

Driving Shared-Prosperity for The Underserved

ESG & Sustainability Report
2021-2022



amartha



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1. Introduction

1.1. Founder and CEO's Oversight

We celebrate 12 years of Amartha in Indonesia this year. We began our journey as Amartha Microfinance in a small village in Bogor, West Java, in 2010. We aim to make financial services accessible to small and medium-sized businesses at the grassroots level. With the spirit to help digitize the nation, and particularly women micro-entrepreneurs, we developed technology by building a fintech microfinance marketplace concept through the peer-to-peer (P2P) lending model in 2016. Today, more than one million women entrepreneurs have received working capital loans from Amartha. In fact, we have channeled more than IDR6 trillion to borrowers in more than 35,000 villages across Java, Sulawesi, and Sumatra.

As customer needs evolve, Amartha continues to grow and innovate to keep ourselves relevant to Indonesia's grassroots business actors. Our Inclusive Finance Framework becomes the northstar for our product development that leads ourselves into providing a more comprehensive solution for digital financial services that the community needs.

In this sense, it is our commitment to provide a balance between our business growth and the value we create for the society and planet. Through this mindset, we align our product design with principles of Sustainable Development Goals (SDG) of the United Nations (UN) and apply Environmental, Social, and Governance (ESG) principles as part of our endeavor to being a sustainable business.

I would also like to take this opportunity to introduce Amartha's three pillars of sustainability: Amartha Lestari, Amartha Madani, and Amartha Bestari. The three umbrella programs which encompass all of Amartha's efforts in implementing its ESG commitments.

However, we also understand that Amartha cannot accomplish the vision of shared prosperity for our society on our own. Every stakeholder must partake in collaboration and cooperation. We intend to publish this report to show you what we have done, hoping that more parties will join us in this endeavor. Amartha believes that providing inclusive access to working capital and massive digital literacy education will lead to MSMEs' growth, better and more equitable prosperity in Indonesia.

Andi Taufan Garuda Putra

CEO Amartha

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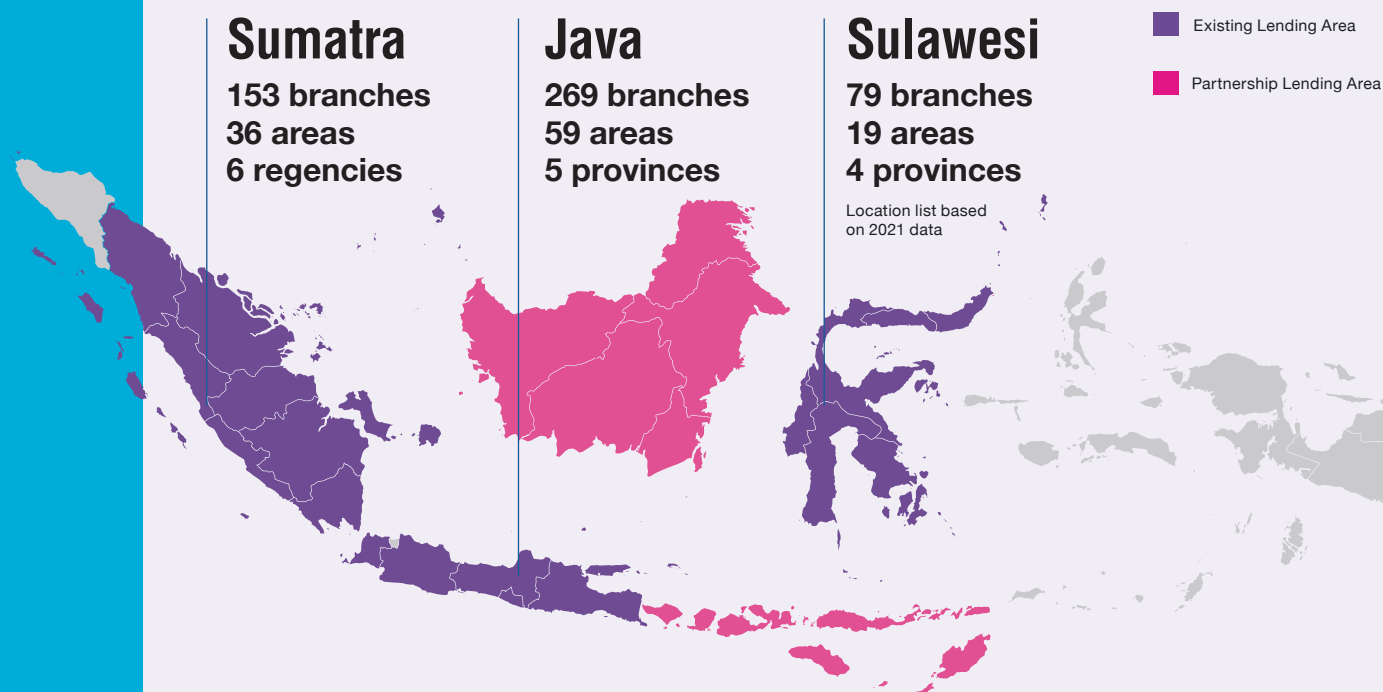
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1.2. Amarth's 12 Year Journey

Started from a small village in Bogor, West Java with two branch offices in 2010, Amarth began its inaugural journey of serving the underserved rural communities in Indonesia. With the reality that most informal businesses are operated by women, and that women are generally more difficult to get access to formal financial services, Amarth focused its product offering of working capital exclusively for women ultra-micro and micro enterprises (MSMEs).

With the development of technology and innovation, Amarth evolved into a financial technology company by introducing the peer-to-peer (P2P) lending model in 2016, aiming to make digital financial services available to unbanked and underserved rural villages. Since then, Amarth has grown exponentially while maintaining a good quality portfolio. As of December 2021, Amarth has disbursed IDR5,428,765,480,000 (USD380 million) worth of funds from mostly urban lenders to 936,972 women ultra-micro entrepreneurs across more than 20,000 villages in Java, Sulawesi, and Sumatra.



As an impact-oriented business, Amarth integrates its business model with the strategy to deliver values to the community. In this regard, Amarth dedicates its product development, market expansion, and segmentation to improving customer well-being. We believe that doing good can always be in line with the growth of the business or making a sustainable profit. Therefore, the primary mission of Amarth is to create shared prosperity through financial inclusion and women empowerment.

1.3. Our Network of Impact Makers

Amartha provides financial access to ultra-micro enterprises in rural areas by connecting them to lenders through a peer-to-peer lending platform. While the borrower's business can thrive, lenders will get a decent profit sharing.

With inclusivity in mind, Amartha's service incorporates those coming from vulnerable groups such as economically disadvantaged communities, lower educational backgrounds, and rural villagers.

IDR5,4 trillion

(USD380 million) Total loan disbursed
as of December 2021, IDR 7 trillion
(USD 492 million) as of June 2022



936k borrowers

(as of December 2021)



1,3 million borrowers

(as of June 2022)



100,000+

individual lenders



20+ institutional lenders

(commercial banks, state-owned banks, regional
and rural banks, multifinance companies)

**Currently, Amartha's borrowers
are 100% women who run
ultra and micro enterprises
in villages across Indonesia.
Of that figure, 85% live in
rural and peri-urban areas in
Sumatra, Java, and Sulawesi.**

While most of our borrowers are Gen X (i.e., women aged 42 to 57 years old) and millennials (i.e., women aged 26 to 41 years old), with an average age of 42 years old, working capital from Amartha supports women at productive ages to thrive and prosper.

Boomers
(58-76)

1.76%

Gen X
(42-57)

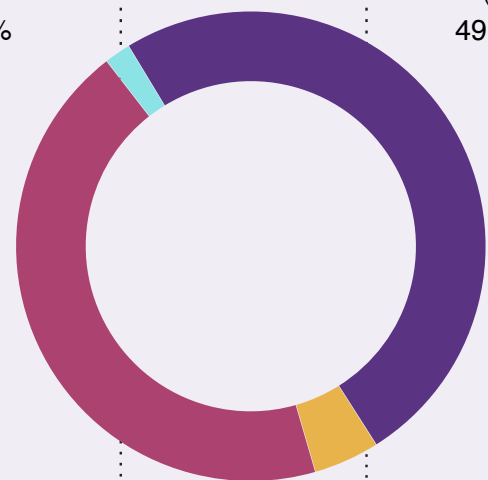
49.68%

Millennials
(26-41)

44.09%

Gen Z
(0-25)

4.47%



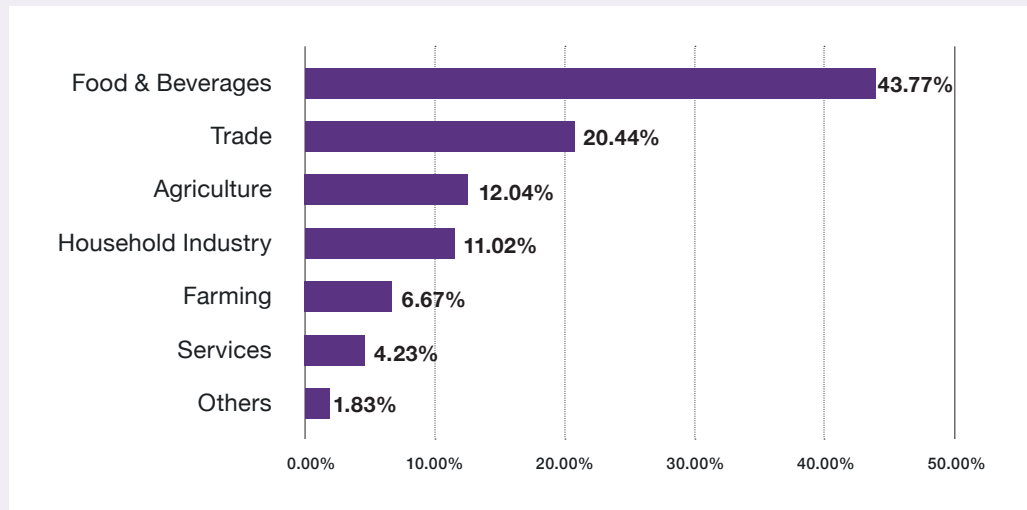
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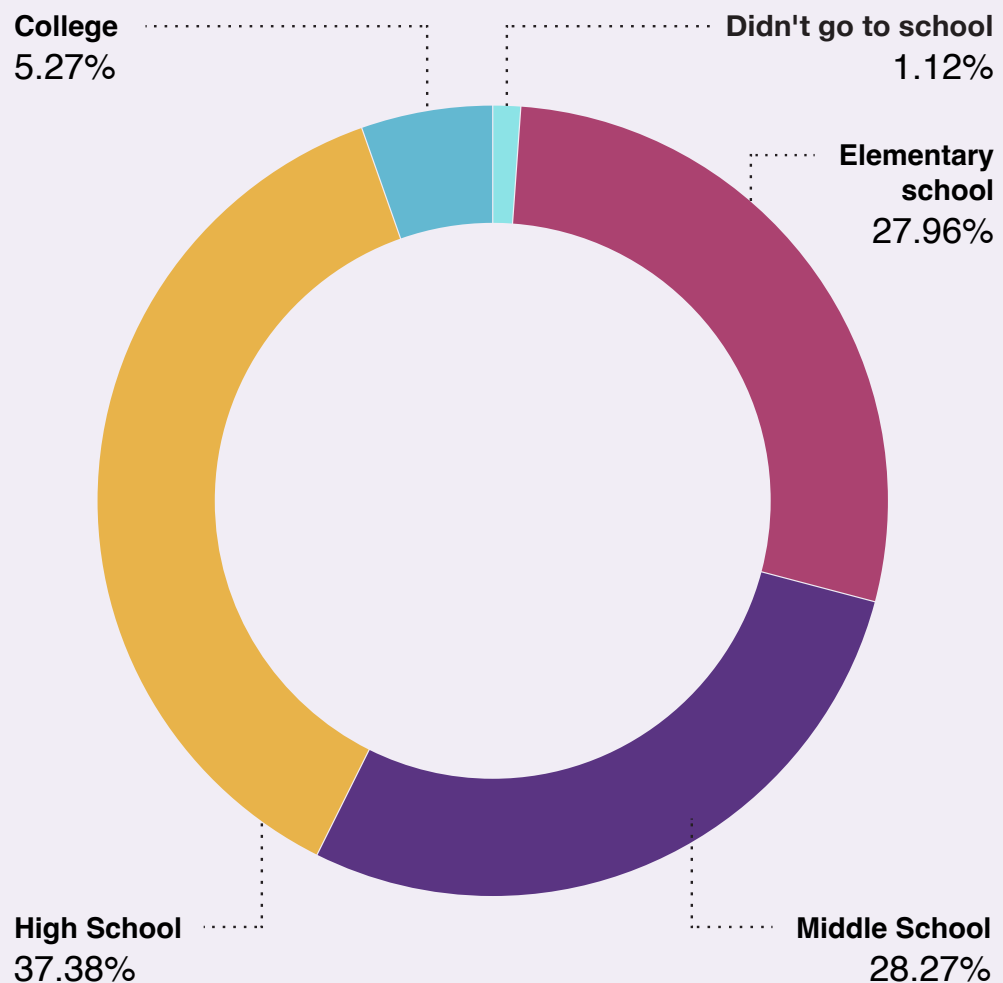
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Demographically, almost all of our borrowers have graduated from formal education as a result of national education mandates, which require 12-year compulsory schooling. Although primary education up to high school is free of charge, more than half of our borrowers only graduated from elementary or middle schools. In this sense, school fees may not be the primary reason for dropping out. Other factors that relate to the overall prosperity level or gender issues need further exploration.



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Amartha conducted the Cashpor Housing Index to assess our borrowers' socio-economic status by examining their housing conditions. The concept is developed based on the belief that our borrowers primarily use their income for basic necessities, with the surplus used for home improvement. As a result, Amarta borrowers get an average score of 8.27, which is considered poor.

One of our borrowers used her income for necessities such as meals for her family and internet credit for her phone, and social costs such as contributions when the neighborhood has an event. Then, she allocated the money for house renovation when she had a surplus. One of our borrowers, Yuni, allocated the surplus for building a toilet and renovating their house. They get excess money from their business and her husband's income.

Our borrowers know about financial institutions, such as banks and credit institutions, and they see the institution's function. Despite knowing about their function, most of our borrowers don't use banks and credit institutions; they usually

use a bank account for a government program to help low-income families (i.e., program keluarga harapan).

One push factor for our borrowers to access financial institutions is their need for a capital loan; some financial institutions need a bank account as a term to access the loan. One barrier for our borrowers to get a bank account is primarily because most of their transactions are in cash, and the queueing time in the bank potentially makes them lose income. Another barrier is the distance between their home and the bank, which can be as far as 30 kilometers away.

All our borrowers have a smartphone in their home, either owned individually or shared with other family members. Our borrowers don't spend a lot of time using a smartphone; they usually use a smartphone when they have free time. Often, our borrowers need a tech facilitator to use a smartphone. Usually, the tech facilitator is a family member, like a child or a spouse. Some of our borrowers even feel that they don't need to use a smartphone.



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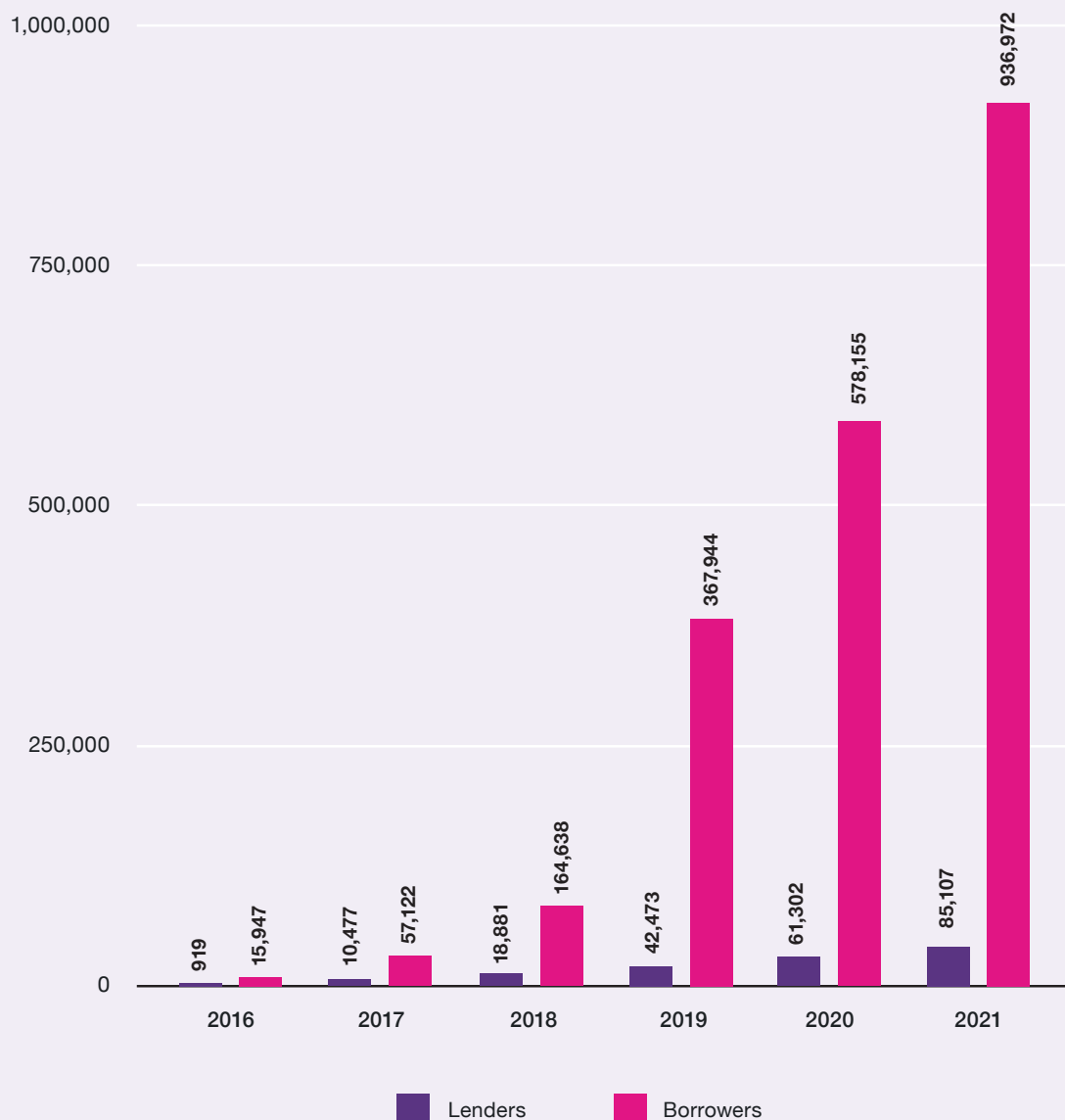
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1.4. Our Growth

As of December 2021, Amarta has disbursed IDR5,4 trillion (USD380 million) worth of working capital loans and as of 30 June 2022, the figure stood at IDR 7 trillion (USD492 million). With more than 1,3 million women-led MSMEs currently under our network, more than 4 million people in their families have benefited from the improvement of income and wellbeing, bringing them one step closer to achieving sustainable prosperity for generations to come.

It is our commitment that we will continue serving this underserved community and become a comprehensive digital financial service provider for the underbanked and unbanked that have become the backbone of Indonesia's economy and source of employment.



1.5. About Amartha's ESG and Sustainability Report

Amartha has determined the priority for its risk mitigation strategy through sustainability approach. Amartha then formulated the Economic, Environmental, Social, and Governance (EESG) Disclosure Guidelines based on world guidelines and standards. In addition, Amartha also integrated the company's internal commitment into the identification of ESG materiality.

The world standards and guidelines used in this identification process were:

1

Global Reporting Initiative (GRI)

2

ISO 26000

3

IFC's Corporate Governance Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-G)

4

IFC's Environmental and Social (E&S) Performance Indicators for Capital Markets Financial Institutions (FIs) (IFC-E&S)

5

Women's Empowerment Principles (WEP)

6

Client Protection Principles (CPP)

7

Morgan Stanley Capital International (MSCI): Financials

8

Sustainability Accounting Standards Board (SASB): Consumer Finance

9

Sustainalytics Material ESG Issues

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Etik, 39
Chicken Seller

“After joining Amarthia, I was able to grow my business. Initially, I raised 100 chickens, now my business grow to thousands of chickens.”



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2.1. Strategy to Drive Shared-Prosperity

Amartha has developed a framework of inclusive finance where people at the grassroots level could strive toward prosperity. First, by providing simple and affordable financial products, Amartha enables women in rural villages to become entrepreneurs to increase their income by becoming an entrepreneur. Second, through a sustainable digital transformation approach, Amartha drives the digital economy for the micro and SMEs which are mostly informal sectors at the lower base of the economic pyramid. Through this approach, Amartha ensures that technology and digitalization will not create a new digital divide or disparity. Third, through a series of interventions, mentoring, and integrated customer-centric products, Amartha will eventually help improve prosperity sustainably.

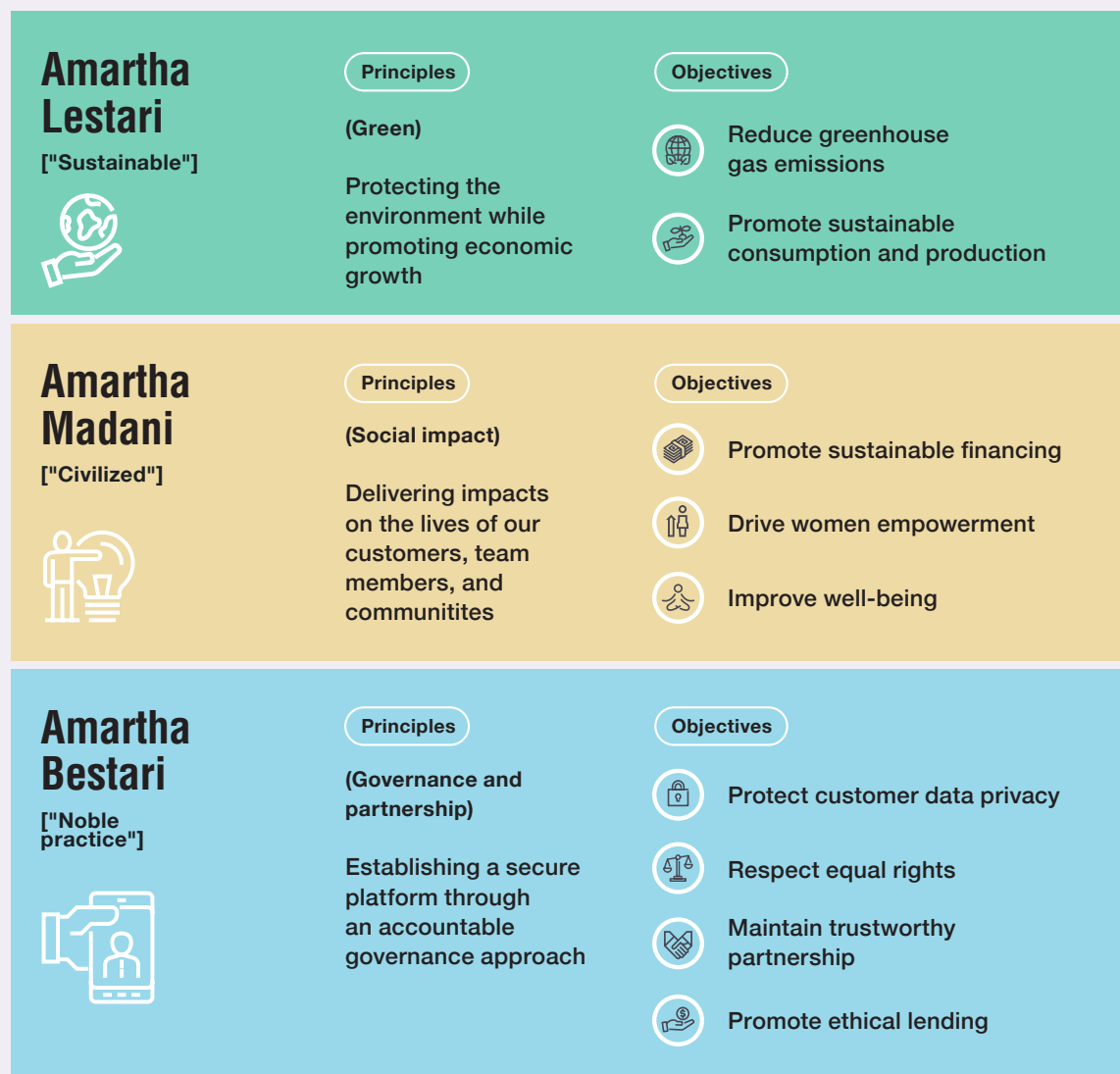


Every step we take affirms that we drive shared prosperity for the underserved and grassroots economy. One family at a time, one business at a time, and one village at a time, for one Indonesia.

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2.2. Building a Sustainable Future

As a company with shared-prosperity mission, Amartha's business objective can only be achieved by needs to building strong governance and good practice that will ensure our business aligns with global goals on sustainability (SDGs) as well as best sustainability practices in the market. As a result, Amartha's strong business performance and growth are also contributed from our efforts in implementing environmental, social and governance (ESG) initiatives, which consist of the following pillars:



We understand that our business operations are exposed to several risks, both for internal and for external stakeholders. Adopting the ESG standard is our strategy to mitigate the threats and promote the opportunities and therefore support the business to grow more sustainably.

-Amartha-

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How we integrate ESG into business operations



ESG materiality helps determine possible environmental, social, and governance (ESG) impacts on the business and its stakeholders. Amarth identified and analyzed its ESG materiality through an ESG Risk Assessment, with the primary objective of developing a strategy to maintain the company's sustainability and create a competitive advantage. ESG materiality can be changed or updated annually based on the results of the performance evaluation of the achievement and effectiveness of the program.

To determine ESG materiality, Amarth surveyed key stakeholders, including its Board of Directors, employees, investors, customers, as well as state policy-makers, with the aim of understanding which ESG topics this group considers most relevant to our business.

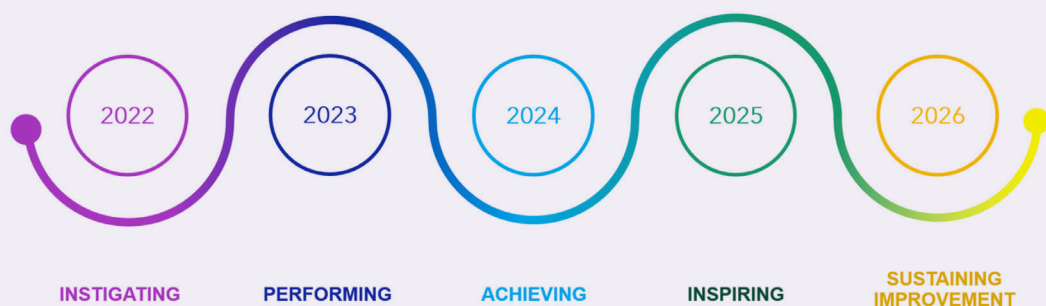
In addition, Amarth also conducts risk assessments in the economic, environmental, social, and governance fields that may affect business sustainability. The risk assessment involves Amarth's Board of Directors, Impact and Sustainability Division, and other relevant divisions. The risk assessment results form the basis for priority ESG programs that the company must carry out for the next five years.

The results of the risk assessment in the economic sector are the continued trust of the

lenders which will affect the sustainability of creating economic and social value for partners. The economic aspect can also be affected by risks in the environmental sector, such as the impact of climate change and illegal logging, which can affect the productivity of partners' businesses, thereby affecting their ability to repay loans received.

Furthermore, the main risks in the social sector are the COVID-19 pandemic and the unprofessional behavior of the officers, which can affect the performance of our partners. Amarth also takes risks associated with corporate governance seriously. The main risks in this area are data security, the potential for embezzlement of funds, and money laundering.

To maintain Amarth's sustainable performance and to achieve our commitment to ESG, we have created an ESG Roadmap that will guide us in the future. We will start 2022 as our instigating year, introducing and embedding ESG in the business. In 2023, we will be performing our best and most innovative ESG-based impact activities throughout the company. Then, hopefully, in 2024, we will be achieving the targets we set. By 2025, we can be more inspiring as a business so that by 2026, we will start sustaining improvement.



2.3. Values for Our Stakeholders

Upholding Human Rights and Governance Principles (UN-IGCN and PRISMA MoLHR)

As a global citizen, Amartha maintains its commitment as a sustainable company by participating in various organizations and associations and collaborating with relevant stakeholders to achieve our sustainability objectives. In terms of human rights protection and governance principles, we benchmark ourselves to international standards by joining the Indonesia Global Compact Network (IGCN), part of UN initiatives, as signatories and commitment makers on the ten principles of the Global Compact Network.

Furthermore, Amartha also voluntarily participated in a self-assessment on human rights implementation in the workplace (PRISMA) held by the Indonesian Ministry of Law and Human Rights (MoLHR). Amartha upholds and protects human rights through various internal policies: non-discrimination in hiring and promotion, employee benefits and protection procedures, well-being and mental health enhancement, and a people development strategy that promotes self-actualization through professional and personal development. Furthermore, Amartha also upholds and protects the human rights of our customers through ethical lending practices. Amartha is also one of the signatories of the Code of Ethics for lending companies, organized by Indonesia's fintech lending association.

Implementing Sustainable Business Practice (IBCSD)

Amartha also cares for environmental sustainability through an initiative called Amartha Lestari. As part of our commitment, we join the Indonesia Business Council for Sustainable Development (IBCSD) to learn best practices on sustainability and showcase our business in promoting sustainable financing and environmental protection programs.

Commitment to Empowering Women (UN Women's WEP, IBCWE, and G20 EMPOWER)

Amartha integrated its commitment to women empowerment into its business model, where its target customers are women in rural areas with various disadvantages. By providing appropriate products and intervention programs, we aim to help these women achieve better prosperity and well-being. Therefore, Amartha as a business can have a long-lasting relationship with them and do business together.

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We aim to improve our initiatives to empower female employees and customers continuously. Amartha became one of the signatories of the UN Women's Women Empowerment Principles (WEPs) and a member of the Indonesia Business Coalition for Women Empowerment (IBCWE). As a member of the IBCWE, we perform regular GEARS assessments that serve as the North Star of our gender initiatives.

Amartha also supports Indonesia's presidency at G20 as the Advocate for Women Empowerment at the G20 EMPOWER, where private sector leaders are committed to supporting women empowerment efforts across public and private domains among the G20 member countries.

Promoting Financial Inclusion and MSMEs Development

With a focus area in rural and peri-urban areas, Amartha's outreach to more than 20,000 villages across Indonesia signifies our commitment to promoting financial inclusion for those who need it the most. Further, with working capital loans as the core product offering, Amartha aims to encourage a grassroots economy through empowering micro, small, and medium enterprises (MSMEs) that contribute to the most workforce in the informal economy and significantly count for the national gross domestic product. Amartha joins the IFC SME Finance Forum and actively participates in its events and learning programs to share best practices and learn from other markets internationally.



2.4. Our Contribution to the SDGs

Indonesia and all countries worldwide have pledged to work together to achieve the Sustainable Development Goals (SDGs). The 17 SDGs, which were launched in 2015, are expected to be completed by 2030. Amarta believes that all parties must contribute to the achievement of the SDGs. To do that, Amarta has embedded the spirit of the SDGs in its day-to-day business.

The COVID-19 pandemic, according to the Human Development Report 2020, had a significant negative impact on SDG 1 (No Poverty), SDG 8 (Decent Work and Economic Growth), and SDG 10 (Reduced Inequalities). Indeed, the global public health crisis has increased the number of unemployed people, which has increased the number of poor people. As a result, a global economic crisis widened the welfare gap for vulnerable groups.

Therefore, aiming at the vulnerable groups, Amarta's goals are to achieve poverty reduction and economic empowerment, empowering women in rural areas through decent work and MSME development.



SDG-1



No Poverty

Amartha helps to reduce the poverty rate by providing financial access to the unbanked and the underserved. After receiving funds from Amarta, borrowers' annual revenue increased by 37.76% during the pandemic recovery.

SDG-4



Quality Education

Promoting children's education to borrowers. Amarta embodies a concern for education in its SOP that field officers always encourage borrowers to prioritize children's education in a weekly meeting. In addition, Amarta provides scholarship programs for borrowers, employees, and their families, as well as the general public, to promote quality education.

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SDG-5



Gender Equality

Supporting women's leadership in micro-business and rural economy. By enabling women to have their own income and build personal assets, Amarth helps women to participate and lead in the economic life of their families, thus reducing the gap between men and women. Based on Amarth's collaborative research with UGM, 88.6% of Amarth's borrowers are involved in family decision-making.

SDG-8



Decent Work And Economic Growth

Supporting employment and job creation in rural areas. Working capital from Amarth enabled 65,120 borrowers in rural areas to hire their first employee within a year, creating jobs in the villages.

SDG-10



Reduced Inequalities

Strengthening women's economic capacity at the bottom 40% of the population by ensuring that most of our borrowers are women. Focusing our target area in rural villages and peri-urban areas where the disparity of financial access is prominent.

SDG-12



Responsible Consumption And Production

Promoting transparency and sustainability practices in the private sector by publishing annual impact reports and disclosures. Since 2016, Amarth has consistently published a Sustainability Report, highlighting our commitment, strategy, and impact management to promote transparency, ethical business practices, and governance, as well as the measurement of our business impact on the economic and well-being conditions of our customers.

SDG-17



Partnerships for the Goals

Actively engage with external stakeholders, such as the UN-IGCN, IBCSD, UN Women's WEP, IBCWE, and G20 EMPOWER, and also the governance side, such as MoLHR.

2.5. Awards and Recognitions

UN Women 2021 Indonesia WEPs Awards

WEPs is a UN Women and a UN Global Compact initiative that aims to empower women to participate fully in all sectors of the economy. It outlines seven steps for businesses to achieve in the workplace, the marketplace, and the community. To date, more than 3,800 companies worldwide have signed WEPs, including 145 companies from Indonesia. Amarta has won three awards from UN Women during 2020-2021.

In WEPs Awards 2021, Amarta won in the following categories:

- 1st Runner Up for Community Engagement and Partnership
- 1st Runner Up for Leadership Commitment

In WEPs Awards 2020, Amarta won in the following categories:

- 2nd Winner on Gender Responsive Marketplace



Soonicorn Awards from Tracxn

The Soonicorn Awards are an award initiated by Tracxn, a research partner for venture capital and corporate development companies, to recognize the best companies in various sectors and countries. Tracxn selected Amarta as one of the Soonicorns (soon-to-be unicorns) based on market size, number of investors, innovation, and future growth prospects.

Infobank Digital Brand Award 2021

Amartha won in the Best Corporate Brand category.

Amartha Raih Penghargaan Digital Brand Award 2021

Kategori

The Best Corporate Brand



Infobank gave this award to 176 institutions that successfully promoted products or services digitally throughout 2020. This award is Amarta's second award acquired from Infobank and Isentia Magazine.

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2022 Flourish Prize

Amartha was awarded Flourish Prize for SDG 5: Gender Equality. It recognizes Amarta for its contribution in providing equal opportunities for women to prosper through entrepreneurship. Amarta was chosen as winner among 685 other companies who were shortlisted.

2022 Flourish Prize for Global Goal #5

Gender Equality Category



CONGRATULATIONS!

Amartha has been awarded:
1. HR ASIA BEST COMPANIES TO WORK FOR IN ASIA 2022
2. HR ASIA MOST CARING COMPANIES 2022



HR Asia Awards

Amartha received two awards from HR Asia under the category of:

- Best Companies to Work for in Asia 2022
- Most Caring Companies 2022

These awards are proof of Amarta's commitment in promoting employee wellbeing and protections through various programs and interventions. At Amarta, every employee has the opportunity to advance their career regardless of their gender. Amarta also values diversity and inclusion, as well as promoting women to achieve their optimum potential as leaders.

Sustainable Business Awards Indonesia 2022

Amartha received Sustainable Business Award 2022 under the category of "Stakeholder Management". This award recognizes Amarta as one of the best companies managing stakeholder through assessment of risks in the economic, environmental, social, and governance factors that creates overall ecosystem of sustainable business.



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Patar Sibarani, 40
Ulos Weaver

"Before becoming a weaver, I was a fruit seller. The pandemic had hit my fruit sales hard and I thought of a way to survive by learning to weave. Amarthia helped me to get a capital to start my weaving business. Now, my weaving business can thrive and I'm able to employ several employees from my neighborhood."

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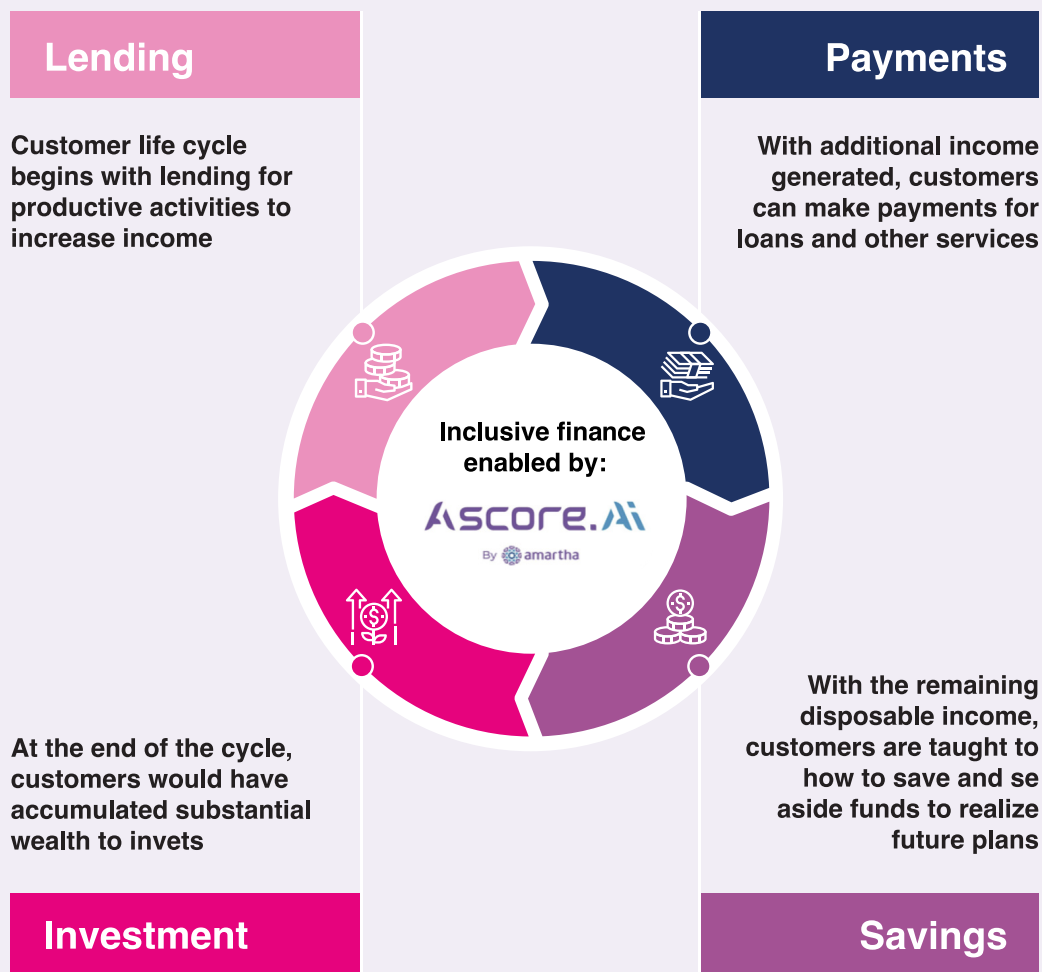
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3.1.

Economic
Impact

Overview

Amartha aims to create prosperity for everyone, especially Indonesia's bottom of the pyramid. To achieve that vision, Amartha is committed to bringing inclusive financial access to micro and small enterprises (MSEs) who are underserved financially and digitally in remote villages to achieve prosperity. Through an inclusive finance framework, Amartha introduces pathways to prosperity for millions of Indonesia's micro SMEs, particularly those operating at the grassroots levels in rural villages.



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In 2021, Amartha produced the Grassroots Entrepreneurs Report and developed the Amartha Prosperity Index to understand better the elements contributing to the prosperity level of MSEs in rural and peri-urban areas in Indonesia. Based on the index, financial service penetration is already considered high, with an index score of 84.33. However, access and benefits of formal loans for MSEs in Indonesia are still low, with an index score of 35.19. This insight strengthens our mission to provide affordable loans for women ultra-micro entrepreneurs in rural areas.

3.1.1. Mainstreaming Impact Investment

We strive to promote the importance and merit of making impact investments. We believe that a good investment provides profit for investors and positively impacts the economy, society, and environment.

For that reason, Amartha is actively socializing the benefits and importance of making impact investments in the community. Amartha campaigns for the importance of impact investment through various communication channels such as Impact Talk, Martha Talk podcast, and publications in conventional media. In 2021, Amartha gained 23,805 new lenders that invest in women ultra-micro entrepreneurs in rural areas within Amartha's portfolio.

3.1.2. Access to Finance for Rural Women MSMEs

Amartha borrowers are women who live in the village. For Amartha borrowers, obtaining banking services requires considerable effort, time, and resources, considering that the distance to the nearest bank branch office is quite far. Therefore, Amartha came up with the concept of *Banking at Your Doorstep*, where we visit borrowers in their homes to provide easier access to banking services. Amartha's products are also specially designed to meet the needs of women ultra-micro entrepreneurs and MSMEs, often not covered by conventional banking products. By the end of 2021, Amartha has built 501 branches to serve 936,972 borrowers in Java, Sumatra, and Sulawesi.



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3.1.3. Income Improvement

Earning a decent income is one of the keys to reaching prosperity. Therefore, Amarta is committed to helping financially underserved MSEs to help them prosper. However, the pandemic has hit them hard and affected their income growth. Micro and small enterprises are one of the economic sectors severely affected by the pandemic. Based on data from the Ministry of Cooperatives and Small-Medium Enterprises, 56% of MSMEs experienced a decrease in sales, while 22% have had capital difficulties (MoCSME, 2020). Nevertheless, most Amarta borrowers still managed to survive the crisis and even increased their income during the pandemic. Amarta borrowers' income gradually increased by 10.5% in 2020 and 37.76% in 2021.

Amarta periodically measures the impact of our economic intervention by tracking our borrower's income growth as a proxy for their financial well-being. We evaluate this during the second year of the loan cycle to better understand how our intervention in a one-year cycle can improve borrowers' income. We collected data on the economic impact on our customers, with 644 samples representing 936,972 borrowers in 2021, with a 3.86% margin of error and a 98% confidence level. The following data describes Amarta's economic impact:

37.76%

INCREASE IN BORROWER'S ANNUAL REVENUE

Compared to the previous year, borrower's annual revenue is **27.26% higher**

130,989

BORROWERS FUNDED TO START THEIR FIRST BUSINESS

13.98% of Amarta borrowers are first-time entrepreneurs

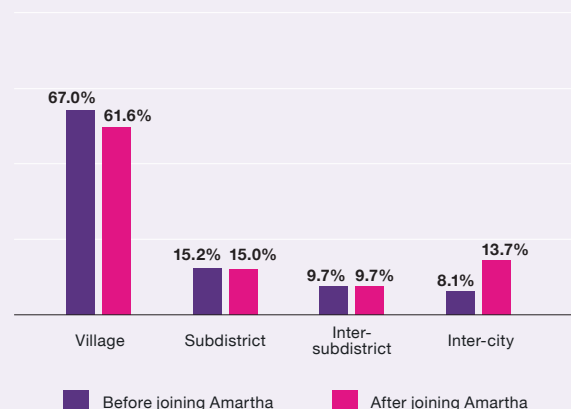
89,949

MICRO-ENTERPRISES ADVANCE TO SMALL-ENTERPRISE LEVEL

Enterprise level is perceived from the ability to generate annual revenue based on Indonesian law about MSME (UU No. 20, series of 2008). Businesses in the small enterprise category can generate an annual income of at least IDR300 million.

As of 2021, **9.6%** of ultra-micro enterprises within Amarta portfolios have advanced their business level into small enterprises.

A year after receiving help from Amarta, there is an increase in the borrower's market outreach from the scope of intra-village only to inter-city. This change could likely happen due to the digitalization of businesses that allows them to offer their products or services to a wider market through online platforms.



3.1.4. Job Creation

Amartha interventions impact not only borrowers' increase in revenue but also other indirect aspects such as wellbeing and providing job fields in grassroots communities.

By providing funds to Amartha borrowers, their businesses can thrive and open various job opportunities to people around them at a grassroots level.

65,120

**BORROWERS HIRE
THEIR FIRST EMPLOYEE**

6.95% of Amartha borrowers can hire their first employee with the help of funding from Amartha

271,722

**JOBS CREATED BY AMARTHA
BORROWERS IN 2021**

Compared with the previous year, Amartha borrowers hired 29% more employees in 2021, thereby opening more job opportunities in rural areas

In terms of well-being, Amartha embeds financial literacy interventions in its business processes that encourage both field officers and borrowers to be more financially literate. The programs implemented are as follows:

- **Financial management training for field officers**
- **A+ saving for borrowers**

Amartha field officers are trained with basic financial literacy and expected to drive behavior change in borrowers. Amartha also provides a platform for borrowers to save money regularly in the A+ app. Here is the result of the one-year intervention regarding financial literacy:

276,407

**Borrowers started
saving money**

Before joining Amartha, 29.5% of Amartha borrowers didn't have savings. Then, they got encouraged to start saving money

47.87%

**Average increase in
borrowers' monthly savings**

After one year of intervention, borrowers can save more money compared to before joining Amartha



Fatmawati, 35
Songkok Seller

"There was a time when I lacked capital to develop my business, but then I joined Amarta. Thanks to the capital from Amarta, I was able to develop my business. In the past, I only had 2 employees, but now my business has grown that I have 10 employees thanks to the help of Amarta."

3.2.

Women Empowerment

Overview

Amartha believes that empowering women can reduce disparities in society which can be a great asset to achieve shared-prosperity. By giving fairer opportunities for women both in the workplace and in the domestic sector, Amartha aspires to improve the prosperity of women in Indonesia.

Amartha has established its mission to promote female leadership since the beginning of its journey in empowering women entrepreneurs in rural areas. Amartha helps women participate and lead in their families' economic life by empowering them to have their own income and build personal assets, thereby reducing the gap between men and women.

Organizationally, Amartha is a member of the Indonesia Business Council for Women Empowerment (IBCWE) and implements programs and regulations based on the Women Empowerment Principles (WEP) by UN Women.

As a company, Amartha's key objective in terms of women empowerment is to provide equal opportunities for everyone in the company to achieve their optimum potential and productivity and be rewarded based on merit.

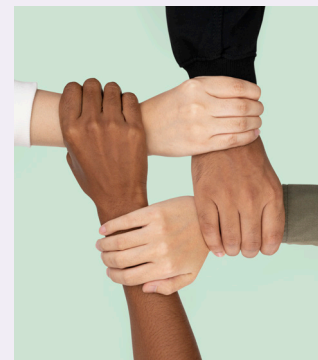
Our targets for the women empowerment aspect are the following:



Establishment of the company's vision and statement to promote female leadership



Stipulation of non-discrimination policy in hiring, promotion, and equal pay policy



Establishment of support system for mental health and whistleblowing

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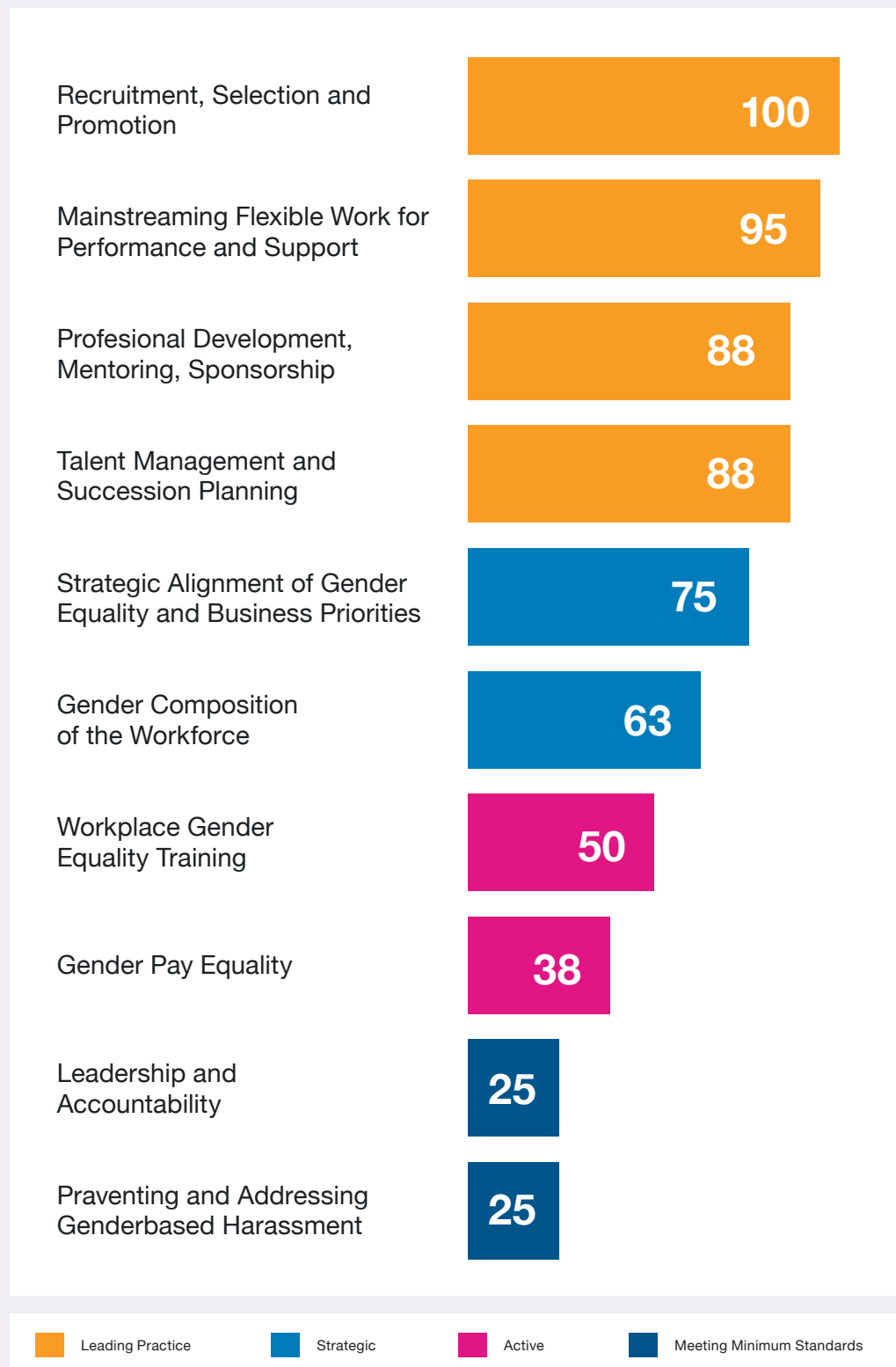
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Amartha performed gender equality assessment based on GEARS (Gender Equality Assessment, Results, and Strategies) in 2021 as a baseline to develop gender equality programs and regulations. The following are the results of the GEARS assessment:

Amartha GEARS Score



Amartha has complied with every materiality of GEARS with an average score of 64.7, which means that Amarta has implemented gender equality strategically.

To improve the quality of our gender equality practice, Amarta will work on the materialities that are still “active” and “meeting minimum standards” in 2022.

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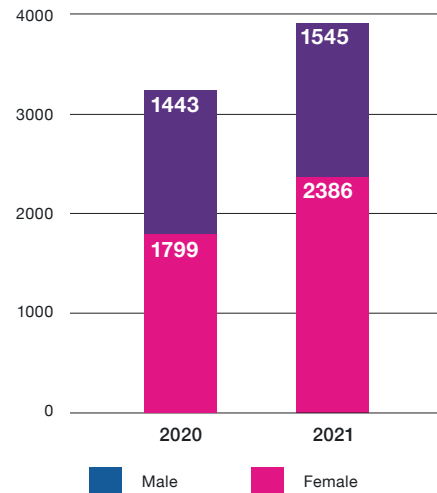
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3.2.1. Women Leadership

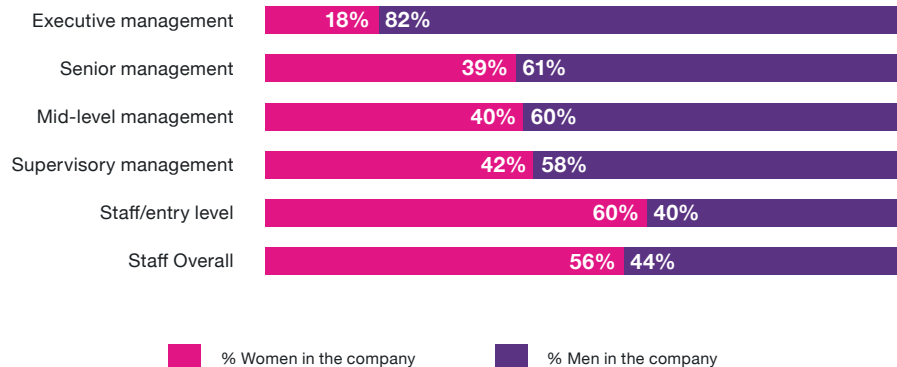
Based on Global Gender Gap 2021, Indonesia experiences an increasing gender gap in the economic sector. Women workers at the senior management level halved from 54.9% in 2020 to 29.8% in 2021. Amarta is committed to promoting gender balance in the workplace by improving gender balance in senior leadership and ensuring gender pay audits are implemented regularly by 2024.

Amarta has employed 3,931 employees from diverse backgrounds, including 2,308 new hires in 2021. The number of employees increased by 21.25% compared to the previous year.

Employee growth

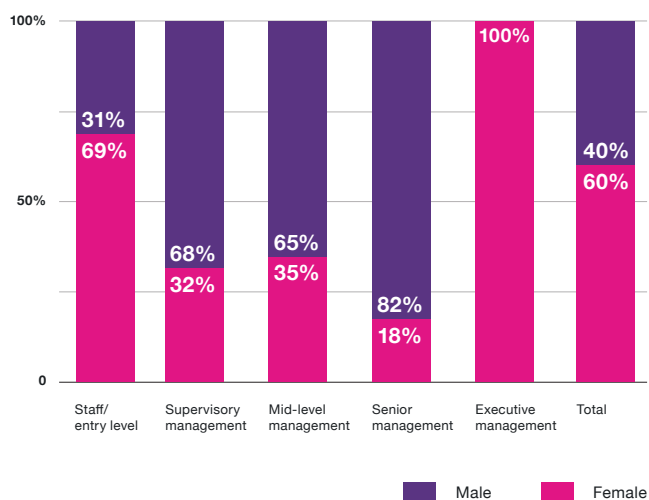


Based on the gender of the overall staff, Amarta has employed an equal portion of male and female employees, ranging from 40% to 60%. In terms of women leadership, the percentage of Amarta women employees occupying senior management level positions is 10% higher than average in Indonesia, based on the Global Gender Gap Report 2021.



To further improve gender equality in the workplace, Amarta increased the number of women at the executive management level by hiring more female employees to fill executive positions and targeting an equal number of male and female employees at the executive level by 2026.

Recruitment based on level and gender



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3.2.2. Well-being and Safe Workplace

Amartha strives to be a comfortable workplace by providing equal opportunities and benefits for everyone in the company to achieve their optimum potential and productivity. For the employees who want to build a career while having to take care of their kids and family, Amartha gives full support in the form of benefits and facilities, including:

 <h4>Flexible working hours and location</h4>	 <h4>Maternal and paternal leave</h4> <p>Company has given 100 maternity leaves and 226 paternity leaves</p>	 <h4>Children's playground</h4>
 <h4>Maternity benefit</h4> <p>Company has given 326 maternity benefits for employees regardless of gender</p>	 <h4>Women leadership academy</h4>	 <h4>Counseling program with professional</h4>
 <h4>Interest-based communities of arts, hobbies and sports</h4>		 <h4>Wellbeing classes and engagement activities</h4>

Amartha also supports work flexibility by having flexible working policy and strategy. From 2020, Amartha has successfully implemented a work-from-anywhere (WFA) system that allows employees to work remotely; it will become the company's default working system from 2021 onwards.

To improve happiness and employee well-being, Amartha provides various programs which address mental health and self development. The programs consist of four programs regarding occupational health and seven employee communities that pose as a medium to express employee interest outside of work. In 2021, the programs had cumulatively been participated by 763 employees.

Wellnedsay

681

participants in 2021

A regular sharing session about maintaining peace and success at work

Counseling session with psychologist

20

 participants in average

Free and private counseling sessions with professional psychologists

Worry-free talk

20

 participants per month in average

Free and private counseling session with People and Culture representatives. The program is included in the Amartha whistle-blowing mechanism.

Coaching and Mentoring

53

 participants per month in average

Special sessions for leadership one-on-one to ensure customized development for aspiring leaders.

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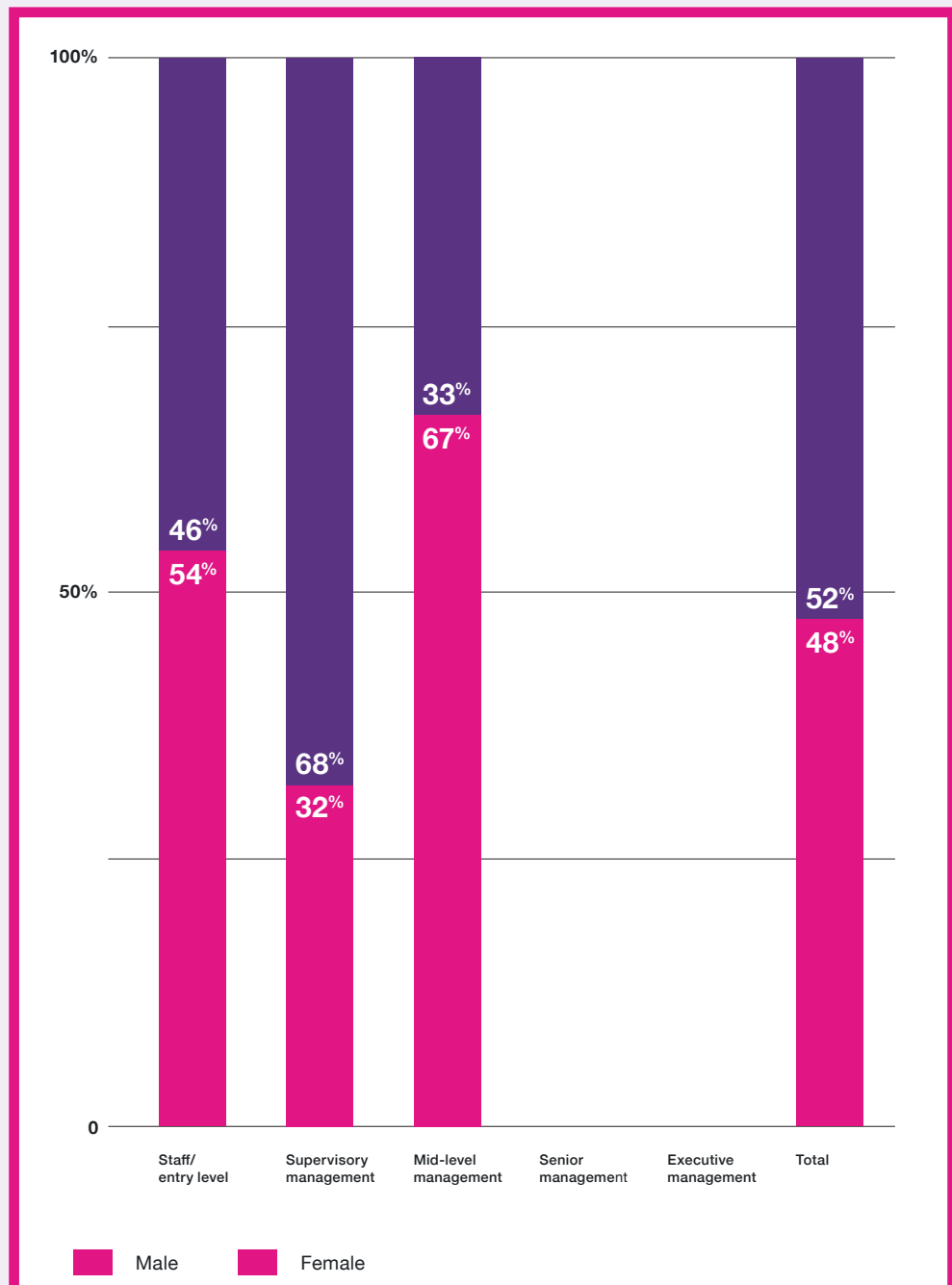
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3.2.3. Women Capabilities Improvement

Amartha implement non-discrimination policy to ensure equal opportunity in the process of hiring, promotion and succession. We value merit based approach when performing employee rewards and evaluation. Here are the detailed promotions given to Amarthya employees in 2021:

Promotions based on level and gender



To improve capabilities of our female employees, Amarthya develop a special curriculum under the initiative of Amarthya Women Leadership Academy to incentivise women who wish to achieve higher level of seniority in the managerial level. In addition to that, to mainstream the discussion on gender issues, a formal Women Council working group will be established, as part of the continued informal forum of Amarthya Women Support Community (AWESOME) which has been established since 2020.



Amartha offers financial literacy and digital literacy training to every borrowers. The curriculum is embedded to a mandatory training in the onboarding process of new borrowers.

3.3.

Sustainable
Digital
Transformation

Overview

To build a digital economy in rural villages while ensuring that this digital transformation is not discriminatory against vulnerable groups, Amarthia implement sustainable digital transformation strategy. This approach ensures that vulnerable groups, such as women, rural villagers from lower income population and elderly people have a chance to be facilitated and mentored by Amarthia's field officers in onboarding themselves into a digital society. Amarthia also partners with other companies, NGOs and international donors to implement this strategy.

3.3.1. Digital Literacy Education

Amartha believes that digital literacy is an inseparable element of promoting financial inclusion and achieving better prosperity. Therefore, as part of Amarthia's financial literacy education, digital literacy element is added to the standardized training curriculum for our borrowers. Amarthia also collaborates with several digital platforms and organizations to provide workshops of digital platform onboarding, such as e-commerce platform, and encourage them to market their products and services through online marketplaces.

Foodpreneur Bersinar

A collaborative program with Sunlight and Tokopedia that aims to enable food and beverage (F&B) micro-businesses among Amarthia borrowers to sell their products through an online marketplace in Tokopedia Nyam.



164 beneficiaries trained, and will be continued with similar programs with various digital platform partners.

10% of borrowers open and operate their first online shop

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Go Digital & Scale Up with WhatsApp

A collaborative program with UKM Indonesia and WhatsApp to educate Amarta borrowers with practical skills in optimizing WhatsApp as a business tool that can upscale their business.

34 beneficiaries on a pilot phase, and will be continued with revamped curriculum partnering with UKM Indonesia and donors.



3.3.2. Agency and Facilitation

Based on Amarta's internal research and insights from various international development agencies, serving ultra micro and micro segment requires hybrid approach of online and offline activities. Digital transformation for vulnerable groups, especially low income and low educational background population in rural villages, needs to be facilitated by a dedicated person in the fields who regularly and diligently educate them and help them onboard into a digital society.

For this purpose, Amarta provides digital literacy facilitation and mentoring through our field team who work with the rural communities on a daily basis. In 2021 alone, 358,819 borrowers received financial literacy and digital literacy trainings from our experienced field officers. We encourage borrowers to adopt digital technologies by providing user-friendly Amarta+ application, designed specifically for non technology savvy clients, which enables them to use cashless repayment, save money, and buy daily supplies at ease and at no cost. This application will be further developed so that rural women MSMEs can generate income from selling digital products such as telephone and electricity vouchers to their neighbors and friends.





Amartha Growing Impact Tanakeke Island, South Sulawesi, 2022

Amartha aims to become a carbon neutral company by 2026. For every distance traveled by our field officers and every electricity that we used to operate, carbon offset will be made by planting mangrove on abrasion-prone beaches along Amartha operational areas.



Environmental

Overview

Running a massive business operation means involving carbon footprints that exposes risk to the environment. With this awareness, Amartha tries to reduce carbon emissions through various green initiatives while compensating unavoidable emissions through carbon offsetting projects, under Amartha Lestari program.

Amartha Lestari program is our commitment to protecting the environment while promoting economic growth at the grassroots level. We understand our responsibility to reduce the carbon footprint of our business.

Therefore, our goal is to become a carbon-neutral company by 2026. We aim to protect the environment while promoting economic growth through:



Reducing global
CO2 emissions



Promoting sustainable
consumption and production

3.4.1. Towards A Carbon Neutral Company

Amartha concretely started a carbon-neutral goal by measuring our carbon emissions in 2021 as the baseline and began to launch our environment program in the same year.

Amartha carbon emissions in 2021

Emission sources	Measurement	Emission (in metric tons)
Business travel	7,449,600 km/year	638.54
Energy usage	1,409,639 kWh/year	1,093.46
Total	1,732.00 metric tons of CO2 emission per year	

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3.4.2. Green Initiatives

①

Carbon reduction in electricity and water consumption

In the last two years, Amarth saved up to 50% in electricity and water usage at its Head Office by replacing conventional light bulbs with LED light bulbs, which have a lower energy consumption.



②

Carbon offset by mangrove planting

In response to the frequent seawater flood caused by abrasion in several places around our local points (branch offices), Amarth prepared to plant 4,000 mangrove trees in three locations in 2022. The mangrove trees will offset the carbon from Amarth's business operations. With the assumption that one mangrove tree can offset 12.3 kilograms of CO2 emissions per year, Amarth needs to plant more than 140,000 mangrove trees in the area, which has at least 70 hectares of forests.



③

Promoting awareness of environmental sustainability

To promote environmental awareness, Amarth started the first step by identifying our borrowers' current environmental behavior as a baseline and will begin the intervention afterward. The behaviors assessed were energy consumption and plastic waste management.



Energy Consumption

83.53%

Percent of borrowers who already use low-energy lamps and electronics

90.08%

Percent of borrowers who save energy by turning off lamps and electronics when not in use

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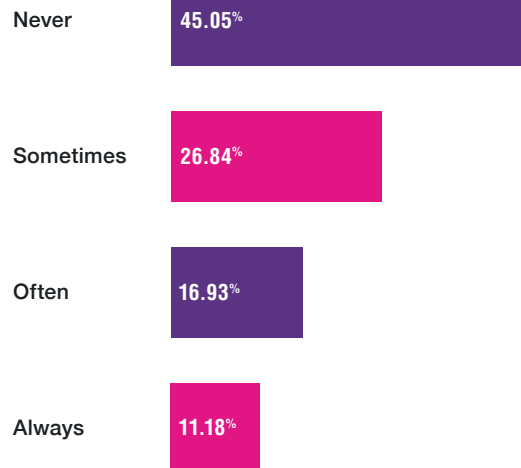
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Waste Management



Borrowers reducing plastic waste



Most of Amarth's borrowers still utilize single-use plastic bags to carry their groceries. Single-use plastic bags are still the most convenient way to shop for our borrowers. Furthermore, most of the region where our borrowers live has no regulation restricting the use of plastic bag. Hence, Only 11,8% of the borrowers use reusable bags.

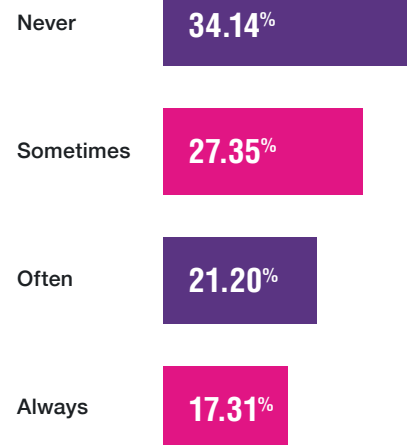
As a part of our commitment to the environment, Amarth aims to build more awareness on the issue, and grow the number of borrowers who always use reusable bag when they shop in the future.

Seeing that borrowers' waste management awareness is still lacking, we are turning our branch offices into hubs to educate the community to increase environmental sustainability awareness. In 2021, 13 Amarth branch offices operated waste banks covering surrounding villages. Within our portfolios, approximately 1,600 borrowers work in the waste management sector, which Amarth is currently funding.

In addition to our own initiative, Amarth also joined the National Plastic Action Partnership (NPAP) as the Financing Task Force member. With the global communities, we actively promote and incentivize financing activities under the Plastic Waste Womenpreneur (PWW) program where we provide working capital loans packaged with environmental education and free plastic waste processing equipment for women who wish to start their business in plastic recycling. This program is currently being prototyped.



Borrowers reusing plastic waste



The plastic bags utilized by our borrowers usually end up dirty and wet due to the kind of groceries they shop. However, Amarth realizes that single-use plastics most likely go to the landfills. Therefore, we aim to educate our borrowers how to best use and reuse their plastic bags as necessary.

Amartha Nyalakan Desa
Ogan Ilir & Ogan Komering Ilir, 2021

Amartha helped 2 off grid villages in South Sumatera by donating 500 solar lamps for daily uses and 35 solar-powered street lights to improve the community productivity which then leads to prosperity



3.5.

Social

Overview

As part of Amartha's vision to improve shared prosperity, social interventions are performed based on a tailored approach to fit our customers' needs. Besides accelerating progress towards betterment of living conditions, Amartha's social interventions are also aimed at improving resilience and independence of our micro entrepreneurs, especially during the recovery programs post-pandemic. Therefore, programs such as business pivoting and improvement of productivity through electrification become our core activities under Amartha Madani initiatives.

3.5.1. Community Engagement

Envisioned by the community resilience where Amartha is operating, we believe that helping the community to thrive is part of ensuring sustainability of our business in the future. Therefore, Amartha has performed various interventions to promote sustainability and wellbeing of the community.

Nyalakan
Desa

Amartha donated solar panels and lamps to the Pedamaran and Ulak Bedil Villages in South Sumatra, which were previously off the grid. The program aims to increase the productivity of the villagers through electrification. With electricity sources from clean and renewable energy, we hope that we could inspire energy transformation while stimulating economic activities.

500

beneficiaries were
given solar lamps
for household uses

35

solar-powered
street lights for
one village

Increasing
beneficiaries'
average productive
time by 2.15 hours

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Stove Donation for Business Pivoting

During the pandemic, many villager's businesses collapsed. To help the recovery, Amarta performed business pivoting workshops to educate our borrowers to shift into a food processing business which are in high demand during the pandemic. Amarta also donated 500 gas stoves to the participants to help them restart their new businesses.

500 beneficiaries

Milk Donation for Rural Children

To support nutritious food consumption in the rural household, Amarta collaborated with WeCare.id and Danone to distribute free milk for children in remote areas. In total there were 831 children received the donations.

831 beneficiaries



3.5.2. MSMEs Branding and Certification

To help improve revenue of our borrower's business, branding and product awareness are the priorities of intervention that Amarta supports. Amarta holds an awarding event of Perempuan Tangguh to appreciate women entrepreneurs as role models for their peers and public in general. For borrowers who are small merchants, Amarta has a program to help with the branding of their shops and facilitate the information on how to onboard themselves into a digital marketplace or e-commerce platform. Currently, Amarta is also starting an initiative to help small merchants to register their business so that they will have an identification number from the Government.



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3.5.3. Local Heroes Program

Local Heroes Program is Amarta's approach to delivering best-fit impact intervention by encouraging field officers and local communities to independently create impact activities or initiatives to address social challenges in their respective area. The program was initiated in 2021 and will provide funds, equipment and necessary support to implement the program to 10 selected winners per year.



3.5.4. Disaster Relief Program

As Indonesia is a relatively disaster-prone area, Amarta has allocated support in case of any disaster occurrence in the area where we are operating. The natural disasters typically involve earthquakes, landslides, and floods in remote areas. In 2021 alone, we have supported 2,899 disaster victims in our areas with financial supports amounting to IDR96,745,061, logistical support and various types of donation mobilized from our headquarters as well as sourced from our local and regional offices and networks. To mitigate operational risk due to natural disaster, Amarta also initiated mangrove planting in a tsunami-prone area in Sulawesi. This initiative is also part of Amarta's goal to offset its carbon emission.



Amartha received Sustainable Business Award 2022 under the category of “Stakeholder Management” as an acknowledgement of Amartha’s excellence in managing stakeholder.



Governance

Overview

Under Amartha Bestarti initiative, Amartha aims at setting the bar high in good corporate governance implementations. To achieve this objective, various voluntary assessments and standardizations are being implemented, such on the area of ethical lending practices, customer data protections, human rights implementation and non-discrimination policy in the company. With such comprehensive and strategic programs, Amartha aims to operate a secure digital platform for our customers and stakeholders that will bring a shared prosperity goal a step closer.



**Protect customer
data privacy**



**Respect equal
rights**



**Maintain trustworthy
partnerships**

3.6.1. Ethical Lending Practices

Amartha implemented the Customer Protection Principles in day-to-day business operations and is a signatory of Ethical Lending Code of Conduct issued by the Indonesian Fintech Lending Association. We maintain transparency and fair credit practices to ensure customer satisfaction, from the product transparency, fair pricing and pricing information, education on prevention of overindebtedness, grievances mechanism and whistleblowing channel, as well as customer data privacy guarantee.

3.6.2. Protection of Customer Data and Privacy

To ensure proper management of customer information and protection of data privacy, Amartha complies with the OJK Regulation No 10/2022 especially concerning customer data protection as well as comply with the mandatory requirement to submit Annual Self Assessment “*Perlindungan Konsumen dan Masyarakat*” or self assessment on customer and public interest protection. As a digital platform, Amartha is also certified ISO27001-2013 which meets international standard best practice on information security management. With all these standards and certification, Amartha ensures that client protection is in place, that will prevent customer from unfair, deceptive, or abusive practices, and equip them with the information, transparency, and tools they need to make sound financial decisions.

3.6.3. Human Rights Protection

Amartha has conducted a Business and Human Rights Risk Assessment through the PRISMA tool provided by the Indonesian Ministry of Law and Human Rights (MoLHR). This tool can analyze the risk of human rights violations caused by business activities by mapping the actual conditions of potential impacts or risks, developing a follow-up plan based on the assessment results, tracking the implementation of these follow-up actions, and communicating this series of actions to the public.

The PRISMA assessment yields a score between 0 and 133, and Amartha scored 91, putting the company in the green category. **This rating demonstrates Amartha's commitment in protecting human rights**, not only for the internal employees but also to its customers. In addition to that, the non-discrimination policy in the workplace that has been implemented ensures that Amartha's policy in recruitment, promotion and succession are merit-based and non discriminatory towards gender, sexual orientation, cultural or religious backgrounds.

3.6.4. Diversity and Inclusion Program

Amartha emphasizes the importance of diversity and inclusivity, as reflected in our employees' journeys. From the recruitment process to employee promotions, company regulations prohibit discrimination based on gender, race, religion, and other non-skill-related factors. We are also committed to forming a diversity and inclusion team that will serve as a monitoring and evaluation group for related program implementation. To promote more female in the senior leadership role, Amartha introduced Women Leadership Academy to provide incentives and leadership education for them to have better options if they choose to advance their career with Amartha.

3.6.5. Stakeholder Relation

Since 2016, Amartha periodically reports its impact and sustainability initiatives through Sustainability Report to the public and invites stakeholders in activities and events to promote collaboration in achieving our sustainability objectives. Amartha also actively engages external stakeholders, such as development agencies, governments, universities, non-governmental organizations (NGOs), and other civil society groups, to partner with Amartha in mainstreaming impact investment ideas and promoting a more sustainable business practices in the market.

3.6.6. Financial Literacy Education and Entrepreneurship Worskshops

Together with OJK, partner universities as well as multinational corporations, Amartha performed financial literacy education and entrepreneurship workshops. During the pandemic time, our hybrid offline and online trainings have reached out to more than 39,000 audiences across Indonesia through a series of webinars, offline face to face workshops as well as public lectures and seminars.

3.6.7. Maintain Trustworthy Relationships

Maintaining sustainable relationship with our stakeholders, especially our customers are our priorities. To provide transparency and grievances handling, Amartha has implemented a whistleblowing channel through a dedicated hotline over WhatsApp messenger, email and live chat.

4.

Way Forward

Our commitment has remained the same since we established Amartha: to create a shared prosperity for Indonesia. For this reason, we are committed to serving more customers, going into more remote places, and providing them with high quality products, innovative solutions and humanist approach to ensure that our customers journey towards prosperity can be achieved systematically and sustainably.

We understand that it is a lifetime journey, but allow us to take the initial steps. This report is our endeavor to share our stories in serving the grassroots economy, with all its challenges, successes and inspiration.

With our limited resources and knowledge, we brace ourselves to raise the bar higher. We want to convince everyone that doing a profitable business can always be aligned with the efforts to protect the environment and create long term social values to the communities we are serving.

And for what we have done and achieved as you can explore in this report, we thanked our amazing 5,200 field teams serving 35,000 villages in Indonesia, our 400 people strong Head office teams, our faithful lenders and investors who believe in our cause, our borrowers who stick together with us even during difficult times and also our partners who support Amartha in achieving our sustainability goals.

Together, we can achieve more beyond what we can imagine at the present. And therefore, we invite you all in this collaborative journey, as a lender, investor, customer, partner, or team members to envision a more sustainable future, with Amartha.

Aria Widyanto

Chief Risk and Sustainability Officer

No.	EESG Disclosure Guide		Source
ECONOMY			
1	Economic Impact		
a	Direct economic value generated and distributed	GRI 201, MSCI: Climate Change Vulnerability	
b	Financial implications and other risks and opportunities due to climate change		
c	Significant indirect economic impacts	GRI 203, ISO 26000 (6.3.9; 6.8.3; 6.8.7; 6.8.9)	
ENVIRONMENT			
1	Sustainable Resource Use		
a	Sustainable energy consumption within the organization (electricity)	GRI 302, ISO 26000 (6.5.4)	
b	Sustainable energy consumption outside of the organization		
c	Reduction of energy consumption		
d	Water consumption	GRI 303, ISO 26000 (6.5.4), Sustainalytics MEI.20.SC	
2	Emission, Pollution, and Waste		
a	Direct GHG emissions	GRI 305, ISO 26000 (6.5.5), Amarth, MSCI: Carbon Emissions, Sustainalytics MEI.8	
b	Reduction of GHG emissions		
c	Waste generated	GRI 306, ISO 26000 (6.5.3; 6.5.4), Amarth, MSCI: Financing Environmental Impact, Sustainalytics MEI.7	
d	Waste diverted from disposal		
3	Sustainable Supply Chain		
a	Sustainable use of materials (people, money, technologies)	GRI 301, ISO 26000 (6.5.4), MSCI: Responsible Investment, Sustainalytics MEI.20	
b	New suppliers that were screened using environmental criteria	GRI 308, ISO 26000 (6.6.6), Amarth, Sustainalytics MEI.14.SC	
c	Negative environmental impacts in the supply chain		

No.	EESG Disclosure Guide	Source
4	Protection of the environment	
a	Protection of the environment, biodiversity, and restoration of natural habitats	ISO 26000 (6.5.6), Sustainalytics MEI.14
SOCIAL		
1	Employment Welfare and Conditions of Work	
a	Diverse employment	WEP 8, Sustainalytics MEI.13
b	New employee hires and employee turnover	GRI 401, ISO 26000 (6.4.3; 6.4.4; 6.8.7; 6.4.4), Sustainalytics MEI.13
c	Benefits provided to full-time employees	
d	Defined benefit plan obligations and other retirement plans	GRI 201, Sustainalytics MEI.13
e	Ratio entry wage versus minimum wage	GRI 202, Sustainalytics MEI.13
f	Parental leave and facilities	GRI 401, ISO 26000 (6.4.3; 6.4.4; 6.8.7; 6.4.4), WEP 4 dan 5, Sustainalytics MEI.13
g	Work flexibility	WEP 5, Sustainalytics MEI.13
h	Social dialogue (employees' organization)	ISO 26000 (6.4.5), IFC E&S (11), Sustainalytics MEI.13
i	Worker feedback and recourse	IFC E&S (13), Sustainalytics MEI.13
2	Human Development and Training	
a	Employee performance and career development reviews	GRI 404, ISO 26000 (6.4.7), WEP 9, MSCI: Human Capital Development, Sustainalytics MEI.13
b	Programs for upgrading employee skills and transition assistance programs	GRI 404, ISO 26000 (6.4.7; 6.8.5), WEP 9, MSCI: Human Capital Development, Sustainalytics MEI.13
c	Mentoring, coaching, and sponsorship	Amartha, WEP 7, MSCI: Human Capital Development, Sustainalytics MEI.13
d	Women empowerment	Amartha, WEP 7, Sustainalytics MEI.13

No.	EESG Disclosure Guide	Source
3	Health and Safety at Work	
a	Hazard identification, risk assessment, and incident investigation	GRI 403, ISO 26000 (6.4.6), Sustainalytics MEI.16
b	Occupational health services	
c	Worker participation, consultation, and communication on occupational health and safety	
d	Worker training on occupational health and safety	
e	Promotion of worker health	
f	Prevention and mitigation of occupational health and safety	
g	Workers covered by an occupational health and safety management system	
h	Work-related injuries	
i	Work-related ill health	GRI 403, ISO 26000 (6.4.6; 6.8.8), Sustainalytics MEI.16
4	Non-discrimination and Vulnerable Groups	
a	Diversity of governance bodies and employees	GRI 405, IFC E&S (8), ISO 26000 (6.3.7; 6.4.3; 6.3.10), Amarth, Sustainalytics MEI.13
b	Ratio of basic salary and remuneration of women to men	GRI 405, IFC E&S (9), ISO 26000 (6.3.7; 6.4.3; 6.4.4; 6.3.10), Amarth, Sustainalytics MEI.13
c	Incidents of discrimination	GRI 406, IFC E&S (10), ISO 26000 (6.3.6; 6.3.7; 6.3.10; 6.4.3), Sustainalytics MEI.13
d	Operations and suppliers at significant risk for incidents of child labor	GRI 408, IFC E&S (10), ISO 26000 (6.3.7; 6.3.10; 6.6.6; 6.8.4), Sustainalytics MEI.12.SC
e	Operations and suppliers at significant risk for incidents of forced or compulsory labor	GRI 409, ISO 26000 (6.3.10; 6.6.6), Sustainalytics MEI.12.SC
f	Formal provisions to avoid gender-based harassment and discrimination, sexual harassment and bullying, domestic and family violence	IFC E&S (12), WEP 6, Sustainalytics MEI.13
g	Formal provisions to support gender equality	WEP 1, Sustainalytics MEI.13
h	Gender equality training	WEP 10, Sustainalytics MEI.13

No.	EESG Disclosure Guide	Source
5	Human rights	
a	Security personnel trained in human rights policies or procedures	GRI 410, ISO 26000 (6.6.6), Sustainalytics MEI.12
b	Human rights reviews or impact assessments	GRI 412, ISO 26000 (6.6.6), Sustainalytics MEI.12
c	Employee training on human rights	
d	Civil and political rights	ISO 26000 (6.3.8), Sustainalytics MEI.12
6	Community and User Engagement and Welfare	
a	Education and culture	ISO 26000 (6.8.4), Amarth, Sustainalytics MEI.5
b	Operations with local community engagement, impact assessments, and development programs	GRI 413, ISO 26000 (6.3.9; 6.8.3), Amarth, Sustainalytics MEI.5
c	Operations with significant actual and potential negative impacts on local communities	GRI 413, ISO 26000 (6.3.9; 6.6.6) , Sustainalytics MEI.5
d	Social investment	ISO 26000 (6.8.9), Sustainalytics MEI 1; MEI.5
7	Investment and Innovation	
a	Infrastructure investments and services supported	GRI 203, ISO 26000 (6.3.9; 6.8.3; 6.8.7; 6.8.9)
b	Technology development and access	ISO 26000 (6.8.6)
c	Sustainable financing	Amartha, MSCI: Access to Finance
8	Relationship with Customer	
a	The provider understands the needs and preferences of different types of clients	CPP 3A
b	The provider's products, services, and delivery channels are designed to benefit clients, in line with the provider's social goals	CPP 3B, MSCI: Access to Finance; Sustainalytics MEI.17
c	Prevention of over-indebtedness	CPP 4A, Sustainalytics MEI.19
d	Transparency product and service information and labeling	GRI 417, ISO 26000 (6.7.3; 6.7.9), CPP 4B, MSCI: Consumer Financial Protection, Sustainalytics MEI.18
e	Fair and respectful treatment of clients	CPP 4C

No.	EESG Disclosure Guide	Source
9	Compliance and Grievances Mechanisms	
a	Incidents of non-compliance concerning product and service information and labeling	GRI 417, ISO 26000 (6.7.3; 6.7.9), MSCI: Consumer Financial Protection, Sustainalytics MEI.18
b	Incidents of non-compliance concerning marketing communications	GRI 417, ISO 26000 (6.7.3), MSCI: Consumer Financial Protection; SASB (Consumer Finance), Sustainalytics MEI.18
c	Substantiated complaints concerning breaches of customer privacy and losses of customer data	GRI 418, ISO 26000 (6.7.7), CPP 4D, MSCI: Privacy and Data Security; SASB (Consumer Finance), Sustainalytics MEI.6
d	Non-compliance with laws and regulations in the social and economic area	GRI 419, (ISO 26000 (6.7.6), MSCI: Consumer Financial Protection
e	Mechanism for complaints resolution	IFC E&S (7), CPP 4E, MSCI: Consumer Financial Protection; SASB (Consumer Finance)
10	Sustainable Supply Chain	
a	New suppliers that were screened using social criteria	GRI 414, ISO 26000 (6.6.6), MSCI: Responsible Investment
b	Local suppliers	GRI 204, ISO 26000 (6.6.6)
GOVERNANCE		
1	Board Diversity	
a	Board diversity	IFC E&S (8), Amarth
b	Diversity in senior management	IFC E&S (8), Amarth
c	Management hired from local community	GRI 202
2	Leadership	
a	Leader commitment to gender equality	WEP 2
b	Leader commitment to flexible working	WEP 5
c	Mentoring program	WEP 7
3	Code of Conduct	
a	Corporate Governance Code	IFC G (1), MSCI: Governance
b	Code of Ethics and Conduct	IFC G (2), MSCI: Governance

No.	EESG Disclosure Guide	Source
c	Operations assessed for risks related to corruption	GRI 205, ISO 26000 (6.6.3), MSCI: Governance, Sustainalytics MEI.3
d	Communication and training about anti-corruption policies	GRI 205, ISO 26000 (6.6.3; 6.6.6), MSCI: Governance, Sustainalytics MEI.3
e	Confirmed incidents of corruption	GRI 205, IFC G (12), ISO 26000 (6.6.3), MSCI: Governance
f	Responsible political involvement	GRI 415, ISO 26000 (6.6.4), MSCI: Governance
g	Respect for property rights	ISO 26000 (6.6.7), Sustainalytics MEI.4
4	Disclosure Practices	
a	Annual report	IFC G (13), Amarth
b	Risk disclosure	IFC G (14), Amarth
c	Equal voting	IFC G (15), Amarth
d	Ownership disclosure	IFC G (16), Amarth
5	ESG Practices	
a	Corporate Governance Officer	IFC G (3), Sustainalytics MEI.0
b	Emergency preparedness	IFC E&S (1)
c	E&S capacity commensurate with portfolio risk	IFC E&S (2)
d	E&S due diligence process	IFC E&S (3)
e	Portfolio ESG periodic monitoring	IFC E&S (4), Sustainalytics MEI.17
f	Statement of intention regarding E&S	IFC E&S (5)
g	Sectoral E&S policies	IFC E&S (6)
6	Financial Assessment	
a	Tax payment details	GRI 207, MSCI: Governance
b	Audit Committee	IFC G (7), MSCI: Governance, Sustainalytics MEI.0
c	Roles and responsibilities	IFC G (8), MSCI: Governance
d	Internal audit	IFC G (9), MSCI: Governance, Sustainalytics MEI.0
e	Risk governance	IFC G (10), MSCI: Governance, Sustainalytics MEI.1; MEI.19
f	Compliance	IFC G (11), MSCI: Governance, Sustainalytics MEI.0

