



INDONESIA Sustainability Factsheet 2020



Live more,
Bank less

*Stronger
Together*

Banking with purpose amid the pandemic





Foreword

In 2020, our 'Stronger Together' spirit has been scaled up through ecosystem partnerships and sharing to mitigate the impact of the Covid-19 pandemic. In the past year, we established strong collaborations with partners, clients, and employees alike to contribute to our local communities, including donating to low-income workers who are especially hard-hit throughout the pandemic.

It is also fundamental that our business creates sustainable livelihoods. This is why we actively promote and offer sustainability-related financial products, encouraging new energy resource generation, green financing and carbon footprint reductions.

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DBS Sustainability Overview

Sustainability pillars

Our approach to sustainability is guided by our sense of purpose: To create value for the long term, and by managing our business in a balanced and responsible way. We do this through our three sustainability pillars.



Responsible banking

We incorporate responsible financing in our lending practices, support our customers' transition towards more sustainable low-carbon business models and improve customers' access to ESG investments. We conduct our business in a fair and responsible manner. This includes advancing financial inclusion, taking a proactive stance to protect our customers' information and preventing financial crime.



Responsible business practices

We do the right thing by our people and consider the impact our business operations has on the environment and society. We provide an inclusive work environment, manage our direct environmental footprint and seek to influence our supply chain towards sustainable practices. We also pay our fair share of taxes and make economic contributions to the communities where we operate.



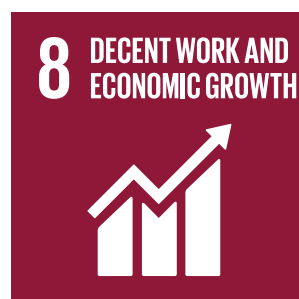
Creating social impact

We seek to be a force for good by supporting social enterprises that address social needs in a creative and effective manner. We also give back to the communities in the markets where we operate. Through our "People of Purpose" volunteerism movement, we help to drive impact in the areas of the elderly, education and the environment.

We have chosen to focus on these six SDGs which we believe we can make meaningful contributions to, and taking into account the markets in which we operate.

Progress on sustainable development goals (SDGs)

As a member of the [United Nations Global Compact](#), we are committed to driving progress towards achieving the SDGs. We believe that we have a role to play in promoting sustainable development.



Pillar 1: Responsible banking

Responses and commitment to the implementation of sustainable finance

To uphold our commitment to implementing sustainable financing, DBS Indonesia conducts an environmental, social and governance (ESG) risk assessment to all our lending activities when credit applications are put up for new and existing customers and during credit reviews, which has been set out as an inseparable part of our Credit Memorandum.

We continually build our knowledge base as an ongoing effort to provide ESG advisory services across our corporate and SME customers to better understand our sustainable finance offerings.

To demonstrate our commitment towards sustainability and the community, DBS Indonesia expanded our sustainable banking services to the retail market and launched a green rewards programme for our credit card customers during the year. Through the rewards programme, our retail customers can redeem and convert reward points into food donations for the needy. In collaboration with social enterprises (SEs), we managed to distribute 745 food packages in total, benefiting 745 families/ individuals.

In 2020, DBS Indonesia distributed and underwrote SGD 3.97 million worth of green bonds issued by the Indonesia government across 42 customers. The raised proceeds will be used exclusively for eligible green projects across a variety of sectors, including renewable energy, energy efficiency, resilience to climate change, sustainable transport, waste management, green tourism, green buildings, sustainable agriculture, and post-pandemic development.

Pillar 2: Responsible business practices

Managing our environmental footprint

As part of our group-wide commitment to reduce our environmental footprint, DBS has been actively reducing its paper usage in the countries where it operates, and Indonesia is no exception. As of December 2020, DBS Indonesia has saved 36.8 tonnes of paper – equivalent to approximately 11,900 reams of A4-sized paper – within the bank's four key operating functions, including office documents, transaction statements, and envelopes. This number reflects a 150% reduction in paper usage from 2019, allowing us to exceed our initial target of 21 tonnes. We recognise that work-from-home policies contributed to a significant bulk of paper savings in the year, but we continue to encourage mindful consumption habits among employees as we return to the office.

The success of our paper reduction efforts extends to the various transformative initiatives at the business and operational levels. For example, DBS Indonesia's digitalisation efforts resulted in customers switching from paper to e-statements through a digital current account platform, with nearly 90% of credit card statements and more than 95% of cashline statements being processed digitally as well.

Building sustainable infrastructure

In 2020, we completed the installation of solar panels in our Juanda branch office, with sufficient testing and commissioning being carried out to ensure that they are safe and meet their design requirements. Currently, these solar panels produce renewable energy that makes up approximately 10% of DBS Indonesia's total energy usage. We plan to scale up this initiative and increase our office's solar capacity in the coming years.

Sustainability Data

Sustainability indicators and the formulation of sustainability measures are necessary to help DBS deliver our sustainability strategy in accordance with the Global Reporting Initiative (GRI) Standards and the G4 Financial Services sector disclosures by the GRI Global Sustainability Standards Board. The table below accounts for information on Indonesia, while the group level information can be referred to in our [DBS Sustainability Report 2020](#).

Key statistics – Indonesia	2020
Total energy consumption ¹ (MWh)	11,091
Total emissions from electricity consumption (tCO ₂ e)	9,054
Total water consumption ² (m ³)	47,635
Total waste generated ³ (tonnes)	63.4
Headcount (Male: Female)	1,437:1,398
Voluntary attrition rate (%)	7.2

¹Energy consumption is defined as purchased electricity, purchased chilled water cooling to buildings, and outsourced data centres, where available.

²All water consumption reported is considered freshwater according to GRI 303.

³Total waste generated included those composted, recycled, incinerated, and landfilled.

Pillar 3: Creating social impact

To make a lasting impact in addressing the region's evolving social needs, DBS Indonesia and the DBS Foundation implemented the Force for Good (FFG) programme as part of the Bank's approach to sustainability in creating social impact.

Besides complying with government regulations on corporate social and environmental responsibilities, the main principles of the FFG programme are to create a healthy social environment, better quality of life, and public welfare.

In 2020, DBS Indonesia conducted various programmes and activities focused on championing SEs to support the growth of sustainable business and create a sustainable ecosystem. The Bank also encouraged employees to volunteer in partnership programmes with institutions such as social enterprises, foundations, and organisations that support sustainability.

DBS Social Enterprise E-Handbook

By end 2020, we launched the DBS Foundation Social Enterprise E-Handbook 2.0, which aims to stimulate and support the growth of SEs as they form the backbone of a sustainable economy.

This e-book is the updated version of the first edition that was launched in 2016, titled *Berani jadi Wirausaha Sosial*. The revised DBS Foundation Social Enterprise E-Handbook 2.0, titled *Profit Untuk Misi Sosial*, provides practical information about SEs in Indonesia, including actual business case studies, SE business models, and other insightful knowledge that will be beneficial to the public, especially SEs who are just starting out.

Social Enterprise Meetup

In 2020, our DBS Foundation Social Enterprise Meet Up Programme (SE Meet Up) went online due to the pandemic and continued to facilitate connections between SEs, SE aficionados, business players, and experts. Through this programme, we helped participants to widen their network and address industry challenges through knowledge sharing discussions.

COVID-related

Case study:**Donation of COVID-19 test kits and masks**

To address the shortage of Covid-19 test kits in Indonesia, DBS Indonesia donated 100,000 units of rapid test kits, polymerase chain reaction machines and other medical supplies to the Government of Indonesia.

To respond to the urgent demand for reusable masks for the underprivileged, almost 900 employees from the DBS Risk Management Group in Indonesia worked together and produced 4,260 cloth masks. Over 2,000 masks were distributed through our partner, FoodBank of Indonesia, to the needy on the streets, while the rest were distributed directly by our volunteers to the neighbouring areas.



Towards Zero Food Waste-related

Case study: DBS Orang Bike

DBS Orang Bike was another Stronger Together programme conducted also in support of our Towards Zero Food Waste campaign in 2020.

This initiative, which aimed to help daily wage workers impacted by COVID-19, was spearheaded by DBS Indonesia employees volunteering in activities such as food packing and food distribution. In collaboration with local cycling communities for greater outreach in the rural areas, we then delivered these food packages to “Starling” village.

