

STRENGTHENING SYNERGY, PROMOTING SUSTAINABILITY





STRENGTHENING SYNERGY, PROMOTING SUSTAINABILITY

PT MRT Jakarta (Perseroda) believes that collaboration is the key success factor to achieve sustainability targets, especially during the COVID-19 pandemic. In 2021, the Corporation strives to retain the employees, to implement health protocol at all operating areas for the safety of the passengers and other stakeholders, and to continue innovation and sustainable business development.

In the operations, the Corporation implements its business transformation strategy, business beyond normal, which consists of three components: beyond ridership, beyond physical mobility, and beyond transport network. It is expected that the Corporation's effort will continue to deliver sustainability values, including supporting the infrastructures and facilities of mass rapid transit, developing business around the stations, and realizing sustainable city & mobility in Indonesia, in accordance with the Sustainable Development Goals.

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2021 ACHIEVEMENT

Synergy for Jakarta

The Corporation supports the program of the Government of DKI Jakarta Province in containing the transmission of COVID-19 through corporate social responsibility known as Synergy for Jakarta. This program focuses on multi-party collaboration, including the governmental institutions, private institutions, NGOs/communities, organizations, and the public to provide support in terms of health, economic, and social aspects to the communities impacted by COVID-19 in DKI Jakarta.



698

Employees

Vaccination:

1,782

Partners and vendors

584

Employees' Family Members



94

Oxygen tanks distributed to regional public hospitals



408 people

Served through consultation with psychologist



4 organizations and 235 individuals

Received basic needs aid



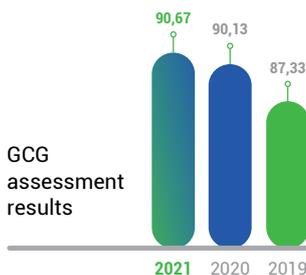
"Top Corporate Social Responsibility of The Year 2021:"

Special Achievement for COVID-19 Handling Activities"

Governance

The Corporation has established a **Sustainability Committee** following Directors' Decree No. 017 Year 2021 and put in place Guidelines of Sustainability Management and Social Responsibility based on Directors' Regulation No. 026 Year 2021, signed by the Board of Directors.

The Corporation has established **Corporate Long-Term Plan (RJPP) 2022-2030** ratified in the Extraordinary GMS as drawn up in Deed Number 25 dated November 30, 2021 and signed by the Board of Commissioners and the Board of Directors.



100% LHKPN
Reporting compliance rate Since 2018



11 reports
Whistleblowing



100%
Report follow-up rate

Operational Performance



Zero
Crime rate



Rp **3.49** billion
Spent in public facility improvements



7,189,862 people
Used MRT Jakarta services in 2021

↑ **8.84%** of the target



88.29%
Customer satisfaction index

↑ **2%** from 2020

Construction Performance



8.49%
Phase 2 A construction progress



Zero
Workplace accident



862 Trees
Planted in the project site of Phase 2A construction

Financial and Business Performance



Rp **473.57** billion
Non-farebox revenue

↑ **23.75%** from 2020



Rp **105.70** billion
Profit of the Year

↑ **249.24%** from 2020

Human Capital



71,122 Hours
Total training hours



99.86%
Employees participated trainings in 2021



Zero lay-off +
60 new employees



72%
Male



28%
Female
Employees by gender

Collaboration with Startups

MRTJ Accel Program



MRTJ Incubator Program





SUSTAINABILITY HIGHLIGHTS

Environmental Management Performance				
Description	Unit	2021	2020 *)	2019 *)
Internal Performance				
Energy consumption	GigaJoule	177,431	175,133	159,171
Measurement of emission generated from MRT operations **)	Ton CO ₂ eq	43,253	42,692	38,806
Volume of effluent processed in WWTP	m ³	374	2802	681
Water consumption	m ³	158,244	158,394	124,809
Environmental Responsibility Performance				
Environmental expenditure	Rp Million	4,030	595	206
Number of trees planted	Tree	862	1,707	-

*) Restatement

***) Based on Emission Factor Standards of MENR 2016

Social Management Performance				
Description	Unit	2021	2020	2019
Internal Performance				
Percentage of female employees from total employees	%	28.27	27.87	12.57
Number of employees participating trainings in a year	People	713	689	676
Number of training participants in a year	Participation	6,623	5,592	1,597
Accumulated training hours in a year	Hour	71,122	47,806	47,826
Employees' training and education cost	Rp Million	6,889	3,504	11,333
Employee engagement index	Scale 5	28.27	3.19	-
Customer satisfaction index		88.29	88.64	82.78
Supplier satisfaction index	%	89.00	88.00	85.00
Social Responsibility Activities				
Realization of social responsibility activity budget				
<i>Jalan Jakarta</i>		0	82	130
Large-scale social collaboration	Rp Million	0	489	0
Sponsorship		583	171	262
<i>Jakarta Pasti Bisa</i>		0	88	0

Remark: Employee may participate in more than one training

Operational Performance				
Description	Unit	2021	2020	2019
Arriving time		99.94	99.97	99.93
Dwelling time	%	99.97	99.98	99.97
Travelling time		99.96	99.98	99.96
Incident rate	Incident	Null	Null	Null
Crime rate	Crime	Null	Null	Null

Sustainability Initiatives ^[LT4]

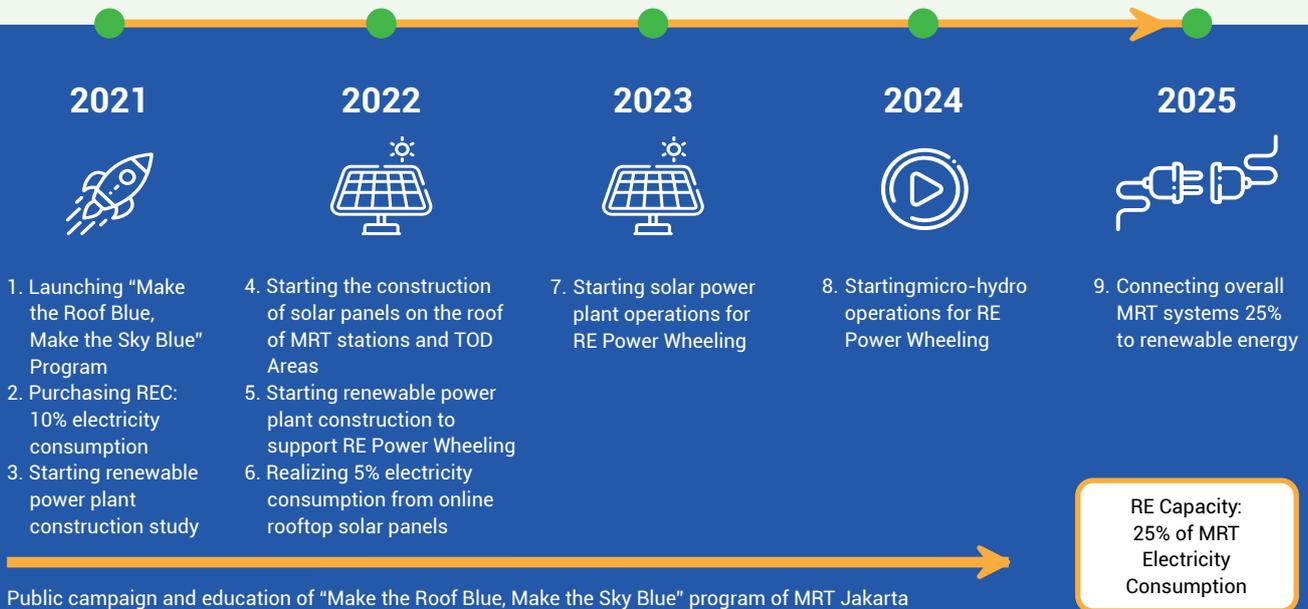
The Corporation encourages energy efficiency to control GHG emission, especially from the facilities and supporting activities. The Corporation ensures to implement automation and digitalization by using more energy-saving technologies and to carry out initiatives to utilize new and renewable energy (NRE).

Energy Efficiency Plan of the Corporation in 2021-2025

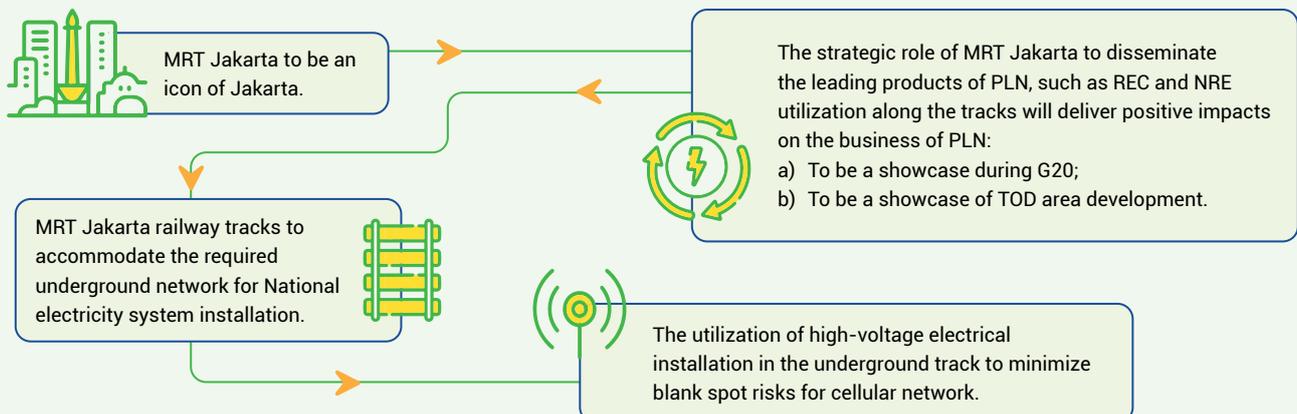


The steps taken by the Corporation to realize 25% NRE usage by 2025 are as follows:

9 Steps of MRT Jakarta Transition Towards 25% Renewable Energy 2021 – 2025



By utilizing NRE, the Corporation will contribute to the sustainable energy transition and emission reduction efforts in Indonesia. The benefits of this initiative are:





PRESIDENT DIRECTOR'S MESSAGE

[2-14]



The Corporation is committed to drive sustainability strategy in all transformation initiatives. Sustainability is a foundation in carrying out synergy with various stakeholders in order to realize the SDGs by 2030.



Dear Stakeholders,

First of all, on behalf of the Board of Directors and the management, allow me to express my highest commendation for all the support that enables the Corporation to go through the dynamic and challenging year of 2021 due to the COVID-19 pandemic. Even though the pandemic continued in 2021, the containment of SARS-Cov-2 virus transmission enabled the Corporation to realize its recovery plan through synergy and innovation.

The synergy and innovation became the background of the theme for 2021 Sustainability Report, **Strengthening Synergy, Promoting Sustainability**. The theme highlights that the Corporation synergized with various internal and external stakeholders and consistently carried out innovation to tackle the COVID-19 pandemic and drive sustainability.

Response to Sustainability Implementation

The Corporation is aware that sustainability is the core of organizational transformation to achieve the role as a network provider, an urban platformer, and a city regenerator. Sustainability implementation covers several aspects such as community engagement and development, human rights, and the environment.

During the reporting period, the Corporation has formulated Sustainability Strategy 2021-2030 that explains the commitment to implement Sustainability Policies through sustainability initiatives, especially in the sectors of Mass Rapid Transportation (MRT) and Transit-Oriented Development (TOD) areas. The Sustainability Strategy shapes the strategic directions and guidelines for the Corporation to respond to the relevant and significant social, economic, and environmental issues based on the sustainability context.

In line with the Sustainability Strategy 2021-2030 and RJPP 2022-2030, the Corporation is committed to sustainability on the contexts as follows:

- Governance, covering sustainability governance and whistleblowing system;
- Human rights, covering the rights of vulnerable groups and people with disabilities;
- Customers, covering customer satisfaction and passengers' health and safety;
- Employment, covering employee welfare and occupational health and safety;

- Environment, covering environmentally friendly TOD, operating areas, and office, as well as resilience to climate change;
- Sustainable business practices, covering sustainable partnership.

Sustainability Implementation Achievement

Our synergy since 2021 enables the Corporation to survive through a challenging period due to the COVID-19 pandemic. Our commitment to recover has driven the Corporation's performance in 2021 to achieve positive results. Several achievements were even appreciated by external parties.

For the economic aspects, the Corporation was able to maintain its financial performance. The Corporate EBITDA was recorded at Rp680.55 billion or 120% from the target of Rp566.10 billion, increased by 52.01% from Rp447.69 billion in 2020. The Corporation recorded comprehensive income for the year Rp105.70 billion in 2021, increased by Rp176.52 billion or 249,24% from the achievement in the previous period when the Corporation recorded loss at Rp70.83 billion.

The Corporation continuously and consistently implements an environmental management system. In 2021, the Corporation recorded a 1.3% increase in GHG emission volume compared to that of 2020. The increased GHG emission volume was caused by the increased activities at the stations in 2021. The total electricity consumption in 2021 reached 49,351,198 kWh, increased by



643,027 kWh or 1.3% from 48,708,211 kWh in 2020. It was caused by the increased operating hours. In addition, the Corporation replanted 862 trees in contribution to the lands that were affected by MRT Jakarta Phase 2A construction.

In the social aspect, the Corporation recorded zero fatality incident in the workplace safety and workplace disease categories for all employees and non-employee workers. We also implemented occupational health procedures to protect all office and operation areas from COVID-19 transmission, which includes vaccination program for all employees and non-employee workers.

In 2021, the Corporation focused on raising the awareness of Gender Equality among the employees. In order to do so, Gender Equality Task Force was established to carry out dissemination, talk shows, and surveys.

In line with the implementation of transportation payment integration across Greater Jakarta area using account-based ticketing, the Corporation is committed to protect the users' data privacy. Various protection measures are implemented, such as OTP (one-time password) SMS to validate user's registration; data server/data center with a certified provider under the total control of the Corporation's IT Team; and encryption and hashing mechanism.

The pandemic did not hinder the Corporation to carry out corporate social responsibility (CSR) programs by empowering micro, small, and medium enterprises (MSMEs) and building partnerships with start-up companies through MRTJ Accel program. In 2021, the Corporation realized Rp1.10 billion to social investment.

As for the governance aspect the Corporation Good Corporate Governance/GCG score of 90.67, which saw an increase from 90.13 in 2020. In addition, the Corporation achieved Risk Maturity score of 3.81 from the target of 3.75 in 2021, which is categorized under 'Defined' towards 'Managed'. The score saw an increase compared to 2020 at 3.73.

Sustainability Challenges and Strategies, and Risk Management

Fulfilling the needs of stakeholders is a challenge that the Corporation faced while implementing Sustainability. In line with the 2021-2030 Sustainability Strategy, sustainability implementation is carried out by engaging relevant stakeholders and fostering relationships to create an interplay. The Corporation also manages environmental, social, and governance (ESG) risks using Enterprise Risk Management framework.

Another external challenge is the COVID-19 pandemic that would jeopardize economic performance. However, COVID-19 containment could in turn create opportunities to increase the flow of passengers. By the end of 2022, we expect passenger flow to return back to how it used to be before the pandemic. Such conditions will improve financial performance and other sustainability aspects.

Final Remarks

Despite the challenges, we believe that the presence of MRT Jakarta can help realize the dreams of Jakarta citizens to have a modern public transportation and being able to drive economic growth by increasing mobility, reducing congestion and carbon emission, and developing urban transit systems. Certainly, these aspirations are not easy to realize.

Therefore, on behalf of the Board of Directors and the management, I humbly ask for the constant support from all stakeholders. Through our synergy, let us move towards a better future. Through our synergy, we can realize what have been the Vision and Missions of PT MRT Jakarta (Persero).

Jakarta, April 2022



William P. Sabandar
President Director



ABOUT SUSTAINABILITY REPORT

Sustainability Report enables the Corporation to present the implementation of sustainability principles as a part of sustainability beyond normal business transformation. This

report is prepared based on the Global Reporting Initiative (GRI) Standards 2021, with the conformity: "Reference to GRI Standards".

Principles of the Report and Alignment with Other Reports

Disclosure of information in 2021 Sustainability Report of PT MRT Jakarta (Perseroda) aims to be aligned with and to complement the 2021 Annual Report of the Corporation. The Sustainability Report is prepared by considering the principles as follows:

Reporting Principles		
	Accuracy	The Report has undergone a verification process to ensure the information accuracy. Financial information is presented in accordance with the Corporate Financial Statements as audited by the Public Accounting Firm.
	Balance	The Report presents the balance between positive and negative impacts of the Corporation and the management of such impacts.
	Clarity	The Report is presented clearly in Indonesian and English so that it can be understood by Indonesian and foreign stakeholders.
	Comparability	The Report presents comparison with other periods, in order to show the impacts of the Corporate activities and the management for each period.
	Completeness	The Corporation discloses information as comprehensive as possible in line with the applicable criteria to ease the readers in assessing the impact management by the Corporation.
	Sustainability Context	Disclosure of information on impact management is presented in sustainability context as faced by the Corporation during the reporting period, covering environmental, social, and governance aspects.
	Timeliness	The Corporation defines strict timeline of the Report preparation, so that decision-making processes can be carried out quickly and efficiently.
	Verifiability	The Corporation ensures that all information collection, recording, compilation, and analysis are carried out properly, that constant assessment and verification can be carried out if required.

Reporting Entity, Period, and Frequency ^{[2-2][2-3]}

Information concerning Corporate Financial Statements is presented as consolidated statements. However, sustainability performance information and certain material topics in this report are obtained from the Corporation. All information from the subsidiaries is presented through a reporting mechanism to the Corporation.

The reporting period for sustainability performance and Financial Statements is January 1 – December 31, 2021. The Report is published once in a year, and as a continuation to the 2020 Sustainability Report that was published by the Corporation in June 2021.

Contact Person Concerning the Report ^[2-3]

Corporate Secretary Division
 Phone: (62) 21-3103629, (62) 21- 3906454
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 E-mail: corsec@jakartamrt.co.id
 Website: www.jakartamrt.co.id

Restatement of Information and External Assurance ^{[2-4][2-5]}

There are restatements of information in this Report that aims to rectify the data on the previous report. During the initial journey of sustainable report, the Corporation had to discover the most appropriate calculation method especially for environmental performance, therefore it underwent several revisions. The improved scope of data source will influence the changes to the presented data as well, including restatement of previous data.

The Report has yet to include external assurance from an independent party. The Corporation guarantees the validity of all information disclosed in the report, through a statement signed by the Board of Directors and the Board of Commissioners.

Material Topics ^{[2-14][3-1][32]}

Material topics of this report are determined through a virtual focused group discussion (FGD) on November 18, 2021. The FGD approach discussed the actual and potential impacts of the Corporate in 2021, including positive and negative impacts. Each impact is analyzed to discover the internal and external influence.

- The internal influence considers Corporate economic, social, and environmental sustainability.
- The external influence considers the stakeholders' concern and the decision-making process if the impacts are not managed.

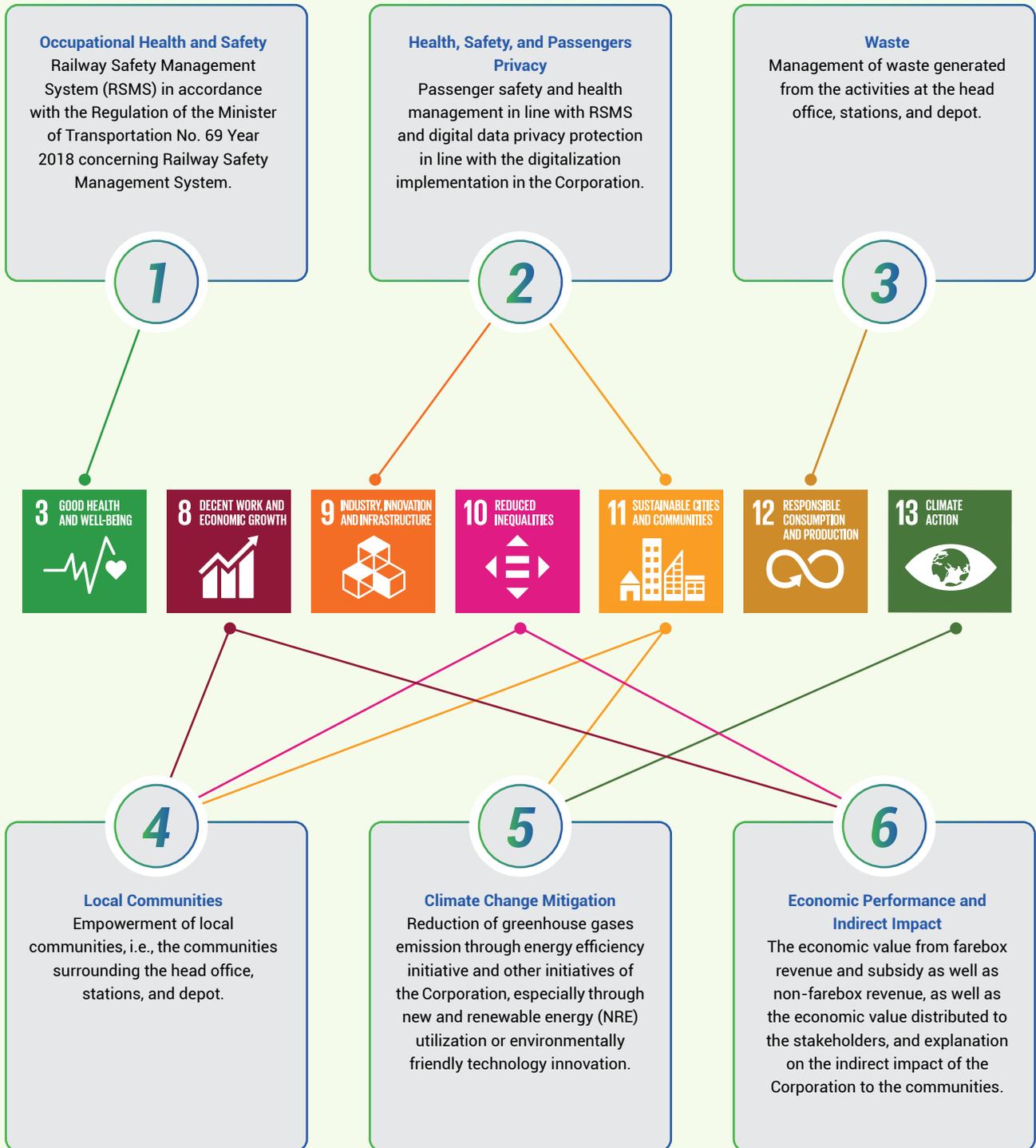
The Discussion involved the representatives of all functions including the Board of Directors in the Corporation as internal stakeholders and representatives of external stakeholders

also acting as experts. All discussion process is monitored by the Sustainability Committee and recorded as documentation.

^[2-14]

The discussion concluded six material topics as tailored with the sustainability contexts of the Corporation in 2021, and they are aligned with the support to the achievement of Sustainable Development Goals (SDGs). There are some differences in the material topics from those of the previous report, that "Energy Usage" and "Service Responsibility" are not material topics in this Report. Disclosure of information on energy usage is presented under the material topic "Climate Change Mitigation" while the information on service responsibility is presented under the topic material Health, Safety, and Passengers Privacy.

List of Material Topics [3-2]



Stakeholder Engagement [2-26][2-29]

The stakeholders are identified based on the relations with various parties and the interdependent interaction. The Corporation has mapped all stakeholders, and there are seven identified parties as the key stakeholders, as they are deemed to have major influence on the continuity of the Corporation in the future.

List of Stakeholders, Type and Frequency of Engagement <small>[2-26][2-29]</small>			
Stakeholder	Type of Engagement	Frequency of Engagement	Power and Influence
Shareholders	Consultation	<ul style="list-style-type: none"> Annual GMS, once in a year Extraordinary GMS, as required Monthly and quarterly performance report 	<ul style="list-style-type: none"> Financing and subsidy policy Board of Directors and Board of Commissioners Election
Employees	Participation	As required	<ul style="list-style-type: none"> Operational service quality Loyalty and turnover rate
Government	Consultation	Monthly	<ul style="list-style-type: none"> Financing policies Enactment of regulation and issuance of permit
Passengers	Participation	<ul style="list-style-type: none"> Annually for satisfaction survey Every time for service 	<ul style="list-style-type: none"> Business revenue generation
Contractor/Business Partners/Suppliers	Participation	Monthly and as required	<ul style="list-style-type: none"> Pricing, quality, and timely work delivery Supply availability and guarantee
Mass Media	Information	As required	<ul style="list-style-type: none"> Presentation of the Corporation's image and community opinion
Communities	Participation	As required	Social licenses and operational support

In 2021, the Corporation started to assess the Stakeholder Engagement Index with the score of 94, this achievement surpassed the target of 75. The scoring range was started by an in-depth interview with several representatives of the stakeholders from the Central Government, Provincial Government, International Partners, Private Institutions, Universities, Media, and Communities in May 2021. The survey to 175 stakeholders was conducted in November 2021.

The stakeholder engagement index measures the active roles of engagement and collaboration between the Corporation and the stakeholders. To follow up the survey, the Corporation will increase the quality of information disclosure concerning construction progress and MRT Jakarta facility development, collaborative programs, joint activities, as well as frequent discussions, sharing sessions, and interactions.



Stakeholders Gathering

During the course of the year, the Corporation as the first Mass Rapid Transit operator in Indonesia has always been supported by the stakeholder. As an effort to realize better collaboration and to align on the vision and missions in realizing urban railway integration, the Corporation conducted stakeholders gathering. The gathering aims to develop relations, strengthen communication, and inform the construction and operational progress of MRT Jakarta. The parties engaged in this activities include the Governor of DKI Jakarta as the shareholder of the Corporation and 221 participants from the Central Government, Provincial Government, International Partners, Private Institutions, Universities, Media, and the Communities.



01

SUSTAINABILITY IN MRT JAKARTA

The Corporation plays a strategic role in the development of integrated transportation in DKI Jakarta. The Corporation is committed to become a leading public transportation service provider to drive economic growth through mobility improvement, traffic reduction, and urban transit system development. The operations of MRT Jakarta also supports climate change mitigation efforts by reducing GHG emission as it is an environmentally friendly mode of transportation.



PROFILE OF PT MRT JAKARTA (PERSERODA)

Towards an Integrated and Sustainable Public Transportation ^[LT6]

According to a publication from the Institute for Transportation and Development (ITDP), the public transportation usage rate in DKI Jakarta reached 57%. Almost one decade later, the public transportation usage in Jakarta dropped. ITDP mentions that only 25% of the citizens use public transportation, while a publication from Greater Jakarta Transportation Agency states that the number reached 30%. Most people prefer to use their private vehicle or shift to online-based transportation. This led to traffic congestion across DKI Jakarta.

Such conditions pushed the Government to Develop Greater Jakarta Transportation Master Plan (RITJ) as regulated by the Presidential Regulation No. 55 Year 2018 concerning Transportation Master Plan of Jakarta, Bogor, Depok, Tangerang, and Bekasi 2018-2029. According to the Master Plan, mass and modern public transportations are to be developed, including road-based public transportation through additional units of bus rapid transit (BRT) and railway-based public transportation that covers mass rapid transit (MRT), light rapid transit (LRT), and commuter lines.

The integrated public transportation development will provide ease of mobility to the citizens. The public transportation

will be a part of transit-oriented development (TOD) areas designed to integrate and unite the people, activities, buildings, and public spaces through connectivity accessible by pedestrians and cyclists.

In developing the integrated transportation, the Corporation plays a strategic role. The Corporation takes part in the establishment of PT Jakarta Lingko Indonesia that manages public transportation payment integration in Greater Jakarta area. As for the TOD area development, the Corporation is appointed as the main operator along MRT Jakarta Phase 1 corridor (Lebak Bulus – Bundaran HI) as governed by the Governor's Regulation No. 140 Year 2017 concerning the Appointment of PT MRT Jakarta as the Main Operator of TOD Area Development. The Corporation and PT KAI (Persero) established PT Moda Integrasi Transportasi Jabodetabek (MITJ) to manage TOD area development in several stations in Jakarta that are operated by PT KAI (Persero).

Integrated public transportation in an imperative in the years to come. It will not only provide accessible, safe, and comfortable transportation to the public, but also trigger modern and sustainable public transportation development in Greater Jakarta.

18 Vision, Missions, and Sustainability Commitment

The Corporation assessed its vision and mission statements by analyzing the internal and external business factors that may influence the strategic objectives of the Corporation. The current Vision and Mission of the Corporation are aligned with the business objectives of the Corporation as defined in the Corporate Long Term Plan (RJPP) 2022-2030 ratified during the Extraordinary GMS on November 30, 2021.



VISION

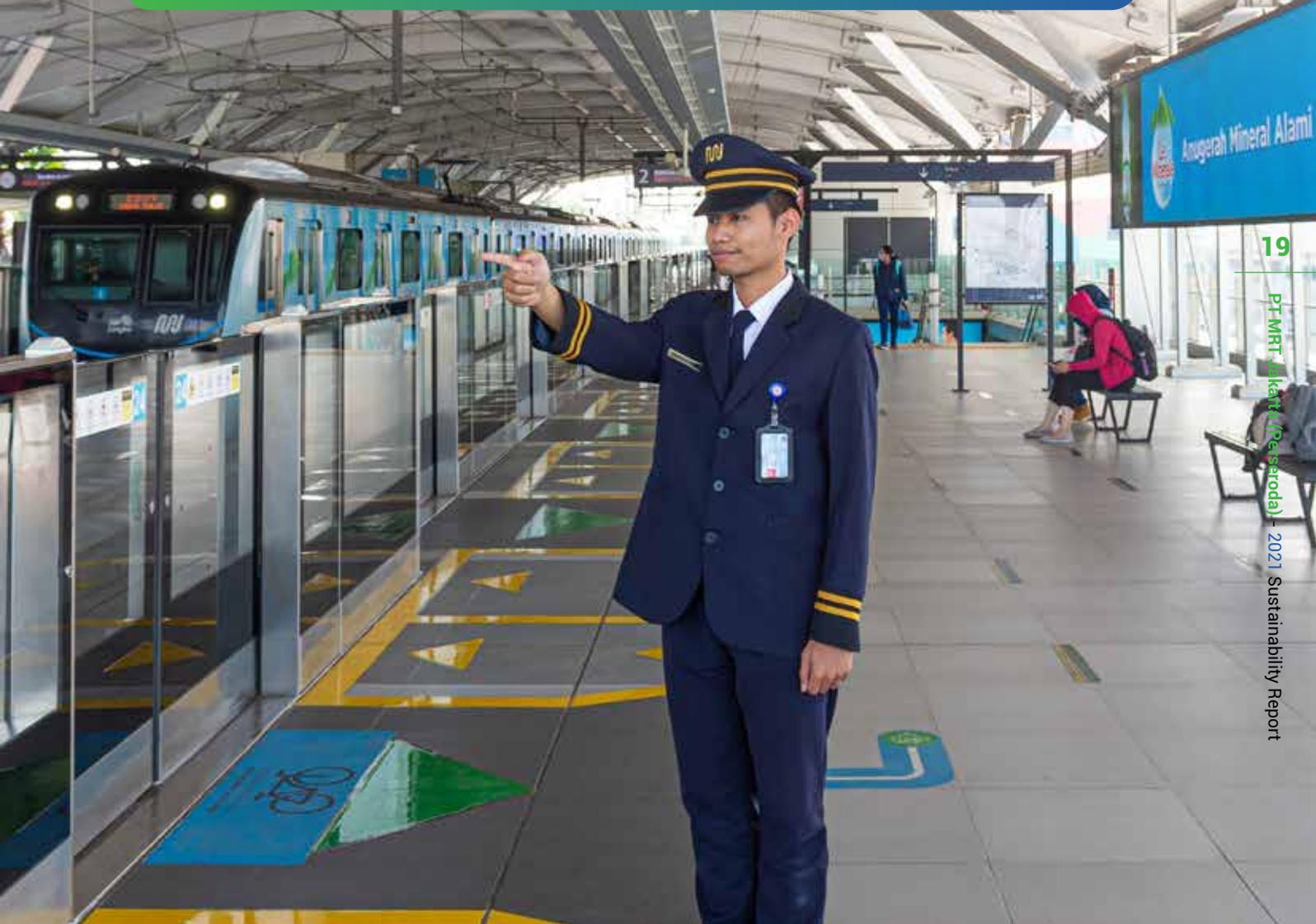
To become the leading public transportation provider, committed to encouraging a sustainable economic growth through mobility improvement, reduction of traffic congestion, and the development of urban transit systems.



MISSIONS

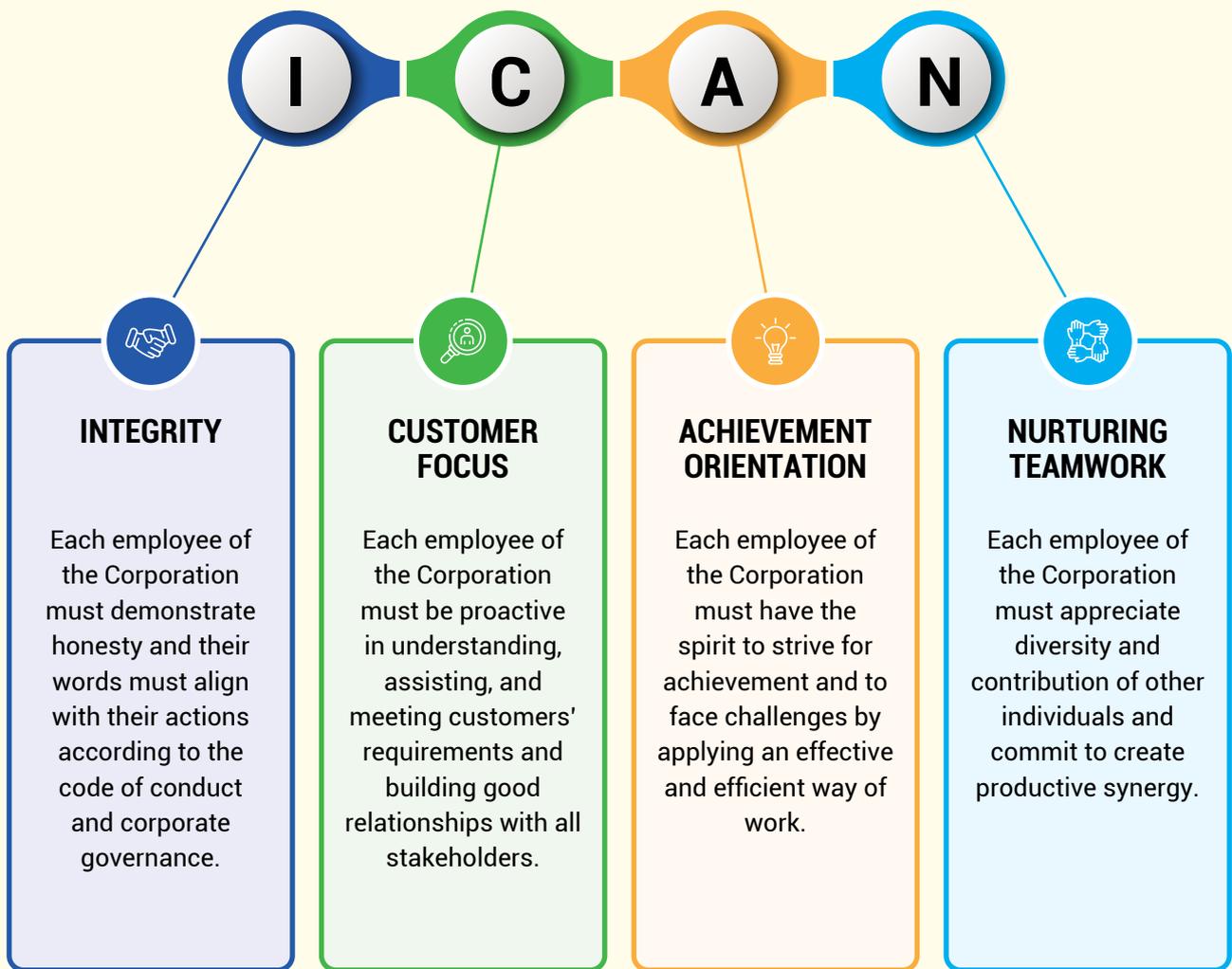
To strive for excellence sustainably in all our undertakings through:

- Development and operation of a safe, trusted, and reliable public transportation network;
- Urban regeneration through prominent urban-transit developments; and
- Building reputation as a preferred corporation by involving, inspiring, and motivating our manpower.



The Corporate Values "I CAN" were established based on the Directors' Regulation No. 003 Year 2018 concerning the Establishment of Corporate Core Values and Leadership Competencies in PT MRT Jakarta (Persero). Core Values I CAN are implemented along with five fundamental principles of corporate governance: Transparency, Accountability, Responsibility, Independence, and Fairness.

Corporate Values



Basic Principles of Corporate Governance



Disclosure of information on the Corporate Sustainability Commitment is presented on page 30 of this Report under the discussion of Sustainability Strategy.

Details of the Corporation ^{[2-1] [LT1][LT2]}

As of end 2021, MRT Jakarta has 76 train drivers, 13 stations, 1 depot, 14 train set, and 16 trains.



Name of the Corporation

On Deed: PT Mass Rapid Transit Jakarta
(Perseroda)
Another name: MRT Jakarta



Country of operations

The Republic of Indonesia

Share Ownership



99.997% | Government of DKI Jakarta Province

0.003% | Perumda Pasar Jaya



Head Office Address

Disclosure of information on the depot is presented in 2021 Annual Report of PT MRT Jakarta (Perseroda)

Head Office:

Wisma Nusantara Lt. 21-22
Jl. MH Thamrin 59
Jakarta 10350 – Indonesia
P (62)21 - 3103629 | (62)21 - 3906454
F (62)21 - 3155846
Website: <https://www.jakartamrt.co.id/>



Status of Legal Entity

Limited Liability Company (PT),
Regionally-Owned Enterprise
(BUMD)

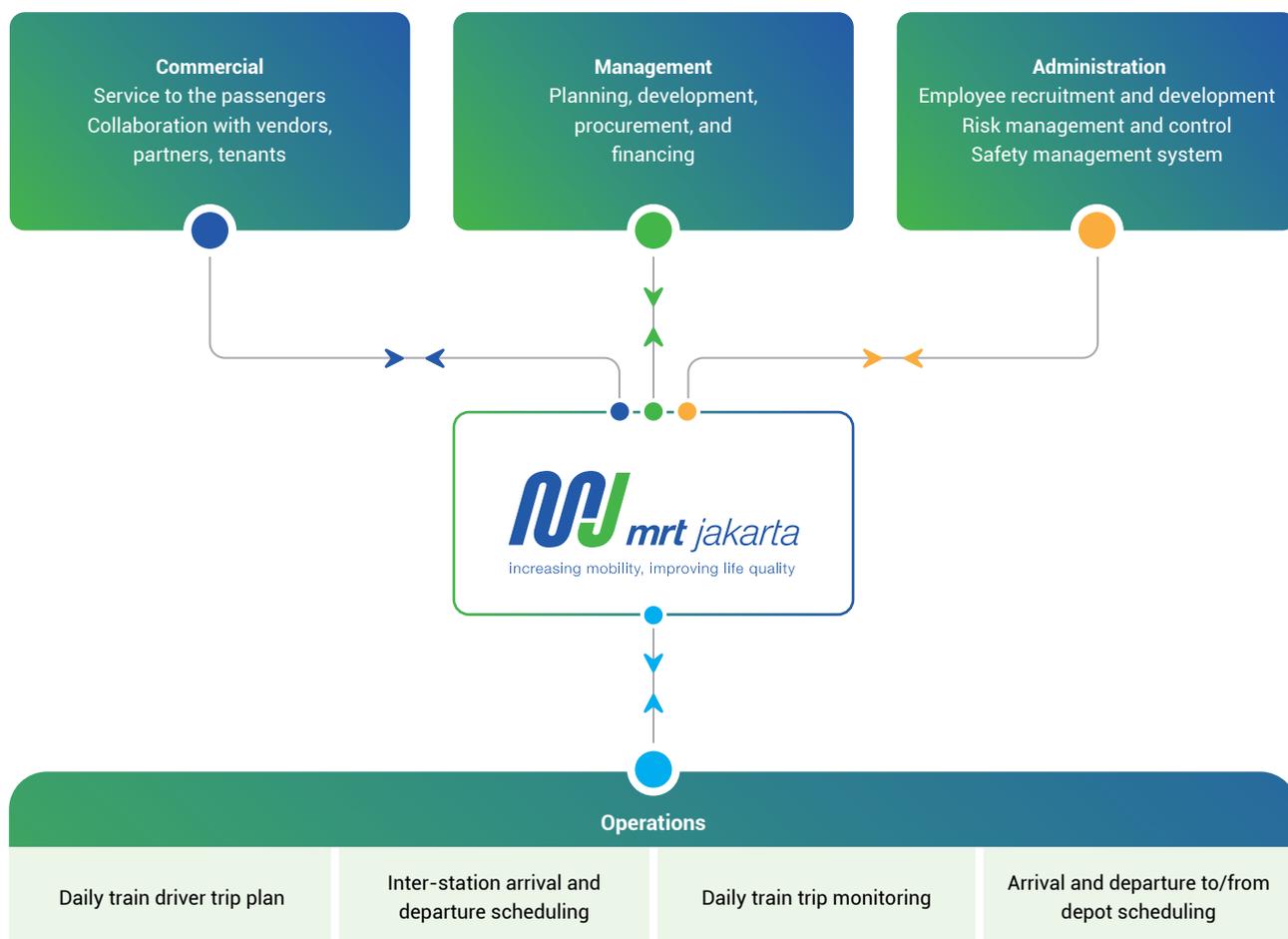
Activities, Supply Chain, and Other Relevant Business Relations ^{[2-6] [LT15]}

The Corporate business sector is urban public railways. There was no significant change in the supply chain in 2021 compared to the previous period.

Activities, Products, Market Share, and Other Relevant Business Relations ^[2-6]

Activities	Products and Services	Market Share
Management of urban public railway infrastructure, which includes infrastructure development, infrastructure operations, infrastructure maintenance, and commercialization.	Depot and station management	<ul style="list-style-type: none"> Non-farebox revenue in 2021 reached Rp473,567,670,420, or 35% from the Total Operating Revenue of the Corporation. Non-farebox revenue in 2021 increased by 24% from that of 2020.
Management of urban public railway facilities, which includes facility procurement, facility operations, and facility maintenance and commercialization.	MRT train operations along Lebak Bulus – Bundaran HI corridor	Total daily passengers in 2021 <ul style="list-style-type: none"> Lowest: 354 passengers Highest: 42,818 passengers Average: 19,659 passengers Decreased by 28% from 2020
	Phase 2A (Bundaran HI – Kota) Construction	Project value reached Rp1.3 trillion
Development and management of properties/ businesses in the stations, Depot, and surrounding areas.	TOD along Lebak Bulus – Ancol Barat Corridor	1. TOD Projects that has undergone the groundbreaking process: <ul style="list-style-type: none"> Dukuh Atas Transit Plaza Lebak Bulus Transit Plaza Martha Tiahahu Literacy Park 2. Other TOD projects in phase 1 are still undergoing the feasibility study
	TOD at the stations of PT KAI (Persero) through a subsidiary as another relevant business relation.	Total passengers in 2021 after the development of Tebet Station, Palmerah Station, Gondangdia Station, and Manggarai Station reached 32,214 passengers, increased by 11.08% from before the development.

Business Process and Supply Chain of MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) Operations



As of December 31, 2021, there are 141 local companies in the Corporate supply chain, 96.57% of the total vendors/suppliers. Assuming that each company has 50-100 employees, the potential total employees in the Corporate supply chain reach 14,100 employees.

This Report has yet to disclose information on the significant indirect economic impacts in relation to the comparison of significant indirect economic impacts with other national strategic projects. According to Presidential Regulation No. 56 Year 2018 concerning Implementation of National Strategic Projects, MRT Jakarta Phase 2 construction (Bundaran HI – Kota) is a national strategic project.

Number of Goods and Service Suppliers						
Supplier	2021		2020		2019	
	Goods	Service	Goods	Service	Goods	Service
Local	41	61	58	89	54	84
National	11	28	10	30	10	27
International	4	1	1	1	1	1
Total	56	90	69	120	65	112

Contract Values of Suppliers (Million Rp)						
Supplier	2021		2020		2019	
	Goods	Service	Goods	Service	Goods	Service
Local	25,354.08	140,088.43	167,223.29	423,328.49	34,347.99	156,311.18
National	9,960.53	64,302.88	35,204.93	142,695.17	8,533.43	48,962.14
International	18,569.38	3,053.70	4,552.70	4,756.50	20,321.88	2,798.88
Total	53,883.99	207,445.01	206,981.02	570,780.16	63,203.30	208,072.20

Vendors and Transaction Values
in the Supply Chain of MRT Jakarta Phase 2A (Bundaran HI–Kota) Construction Project

The supply chain of MRT Jakarta Phase 2A (Bundaran HI – Kota) construction project involves main contractors from Japan and local contractors as supporting contractors. This is in line with the agreement with Japan International Cooperation Agency (JICA) as the project sponsor.

Contract Package CP 201

Rp4.1 Trillion

Main Contractor (Japan)
Shimizu Corporation

Supporting Contractor (Local)
PT Adhi Karya (Persero) Tbk

Contract Package CP 203

Rp4.6 Trillion

Kontraktor Utama (Jepang)
Sumitomo Mitsui Construction Company

Supporting Contractor (Local)
PT Hutama Karya (Persero)

Business Scale [2-1]

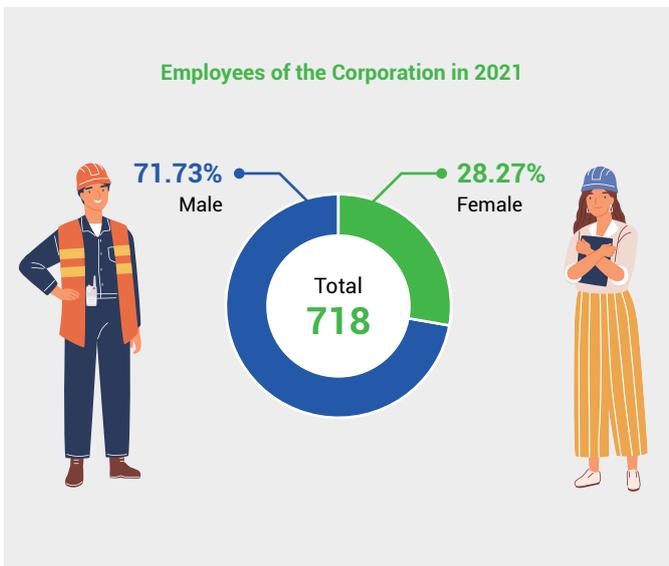
*) Restatement



Employees ^[2-7]

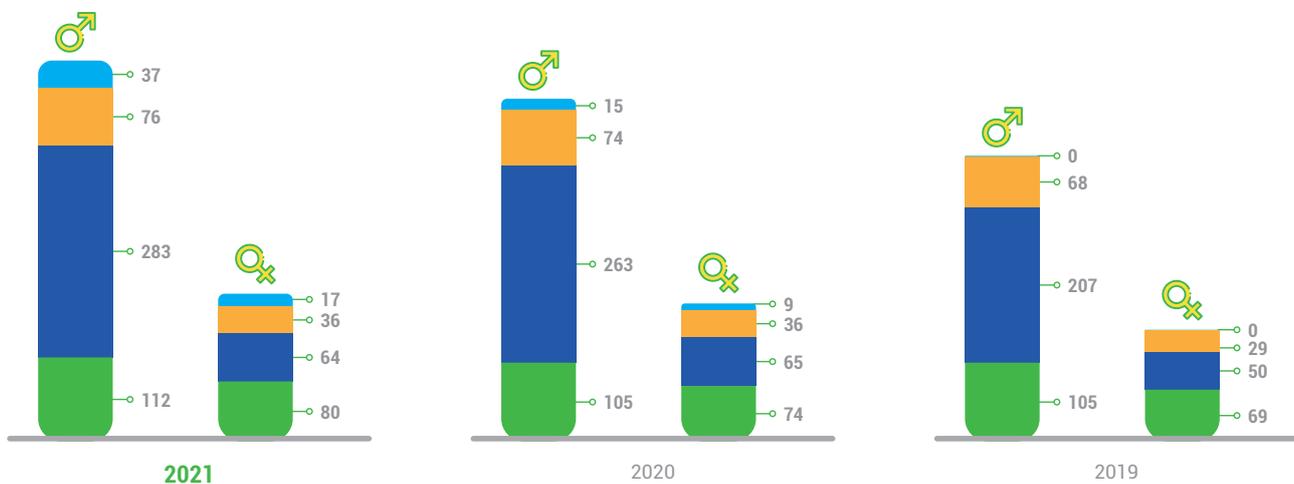
Disclosure of information on employee data is obtained from the internal data and calculated based on the number of employees as of December 31, 2021. The total employees of the Corporation in 2021 are 718 employees, consisting of 515 male employees (71.73%) and 203 female employees (28.27%). All employees are working in DKI Jakarta and stationed across the Head Office, depot, stations, and subsidiaries. The Corporation does not recruit part-time employees and non-guaranteed hours employees.

The number of employees in 2021 increased by 60 employees from 689 employees in 2020. This was due to the recruitment of new employees and no employees were terminated by the Corporation. In 2021, the Corporation continued to implement work from home policy due to the COVID-19 pandemic. Only frontliners are working and serving the passengers..

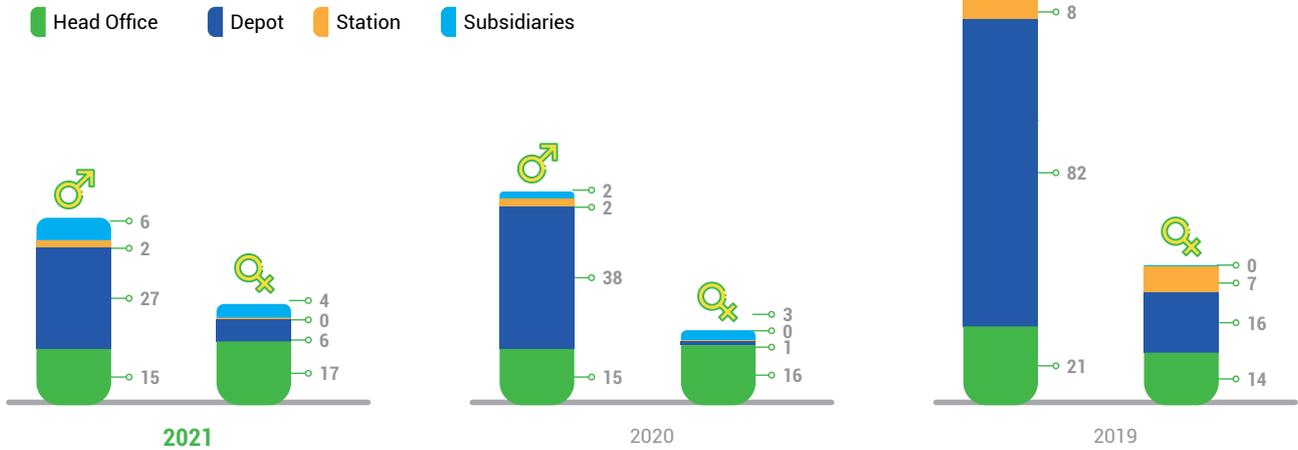


Total Permanent Employees of the Corporation by Gender and Area

■ Head Office
 ■ Depot
 ■ Station
 ■ Subsidiaries



Total Contract Employees of the Corporation by Gender and Area



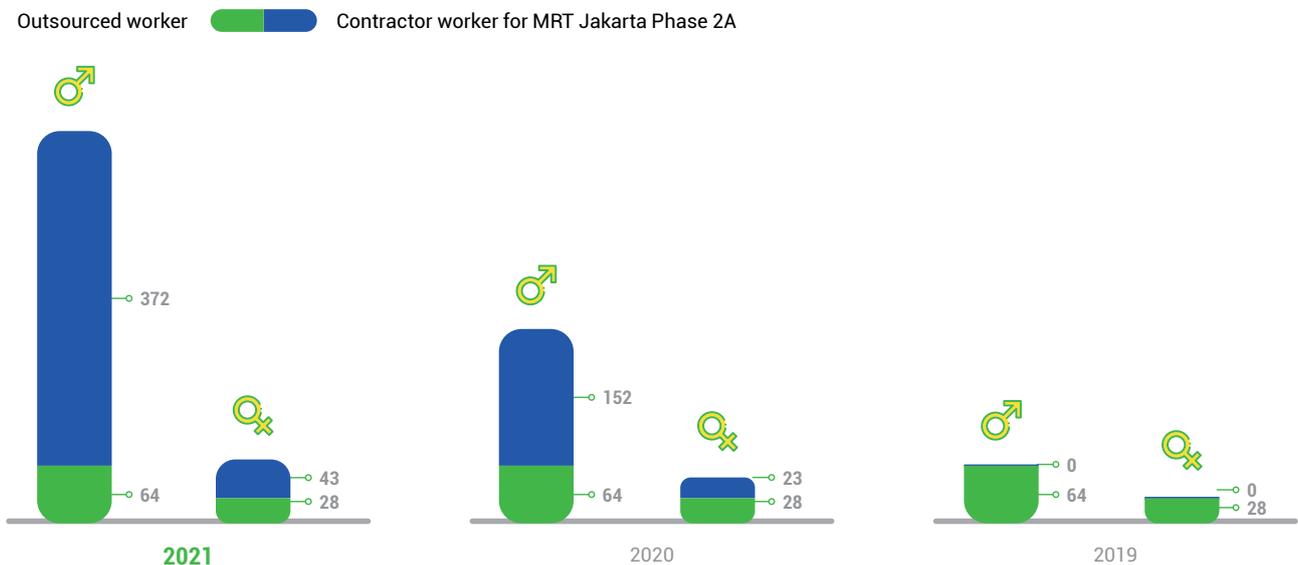
Disclosure of information on the total employees based on position, age, and education is presented in the 2021 Annual Report of PT MRT Jakarta (Persero) under the discussion of Corporate Profile.

Other Non-Employee Workers ^[2-8]

There are non-employee workers in MRT Jakarta as well. They are employees of other companies stationed in the work unit or operating areas of the Corporation. Their working at the operating areas of the Corporation is a part of agreement between the Corporation and the service providers, hence it is conducted during the period as stated in the contract. Disclosure of information on other non-employee workers is

obtained from PT Spektra Solusindo as an outsourced worker and contractor provider, calculated based on the number of personnel recorded in the contract between the Corporation and the vendor. As of the end of 2021, the total non-employee workers in the Corporation is 92 outsourced workers and 436 contractor workers.

Total Non-employee Workers in the Corporation



Association Membership [2-28]

Association	Membership Status	Membership Benefits in 2021
 ITS Indonesia	Member (Corporate Gold)	<ul style="list-style-type: none"> Increasing the awareness as a corporation that support environmentally friendly and sustainable transportation; Getting the opportunity to co-brand with ITS Indonesia; Increasing the network of MRT Jakarta for collaborations; Providing data on public transportation and grand design in ITS Indonesia; Pushing the policies required by MRT Jakarta such as ERP and physical, payment, and service integration; Supporting the studies and research required by MRT Jakarta, such as post-pandemic public transportation procedures.
 Union Internationale des Transports Publics	Member	<p>MRT Jakarta, represented by the OM Director and Head of OM Directorate Division, participated in the Metro Assembly 2021 that shared recent information among Metro Operators concerning the impacts of COVID-19 on the operational cost and other long-term impacts. In addition, MRT Jakarta learned some lessons and studies not only concerning Metro Operators, but also other topics on public transportation such as "Mobility as a Service" (MaaS) that is accessible through the UITP Library.</p>
 Indonesia Corporate Secretary Association	Member	<p>Increasing the professionalism of the Corporate Secretary and supporting the efforts of GCG development through knowledge and skill development, information sharing, and communication forum among Corporate Secretaries, regulators, and other stakeholders.</p>
 Community of Metros Benchmarking Group	Member	<p>On October 21, 2021, the Corporation was formally announced as the 43rd member of COMET, a world community of metro operators. In 2021, the Corporation participated in the quarterly general meeting represented by the OM Directorate and CEO-COO session, a summit for all CEOs-COOs of Global Metro Operators.</p> <p>In addition, the Corporation receives monthly update through email to the Corporate PIC registered as a COMET user. The Monthly Update covers information on the studies of operations and maintenance of Metro Railway in the world and other Operator actual data, such as KPI, ridership, customer satisfaction, and others. The Corporate PIC who receives the access to COMET may discuss in an online forum concerning the best practices or operational and maintenance issues of Metro Railway management.</p>
 Persatuan Insinyur Indonesia	Member	<p>Carrying out the mandate of Law No. 1 Year 2014 concerning the Obligation of Each Bachelor in Engineering to obtain Professional Engineering Certification, mapping the talent in the engineering field to optimize their roles and to supply the demand of engineers to develop Indonesia in the future.</p>



Finance and Corporate Management Director visit at Construction Project Phase 2A

SUSTAINABILITY STRATEGY [2-22][2-23][2-24]

The Corporation has formulated its sustainability strategy in the Corporate Long-Term Plan (RJPP) 2022-2030 that covers sustainability commitment, initiatives, and agenda of the Corporation as a form of social responsibility. Sustainability strategy became a strategic direction and guidelines for the Corporation to respond to the relevant and significant social, economic, and environmental issues.

Sustainability Strategy 2022-2030 was formulated by considering the social responsibility principles based on ISO 26000 Guidance on Social Responsibility, Global Reporting Initiative (GRI) Standards, and AA1000 Stakeholder Engagement. In addition to identifying the corporate sustainability issues and contexts, the sustainability strategy will identify the Corporation's stakeholders by considering the influence and interests of the internal and external parties on the business and continuity of the Corporation.

Sustainability Policy Implementation Strategy

- 1 Leadership**

▶ Leadership is the key to implement the Corporate Sustainability Framework as a commitment to contribute to sustainable development and to realize sustainable business. The Corporation has established the Sustainability Committee that is responsible to implement and monitor the sustainability implementation strategy. It is chaired by the Finance and Corporate Management Director and supported by the Construction Director, Operation and Maintenance Director, Business Development Director, and Main Directorate Division Head.

- 2 Capacity Building & Communication**

▶ The Corporation has disseminated the sustainability initiatives to build internal capacity, including forum group discussion (FGD), sharing session and training, gender equity communication forum, safety communication and participation forum, and café talk that are attended by the Board of Directors, the Board of Commissioners, and the employees. The programs are attended by each division, department, function, and work unit.

- 3 Information and Data Management**

▶ Various sustainability performance indicators cover data and information from various functions. This requires a systematic and measurable data and information management system. The Corporate Secretary Division is responsible to coordinate various data and information concerning sustainability from numerous parties. This is in line with the sustainability reporting mechanism. In addition, the Risk Management & Quality, Security, Safety, Health, and Environment Assurance Division is responsible to coordinate the data and information concerning corporate risks that are monitored monthly and to submit quarterly and semesterly report of environmental management to the regulator. OSH risks identified in the Hazard Identification Risk Assessment and Determining Control (HIRADC) and Identification of Environmental Impact Aspects (IADL) are monitored through Dinamiq app by the Safety, Health, and Environment Department under the Operations and Maintenance Directorate.

- 4 Internal Review**

▶ The Corporation strives to review the relevant policies, manuals, and procedures to ensure that the policies, manuals, and procedures are in line with the Corporate Sustainability Framework. In 2021, the Corporation has updated the Sustainability Policy Guidelines through Sustainability Management and Social Responsibility Guidelines ratified on December 13, 2021. The policy review is carried out once in three years to ensure that the sustainability policies have aligned with good corporate governance implementation.

- 5 Follow-up Plan and Implementation**

▶ To formulate and implement sustainability initiatives, approvals from the Sustainability Committee is required. Such initiatives then will be implemented, monitored, and evaluated. The sustainability agenda covers thirteen key strategic initiatives as set forth in the Corporate Long-Term Plan 2022-2030 ratified in November 2021. To strengthen the initiative, the Corporation will formulate a sustainability roadmap for 2022-2030. The impacts of the implementation will become the bases for the Corporation in determining the sustainability strategy in the future.

- 6 Monitoring & Evaluation ^[2-12]**

▶ The Corporation may carry out monitoring and evaluation approach to the sustainability performance through sustainability report. The Corporation's sustainability performance is an agenda for discussion in the Sustainability Committee's meetings. The Corporation defines sustainability performance as integrated with the key performance indicators (KPI) at least for the level of Division, Department, and specialist.

- 7 External Collaboration**

▶ The Corporation collaborates with various external parties, including individuals, groups, communities, Regional Government, National Government, private players, and NGOs in carrying out sustainability initiatives. The Corporation must adapt to the current development in terms of technology, resources, and other aspects. This drives the Corporation to collaborate with other parties to strengthen its business. Collaboration with external parties in 2021 was carried out by the Corporation through two main programs: a corporate social responsibility program "Synergy for Jakarta and annual event "MRT Day 2021: Two years of service".

Sustainability Roadmap ^[2-12]

The Corporation's Sustainability Roadmap presents the implementation phases in a certain timeline. The Roadmap becomes a reference to implement various sustainability initiatives of the Corporation. The sustainability agenda is divided into three phases in the Corporate Long-Term Plan (RJPP).



The Corporation will develop a sustainability roadmap as a guideline to achieve the sustainability initiative in 2022. The sustainability roadmap is developed based on the three phases as defined by the Corporate Long-Term Plan to support the achievement of Sustainable Development Goals.

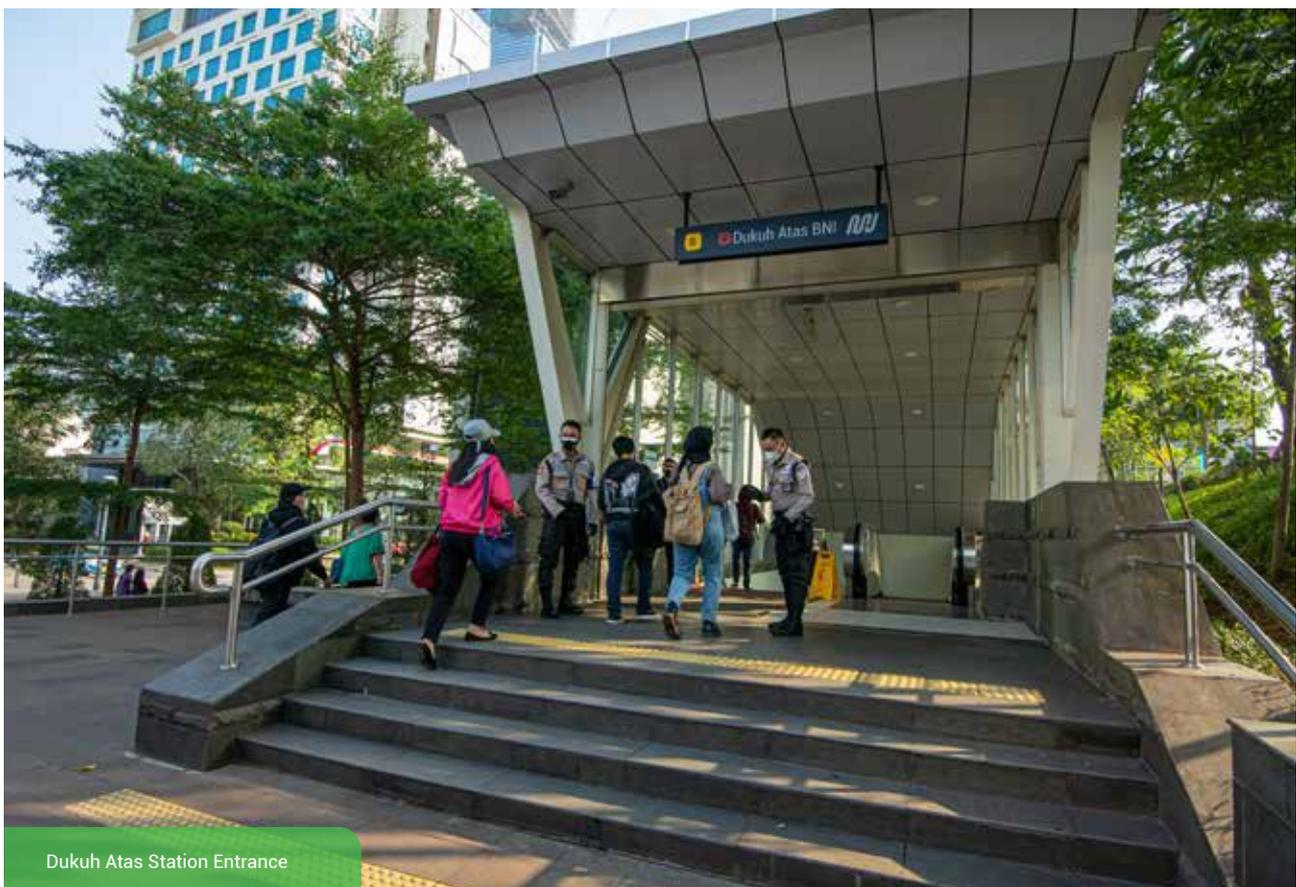
Contribution to the Sustainable Development Goals (SDGs)

To map the contribution of the Corporation to SDGs, there are several aspects to consider:

1. Alignment with SDGs considering the risks and opportunities on the sustainability context of the Corporation in terms of MRT Jakarta construction, MRT Jakarta operations, and TOD areas;
2. The support to SDGs is limited to the relevant and significant goals to the policies and business activities of the Corporation, i.e., inclusive and environmentally friendly public transportation service, and provision of environmentally friendly transit-oriented development areas;
3. SDG mapping is aligned with the sustainability policies and strategy as developed and adopted by the Corporation;
4. The foundation to identify the contribution of the Corporation to SDGs refers to international documents and guidelines.

Based on the analysis, seven identified Sustainable Development Goals can be supported by the Corporation.

1. Two SDGs are relevant to the business context of the Corporation in creating inclusive, environmentally friendly, and sustainable transportation infrastructure and transit-oriented development areas;
2. Five SDGs are aligned with the impacts of the business activities of the Corporation: gender equality, affordable and clean energy, decent work and economic growth, climate action, and clean water and sanitation.



Dukuh Atas Station Entrance



SUSTAINABILITY GOVERNANCE IMPLEMENTATION [2-9][2-12]

During the reporting period, the Corporation established a Sustainability Committee that reports to President Director and is under the supervision of the Board of Directors and the Board of Commissioners. The establishment is ratified by the Directors' Decree No. 017 Year 2021 concerning Sustainability Committee dated February 26, 2021.

The Committee is chaired by the Finance and Corporate Management Director. [2-9]

The Corporate Secretary acts as the Vice Chair/ Committee Deputy Head.

The Members of the Committee are:

- Operation and Maintenance Director;
- Business Development Director;
- Construction Director;
- Corporate Strategy Division Head;
- Risk Management & Quality Assurance Division Head;
- Internal Audit Division Head.

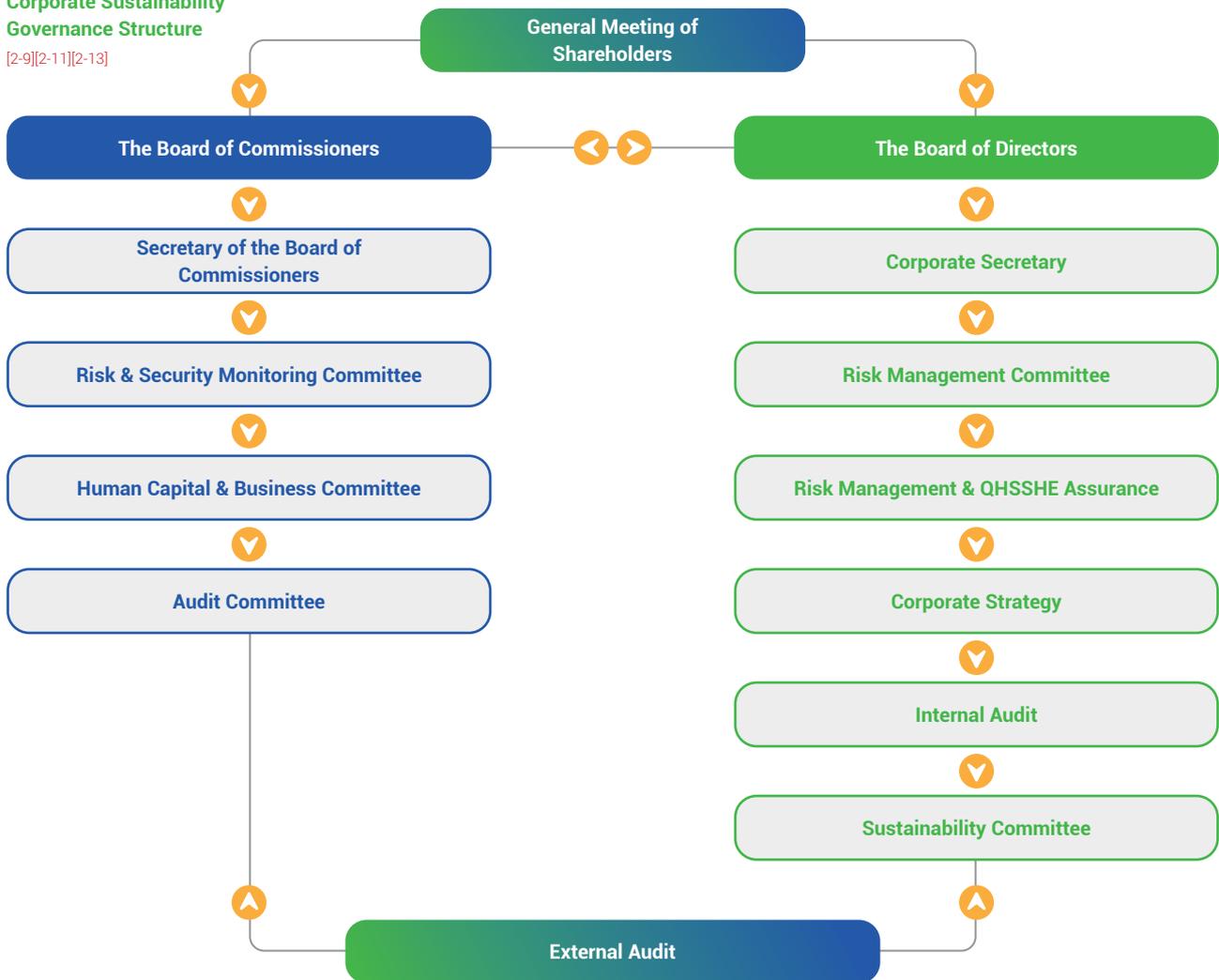
The roles and responsibilities of the Sustainability Committee are stated in the Directors' Regulation No. 026 Year 2021 concerning Guidelines for Sustainability Management and Corporate Responsibility of PT MRT Jakarta (Perseroda) dated December 13, 2021. The roles and responsibilities of the Sustainability Committee are as follows: [2-12][2-13] [LT3]

1. Reviewing corporate sustainability strategy at least once in a year;
2. Defining the follow-up plan of sustainability strategy implementation as developed by each division, department, function, and unit, in line with the sustainability policy and strategy;
3. Directing and reviewing corporate policies and programs concerning sustainability aspects and social responsibility, such as compliance and governance, human rights, employment, environment and energy, fair operations, customer issues, community engagement and development, and any matters that may improve the contribution of the Corporation to the Sustainable Development Goals;
4. Reviewing the proposed initiatives and recommendations to address social responsibility issues and to improve the contribution of the Corporation to the achievement of Sustainable Development Goals;

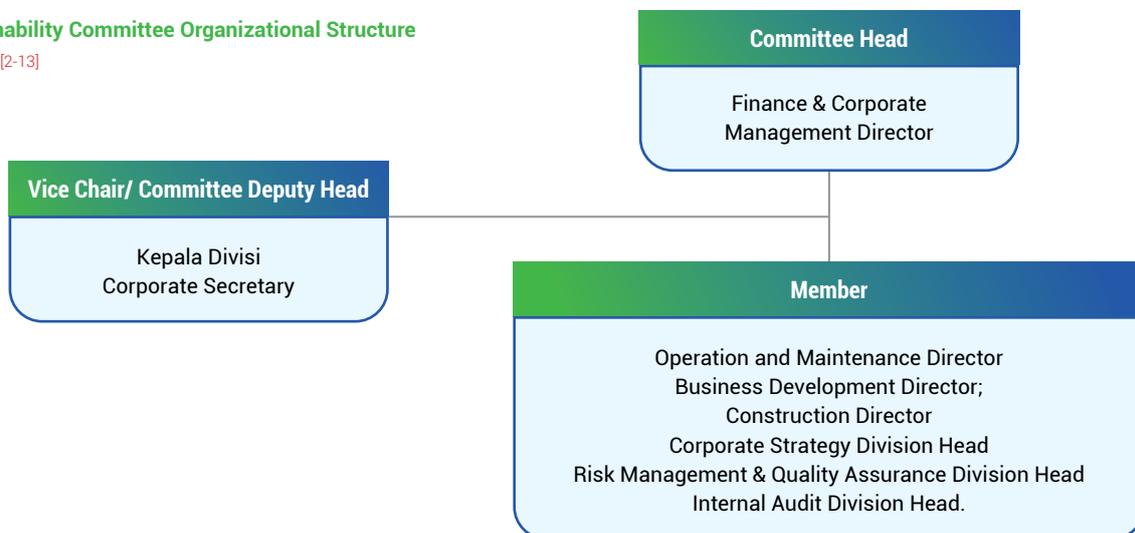


5. Monitoring, measuring, analyzing, and evaluating the sustainability and social responsibility performance;
6. Conducting management review on sustainability and social responsibility;
7. Evaluating and approving the contents of sustainability report;
8. Facilitating information sharing with other committees as required to handle issues of common concern related to sustainability and social responsibility issues.

Corporate Sustainability Governance Structure
 [2-9][2-11][2-13]



Sustainability Committee Organizational Structure
 [2-9][2-11][2-13]



The Sustainability Committee Meetings [2-9][2-11][2-12][2-13][2-16]

The Sustainability Committee's meetings are held monthly to review the sustainability performance. Any resolution of the Sustainability Committee is made through consensus and determined by the most votes from the participating members of the Committee. In the Sustainability Committee Meetings, the Vice Chair of the Sustainability Committee is responsible to develop an agenda on sustainability issues

and social responsibility and to document each Sustainability Committee Meeting.

In 2021, the Sustainability Committee held 7 meetings, and releases 4 decisions that were recommended to the Board of Directors to be implemented.

Recommendation of the Sustainability Committee	Directive from the Board of Directors	Status and Follow-up
To establish a Gender Equity Task Force	Approving the establishment of Gender Equity Task Force	Letter of Duty for Gender Equity Task Force for 2021-2022 Period has been issued on July 30, 2021.
To define Corporate Sustainability Agenda 2022-2030	Approving the Corporate Sustainability Agenda 2022-2030	Sustainability Agenda has become a part of Corporate Long-Term Plan 2022-2030 as ratified by the Extraordinary GMS of the Corporation in November 2021.
To implement ISO 26000: Guidance on Social Responsibility	Approving the implementation of ISO 226000: Guidance on Social Responsibility	<ol style="list-style-type: none"> 1. The Corporation has appointed a Consultant to implement ISO 26000: Guidance on Social Responsibility. 2. Stakeholder mapping has been conducted based on ISO 26000. 3. Guidelines on Sustainability Management and Social Responsibility has been ratified by Directors' Regulation Number 026 Year 2021 dated December 13, 2021, along with its implementation procedures.
To define Material Topics for 2021 Sustainability Report	Approving the Material Topics of 2021 Sustainability Report	The Sustainability Report for 2021 has been compiled based on the Material Topics approved by the Sustainability Committee.

Competency Development on Sustainability [2-9][2-17]

In 2021, the Corporation provided the opportunities for the Members of the Sustainability Committee to participate in competency development on sustainability.

Competency Development on Sustainability in 2021 Participated by Members of the Sustainability Committee		
Type of Events	Date	Participant
Executive Briefing ISO 26000: Guidance on Social Responsibility	September 14, 2021	Sustainability Committee
Workshop ISO 26000: Guidance on Social Responsibility	October 22, 2021	Members of Sustainability Committee

SUSTAINABILITY IMPLEMENTATION RISK MANAGEMENT



Tram Rail Discovery at Construction Project Phase 2A, CP 203 (Glodok - Kota)

Risk management process is a process to manage risk in all contexts of the Corporation, including economic, environmental, and social risks that aim towards sustainability. Risk management aims to protect and add the values for all stakeholders. Risk management has been integrated in all activities of the Corporation.

The Corporation manages the risk of sustainability implementation based on strategic and operational consideration as well as compliance consideration.

- **Strategic and Operational Consideration**

This consideration covers the potential economic, environmental, and social risks from internal and external influence. It aims to implement governance, economic, environmental, and social risk management to achieve the vision, missions, and objectives of the Corporation.

- **Compliance Consideration**

Sustainability implementation risk management is carried out in compliance with the prevailing internal and external laws and regulations.

Sustainability implementation risk management is carried out by implementing Enterprise Risk Management in line with the risk management framework based on ISO 31000:2018 Risk Management System. During the reporting period, the Corporation identified 7 top risks including environmental, social, governance, and economic risks integrated in all activities of the Corporation to minimize the impacts on the operational and business activities and protect the values for the stakeholders.

Type of Risk	Description	Mitigation
Environmental Risks		
Construction risk	Public road damage, noise, hygiene, and public inconvenience around the project location.	<ul style="list-style-type: none"> Limiting the operating hours of heavy equipment that cause noise; Reinstating the public road; Implementing traffic management to manage the traffic around the project site and traffic diversion to reduce the volume of vehicles going through the project site.
Train operational risks	Train noise at the elevated section exceeds the quality standards.	Installing sound barrier panels to decrease the noise of MRT train operations at the locations where the quality standard is exceeded.
Social Risks		
Construction risk	Public inconvenience due to restricted access for public around the project site due to construction activities.	<ul style="list-style-type: none"> Ensuring public access during the course of the project; Ensuring that the works that require full restriction to access are conducted outside busy hours.
Train operational risks	Detained MRT interoperability and integration processes with other modes of transportation.	<ul style="list-style-type: none"> Holding regular meeting progress with JakLingko as the integrator; Carrying out comprehensive pilot of integrated transportation system; Coordinating with the Ministry of Transportation and Bank Indonesia as payment system regulator and integration of modes of transportation.
Governance Risks		
Corporate governance risk	Failed identification of comprehensive corporate governance infrastructures required	Carrying out GCG, Risk Maturity, and Internal Control System assessment regularly, at least once in a year to complete the missing infrastructures. Developing Integrated GRC based on OCEG and OJK.
Construction project procurement governance risk	Failed contractor and consultant procurement for Phase 2.	<ul style="list-style-type: none"> Coordinating with the relevant parties; Adjusting the procurement and construction timelines;
Economic Risk		
Financing risk	Insufficient funding for construction and operational activities due to the decreased national economy growth.	<ul style="list-style-type: none"> Ensuring the availability of a rigid legal framework and appropriate calculation formula for subsidy for MRT Jakarta; Ensuring fund availability through clear payment mechanism in the implementation of each phase; Carrying out financing study with the parties that potentially will provide the funding for MRT Jakarta development.

Further disclosure of information on risk management in 2021 is presented in the Annual Report that is published separately.

The Corporation carried out ERM implementation effectiveness evaluation through Risk Conformity assessment and Risk Maturity assessment. [2-11]

- The Risk Conformity assessment was carried out by the Internal Audit Division as a part of assurance process to the Risk Management and QSSHE Assurance Division, in carrying out their duties and roles to develop and improve ERM in line with ISO 31000:2018. The Risk Conformity assessment results in 2021 reached 93.07, increased from 85.41% in 2020.
- Risk Maturity assessment is carried out by a Consultant. In line with the risk maturity achievement roadmap as its last amendment in 2019, the Risk Maturity score target in 2021 was 3.75 while the achievement was 3.81 with the maturity level **Defined** towards **Managed**. The achievement was more than that of 2020 at 3.73.

Risk Management Implementation Risk Maturity Results (MR) MRT Jakarta						
Maturity Level	2021		2020		2019	
	Target	Achievement	Target	Achievement	Target	Achievement
Final Score	3.75	3.81	3.55	3.73	2.90	3.55
Remarks	<i>Defined towards Managed</i>	<i>Defined towards Managed</i>	<i>Defined</i>	<i>Defined</i>	<i>Repeatable</i>	<i>Defined</i>

In addition to Risk Conformity and Risk Maturity assessment, the Corporation conducts regular correspondences and regular reporting, as well as Annual Report and Sustainability Report submission to deliver the sustainability implementation performance.

• **Correspondences and Regular Reporting**

Financial and non-financial information from the Corporation has been compiled and reported transparently to the shareholders, stakeholders, and other institutions as required. In 2021, the information has been reported in a timely, comprehensive, accurate, recent, complete, and adequate manner in line with the procedures, types, and scopes as governed by the provision concerning Corporate Financial Condition Transparency.

• **Annual Report and Sustainability Report**

The Corporation publishes Annual Reports distributed to the shareholders and other stakeholders. In addition, the Corporation publishes a Sustainability Report to describe the sustainability efforts of the Corporation in economic, social, and environmental aspects. The Annual Reports and Sustainability Reports are accessible at the Corporate website.

Sustainability Implementation Obstacles and Challenges

The sustainability implementation in 2021 faced various obstacles and challenges as follows:

- Changes to the strategic direction of the Corporate Long-Term Plan that impacts the sustainability strategy;
- Incomplete sustainability infrastructures of the Corporation based on ISO 26000: Guidance on Social Responsibility; and
- Lacking resources to implement the sustainability initiatives.

The obstacles and challenges are addressed by the Corporation by:

- Updating RJPP 2022-2030 to accommodate sustainability strategy;
- Formulating Guidelines for Sustainability Management and Social Responsibility as well as the relevant procedures; and
- Improving the available resource capacity through competency development on sustainability.



02

SUSTAINABILITY PERFORMANCE OF ENVIRONMENTAL MANAGEMENT

MRT Jakarta is a mode of transportation that generates relatively low emission as it is powered by electricity. However, the Corporation implements energy efficiency, emission reduction, and manages other environmental aspect. The environmental management adheres to the international standards and it has been certified with ISO 14001:2015 Environmental Management System by TUV Rheinland.



WASTE MANAGEMENT

Disclosure of Material Topic Management ^[3-3]

Waste is generated from MRT Jakarta operational and supporting activities and it potentially pollutes the environment. The Corporation is committed to manage the generated waste by establishing waste management and treatment facilities to minimize the potential impacts of pollution. Waste management is carried out through 3R: reduce, reuse, and recycle. The Corporation may involve a third party in the waste management and disseminate to the stakeholders to participate in reducing and managing the generated waste.

Types of Waste and Significant Impacts of Waste ^[306-1]

Waste is generated from own activities, MRT Jakarta operational and supporting activities. In addition, there is waste generated from MRT Jakarta Phase 2A Construction (Bundaran HI – Kota) by the contractor, from Transport Hub and supporting facilities construction at Dukuh Atas TOD by the contractor, and from the passengers. Based on the potential pollution level, the generated waste into hazardous and toxic waste (HTW) and non-HTW. In 2021, the Corporation was able to manage the potential pollution impacts through waste management. By providing no waste bin in the trains and paid area of the Stations, the Corporation prevented the waste generated from the passengers. ^[306-1]

Hazardous and toxic waste management from operational activities is carried out at the storage facility at the Depot. In carrying out HTW management, the Corporation collaborates with a third party licensed by the authority. The collaboration covers HTW collection and treatment at the destination. All HTW management process is monitored and recorded as waste balance and frequently reported to the authorities. HTW management from construction activities is carried out by the contractor. The Corporation ensures that the management is carried out by a third party licensed by the authority. ^[306-2]

Types and Sources of Waste from MRT Operational Activities and Treatment [306-1][306-2]

Type of Waste	Source of Waste	Potential Impacts and Treatment
Hazardous & Toxic Waste		
Electronic Waste	Operational Activities at the Stations and Depot	The potential impact is spilled hazardous and toxic waste at the operating areas.
Materials Contaminated by HTW	Operational Activities at the Stations	
Used Oil	Operational Activities at the Stations	Waste management is carried out based on SOP of Hazardous and Toxic Waste Management. The waste is sorted and calculated, then it is collected by the Vendor to be stored at the Temporary Shelter for Hazardous and Toxic Waste at Lebak Bulus Depot. By no later than 90 days, it will be collected by a Third Party for Hazardous and Toxic Waste Treatment.
<i>Turned chips/metal scraps</i>	Maintenance and Care Activities at the Depot	
Component/Spare Part Waste	Maintenance and Care Activities at the Depot	
Used rag	Maintenance and Care Activities at the Depot	
<i>Sludge cake</i>	Maintenance Activities at STP and IWWTP Maintenance	
Infectious Waste	Activities at First Aid Posts at the Station and Depot and Activities of Employees and Vendors of the Corporation	
Non- Hazardous & Toxic Waste		
Organic	Operational Activities at the Stations and Depot	The potential impact is spilled non-hazardous waste at the operating areas.
Metal	Operational Activities at the Stations and Depot	Waste management is carried out based on SOP of Waste Management. The waste is sorted and calculated, then it is collected by the Cleaning Vendor to be transported to Lebak Bulus Depot and it will be collected by a Third Party for Waste Management and Utilization.
Paper	Operational Activities at the Stations and Depot	
Plastic	Operational Activities at the Stations and Depot	

Types and Sources of Waste from MRT Jakarta Phase 2A Construction Activities and Treatment by Contractors [306-1][306-2]

Type of Waste	Source of Waste	Potential Impacts and Treatment
Hazardous & Toxic Waste		
Used Oil	Construction workshop activities	The potential impact is spilled hazardous and toxic waste at the operating areas.
Hazardous packaging	Construction activities	
Contaminated Materials	Construction activities	Waste management is carried out based on SOP of Hazardous and Toxic Waste Management. The waste is sorted and calculated, then it is collected by the Vendor and by no later than 90 days, it will be collected by a Third Party for Hazardous and Toxic Waste Treatment.
Used Hazardous Materials	<i>Construction activities – jet grouting</i>	
Non-Hazardous & Toxic Waste		
Organic	Activities of the workers and employees and construction activities.	The potential impact is spilled non-hazardous waste at the operating areas.
Metal	Activities of the workers and employees and construction activities.	Waste management is carried out based on SOP of Waste Management. The waste is sorted and calculated, then it is collected by the Cleaning Vendor to be transported by a Third Party to the landfill.
Paper	Activities of the workers and employees and construction activities.	
Plastic	Activities of the workers and employees and construction activities.	

Types and Volumes of Waste Generated ^[306-3]

Disclosure of information on the types and volumes of the generated waste only cover the waste generated from own activities. This report has yet to disclose the information on types and volumes of waste generated from MRT Jakarta Phase 2A construction (Bundaran HI – Kota). Waste is recorded by the Quality, Safety, Health, and Environmental Department under the Operation and Maintenance Facility Services Division.



163,874 Kg

Non-Hazardous &
Toxic Waste Generation

10,476 Kg

Hazardous & Toxic Waste
Generation



IWWTP Inspection Activities at Lebak Bulus Depot

Types and Volumes of Waste Generated by MRT Jakarta from Own Activities ^{[306-1][306-5]}

Type of Waste	2021	2020	2019
Non-Hazardous & Toxic Waste			
Organic	66,438	79,245	70,081.9
Non-organic *)	-	-	70,132
Mixed *)	-	523	70,507.5
Paper	30,973.48	52,287	-
Metal	676	1,474	-
Plastic	35,397.56	58,270	-
Residue	30,389.59	-	-
Hazardous & Toxic Waste			
Used rag	226.7	326.8	140.2
Turned gram	2,282.8	3,376.4	839.2
Used oil	500	2,573.4	194.7
Contaminated packaging	1,002.2	1,192.45	769.4
AC Filter	4,688	4,122.1	61
Used accumulator/battery	630.2	99.8	88
Contaminated waste	74	-	42.8
Infectious clinical waste	239.2	82.2	58.5
IPAL Sludge	-	66.6	-
Electronic Waste	-	314.8	-
Used Solvent	-	3.8	-
Used Toner	10.8	7.6	-
Expired chemicals	584.4	-	-
Used Lamps	238.2	-	-

Remarks:

*) The classification of non-organic and mixed waste is no longer in use in 2021. As of 2021, non-hazardous waste is categorized as organic, paper, metal, plastic, and residue.

Waste Management and Treatment Activities

[306-4][306-5][306-5]

In 2021, no dangerous chemical spillage occurred that may pollute the environment.

Waste management and processing is carried out by the Functions of the Quality, Safety, Health & Environmental Department in the Operation & Maintenance Facility Services Division.

Waste management and treatment is the responsibility of Quality, Safety, Health, and Environment Department under Operation & Maintenance Facility Services

In managing the waste, the Corporation involves a participant of MRTJ Accel. The Corporation collaborates with Rekosistem to provide waste treatment service by leveraging technology. Rekosistem works by integrating human-centered design (HCD) management and state-of-the art technology to motivate the community members to sort the waste. The total waste submitted to Rekosistem through rebox and Waste Station at Blok M BCA Station was 18.1 tonnes, and 1,498 plastic bottles were recycled. [306-5]



Waste generated from operational and supporting activities.



Temporary Shelter



10.48 Ton
Solid Hazardous & Toxic Waste

164.05 Ton
Solid Non-Hazardous & Toxic Waste

Supports to the SDGs

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/ National Development Planning Agency	Supports by MRT Jakarta
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>By 2020, achieve the environmentally sound management of chemical and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water, and soil in order to minimize their adverse impacts on human health and the environment.</p> <hr/> <p>By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse</p> <hr/> <p>Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information in their reporting cycle.</p>	<p>The Corporation has established procedures to manage hazardous and toxic waste as well as hazardous and toxic waste treatment facilities. Some hazardous and toxic waste is managed and processed by a licensed third party. This effort supports the fulfillment of indicators of HTW proportion managed/processed based on the management/treatment.</p> <hr/> <p>In principle, the waste management and treatment covers 4R: reduce, reuse, recycle, and replace. It supports the fulfillment of indicator of recycled waste.</p> <hr/> <p>Since 2020, the Corporation has published a Sustainability Report that is published on the Corporate website. Therefore, the Corporation has fulfilled the indicator of the number of companies that publish the sustainability report.</p>



Ratangga Crossing on the Elevated Track in Lebak Bulus - Fatmawati Area

CLIMATE CHANGE MITIGATION

Disclosure of Material Topic Management ^[3-3]

Publication from the Committee on the Elimination of Leaded Gasoline in 2019 states that 46% of the air pollution is generated by the transportation sector. This pushed the Government to implement environmentally friendly transportation policy, including operating MRT Jakarta that relatively generates low emission as it is powered by electricity. Even though electricity is also used for digitalization and automatization of MRT Jakarta operations, it becomes a new potential GHG emission source. The Corporation is committed to reduce GHG emission through efficient electricity consumption. In the long-term, the contribution to GHG emission reduction by the Corporation is conducted by integrating the transportation of Greater Jakarta area and development of TOD areas. Based on the explanation from the Ministry of Transportation, transportation integration in the Greater Jakarta area and development of TOD areas will increase the number of public transportation users up to 75% of the total citizens of DKI Jakarta in 2029, hence reducing the emission from private vehicle usage. All processes engage the stakeholder through transparent steps.

Calculation of the Generated GHG Emission ^{[305-1][305-2]}

The calculation of GHG emission covers scope 1 from MRT operational activities and scope 2 from supporting activities at the stations, depot, and head office. The calculation of scope 2 is not applicable for the bases of the gross energy market, considering the Corporation that does not produce energy. The Corporation has yet to calculate the GHG emission in scope 3. The calculation is generated from GHG emission total under the unit of ton CO₂ equivalent (CO₂eq). The total GHG emission in 2021 reached 43,281.04 tonnes CO₂eq, consisting of 13,664.57 tonnes CO₂eq of scope 1 and 29,617.46 tonnes CO₂eq for scope 2.

Total Generated GHG Emission [305-1][305-2]						
Emission Source	Unit	2021	2020	2019	Δ	
					Ton CO ₂ eq	%
		1	2	3	1:2	
Scope 1						
MRT Jakarta Operations	Ton CO ₂ eq	13,663.57	13,384.51	13,983.15	279.06	2.04
Scope 2						
Activities at the Head Office		22.26	18.71	24.64	3.54	15.92
Activities at the Stations	Ton CO ₂ eq	26,229.68	25,869.36	22,465.50	360.31	1.37
Activities at Lebak Bulus Depot		3,365.53	3,444.51	2,349.09	-78.98	-2.35
Sub-total		29,617.46	29,332.59	24,839.23	284.87	0.66%
Total						
Total GHG Emission	Ton CO ₂ eq	43,281.04	42,717.10	38,822.38	563.93	1.30

The calculation of total GHG emission is based on the conversion of MWh to CO₂ using GHG Emission Factor for Electricity Interconnected System 2016 (Java-Madura-Bali/JaMaLi) with the Global Warming Potential/GWP Index=1. The Corporation does not calculate other GHG emissions, including CH₄, N₂O, and biogenic CO₂. [305-1][305-2]

- Scope 1: MRT operational data is the Traction Substation (TSS) electricity consumption data and high-voltage transmission power.
- Scope 2: Station and depot data covers electricity consumption data based on Electrical Room (RT) data and head office data is the electricity consumption data of Wisma Nusantara.

The Corporation has yet to define a baseline for the comparison of GHG emission reduction. The comparison is only made to the GHG emission calculation of the previous period. Based on the calculation, the total GHG in 2021 increased by 43,281.04 tonnes CO₂eq or 1.3% from 42,717.10 tonnes CO₂eq in 2020. The increased GHG emission was caused by increased activities at the stations. [305-1]

GHG Emission Intensity Calculation [305-4] [LT5]

GHG Emission Intensity Calculation only considers the carbon (CO₂) emission in line with the total GHG emission. The calculation employs two approaches:

- Based on the number of passengers for scope 1, expressed in the unit of kg CO₂eq/person;
- Based on the area for scope 2, expressed in the unit of ton CO₂eq/m².

GHG Emission Intensity for scope 1 in 2021 was 0.0019 tonnes CO₂eq/person (passenger), increased from 0.0013 tonnes CO₂eq/person (passenger) in 2020. The increased GHG emission intensity in 2021 was influenced by the increased GHG emission generated and decreased number of MRT Jakarta passengers.

GHG Emission Intensity for scope 2 in 2021 was 0.15 tonnes CO₂eq/m², that did not change from the previous year. The calculation of GHG Emission Intensity for scope 2 is one of the success indicators of electricity consumption efficiency policy to support station and depot facility management as environmentally friendly buildings.

GHG Emission Intensity for Scope 1 ^[305-4]

Description	Unit	2021	2020	2019	Δ (1:2)	
		1	2	3	Ton CO ₂ eq/Person	%
Total GHG Emission Volume	Ton CO ₂ eq	13,663.57	13,384.51	13,983.15	279.06	2.04
Total Passengers	Person	7,189,862	9,926,513	24,414,324	- 2,750,918	- 38.33
Emission Intensity	Ton CO ₂ eq/Person	0.0019	0.0013	0.0006	0.0006	31.57

GHG Emission Intensity for Scope 2 ^[305-4]

Description	Unit	2021	2020	2019	Δ (1:2)	
		1	2	3	CO ₂ eq/Building Area	%
Total GHG Emission Volume	Ton CO ₂ eq	29,617.46	29,332.59	24,839.23	284.87	0.66
Building area	m ²	196,035	196,703	196,703	668	0.34
Emission Intensity	Ton CO ₂ eq/m ²	0.15	0.15	0.13	0	0

Remarks: There are changes to the building area as in 2021, only two stories were used due to WFH policy.

Total GHG emission volume in 2021 shows a 1.3% increase from that of 2020, considering that MRT Jakarta has yet to determine the baseline of GHG emission calculation. The Corporation has taken various efforts to reduce GHG emission, including through energy efficiency initiatives by electricity consumption reduction for operational activities (scope 1) and supporting activities (scope 2). However, as in 2021 the Corporation recorded an increase in energy usage and has yet to realize GHG emission reduction. ^[305-5] ^[LT5]

Total electricity consumption in 2021 reached 49,351,198 kWh, increased by 643,027 kWh or 1.3% from 48,708,211 kWh in 2020. Therefore, the GHG emission generated from electricity consumption in 2021 increased by 563.93 tonnes CO₂eq, in line with the conversion of MWh to CO₂ using GHG Emission Factor for Electricity Interconnected System 2016 (Java-Madura-Bali/JaMaLi). ^[305-5]

MRT Jakarta Electricity Consumption and Conversion of the Generated GHG Emission ^[305-5]

Description	2021	2020	2019	2021:2020	
		kWh		Δ kWh	Conversion Ton CO ₂ eq
Traction Energy (MRT Train)	15,579,900	15,261,700	15,944,300	318,200	279.06
Lebak Bulus Depot	3,837,550	3,927,610	2,678,557	- 90,600	- 78.98
Stations	29,908,411	29,497,564	25,616,304	410,487	360.31
Head Office	25,377	21,337	28,091	4,040	3.54
Total	49,351,198	48,708,211	44,267,252	643,027	563.93

Emission of Ozone-Depleting Substances (ODS) ^[305-6]

The Corporation does not produce, import, export, nor use any materials that generate emission containing ozone depleting substances (ODS). Therefore, this Report does not disclose information on ODS volume calculation, ODS sources, and the employed calculation methodology.

SO_x, NO_x, and Other Emissions ^[305-7]

During the reporting period, the Corporation has carried out emission air quality covering Sulfur Dioxide (SO₂), Nitrogen Oxide (NO_x), Carbon Monoxide, and Particulates. Other supporting parameters include Opacity, Velocity, Oxygen, and Temperature. Emission measurement is conducted at 13 Stations and the Depot for genset emission and 1 location at Lebak Bulus Depot for Boiler emission. The measurement and calculation method as well as the emission standards

are tailored to the type of machine or the capacity as governed by the Regulation of the Minister of Environment and Forestry of the Republic of Indonesia Number 15 Year 2019 concerning Quality Standards of Thermal Power Generator Emission (Appendix IX-A and IX-B) for genset and Regulation of the Minister of Environment and Forestry of the Republic of Indonesia Number 7 Year 2007 concerning Quality Standards of Emission from Stationary Source for Boiler (Appendix V) for the Boiler.

Types and Sources of Other Emission and Measurement and Calculation Method ^[305-7]

Types of Emission	Sources of Emission	Measurement and Calculation Method
SO ₂	Underground Station Genset and Boiler	Measurement is done by Gas Analyzer
NO _x	Elevated Station Genset, Underground Station Genset and Boiler	Measurement is done by Gas Analyzer
CO	Underground Station Genset and Boiler	Measurement is done by Gas Analyzer
Particulates	Underground Station Genset and Boiler	Measurement is done by Gas Analyzer



Data obtained from measurements and emission monitoring at Phase I operational sites namely from Lebak Bulus Station to Bundaran HI, and depots on that path.

Measurement and Calculation Results of Other Emissions in 2021 ^[305-7]

Types of Emission	Unit	Quality Standards	Measurement Results	
			Highest	Lowest
SO ₂	µg/Nm ³	600	40	<1
NO ₂	µg/Nm ³	1,200	1,129	178
CO	µg/Nm ³	540	595	95
Particulates	µg/Nm ³	120	75	30

Measurement Locations and Results of Cooling Tower and Genset Emission [305-7]

No	Location	SO ₂		Opasitas		NO _x	
		Lowest	Highest	Lowest	Highest	Lowest	Highest
Genset							
1	Lebak Bulus Depot					741	1,129
2	Lebak Bulus Station					406	587
3	Fatmawati Station	Measurement is not carried out in line with the parameters of the Regulation of the Ministry of Environment and Forestry Number 15 Year 2019 Appendix IX A for genset with the capacity of <570 kW		Measurement is not carried out in line with the parameters of the Regulation of the Ministry of Environment and Forestry Number 15 Year 2019 Appendix IX A for genset with the capacity of <570 kW		390	439
4	Cipete Raya Station					387	445
5	Haji Nawi Station					359	433
6	Blok A Station					178	626
7	Blok M Station					353	591
8	ASEAN Station					-	679
9	Senayan Station					<1	11
10	Istora Station	<1	17	<20	<20	681	794
11	Bendungan Hilir Station	6	6	<20	<20	644	646
12	Setiabudi Station	8	9	<20	<20	708	720
13	Dukuh Atas Station	6	40	<20	<20	374	804
14	Bundaran HI Station	8	40	<20	<20	187	710
Boiler							
1	Lebak Bulus Depot	9	20	<10	<20	125	599

Lokasi dan Hasil Pengukuran Emisi Cooling Tower dan Genset

No	Location	Particulates		CO	
		Lowest	Highest	Lowest	Highest
Genset					
1	Lebak Bulus Depot			316	440
2	Lebak Bulus Station			432	440
3	Fatmawati Station	Measurement is not carried out in line with the parameters of the Regulation of the Ministry of Environment and Forestry Number 15 Year 2019 Appendix IX A for genset with the capacity of <570 kW		337	431
4	Cipete Raya Station			440	542
5	Haji Nawi Station			95	545
6	Blok A Station			369	528
7	Blok M Station			324	498
8	ASEAN Station			-	583
9	Senayan Station			34	70
10	Istora Station	37	75	297	407
11	Bendungan Hilir Station	31	75	365	452
12	Setiabudi Station	35	73	210	305
13	Dukuh Atas Station	32	70	366	466
14	Bundaran HI Station	30	71	355	595
Boiler					
1	Lebak Bulus Depot	46	48	-	-

Measurement Locations and Results of Other Supporting Parameters for Genset and Boiler

No	Lokasi	Velocity		Oksigen		Suhu		Opasitas		
		Lowest	Highest	Lowest	Highest	Lowest	Highest	Lowest	Highest	
Genset										
1	Lebak Bulus Depot	13.94	21.99	17.4	18.60	88.50	192.50			
2	Lebak Bulus Station	8.44	13.28	18	18.60	81.90	175.10	TMeasurement is not carried out in line with the parameters of the Regulation of the Ministry of Environment and Forestry Number 15 Year 2019 Appendix IX A for genset with the capacity of <570 kW		
3	Fatmawati Station	7.34	12.85	18.20	18.80	85	190.50			
4	Cipete Raya Station	12.98	20.60	18.30	28.70	86.60	174.40			
5	Haji Nawi Station	3.67	8.26	16	18.30	68.10	350.30			
6	Blok A Station	1.41	22.47	18.10	18.50	75.10	187.70			
7	Blok M Station	4.45	12.59	18.40	18.60	73.90	180.10			
8	ASEAN Station	-	3.96	-	18.60	-	71			
9	Senayan Station	6.20	8.92	15.40	16.70	151.40	154		<20	<20
10	Istora Station	5.63	21.87	15.80	16.80	156.30	182.40		<20	<20
11	Bendungan Hilir Station	10.84	12.15	15.50	18	134.50	165.30		<20	<20
12	Setiabudi Station	22.03	23.74	15.60	15.80	147.90	207.90		<20	<20
13	Dukuh Atas Station	3.71	11.38	17	17.50	135.30	173.70		<20	<20
14	Bundaran HI Station	6.76	19.77	16.20	17.60	110.60	149.20		<20	<20
Boiler										
1	Lebak Bulus Depot	4.63	11.35	12.10	16.30	140.70	156	<20	<20	

Noise Control ^[L7]

Noise may occur during the operations and construction. During the operations, noise is caused by the operational activities at Lebak Bulus Depot, i.e., the train departing and arriving at the depot and train maintenance at the workshop, as well as the operational activities of MRT Jakarta trains. During the construction, noise is caused by activities such as heavy equipment mobilization; construction material

mobilization; land preparation and public utility relocation; tunnel, underground station, and supporting facility construction; and traffic management. The Corporation is committed to control the noise in line with the management plan as stated in the ratified environmental document and to conduct monitoring once in six months for operational activities and once in three months for construction activities.

Biodiversity

MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) and MRT Jakarta Phase 2A (Bundaran HI – Kota) construction project do not pass through conservation area and/or areas with high biodiversity. Therefore, there are no impacts on the biodiversity in the surrounding areas. However, as a form of environmental responsibility, the Corporation replanted

the trees that were impacted by MRT Jakarta Phase 2A construction. In total, 862 trees were replanted in various locations in DKI Jakarta. The Corporation ensures that there are no protected trees nor animals based on the IUCN Red List that were relocated from the project location of MRT Jakarta Phase 2A construction.

Supports to the SDGs

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/National Development Planning Agency	Supports by PT MRT Jakarta (Perseroda)
	<p>By 2030, provide access to safe, affordable, accessible, and sustainable transport system for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities, and older persons.</p> <p>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. [LT8]</p> <p>By 2030, provide universal access to safe, inclusive, and accessible green and public spaces, in particular for women and children, older persons, and persons with disabilities.</p>	<ul style="list-style-type: none"> Transportation integration in Greater Jakarta area and development of TOD Areas will increase the number of citizens within 0.5 kilometers of access to the public transportation, in line with SDG indicator. In line with the explanation from the Ministry of Transportation, transportation integration in Greater Jakarta area and development of TOD areas will increase the number of public transportation usage up to 75% by 2029, fulfilling the indicator of percentage of citizens served by the public transportation within the service area of the public transportation. Frequently measure and calculate the concentration of dust particulates materials < 10 µm (PM₁₀) to ensure the fulfillment of indicator to align with the Standards of 75 µg/Nm³. If the PM10 value exceeds the standards, the air quality is categorized as unhealthy. Frequently measure and calculate the parameters of Air Quality Index for NO₂, SO₂, CO₂, O₃, PM₁₀, PM_{2.5}, and TSP to ensure the fulfillment of the Air Quality Index in DKI Jakarta. <p>Development of TOD areas will increase the proportion of urban open spaces, including urban green spaces, urban non-green spaces, and road, to achieve the standards of 20% public urban green spaces as mandated by the Law.</p>

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/National Development Planning Agency	Support by PT MRT Jakarta (Perseroda)
	<p><i>Percentage of ozone depleting substance consumption reduction form the baseline.</i></p> <p>By 2030, achieve the environmentally sound management of chemical and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to ear, water, and soil in order to minimize their adverse impacts on human health and the environment.</p> <p>By 2030, substantially reduce waste generation through reduction, recycling, and reuse</p> <p>Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information in their reporting cycle.</p>	<p>The Corporation does not use any materials containing ozone depleting substances (ODS), hence fulfilling the indicator of ODS consumption reduction.</p> <p>Air conditioning units used by the Corporation use inverter and Non-CFC technology. Platform Screen Doors (PSD) are installed by the Corporation.</p> <p>The Corporation has established procedures to manage hazardous and toxic waste as well as hazardous and toxic waste treatment facilities. Some hazardous and toxic waste is managed and processed by a licensed third party. This effort supports the fulfillment of indicators of HTW proportion managed/processed based on the management/treatment.</p> <p>In principle, the waste management and treatment covers 4R: reduce, reuse, recycle, and replace. It supports the fulfillment of indicators of recycled waste.</p> <p>Since 2020, the Corporation has published a Sustainability Report that is published on the Corporate website. Therefore, the Corporation has fulfilled the indicator of the number of companies that publish the sustainability report.</p>

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/National Development Planning Agency	Support by PT MRT Jakarta (Perseroda)
	<p>Integrate climate change measures into national policies, strategies, and planning.</p>	<ul style="list-style-type: none"> The Corporation has measured and calculated the total greenhouse gasses (GHG) emission to fulfill the SDG indicator concerning total GHG emission per year. The Corporation has taken various sustainability measures to decrease the total GHG emission and its intensity to fulfill SDG indicator of potential GHG emission reduction and potential GHG emission intensity reduction.





03

SUSTAINABILITY PERFORMANCE OF SOCIAL MANAGEMENT

The Corporation manages occupational safety and health (OSH) in accordance with the applicable national and international standards. The Corporation has implemented Occupational Safety and Health Management System (OSHMS) in accordance with Government Regulation No. 50 Year 2012, Railway Safety Management System (RSMS), and ISO 45001: Occupational Safety and Health Management System. OSH Policies cover all employees in operational and activities of MRT Jakarta as well as at MRT Jakarta Phase 2A construction.

RAILWAY SAFETY MANAGEMENT FOR EMPLOYEES

The Corporation manages occupational safety and health (OSH) for all employees and workers at the project by implementing Railway Safety Management System (RSMS) in accordance with the Regulation of the Minister of Transportation No. 69 Year 2018 concerning Occupational Safety and Health Management System (OSHMS) in line

with the Government Regulation Number 50 Year 2012 and ISO 45001:2018 concerning OSHMS. The Corporation has obtained OSHMS certification and ISO 45001:2018 for Occupational Safety and Health Management. [403-1]

Topic Material Management Disclosures ^[3-3]

OSH Management has direct impacts on the employee productivity and operational safety of MRT Jakarta. The Corporation implements Railway Safety Management System, Occupational Safety Management System, Quality Management System, Environmental Management System, and Security Management System, hereinafter referred to as the Integrated Management System in each activity to prevent any incident that may harm the safety and health of the workers and operations of MRT Jakarta. The Corporation is committed to realize zero incidents for OSH Management.

The effectiveness of OSH management is carried out through evaluation management based on the target achievement of Key Performance Indicators (KPI) and regular reporting to the Directorate General of Railways, Ministry of Transportation, including railway safety planning in 2021 and Report of Occupational Safety and Health Development Committee for the Department of Manpower of DKI Jakarta.

Engagement of employees and/or workers of the partners/contractors in OSH management is carried out through various mechanisms as follows:

1. The Corporation appreciates all Contractors and Vendors of the Corporation that implement OSH well through SHES (Safety, Health, Environment, and Security) Award. This activity is carried out annually by reviewing the audit results of the Contractors and Vendors and site visit;
2. Implementation of biweekly safety talk for the employees in Wisma Nusantara and Ravindo and weekly safety talk for the OM employees at Lebak Bulus Depot. The safety talk is conducted by the appointed work unit, discussing topics as defined concerning quality, OSH, and environment;
3. Implementation of safety patrol/inspection to operating and construction areas. The results of safety patrol are submitted to the relevant work unit for improvement;
4. Implementation of Safety and Risk Competition for the internal parties of the organization annually;
5. Implementation of Management Safety Walkthrough once in three months. This activity involves the Board of Directors, Division Heads, and Department Heads.



The digitalization of Occupational Safety and Health and Environment is carried out through DINAMIQ platform to improve time efficiency and to provide ease in internal and external personnel certification, risk analysis (HIRADC and IADL), job safety analysis, permit to work, incident reporting & investigation, safety inspection, hazard report, inspection, behavior-based safety (BBS) walkthrough and observation, BBS implementation, and safety performance dashboard.

Secure and Safe Working Environment ^[403-1]

As a part of RSMS implementation, the Corporation has prepared, implemented, and submitted RSMS Implementation Report to the Directorate General of Railways Ministry of Transportation annually. For 2021, the report was submitted on February 17, 2021, containing RSMS policies as well as the monitoring and evaluation of 2020 performance. The report covers:

1. Railway Safety policy formulation;
2. Railway Safety Planning;
3. Implementation of Railway Safety Plan;
4. Railway Safety performance monitoring and evaluation; and
5. RSMS performance review and improvement.

The identification process of potential OSH hazards is carried out through the implementation of HIRADC (Hazard Identification Risk Assessment and Determining Control).

HIRADC enables each employee and the Corporation to be aware of a hazard that may happen in a certain work and the control measures to reduce the risks. All Departments are required to compile HIRADC document in line with the business process of the works and it is prepared by an employee that has participated trainings on HIRADC. The HIRADC document will be compiled and checked by the QSSHE Assurance Department and it will be reviewed at least once in a year or in the event of changes to the business processes at the work unit. ^[403-2]

The Corporation carries out audit to evaluate and continuously improve the integrated management system implemented by the Corporation. There are two types of audit, i.e., Internal Audit by the Internal Auditor of the Corporation and External Audit by the Ministry and Certification Agency. The results of audits in 2021 show the results as follows: ^[403-2]

No	Type of Audit	Audit	Audit Results	Remarks
1	Internal Audit	RSMS	94.49%	-
2	Internal Audit	OSHMS	92.77%	-
3	Internal Audit	Integrated ISO	No score	-
4	External Audit	RSMS	95,54%	Directorate of Safety, Directorate General of Railways
5	External Audit	Integrated ISO	Recommended to maintain the Integrated ISO certifications	TUV Rheinland Auditors
6	External Audit	Occupational Safety and Health Management System	Achievement: 89.76% Implementation level: Satisfactory	TUV Rheinland Auditors

In line with the OSHMS, workers may report unsafe working conditions or unsafe behaviors at work through DINAMIQ system or Hazard Reporting Form provided at Wisma Nusantara Office, Stations, and Depot, to be followed up by the QSSHE Assurance Department, QSHE Department, and other Relevant Department. Employees may also propose to stop their work, in line with the Stop Working Authority policy, if they feel that their work is not safe. In 2021, no employees proposed to stop their work due to unsafe conditions. In the event of incident in both operations and construction, investigation will be carried out based on the flow at the Procedures of Reporting and Investigating Workplace Incident and Diseases. ^[403-2]

In 2021, the Corporations till faced the ongoing COVID-19 pandemic. The Corporation implements occupational health procedures to protect the office and operating areas. The Corporation also gives quick response if an employee is infected by COVID-19 and gives long-term protection as well. Key employees who work in the operations of the train, such as the train driver and operation control center (OCC), are provided with dormitory to prevent exposure to the virus, and they work according to the shift pattern of 10 days, as implemented to offshore workers, and they must be tested by swab test before and after work. This is an effective effort to minimize the employees exposed to COVID-19 that enables smooth operations of MRT Jakarta in 2021. ^[403-3]

Employee Engagement and OSH Trainings ^{[403-4][403-5]}

The Corporation encourages the participation, consultation, and communication with workers concerning OSH implementation. In 2021, there were several activities as follows:

Employee Engagement for OSH Implementation in 2021 ^{[403-4][403-5]}	
Activity	Description
Safety Talk	Conducted regularly by each function/unit, led by an official of the level of supervisor, and participated by the workers of the function unit
SHES Award 2021)	Conducted annually. Awards are given in two categories: Best station and best vendor/contractor. Theme in 2021: Safe the People, Survive the Disruption, and Revive the Organization <ul style="list-style-type: none"> • The best station category: Fatmawati Station (72.75), Bundaran HI Station (70.50), and Dukuh Atas BNI Station (70.08). • The best vendor and contractor category: Shimizu—Adhi Karya Joint Venture (82.58), PT Spektra Solusindo (82.08), and PT ISS Indonesia (81.92).
OSH Development Committee	Regularly ensure OSH implementation by the Corporation. In 2021, the OSH Development Committee held regular monthly meetings and discussed the implementation of OSH, quality, and environmental aspects with the internal parties of the Corporation and third parties.
OSH competency development and trainings	Total training activities: 15 Total training participants 102 employees
COVID-19 vaccination	First Dose: 701 persons (99.01%) Second Dose: 698 persons (98.59%)
Safety patrol	Conducted biweekly at the Head Office, MRT Jakarta Operating Area, and Construction Area. The results of Safety Patrol will be reported to the relevant work unit for improvement.
Safety dan Risk Competition	Conducted annually for internal parties of the Corporation. In 2021, the competition was won by Fatmawati Station Division (79.45), Customer Engagement Decision (79.43), and Human Capital Division (78.38). Other runner-up includes Railway Operation Division, Blok A Station, and Supply Chain Management Department.
Management Safety Walkthrough	Conducted quarterly. This activity involves the Board of Directors, Division Heads, and Department Heads. In 2021, it was carried out at the construction area and operational areas as well (virtually).

In 2021, the Corporation carried out and registered the employees or workers in OSH trainings. There are 15 OSH trainings participated by 102 employees. Several OSH trainings were certification program to improve the employee competency of MRT Jakarta and other workers as well. ^[403-5]

- General OSH Training and Certification
- General OSH Junior Expert Training and Certification BNSP Certification
- OSHMS Auditor Training and Certification
- Scaffolding Technician OSH Training and Certification
- Scaffolding Supervisor OSH Training and Certification
- Electrical OSH Expert Candidate Training and Certification
- Electrical OSH Technician Training and Certification
- Electrical OSH Expert Training and Certification
- Chemical OSH Expert Training and Certification
- Chemical OSH Officer Training and Certification
- Confined Space Middle Expert OSH Training and Certification
- Construction OSH Junior Expert Training and Certification
- Rigger OSH Training and Certification
- Class III Crane Operator OSH Training and Certification
- Class I Production Machine & Equipment Operator OSH Training and Certification.



Health Program for Contractors

Employee Health Insurance [403-6][403-10]

The Corporation registers the employees in health and social insurance program from BPJS Kesehatan and responsible for the fee. The total fee for BPJS Kesehatan that was paid by the Corporation in 2021 reached Rp3,482,315,326. As members of BPJS Kesehatan, the employees of the Corporation are entitled to healthcare access for non-workplace diseases. Healthcare services can be accessed at the first healthcare facilities chosen by the employees and the referred hospitals. In addition to health insurance by BPJS Kesehatan, the Corporation also provides additional health insurance facilities through Administration Service Only (ASO) scheme from PT Ad Medika. The total budget for additional facility in 2021 reached Rp12,395,022,671.

The Corporation recorded there's no employees suffering from occupational diseases in 2021. The Corporation provides healthcare posts at the work units and stations that serve the passengers and can be used by the employees or other workers as well to get healthcare services for non-occupational disease. Such healthcare services cover first

aids. If the patient requires further treatment, they will be referred to a better healthcare facility/hospital.

In 2021, the Corporation carried out healthcare promotion activities for non-workplace diseases to the employees and other workers. Due to the pandemic, the safety talks that covered the discussion on Health were carried out virtually. The Safety Talks that involved the employees from the Main Directorate, Construction, Finance, and Corporate Management and Business Development are carried out once in two weeks while the Safety Talks for the employees of Operations and Maintenance Directorate are carried out once in a week. In total, there were 66 events with 2,893 cumulative participations in a year.

In addition, health promotion is carried out through annual dissemination on HIV/AIDS prevention and countermeasures in December for all employees of the Corporation, including workers of third-party vendors and Contractors.

OSH-threatening Condition Management in the Operations ^[403-7]

To prevent and mitigate significant impacts of conditions that threaten occupational safety and health in the operational activities, the Corporation has formulated and determined the conditions required.

Management of Conditions that Threaten Occupational Health and Safety in the Operations ^[403-7]

Safety Features of the Train



The Corporation provides light fire extinguishers in each train. Each unit is checked regularly to ensure that it can be used anytime.



Each train set is equipped with an evacuation route through the train driver cabin or operator cabin. During evacuation, the passengers will be led by the staff inside the train.



Each train is equipped with emergency buttons to talk to the officer in emergency situations. ^[LT10]

Operational System Safety upon Power Outage

Train Operations



The operations of MRT Trains employ Communication-Based Train Control (CBTS) signaling with high safety standards. The system implements Automatic Train Operation (ATO) of the MRT trains that requires emergency break during power outage. It aims to mitigate the potential accident at the track in front of the train. Emergency brake will be followed by passenger evacuation procedures to the nearest station for further assistance.

Station and Tunnel Operations



MRT Jakarta has a back-up power generator system from the genset operations to provide electricity supply for safety and evacuation purposes at the stations and tunnels.

Emergency Situation Management on September 10, 2021

On September 10, 2021 at 1:41 PM Western Indonesian Time, there was a power supply failure to the trains and stations. For 10 minutes, the Power Maintenance and Power Dispatcher Team tried to normalize the power supply but it did not yield the expected results. In accordance with the SOP for Emergency Situations, at 1:51 PM Western Indonesian Time, OCC instructed the Train Drivers and the Stations to evacuate the passengers from 4 trains on the track. Passengers from 2 trains were evacuated to Lebak Bulus Station, passengers from 1 train were evacuated to Blok A Station, and passengers from 1 train were evacuated to Istora Station.

There were 305 passengers evacuated, one of them is a person with disability that was evacuated well by the Security Team and the Station Team. The evacuation process ran smoothly and safely. Passenger evacuation was completed at 2:25 PM and at 2:55 PM clearance track was completed.

On September 10, 2021, only 115 trips or 65.71% of the total trips were realized and 60 trips were canceled.

RSMS Implementation Scope ^[403-8]

OSH and RSMS implementation covers all workers, both employees of the Corporation which amounts to 718 employees or 100% of the total employees and workers of the contractors/vendors/suppliers and tenants that reach 3,603 workers or 100% of the total workers. There is no exception applied for OSH and RSMS implementation. The Corporation regularly audits RSMS implementation as well as other standards (ISO 45001:2018). Based on the audit of RSMS implementation in 2021, the result was 95.54%.

Occupational Safety Performance ^[403-9]

In 2021, there were no incidents that caused fatalities due to workplace accidents both for employees and non-employee workers of MRT Jakarta. In general, the Corporation was able to maintain the workplace accident management performance at the head office, stations, and depot. This is

also applicable to the non-employee workers at MRT Jakarta Phase 2A (Bundaran HI – Kota) construction project. The statistical calculation of OSH performance for Severity Rate and Frequency Rate was conducted by QSSHE Assurance Department by employing 1,000,000 man hours.

Statistic of OSH Performance at Head Office, Station, and Depot ^[403-9] [LT12] [LT13]

Description	2021	2020	2019
Number of fatalities	0	0	0
Lost time injuries	0	0	0
First aid injuries	103	69	21
Near miss unsafe action, unsafe condition	13	1,401*	180*
Days lost due to accident (Severity Rate/SR)	422		
Total accident rate (Frequency Rate/FR)	0	0	0
Total accident rate (Frequency Rate/FR)	0	0	0

* In 2019 and 2020, near miss, unsafe action, and unsafe condition were categorized under one category

Statistic of OSH Performance for Non-Employee Workers in 2021 at MRT Jakarta Phase 2A (Bundaran HI – Kota) Construction Project

Description	CP 201	CP 203	Total
Number of fatalities	0	0	0
Lost time injuries	0	0	0
First aid injuries	2	4	6
Near miss	29	0	29
Unsafe action, unsafe condition	1,082	119	1,201
Days lost due to accident (Severity Rate/SR)	0	0	0
Total accident rate (Frequency Rate/FR)	0	0	0

The Corporation ensures that OSH management has mitigated the factors that may threaten the safety of workers and passengers. Mitigation is carried out to prevent incident from happening to workers and to ensure passenger safety. The mobile workers are equipped with supporting equipment to ensure communication at work. In 2021, there was no incident experienced by the workers while doing hazardous work. [403-9][LT10]

High-Risk Works and the Mitigation [403-9]

Work:

Check and maintenance of train tracks and buildings

Risks:

- Fall from height at elevated tracks
- Asphyxia/Hypoxia at underground tracks (tunnels)
- Crash
- Electric Shock
- Derailment and Overthrown

Mitigation:

1. Implementation of safety induction, tool-box meeting, housekeeping, and Stop Work Authority (policy).
2. Formulation and implementation of SOP for Works at Depot and Mainline Tracks; work permit, LPP, track clearance, coordination, communication, equipment and personnel certification, and PPE.
3. Formulation and implementation of Work Instruction for Work at Height; Work Instruction for Stair Usage; Work Instruction for Scaffolding Usage; Work Instruction for Work at Height with Rope Access; Work Instruction for Lifting and Carrying; Work Instruction for SCBA (Self Contained Breathing Apparatus) Usage.
4. Implementation of checking forms, equipment & personnel competency & certification, full body harness, anchorage & safety lifeline, safety net, safety mattress, 3 points of contact, buddy system, and PPE.

Check and maintenance of train operational facilities (top electricity)

Risks:

- Electric shock
- Fall from heights
- Power failure
- Death

Mitigation:

1. Implementation of safety induction, tool-box meeting, housekeeping, and Stop Work Authority (policy).
2. Formulation and implementation of SOP for Works at Depot and Mainline Tracks; work permit, LPP, equipment and personnel certification, coordination & communication, track clearance, and PPE.
3. Formulation and implementation of Work Instruction for Work at Height, checking forms, full body harness, 3 points of contact, buddy system, and PPE.
4. Formulation and implementation of Work Instruction for Stair Usage; Work Instruction for Scaffolding Usage; Work Instruction for Lifting and Carrying; Work Instruction for Checking Works by LAA; Work Instruction for Inspection of Electricity and Electrical Equipment.

Work:

Station construction works:

Risks:

- Manual accident during preparation process for each construction activity (including jet grout, chemical grout, ground anchor & strut installation, RC works)
- Failed lifting potential for each construction activity
- Electric shock for each construction activity
- Explosion at fuel storage (jet grout, chemical grout, and other works)

Mitigation:

1. Wear hand pallet
2. Avoid lifting materials more than 25 kg by one person
3. Focus the weight on the strongest leg, not the back
4. Disseminate safe manual handling methods
5. Ensure workers are fit to work
6. Conduct pre-inspection
7. Ensure that outrigger is opened fully
8. Ensure that the equipment safety is functioning well
9. Prepare communication tools
10. Make barricade around lifting area
11. Provide signallers and guardians for equipment
12. Prepare ELCB and grounding at db panel
13. Ensure that the electrical equipment are not connected to the outlets upon installation
14. Check electrical leak by electroscope
15. Ensure that the connected electrical outlets are dry
16. Prohibit smoking and other activities that may cause explosion
17. Provide fire protection equipment (light fire extinguisher, emergency button, grounding, lightning arrester)

Work:

Tunnel boring construction

Risks:

- A locomotive crashes to a worker when they are walking in the tunnel
- Worker is pinched by segment upon lifting segment
- Crane falls on TBM axis
- Fire inside the tunnel
- Chemical spillage on public road upon dismantling TBM
- Surface water seeping at the station upon dismantling TBM

Mitigation:

1. Separate the tracks
2. Obey safety regulations and procedures
3. Prohibit unauthorized personnel to drive the locomotive
4. Adhere to safety procedures conduct regular hoist inspection
5. Conduct regular inspection
6. Use pads on the appropriate RC plate
7. Define the crane route by the Site Engineer
8. Do not use inflammable materials or equipment
9. Prepare Fire Extinguisher every 200 meters
10. Dispose and clean unused chemicals at the site
11. Show and disseminate MSDS for any chemicals
12. Disseminate ERP
13. Prepare sufficient water pumps at the site
14. Install barricade on the land along the structure as the first barrier
15. Install higher anti-flood wall on the concourse as the second barrier
16. Install additional anti-flood structure to flow the water into concourse drainage pipe as the third barrier
17. Provide sandbags at each location for emergency situations

The Commitment of the Corporation to manage OSH and implement RSMS is realized through hierarchical approach by establishing Occupational Safety and Health Development Committee referring to the Regulation of the Minister of Manpower No. PER.04/MEN/1987 concerning Occupational Safety and Health Development Committee and Procedures to Appoint Occupational Safety Expert. The Committee is chaired by the President Director, and the Head of RMQA

Division, the Head of QSSHE Assurance Department, and the Head of QSHE Department act as the secretaries, while the members consist of the Board of Directors, Division, Head, and Project Manager and/or Deputy Manager of the Consultants & Contractors of the Corporation during the Construction. The Corporation holds monthly meetings with the Committee and report the activities of the Committee to the Department of Manpower of DKI Jakarta Province quarterly. [403-9]

Chair of the OSH Development Committee	
President Director of PT MRT Jakarta	
Secretary of the OSH Development Committee	
<ul style="list-style-type: none"> Head of RM & QSSHE Assurance Division Head of QSSHE Assurance Department Head of QHSE OM Department 	
Member of the Secretariat	
MKKG Team	
Railway Operation & Maintenance OHSE Committee	Construction OHSE Committee
Chair	Chair
OM Director of PT MRT Jakarta	Director of Construction Director of PT MRT Jakarta
Members	Members:
<ol style="list-style-type: none"> All Division Heads of OM Directorate Employee Representatives for Each Workstream 	<ol style="list-style-type: none"> All Division Heads of Construction Directorate Employee Representatives Consultant PM & Contractor PM
Members	
<ol style="list-style-type: none"> Finance and Corporate Management Director Business Development Director All Division Heads of Finance and Corporate Management Directorate All Division Heads of Business Development Directorate 	

Supports to SDGs

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/National Development Planning Agency	Supports by PT MRT Jakarta (Perseroda)
	National Health Insurance (JKN) Coverage.	The Corporation registers all employees as participants of BPJS Kesehatan health insurance. This policy supports the fulfillment of indicators of comparison of citizens with health insurance and the total citizens.

RAILWAY SAFETY MANAGEMENT FOR PASSENGERS

Disclosure of Topic Material Management ^[3-3]

Railway safety management for passengers directly impacts the trust of the passengers and will influence the number of passengers. The Corporation is committed to manage railway safety for passengers by implementing Minimum Service Standards (MSS) in line with the Regulation of the Minister of Transportation No. 63 Year 2019 concerning Minimum Service Standards of Railway Passenger Transportation and Governor's Regulation of DKI Jakarta No. 95 Year 2019 concerning Minimum Service Standards of Passenger Transportation by Mass Rapid Transit and Light Rapid Transit. In addition, the Corporation has implemented Railway Management System policy in line with the Regulation of the Minister of Transportation No. 69 Year 2018 that is correlated with the Integrated ISO. The railway safety management for the passengers is carried out through an evaluation mechanism based on the achievement of Key Performance Indicators (KPI) and regular reporting to the authorities. Based on the evaluation in 2021, the timely traveling rate is 99.96% while Customer Satisfaction Index reached 88.29%. Passenger involvement in railway safety management is carried out through continuous dissemination directly and through social media.

To support the implementation of COVID-19 protocols, MRT Jakarta operations in 2021 adjusted the service/operational pattern in line with the policies applied by the Government to reduce COVID-19 transmission. The Corporation adjusted the train travel chart to be aligned with the PPKM provisions by limiting up to 65 passengers per car or 390 passengers per trainset while evaluating the passenger density level.

Improvement activities have been carried out to provide efficient and effective service and to support the electric integrated transportation payment in Jakarta. The positive impacts of this activity include easy payment for cross-modes payment for the passengers and increased shift from private vehicles to environmentally friendly public transportation. Such activities include:

1. Additional ticketing facilities at ASEAN Station as an integration program for passengers from and to TransJakarta CSW Bus Stop;
2. Modification of ticketing facilities at the station by increasing ARVCT availability as a follow-up and solution to prevent failure in the event of blackout;
3. EIPTJ JakLingko program as a pilot to replace add-on MRT gates and install add-on KLI gates.



In line with the digital transformation spirit of the Corporation, in 2021, the Railway Operation Division of the Corporation carried out digital transformation program as follows:

1. Development of TRAMS (Train Operation Access and Management System) app as a digitalization of daily operational activities since Q3 2021, resulting in efficiency up to 19% in terms of time and resources used;
2. Development of ROGER (Railway Operation Learning Center) as a new digital training platform for the operational team (train drivers and OCC).

As a part of digital transformation in 2022, the Corporation will carry out various programs to support efficiency improvement and manpower competency development for sustainable operations as follows:

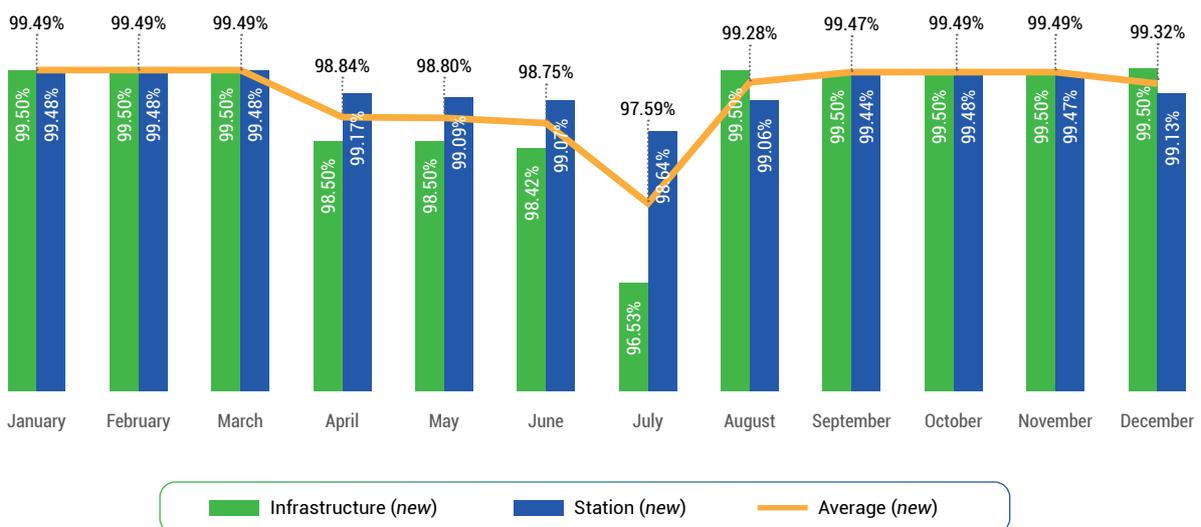
1. Training and skill development for OCC Department in the form of competency alignment as a re-standardization of competencies and certifications of the Dispatchers;
2. Training and skill development for selected train driver as a candidate of instructor for Train Driver Department;
3. Simulation as a form of operator responsibility to ensure safety and comfort of the passengers as follows:
 - a. TSS Off Handling, in collaboration with the Power Department to ensure the operational performance in the event of electricity failure;
 - b. Headway Regulation 1, operational engineering as a scenario to handle TSS Off and to test OCC system;
 - c. Headway Regulation 2, operational engineering as a scenario of railway signal failure at Bundaran HI station and operational recovery based on train travel chart.
 - d. OCC Control Switch, to test several other consoles as a preventive measure in the event of extraordinary activities that prevents the access to OCC room.
 - e. DAL Gradient Shunting, pilot for shunting system with various scenario as a follow-up on MRT Phase 2 project until Kota Station.
 - f. Cycle Time Reduction, as a study for the operational team to anticipate limited train set.

Assessment of Safety and Health Impact of the Service [416-1]

The Corporation fulfills the MSS, covering MSS at the Station and MSS during the trip, covering safety, security, reliability, comfort, ease, and equality. Assessment to the services provided by MRT Jakarta is carried out by the Department of Transportation of DKI Jakarta under a contract that stipulates:

- a. Methodology to achieve MSS (service level);
- b. MSS achievement tolerance;
- c. MSS score weight;
- d. Final results of MSS achievement; and
- e. Procedures and sanctions for violations against MSS.

MSS achievement in MRT Jakarta refers to the Regulation of the Minister of Transportation No. 63 Year 2019 concerning Minimum Service Standards of Railway Passenger Transportation and Governor's Regulation of DKI Jakarta No. 95 Year 2019 concerning Minimum Service Standards of Passenger Transportation by Mass Rapid Transit and Light Rapid Transit. The results of MSS achievement in MRT Jakarta was 99.12%, that is frequently assessed by the Department of Transportation of DKI Jakarta. In addition, during the reporting period, there were no incidents related to non-compliance with the health and safety regulations of MRT Jakarta service.





Customer Privacy Protection [2-27][418-1] [LT14]

Along with the implementation of payment integration among modes of transportation in Greater Jakarta area through account-based ticketing, the Corporation is committed to provide data privacy protection to the passengers. This is an inseparable part of the requirement of personal data on the prepared app. In 2021, there was no substantial complain concerning misuse of customer data privacy violations, including data leak, theft, or loss. Realization of customer data protection includes:

- Security verification through one time password (OTP) SMS as a mechanism to validate user's registration on the app;
- Cloud-based data server/data center for the app with a certified provider and under the full control of the IT team of the Corporation;
- Encryption and hashing mechanism for customer data to ensure its security;
- Users' data are saved and never shared nor used for any third-party purposes such as advertisement.

Supports to the SDGs

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/ National Development Planning Agency	Support by PT MRT Jakarta (Perseroda)
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>Develop quality, reliable, sustainable, and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.</p>	<p>MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) Operations reached 16 km of track length. In line with the development plan, MRT Jakarta will be continued to Phase 2, Phase 3, and Phase 4, with the total track length of 102 km. MRT Jakarta supports the fulfillment of indicators of national railway track length.</p>
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>By 2030, provide access to safe, affordable, accessible, and sustainable transport system for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities, and older persons.</p>	<p>MRT Jakarta supports the transportation integration in Greater Jakarta area as well as TOD to be accessible by more passengers, hence supporting the fulfillment of indicators of proportion of population with access to public transportation. The Corporation will add more facilities for people with disabilities and other vulnerable groups, supporting the fulfillment of indicators of population served by public transportation.</p>

EMPLOYMENT MANAGEMENT

Respecting Equality ^[LT16]

The Corporation gives equal opportunities to every citizen of Indonesia to be an employee, without discriminating their gender, tribe, religion, political affiliation, and other discrimination factors. The recruitment and selection process are carried out transparently and the Corporation is committed to support the global employment principles as governed by the International Labor Organization (ILO), including acknowledgment of the right to form a union, abolishment of forced labor, abolishment of child labor, and abolishment of discrimination at work and position.

Employee Remuneration ^[LT17]

Each employee is remunerated in accordance with the provisions of the Corporate Regulations. The lowest remuneration for the employee of MRT Jakarta is 4% higher than the regional minimum wage as defined by the Governor of DKI Jakarta. The Corporation registers all employees in employment social insurance by paying the fee for BPJS Ketenagakerjaan. This enables the employees to get protection in the event of occupational accident, retirement, and employment termination.

Additional benefit is provided to the Employees in the form of additional health facility through Administration Service Only (ASO) scheme. In addition, the Corporation provides Director & Officer Insurance to the employees to protect the Board of Directors and Structural Officers of the Corporation from financial loss.

In addition, the employees are registered in pension programs. The Corporation employs two Pension Fund managers, i.e., the Pension Fund Program from BPJS Ketenagakerjaan and Pension Fund Program of Financial Service Institution Manulife Indonesia. The source of the retirement program is contribution from the Corporation and the employees. The amount of pension fund contribution is 3.7% from the Corporation and 2% from the employees. Both pension funds are compulsory for all employees. ^[201-3]

In the retirement program applied by the Corporation, the liability for employee benefit is calculated based on the minimum requirements as governed by Law concerning Employment No. 13 Year 2003. The liability for employee benefit as of December 31, 2021 that is acknowledged in the financial statements was defined through calculation by an independent actuary. During the reporting period, there are no retired employees, hence the Corporation had no realization of pension fund. ^[201-3]

Employee Pension Fund Management ^[201-3]

Description	2021	2020
Discount Rate		3,64%-7,83%
Annual Salary Raise		3%
Mortality Rate	In line with TMI Table (2019)	
Retirement Age	58 Years Old	58 Years Old
Resignation Rate	15-29 years old	2.1%
	30-34 years old	1.1%
	35-39 years old	0.6%
	40-49 years old	0.6%
	50-53 years old	0.0%
	Over 53 years old	0.0%
Disability Rate	10% of TMI 2019	

Collective Labor Agreement [2-30] [LT9]

Employees are strategic stakeholders with direct influence on the operational activities of the Corporation. Industrial relations with the employees are managed fairly with mutual respect and in a professional manner. The Corporation has yet to implement Collective Labor Agreement (CLA), instead the Corporation implements Corporate Regulations to replace CLA that binds all (100%) of the employees. Some of the topics regulated in the Company Regulations include work and rest times, leave rights, remuneration, and OSH. Corporate Regulations issued by the Corporation are applicable for non-employee workers that work within the premises of and/or for the interests of the Corporation.

Gender Equality Implementation

Gender Equality implementation in 2021 focuses on raising the awareness of Gender Equality for all employees of the Corporation. Raising the awareness of Gender Equality is beneficial for all employees, both male and female employees. This program aims to create an inclusive working environment.

To raise the awareness, the Corporation carried out Focus Group Discussion (FGD) for Gender Equality with female employees to obtain suggestions and inputs on policies

and programs to support Gender Equality, followed up by establishing Gender Equality task force by Letter of Duty Number 013/INT/BOD-MRT/ST/VII/2021 dated July 30, 2021.

In 2021, the Gender Equality task force raised the employees' awareness through talk shows known as Equitalk and surveys that involved all employees. Equitalk Program is carried out monthly that discusses the implementation of Gender Equality and creation of conducive and inclusive working environment.

Programs of Gender Equity Task Force of PT MRT Jakarta (Perseroda) in 2021

Program	Date	Theme
Equitalk Talk Show	Friday, August 27, 2021	<i>What's Equity Gender</i>
	Friday, September 17, 2021	<i>Support System</i>
	Friday, October 22, 2021	<i>Diversity, Inclusivity, and Equity Building</i>
	Thursday, November 25, 2021	Maintaining Reproductive Health
	Wednesday, December 22, 2021	Mental Readiness for Marriage
Survey on Gender Equity Implementation in the Corporation	November 11-30, 2021	Survey Target: To obtain the aspirations from all employees on Gender Equality implementation in the Corporation.



Focus Group Discussion (FGD) Gender Equality

MANAGEMENT OF SOCIAL IMPACTS ON THE COMMUNITIES

Disclosure of Topic Material Management ^[3-3]

The operations of MRT Jakarta is supported by Environmental Impact Analysis document that covers analysis of both positive and negative social impacts arising from the construction, operations, and development of MRT Jakarta. Social impact management is carried out through distribution of direct economic value generated, indirect significant economic impact management, MSME empowerment, and corporate social responsibility (CSR) whose realization in 2021 reached Rp518,474,475. The Corporation is committed to engage the community, both directly as beneficiaries and indirectly through the contractors/vendors/suppliers. Evaluation of social impact management is conducted through activity report mechanism and target achievement of the Key Performance Indicators (KPI). The evaluation results show that all social responsibility activities were carried out well in 2021.

Social Impact Assessment ^{[413-1][413-2]}

MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) obtained the Environmental Impact Analysis document in 2011, and the most recent addendum in 2017 has been published in the Corporate website. In 2021, the Corporation monitored and managed environmental impacts, including social impacts from the operational activities of MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI). The monitoring and management results are frequently reported through Environmental Monitoring Plan and Environmental Management Plan Implementation Report to the relevant institutions every six months.

MRT Jakarta Phase 2A (Bundaran HI – Kota) Construction has obtained the Environmental Impact Analysis document that was compiled in 2011, and the design development required the Environmental Impact Analysis Addendum that was completed in 2021 and published in the Corporate Website. The addendum was made due to various changes, such as moved station locations, additional station facilities such as Cooling Tower, Ventilation Tower, and entrance, and 150 kV high-voltage network that added environmental impacts and required adjustments. The monitoring and management results for MRT Jakarta Phase 2A Pre-construction and Construction stage are frequently reported through Environmental Monitoring Plan and Environmental Management Plan Implementation Report to the relevant institutions every three months.

The Corporation carried out social mapping to discover the outlines of social condition of the communities surrounding the operating areas as a consideration to determine the community engagement approach. In 2021, community engagement was carried out through various approaches such as MSME empowerment and Corporate Social Responsibility.

In the reporting period, the Corporation has started MRT Jakarta Phase 2A (Bundaran HI – Kota) construction works. Currently, the project delivers indirect benefits to the communities in the form of employment opportunities as contractor workers or other informal workers that provide the needs of the contractor workers. In the years to come, MRT Jakarta Phase 2A (Bundaran HI – Kota) will deliver indirect benefits for the economy of Jakarta in terms of fuel consumption reduction and congestion reduction, along with the increased number of passengers who shift from private vehicles to public transportation. Another indirect benefit is the presence of new commercial areas, development of affordable residential areas, and increased values of property of the area that will increase the potential regional revenues through tax and retribution.

In addition, energy efficiency due to the usage of electricity as the main energy source is another benefit. This is realized through LED usage, non-CFC air conditioning, and Platform Screen Doors.

Direct Economic Values Generated and Distributed

The generated and distributed direct economic value delivers impacts on the support from the stakeholders to the continuity of the Corporation. Parts of the economic value are distributed as social investment to reduce negative impacts on the community and the environment around the operating areas of the Corporation. Through distribution of the generated direct economic value, the Corporation is committed to fulfill the needs of the stakeholders. Parts of the social investment is realized as corporate social responsibility (CSR) activities/programs that involve the community as the beneficiaries. The CSR realization in 2021 reached Rp1.10 billion. Social investment and CSR program evaluation in 2021 was conducted through frequent reporting to the Board of Directors. The evaluation results concluded that the programs and activities have been carried out well and delivers benefits to the stakeholders. [3-3]

The generated direct economic value takes the form of Corporate Total Revenue in 2021 reaching Rp1,355,917 million, increased by Rp270,419 million or 24.91% from Rp1,085,498 million in 2020. In 2021, the Corporation received financial aid from the Government in the form of a subsidy that amounted to Rp821,978 million as a part of Operating Revenue of the Corporation. The subsidy is paid by the Government of DKI Jakarta Province as the Shareholder of the Corporation for the public service obligation (PSO) of MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) operations, and there is no other route abroad. [201-1][201-4]

Parts of the generated economic value in 2021 are distributed to the stakeholders in the form of operational cost, general and administrative cost, including salary and allowance for the employees, tax expenses, other expense, and social investment/CSR fund. The Corporation operates only in Indonesia, hence there is no generated economic impact from its operational areas abroad.

Direct Economic Impact Generated and Distributed (in Million Rupiah) [201-1]

Description	2021	2020 *)	2019 *)
A - Generated Economic Value			
Operating Revenue	1,355,917	1,085,498	933,230
Other Revenues	60,502	21,527	70,364
Financial Revenue	40,664	40,807	50,490
Deferred Income Tax Benefits	(65,829)	(6,385)	79,434
Item that Will Not Be Reclassified to Profit or Loss: Remeasurement of Defined Benefit Program	166	(1,732)	3,324
Total Economic Value Generated	1,391,421	1,139,715	1,136,841
B Nilai Ekonomi yang Didistribusikan			
Cost of Revenues	(989,996)	(974,564)	(760,415)
General and Administrative Expenses (Including Salary and Allowance for Employees)	(218,351)	(189,754)	(221,750)
Other Expenses	(25,032)	(26,603)	-
Final Tax Expenses	(11,678)	(17,492)	(7,973)
Social Investment/CSR Fund	(1,101)	(824)	(882)
Total Economic Value Distributed	(1,246,158)	(1,209,237)	(991,020)
Retained Economic Value			
A-B	145,263	(70,826)	146,704

*) Restatement

In 2021, the Corporation did not face any direct financial implications as an impact of climate change. There was no case where MRT Jakarta operations were halted due to climate change that led to loss caused by decreased revenue and increased operational cost. This is also applicable to MRT Jakarta Phase 2A (Bundaran HI – Kota) construction

for Contract Packages CP 201 and CP 203 that ran as planned and were not postponed due to climate change. However, as a form of mitigation for potential disasters due to climate change in the future, MRT Jakarta design requires extra measures, such as a more advanced Flood Protection System. [201-2]

Indirect Economic Impact Management [203-1][203-2]

The operational and business activities of the Corporation have driven indirect benefits for the communities. The supporting facilities such as public open spaces and public interaction spaces are available to be used by everyone for free for various activities, particularly recreational activities, hence supporting mental health improvement. The Corporation strives to add supporting facilities in the development of TOD areas in order to provide more supporting facilities to be used by the public. Disclosure of information on the realization of TOD area development in 2021 is presented in 2021 Annual Report of PT MRT Jakarta (Perseroda).

During the reporting period, the Corporation has started MRT Jakarta Phase 2A (Bundaran HI – Kota) construction. Currently, the project deliver indirect benefits to the communities in the form of employment opportunities as contractor worker or other informal worker that provides the needs of the contractor workers. In the years to come, MRT Jakarta Phase 2A (Bundaran HI – Kota) will deliver indirect benefits for the economy of Jakarta in terms of fuel consumption reduction and congestion reduction, along with the increased number of passengers who shift from private vehicles to public transportation. Another indirect benefit is the presence of new commercial areas, development of affordable residential areas, and increased values of property of the area that will increase the potential regional revenues through tax and retribution.

Another indirect benefit of the Corporation is the engagement of local companies in the supply chain. Local company is defined as a company that is located and/or operating in DKI Jakarta and the surrounding areas, without crossing the country border. Through engagement of local companies, there will be more employment opportunities for the public. The employees of suppliers will receive wages to fulfill their needs by spending it, creating a domino effect to the local economy.

As of December 31, 2021, there are 141 local companies in the Corporate supply chain, 96.57% of the total vendors/suppliers. Assuming that each company has 50-100 employees, the potential total employees in the Corporate supply chain reach 14,100 employees.

This Report has yet to disclose information on the significant indirect economic impacts in relation to the comparison of significant indirect economic impacts with other national strategic projects. According to Presidential Regulation No. 56 Year 2018 concerning Implementation of National Strategic Projects, MRT Jakarta Phase 2 construction (Bundaran HI – Kota) is a National Strategic Project.

MSME Empowerment ^[203-2]

The Corporation carried on the local community empowerment program by providing areas of MSME booths at the station concourse. In 2021, there were 25 MSME owners in the culinary, fashion, and craft sector in line with the Directors' Regulation No. PER/004/BODMRT/I/2019 concerning Guidelines of Shortlisting Micro, Small, and Medium Enterprises (MSMEs) as Retail Tenants at MRT Jakarta Stations. The selection of MSMEs who can open booths at MRT Jakarta stations is carried out through a selection process by the Corporation and Creative Economy Agency (Bekraf) of the Republic of Indonesia for MSME curation.

Each shortlisted MSME has the right to rent a booth equipped with point of sales (POS) hardware and software that can be used for free. Besides providing locations for MSME booths, the Corporation in collaboration with Bekraf also provides training and coaching by relevant experts concerning the design of product display, creativity, and

marketing. In addition, the Corporation also collaborates with The Department of Industry, Trade, Co-operatives, Small and Medium Enterprises (DPPKUKM) and the Department of Food Security, Marine, and Agriculture (DKPKP) of DKI Jakarta to carry out Ramadan Bazaar and recommend the MSME for the 5th stage of MSME selection. The presence of MSMEs in MRT Jakarta provides employment opportunities as sellers and absorbed 26 workers from the local communities around the business locations.

The ongoing COVID-19 pandemic followed by the decreased number of passengers drove the Corporation to carry on the relaxation policy by implementing booth rent fee exemption for 12 months in 2021. The implementation of this policy is a response of the Corporation to the conditions faced by MSME owners including decreased sales due to decreasing number of passengers. The recovery of the number of MRT Jakarta passengers is expected to increase the sales and drive MSME growth to improve their business scale and to absorb more manpower.

Business Sector	Number of MSME Tenants					
	2021			2020		
	Total Booth	Station Location	Number of Workers	Total Booth	Station Location	Number of Workers
Culinary	20	3	23	8	3	8
Craft	-	-	-	4	2	4
Fashion	3	2	3	4	2	4



MSME outlets at Lebak Bulus Station

Regular Tenant Collaboration ^[203-2]

The Corporation also collaborates with commercial regular tenants. Their booths in 2021 provided employment opportunities for 140 workers. The increasing number of passengers along with the containment of COVID-19 pandemic enables the Corporation to give more opportunities for collaboration to more regular tenants in order to provide more employment opportunities. The Corporation encourages the regular tenants to hire local community members surrounding the stations where the booth is located.

Business Sector	Number of Regular Tenants					
	2021			2020		
	Total Booth	Station Location	Number of Workers	Total Booth	Station Location	Number of Workers
Foods and Beverages	10	8	50	13	11	65
Minimarket	10	10	50	11	11	55
Banking	1	1	1	-	-	-
Fashion & Accessories	3	1	15	4	2	20
Services	1	1	5	-	-	-

Supporting Start-up Development ^[203-2]

In 2021, the Corporation continues to support the development of start-up companies. There are two main programs to develop start-ups as follows:

1. MRTJ Accel aims to create mutually beneficial relationship between the Corporation and the start-up for six months. This collaboration enables both parties to increase revenues, carry out branding, and manage customer experience of MRT Jakarta.

MRTJ Accel targets all start-ups in Indonesia to collaborate in creating new businesses that providing goods and services as well as creating social impacts on the passengers and operational activities of the Corporation. In 2021, there were seven start-ups selected

to collaborate with the Corporation: Ayoconnect, Cakap, Glints ExpertClass, Medical, Shipper, Wecare.id, and Wehelpyou.

2. MRTJ Incubator targets the start-ups that focus on product or service solution development in MRT Jakarta ecosystem to improve services for the passengers at all areas of MRT Jakarta.

MRTJ Incubator targets to support the start-ups in piloting their products in the ecosystem of MRT Jakarta. It is expected that the products and services can provide solutions on innovation and digital matters. In 2021, five start-ups participated MRTJ Incubator: HIGO, kanvas, LEGALKU, riliv, and Soul Parking.



Governor Anies Baswedan witnessing the operations of DINA by a person with disability.

Empowerment of People with Disabilities and Other Vulnerable Groups ^[413-1]

The Corporation communicates with various vulnerable groups to ensure that MRT Jakarta is accessible for all parties, including people with disabilities. Based on the publication by The Habibie Center, MRT Jakarta has engaged people with disabilities since the feasibility study of the project. It also involved representatives of people with disabilities upon the pilot stage of MRT infrastructures and facilities before the operations. With different characteristics of disabilities, their initial involvement provides valuable input to create inclusive public transportation service.

Involvement of people with disabilities is carried out continuously by adding inclusive facilities. During the reporting period, the Corporation launched Digital Intelligent Assistant (DINA), a Smart and Disability-Friendly Service that is put in place at the stations. The launching of DINA was conducted at Bundaran HI MRT Station during the commemoration of the International Day of Disabled Persons on December 3. DINA is an inclusive communication facility at MRT Jakarta stations. Deaf and hard-of-hearing passengers may use the text feature and free text feature to ask for certain information, while blind passengers can talk directly by pressing the call braille button

to communicate with the staff at the station. Currently, DINA is available at Bundaran HI Station, Blok M BCA Station, and Lebak Bulus Grab Station. In the future, DINA will be provided at all MRT Jakarta stations.

Perseroan juga melibatkan berbagai sektor organisasi dan kThe Corporation also engages various organizations and communities to support its community development initiatives and realize inclusive public transportation. The Corporation involved Pedestrian Coalition and GM Marka to support the development of pedestrian-friendly area; involved FDTJ (Discussion Forum for Transportation in Jakarta) to collect inputs on service and infrastructure and facility development for vulnerable groups; cooperated with various communities such as Fitamin and Bike to Work to realize cyclist-friendly public transportation. The Corporation will build more collaboration with various parties and vulnerable groups to realize inclusive public transportation.

The Corporation actively takes various efforts to prevent any sexual harassment to passengers. In 2021, there was not sexual harassment cases reported by the passengers. ^[L11]

Supporting the Efforts to Control COVID-19

To support the containment of SARS-Cov-2 virus, the Contribution contributed through collaborative programs in DKI Jakarta. The collaboration involves participation from the stakeholders, strategic partners, and the communities to support the government in providing support to the public. The beneficiaries of this program include the communities impacted by COVID-19 pandemic, vulnerable groups surrounding the operating areas of the Corporation, and patients at the Regional Public Hospitals in DKI Jakarta. The total beneficiaries of all activities reach more than 20,000 people.

Mechanism to Submit and Handle Grievances on Social Impacts [2-27][413-1]

The Corporation provides access to the public to submit grievances or complaints concerning the direct and indirect social impacts. Every submission is handled by MRT Jakarta Customer Care and will be followed up in line with the submitted grievance or complaint. All grievances and complaints submitted in 2021 have been followed up by the Corporation.



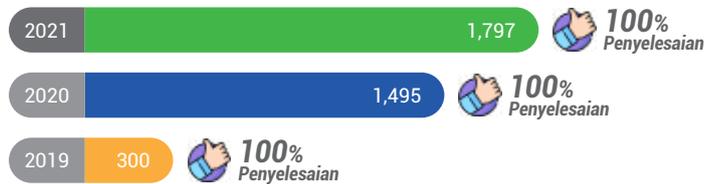
Public Vaccination Activities at MRT Jakarta Station

Public Grievance Mechanism on Social Impacts, Number and Percentage of Submission Follow-up [2-25][2-26][413-1]

Access

- Directly at the Station
- Call Center 1500-332
- Instagram @mrtjkt
- Twitter @mrtjakarta
- Facebook MRT Jakarta
- Email customer.care@jakartamrt.co.id

Number of Submission and Percentage of Resolution



A concern of the Corporation concerning social impacts grievance/complaint is the safety and health impacts of MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) operations and MRT Jakarta Phase 2A (Bundaran HI - Kota) construction on the surrounding communities and other stakeholders, with the authorities to ensure the safety of operation and construction. [2-25][2-26]

Construction and Operational Impact Management at MRT Jakarta [2-25][2-26]

Impacts of Safety and Health	Authorities	Impact Management
MRT Jakarta Phase 1 (Lebak Bulus – Bundaran HI) operations	<ul style="list-style-type: none"> Directorate General of Railways Ministry of Transportation 	RSMS Audit
MRT Jakarta Phase 2A (Bundaran HI - Kota) construction	<ul style="list-style-type: none"> Traffic Corps of the National Police Directorate of Traffic, Greater Jakarta Metropolitan Regional Police Department of Transportation of DKI Jakarta 	Traffic engineering around the project site
	<ul style="list-style-type: none"> Directorate General of Manpower Monitoring and Development and Occupational Health and Safety, Ministry of Manpower Department of Manpower of DKI Jakarta 	Implementation of OHS

Supports to the SDGs

SDGs	Target in 2030 Based on the Metadata of Indonesian SDG Indicators, Ministry of National Development Planning/ National Development Planning Agency	Support by PT MRT Jakarta (Perseroda)
	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.	The Corporation implements MSME empowerment policy through collaboration of business space leases at the stations. This program supports the achievement of indicator of percentage of MSME access to financial services.
	Continuously engage persons with disabilities by increasing accessible facilities for persons with disabilities.	The Corporation promotes the usage of Digital Intelligent Assistant (DINA) by people with disabilities. During the reporting period, the Corporation launched DINA or Smart Service for People with Disabilities at the stations.
	By 2030, provide access to safe, affordable, accessible, and sustainable transport system for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities, and older persons.	In a planned and sustainable manner, the Corporation adds more facilities to support those who are in vulnerable situations, women, children, people with disabilities, and older people to access public transportation services. This commitment supports the fulfillment of indicator of proportion of the population with access to public transportation based on gender, age group, and disability.

Conservation of Thamrin Clock Tower

The Corporation and the contractor involve a dedicated Cultural Heritage Expert Team for any findings of Objects Suspected as Cultural Heritage during the construction. This is an effort to conserve and handle Cultural Heritage during MRT Phase 2A construction processes.

In addition to Objects Suspected as Cultural Heritage unearthed during the station boring process, there is a Cultural Heritage Building that is directly impacted by the MRT network, the Clock Tower at Thamrin Street. The Clock Tower was declared as a Cultural Heritage in accordance with Article 5 of the Law Number 11 Year 2010 concerning Cultural Heritage that objects, buildings, or structures of more than 50 years can be determined as a cultural heritage. Therefore, the Thamrin Clock Tower whose construction was completed in 1970 requires a special attention. The Cultural Heritage Expert Team of DKI Jakarta has recommended the clock tower to be nominated a Cultural Heritage Structure to the Governor of DKI Jakarta on October 22, 2019.

Considering the identified clashing structure of Thamrin Clock Tower with the roof of Thamrin MRT Station, it required temporary relocation and maintenance to minimize the impacts during the construction of Thamrin Station. Before the relocation, the steps as follows were executed:

- The relocation of Clock Tower to Monas area must be approved by the Governor of DKI Jakarta
- Archeological documentation and assessment of structure of the Clock Tower was carried out to discover the initial condition of the Clock Tower and to determine the cutting points for the relocation.
- After the method of cutting was approved, the relocation of the Clock Tower was carried out by a contractor of MRT under the supervision of the Department of Culture of DKI Jakarta.
- After the Clock Tower is relocated to Monas, the clock machine is activated and it will be maintained until the Clock Tower is reinstated to Thamrin Intersection after the construction of Thamrin Station is completed.



Thamrin Clock Tower

Traffic Engineering Management



Traffic Engineering Management in Thamrin Area

Another concern of the Corporation during MRT Phase 2A construction is traffic engineering management around the project area. Traffic diversion is a logical consequence that must be planned well to maintain the road performance and public service during the construction.

As a concrete step, the Corporation has formulated the requirements for traffic engineering management in the contract document in order to ensure the commitment of the executing contractor. It aims to maintain the comfort and safety of road users. During the construction, the Corporation and the contractor regularly communicate with the relevant governmental institution (Department of Transportation, the Mayor, Police Force, PT Transportasi Jakarta, and others) concerning the traffic engineering management to be conducted. After being approved, the Corporation carried

out dissemination to the building owners/management that are specifically impacted, released a press release for the general road users around the project areas, and provided information through Corporate social media channels. This enable the public to obtain information concerning the existing traffic engineering management to minimize accident.

Internally, the Corporation and OCG-JPCN consultant and the executing contractor carry out site inspection to ensure lane conformity and that all supporting road facilities are in placed and up to standards before the implementation of traffic engineering management. Throughout the project, the executing contractor shall maintain road conditions and ensure the availability of supporting road facilities.



STATEMENT OF THE BOARD OF COMMISSIONERS' RESPONSIBILITY ON THE SUSTAINABILITY REPORT 2021 OF PT MRT JAKARTA (PERSERODA)

We, the Board of Commissioners of PT MRT Jakarta (Perseroda) who have signed below, have stated that all information in the Sustainability Report for the year 2021 has been completely disclosed and we are responsible for the validity of content of this report. We certify that this statement is true to the best of our knowledge.

Jakarta, 28 April 2022

MUHAMMAD SYAUGI
President Commissioner

RUKIJO
Commissioner

ZULFIKRI
Commissioner

MUKHTASOR
Commissioner

ADNAN PANDU PRAJA
Commissioner



STATEMENT OF THE BOARD OF DIRECTORS' RESPONSIBILITY ON THE SUSTAINABILITY REPORT 2021 OF PT MRT JAKARTA (PERSERODA)

We, the Board of Directors of PT MRT Jakarta (Perseroda) who have signed below, have stated that all information in the Sustainability Report for the year 2021 has been completely disclosed and we are responsible for the validity of content of this report. We certify that this statement is true to the best of our knowledge.

Jakarta, 28 April 2022



William P. Sabandar
President Director



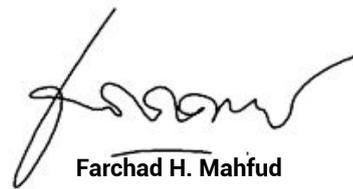
Silvia Halim
Construction Director



Muhammad Effendi
Operation and Maintenance Director



Roy Rahendra
Finance and Corporate Management Director



Farchad H. Mahfud
Business Development Director

GRI Standard	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
General Disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	22-24			
	2-2 Entities included in the organization's sustainability reporting	13			
	2-3 Reporting period, frequency and contact point	13			
	2-4 Restatements of information	13			
	2-5 External assurance	13			
	2-6 Activities, value chain and other business relationships	22			
	2-7 Employees	25-26			
	2-8 Workers who are not employees	26			
	2-9 Governance structure and composition	32-24			
	2-10 Nomination and selection of the highest governance body	N/A	Nominasi dan seleksi anggota Direksi	Mengurangi duplikasi informasi pada Laporan Tahunan	Informasi ini diungkapkan pada Laporan Tahunan
	2-11 Chair of the highest governance body	33, 34, 37			
	2-12 Role of the highest governance body in overseeing the management of impacts	29-30, 32, 34			
	2-13 Delegation of responsibility for managing impacts	32-34			
	2-14 Role of the highest governance body in sustainability reporting	8-10, 13			
	2-15 Conflicts of interest	N/A	Benturan kepentingan	Mengurangi duplikasi informasi pada Laporan Tahunan	Informasi ini diungkapkan pada Laporan Tahunan
	2-16 Communication of critical concerns	34			
	2-17 Collective knowledge of the highest governance body	34			
	2-18 Evaluation of the performance of the highest governance body	N/A	Evaluasi kinerja anggota Direksi		
	2-19 Remuneration policies	N/A	Kebijakan remunerasi	Mengurangi duplikasi informasi pada Laporan Tahunan	Informasi ini diungkapkan pada Laporan Tahunan
	2-20 Process to determine remuneration	N/A	Proses penentuan remunerasi		
	2-21 Annual total compensation ratio	N/A	Rasio total kompensasi tahunan		

GRI Standard	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
	2-22 Statement on sustainable development strategy	28			
	2-23 Policy commitments	28			
	2-24 Embedding policy commitments	28			
	2-25 Processes to remediate negative impacts	74-75			
	2-26 Mechanisms for seeking advice and raising concerns	15, 74, 75			
	2-27 Compliance with laws and regulations	65, 74			
	2-28 Membership associations	27			
	2-29 Approach to stakeholder engagement	15			
	2-30 Collective bargaining agreements	67			
Material Topics					
GRI 3: Material Topic 2021	3-1 Process to determine material topics	13			
	3-2 List of material topics	13-14			
Economic Performance					
GRI 3: Material Topic 2021	3-3 Management of material topics	68-69			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	69			
	201-2 Financial implications due to climate change	70			
	201-3 Defined benefit plan obligations and other retirement plans	66			
	201-4 Financial assistance received from government	69			
Indirect Economic Impact					
GRI 3: Material Topic 2021	3-3 Management of material topics	68			
Indirect Economic Impact 2016	203-1 Infrastructure investments and services supported	70			
	203-2 Significant indirect economic impact	70-72			

GRI Standard	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
Climate Change Mitigation					
GRI 3: Material Topic 2021	3-3 Management of material topics	44			
GRI 302: Emission 2016	305-1 Direct (Scope 1) GHG emissions	44-45			
	305-2 Energy indirect (Scope 2) GHG emissions	44-45			
	305-3 Other indirect (Scope 3) GHG emissions	N/A	Emisi GRK scope 3	Belum mengukur	Belum mengukur emisi GRK scope 3 di tahun 2021
	305-4 GHG emissions intensity	45-46			
	305-5 Reduction of GHG emissions	46			
	305-6 Emissions of ozone-depleting substances (ODS)	46			
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	47-48			
Waste					
GRI 3: Material Topic 2021	3-3 Management of material topics	40			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	40-42			
	306-2 Management of significant waste related impacts	40-42			
	306-3 Waste generated	42			
	306-4 Waste diverted from disposal	43			
	306-5 Waste directed to disposal	42-43			
Occupational Safety and Health					
GRI 3: Material Topic 2021	3-3 Management of material topics	54			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	55			
	403-2 Hazard identification, risk assessment, and incident investigation	55			
	403-3 Occupational health service	55			
	403-4 Consultation and communication on occupational health and safety	56			
	403-5 Worker training on occupational health and safety	56			
	403-6 Promotion of worker health	57			
	403-7 Prevention and mitigation of OHS impacts directly linked by business relationship	58			
	403-8 Workers covered by an occupational health and safety management system	59			
	403-9 Work-related injuries	59-62			
	403-10 Occupational disease	57			

GRI Standard	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
Local Communities					
GRI 3: Material Topic 2021	3-3 Manajemen topik material	68			
GRI 413: Local Communities	413-1 Pelibatan komunitas lokal, penilaian dampak, dan program pengembangan	68, 73, 74			
	413-2 Dampak signifikan dan potensi dampak negatif terhadap komunitas lokal	68			
Ridership Safety, Health, and Privacy					
GRI 3: Topik Material 2021	3-3 Manajemen topik material	63			
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	64			
	416-2 Incidents of non-compliance concerning the health and safety impact of products and services	64			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	65			
Logistics and Transportation Sector Supplement					
GRI: Logistics and Transportation Sector Supplement 2006	LT1 Number of trains controlled	22			
	LT2 Breakdown of fleet composition	22			
	LT3 Policies and programmes on the management of environmental impacts	32			
	LT4 Initiatives to use renewable energy sources and to increase energy efficiency	7			
	LT5 Initiatives to control urban air emissions in relation to road transport	45-46			
	LT6 Policies and programmes implemented to manage the impacts of traffic congestion	18			
	LT7 Policies and programmes for noise management	49			
	LT8 Environmental impacts of the major transportation infrastructure assets	50			

GRI Standard	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
	LT9 Policies and programmes to determine working hours and rest hours, rest facilities, and leave	67			
	LT10 Approaches to provision of facilities to enable mobile workers to maintain personal communications	58, 60			
	LT11 Policies and programmes regarding abuse	73			
	LT12 Number of road fatalities of drivers or third parties	59			
	LT13 List the incidents	59			
	LT14 Policies and programmes for public access to mail services	65			
	LT15 Transport service capacity	22			
	LT16 Criteria for selecting recruitment and placement	66			
	LT17 Describe measures in place to provide income security and employment continuity for workers employed/contracted repeatedly but not continuously	66			

FEEDBACK FORM

PT MRT Jakarta (Perseroda) compiles this Sustainability Report as a commitment to realize sustainability in the future through its operational activities. In this report, the Corporation discloses the economic, social, environmental, and sustainability governance performance. To achieve optimal sustainability performance in the future, the Corporation welcomes your suggestions, criticisms, and concerns concerning the content of this report.

Your identity

Name : _____
 Occupation : _____
 Phone : _____
 Email : _____

Stakeholder Group

Shareholder Public
 Mass Media Passenger
 Government Other, please
 Business Partner/ Supplier specify

- The content of the report is easy to understand.
 Agree Neutral Disagree
- This report gives me insight concerning the commitment and efforts of PT MRT Jakarta (Perseroda) to sustainability.
 Agree Neutral Disagree
- The efforts of PT MRT Jakarta (Perseroda) to implement sustainability principles in the operational activities have been delivered comprehensively.
 Agree Neutral Disagree
- Based on the material topics delivered, which topic do you think that requires more detailed reporting?
 Occupational Health and Safety (OHS)
 Passenger Health and Safety
 Waste
 Local communities
 Climate Change Mitigation
 Economic Performance and Indirect Impact
- Please provide suggestions, criticisms, or special concerns, as your evaluation concerning the content of this Sustainability Report.

Thank you very much for taking your time to fill out this feedback form. Please send a scanned copy of this feedback form to:

Corporate Secretary Division
E-mail: corsec@jakartamrt.co.id

2021

Sustainability Report



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