annually 6. Quarterly 7. As needed 8. As needed
5.	Investor - retail	1. Financial performance 2. Transparency of disclosure 3. Fast response to inquiries	1. Investor report 2. Marthacare, customer service hotline (whatsapp, email and call centre) 3. Amartha Jelajah Dampak	1. Monthly 2. As needed 3. Quarterly

Stakeholder Engagement Mapping Table

No	Stakeholder	Stakeholder's Priority Concern	Mechanism of Engagement	Frequency of Engagement
6.	Media	1. Latest news value information 2. Media coverage opportunities 3. Clear message of material shared	1. Press conferences and press releases 2. Sustainability report 3. Media gathering 4. Asia Grassroots Forum 5. Amartha Jelajah Dampak	1. As needed 2. Annually 3. As needed 4. Annually 5. Biannually
7.	Supplier	1. Timely payment 2. Fair and transparent tender procedures 3. Effective communication 4. Long-term partnership potential	1. Terms of Reference of procurement 2. Contractual agreement 3. Interaction through various communication platforms	1. As needed 2. As needed 3. As needed
8.	Academic and researchers	1. Publish research and obtain insights 2. Research partnerships	1. Reports (Sustainability Report, Grassroot Entrepreneurs Report, Climate Resiliency Report, Ethnophotography) 2. Asia Grassroots Forum 3. University and institutional research	1. Annually 2. Annually 3. As needed
9.	NGOs	1. MSMEs welfare 2. Environmental responsiblity 3. Education 4. Community engagement	1. Continuous communication & update with Field Officers 2. Financial literacy 3. Client protection policy, procedures and training 4. Tree planting 5. Used-cooking oil conversion 6. Waste management 7. Scholarship programs 8. Disaster relief 9. Impact Festival 10. Sustainability Report	1. As needed 2. As needed 3. As needed 4. Annually 5. As needed 6. Daily 7. Annually 8. As needed 9. Annually 10. Annually

D. ESG Committee

(GRI 2-9; GRI 2-10; GRI 2-11; GRI 2-12; GRI 2-13; GRI 2-14; GRI 2-17; GRI 405-1; POJK No. 51 7.1; UNGC G.1; UNGC G.4; UNGC G.5; UNGC HR.6; WEP 1A)

At Amartha, the ESG Committee leads the company's sustainability strategy by setting and monitoring Environmental, Social, and Governance (ESG) targets, overseeing reporting, managing risks, and ensuring sustainability is integrated into governance. Working closely with the Impact and Sustainability team, the committee drives programs, research, and ESG communications. Amartha also prioritizes capacity-building through regular ESG training for the committee, management, and employees. This commitment to continuous learning strengthens Amartha's transparency, ethical practices, and long-term impact. The ESG committee establishment is enacted based on Resolutions of Board of Commissioners of PT Amartha Nusantara Raya No. 03/BOC-RES/ANR/VII/2024 dated 25 July 2024.

Rajat Arora
Chairperson

Rudiantara
Member

Njord Andrewes
Member

E. ESG Goals

(GRI 2-22; GRI 2-23; POJK No. 51 1.1; UNGC G.2; WEP 1B; WEP 7A)

Amartha aligns with global and national Environmental, Social, and Governance (ESG) frameworks and standards to address challenges and harness opportunities, ensuring sustainability goes hand in hand with growth. Amartha integrates Environmental, Social, and Governance principles into sustainable development strategy to create lasting value.

1. Environmental Goals
(Protect the Environment while Promoting Economic Growth)

- Reduce greenhouse gas emission
- Promote sustainable consumption and production

2. Social Goals
(Deliver Impacts on the Lives of Our Customers, Team Members, and Communities)

- Promote sustainable Financing
- Promote ethical lending
- Drive women empowerment
- Improve well-being through education

3. Governance Goals
(Establish a Secure Platform through an Accountable Governance Approach)

- Protect customer data privacy
- Respect equal rights
- Maintain trustworthy partnership

F. ESG Roadmap

(GRI 2-22; POJK No. 51 5.1; POJK No. 51 6.3; WEP 7A)

To guide Amartha's sustainable performance, the company has developed an Environmental, Social, and Governance (ESG) Roadmap that outlines our strategic direction for the future. Amartha began formalizing ESG integration in 2022 and establishes a new roadmap every five years to guide its ongoing sustainability journey. ESG strengthening also involves amplifying amartha.org as a vehicle to support business in achieving sustainability goals, through three pillars: education, environment, and well-being.

2022
Instigating

2023
Performing

2024
Achieving

2025
Inspiring

2026
Sustaining Improvement

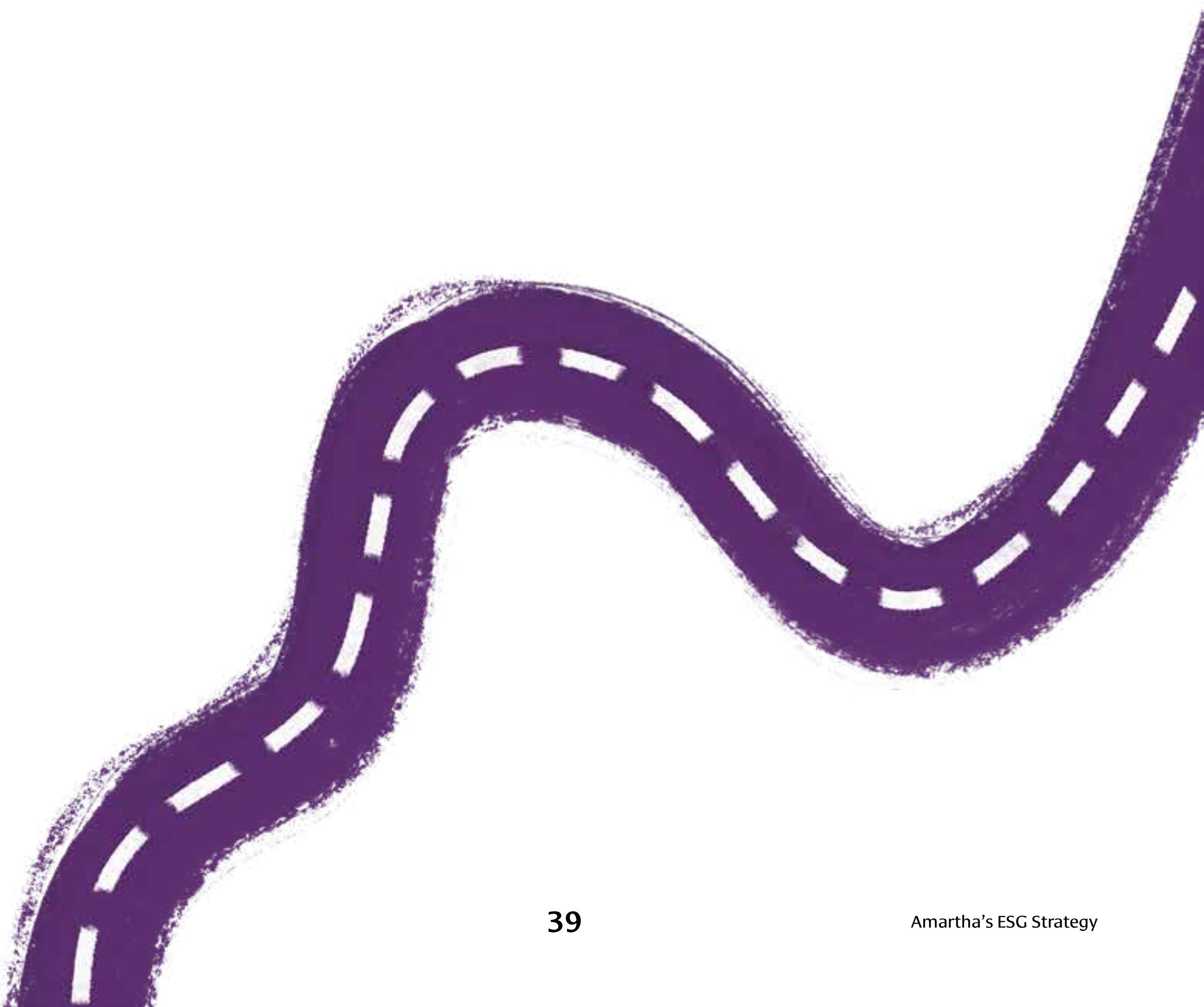
In 2025, our journey focused on showcasing best practices of women's empowerment in grassroots communities, strengthening partnerships for impact, fostering innovation, and nurturing a culture that kept impact at the heart of everything we do.

G. Sustainability Reporting Standards & Principles

(GRI 2-23; GRI 2-24; UNGC G.12; WEP 7D)

Amartha's sustainability report aligns with global and national standards to ensure we measure what matters most to our stakeholders and business. The following frameworks and standards are used in the reporting process:

- Global Reporting Initiative (with reference reporting)
- IFC's Corporate Governance Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-G)
- IFC's Environmental and Social (E&S) Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-E&S)
- Peraturan Otoritas Jasa Keuangan (POJK) 51/2017 (Regulation of the Financial Services Authority)
- Client Protection Principles (CPP)
- Women's Empowerment Principles (WEP)
- United Nations Global Compact
- Sustainability Accounting Standards Board (SASB): Consumer Finance
- ISO 26000: Social responsibility
- Morgan Stanley Capital International (MSCI): Financials
- Sustainalytics Material Environmental, Social, and Governance (ESG) Issues



H. Amartha's Contribution to Sustainable Development Goals (SDGs)

(GRI 203-1; GRI 203-2; GRI 413-1; POJK No. 51 8.2, POJK No. 51 8.3; POJK No. 51 8.4, WEP 6C; WEP 7A)

Amartha's direct contributions relate to SDGs 1, 4, 5, 8, 10, 12, and 17. The company also supports other SDGs through its broader operations and partnerships.

Amartha contributes to reduction of poverty especially in rural and peri-urban areas by providing financial access to unbanked and underserved communities. In 2025, 94% of our borrowers experienced an increase in annual income.

Amartha promotes employee well-being through mental health support and active lifestyle initiatives. In 2025, Amartha continued implementing the Wellness Program, providing access to free confidential counseling with professional partners, Worry-Free Talk sessions. Amartha also supports physical well-being and social connection through employee-led sports and faith-based communities, fostering mental resilience, work–life balance, and collective-wellbeing.

As part of Amartha's commitment to driving women empowerment and improving well-being through education, Amartha has created a scholarship program designed to expand learning opportunities and support personal development since 2022. Our field officers encourage borrowers to prioritize children's education through Amartha pledges (Ikrar Amartha). Amartha's scholarship provides opportunities for borrowers, employee families and the public for children to obtain better education. In 2025, Amartha awarded scholarships to 310 students across Indonesia, comprising 250 Amartha Cendekia Scholarship recipients, 50 Amartha STEAM Fellowship recipients, and 10 Amartha Frontier Fellowship recipients.

Amartha promotes gender equality by empowering women to earn their own income and build personal assets through financing women-led and women-owned businesses in rural areas. By enabling women to actively participate in their families' economic activities, Amartha helps reduce the power gap between men and women. In 2025, Amartha has cumulatively empowered 3.91 million women borrowers from vulnerable groups, such as rural villagers from low-income and low-educational backgrounds.

By empowering women-led MSMEs, Amartha helps create jobs andou strengthens the heart of the grassroots economy. In 2025, Amartha helps drive job creation in rural areas by empowering 98,224 borrowers in rural areas to hire their first employee. Of these positions, 96.5% were held by women.

Amartha strengthens inclusive financial infrastructure through digital innovation. Platforms such as AmarthaFin and the AmarthaLink Agent network expand access to payments, financing, and digital financial services at the community level. By leveraging technology and agent-based distribution, Amartha bridges geographic and infrastructural gaps while supporting the digital transformation of grassroots economies.

To reduce inequality, Amartha empowers women's economic capacity at the bottom 40% of the population. We design financial products that address the unique needs of the grassroots community and women MSMEs. By focusing on rural villages and peri-urban areas, Amartha helps bridge the significant gap in financial access and fosters greater economic inclusion.

Amartha contributes to community resilience through disaster response and recovery efforts. In response to large-scale natural disasters in the Sumatera region, Amartha mobilized humanitarian assistance for affected communities, including women entrepreneurs within the Amartha network. In 2025, Amartha supported disaster relief for over 700,000 displaced individuals and assisted 31,006 women borrowers impacted by disasters, helping communities meet basic needs and recover livelihoods in crisis situations.

Amartha promotes responsible consumption and production by integrating sustainability principles into its operations and embedding Environmental, Social, and Governance (ESG) considerations into its loan evaluation process. Through its annual wellbeing survey, Amartha gathers insights into borrowers' quality of life to inform programs that encourage more sustainable and responsible practices. In 2025, Amartha continued its waste management and recycling programme at the Head Office, recycling 7,630 kilograms of waste, equivalent to 71% of total waste generated, as part of its commitment to reducing environmental impact from daily operations.

Amartha addresses climate-related risks by strengthening its understanding of climate impacts on women-led MSMEs through an ongoing climate resilience research initiative. The research focuses on how climate change affects income stability, business continuity, and household resilience in disaster-prone rural and peri-urban areas, and will include targeted interventions. To prevent environmental and social harm, Amartha has established an Environmental and Social (E&S) Exclusion List, ensuring that financing is not provided to business activities that pose significant risks to the environment or communities. These efforts support responsible financing while strengthening long-term climate resilience across Amartha's portfolio.

Through the Grow For Good program, Amartha planted 5,000 mangrove trees in Baros to restore degraded coastal ecosystems, protect habitats, strengthen natural buffers against erosion and flooding, as well as engage local communities in environmental conservation. Ultimately, the initiative contributes to environmental improvement to ensure welfare of surrounding communities.

Amartha upholds strong governance through robust ESG policies, ethical standards, and transparent grievance mechanisms. The company operates whistleblowing and grievance systems to address fraud, harassment, and misconduct to ensure accountability, while collaborating with government institutions to align operations with national regulations and sustainable development goals. The Diversity & Inclusion committee oversees adherence to the non-discrimination policy.

Amartha collaborates with diverse stakeholders, including government bodies, investors, academic institutions, non-governmental organizations, and international partners. These partnerships enable Amartha to scale impact, strengthen program effectiveness, and advance shared objectives in inclusive finance, community resilience, and sustainable development.

Chapter 4

Environmental: Amartha Lestari

A. Reduce Greenhouse Gas Emissions

I. Climate Opportunities and Climate Risks

(GRI 201-2; POJK 3.2; UNGC E.1; UNGC E.1.1; UNGC E.3)

Climate change affects everyone, including micro, small, and medium enterprises (MSMEs). The urgency to act now is even more pressing as climate change may lead to declined productivity, increased production costs, and threats to food security, ultimately hindering MSMEs empowerment. Shifting rainfall patterns disrupt planting and harvesting schedules, while rising temperatures reduce the quality and quantity of agricultural yields (Ministry of Finance, 2024).

Amartha is conducting an ongoing climate resiliency research to obtain insights on how to better serve women MSMEs. This is done to ensure that economic empowerment can go hand in hand with climate change adaptation and mitigation strategies. In 2025, we have conducted an initial study of understanding the influence of climate change to our customers' financial well-being. Climate risk has become an increasingly urgent issue due to the high intensity of climate-related disasters in Indonesia, particularly in the Sumatra region at the end of 2025.

Climate Risks and Opportunities

Climate Risks	Amartha's climate risk involve: physical risks, transition risks, portfolio concentration risks, regulatory risk, and operational risk
Climate Opportunities	1. Create green loans that target specifically green products for women MSMEs 2. Map borrowers credit risks and create climate resilience initiatives as interventions 3. Collaborate with more green funds to strengthen resilience of women MSMEs in rural areas

Types of Climate Risks

1

Physical Risks

Physical risks arise from the direct impacts of climate change, including the increasing frequency and severity of floods, landslides, droughts, and extreme weather events that disrupt rural economic activities. For Amartha, these risks affect borrowers' business continuity, income stability, asset conditions, and repayment capacity, particularly among women-led MSMEs in disaster-prone areas.

2

Transition Risks

Risks associated with the transition toward a low-carbon economy, including changes in policies, regulations, technology, and market preferences. These risks may affect borrowers' cost structures, business models, access to financing, and product adjustments to support greener and more sustainable grassroots economy.

3

Portofolio Concentration Risk

Risks arising from concentration of borrowers in specific sectors or regions that are highly exposed to climate-related stress. High exposure in certain geographies or climate-sensitive sectors may increase vulnerability to localized climate shocks, potentially impacting portfolio quality and repayment capacity.

4

Regulatory Risk

Risks related to evolving climate-related regulations and disclosure requirements. These include potential future requirements from regulators, which will require preparation in terms of governance, reporting obligations, risk management practices, and operational readiness.

5

Operational Risk

Risks to Amartha's internal operations caused by climate-related disruptions, such as impacts on field operations, employee safety, business continuity, and digital infrastructure. Extreme weather events and environmental stress may disrupt service delivery, particularly in remote or disaster-prone areas.

Business Resilience & Target and Metrics

Business Resilience

To ensure business resilience, Amartha has:

- Identified climate risks during materiality analysis and conduct an ongoing climate resilience research
- Created an E&S Exclusion List
- Developed a heatmap to assess portfolio risk and climate risk
- Diversified borrower base across sectors and regions to minimize localized risk
- Supported MSMEs through financial literacy to protect from climate shocks
- Established programs to address climate change, such as Grow for Good, Used-cooking oil conversion, and Waste Management

Target and Metrics

Long-term target: net zero by 2060 Mid-term target: 30% direct emissions reduction by 2030

Metrics:

- Trees planted (trees)
- Carbon emissions absorbed (ton CO2/year)
- Carbon intensity per employee (ton CO_2e/employee)

II. Tackling Climate Change

(GRI 201-2; POJK 3.2; UNGC E.4; UNGC E.4.1)

Amartha integrates climate considerations into its lending operations through an Exclusion List that reflects Environmental, Social, and Governance (ESG) principles and aligns with global best practices. We have also established risk categories, proactively monitor potential issues, and develop targeted programs to address emerging risks. As part of our commitment to sustainability, Amartha tracks and measures key metrics to manage its environmental footprint, including electricity use and fuel consumption across our offices in Indonesia.

Beyond exclusion-based screening, Amartha has developed a climate risk heatmap to monitor the relationship between climate-related disasters and loan portfolio performance. This tool enables the company to identify geographic areas and borrower segments that are more exposed to climate risks, strengthening the understanding of how climate variability and extreme weather events affect repayment capacity and overall portfolio quality.

III. Tree-Planting Program: Grow for Good

(GRI 305-5; UNGC E.4; UNGC E.9)

As part of Amartha's journey toward net zero, one of its climate initiatives to support carbon sequestration, enhance biodiversity and empower surrounding communities is a tree-planting program. Aligned with the target to reduce carbon emissions by 30% by 2030, Amartha has created the "Grow For Good: Conserving Nature, Empowering Communities" initiative (formerly known as Tanam Penuh Dampak). In 2025, Amartha has planted 5,000 mangrove trees, in partnership with IKAMaT and KTH Baros, with an estimated carbon absorption of approximately 1,883.96 tons in 10 years. This initiative contributes to Amartha's broader environmental commitment, bringing the total to 12,830 mangrove trees planted across the Special Region of Yogyakarta, Central Java, NTB, South Sulawesi, East Kalimantan, and Bali, Indonesia.

IV. Used-Cooking Oil Conversion to Bioavtur

(GRI 305-5; UNGC E.4; UNGC E.9)

Amartha collects used cooking oil and partners with Noovoleum, which facilitates the processing of used cooking oil into bioavtur, a more sustainable aviation fuel. The processing facilities are managed by Noovolleum in accordance with the International Sustainability and Carbon Certification (ISCC) standards. In 2025, Amartha established a collection point at the Head Office to raise awareness of the program and encourage employee participation.

B. Promote Sustainable Consumption & Production

I. Electricity Consumption

(GRI 302-1; GRI 302-2; GRI 302-4; GRI 305-2; GRI 305-4; POJK 3.1; UNGC E.6; UNGC E.17)

As part of Amartha's effort to tackle climate change, we have calculated and monitored the electricity consumption of both Head Office and Field Office. Tracking electricity usage allows Amartha to better understand our operational energy footprint and identify opportunities to improve energy efficiency within its daily operations.

Emission Source	Measurement (kWh)
Electricity Usage	1,692,696

Emission (metric tons)	Carbon Intensity per employee (tCO2e/employee)
1,439	0.15

II. Fuel Consumption

(GRI 302-1; GRI 305-3; GRI 305-4; POJK 3.1; UNGC E.6; UNGC E.17)

To understand and monitor Amartha's fuel consumption, we have calculated and monitored the fuel usage across both the Head Office and Field Offices. The calculation is based on transportation allowances provided to operational employees, using the 2025 average Pertalite price of IDR 10,000 per litre as a proxy for fuel consumption.

Emission Source	Consumption (litre)
Energy Usage	4,322,340

Emission (metric tons)	Carbon Intensity per employee (tCO2e/employee)
9,984.6	1.14

Amartha recorded an estimated fuel consumption of 4,322,340 litres in 2025, resulting in total emissions of 9,984.6 metric tons of CO_2, with a carbon intensity of 1.14 tCO_2e per employee. Amartha's shift toward digitalization, replacing manual processes gradually, is expected to reduce fuel consumption and lower emissions over time.

III. Eliminating Waste

(GRI 306-1; GRI 306-2; GRI 306-3; GRI 306-4; GRI 306-5; POJK 3.3; UNGC E.19; UNGC E.21; WEP 6C; WEP 6E)

Amartha has measured and tracked waste management at Amartha's headquarters since 2022, partnering with Waste4Change. In 2025, we collected 10,730 kilograms of organic and non-organic waste in the Head Office area. 71% or 7,630 kg were recycled, converting them into home appliances, PET presses, plastic flakes and other valuable products. For organic waste, black soldier fly larvae help in the process of recycling organic waste into nutrient-rich compost. The remaining residual waste was recycled into briquettes using Refuse Derived Fuel technology.

IV. Biodiversity

(GRI 304-1; GRI 304-2; GRI 304-3; POJK 3.4; UNGC E.6)

Since 2023, Amartha has implemented an Exclusion List aligned with IFC standards to safeguard environmental and social sustainability. This list serves as a guideline to ensure we do not fund businesses that negatively damage the environment, such as those operating in High Conservation Value areas or engaging in unsustainable fishing practices. Through this policy, Amartha reinforces its commitment to protect the environment and to promote sustainable economic growth.

"Amartha helped me turn my small effort into a growing business. With their support, I can collect more plastic waste, create products from it, and show my community that waste can become an opportunity."

Juraida, Plastic Recycling

V. Disaster Relief

(GRI 413-1; GRI 203-2; POJK 8.3; POJK 8.4; UNGC E.17)

In 2025, Amartha provided disaster relief support to communities affected by climate-related disasters across multiple regions in Indonesia, including Sumatra, Java, and Sulawesi. During the year, a total of 31,006 women entrepreneurs within Amartha's borrower network nationwide were affected by natural disasters, with the majority concentrated in North Sumatra and West Sumatra across 11 districts. In response, Amartha distributed IDR 1.55 billion in disaster relief assistance to affected borrowers and employees, prioritizing women micro-entrepreneurs whose livelihoods were disrupted by floods, landslides, fires, and extreme weather.

The number of disaster-affected borrowers increased from 7,576 in 2024 to 31,006 in 2025, a 309% year-on-year rise. Borrowers affected by disasters increased significantly following the flooding in Sumatra which resulted in an increase disaster relief beneficiaries. This underscores the growing materiality of physical climate risks to the company's portfolio and operations.

Our initial research shows that extreme weather and frequent climate-related disasters reduce MSMEs incomes. Communities rely on traditional and religious institutions as sources of information, though those using social media demonstrate stronger resilience, often supported by better saving habits and diversified income. To deepen this understanding, the next phase will include qualitative research through interviews, focus group discussions, and field observations to capture real experiences and adaptation strategies.

Chapter 5

Social: Amartha Madani

A. Promote Sustainable Financing

I. Economic Performance

(GRI 201-1; POJK 2.1; POJK 2.2)

Amartha's commitment to building grassroots' resilience is demonstrated through providing inclusive financial access to micro, small, and medium enterprises (MSMEs). We aim to empower beneficiaries who are financially and digitally underserved. We focus on rural and periurban communities, helping them achieve prosperity.

In 2025, Amartha has booked IDR 2.2 trillion in revenue, a 19% increase from 2024. In 2025, Amartha spent IDR 584.82 billion in operating expenses, with an increase from IDR 54.51 billion from the previous year.

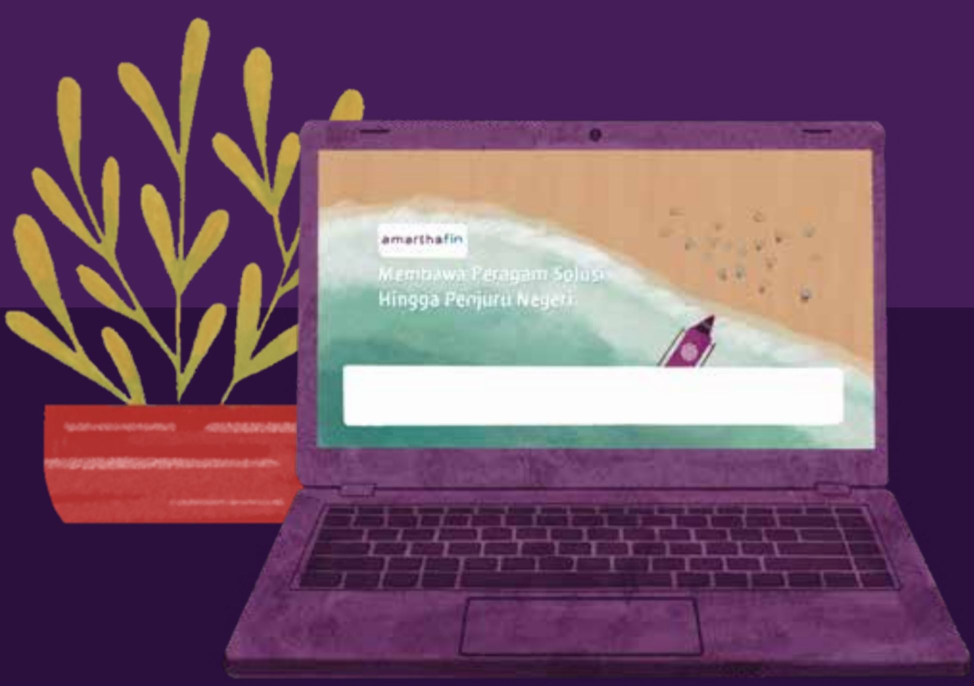
II. Mainstreaming Impact Investing

(GRI 203-2; GRI 413-1; POJK 8.2; POJK 8.3; UNGC L.1; WEP 5A; WEP 5B)

Amartha mainstreams impact investing across various communication channels and promotes advocacy initiatives such as:

1. Demonstrating commitment by transparent reporting

- Sustainability Report, published a sustainability report annually to capture the impact of implementing sustainable finance on society and the environment.
- Grassroots Entrepreneur Report, showcased the successes, challenges, and potential solutions for grassroots entrepreneurs emphasizing their growth and economic contributions.
- Ethnophotography Report, captured powerful stories of borrowers through visual documentation, illustrating the transformative impact of Amartha's financing in rural communities.



2. Mainstreaming sustainability actions through convening and partnership

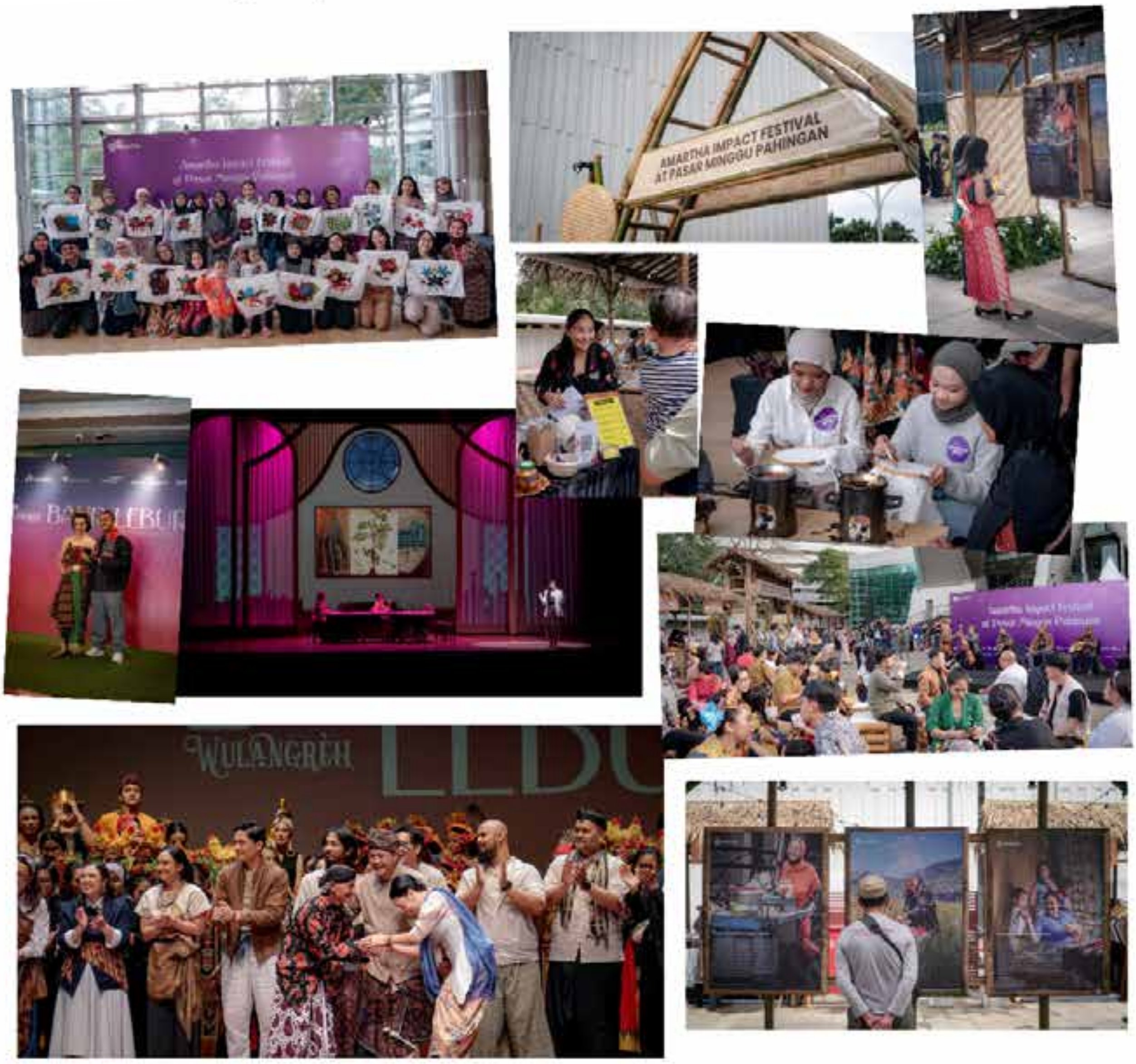
- Asia Grassroots Forum, hosted by Amartha: gathering entrepreneurs, investors, policymakers, and innovators across the ASEAN region to tackle urgent challenges in emerging grassroots economy.

Asia Grassroots Forum,
21-23 May 2025

The Asia Grassroots Forum 2025, hosted by Amartha in Bali on 21–23 May, successfully convened 701 participants including investors, government representatives, academics, and grassroots actors from across Asia. Under the theme "Scaling Impact, Pioneering Entrepreneurial Society," the Forum featured five main panels, four roundtables, three group discussions, and two immersive field trips. Key themes included inclusive finance, gender-lens investing, women's leadership, digital inclusion, and sustainable innovation featuring speakers such as Sandiaga Uno, Indonesian Minister of Tourism and Creative Economy (2020-2024) and Retno Marsudi – Foreign Minister of Indonesia (2014-2024).

3. Showcasing sustainability movements and initiatives

- Impact Festival took place in Taman Ismail Marzuki and Gren Alia Cikini on 22–23 November 2025, successfully convened more than 3,000 participants including government representatives, academics, NGOs, and grassroots actors from across Asia. The event includes Facilitated Discussion through Ruang Lestari, Art Performance, Amartha Partners Bazaar, Workshops, and Ethnophoto exhibition. Key themes are aligned with focus areas which include environmental, well-being, and education.



Amartha Impact Festival at Pasar Minggu Pahingan

4. Championing inclusion through sports

- Amartha10xRun, gathered more than 5,000 runners in Gelora Bung Karno, Jakarta, to echo the spirit of #BeatYourBest in support of micro, small, and medium enterprises (MSMEs)

5. Supporting local and artisan communities

- Sukoyo Cup, provided a platform for women in villages to demonstrate their spirit, courage, and solidarity. This tournament demonstrates that women empowerment begins from the field.


- Jakarta International Photo Festival, harnessed the power of storytelling by showcasing the growth journeys of the digital ecosystem and local enterprises.


6. Sharing voice of grassroots on global and national stages

- Global Microfinance Forum (Lisbon, Portugal)
- Global SME Finance Forum (Johannesburg, South Africa)
- The Asia Financial Institution Forum (AFIFORUM) (Bangkok, Thailand)
- Indonesia Corporate Sustainability Outlook (Jakarta, Indonesia) and
- Money20/20 (Bangkok, Thailand).
- Women's World Banking Financial Inclusion Forum (Johannesburg, South Africa)

7. Connecting grassroots communities with global institutions

In 2025, we welcomed Queen Máxima of the Netherlands (United Nations Secretary-General's Special Advocate for Financial Health) to Solo, Indonesia, where she met batik artisans and women-led MSMEs empowered through Amartha's initiatives. We also hosted field visits for regional microfinance peers, BURO Bangladesh and RAFI Microfinance from the Philippines, to exchange regional best practices knowledge from the field.

III. Infrastructure Investment Development

(GRI 203-1; GRI 203-2; POJK 2.3; POJK 5.3)

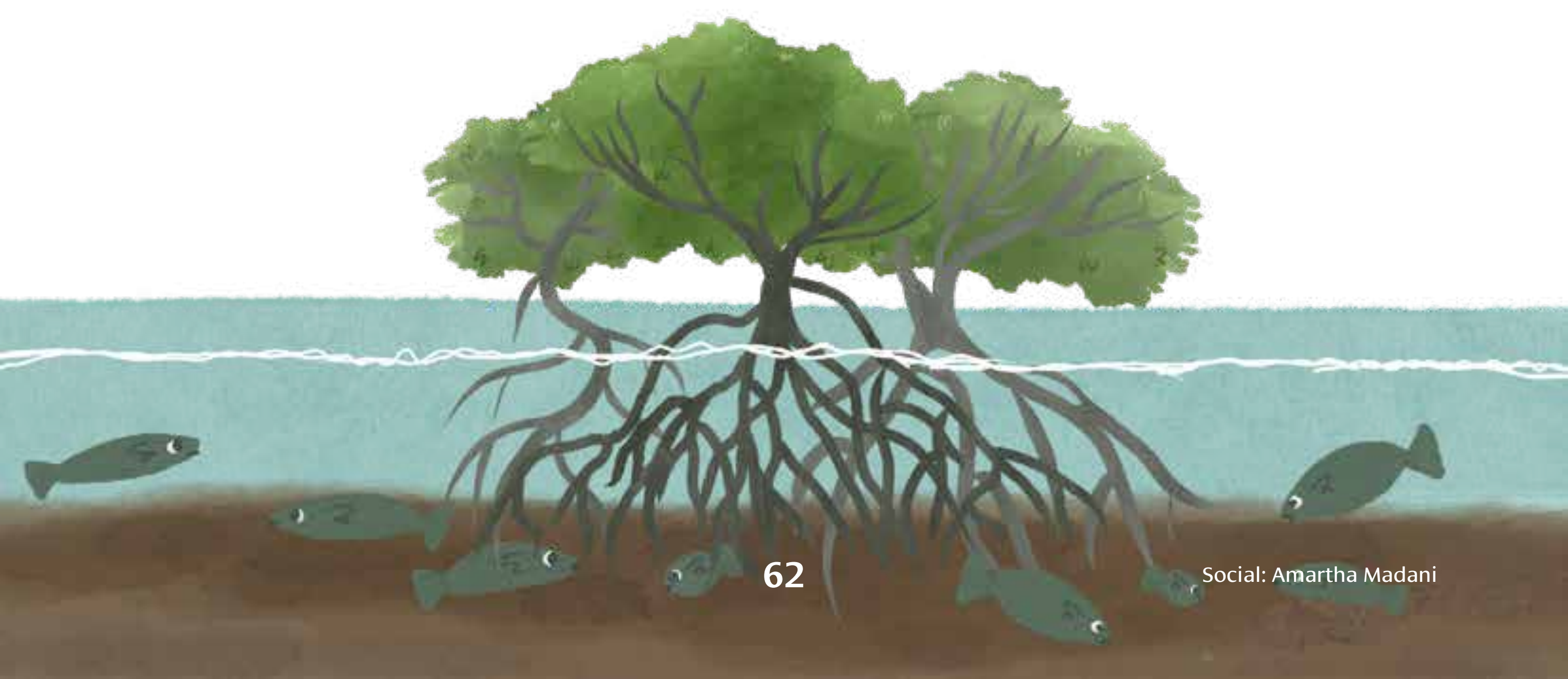
Amartha invests in infrastructure that not only strengthens its core operations but also creates lasting benefits for the surrounding communities. The investments are aligned with stakeholder needs, identified through stakeholder mapping. These include:

1. AmarthaFin

Through the application, Amartha invests in digital infrastructure to expand rural women's access to financial services. Beyond offering loans, the app enables borrowers to earn extra income by selling phone credit and processing bill payments. This commercial investment drives Amartha's business growth while empowering borrowers to boost their economic independence.

2. Grow for Good

Through this program, Amartha planted 5,000 mangrove trees in Yogyakarta with a total investment of IDR 296 million. Research by Green Growth Hub in 2023 shows that investing in mangrove restoration can generate up to 20 times its value and double local community income through improved livelihoods. Designed to deliver both environmental and community benefits, the initiative serves as a nature-based solution for climate resilience while protecting coastal biodiversity and shoreline-dependent communities.



IV. Income Improvements

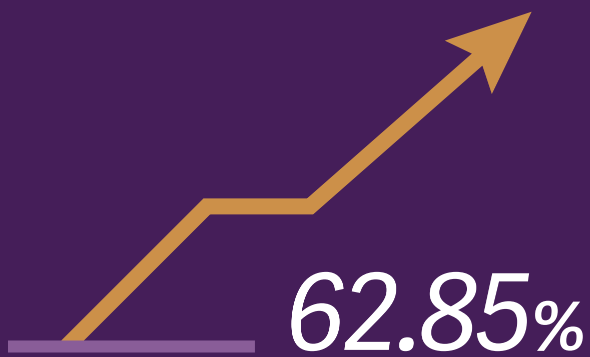
(GRI 203-2; GRI 413-1; POJK 8.3; WEP 5B; WEP 3C; WEP 3D)

Micro, small, and medium enterprises (MSMEs) play a vital role in Indonesia's economy. According to the Coordinating Ministry for Economic Affairs, they represent 99% of all business units, contribute 61% to Gross Domestic Product (GDP), and account for 97% of total national employment. Amartha is committed to supporting financially underserved MSMEs to thrive and uplift communities at the bottom of the economic pyramid.

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

In February 2025, the open unemployment rate in rural areas decreased compared to February 2024. Despite the reduction in figure, the absolute number of unemployed individuals increased from 7.2 million to 7.28 million. Amartha's commitment is in line with the government's goal to create 19 million jobs. In 2025, 98,224 Amartha borrowers hired their first employee, creating new employment opportunities in rural communities. 94,837 of these jobs created were held by women, representing 96.5% of total jobs created.

Increase in Borrower's Annual Business Income



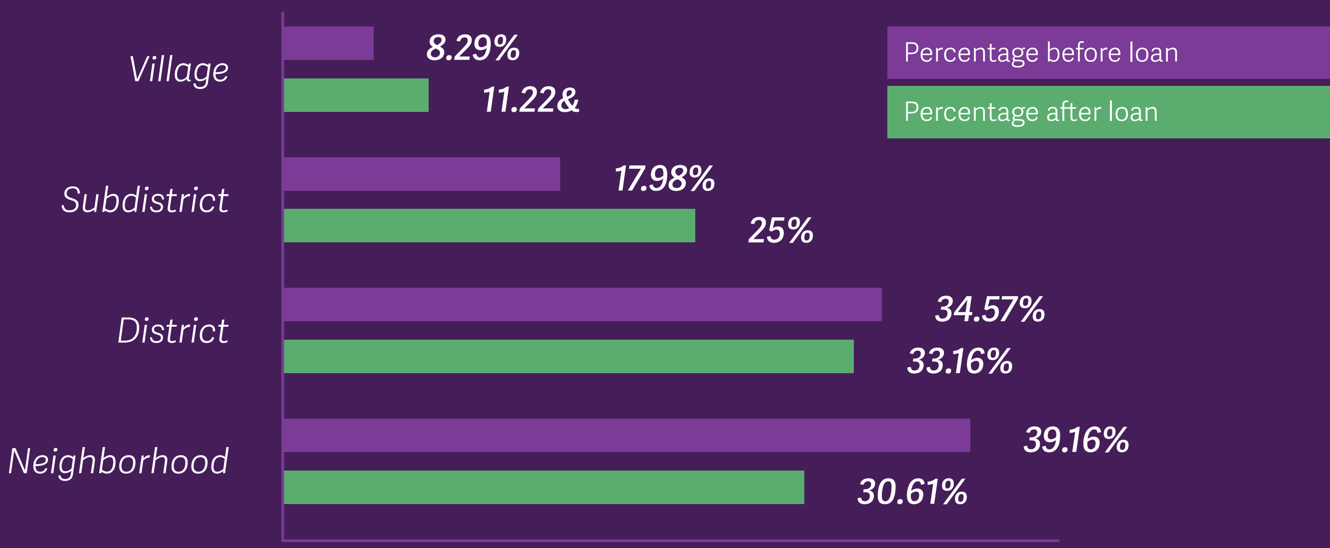
Through access to Amartha working capital, a total of 2.36 million borrowers experienced an increase in net income, with an average income growth of 62.85% compared to 2024 levels.

Micro-enterprises Advance to Small-enterprise Level

In accordance with Badan Pusat Statistik (Centre of Statistics in Indonesia), Amartha defines small enterprises as those employing 5-19 workers, and micro enterprises as those employing 1-4 workers. In 2025, 98,224 Amartha borrowers hired their first employee, enabling their businesses to transition from ultra-micro to micro-enterprise level. In addition, 13,548 borrowers expanded their businesses to the small-enterprise category by increasing their workforce to five or more employees.

Area of Business

After one year of receiving working capital, we assess whether borrowers have been able to expand their business operations. From the result of the Wellbeing Survey, we uncovered that the amount of borrowers who are able to expand to the subdistrict level has increased 7.02% from the previous year. Our research shows that digitalization enables companies to offer goods and services to new markets through online platforms, leading to business expansion and wider market reach.



V. Job Creation

(GRI 203-2; GRI 413-1; POJK 8.3; WEP 5B)

In 2025, 98,224 of Amartha borrowers hired their first employee. 94,837 of these new positions were held by women, representing 96.5% of the total jobs created.. Access to working capital, combined with continuous mentoring and training, enables borrowers to expand their businesses, strengthen local economies, and generate local employment opportunities at the grassroots level.

VI. Occupational, Health and Safety Policy

(GRI 403-1; GRI 403-2; GRI 403-3; GRI 403-6; GRI 403-7; GRI 403-8; GRI 403-9; GRI 403-10; GRI 410-1; GRI 416-1; GRI 416-2; POJK 2.4; POJK 2.5; UNGC L.9; UNGC L.10; WEP 3A)

Amartha's health and safety policy is aligned with World Bank's Environmental, Health, and Safety Guidelines. The policy includes health and safety issues that are material in both the Head Office and Field Office, which includes working conditions, safety driving, and training. The policy serves as a guideline to ensure a safe and healthy work environment for all employees.

B. Promote Ethical Lending

I. Ethical Lending and Client Protection

(GRI 413-1; GRI 416-1; GRI 418-1; POJK 8.3; POJK 8.5; UNGC HR.2; UNGC L.4; WEP 5D)

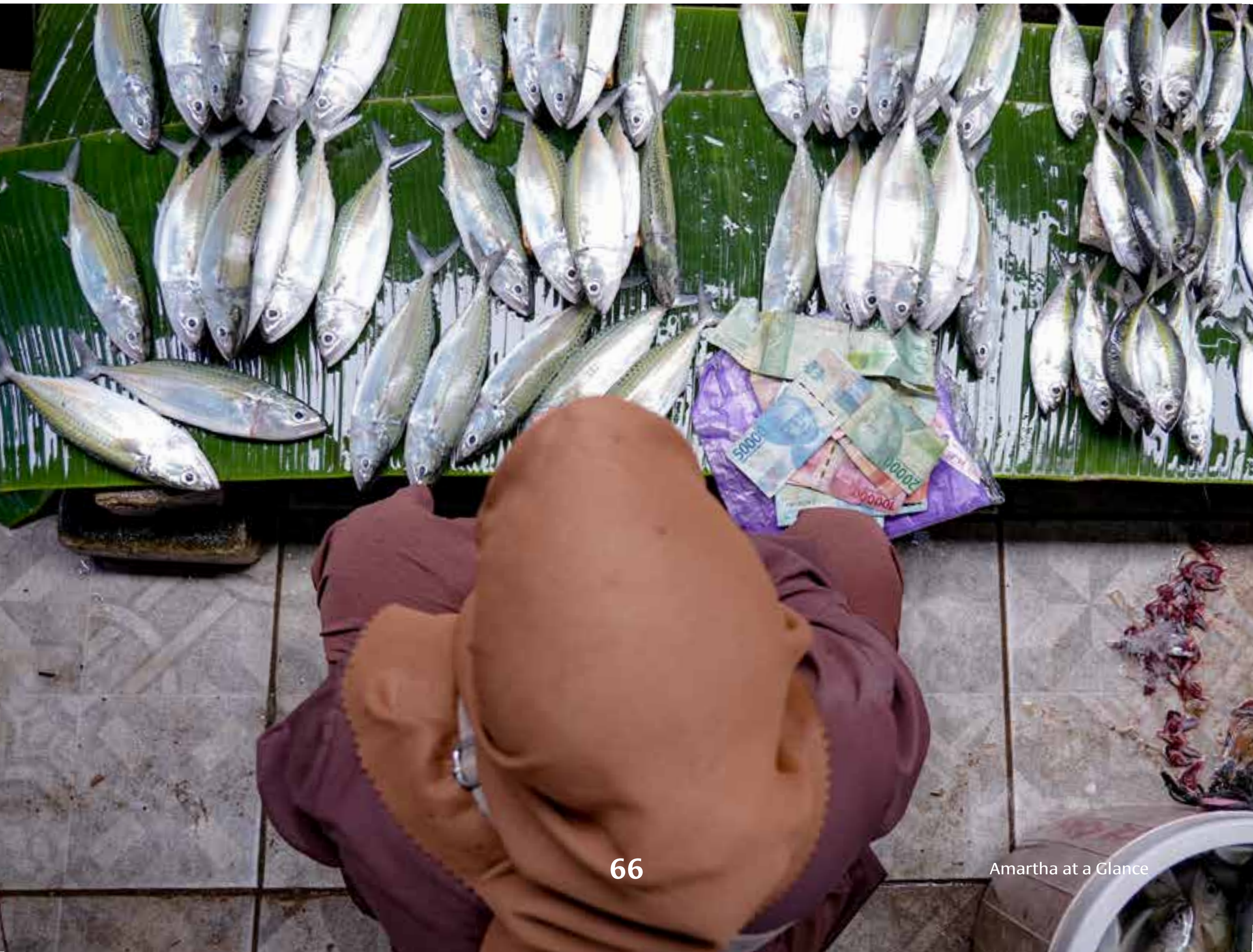
Amartha is committed to upholding the highest standards of ethical lending and client protection. To ensure this, we regularly assess our practices through global and national benchmarks such as Microfinanza Rating (MFR), Universal Standards for Social and Environmental Management (USSEPM), and our customer satisfaction surveys.

Amartha upholds ethical lending client protection principles which includes appropriate product design and delivery, prevention of over-indebtedness, transparency, responsible pricing, fair and respectful treatment of clients, privacy of client data and mechanisms for complaint resolution. Amartha creates essential safeguards in terms of knowledge, steps, tools, and simplifying processes to make sound financial decisions. In 2025, Amartha was recognized in Microfinanza Rating's (MFR) latest publication as one of the Top-Rated Financial Institutions Worldwide for the first half of 2025, following our Gold-Level Client Protection Certification for upholding the highest standards of inclusive and sustainable finance.


MFR
CLIENT PROTECTION CERTIFICATION
The MFR Certification Committee assigns to
PT Amartha Mikro Fintek, Indonesia
The GOLD level of achievement

In 2025, Amartha conducted a self-assessment based on the Universal Standards for Social and Environmental Management (USSEPM), which evaluates seven key dimensions of environmental and social performance for financial service providers. The assessment resulted in a score of 92 out of 100, an improvement from 88.2 in 2022, indicating stronger alignment with responsible and client-centered financial practices.

As part of our customer protection efforts, results from Amartha's 2025 customer satisfaction survey indicate consistently high satisfaction levels. With an annual average of 92%, the results reflect sustained customer trust and positive service experience across Amartha's borrower community.



II. Sustainable Digital Transformation

(GRI 404-2; GRI 413-1; POJK 8.3; UNGC L.4; WEP 5B)

To empower grassroots communities and build resilient micro, small, and medium enterprises (MSMEs), Amartha provides financial management and digital literacy training for Business Partners through its Training of Trainers (ToT) programs. Amartha's Business Partners serve as our frontliners, supporting borrowers in adopting digital products and providing training on digital and financial literacy. In 2025, Amartha's digital financial literacy program has empowered:

- 8,482 Business Partners (Field Officers) trained on digital financial literacy.
- 983,336 borrowers and community reached through AmarthaFin and Training of Trainers through Business Partners through Amarthapedia (Amartha's online platform) and literacy via weekly services.

III. Responsible Marketing & Labelling

(GRI 417-1; GRI 417-3; POJK 8.5; UNGC HR.2)

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

IV. Product Quality and Safety

(GRI 416-1; GRI 416-2; GRI 418-1; POJK 8.5; UNGC HR.7; WEP 5D)

Amartha has established a quality assurance team, launched data safety awareness campaigns to protect users' data and security, and implemented measures to prevent over-indebtedness while ensuring fair loan terms. This ensures Amartha is able to maintain a consistent quality and safe products for all customers.

C. Drive Women Empowerment

I. Women Empowerment

(GRI 203-2; GRI 413-1; WEP 1C; WEP 1D; WEP 2D; WEP 2E; WEP 2F; WEP 5A; WEP 6B; WEP 7A)

When women have the opportunity to work, earn, and build wealth, they are able to attain better living standards. This also helps close gender and geographic opportunity gaps. Amartha aims to promote female leadership within the company and in the lives of rural women entrepreneurs. As of 2025, Amartha has empowered 3.91 million women and disbursed more than IDR 46.38 trillion.

"I don't build prosperity on my own—everything I have stands because of the people who work beside me. Every seed we plant, every harvest we share, is a reminder that what we grow together will always be stronger than anything I could build alone." —— **Alfarida, Farmer**

II. Girls and Children Education

(GRI 203-2; GRI 413-1; WEP 4D; WEP 6C; WEP 6D; WEP 6E)

Poverty and education are deeply intertwined. Limited access to quality education often perpetuates the cycle of poverty. With scarce income, many are forced to leave school early and enter the workforce, trading their dreams for survival. As a result, they miss out on essential skills that could open better career opportunities. This cycle then repeats across generations, trapping families in systemic socioeconomic challenges.

Amartha is committed to provide various scholarship opportunities including:

1. Amartha Cendekia Scholarship, for students in their final year of high school including stipends per students and development classes;

2. Amartha STEAM Fellowship, for Science, Technology, Engineering, Liberal Arts, and Mathematics (STEAM) students in Universitas Indonesia (UI), Institut Teknologi Bandung (ITB), Institut Pertanian Bogor (IPB), Universitas Gadjah Mada (UGM), dan Universitas Brawijaya (UB) including education funds for two semesters, monthly stipends per students, and development classes;

3. Amartha Frontier Fellowship, for students in remote areas of Indonesia; and

4. Amartha Karya Fellowship, for Amartha employees who wish to pursue their undergraduate or graduate studies.

Amartha scholarship awardees attend development classes includes understanding their strengths, interests, values, leadership style, as well as improving English skills. In 2025, Amartha's scholarship has successfully reached the following students.

Amartha Cendekia Scholarship	Total awardess, **250 students**	Total applicants, **17,954 students**
Amartha STEAM Fellowship	Total awardess, **50 students**	Total applicants based on recommendation
Amartha Frontier Fellowship	Total awardess, **10 students**	Total applicants based on recommendation

Amartha Scholarship Awardees in 2025

"Alhamdulillah, thanks to the Amartha scholarship, my child is able to continue her studies, and it has helped ease the cost of Salma's education."

Ibu Eni, Amartha's borrower

D. Improve Well-being through Education

I. Well-being (GRI 203-2)

Every year, Amartha conducts a Wellbeing Survey to not only assess financial progress, but also the quality of life of our borrowers. The results are published annually through our Sustainability Report. Our target respondents come from Java, Kalimantan, Sulawesi, Sumatra, and Nusa Tenggara, regions where Amartha operates. The 2025 Wellbeing Survey was conducted with 785 respondents across Amartha's operational regions, with a margin of error of ±3.5%. Based on the survey results, 92% of Amartha's borrowers are categorized as 'empowered', reflecting improvements in their economic capacity, financial management, and business development after joining the Amartha ecosystem.

A summary of Amartha's insights from the 2025 Wellbeing Survey are as follows:

1. After joining Amartha, **91%** of our borrowers reported learning new skills relevant to their business activities and personal financial management.

2. **96%** of our borrowers attest that they have acquired new skills since joining Amartha, as they experiment with new activities due to expanded businesses.

3. **95%** of Amartha's borrowers reported having more customers after receiving the working capital loans.

4. **88%** of our borrowers acknowledged that they are now able to operate their smartphones more efficiently for business purposes, due to our training programs and digitalization initiatives.

5. **82%** of our borrowers reported that they have begun tracking their income and expenses.

6. **91%** of our borrowers have begun separating their business cashflow from their regular household cashflow.

7. **96%** of our borrowers acknowledged that they have expanded their businesses by adding new product lines and purchasing additional tools or working equipment.

8. **95%** of our borrowers reported an increase in their profits.

9. **94%** of our borrowers have reported an increase in their total income, allowing them to save more money or acquire more assets.

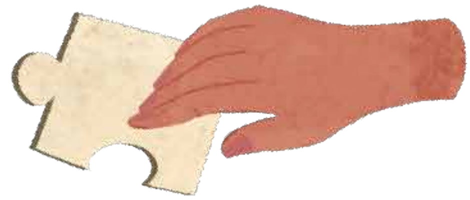
10. **91%** of our borrowers perceived that their income is sufficient to support their household needs.

11. **100%** of surveyed borrowers reported that their households have adequate nutritional intake.

12. **100%** of surveyed borrowers reported having access to and utilizing healthcare services.

To provide a clearer view of borrower empowerment over time, Amartha compares key Wellbeing Survey indicators across recent years. The results show notable improvements in 2025 across several areas, including business expansion, profit growth, and customer acquisition, alongside stronger financial management practices such as tracking income and separating business cash flows. These outcomes reflect the results of Amartha's integrated ecosystem, which combines access to working capital with education, mentoring, and digital literacy initiatives to support borrowers' economic resilience, micro-investments, digital payments, and overall well-being.

Amartha's Impact (% increase from last year)	**2024**	**2025**
Borrowers categorized as empowered	75%	92%
% of Borrowers learning new skills	72%	91%
% of Borrowers acquiring new skills	75%	96%
% of Borrowers having more customers	71%	95%
% of Borrowers able to operate smartphones efficiently	72%	88%
% of Borrowers tracking their income and expenses	74%	82%
% of Borrowers separating business cash flow	78%	91%
% of Borrowers expanding businesses (adding product lines/tools)	82%	96%
% of Borrowers experiencing an increase in profits	71%	95%
% of Borrowers experiencing an increase in income	77%	94%



II. Internship

(GRI 203-2; WEP 4A; WEP 4B)

Amartha provides hands-on learning opportunities for undergraduate and graduate students through its internship program, A-Game, designed for those passionate about empowering the grassroots economy. The program enables interns to grow, learn, and contribute to hands-on projects that deliver tangible results.

We also offer A-Mission program, which involves selected active university students from various regions who directly engage with Amartha's borrowers. For two months, they are placed at the nearest Amartha Point from their residence. They support empowerment and financial literacy initiatives while learning about social impact through the introduction of digital products.

Chapter 6

Governance: Amartha Bestari

A. Protect Customer Data Privacy

I. Customer Data Privacy & Protection

(GRI 418-1; POJK 8.3; POJK 8.5; UNGC HR.2; UNGC HR.2.1; WEP 5E)

Amartha complies with ISO 27001 and Otoritas Jasa Keuangan (Financial Services Authority) Regulation POJK 10/2022 to safeguard customer data, and in 2025 no data breach incidents affected lenders' information.

To raise awareness among women micro, small, and medium enterprises about the dangers of fraud, Amartha created a campaign in Jepara, Indonesia entitled "Financially Independent Together: Beware of Fraud, Be Financially Healthy. " The program supported 300 women MSMEs in strengthening digital financial security, improving financial management, and accessing practical support to enhance business productivity. In partnership with Mandiri Capital Indonesia, the initiative also provided free health check-ups and eyeglasses to improve the productivity of Amartha borrowers.

II. Anti-discrimination, Anti-harassment, Conflict of Interest, Bribery and Anti-corruption Policy

(GRI 205-1; GRI 205-2; GRI 205-3; GRI 206-1; GRI 406-1; GRI 415-1; POJK 8.3; POJK 8.5; UNGC AC.1; UNGC AC.1.1; UNGC AC.2; UNGC AC.3; UNGC AC.4; UNGC AC.5; UNGC AC.6; UNGC AC.6.1; UNGC HR.2; WEP 3B; WEP 3F)

Through the Company Regulations, Amartha provides guidance on ethics including anti-discrimination, anti-harassment, conflict of interest, bribery, and anti-corruption policy. The company reinforces these commitments through refresher talks and issued guidelines on prohibition of gratification and anti-harassment, for both Head Office and Field Office employees.

In 2025, a total of 167 employees received Anti-Corruption and Anti-Fraud training through Amartha Academy, strengthening awareness and preventive controls across operational and field functions.

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

B. Respect Equal Rights

I. Diversity and Inclusion

(GRI 2-7; GRI 405-1; GRI 406-1; GRI 401-1; POJK 5.3; POJK 8.1; UNGC L.1; UNGC L.1.1; UNGC L.1.2; UNGC L.3; WEP 1A; WEP 1B; WEP 1D; WEP 2A; WEP 2B; WEP 2C; WEP 2D; WEP 2E; WEP 7A)

As part of its women initiatives, Amartha has established a Diversity & Inclusivity Committee with the support of the Board of Directors, Board of Commissioners and shareholders in 2022. Our Diversity & Inclusivity Committee is led by the Independent President Commissioner as Chair and the CEO as Co-Chair, demonstrating strong leadership in advancing diversity, inclusion, and gender equality across the organization. The committee oversees the development, evaluation, and progress of inclusion- related initiatives and programs, including gender equality, ensuring alignment between women empowerment efforts and internal governance. The key Amartha's women empowerment initiatives include:

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

- We actively collaborate with international organizations as signatories and members to amplify our reach in advancing women's empowerment and fostering inclusivity.
-
- Member of Women's World Banking (WWB) Global Network.
- Member of International Finance Corporation (IFC) SME Finance Forum (SMEFF).
- Member of Indonesia Business Coalition for Women Empowerment (IBCWE) and implements UN Women's Women's Empowerment Principles (WEPs)-based programs and regulations. Participate in IGNITE Women Networking and Mentorship Program by collaborating with other IBCWE members on the women's leadership and empowerment mentorship program.
- Member of Indonesia Business Council for Sustainable Development (IBCSD)
- Signatory of WE Finance Code by the Asian Development bank (ADB).
- Signatory of United Nations Global Compact (UN-GCN) and publish an annual UN COP (Communication on Progress) report.

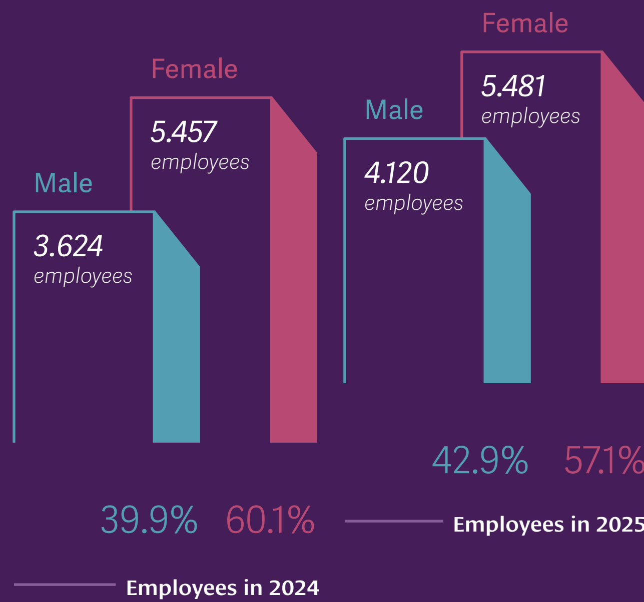
Amartha embraces diversity and inclusivity. The company's regulations prohibit discrimination based on gender, ethnicity, religion, and other non-skill-related factors at all stages of the hiring, training, and promotion processes. To monitor and evaluate the implementation of related programs, in 2023, Amartha also established a Diversity and Inclusion Committee with the support of the Board of Directors, Board of Commissioners and shareholders in 2022. Our Diversity & Inclusion Committee is led by the Independent President Commissioner as Chair and the CEO as Co-Chair, demonstrating strong leadership in advancing diversity, inclusion, and gender equality across the organization.

To build on this progress, in 2025, Amartha has conducted a second GEARS (Gender Equality Assessment, Results, Strategies) assessment from IBCWE (Indonesia Business Coalition for Women Empowerment), which evaluates workplace gender equality issues. The GEARS assessment showed that 11 out of 15 focus areas reached the Leading Practice level, with seven focus areas scoring 100, including leadership accountability, recruitment and promotion, talent management, and workplace gender equality training.

At Amartha, all employees are provided with equal opportunities to grow and develop in an inclusive and non-discriminatory environment. Our employment policies are aligned with SDG 8: Decent Work and Economic Growth, while also actively promoting inclusive and sustainable employment for all in line with SDG 5: Gender Equality.

Amartha's team comprises 42.9% male and 57.1% female. 91.6% of Amartha's workforce are field officers located across Indonesia. As part of Amartha's commitment to creating jobs in rural areas, we recruit field staff from local communities.

Employee Composition Based On Gender

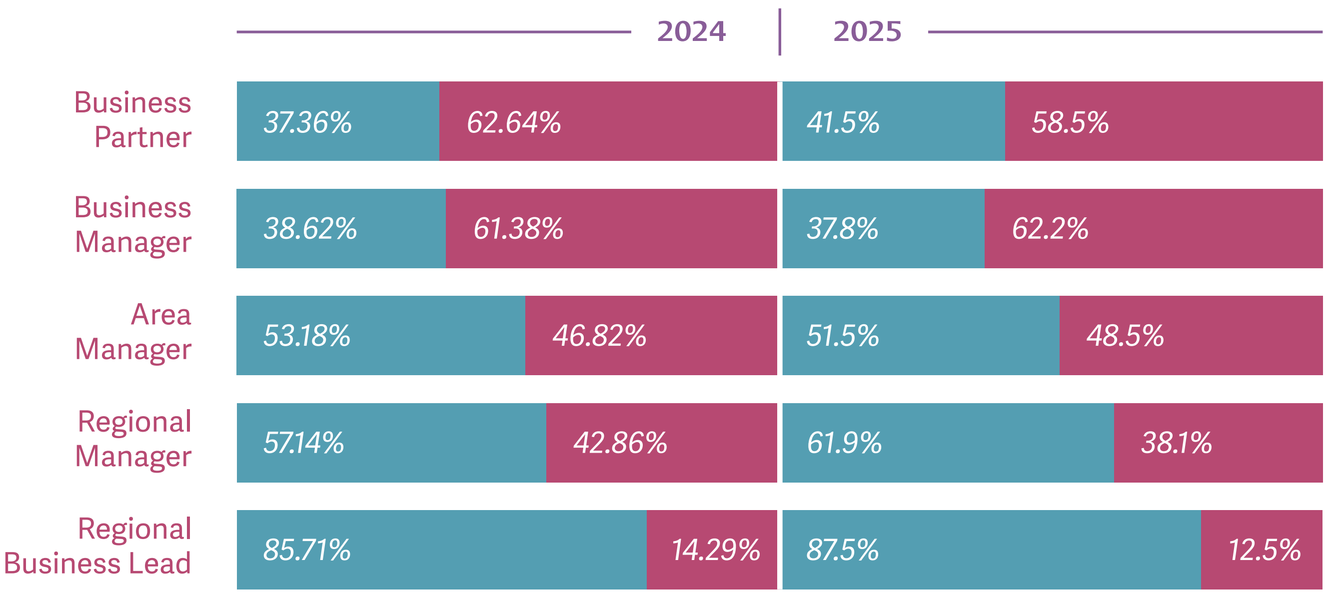


Composition of Employees Based on Position in Head Office

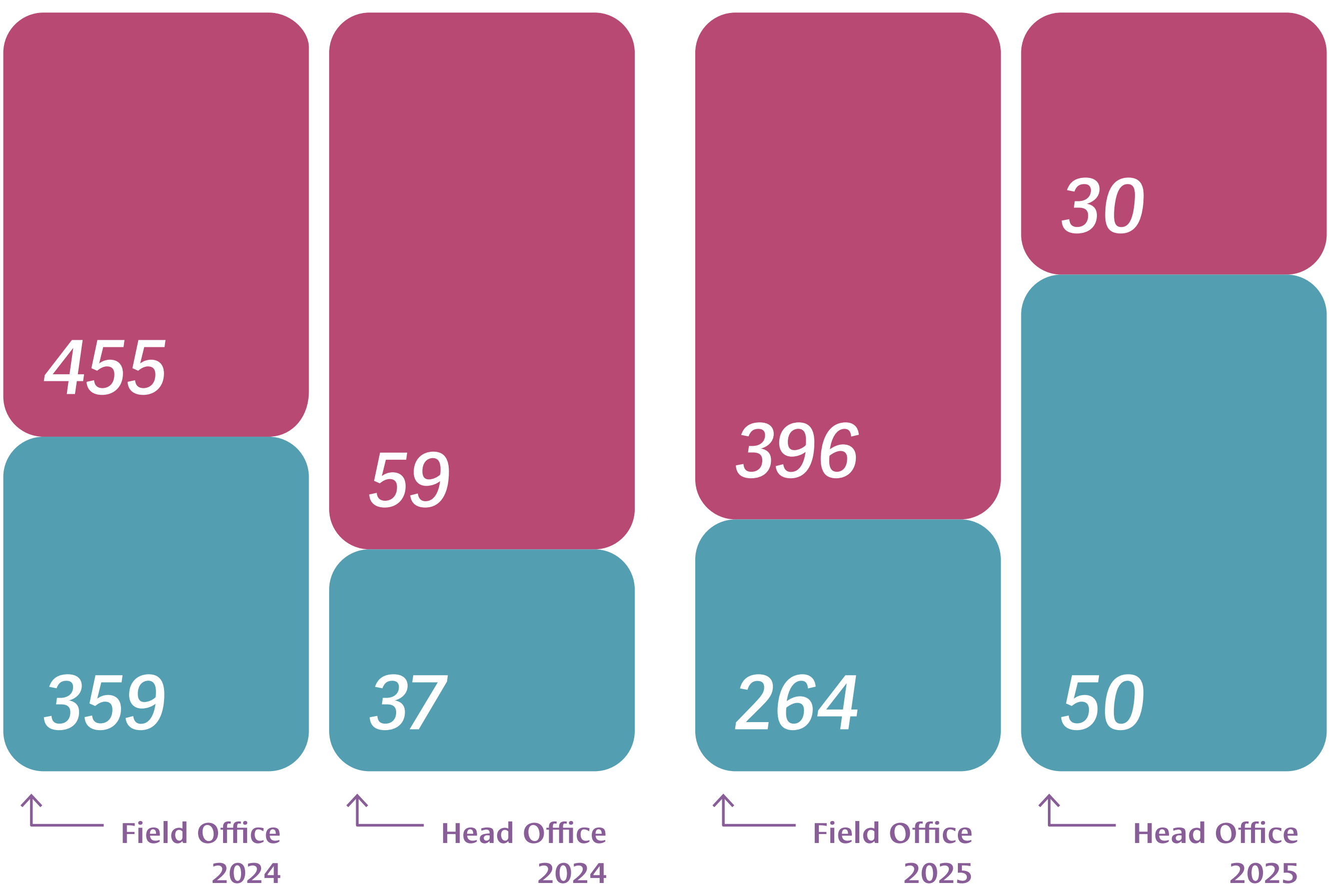
Position	2024 Male Employee	2024 Female Employee	2025 Male Employee	2025 Female Employee
Officer	53.95%	46.05%	48.6%	51.4%
Analyst/ Sr Analyst	58.85%	41.15%	61.2%	38.8%
Leader	64.36%	35.64%	60%	40%
Head/VP	62.5%	37.5%	52.9%	47.1%
C-level	67.7%	33.3%	71.4%	28.6%
Commissioner	100%		100%	

Male Employee · Female Employee

Composition of Employees Based on Position in Field Office



Number of promotion in Field Office & Head Office



Male Employee   Female Employee

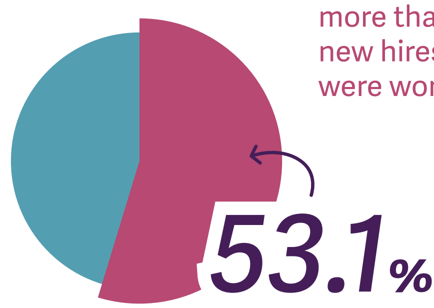
In 2025, Amartha hired 2,539 female employees, with

2,480 female employees at Field Office & 59 female employees at Head Office

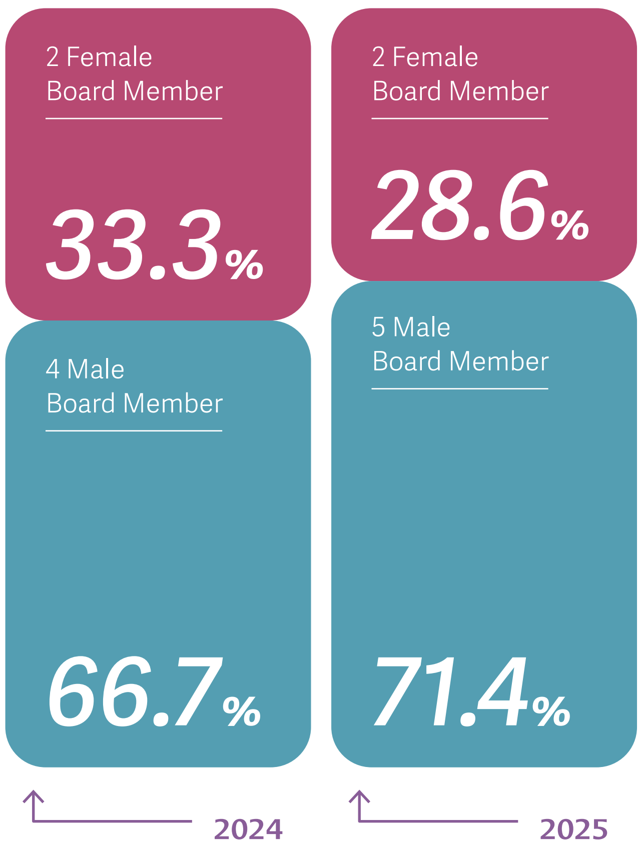
	in 2024		in 2025	
Field Office	3,738	4,659	2,129	2,480
Head Office	81	123	112	59

Composition of New Hires

In **2025**, more than half of the new hires (53%) were women.



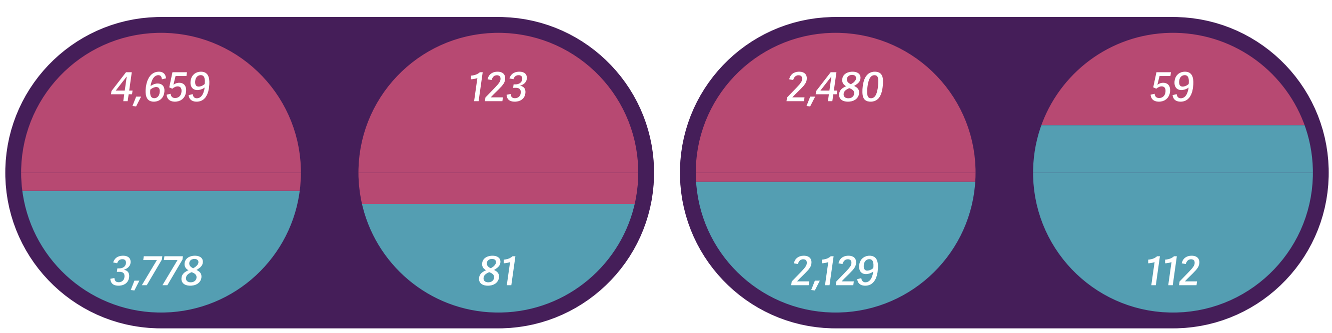
Board Member Based on Gender



Age	New employee hire based on age in **2024**	
<25	40.58%	59.52%
25-30	46.66%	50.34%
31-40	65.21%	34.79%
>41	84%	16%

Age	New employee hire based on age in **2025**	
<25	42.5%	57.5%
25-30	50.58%	49.42%
31-40	67.3%	32.7%
>41	76.47%	23.53%

New Employee Hire Based on Office Region



2024 / *Field Office* **2024** / *Head Office* **2025** / *Field Office* **2025** / *Head Office*

Male Employee *Female Employee*


DESA PASUNGAN CEPER

Amartha's high employee engagement score reflects the team's strong sense of purpose and commitment to advancing financial inclusion, demonstrating a positive and motivated workforce that drives the company's sustainable vision and business goals.

Q&A

Women at the Heart of Inclusive Growth

Interview with **Rine**, Chief People Officer of Amartha

Q: *Why do we hire more women?*

A: *We hire more women because it aligns directly with Amartha's mission to empower women-led MSMEs in grassroots communities. First, we are committed to building an inclusive workplace. We believe diverse perspectives lead to better decision-making and stronger innovation. Second, as our primary customers are women, having more women employees helps us better understand their needs. This creates deeper empathy and gives us clearer visibility to design more relevant and impactful solutions. Women bring strong qualities such as empathy, resilience, and independence, key strengths that support both our culture and business goals. By empowering women within our organization, we not only promote equity but also strengthen our ability to deliver sustainable impact.*

Q: What are the challenges in developing women leaders?

A: *At Amartha, we are proud to provide an inclusive environment where opportunities for women to grow into leadership roles are widely accessible, supported by clear career pathways and a strong culture of empowerment. However, we recognize that access alone is not always enough. One of the key challenges lies in overcoming internal barriers. Some women may hesitate to step forward due to self-doubt, limited confidence, or concerns about taking on greater responsibilities while balancing multiple expectations. In addition, social and cultural factors continue to play a significant role. In many communities, there is still a prevailing expectation for women to prioritize domestic roles, with some choosing or feeling encouraged to become full-time homemakers. There is also a long-standing societal perception that leadership is more naturally suited to men. These norms can influence how women see their own potential and limit their willingness to pursue leadership opportunities.*

Therefore, the most important challenge is not just creating opportunities, but helping potential women leaders break through these mindset barriers. At the same time, it is equally important to provide a strong support system and ecosystem that enables women to thrive, such as access to childcare support, leadership training, mentorship, and flexible work arrangements. By combining confidence-building initiatives with practical support, we can empower women to become the best version of themselves and step into leadership roles with confidence.

Q: *What are Amartha's programs on Women's Empowerment?*

A: *At Amartha, we are establishing our Women Empowerment programs based on Amartha's Gender Initiatives Framework, which consists of: Wellbeing & Protection: This includes flexible working hours for working mothers, additional maternity benefits, whistleblower channels and mental health support. Other than that, we also provide Daycare facilities & lactation room in office to all working mothers and fathers.*

1. *Empowerment & Inclusion: We provide equal opportunities for all employees through initiatives such as learning development programs, mentorship programs, equal pay principles, non-discriminatory hiring and promotion practices, and inclusive product design. In addition, we regularly conduct DEI activities in collaboration with our partners, including activities like makeup classes, crochet workshops, beadwork sessions, mother's and father's day.*

2. *Decent & Safe Workplace: We are committed to providing a decent and safe workplace that supports self-actualization and career development. These initiatives include an anti-harassment policy, awareness campaigns on harassment prevention and provide a hotline (People Care) that can be contacted if they experienced sexual harassment. We also have a worry free talk session with the HR team if they need help during their journey in Amartha.*

3. *Transparency & Accountability: Management commit to focus on continuous improvement that are essential to ensuring transparency and accountability in implementation. This is reflected through publicly stated commitments to our initiatives, gender-disaggregated data to inform decision-making, and regular reporting through ESG and WEPs frameworks. We also continuously refine our approach through clear improvement efforts and structured action plans.*

In alignment with this framework, we have established an Amartha DEI Committee which, a dedicated team committed to promoting gender diversity and equality across the organization. The committee serves as role models, while also monitoring and supporting the implementation of DEI initiatives within the company. In addition, We conducted the DEI Awards to recognize and appreciate employees who consistently advocate for diversity and inclusion, helping to make Amartha not just a workplace, but a truly inclusive space for everyone.

II. Human Rights Protection

(GRI 2-25; GRI 2-26; GRI 408-1; GRI 409-1; GRI 411-1; GRI 413-1; POJK 7.2; POJK 8.3; UNGC HR.2; UNGC HR.2.1; UNGC HR.5; UNGC HR.7; UNGC HR.8; UNGC G.3; UNGC G.8; UNGC G.11)

Benchmarking human rights against global and national standards Amartha is committed to respecting, protecting, and upholding human rights across all operations.

To ensure this, we regularly assess our practices against international and national standards:

1. **Women Entrepreneurs Finance Code**
   Amartha is a signatory of the Asian Development Bank's Women Entrepreneurs Finance Code, in support of closing the gender financing gap and promoting data transparency and accountability.

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

3. **Penilaian Risiko Bisnis dan HAM (PRISMA) or Business and Human Rights Risk Assessment**
   To align with national human rights standards, we have conducted an analysis using the national standard, Business and Human Rights Risk Assessment (PRISMA), created by the Ministry of Law and Human Rights of Indonesia. Human rights implementation is embedded in Amartha's company policies and ethical lending practices. This includes non-discrimination policy in hiring and promotion, employee benefits and protection procedures, well-being and mental health enhancement, and people development strategy that encourages self-actualization through professional and personal development.

4. **Indonesia Fintech Lending Association Code of Conduct**
   We have implemented ethical lending practices and participated as a signatory to the code of conduct for lending companies established by Indonesia's Fintech Lending Association.

Statement of equal employment opportunities and no forced labor and child labor
At Amartha, we are dedicated to creating a workplace that celebrates diversity, equity, and inclusion. We believe that diverse perspectives, shaped by factors such as gender, age, race, ethnicity, education, culture, and life experiences fuel innovation and growth.

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

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

III. Employee Training, Performance Review, Career Development, and Leadership

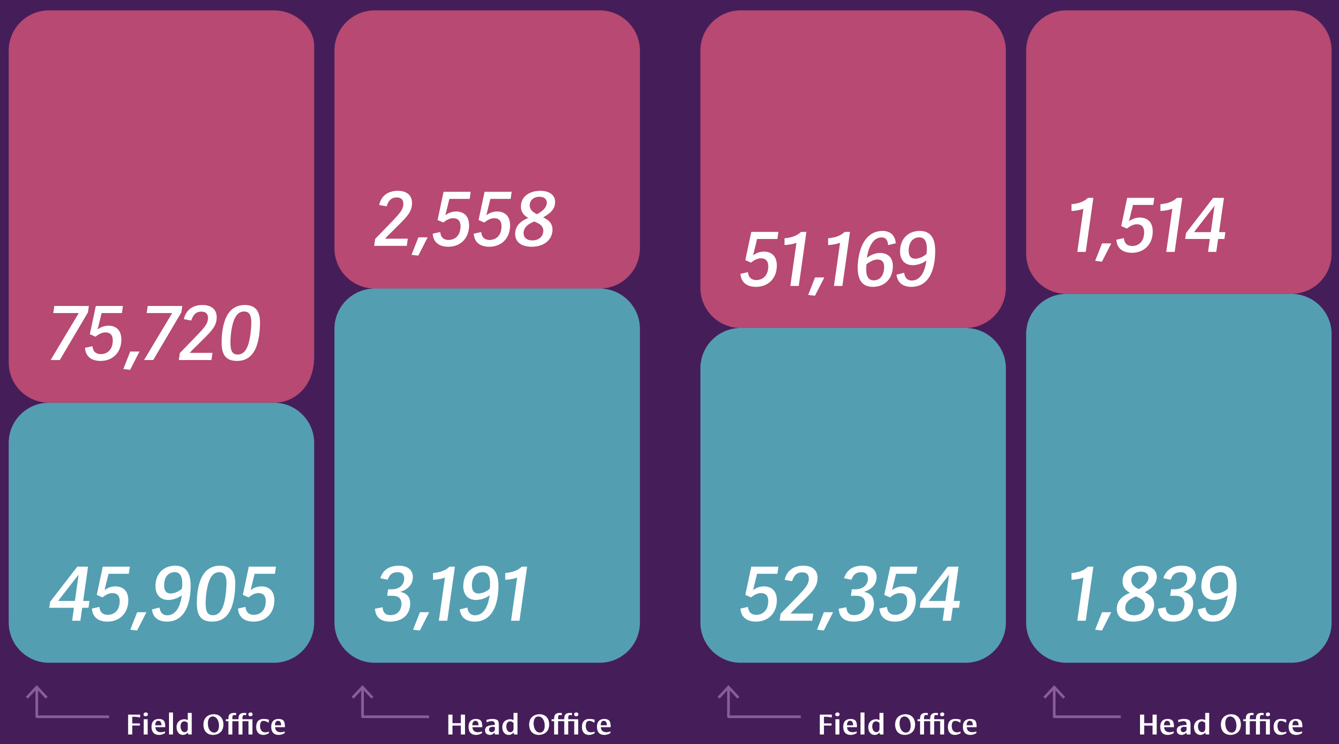
(GRI 404-1; GRI 404-2; GRI 404-3; GRI 403-5; POJK 5.3; UNGC L.7; UNGC L.11; UNGC L.12; WEP 4A; WEP 4B; WEP 4C)

Empowering talent through training & development
To promote continuous learning within the organization, Amartha has established a dedicated learning team, Amartha Academy. The team develops in-house trainings for all employee levels through a robust digital learning platform, Amarthapedia. The learning platform supports continuous individual development by offering a wide range of online classes accessible anytime.

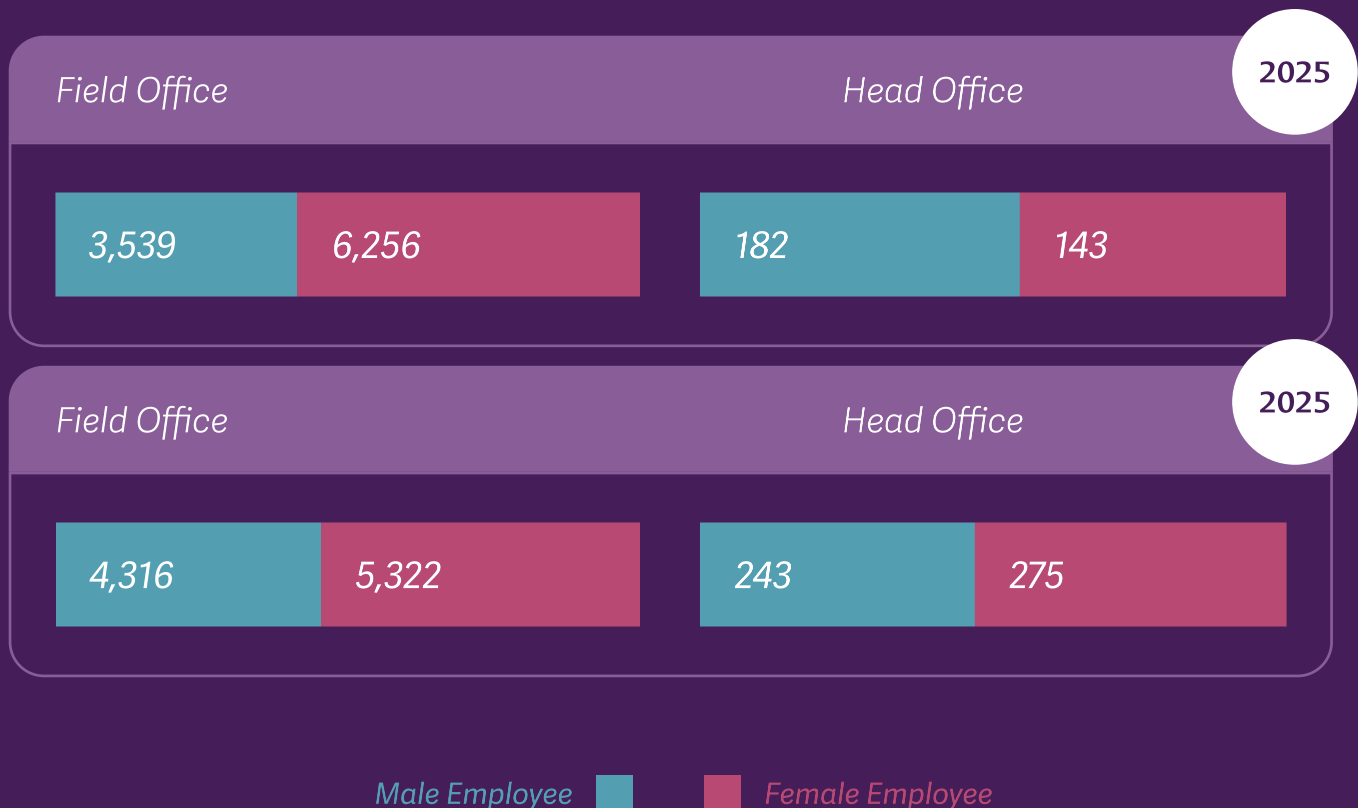
Amartha promotes a strong learning culture and enhances collaboration across teams through employee-led sharing sessions both formal through FLASH (Friday Learning and Sharing) and informal through Coffee Time with C-levels and Leaders. In 2025, Amartha's Learning Carnival and Amartha Level Up further reinforces the continuous learning value, featuring diverse sessions on risk management, data privacy and security, and leadership development.

All employees have the opportunity to attend trainings offered by Amartha or by external training partners. We also provide exclusive training for headquarters or Field Office employees, tailored to their unique job requirements. The following table shows the total average training hours, training based on gender and training breakdown, both in Head Office (HO) and Field Office (FO). The average training hours are 11.9 hours for men and 9.4 hours for women. Programs such as Amartha's Learning Carnival, Amartha Level Up, and other training initiatives are designed to further expand employees' learning opportunities and training hours.

Total Training Hours Based on Region and Gender



Total Employees Trained Based on Region and Gender



Amartha strengthens employee Environmental, Social, and Governance (ESG) capacity through various training programs. These include anti-corruption and anti-fraud training to strengthen ethical awareness, leadership training to cultivate capable and value-driven leaders, ESG training to provide basic understanding of environmental and social issues, and client protection principle to ensure financial services are delivered to borrowers in a safe, responsible, and fair manner.

Trainings	*Total Participants*
Leadership training	*2,784*
Fraud awareness training	*1,052*
ESG training	*422*
Client Protection Principles training	*984*

Nurturing team through effective performance management

All Amartha employees receive biannual performance reviews, mid-year (July–August) and year-end (December–January), through self, peer, and manager assessments, providing a 360° view of both employee and manager performance. In 2025, 5,481 female employees (100%) and 4,120 male employees (100%) received a review.

Shaping future leaders

Amartha has created A-Pioneer, a fast-track leadership program offering the opportunity to become an Area Manager within 2.5 years. The program features exclusive learning experiences mentored by top management. In 2025, Amartha opened the fourth batch of A-Pioneer for fresh graduates eager to grow, lead, and create meaningful impact.

Amartha offers the AMBI (Amartha for Better Indonesia) program, a one-week training program to strengthen managerial and leadership skills from Analyst to Senior Lead levels. Participants lead a short-term project presented to the CEO and C-levels, aiming to prepare future leaders internally. To embed the Continuous Learning value, all employees have access to Amartha Academy, an online platform offering courses in management, communication, knowledge updates, and new skills.

Amartha has developed various initiatives such as leadership talks, flexible working hours, daycare facilities, and lactation room to cater to the unique needs of working parents as well as promote women leadership.

Catalyzing career advancement and promotions
In 2025, 740 Field Office and headquarters employees received career promotions, consisting of 426 (or 57.6%) females and 314 (or 42.4%) males employees. In other words, in total, female employees are promoted more frequently than male, with 396 (or 60%) female field officers and 30 (or 37.5%) female headquarters employees receiving promotions. "This reinforces Amartha's commitment to valuing merit above all else, fostering an inclusive environment where opportunities are free from discrimination based on gender, race, or religion.

IV. Code of Conduct

(GRI 2-26; GRI 406-1; POJK 8.5; UNGC AC.3; UNGCAC.3.1; WEP 3B)

Through the Company Regulations, Amartha provides a guideline which provides guidance on ethics, work regulations, and disciplinary actions. In 2025, we have refined our Employee Code of Ethics to uphold professionalism and integrity across all employees and partners, ensuring its relevance to real conditions in the field.

V. Grievance Mechanisms

(GRI 2-25; GRI 2-26; GRI 413-1; POJK 8.5; UNGC HR.2; UNGC G.8)

Amartha has established a grievance system to ensure all employees have a safe channel to discuss work-related issues, supplier concerns, or potential ethical violations. Employees can reach out to the People and Culture team through various channels in local language, including email and WhatsApp. This channel provides stakeholders with a secure and confidential platform to voice their concerns and seek assistance without fear of retaliation. The grievance mechanism is managed by Amartha's People and Care, Customer Experience, and Fraud Control Unit divisions, depending on the nature of the complaint.

VI. Whistleblowing Policy

(GRI 2-26; POJK 8.5; UNGC AC.1; UNGC AC.4)

Amartha has developed a whistleblowing policy, Prosedur Respon Cepat Tanggap (Emergency Response Procedure), which provides a guideline to report fraud or violations of ethical conduct. The policy includes a guideline on reporting channels, complaint handling mechanisms, and monitoring procedures. The mechanism ensures anonymity and confidentiality.

VII. Social Dialogue

(GRI 2-25; GRI 413-1; POJK 8.3; UNGC L.4; UNGC L.3)

Amartha has developed various social dialogue channels to voice concerns and issues in the workplace. The social dialogue channels facilitate positive relationships between leaders and the team, ensuring that concerns are properly addressed. Our social dialogue channels include:

- Regular performance review with supervisors
- Employee satisfaction surveys
- People Care
- Dialogue with leaders in Field Office
- Townhall for Head Office and Field Office
- Breakfast with CEO
- A-chat with Leaders

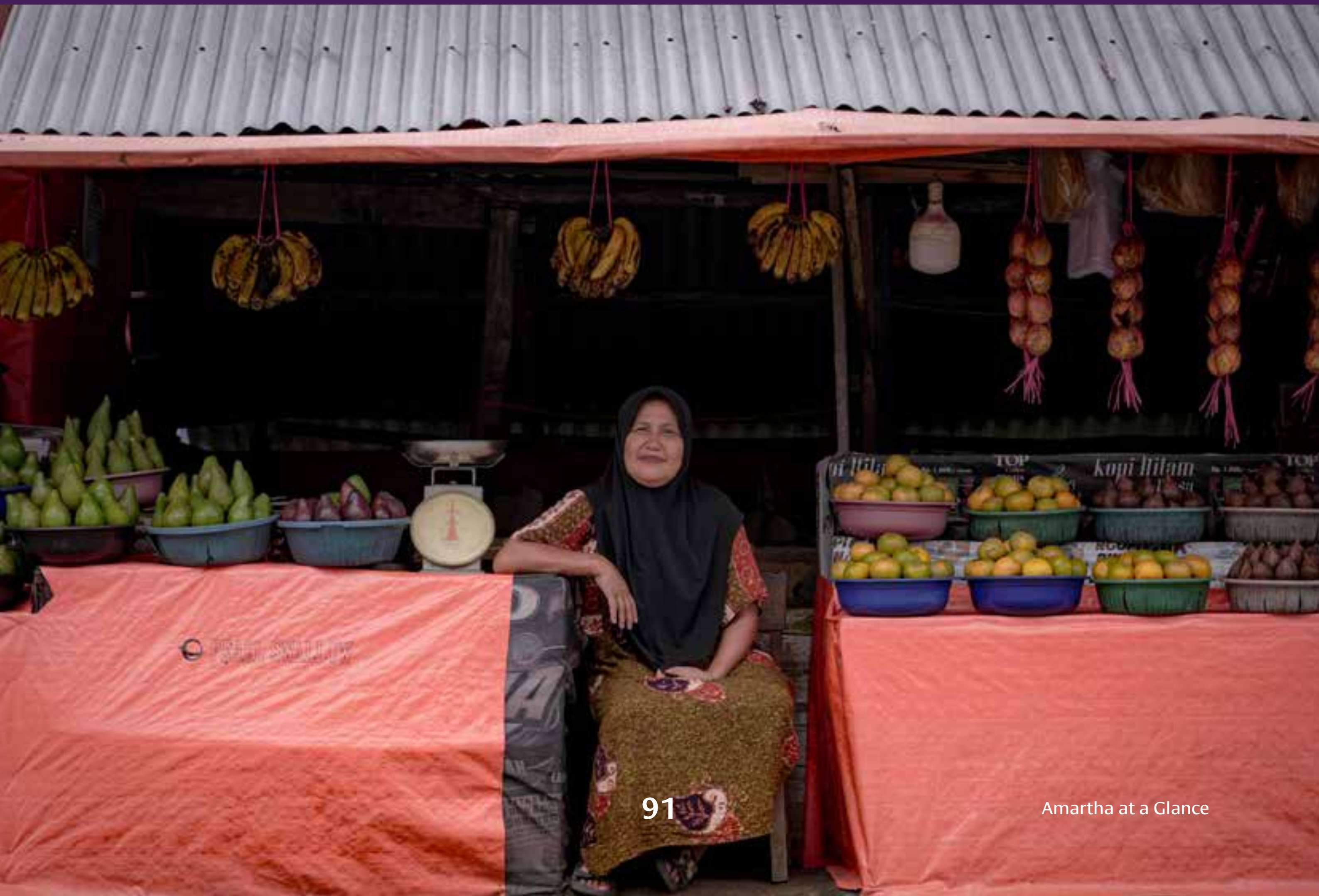
VIII. Work Flexibility

(GRI 401-3; GRI 403-6; POJK 5.3; WEP 3B; WEP 6A; WEP 7B; WEP 7C; WEP 7D)

To allow work flexibility, Amartha has a Work From Anywhere arrangement, available depending on the requirements. Amartha has established a few satellite offices in different cities, such as Bandung, Yogyakarta, and Surabaya. We have also implemented policies that support new parents in transitioning smoothly into working parenthood.

"I've been selling fruit on the side of this highway since 1991, starting with just a few crates and very limited means. When I received funding from Amartha, I used it to improve my stall and expand my inventory—adding more types of fruit and increasing the volume I could sell. With greater capacity, more customers began to come, and my daily income grew to around 400,000 to 1.5 million rupiah, more than double what I used to earn. It wasn't just about earning more, but about what that income made possible—I was able to put both of my children through college. That's my proudest achievement."

Asmawarni,
Fruit Seller (West Sumatera)



C. Maintain Trustworthy Partnerships

I. Partnerships

(GRI 2-28; GRI 203; POJK 5.5; POJK 8.3; UNGC G.7; WEP 6C)

To amplify its impact at the grassroots level, Amartha actively collaborates with external stakeholders. In line with SDG 17, Amartha develops partnerships with development agencies, governments, NGOs, academic institutions to private sectors.

Ministry of Communication and Digital Affairs (Komdigi)

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

Ministry of Women Empowerment and Child Protection (KPPPA)

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

Koalisi Ekonomi Membumi (KEM)

KEM is a collective movement that aims to accelerate the growth of nature-based innovations by building a sustainable investment ecosystem that emphasizes Indonesia's local wisdom. In 2024, Amartha announced a strategic partnership through the signing of a Memorandum of Understanding for a microfinance development program in social forestry. In 2025, KEM facilitated discussions in Ruang Lestari, a collaborative and participatory platform designed to exchange ideas, align perspectives, and explore solutions through cross-sector collaboration, as part of the Impact Festival.

Yayasan Inspirasi Keluarga Kesemat (IKAMaT)

IKAMaT is a non-profit organization dedicated to improving the health of mangrove ecosystems and realizing the prosperity of coastal communities. In 2025, Amartha collaborated with IKAMaT and KTH Baros to plant 5,000 mangroves in Pantai Baros, Yogyakarta.

Kelompok Tani Hutan Baros (Baros Forest Farmers Group, KTH Baros)

KTH Baros is a group of youths in the Baros area who are active in mangrove forest conservation through planting, managing, and guarding mangrove seedlings, as part of an ecotourism and environmental conservation initiative. In 2025, Amartha collaborated with IKAMaT and KTH Baros to plant 5,000 mangroves in Bantul, Yogyakarta.

Kesatuan Pengelola Hutan Bali Barat (Forest Management Unit West Bali)

Kesatuan Pengelola Hutan in Bali is responsible for the technical implementation units of forest management in Bali Barat. Working with Kelompok Tani Hutan Giri Amerta, Amartha has successfully planted productive-endemic trees in West Bali in 2024.

Kelompok Tani Hutan Giri Amerta (Giri Amerta Farmers Group, KTH Giri Amerta)

KTH Giri Amerta guards and ensures the sustainability of the West Bali Forest area. In 2024, in collaboration with Amartha, 2,000 productive endemic trees were planted across 304 hectares of land.

Blue Forests

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

Jejakin

Jejakin is an organization that offers a platform that enables companies and individuals to calculate and track their carbon footprints, while also donating to tree-planting projects to offset their emissions.

Junglo

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

Global Reporting Initiative (GRI)

GRI is a network-based organization that has pioneered the development of the sustainability reporting framework and is committed to its continuous improvement and application worldwide. The partnership with GRI includes a Sustainability Reporting for SMEs training, "Introduction to Simplified Environmental, Social, and Governance (ESG) Guidance for ASEAN SMEs in supply chains" , in The 2025 Asia Grassroots Forum, hosted by Amartha in Bali, Indonesia.

Standard Chartered

Standard Chartered is a global bank connecting corporate, institutional and affluent clients to sustainable growth opportunities across Asia, Africa and the Middle East. Amartha partnered with Standard Chartered and Instellar Impact through the Innofund program, a seed funding and capacity-building initiative that supports early-stage social enterprises in Indonesia. The program provides capital, mentoring, and ecosystem access to help startups scale their impact sustainably. As part of this collaboration, Amartha is responsible for channeling funds from Standard Chartered to startups selected by Instellar, ensuring transparency, accountability, and timely disbursement to strengthen the MSMEs ecosystem. The collaboration with Standard Chartered was also demonstrated through their participation as a speaker and partner at The 2025 Asia Grassroots Forum, hosted by Amartha.

Instellar

Instellar has been working on various projects and programs as a catalyst, a connector, and a community platform and developed an ecosystem for mission-driven businesses and social enterprises in Indonesia since 2014. Amartha partnered with Instellar Impact through the Innofund program, working alongside Standard Chartered.

II. Associations

(GRI 2-28; POJK 8.3; UNGC G.7; WEP 5C)

Women's World Banking (WWB)

WWB is a non-profit organization that provides strategic support, technical assistance, and information to a global network of 67 financial institutions and banks that provide credit and other financial services to low-income women entrepreneurs in developing countries. In 2025, Amartha's continuous collaboration with WWB is demonstrated through advocacy for financial inclusion through The 2025 Asia Grassroots Forum, hosted by Amartha and a joint collaboration research on climate resiliency.

SME Finance Forum

SME Finance Forum works to increase small and medium business access to capital. Through Amartha's membership with SME Finance Forum, we have participated in various knowledge-sharing sessions, surveys, and research on promoting innovation and financial inclusions. In 2025, Amartha joins Global SME Finance Forum in South Africa, a series of events sharing insights by speakers from around the world focusing on sustainability, growth, and bridging finance gaps.

Asian Development Bank (ADB)

ADB is a regional development institution that supports economic growth, social progress, and sustainable development across Asia and the Pacific. Amartha has signed a Women Entrepreneur (WE) Finance Code as part of a commitment to accelerate access to funding for women MSMEs. The WE Finance Code is a global commitment launched by the World Bank Group in 2023. In 2025, Amartha participated in the WE Finance Code Signatory Financial Institutions training to further strengthen the integration of women-led MSMEs into its policies, strategies, data systems, and market research.

Indonesia Global Compact Network (IGCN)

IGCN is a local network of the United Nations Global Compact in Indonesia, composed of corporations and organizations that have mutually agreed to support, promote, and implement the United Nations Global Compact Principles. Amartha publishes an annual Communication on Progress (CoP) report that outlines its initiatives and strategies to protect human rights, uphold labor standards, safeguard the environment, and combat corruption. The report also features the CEO's Statement of Continued Support, demonstrating top management's commitment to Environmental, Social, and Governance (ESG) priorities.

Indonesia Business Coalition for Women Empowerment (IBCWE)

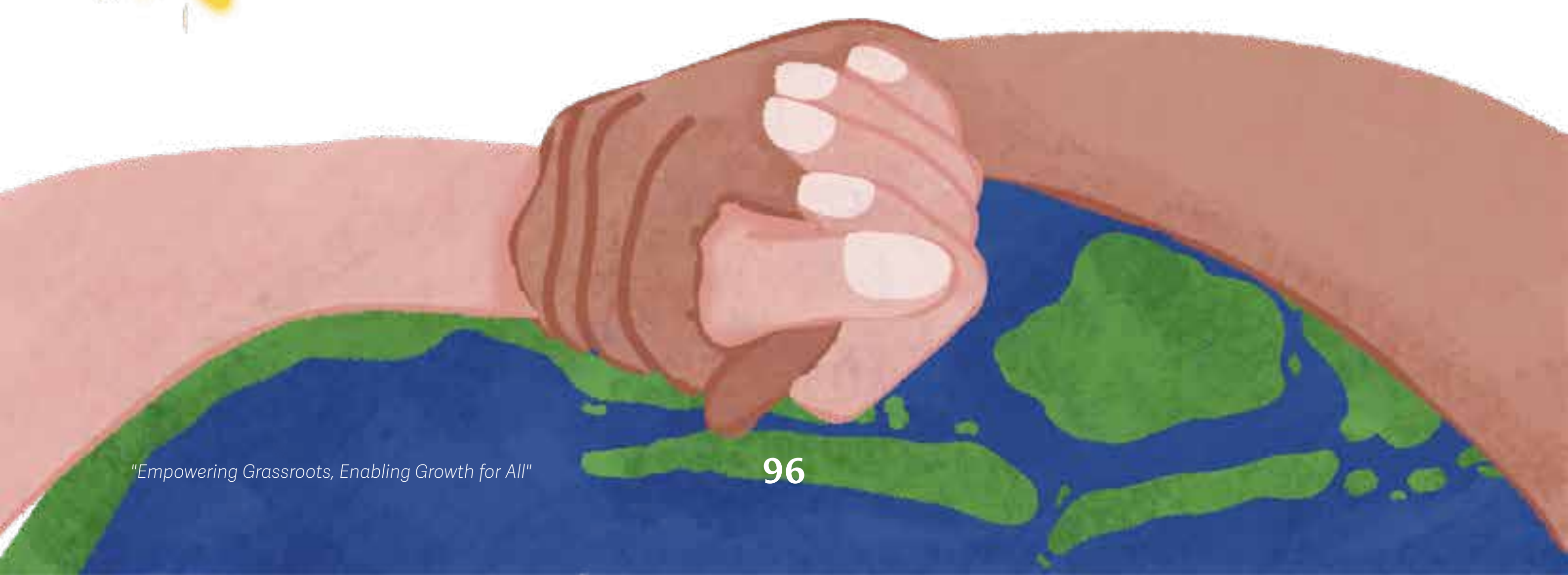
IBCWE is a coalition of businesses committed to promoting women's economic empowerment and gender equality. To understand the gap and design an action plan for gender initiatives within the organization, Amartha has conducted the Gender Equality Assessment Results and Strategies (GEARS) exercise. The assessment has started at the end of 2024, and was completed in 2025. In 2025, Amartha also participated in IBCWE's event as a panelist in Allyship in Action, sharing the importance of male participation in women empowerment.

Indonesia Business Council for Sustainable Development (IBCSD)

IBCSD is a CEO-led association of Indonesian corporations committed to promoting sustainable development via economic growth, ecological balance, and social advancement. In 2025, Amartha was involved as a participant in the Focus Group Discussion on Decarbonization Methodology and Award Development, developed alongside Katadata.

Asosiasi Fintech Pendanaan Bersama Indonesia (Indonesian Fintech Lending Association, AFPI)

AFPI is an association that accommodates Information Technology-Based Joint Funding Service Providers (LPBBTI) appointed by the Financial Services Authority as the official association of LPBBTI Providers in Indonesia through letter No. S-5/D.05/2019. Amartha is a signatory to the code of conduct for lending companies established by AFPI.



III. Institutional Investors

(GRI 203; GRI 204-1; POJK 5.5; POJK 8.3;UNGC HR.3)

To advance Amartha's mission of empowering grassroots communities, 40 institutional investors and lenders have collaborated to fund women-led ultra-micro businesses across Indonesia.

IV. Sustainable Procurements

(GRI 204-1; GRI 308-1; GRI 308-2; GRI 414-1; GRI 414-2; POJK 8.3; POJK 8.5; UNGC HR.3; WEP 5C; WEP 6C)

Amartha has developed a vendor evaluation process to ensure sustainable procurement. This includes prioritization from local vendors, ethical suppliers who adhere to no-child-labor policy, minimum wages, and from women owned or women-led MSMEs. Additionally, the procurement process also takes into account availability, quality, performance, and market competitiveness.

Chapter 7

Moving Forward

A. Message from Chief Compliance and Sustainability Officer

(GRI 2-22; POJK No. 51 1.1; POJK No. 51 6.1; POJK No. 51 6.2; POJK No. 51 6.3; UNGC G.2; WEP 1A)

The true measure of Amartha's progress lives in the determination of the women we serve. Their resilience, ambition, and hope continue to shape the way we grow as an organization. In 2025, this belief feels even more central to our work as we deepen our shared commitment to sustainable and responsible growth.

Throughout this year, we enhanced our approach to managing environmental, social, and governance risks. We have received a "Gold" certification in Client Protection, are currently conducting ongoing climate resilience research, have strengthened our digital and financial literacy trainings, and enhanced our sustainability programs. These improvements help us remain resilient amid shifting environmental and economic landscapes, while ensuring that our contribution continues to support long-term empowerment at the grassroots level.

At our core, we believe that progress should be shared, fair, and accessible for all. To our partners, regulators, team members, and the communities who place their trust in us, thank you for walking alongside us. This report is a tribute to the women whose courage inspires our mission, and to the future we strive to build together.

Aria Widyanto

Chief Compliance and Sustainability Officer

B. Feedback Form

(GRI 2-29; POJK No. 51 9.2; POJK No. 51 9.3; UNGC G.8; WEP 7C)

Amartha values your feedback to help us continuously improve our sustainability report. We invite you to share your thoughts and suggestions through the feedback form available at the end of this report.

5.0
out of five

"I've been weaving tanggui hats since 1992, just like my mother taught me. With a loan from Amartha, I was able to keep my craft alive and eventually build a small workshop of my own. "

Albainah,
Tanggui Craft

Chapter 8

Appendix

Feedback Form

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

Your Profile (Optional)

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

Stakeholder Category

- ☐ Community
- ☐ Institutional investor
- ☐ Retail investor
- ☐ Government
- ☐ Media
- ☐ NGO
- ☐ Employee
- ☐ Others

Please Rate the Information and Structure of this Sustainability Report

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

Please Rate the Materiality of The Topics for Amartha and Amartha's Stakeholders in this Sustainability Report

No.	Topic	Very Not Important	Not Important	Important	Very Important
1.	Economic performance				
2.	Indirect economic impact				
3.	Sustainable finance performance				
4.	Energy and emissions reductions (Amartha Lestari)				

No.	Topic	Very Not Important	Not Important	Important	Very Important
5.	Employment & Labor (Amartha Madani)				
6.	Gender equality & women empowerment (Amartha Madani)				
7.	Education & training (Amartha Madani)				
8.	Consumer privacy & safety (Amartha Bestari)				
9.	Anti corruption (Amartha Bestari)				

Please Provide your Recommendations or Comments for this Report:

Thank you for taking the time to complete this feedback form. Please return it to us by mail, email, or through the online survey:

1. Mailing address: Amartha Village (Jl. TB Simatupang, Kavling 18, Cilandak Barat, Cilandak, Jakarta Selatan, DKI Jakarta, 12430)
2. E-mail: esg@amartha.com
3. Online survey: https://s.id/FeedbackAmarthaSR2025

Framework alignment
Global Reporting Initiative (GRI)

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——	2. Aspek ekonomi (3 tahun terakhir)	
2.1	Kuantitas produksi atau jasa yang dijual	55
2.2	Pendapatan atau penjualan	55
2.3	Laba atau rugi bersih	62, 63
2.4	Produk ramah lingkungan	64
2.5	Pelibatan pihak lokal yang berkaitan dengan bisnis Keuangan Berkelanjutan	64
——	3. Aspek lingkungan hidup (3 tahun terakhir)	
3.1	Penggunaan energi (listrik dan air)	51
3.2	Pengurangan emisi yang dihasilkan	46, 48
3.3	Pengurangan limbah dan yang dihasilkan	52
3.4	Pelestarian keanekaragaman hayati	52
——	4. Aspek sosial (3 tahun terakhir)	
4.1	Dampak positif dan negatif penerapan Keuangan Berkelanjutan bagi masyarakat dan lingkungan	55
——	5. Profil perusahaan	
5.1	Visi, misi, dan nilai keberlanjutan	18, 19
5.2	Alamat perusahaan (nama, alamat, nomor telepon, nomor faksimil, e-mail, situs web, kantor cabang dan/atau kantor perwakilan)	6
5.3	Skala usaha (total aset/kapitalisasi aset dan totalkewajiban; jumlah karyawan yang dibagi menurut jenis kelamin, jabatan, usia, pendidikan, dan status ketenagakerjaan; persentase kepemilikan saham (publik dan pemerintah; wilayah operasional)	20, 21, 23,
5.4	Produk, layanan, dan kegiatan usaha yang dijalankan	15
5.5	Keanggotaan pada asosiasi	92, 97
5.6	Perubahan emiten dan perusahaan publik yang bersifat signifikan	-

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——	**6. Penjelasan direksi**	
6.1	Kebijakan untuk merespon tantangan dalam pemenuhan strategi keberlanjutan (penjelasan nilai keberlanjutan perusahaan; penjelasan respon perusahaan terhadap isu terkait penerapan Keuangan Berkelanjutan; penjelasan komitmen pimpinan perusahaan dalam pencapaian penerapan Keuangan Berkelanjutan; pencapaian kinerja penerapan Keuangan Berkelanjutan; tantangan pencapaian kinerja penerapan Keuangan Berkelanjutan)	9, 99
6.2	Penerapan keuangan berkelanjutan (pencapaian kinerja penerapan Keuangan Berkelanjutan (ekonomi, sosial, dan Lingkungan Hidup) dibandingkan dengan target; penjelasan prestasi dan tantangan termasuk peristiwa penting selama periode pelaporan)	9, 99
6.3	Strategi pencapaian target (pengelolaan risiko atas penerapan Keuangan Berkelanjutan terkait aspek ekonomi, sosial, dan Lingkungan Hidup; pemanfaatan peluang dan prospek usaha; penjelasan situasi eksternal ekonomi, sosial, dan Lingkungan Hidup yang berpotensi mempengaruhi keberlanjutan perusahaan)	9, 38, 99
——	**7. Tata kelola berkelanjutan**	
7.1	Penanggung jawab penerapan keuangan berkelanjutan	37
7.2	Pengembangan kompetensi terkait keuangan berkelanjutan	55, 85
7.3	Penilaian risiko atas penerapan keuangan berkelanjutan	28, 33
7.4	Hubungan dengan pemangku kepentingan	34
7.5	Permasalahan terhadap penerapan keuangan berkelanjutan	20
——	**8. Kinerja keberlanjutan**	
8.1	Kinerja membangun budaya: (i) Kegiatan membangun budaya keberlanjutan	77
8.2	Kinerja ekonomi: (i) Perbandingan target dan kinerja produksi, portfolio, target pembiayaan, atau investasi, pendapatan dan laba rugi (ii) Perbandingan target dan kinerja portfolio, target pembiayaan, atau investasi pada instrumen keuangan atau proyek yang sejalan dengan keuangan berkelanjutan	10, 40

No.	Indicator	Page
8.3	Kinerja sosial: (i) Komitmen perusahaan untuk memberikan layanan atas produk dan/atau jasa yang setara kepada konsumen. (ii) Ketenagakerjaan, paling sedikit memuat: a) pernyataan kesetaraan kesempatan bekerja dan ada atau tidaknya tenaga kerja paksa dan tenaga kerja anak; b) persentase remunerasi pegawai tetap di tingkat terendah terhadap upah minimum regional; c) lingkungan bekerja yang layak dan aman; dan d) pelatihan dan pengembangan kemampuan pegawai. (iii) Masyarakat, paling sedikit memuat: a) informasi kegiatan atau wilayah operasional yang menghasilkan dampak positif dan dampak negatif terhadap masyarakat sekitar termasuk literasi dan inklusi keuangan; b) mekanisme pengaduan masyarakat serta jumlah pengaduan masyarakat yang diterima dan ditindaklanjuti; dan c) TJSL yang dapat dikaitkan dengan dukungan pada tujuan pembangunan berkelanjutan meliputi jenis dan capaian kegiatan program	10, 21, 40, 63, 65, 67, 76, 85, 90, 95, 97
8.4	Kinerja lingkungan hidup: (i) biaya Lingkungan Hidup yang dikeluarkan; (ii) uraian mengenai penggunaan energi: a) jumlah dan intensitas energi yang digunakan; dan b) upaya dan pencapaian efisiensi energi yang dilakukan termasuk penggunaan sumber energi terbarukan;	10, 40, 53
8.5	Tanggung jawab pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan: (i) inovasi dan pengembangan Produk dan/atau Jasa Keuangan Berkelanjutan; (ii) jumlah dan persentase produk dan jasa yang sudah dievaluasi keamanannya bagi pelanggan; (iii) dampak positif dan dampak negatif yang ditimbulkan dari Produk dan/atau Jasa Keuangan Berkelanjutan dan proses distribusi, serta mitigasi yang dilakukan untuk menanggulangi dampak negatif; (iv) survei kepuasan pelanggan terhadap Produk dan/atau Jasa Keuangan Berkelanjutan.	17, 65, 67, 76, 89, 97
—	**9. Kinerja keberlanjutan**	
9.1	Verifikasi tertulis dari pihak independen (jika ada)	6
9.2	Lembar umpan balik	100
9.3	Tanggapan terhadap umpan balik Laporan Keberlanjutan tahun sebelumnya	100

Sustainable Development Goals (SDGs)

SDG	Indicator	Page
1	1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than $1.25 a day 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions 1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance 1.5 By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters	12, 23, 43, 59, 59, 67, 68, 76
2	2.1 By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round 2.3 By 2030, double the agricultural productivity and incomes of small-scale food producers, in particular women, indigenous peoples, family farmers, pastoralists and fishers, including through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment 2.4 By 2030, ensure sustainable food production systems and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality 2.a Increase investment, including through enhanced international cooperation, in rural infrastructure, agricultural research and extension services, technology development and plant and livestock gene banks in order to enhance agricultural productive capacity in developing countries, in particular least developed countries	53, 59, 59, 67, 68
3	3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents 3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all	40, 68

SDG	Indicator	Page
4	4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes 4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	40, 63, 72
5	5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life 5.a Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws 5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women	10, 13, 15, 20, 21, 40, 55, 63, 64, 68, 77, 99
6	6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity	-
7	7.2 By 2030, increase substantially the share of renewable energy in the global energy mix	-
8	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro- , small- and medium-sized enterprises, including through access to financial services 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment 8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products 8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	10, 13, 15, 18, 19, 20, 21, 40, 55, 65, 68, 99
9	9.3 Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets	10, 15, 40, 55, 63, 64, 65, 68

SDG	Indicator	Page
10	10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	10, 13, 15, 18, 20, 21, 40, 55, 63, 64, 65, 99
11	11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management	43, 51
12	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.b Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products	43, 52, 64, 65
13	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	43, 49, 62
15	15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements	43, 62
16	16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels	43, 76
17	17.3 Mobilize additional financial resources for developing countries from multiple sources 17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	43, 97

UN Global Compact (UNGC)

UNGC	Indicator	Page
——	Governance	
G.1	Highest governance body responsibility on governance issues (human rights, labour rights, environment, and anti corruption)	40
G.2	Publicly stated sustainability commitments	40, 105
G.3	Code of conduct	94
G.4	Appointed individual/group	40
G.5	Formal structure to address topics	40
G.6	Risk assessment on governance issues	31, 36
G.6.1	Supplier risk assessment on governance issues	31, 36
G.7	Due diligence that identifies, prevents, mitigates and accounts actual and potential negative impacts on governance issues	31, 36
G.7.1	Due diligence on suppliers that identifies, prevents, mitigates and accounts actual and potential negative impacts on governance issues	31, 36
G.8	Grievance mechanism	7, 94, 106
G.9	Capturing lessons on governance issues	-
G.10	Executive pay linked to sustainability topics	-
G.11	Company's highest governance body demography	82
G.12	Sustainability framework reference	42
G.13	Sustainability assurance	7
——	Human rights	
HR.1	Materiality assessment on human rights issues (freedom of expression, access to water and sanitation, digital security/privacy, gender equality and women's rights, rights of indigenous people, rights of refugees and migrants)	31
HR.2	Policy on human rights issues	81, 82
HR.2.1	Policy commitment aligned to company's own operations and developed involving expertise from inside and outside of the company on human rights issues	81, 82
HR.3	Stakeholder engagement on human rights issues	37, 97

UNGC	Indicator	Page
HR.4	Actions to mitigate risks on human rights issues	36
HR.5	Training on human rights issues	91
HR.6	Assess progress on preventing/mitigating risks/impacts on human rights issues	22, 36, 40
HR.7	Providing remedy on human rights issues	94
HR.8	Practical actions to implement human rights principles, set goals and take actions prevention and remediation	82
——	Labour	
L.1	Commitment to labour rights principles (freedom of association & collective bargaining, no forced labour, no child-labour, no discrimination in employment, safe and healthy working environment, working conditions)	49, 82
L.1.1	Labour rights policy commitment	82
L.1.2	Freedom of association and collective bargaining	82
L.2	Stakeholder engagement on labour issues	37
L.3	Preventing/mitigation risks/impacts on labour issues	82
L.4	Training on labour issues	69, 91
L.5	Assessing progress on preventing/mitigation risks/impacts on labour issues	82
L.6	Collective bargaining agreement	-
L.7	Women in managerial position	82
L.8	Average ratio of the basic salary and remuneration of women to men	-
L.9	Injuries per hours worked	68
L.10	Injuries per worker	68
L.11	Providing remedy on labour rights principles	82
L.12	Practical actions to implement labour right principles, set goals and take actions prevention and remediation	82

UNGC	Indicator	Page
——	Environment	
E.1	Policy commitment on environmental issues (climate change, water, ocean, forest, air pollution, waste, energy & resources)	49
E.1.1	Environmental policy commitment	49
E.2	Stakeholder engagement on environmental issues	37
E.3	Preventing/mitigation risks/impacts on environmental issues	49
E.4	Assessing progress on preventing/mitigation risks/impacts on environmental issues	49
E.4.1	Timebound goals/targets on environmental issues	49
E.4.2	Tracking process on timebound goals/targets on environmental issues	49
E.5	Providing remedy on environmental issues	4
E.6	Scope 1 & 2 emissions	54
E.7	Scope 3 emissions	54
E.8	% revenue invested in R&D on low-carbon products	-
E.9	Climate change adaptation and resilience	49
E.10	% renewable energy consumption	-
E.11	% low-carbon products and services/total revenue	-
E.12	Material topics identified on environmental issues	31
E.13	Water withdrawal and consumption	-
E.14	Water intensity of products with high or extremely high water stress	Not applicable
E.15	Hectares of sites owned, leased, managed by the company in or adjacent to protected areas and/or key biodiversity areas	Not applicable
E.16	Natural ecosystem converted in areas owned, leased, or managed by the company	Not applicable
E.17	Ecosystem restoration and protection	12, 55
E.18	Air pollutant emissions recorded	Not applicable
E.19	Solid waste generated	12, 55
E.20	Hazardous waste generated	Not applicable
E.21	Single use plastic recorded	55
E.22	Practical actions to implement environmental issues, set goals and take actions prevention and remediation	4

UNGC	Indicator	Page
——	Anti-corruption	
AC.1	Anti-corruption compliance program	81
AC.1.1	Anti-corruption review	81
AC.2	Conflict of interest policy	81
HR.4	Training on anti-corruption and integrity	81, 91
HR.5	Frequency of anti-corruption and integrity training	91
HR.6	Monitoring anti-corruption compliance program	81
HR.7	Number and incidents of corruption	81
HR.6	Actions to address suspected incidents of corruption	81
HR.7	Actions to address suspected incidents of corruption indepedently	81

Women Empowerment Principles (WEP)

WEP	Indicator	Page
——	1. Establish high-level corporate leadership for gender equality	
a.	Affirm high-level support and direct top-level policies for gender equality and human rights.	11, 40, 90, 105
b.	Establish company-wide goals and targets for gender equality and include progress as a factor in managers' performance reviews.	40, 91
c.	Engage internal and external stakeholders in the development of company policies, programmes and implementation plans that advance equality.	31, 37, 72
d.	Ensure that all policies are gender-sensitive –identifying factors that impact women and men differently –and that corporate culture advances equality and inclusion.	20, 21, 72, 82
——	2. Treat all women and men fairly at work – respect and support human rights and nondiscrimination	
a.	Pay equal remuneration, including benefits, for work of equal value and strive to pay a living wage to all women and men.	82
b.	Ensure that workplace policies and practices are free from gender-based discrimination.	90
c.	Implement gender-sensitive recruitment and retention practices and proactively recruit and appoint women to managerial and executive positions and to the corporate board of directors.	82, 91
d.	Assure sufficient participation of women –30% or greater –in decision-making and governance at all levels and across all business areas.	72, 82
e.	Offer flexible work options, leave and re-entry opportunities to positions of equal pay and status.	72, 82
f.	Support access to child and dependent care by providing services, resources and information to both women and men.	72
——	3. Ensure the health, safety and well-being of all women and men workers	
a.	Taking into account differential impacts on women and men, provide safe working conditions and protection from exposure to hazardous materials and disclose potential risks, including to reproductive health.	68
b.	Establish a zero-tolerance policy towards all forms of violence at work, including verbal and/or physical abuse, and prevent sexual harassment.	81, 82
c.	Strive to offer health insurance or other needed services -including for survivors of domestic violence- and ensure equal access for all employees.	68

WEP	Indicator	Page
d.	Respect women and men workers' rights to time off for medical care and counseling for themselves and their dependents.	68
e.	In consultation with employees, identify and address security issues, including the safety of women traveling to and from work and on company-related business.	68
f.	Train security staff and managers to recognize signs of violence against women and understand laws and company policies on human trafficking, labour and sexual exploitation.	81
——	4. Promote education, training and professional development for women	
a.	Invest in workplace policies and programmes that open avenues for advancement of women at all levels and across all business areas, and encourage women to enter nontraditional job fields.	76, 91
b.	Ensure equal access to all company-supported education and training programmes, including literacy classes, vocational and information technology training.	76, 91
c.	Provide equal opportunities for formal and informal networking and mentoring.	91
d.	Offer opportunities to promote the business case for women's empowerment and the positive impact of inclusion for men as well as women.	72
——	5. Implement enterprise development, supply chain and marketing practices that empower women	
a.	Expand business relationships with women-owned enterprises, including small businesses, and women entrepreneurs.	17, 49, 72
b.	Support gender-sensitive solutions to credit and lending barriers.	15, 17, 49, 69
c.	Ask business partners and peers to respect the company's commitment to advancing equality and inclusion.	19, 97
d.	Respect the dignity of women in all marketing and other company materials.	19, 71
e.	Ensure that company products, services and facilities are not used for human trafficking and/or labour or sexual exploitation.	81
——	6. Promote equality through community initiatives and advocacy	
a.	Lead by example –showcase company commitment to gender equality and women's empowerment.	12, 12, 20, 82, 90
b.	Leverage influence, alone or in partnership, to advocate for gender equality and collaborate with business partners, suppliers and community leaders to promote inclusion.	23, 97

WEP	Indicator	Page
c.	Work with community stakeholders, officials and others to eliminate discrimination and exploitation and open opportunities for women and girls.	43, 54, 68, 72, 97
d.	Promote and recognize women's leadership in, and contributions to, their communities and ensure sufficient representation of women in any community consultation.	72
e.	Use philanthropy and grants programmes to support company commitment to inclusion, equality and human rights.	56, 72
—	7. Measure and publicly report on progress to achieve gender equality	
a.	Make public the company policies and implementation plan for promoting gender equality.	40, 41, 43, 72, 82, 90
b.	Establish benchmarks that quantify inclusion of women at all levels.	82
c.	Measure and report on progress, both internally and externally, using data disaggregated by gender.	82
d.	Incorporate gender markers into ongoing reporting obligations.	42, 82

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Empowering Grassroots, Enabling Growth for All
Sustainability Report 2025