

# Sustainability Report 2020

Creating Long-Term Value for People and the Planet



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# Message to Our Stakeholders

2020 was a challenging year for many. The COVID-19 pandemic disrupted the way we live, move around, do business and so much more. It took the lives of millions of loved ones, and had health and economic implications for even more. The impact of the pandemic rippled across all dimensions of our society, leaving no one unaffected.

However, as in preceding times of crisis, the pandemic brought opportunities to forge and strengthen bonds across communities, organizations and countries. It reinforced the importance of collective action, in light of the challenges that affect us all as a society and planet. Looking inwards within Gojek, it also strengthened the resolve we had to continue **doing business better**, for everyone in our ecosystem, and ensuring that sustainability sits at the core of our business and everything that we do.

## Sustainability as an integral part of our business

In 2020, we celebrated our 10<sup>th</sup> anniversary as one of the region's largest technology companies, serving millions of consumers and partners across Southeast Asia. As we continue to grow, we consider it fundamental to our business that we do so in a sustainable way, which means integrating sustainability into the very fabric of our organizational culture and transforming the way we do business. That is why in 2020 we established a dedicated Sustainability team, working across the entire Gojek Group to oversee the integration of environmental, social and governance (ESG) best practices, for every one of our markets, business units and functions.

## Our strategic approach to sustainability

Our approach to sustainability is structured around three strategic pillars: **GoForward, GoGreener and GoTogether**. These serve as the foundation of our business, with the purpose of ensuring that each and every company-wide effort strategically contributes to the sustainability of our company. Our ambitious goals of the Three Zeros — **Zero Emissions, Zero Waste and Zero Barriers** — guide our decisions and actions towards creating long-term value for our stakeholders and the planet.

## Multi-stakeholder partnerships for meaningful long-term solutions

We know that we cannot achieve success on our own, and responding to some of the most pressing challenges faced by our society today requires collective action. As such, we work with partners from across our ecosystem to ensure that we are all collectively moving towards a more sustainable future, in every way possible. This includes creating dedicated communities for our merchant partners in order to facilitate the exchange of best

practices, knowledge and tools, and ensure they can transition towards a more sustainable way of doing business. We worked with diverse stakeholders representing public and private sectors, academia and civil society to work on some of the challenges we collectively face. This includes through our Sustainability Advisory Council, our partnerships to accelerate efforts such as the electrification of Indonesia's mobility system and our engagement in external initiatives such as the World Economic Forum's Global Future Council on Urban Mobility Transitions, the National Plastic Action Partnership, the business roundtable Reducing Plastic Waste in the Food Delivery Service Sector facilitated by UNEP's SEA circular project, and others. Amidst the pandemic, we also founded Yayasan Anak Bangsa Bisa (YABB), our non-profit foundation, which works as an extension arm collaborating with our internal, private and public sector partners to provide relief to the most impacted communities. Starting with food aid relief, YABB expanded its effort to include an online life skills and education support program for children and a microentrepreneurs skill enhancement initiative focusing on enablement to sustain the economic downturn.

## Unveiling our sustainability journey

In our first sustainability report, we detail our commitments, initiatives, progress to date, challenges faced and way forward. Through this report, we want to share not only our successes, but also our lessons learned, and areas where we need to work with similarly committed and mission-driven partners in order to achieve the impact we know is urgently needed. This is the first step of a long, challenging journey; we hope all of you, as our key stakeholders, will join us and take the necessary action for a sustainable, prosperous future.



**Kevin Aluwi and Andre Soelistyo**  
Co-CEOs, Gojek Group



# About This Report

## Report Scope and Boundary

This is the first sustainability report of PT Aplikasi Karya Anak Bangsa, referred to as 'Gojek' throughout this report. This inaugural report discloses our performance on material Environmental, Social and Governance (ESG) topics to all our stakeholders. Sustainability reporting allows us to share our commitments, keep track of our progress and engage in broader dialogue and collaboration to accelerate achieving our sustainability goals.

Unlike companies that have been around for decades, multi-service platform and digital payment companies like Gojek have a relatively new business model that is unique compared to the currently available standards and guidelines for ESG metrics. This report will focus on the ESG topics considered the most relevant and material to our stakeholders, as well as to our sustainability as a business.

To identify which ESG topics are material to our company today, we carried out a materiality assessment comprising of extensive consultations with both internal and external stakeholders. Stakeholders were asked to weigh the relative importance of ESG topics and the role they believed Gojek has in addressing or responding to those topics. Moving forward, we aim to conduct a comprehensive materiality analysis every two years to ensure it reflects the changes in our business and the environments or markets in which we operate.

The materiality assessment was designed and conducted with the following considerations:

### 1. Universe of ESG topics

We generated a list of 28 ESG topics considered most relevant to industries in which our products and services are categorized under. To create this list, we i) assessed global ESG standards provided by the Sustainable Accounting Standards Board (SASB) and Global Reporting Initiative (GRI), ii) identified ESG topics considered relevant to our industries by rating agencies such as Morgan Stanley Capital International (MSCI), and iii) benchmarked against global peers and industry leaders through their publicly available sustainability reports.

### 2. Voice of our stakeholders

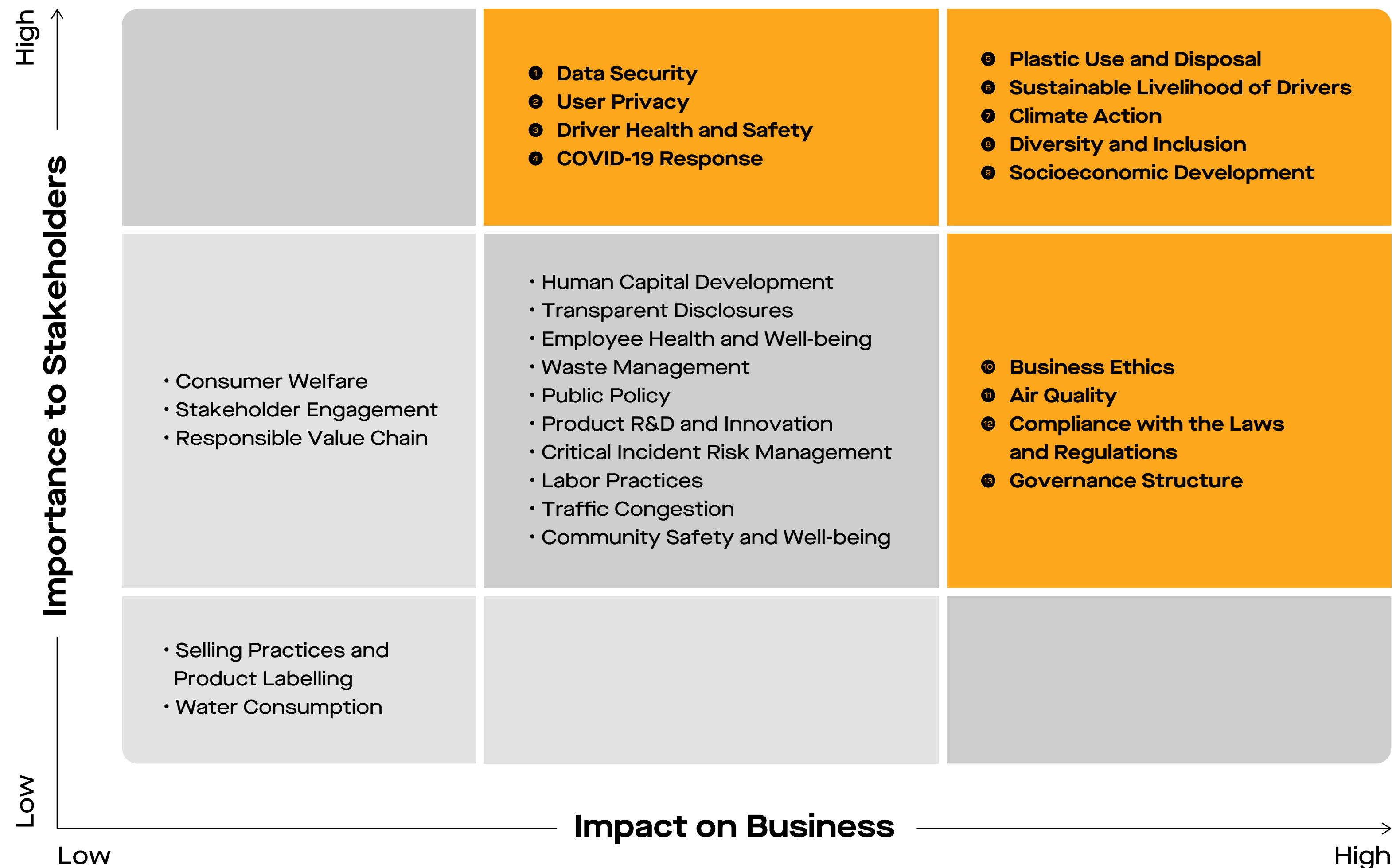
We identified the stakeholders who rely on Gojek or on whom Gojek relies for its long-term success. For the materiality assessment, we engaged with investors, employees, users, partners (drivers and merchants) and civil society organizations (NGOs, academia, think tanks and multilateral institutions). We consulted and gathered the input from stakeholders via bilateral interviews, focus group discussions and online surveys, to assess the degree to which identified ESG material topics are important to them.

### 3. Impact on our business

We gathered feedback from Gojek Group's senior leadership to assess the impact of identified ESG topics on our business. To ensure a balanced and representative view, we engaged with senior leadership from diverse functions and international offices.



# Our Prioritization of ESG Topics



As a result of the materiality assessment, we identified 13 ESG topics considered material to our business and stakeholders. The process of engaging with our stakeholders does not stop with the materiality assessment exercise. Outside of the formal materiality assessment, we will continue to engage and communicate with our key stakeholder groups, to ensure that their perspectives and inputs continuously and systematically inform our strategy and approach to sustainability.

We have used the results from the materiality assessment to frame Gojek’s 2020 Sustainability Report and detail our approach, targets, progress and plans for each of the 13 ESG material topics. However, this does not limit and is not representative of the extent of our response to or action on other ESG material topics. A summary of all such initiatives can be found in Appendix A.

This report covers our ESG performance for our operations in Indonesia, Singapore, Thailand and Vietnam, unless otherwise stated. We have a technology support office in India, for which there are a few material topics\* which have been covered in this report as well.

Top 13 ESG Areas: Data Security, User Privacy, Driver Health & Safety, COVID-19 Response, Plastic Use & Disposal, Sustainable Livelihood of Drivers, Climate Action, Diversity & Inclusion, Socioeconomic Development, Business Ethics, Air Quality, Compliance with Laws & Regulations and Governance Structure.

The orange boxes highlight the 13 ESG Topics for Gojek.

\* Climate Action, Business Ethics, Compliance to Law & Regulations, Diversity & Inclusion and Governance Structure



# Reporting Timelines

## Reporting Period

Unless otherwise stated, ESG performance disclosures contained in this report pertain to the period from January to December 2020. Where available, data and information for 2019 have been included to provide more context as 2020 was an irregular year (due to the COVID-19 pandemic) and may not provide an accurate snapshot of our performance on some of the indicators.

## Reporting Cycle

We will publish our Sustainability Report on an annual basis.

# Reporting Standards

## Global Reporting Initiative (GRI)

Our report has been prepared in accordance with the GRI Standards: Core option. We selected GRI Standards as it represents the global best practice for sustainability reporting.

## Sustainability Accounting Standards Board (SASB)

We have applied two sector-specific reporting standards by SASB: 1. Internet Media and Services, and 2. Road Transportation, to guide our disclosures on the financial materiality of sector-specific ESG issues.

The Index (page 42-46) highlights the different disclosures presented in the report as they align to GRI and SASB standards. It also directs readers to the appropriate references in this Sustainability Report and other relevant resources published by Gojek Group.

# External Assurance

We have engaged with KAP Tanudiredja, Wibisana, Rintis & Rekan (the Indonesian member firm of the Pricewaterhouse Coopers global network) to undertake a limited assurance engagement in respect of selected sustainability information in our report. Details can be found in the Independent Limited Assurance Report on Sustainability Information on page 40. Areas covered by the assurance report are set out in the index (pages 42-45). Other areas have not been assured.



# Feedback Channel

Your feedback is important to us. Please provide your comments on or questions to this report and our sustainability performance by emailing us at [sustainability@gojek.com](mailto:sustainability@gojek.com).





# Key Highlights

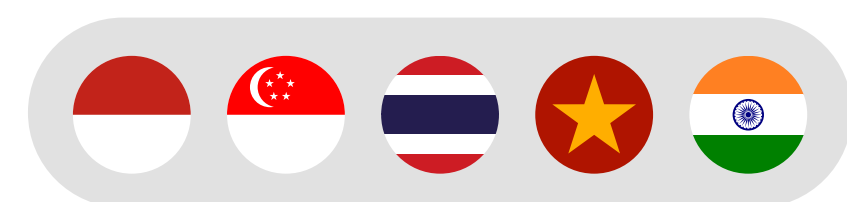
## Key Business Statistics

**190+ M**  
app downloads  
since 2015

**2+ M**  
registered driver  
partners

**900,000**  
merchant partners  
(96% MSMEs)

**5,000+**  
employees  
in 5 countries  
Indonesia, Singapore,  
Thailand, Vietnam  
and India



## Key ESG Highlights

**Launched GoGreener Carbon Offset**, the world's first for B2C carbon offsetting in the ride-hailing industry

**Joined the World Economic Forum's Global Future Council on Urban Mobility Transitions**, to design a cleaner, more sustainable, accessible and inclusive mobility system with global leaders from public and private sectors

Joined the Steering Committee, Innovation task force and Behaviour Change task force of the **National Plastic Action Partnership (NPAP)** for Indonesia to find solutions for end-to-end plastic waste management system in Indonesia

**13+ tons of single-use plastic waste prevented** through a paid cutlery program since August 2019, and **6.3+ tons of single-use plastic waste collected** through various pilot programs in 2019

**530,000+ driver partners** save on their daily expenses through our Swadaya program

**Launched Gojek Group's strategy and framework** for achieving diversity, equity and inclusion in all our markets

**Became a signatory of UN's Women Empowerment Principles (WEP) for advancing gender equality in 2020**, and committed to gender diversity on all Gojek-hosted panels

**Launched Employee Assistance Program (EAP) in 2019**; EAP offers free confidential emotional support with trained psychologists, confidential legal guidance, financial planning and 24/7 online support for full-time employees in Indonesia (Allianz policy holders), India, Singapore, Thailand and Vietnam

## Awards and Recognition

**Favorite Indonesian Brand**

from Blackbox Research and Toluna for 2020

**Winner**

**Nikkei Asia Prize 2019**

Economic and Business Innovation Category

**#1**

**on UXAlliance 2020 list**

for the most user-friendly application (UX) globally

**#3**

**UN Women 2020**

Asia-Pacific Women Empowerment Principles Awards - Community and Industry Engagement category

**#10**

**on CNBC Disruptor 50 list for 2020**

**#11**

**on the Fortune's Change the World list for 2019**

# About Us

## Our Mission:























To remove life's daily frictions by connecting consumers to the best providers of goods and services in the market.

Gojek is a privately-owned on-demand multi-service platform and digital payments group headquartered in Jakarta. Founded in Indonesia on the principle of solving everyday challenges with technology, Gojek has evolved into a platform for ride hailing, food delivery, logistics, digital payments and other on-demand services in Southeast Asia.

## Our Vision:

To become a hyperlocal marketplace connecting consumers, drivers and merchants.

## Gojek has more than 20 services.

 <b>goride</b> Motorcycle taxi (Ojek) service	 <b>gofood</b> Food delivery service	 <b>gosure</b> Insurance marketplace	 <b>gopulsa</b> Prepaid phone credit service	 <b>gopay</b> E-money and mobile payment	 <b>gogive</b> Online donation in collaboration with kitabisa.com
 <b>gosend</b> Courier service	 <b>gomed</b> Pharmacy delivery service	 <b>goservice</b> Vehicle admin and tax payment	 <b>gogames</b> One-stop gaming ecosystem	 <b>gotagihan</b> Bills payment service	 <b>goplay</b> On-demand video Platform providing unique and quality local content
 <b>gocar</b> On-demand car service	 <b>gomart</b> Instant daily needs shopping	 <b>gofitness</b> Online sport classes booking service	 <b>gonews</b> News channel	 <b>gobluebird</b> Blue Bird taxi service booking	
 <b>gobox</b> Logistics service	 <b>goshop</b> Shopping service	 <b>gomall</b> E-commerce platform	 <b>gotix</b> Ticketing service	 <b>goinvestasi</b> Investment platform	

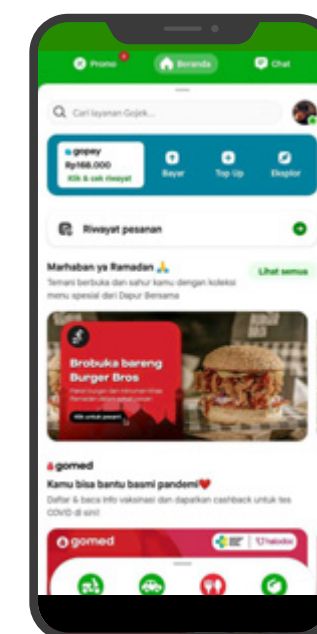
## We are pioneers of change who connect and foster our ecosystem.

We have connected people and businesses, demands and services through technology, and developed an ecosystem of consumers, drivers and merchants. We enable our drivers and merchant partners to conduct business and grow in their capacity as small-medium entrepreneurs through our platform.

Together with our partners, we aim to improve the quality of the daily lives of millions of consumers in Indonesia, Singapore, Thailand and Vietnam.

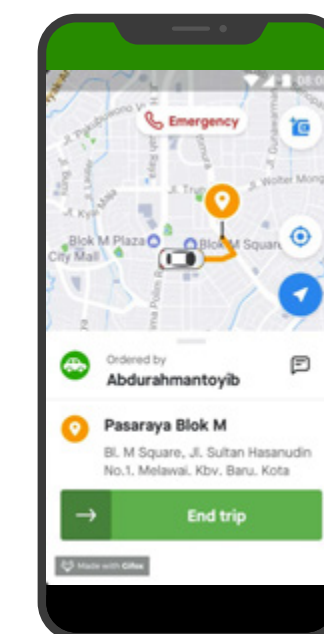
### Platform for Our Consumers

Fulfill daily needs



### Platform for Our Drivers

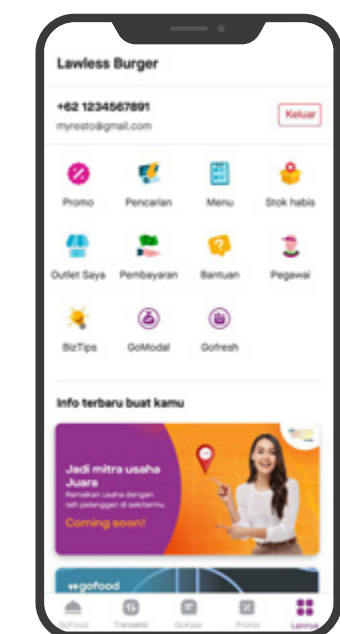
Optimize the productivity of driver partners



- Navigation
- Swadaya
- Safety
- Driver Support
- Wallet Link
- Earnings Recap

### Platform for Our Merchants

Increase turnover and business scale



- Seamless Onboarding
- Online Food Delivery
- Cashless Payments
- Promotions
- Point of Sale (POS)
- Reporting



## Our Journey

Gojek's journey began in 2010 as a call center in Indonesia to connecting consumers to delivery courier and two-wheeler ride-hailing services. Since then, Gojek has transformed into a platform providing more than 20 services. We continue our journey with utmost dedication to extend a seamless experience to our users and to create a positive impact for millions of our partners and in the communities where we operate.



## Our Culture and Mission

Our core values drive us to be an agile yet compassionate company.

It is Not About You	Stand Up for What You Believe In	Always be Prepared	Be Fast and Fearless	Earn Your Title
Become a Scientist	Collaborate with Compassion	Criticism is a Gift	Communicate with Purpose	Shoot for Greatness

# Our Approach to Sustainability

At Gojek, we measure our success through our environmental, social and economic impact. We have adopted a set of guiding principles to integrate sustainability into the way we operate and grow our business, and to ensure we are creating long-term value for all our stakeholders.



In the Product team, consumers are at the core of what we do. Building tools and features that allow consumers to make more sustainable choices is incredibly important to us. Not only because environmental impact, socioeconomic inclusion and accessibility are increasingly becoming part of the conversation, but because we know it's the right thing to do.



**Dian Rosanti**

Head of Product Management,  
Consumer Platforms

- **Capture the voices and perspectives of our stakeholders**
- **Incorporate a science-based and data-driven perspective**
- **Integrate sustainability into core operations**
- **Empower our consumers, and driver and merchant partners**
- **Accelerate with technology and innovation**

These guiding principles form the foundation of our strategy and approach to sustainability. We have designed a sustainability framework around the following three pillars – GoGreener, GoForward and GoTogether.

## Sustainability Mission

**Creating Positive Impact and Long-Term Value for People and the Planet**

### Three Pillars of Our Sustainability Strategy

#### #gogreener

Focuses on **limiting our environmental impact** and **enabling people to live environmentally responsible**

#### 📍goforward

Focuses on **improving social and economic opportunities** for all in the Gojek ecosystem

#### 👥gotogogether




Focuses on **providing equal opportunities and access** for everyone in our organization, no matter who they are


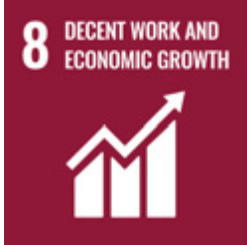

**Integrating Environment, Social and Governance Best Practices into All that We Do**

# We Support the Advancement of the Sustainable Development Goals (SDGs)

The United Nations' (UN) SDGs outline the world's most pressing challenges, and a blueprint for how we can collectively resolve them. Adopted by UN member states in 2015, the SDGs are guiding goals to "end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030".

At Gojek, we are committed to aligning our efforts with the SDGs in which we can be impactful and provide measurable outcomes. As we continue to scale our efforts, we have aligned our approach and initiatives to the GRI and SASB disclosures that are used for the current reporting period.




SDGs Targets	GRI and SASB Disclosures	Gojek's approach and key initiatives in 2020
Target: <b>1.1, 1.4</b> 	GRI 203-2	We work towards an ecosystem where all our partners can thrive. Across the Gojek platform, we will continue to drive inclusive growth, and empower driver partners as well as small, medium, and micro businesses to improve their livelihoods and economic resilience. Key initiatives include capacity building and training (Bengkel Belajar Mitra for driver partners and Gojek Wirausaha for driver and merchant partners), and access to small loans for merchants' expansion via the GoModal program.
Target: <b>3.8, 3.9</b> 	GRI 203-2, GRI 306-4	In ensuring healthy lives and promoting well-being for all in our ecosystem, we offer programs and access to financial and social security protection schemes, as well as life and health coverage for driver partners. Driver partners can access the Swadaya 2.0 feature in the drivers-facing app, enabling them to enroll in various private insurance and government protection schemes.
Target: <b>5.1, 5.5</b> 	GRI 405-1	Gender equality and women empowerment are priority areas for Gojek. Our current initiatives include advocating for women to take leadership positions, raising awareness via events and webinars and establishing the Women@Gojek Employee Resource Group as part of our broader efforts on diversity, equity and inclusion. In 2020, we opened a daycare facility at our Headquarters in Jakarta, and nursing rooms have been provided since 2019 in all offices.




SDGs Targets	GRI and SASB Disclosures	Gojek's approach and key initiatives in 2020
Target: <b>7.2, 7.3</b> 	GRI 302-1, SASB TC-IM-130a.1, SASB TR-RO-110a.3	As we work towards becoming a carbon neutral platform, we will leverage the best available science, research and technology to move towards clean energy and mobility systems. Annual carbon inventory will be conducted commencing 2021 to identify and inform the transition to renewable energy.
Target: <b>8.2, 8.3, 8.4, 8.5</b> 	GRI 203-2, GRI 302-1, GRI 405-1, SASB TC-IM-130a.1, SASB TR-RO-110a.3	We will continue to scale our efforts in contributing to inclusive and sustainable economic growth through diversification, technology and innovation to enable those in our ecosystem to have decent work and opportunities in the digital economy. We have collaborated with PromoGo to provide additional income opportunities to our driver partners by carrying advertisements while driving around the city. We also launched Gocek, a feature in our app that our driver partners can use to work on additional tasks in their spare time to get additional income.
Target: <b>10.4</b> 	GRI 203-2	To reduce inequality across our ecosystem, we are assisting our driver and merchant partners with access to financial and social protection schemes, diversifying the income generation opportunities through our platform and investing in upskilling initiatives to enable wider inclusion in the digital economy.

The Sustainable Development Goals, United Nations Department of Economic and Social Affairs: Sustainable Development; <https://sdgs.un.org/goals>

Please refer to Appendix D for the detailed description of SDG targets. Please refer to the GRI Index and SASB Index for the description of corresponding disclosures.



SDGs Targets	GRI and SASB Disclosures	Gojek's approach and key initiatives in 2020
Target: <b>11.2</b> 	GRI 302-1, GRI 305-1, GRI 305-2, GRI 305-3, SASB TC-IM-130a.1, SASB TR-RO-110a.1, SASB TR-RO-120a.1	We aim to create an affordable, accessible and sustainable mobility system. Our GoTransit feature helps in creating an integrated mobility system where our driver partners provide the first and last mile connectivity, to encourage the use of public transportation.
Target: <b>12.2, 12.4, 12.5</b> 	GRI 302-1, GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-7, GRI 306-4, SASB TC-IM-130a.1, SASB TR-RO-110a.1, SASB TR-RO-120a.1	In contributing to responsible consumption and production, we initiated programs to reduce single-use plastic while continuously innovating to combat waste pollution in our ecosystem.
Target: <b>13.2, 13.3</b> 	GRI 302-1, GRI 305-1, GRI 305-2, GRI 305-3. SASB TC-IM-130a.1, SASB TR-RO-110a.3, SASB TR-RO-110a.1	In all countries where we operate, we align with governments' policies and long-term goals to tackle climate change issues by way of awareness-raising and increasing our ecosystem's mitigation and resilience to climate change risks and adaptation. All of the carbon reduction from our GoGreener Carbon Offset in-app feature is registered to the National Registration System managed under the Ministry of Environment and Forestry, to support the Indonesian Government's target in reducing 29% emissions by 2030.

SDGs Targets	GRI and SASB Disclosures	Gojek's approach and key initiatives in 2020
Target: <b>14.3</b> 	GRI 305-1, GRI 305-2, GRI 305-3. SASB TR-RO-110a.1, SASB TR-RO-120a.1	To be able to meaningfully contribute to protecting life below water and life on land, we are in the process of completing our greenhouse gas (GHG) emissions inventory, covering Scopes 1, 2 and 3 emissions. The result will serve as our baseline to develop and scale initiatives to reduce GHG emissions.
Target: <b>15.2</b> 	GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-7. SASB TR-RO-110a.1, SASB TR-RO-120a.1	In addition to that, commencing 2021, we will conduct annual plastic accounting, to identify the best strategy in improving our waste footprint.
Target: <b>16.3, 16.5, 16.6</b> 	GRI 418-1, GRI 205-3, GRI 206-1, GRI 307-1, GRI 419-1. SASB TC-IM-203a 1-2, SASB TC-IM-220a.1-3, SASB TC-IM-520a.1	In countries where we operate, we comply with all relevant laws and regulations that apply to our business. Our Code of Conduct explicitly forbids employees from engaging in corruption and bribery. All our employees go through mandatory training on Code of Conduct at the time of onboarding and we have annual training programs to promote ethical business practices throughout the organization.

## Q&A with Group Head of Sustainability, Tanah Sullivan



### How does Gojek define sustainability and what are the company's key goals and commitments?

The very nature of Gojek's business is to promote a sustainable future for all our stakeholders: employees, users, driver and merchant partners as well as the communities we serve. For us, sustainability is about ensuring that our company is set up to create long-term value - not just for shareholders, but for all stakeholders in our ecosystem. We do this by transforming the way we do business and continuously improving our operations to solve some of the greatest challenges our society has ever faced: climate change, sustainable development and social inequality. We were born in one of the largest yet still developing economies in the world - Indonesia - to ease some of life's daily frictions for Indonesians. We continue to live this mission, but we are now strategically putting environmental and social considerations at the heart of it.

With less than 10 years to achieve the SDGs, we know this is urgent. We are setting ambitious commitments and measurable targets to track our progress on a regular basis. These commitments, in line with the relevant SDGs where we can make the most impact, will serve as our North Star:

### 2030 Sustainability Pledge



#### Zero Emissions

Focuses on assessing the environmental impact of our ecosystem through comprehensive carbon accounting for Scopes 1, 2 and 3 emissions, transitioning to electric vehicles, improving operational efficiency and integrating more sustainable business practices to achieve our carbon neutral goal



#### Zero Waste

Focuses on reducing and eliminating waste from our own operations and ecosystem activities, by working with upstream and downstream solution providers who can accelerate the repurposing, recycling and processing of waste (commencing with single-use plastics)



#### Zero Barriers

Focuses on reducing barriers to socioeconomic growth for driver and merchant partners in our ecosystem, commencing with building partners' resilience during times of disruption and uncertainty by through diversifying income opportunities, training and capacity-building

### How do you ensure sustainability issues are integrated into the company-wide strategy?

Firstly, we do not see sustainability as a separate set of issues we need to address. These were already integrated into the way we identify and approach all company-wide risks. For example, sustainability issues such as climate change and the corresponding increase in cases of flooding or extreme heat have a direct impact on our business operations. We are headquartered in one of the countries most vulnerable and susceptible to climate-related risks, and we do not take that lightly.

Subsequently, we have assessed the most relevant and critical environmental, social and economic issues to all of our business lines, and integrated them into our risk management system used across the organization. The Environmental and Social Management System (ESMS) outlines the policies and procedures for ensuring that ESG risks and issues are identified, prioritized and managed in a consistent and appropriate manner, and is integrated into Gojek Group's broader Enterprise Risk Management (ERM) system.

We also ensure:

- All activities defined in the ESMS are in sync with the applicable national laws and the relevant global or industry-specific standards on corporate ESG performance.
- As part of the company-wide ERM, ESG risks are reviewed periodically to establish ongoing prudence and consistency.
- The ESMS serves as a primary input to our annual Sustainability Report to ensure accountability for and transparency of our commitments, and that their performance is in line with globally recognized standards.

These efforts are just a few important changes we are making to ensure that the relevant ESG risks are prioritized and embedded into our company-wide policies and frameworks, so we have the right level of governance on all ESG issues.



# Conducting Our Business, The Right Way

We strive to create long-term value for our stakeholders by maintaining a high standard of corporate governance across all levels of our organization. Our governance structure and management processes provide us the foundation to operate ethically, comply with the relevant local laws and regulations and ensure the highest levels of user privacy and data security to build trust in our ecosystem.

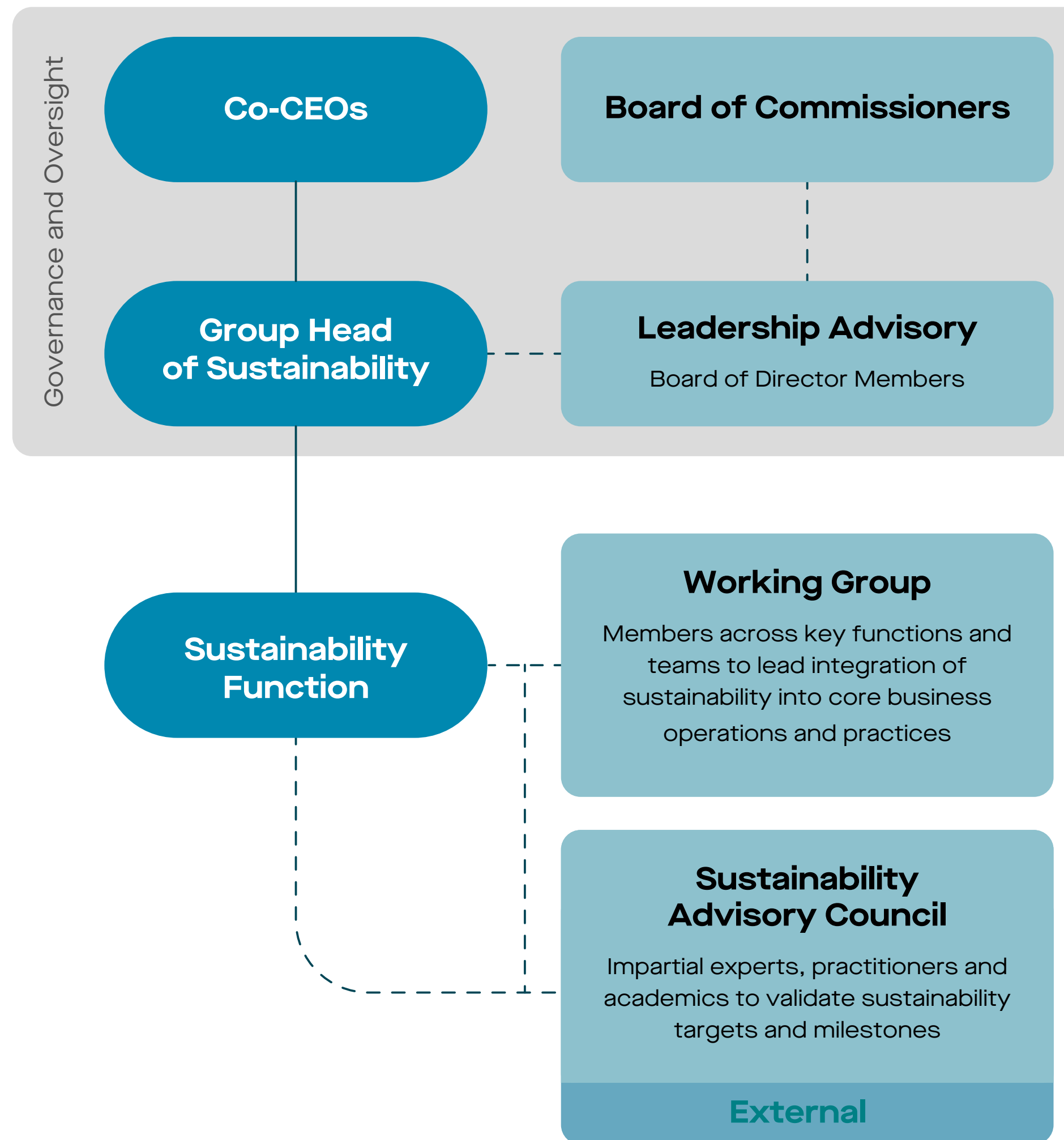




## Our Robust Governance Structure

At Gojek, we aim to be increasingly transparent about how we manage ESG issues across our business. To ensure full accountability for our sustainability efforts, our Sustainability Function reports directly to our Co-CEOs, guided by our Board of Commissioners and senior leadership team. This structure, which includes the board and its committees, extends through the organization via senior leadership and our working group to all employees.

The governance body is responsible for overseeing strategies, policies and practices on all material topics, defining sustainability goals and targets, reviewing the company's performance on a periodic basis and providing recommendations to improve our performance continuously.



## Sustainability Advisory Council

We have formed a Sustainability Advisory Council, comprising a diverse group of experts from academia, multilateral institutions and NGOs. The Council advises us on best practices and provides recommendations to ensure that Gojek's commitments are aligned with global targets, international frameworks and accreditations and the SDGs. They share a neutral perspective to Gojek's sustainability efforts, and ensure impartiality, accountability and credibility to the commitments we make.

- **Prof. Ir. Achmad Djunaedi**, Research Advisor, Center for Digital Society
- **Arfan Arlanda**, CEO and Founder, Jejak.in
- **Beni Suryadi**, Manager, ASEAN Climate Change and Energy Project (ACCEPT), ASEAN Centre for Energy (ACE)
- **Fabby Tumiwa**, Executive Director, Institute for Essential Services Reform (IESR)
- **Hidayah Hamzah**, Manager, National Plastic Action Partnership, Indonesia
- **Jamshed Kazi**, Representative and Liaison to ASEAN, UN Women Indonesia
- **Justin Wood**, Vice-President, Alliance to End Plastic Waste
- **Dr. Ke Wang**, Knowledge Lead, Platform for Accelerating the Circular Economy (PACE)
- **Maggie Lee**, Lead, Plastic Program, Verra
- **Margaret Jackson**, Deputy Director of Climate and Advanced Energy, Atlantic Council
- **Dr. Turro Wongkaren**, Director, Lembaga Demografi FEB Universitas Indonesia



# Operating with Ethics and Integrity



It is imperative to have a systematic and best-in-class approach when it comes to risk management. Beyond financial risks, it also comprises environmental, social and reputational risks. We emphasize good corporate governance, business ethics and transparency while applying robust internal controls. We know climate change is happening and some of our stakeholders are going to be disproportionately vulnerable to climate-related risks, so we must do our best such as to ensure resilience for the future.



**Amaresh Mohan**  
Global Head of Risk

Gojek believes in conducting business according to the highest level of integrity and ethical standards. We support internationally proclaimed human rights and ensure our employees, drivers and merchant partners are not complicit in any form of human rights abuse.

We have prepared our **Code of Conduct** to embed ethical business practices into the fabric of our organization. All our employees, board members, contractors, driver and merchant partners, consultants and others who may be associated with us to perform work or services are expected to follow the Code of Conduct.

## Key Elements of Gojek’s Code of Conduct

### ● Respect Each Other

Create a work environment free from discrimination, harassment and any form of violence.

### ● Protect Our Assets

Prevent unauthorized use of our intellectual property and use company equipment, tool and other resources diligently.

### ● Avoid Conflicts of Interest

Do what is best for the company and our stakeholders.

### ● Ensure Financial Integrity and Responsibility

Ensure that the finances of the company is appropriately spent, and our financial records are complete and accurate.

### ● Preserve Confidentiality

Safeguard our own information and the information received from our consumers, drivers and merchant partners or under any non-disclosure agreement.

### ● Follow Anti-Bribery Laws

Do not and receive bribes in any form (monetary and non-monetary).

We have a **Whistleblowing Policy** to encourage all stakeholders at Gojek to be observant and play an active role in identifying and reporting any sign of wrongdoing or criminal activities. We also prohibit retaliation against anyone who reports or participates in an investigation of a possible violation of our Code of Conduct.

We launched the **Anti-Bribery and Anti-Corruption (ABAC) policy** in 2016. Throughout 2019 and 2020, the Public Policy and Government Relations (PPGR) team conducted an assessment of national and international policy frameworks for corruption, to design and build the right framework and procedures for Gojek. The revised ABAC policy not only adheres to local regulations, but also follows the standards set by the U.S. Foreign Corrupt Practice Act (FCPA) and the U.K. Bribery Act. As a practice, we ensure that all our employees undergo a detailed training program on our Code of Conduct. We also conduct annual training programs covering essential elements of business ethics such as anti-bribery, anti-corruption and anti-money laundering.

On the back of our strong governance mechanism, transparent work culture and responsible corporate citizenship, there have been no confirmed incidents of corruption involving Gojek, its employees and its relationship with its business partners. We have also not been identified as a participant of any act that constitutes a violation of regulations governing anti-bribery, anti-competitive behavior, anti-trust and/or monopoly practices during the reporting period.



# Compliance with the Laws and Regulations



First and foremost, delivering positive social and economic impact for our partners and consumers is in Gojek’s DNA. Operating in accordance with the laws and regulations is fundamental; nevertheless, it is also important for us to share our vision with the government through the proper channels. Government support will be integral to the success and sustainability of Gojek’s efforts in the future.



**Shinto Nugroho**

Chief Public Policy & Government Relations

At Gojek, our Legal and Compliance team acts as the gatekeeper in managing and ensuring our compliance with all local, national and regional regulations.

We have a relatively new business model, where often the regulations follow innovations in the sector and evolve over a period of time. Below are some of the necessary measures we take to proactively manage our regulatory environment.

**Implement business models that support scalability, but do not pose regulatory risks to the company**

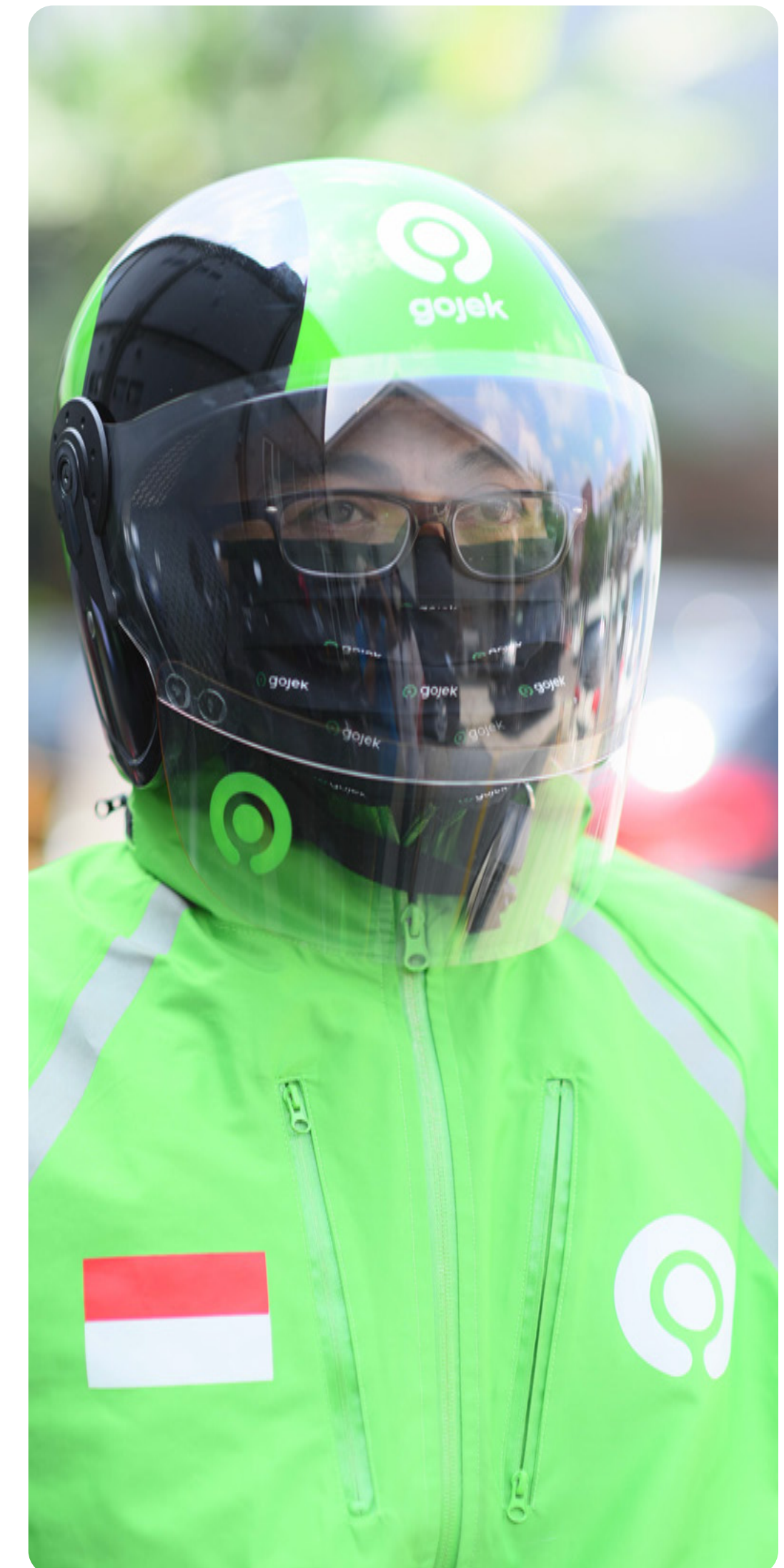
**Engage in healthy dialogue with regulators and partake in public consultation to keep abreast of dynamic regulatory environment**

**Actively participate in open dialogues with relevant ministerial departments to shape key policy initiatives**

**Communicate our innovation and new products to policy makers for unregulated areas**

Cognizant of the various developments, or lack thereof, as well as the potential of differing interpretations of laws and regulations that apply to Gojek in the countries where we operate, we remain in close contact with relevant authorities and regulators to ensure we contribute to and are in compliance with the applicable regulations.

In the reporting period, there were no significant fines<sup>1</sup> or non-monetary sanctions for non-compliance with any environmental, social and economic laws and regulations.



<sup>1</sup> Gojek defines a "significant" fine as any fine imposed in a single jurisdiction with a total quantum that exceeds 0.1% of the annual global revenue of Gojek, during the reporting period in which the fine arose.



# Building Trust with Data Security and Privacy

Digital technology has made our lives easier by increasing our access to different services. However, users face many threats related to the security of their personal data when they use digital services.

As we rely on users' data to offer customized and best in-class service experience, we must ensure that our users trust us to protect their personal data whenever they use our applications.



Gojek has established industry data security and privacy frameworks. We have made significant investments in our Data Security and Privacy Program to ensure we operate with integrity and fairness internationally. As data custodians, our users entrust us with the security and privacy of their data and we take that responsibility very seriously.



**George Do**

Chief Information Security Officer

## User Privacy

Our fundamental data management principles are guided by the applicable data protection laws to protect the privacy of our users. We have distilled these principles into 10 simple and actionable requirements that we call **“Gojek’s Privacy Essentials”** as part of our internal Privacy Code.

Our **Privacy Policy** ensures users understand how we collect, store, use, process, retain, transfer, disclose and protect Personal Data of all users of our applications, including our driver and merchant partners.

### Lawfulness & Fairness

Protect the privacy of the individual by collecting and processing their Personal Data in a legal and fair manner.

### Consent

Obtain the individual’s consent before collecting, using or disclosing their Personal Data.

### Accuracy

Ensure Personal Data is correct, complete and, where necessary, kept up to date.

### Retention

Retain Personal Data for no longer than we absolutely need it.

### Purpose Limitation

Process Personal Data for the purposes defined in our Privacy Policy or otherwise agreed with the relevant individual.

### Access, Correction and Erasure

Ascertain individuals have access, correction and erasure rights when it comes to how we handle their Personal Data.

### Openness

Communicate on all matters relating to privacy openly and transparently to ensure that the individual is informed of how their Personal Data is being handled.

### Data Minimization

Ask whether and to what extent the processing of Personal Data is really necessary to achieve the intended purpose.

### International Transfers

Check that the right measures are in place before transferring Personal Data to another country.

### Confidentiality and Data Security

Prevent unauthorized or unlawful processing or distribution, as well as accidental loss, modification or destruction of Personal Data with suitable organisational and technical measures.

## Data Security

Gojek has formed a dedicated team comprising the best security talents from around the world. This includes data security and privacy specialists, cyber threat hunters, DevSecOps engineers, security architects, SOC analysts, incident responders and insider threat specialists. This team tests our system for any security vulnerabilities and develops mitigation plans to address all kinds of data security risks across our platforms.

Providing a trustworthy ecosystem that proactively protects our data is Gojek's number one priority. Gojek follows industry best practices such as (but not limited to) the guidelines set out by NIST, ISO27001 and PCI-DSS to deploy and operate our defense-in-depth cyber security strategy. These standards guide us in establishing, operating, monitoring, reviewing and continually improving our Information Security and Management System.

As a data-driven company, we believe it is everyone's job to understand how data is used, managed and protected. In addition to our **Information Security Policy and Acceptable Use of Assets Policy**, all our employees receive mandatory data privacy and security training.

### We have a comprehensive assessment and testing environment.

We carry out comprehensive Data Protection Impact Assessment when a system, product or process that handles Personal Data is (i) being designed and implemented, or (ii) in the process of undergoing major changes.

We conduct due diligence of the data security and privacy practices of third parties (e.g. by sending an IT questionnaire to potential vendors) that work with us and include the appropriate protections in their contractual agreements.

We perform a detailed compliance assessment exercise at least once every two years to ensure ongoing compliance with our data protection program.



As a result of our continuous efforts to set up a strong Information Security Management System, there has been no incident of breaches (identified leaks, thefts or losses) of user data and no substantiated complaints concerning breaches of user privacy during the reporting period.



# #gogreener Protecting the Environment

At Gojek, we are committed to transforming how we do business to mitigate the environmental impact of our company and broader value chain. Under GoGreener, collaborating with our stakeholders to achieve the highest levels of environmental standards and leveraging our platform to enable partners and users to do the same are key to addressing Gojek's material environmental issues of "Climate Change", "Air Quality", and "Plastic Use and Disposal".





# Managing Emissions across Our Ecosystem

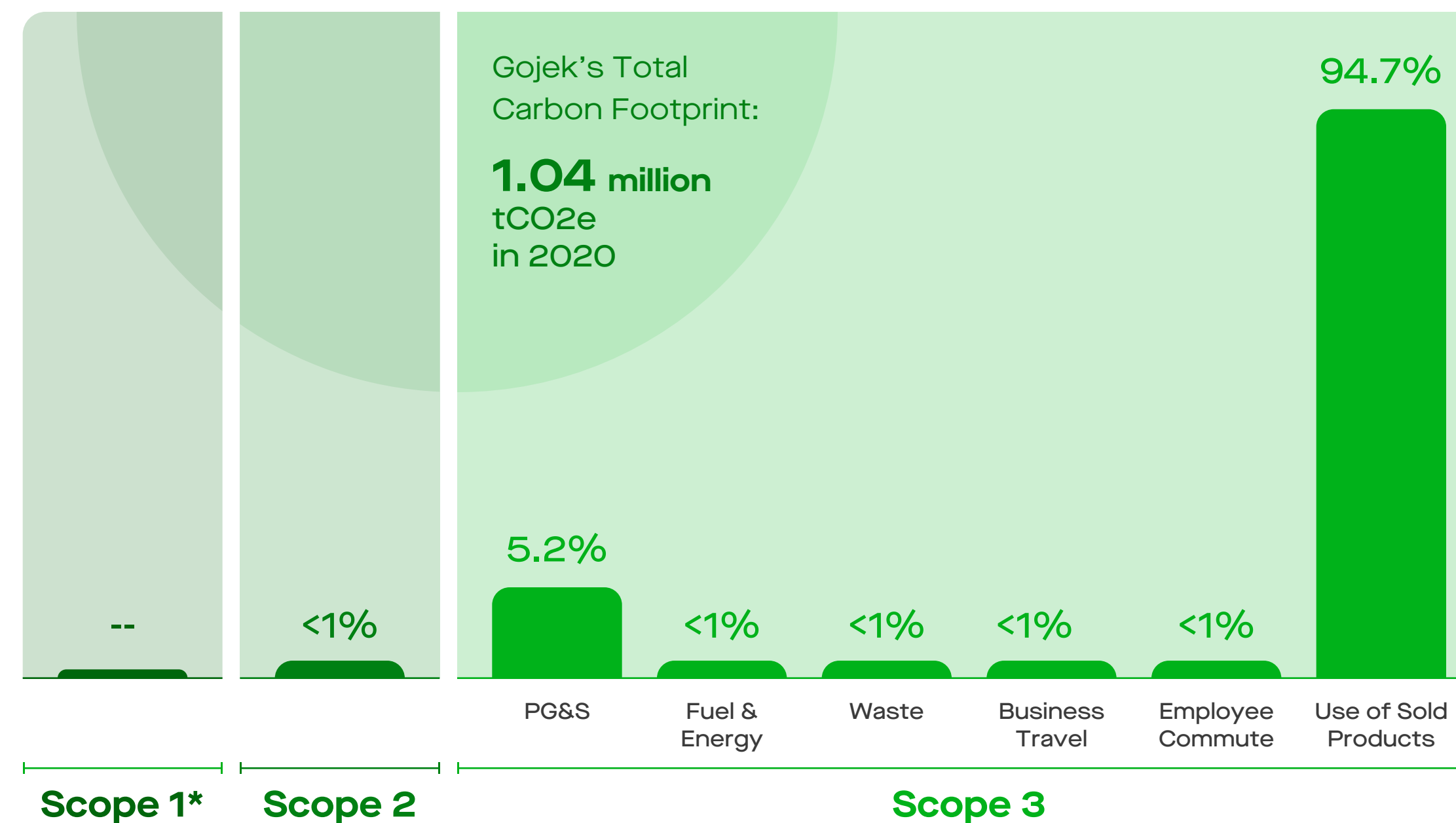
As a digital platform facilitating the transportation and mobility of people and goods every day, one of the most material environmental issues for our ecosystem is emissions. We recognize this and are committed to reducing the emissions of not just our company, but also our entire ecosystem.

Greenhouse Gases (GHGs) such as Carbon Dioxide (CO<sub>2</sub>), Methane (CH<sub>4</sub>) and Nitrous Oxide (N<sub>2</sub>O) contribute to climate change, making it one of the global threats of our time that lead to wildfires, arctic ice melting, sea level rise and others.

Air pollutants such as Particulate Matter (PM), Nitrogen Oxides (NO<sub>x</sub>) that are emitted from transportation activities contribute to smog, affect air quality and have negative impacts on the health of local citizens.

\*As outlined in Appendix C, Scope 1 emissions are not applicable to Gojek as our offices do not use fuels for stationary or mobile combustion and have no data available on refrigerants. The approach, methodology, and assumptions for GRI 302-1, 305-1, 305-2, 305-3 is covered in Appendix C.

Collectively, we need to move towards a cleaner, more sustainable and accessible mobility system for all. To manage the environmental impact of the transportation activities on our platform, we follow a data-driven approach and have measured our carbon footprint between January 2020 and December 2020. As per the graph below, our Scope 3 emissions make up the majority of our carbon footprint, due to the use of sold products and services on our platform.



A comprehensive GHG inventory comprising indirect (Scope 3) emissions helps us to measure and identify where emissions are coming from, not just within our company, but also across our ecosystem. Beyond our efforts to reduce our direct emissions, we will also continue to measure and provide support to our partners in order to accelerate our ecosystem's transition to a low-carbon economy. The primary goal is to ensure that we can all collectively move towards decarbonization.

## Our strategy is to:

### Reduce

We aim to reduce emissions by improving operational efficiency through smarter allocation of drivers, and the establishment of the relevant policies and support to accelerate EV adoption for driver partners in every market where we operate. In parallel, we are also preparing to integrate renewable energy sources, where relevant, across our operations.

### Offset

For the emissions we cannot avoid or reduce, we will offset as we continue to reduce and avoid more emissions.

Moving ahead, we plan to integrate the measurement of carbon emissions into every transport, delivery and logistics order made on our platform. We believe this will put the power of information into every user's hands, to understand not only the impact of what they are purchasing, but also meaningful ways to reduce, avoid or offset those emissions as seamlessly as possible.



## Accelerating the Transition to Electric Vehicles

An increase in Electric Vehicles (EV) adoption means reduced emissions and improved air quality. For large scale adoption of EVs by our drivers, we need to address the key concerns of the higher Total Cost of Ownership (TCO) of EVs compared to Internal Combustion Engine (ICE) vehicles, performance (range and charging time) and availability of charging infrastructure.



We'd be worried about our business and humanity in general if we're not able to fully transition our fleet to EVs by 2030. At the moment, total cost of ownership (TCO) is a key barrier for our driver-partners to make this shift. We plan to lead the charge in lowering the TCO by collaborating with key stakeholders and technology partners, and getting the underlying battery swapping infrastructure built out quickly by utilizing the captive kilometers traveled by our drivers on the Gojek platform.



**Raditya Wibowo**  
Chief Transport Officer

To identify potential solutions to these challenges, we conducted feasibility studies and pilots in collaboration with key players in the EV value chain including Astra Honda Motor, Gesits, Viar, Toyota, Mitsubishi, NIU, Pertamina and Perusahaan Listrik Negara (PLN). These studies and pilots were on:

### Higher Capex for Electric Vehicles

Launched a **joint study** with key players across Indonesia's EV value chain, to baseline **the TCO for 2-wheeler (2W) and 4-wheeler (4W) EVs versus conventional vehicles**

### Performance Concerns

Conducted on-the-road 2W and 4W **EV trials with more than 50 vehicles** with key Original Equipment Manufacturers (OEMs) and simulated technology fitness against requirements from driver partners

### Charging Infrastructure

Carried out a **feasibility study for the development of charging and battery swap infrastructure** for EV to ensure a sustainable business model

With these feasibility studies and pilot projects, we aim to find the most suitable go-to-market solution, in order to accelerate the adoption of EVs on our platform and transition to **100% EVs in our ecosystem by 2030**.





## Expanding Our Platform to Provide Greener Products

This is not just about us as a company, but also ensuring that all our stakeholders can make the necessary changes with us. In 2020 we launched the GoGreener Carbon Offset feature through our partnership with Jejak.in - an alumni of Gojek Xcelerate (our startup accelerator) - to measure and offset individual emissions. This feature allows Gojek users to calculate their carbon emissions from daily transport and household appliance use, and converts that to the number of trees needed to offset their carbon footprint.

This feature is Gojek's first environmental product and the world's first for B2C carbon offsetting in the ride-hailing industry.



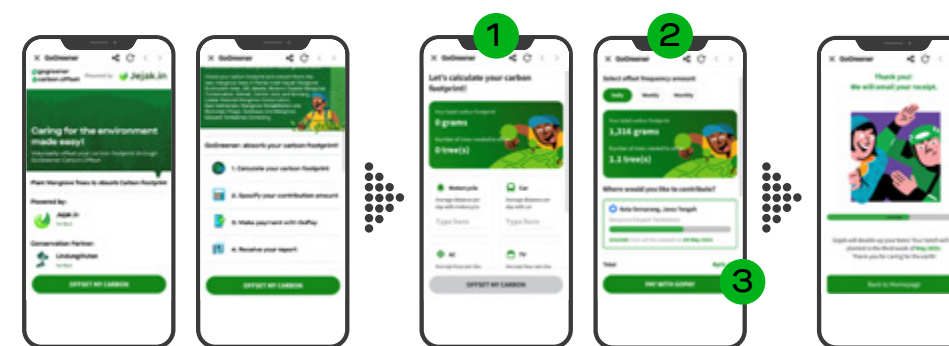
We strive to address the daily needs of users, and working with third-party partners enables us to proactively take part in pushing change where it needs to happen. How do we get people to adopt an environmentally responsible behavior? We make the options available in the palm of their hands. GoGreener features must be accessible, intuitive, transparent and seamless in its experience to cater to various users' demographics.



**Jordy Herfandi**

Head of Platform Development

### GoGreener Carbon Offset feature is available across Indonesia and can be used in three easy steps.



The methodology to calculate carbon footprints is developed according to globally recognized guidelines from the Intergovernmental Panel on Climate Change (IPCC). Emission reductions via Jejak.in are also registered to the Ministry of Environment and Forestry's National Registration System, to support the Indonesian Government's target of reducing GHG emissions by 29% by 2030.

We partnered with **LindungiHutan**, a local conservation organization with groups of farmers conducting tree planting and monitoring. There is a **Monitoring Dashboard** that users can access to view information on their trees' growth (such as trunk diameter and height), and photos of the trees' leaves to demonstrate their health.

The Phase 1 target was reached in less than three months, with 3,000 mangrove trees planted across Jakarta, Demak and Bontang. To double the impact of this initiative, Gojek plants an additional tree for every tree planted by our users.

For Phase II, we added two new locations to a total of five locations selected based on the data provided by our conservation partner. These are locations where mangrove trees are needed to tackle severe abrasion and to support the population growth of local mud crabs.

With work-from-home becoming prevalent due to the pandemic, we recently upgraded the product to calculate the emissions from four additional sources more relevant to remote working: laptops, air-conditioning units, televisions and refrigerators. We are developing a new environmental product to introduce different types of individual carbon offsetting methods.

Another important aspect of our approach to reducing emissions is to empower our consumers by providing greener options on our platform. In August 2020, we launched the **GoTransit** feature on our app. The feature focuses on providing options of transportation modes that are integrated with public transportation, where Gojek serves as the first and last mile, to encourage the use of public transportation and reduce the use of private vehicles.

## Ensuring that Our Vehicles Meet Standards in Protecting Air Quality

Gojek strives to educate its driver partners to maintain the quality of exhaust emissions in their vehicles within the threshold set by the Government.

In November 2020, we conducted emission tests for conventional vehicles of our driver partners, as part of the **Jakarta Langit Biru** program initiated by the DKI Jakarta Provincial Government.

We achieved **>95%** compliance for the samples tested for both 2W and 4W vehicles used by driver partners.





# Packaging Use and Disposal

Packaging material is used by our merchants when purchasing raw materials or sending out GoFood orders to consumers. Plastic is the most frequently used material for packaging application as it is cheap, easily accessible and convenient to hold food and beverages. However, plastic can take more than 400 years to degrade in nature, so they mostly end up in landfill, waterways or soil, harming life at sea and on land.



We aim to move the Gojek platform towards becoming a circular one, and leverage technological innovation and data so that we can be part of the solution to the global waste challenge.



**Catherine Hindra Sutjahyo**  
Chief Food Officer

One of our commitments is to reduce, repurpose and ensure the proper disposal of waste generated across our ecosystem, to eliminate waste pollution to the environment from our ecosystem. As waste encompasses both organic and non-organic material, we will firstly focus on single-use plastic, noting it comprises the largest segment of the waste in our ecosystem, and continuously innovate to eventually eliminate all waste pollution across our ecosystem.

In 2020, we joined the Steering Committee of the National Plastic Action Partnership (NPAP), a collaboration with the Global Plastic Action Partnership and the World Economic Forum, to find solutions for an end-to-end plastic waste management system in Indonesia. In addition to our role in the Steering Committee, we are also an active member of NPAP's Innovation and Behavior Change Task Forces. At the regional level, we are also a project participant in the United Nations Environment Programme (UNEP) SEA circular initiative and an active member of other multilateral task forces, including the Australia-Indonesia Plastics Innovation Hub managed by the Australian Government's Commonwealth Scientific and Industrial Research Organization (CSIRO) and Department of Foreign Affairs and Trade (DFAT), and the Indonesian Government's Ministry of Research and Technology (Kemenristek).

Our approach to managing single-use plastic waste includes promoting awareness (**educate**), enabling access to more sustainable alternatives (**facilitate**) and leveraging innovation to accelerate the transition (**accelerate**). We engage all three key stakeholder groups of drivers, merchant partners and consumers to ensure a systematic approach.



## Educate for behavioral change

Collaborate with various NGOs, academics and think tanks to educate our stakeholders through social media, blogs, in-app notifications and learning workshops



Engage **consumers** through awareness campaigns, in collaboration with Gerakan Indonesia Diet Kantong Plastik



Train our **merchants** with PlastikDetox, to reduce single-use plastic, compliance with local regulations and alternative packaging options available in the market



Together with WWF, train **drivers** on environmentally friendly services

## Facilitate the transition

Provide alternatives for packaging and waste management, for our stakeholders to avoid and reduce single-use plastic consumption and waste



Provide drop-off points to exchange plastic bottle waste with GoPay credit, and pilot waste collection from **consumers'** homes



Enable **merchants** to buy eco-friendly shopping bags via our GoFresh marketplace



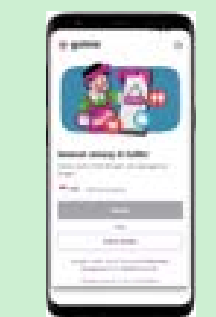
Distribution of insulated delivery and reusable tote bags for driver partners delivery bags and reusable tote bags for **drivers**

## Accelerate by leveraging tech

Optimize the consumers' and merchants' experience on the Gojek platform to accelerate the adoption of environmentally responsible practices




Provide the option for **consumers** to opt-out of plastic cutlery or pay for cutlery as a menu item



Enhance GoGreener **merchants** visibility on the app  
Make GoFresh marketplace accessible via GoBiz (the merchant-facing app), for easy access to plastic alternatives



 **4,000+**

### merchants signed up

for our GoGreener program on our platform from August 2019 to March 2020

 **97%**

### of consumers opt-out

from having plastic cutlery with their food order from 2019 to 2020

 **67,000+**


### reusable delivery bags

distributed to driver partners from 2019 to 2020 (before pandemic, to minimize crowds at Driver Service Units)

 **6.3+ tons**

### of plastic bottle waste

collected in Indonesia from drop-off points such as Trash4Cash at apartments, Sahabat Sekolah at schools and waste collection pilots with partners (Waste4Change and Ades) in 2019<sup>2</sup>

 **13+ tons**

### of single-use waste avoided

through paid cutlery program in Indonesia from August 2019 to December 2020<sup>3</sup>

In 2021, we are commencing our first ever accounting of single-use plastic waste in our ecosystem. This will be to understand our baseline, so we can measure the waste footprint within our ecosystem and identify the most effective strategy to reduce single-use plastic waste across both merchants' operations and consumers' homes (from GoFood merchant packaging). Our primary focus includes two main efforts: to prevent the creation of single-use plastic waste and to efficiently process those we cannot avoid by introducing an end-to-end zero waste management ecosystem.

#### Prevent

- Alternative packaging pilot is rolling out in April 2021, with selected Cloud Kitchen merchants in Jakarta, to gauge consumers' appetite for compostable alternatives.
- Reusable packaging pilot is set to launch in the second half of 2021, to test different models for a reusable system within local contexts and assess benefits and risks.

#### Process

- B2B zero waste system pilot is rolling out in April 2021 (commencing with select Cloud Kitchen merchants in Jakarta), to identify the waste footprint and assess the collection system in use.

<sup>2</sup> Pilot roll-outs in 2020 were halted due to the COVID-19 pandemic.  
<sup>3</sup> Out of the total quantity, 6.6 tons of single use waste was avoided during 2020. We estimated the single-use waste avoided by multiplying 2 gm to the total number of orders where consumers selected the option of 'no cutlery'. Estimated baseline for the year 2020 would be 6.74 tons of single use waste in absence of this initiative.





 goforward

# Empowering Our Stakeholders

As a global company with strong roots in our home base of Indonesia, we contribute to the socioeconomic development of the countries where we operate by supporting micro, small and medium-sized enterprises (MSMEs), and providing micro-entrepreneurs opportunities to earn income and improve their livelihoods on our platform.



# Socioeconomic Development

We impact the lives of millions of people every day by creating a digital ecosystem for people, communities and businesses to grow and thrive. In 2019, we established Gojek Xcelerate, our startup accelerator program, in collaboration with Google Developers Launchpad, McKinsey.org, UBS Bank and Digitalaya (regional startup hub). Out of over 1,400 applications, 35 Indonesian and Asia Pacific startups were enrolled in four thematic programs from 2019 to 2020: Machine Learning, APAC Women Founders, Daily Consumers Innovation and Business-to-Consumer (B2C) Innovation. The programs included opportunities to connect with venture capital funds (VCs) and potential investors within Gojek’s network, and a chance to be integrated into the Gojek platform. Aiming to nurture the startup and tech community in Southeast Asia, we continue to provide our alumni with access to mentorships, introductions to VCs and the broader Gojek network. One startup alumni, Jejak.in, has now been integrated into the Gojek platform, as we helped them transition from a Business-to-Business (B2B) to B2C model.

Our products also provide MSMEs with access to affordable financial services and the ability to cater to consumer demand. For example, drivers and merchant partners can opt to pay for healthcare and financial services in daily, rather than monthly, instalments, so they can better manage cash flow.

Lembaga Demografi, Faculty of Economics and Business, University of Indonesia (LD FEB UI) conducts an annual study to measure Gojek’s socioeconomic impact in Indonesia. This is done through group consultations with our GoRide and GoCar driver partners, GoFood merchants, GoSend social sellers and GoPay merchants (7,343 in 2020). Their 2020 study suggests that our platform continues to expand income opportunities for our partners and, in turn, accelerate the growth of the digital economy<sup>4</sup>.

We support our merchant partners with a wide range of solutions, such as intra-city deliveries, cashless payments, digital bookkeeping and non-tech support such as COVID-19 safety guidelines to help them quickly respond to the pandemic. Besides our products and services, we have undertaken many initiatives to support the growth of businesses and advance socioeconomic development:

**Supporting MSMEs in business growth**

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**83%**  
**of food merchants**  
experience an increase in the transaction volume and 47% of partners receive an increase in turnover classification after joining GoFood

**Providing access to the digital economy for MSMEs**

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**90%**  
**of MSME merchants**  
go cashless for the first time after they sign up to GoFood

**Building purpose-driven communities**

**Komunitas Partners GoFood:** Launched in 2019, it is now a community of 54,000+ GoFood Partners that conducts weekly sharing sessions and training to hone business acumen and digitalization skills.

**Komunitas Laris Manis for Sellers:** Launched in 2019, it is a social seller community for GoSend and Selly users that conducts knowledge-sharing sessions from fellow entrepreneurs and training sessions on how to optimally use social media for business growth. 1,145 social sellers have been trained across 15 cities.

**Nurturing entrepreneurs**

**Gojek Xcelerate:** Launched in 2019, it has trained 35 Indonesian and APAC startups, with one startup alumni integrated into the Gojek platform.

**Gojek Wirausaha and GoNusantra:** Launched in 2019, it offers trainings on different topics, ranging from product ideation, cash flow management, pricing methods, digital bookkeeping and social media marketing. Over 15,000 MSMEs have been trained.

**Financing small & medium-sized economy**

**GoModal:** Launched in 2020 to provide small working capital loans (up to IDR2 billion) for merchants to help them grow and manage their cash flow for day-to-day operation. 9,350 loans have been disbursed to more than 8,000 merchants.

<sup>4</sup> Source: Gojek’s Impact on the Indonesian Economy, LD FEB UI Study 2020



# Sustainable Livelihood of Drivers



Without our driver partners, Gojek would not exist. We take our responsibility to support and help them thrive on and outside of our platform very seriously. Moving ahead, we want to continuously do better, expanding our platform's offerings and support systems to deliver on our commitment to reduce all barriers to socioeconomic growth for our drivers.



**Edy Tan**  
Head of Driver

Our driver partners are the main engine of our business. We work with our driver partners to provide a reliable and seamless service experience to millions of consumers. To ensure consistent, high-quality service delivery via our platform, it is important that high-performing drivers continue to work with us. We are committed to the overall well-being of our driver partners in our ecosystem, and have several initiatives to:

- Provide opportunities for driver partners to **increase and generate diverse sources of income, and reduce operational expenses;**
- Ensure the **safety and security of driver partners and their families; and**
- Help driver partners constantly improve professionally through **training and skills development.**

A majority of our driver partners says that they can spend time with their families or communities, allowing them to find greater meaning in their lives due to flexible working hours. We are committed to protecting their independence, flexibility and choice to drive using our platform. Our commitment to the overall well-being of our driver partners has been instrumental in building trust and meaningful partnerships with them.

## Increasing and diversifying income opportunities

We collaborated with **PromoGo**, an advertisement service provider company, to provide our driver partners with access to additional income by promoting advertisements on their vehicles whilst driving around. So far, 10,000+ drivers have participated in a PromoGo program, earning an additional income of IDR400,000 to IDR1,000,000 per month.

Launched **Gocek**, a feature in our app that our driver partners can use to work on additional tasks in their spare time to get additional income. 6,700+ driver partners have already registered for Gocek and completed ~300k jobs since May 2020 to generate additional income of 10-20% more than their Gojek income.

## Safeguarding drivers and their families

In addition to increasing income opportunities, we also help reduce the expenses of our driver partners through the **Swadaya** (drivers benefit) program, partnering with auto shops, retailers and mobile data providers for discounts for our driver partners. Since its launch, 530,000+ driver partners have been able to save money on fuel, vehicle maintenance and telecommunications data packages.

We provide **social security** in collaboration with **Badan Penyelenggara Jaminan Sosial (BPJS - national social security)**. 70,000+ driver partners have enrolled through the drivers-facing app since 2018.

We provide our driver partners access to **life insurance** at an affordable premium, enabling daily instead of monthly payments. Today, 130,000+ drivers have enrolled in various insurance schemes.

## Training and skills development

We initiated **Bengkel Belajar Mitra** in 2018 to provide workshops on a variety of topics, including financial management, daily English conversations, automotive maintenance, anti-sexual harassment, sign language and first-aid techniques. 5,000+ drivers in 5 cities have participated in these workshops so far.

Launched **Tips Pintar**, an in-app learning platform to assist driver partners during the pandemic on health, safety and hygiene guidelines in the form of interactive videos and quizzes. This platform has grown to include modules on anti-sexual harassment, English lessons and financial management among many others.



# Driver Health and Safety

The safety of our stakeholders is of paramount importance to us. We conduct comprehensive risk assessments to identify potential hazards from driver partners' working conditions, personal habits and medical conditions. To manage health and safety risks, we have designed in-app safety features as well as developed safety protocols and emergency response mechanisms to build a culture of safety and protect our driver partners, users and the community.

## Building a Culture of Safe Driving

It is important that safety is ingrained into our culture and how our platform operates. As we work with a large number of driver partners using their own vehicles, we engage them on safe driving practices right from their onboarding through:

- Validity check of necessary documents - driving license, private vehicle for hire license, vehicle insurance and road tax during onboarding process;
- Weekly compliance checks for expiry of documents and traffic offenses;
- Annual safety inspection and preventive maintenance of vehicles;
- Training programs for drivers on safe driving practices and first-aid techniques; and
- In-app notifications to all drivers as tips/reminders to maintain vehicle quality, follow traffic rules and take care of hygiene and personal health.

## Providing Healthcare Facilities and Emergency Support

We recognize that promoting health and safety on our platform requires a holistic approach that considers both the personal and professional lives of our driver partners. We factor in these considerations to provide them with suitable healthcare facilities and emergency support:

### Health insurance

Drivers are provided with insurance that covers on-the-job risk of accidents, death and permanent disability, as well as reimbursement for first aid fees and ambulance costs.

Gojek also offers access to health insurance with income protection, critical illness coverage and complimentary annual health screening to driver partners and their dependents at a subsidized premium.

### Emergency support

We have implemented an in-app SOS button, which driver partners can use to alert Gojek's SOS Call Center for support in case of emergency, an accident, harassment or intimidation while on the job. We work with seven ambulance services in six major cities (Jabodetabek, Bandung, Yogyakarta, Surabaya, Medan and Makassar) to ensure a fast response to any incident.

As a result of our continuous efforts along with our driver partners', the accident rate for every one million hours has declined from 6.38 in 2019 to 4.92 in 2020. We continue to aim for zero injuries and incidents on our platform by creating a robust safety management system.

Safety Metrics	2019	2020
The number of fatalities as a result of work-related injuries	136	<b>90</b>
The number of high-consequence work-related injuries (excluding fatalities) <sup>5</sup>	1,470	<b>1,239</b>
The number of recordable work-related injuries	8,306	<b>6,406</b>
Total number of hours driver partners were online on our platform	1.3 billion	<b>1.2 billion</b>
Rate of fatalities as a result of work-related injuries <sup>6</sup>	0.021	<b>0.015</b>
Rate of high-consequence work-related injuries (excluding fatalities)	0.23	<b>0.20</b>
Rate of recordable work-related injuries <sup>7</sup>	1.27	<b>1.05</b>

<sup>5</sup> We have an on-the-ground ambulance team in Indonesia that provides data on high-consequence cases (cases that require hospitalization) for areas in which it operates. We have used the ratio of high-consequence cases to overall accident cases to estimate total high-consequence cases for Indonesia.

<sup>6</sup> Fatality rate and injury rate are calculated based on 200,000 hours spent by driver partners on our platform.

<sup>7</sup> A majority of injury cases are the result of road accidents, thefts and burglaries. While we continue to improve our efforts to train driver partners on safe driving practices, we are also planning to collaborate with an external research party in order to understand criminal behavior on the street. It will help us protect our driver partners by preventing or reducing criminal activities that may be experienced by the driver.



 **gotogether**

# Equal Opportunities and Access for All

At Gojek, we strongly believe in providing equal opportunities in the workplace and ensuring that everyone in our ecosystem is valued, engaged, safe and supported.





# Diversity, Equity and Inclusion

Our mission is to have an organizational culture that actively promotes diversity and attracts and retains the best global talents, where everyone is valued, engaged, is respected and belongs. We are committed to the highest level of diversity, equity and inclusion (DEI), and have integrated these principles into the way we recruit, develop and support talents.

To support our DEI efforts, we have established a Council comprising employees across levels, including senior leadership and the Co-CEOs, to ensure DEI values and metrics are embedded across our organization. The Council's role is to steward and maintain oversight of our DEI policies and programs across Gojek Group. The Council facilitates meaningful organizational change, creates a dedicated emphasis on DEI at a strategic level and reviews progress on targets.

Our policies and programs are aimed at not only promoting diversity and inclusion within our organization, but also ensuring a safe and inclusive ecosystem for our users, driver partners and merchant partners as well.

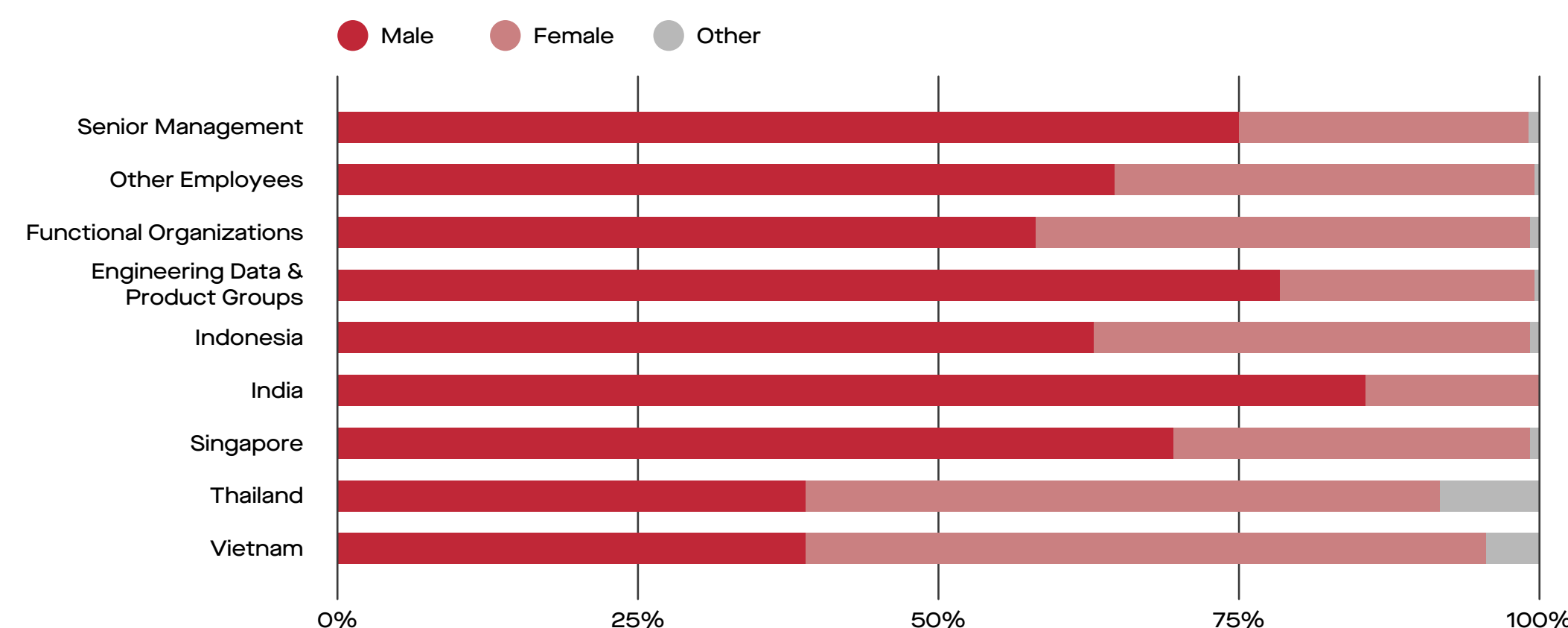
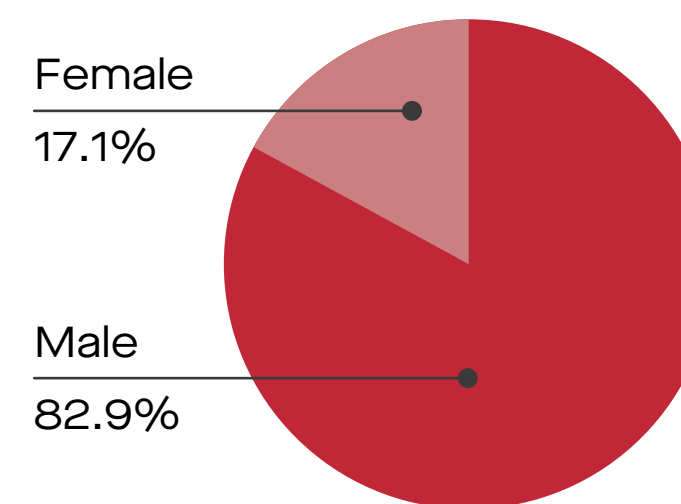
## Building a Diverse and Inclusive Workforce

Our people are at the heart of what we do, and we work hard to ensure that people of diverse backgrounds feel welcome, valued and safe to bring their best selves to work every day. Creating a diverse, equal and inclusive culture makes us a more innovative, productive, resilient and responsible company.

In November 2020, we became a signatory of United Nations Women's Empower Principles (UN WEP), joining business leaders from across the globe to express our support for advancing equality between women and men. We welcome the provisions of the WEP - **Equality Means Business**, produced and disseminated by the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) and the United Nations Global Compact.

As of 31 December 2020, the Gojek Group comprises a total of 5,262 permanent employees. Gender Diversity across management levels, functional groups and countries are showcased below<sup>8</sup>.

### Diversity in Governance Body



<sup>8</sup> Null Gender indicates that said employee has not filled in their gender details on the system, so they are recorded as "others".



## Workforce Development Programs

To foster an inclusive and engaging workplace, we:

- Integrated our DEI principles in the Recruitment and Onboarding process to introduce and mainstream our values; and
- Developed DEI training programs to educate against unconscious bias and promote inclusion across the company.



Sustainability covers the most pressing challenges we have ever undertaken as a company. To resolve these challenges, we will need diverse people and perspectives to problem solve for the benefit of all our stakeholders. The Program Management team is committed to supporting the integration of not only DEI but also broader sustainability best practices into every part of our organization - especially the areas driving business growth.





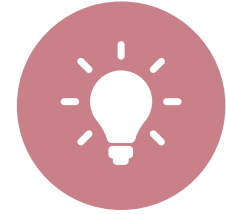

**Brandie Heinel**

Global Head of Program Management

## Employee Resource Groups (ERGs)

ERGs are voluntary, employee-led groups that provide a safe, supportive space for individuals with shared experiences and allies. ERGs are groups of employees brought together by a common agenda and commitment to building a collective voice on DEI matters, as well as to fostering awareness, respect and inclusion in our workplace. Our GoTroops are multifaceted as people, so ERGs ensure everyone can participate in communities that relate to the facets of their unique identities. They are positive, safe and respectful spaces; ERGs stand for equal treatment and respect for all who are underrepresented or underserved, no matter their backgrounds.

The objectives of Gojek's ERGs are to:

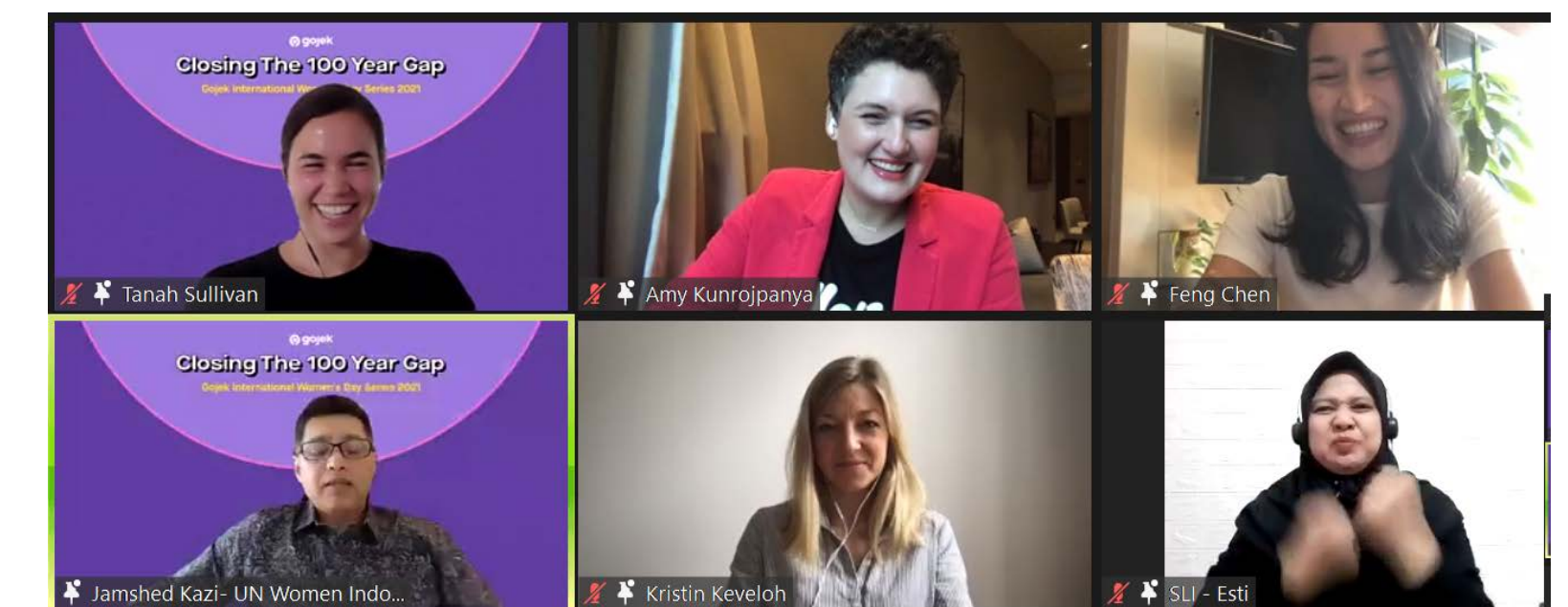
 <p><b>Raise awareness</b></p> <p>Bridge topics relating to DEI and make them be known across the ecosystem</p>	 <p><b>Provide opportunities</b></p> <p>Encourage our employees to lead and advocate for meaningful change for the organization</p>
 <p><b>Generate ideas</b></p> <p>Engage in constructive dialogue on complex issues and present new ideas directly to the leadership</p>	 <p><b>Build partnerships</b></p> <p>Provide employees a common platform to build new or strengthen alliances within Gojek</p>

Our first ERG launched was **Women@Gojek**, a group of more than 250 GoTroops that focused on supporting and unlocking the skills and leadership potential of women through connection, mentorship, collaboration and discussion.

In March, a series of sessions were held to break down different issues and topics related to achieving gender equality in and out of the workplace. The sessions ranged from informal conversations with Gojek's leaders, discussions on how they have been impacted by the systemic and gender-based inequalities still prevalent in society today to panel discussions with external thought leaders and experts on how society can accelerate the 100 years needed to close the global gender gap.

The sessions served as constructive dialogues to raise awareness, share insights and galvanize action towards the individual and organizational changes needed to collectively move towards achieving gender parity.

Our employees can create new ERGs as long as they remain neutral and respectful, and comply with Gojek's Code of Conduct.





# Embracing Diversity and Promoting Inclusion across Our Ecosystem

We are committed to eliminating any form of discrimination or harassment on our platform, and providing a safe and inclusive environment for our driver partners and consumers. We are establishing communication guidelines to ensure that all consumer-facing contents reflect and be consistent with our commitments on diversity and inclusion. As part of our organizational commitment to diversity, we pledge to end all-male panels and will only participate in panels where there is a diverse representation. We launch campaigns and conduct regular training programs to ensure our driver partners and consumers are aware of and protected from all forms of harassment.

## Anti-harassment programs

Gojek is a platform that condemns all kinds of harassment - not just of our employees, but of our partners and users as well. Internally, we are bringing together a group-wide workplace harassment policy and supporting mechanisms to ensure all our GoTroops are protected, no matter where they are working. For our partners and users, we are committed to raising awareness on different types of harassment, and ensuring our ecosystem has the right protective mechanisms to eliminate it altogether. We have incorporated this in our Code of Conduct to strengthen our position of zero-tolerance policy towards harassment in the workplace. On this, we have partnered with Hollaback!, the Indonesian Ministry of Women Empowerment and Child Protection and UN Women to launch anti-harassment campaigns and training programs.

## Training

- Face to face training for GoRide and GoCar Drivers (500+ participants in eight cities).

## Online Education Platform

- Blog articles have been pushed via driver-facing app, and infographic and visual education materials are to be launched soon.
- Online education and training materials have reached 75% of GoCar and GoRide active driver partners.

## Keeping everyone safe on our platform

Gojek has initiated programs focusing on women's safety while travelling under the #AmanBersamaGojek (Safe with Gojek) campaign. These programs focus on raising awareness (Education), building features in our app for safety during travel (SHIELD Technology) and providing support in case of any unfortunate incident (Protection).



### Education

Collaborative measures to continue spreading awareness on safety issues to create a safe environment

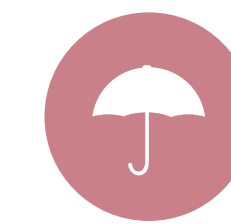
- Dissemination of and raising awareness on issues as the main ways to fight against public harassment
- Widely distributed educational materials on our platform
- Collaboration with the government, international organizations, and non-profits to raise awareness



### Gojek SHIELD Technology

Gojek SHIELD technology for safety

- Emergency button/link connected to a 24-hour emergency response unit
- Route sharing for users to ensure safe monitoring
- Masking of phone number to ensure privacy and data protection
- Driver's face verification



### Protection

Travel protection within and outside of Gojek ecosystem

- Safe with Gojek zones, based on the 'After Dark' research conducted by UN Women and Pulse Lab Jakarta
- Partners who are trained to respond and intervene when noticing an incident of harassment
- Travel insurance coverage for partners and consumers
- Consumer care center and emergency unit, trained to understand user and partner rights, available and on standby 24 hours a day



## Supporting differently-abled users and partners

We engage with differently-abled users to understand their pain points while using the Gojek app and introduce new features (such as screen reader in login and homescreen flow) to create human-centered and contextual experiences on and off the screen.

We believe technology should be accessible for all, and we are committed to providing equal opportunities and access for differently-abled users and partners joining our platform.

- Through the **Bengkel Belajar Mitra (BBM)** program, we provide training to our driver partners on safe driving practices. One of the BBM training materials related to differently-abled persons is a sign language class, held in several major cities in Indonesia.
- We display information on differently-abled partners on the app, in an effort to provide users with an understanding of our driver partners' conditions.
- Independent driver partners' communities for differently-abled partners, with the aim of fostering a safe and supportive group of fellow driver partners and the exchange of best practices to improve their and the users' experiences.



Through the accessibility initiative, we are motivated to scale up the technology by creating an inclusive and accessible experience for our consumers, partners and employees from various backgrounds and abilities. In line with Gojek's mission to make a positive social impact, it is critical that we, as an organization, take responsibility for ensuring that everyone in the Gojek ecosystem feels included and supported.



**Nunki Rehuellany**  
Product Designer  
for GoPartner App







**The  
Extra Mile**



# Our Response to the COVID-19 Pandemic

COVID-19 has disrupted lives and economies around the world. Our approach to addressing and mitigating the impact of the pandemic on our ecosystem include:

- Providing immediate relief and ensure the health and safety of our stakeholders;
- Developing new products and services to safely meet the daily needs of our consumers while they stay at home; and
- Creating new income opportunities for our driver and merchant partners to reduce their economic burden.

We founded **Yayasan Anak Bangsa Bisa** (YABB) to help Gojek partners and the wider community affected by the pandemic. The foundation raised IDR100 billion from senior leadership and GoTroops and IDR20 billion from corporate donations, Sumbang Suara campaign and other donation programs.

While we started by responding to the difficulties faced by driver partners, healthcare workers and communities due to the pandemic, our efforts steadily grew to help the larger ecosystem to build back better by enabling young students to reconnect with education online, and helping merchants weather the economic crisis.

“

Speed, innovation and social impact – the bedrock that fueled YABB's inception – continues to anchor our efforts and commitment to helping rebuild the lives of those who have always been there for us, our community. As we move forward, the future that awaits beyond the pandemic will continue to be challenging. We aim to rise up by leveraging technology and innovation as well as to focus on shared value creation that enables societies to thrive forward, greener and together.

”

**Monica Oudang**  
Chairwoman, Yayasan Anak Bangsa Bisa (YABB)

## Protecting the Health and Livelihood of Our Driver Partners

To maintain the health and safety of our partners, we created contactless delivery procedures for our GoFood and logistics services and established Safety Booths in more than 200 service areas to check driver partners' body temperature, provide them with health and sanitation kits and spray their vehicles with disinfectants.

We created new products such as Gocek to provide diverse income opportunities and worked closely with leading corporates, ministries and government bodies to reduce the economic burden the pandemic has put on our driver partners. YABB provided income assistance to driver partners who were unable to work because they had to quarantine or be hospitalized due to COVID-19.

### Basic Needs\*

- 2.9 million food packages purchased from 1,570 MSMEs for driver partners, benefitting 299,000 families
- 690+ thousand Gojek partners received grocery packages

### Health & Safety

- 5+ million health packages (masks and hand sanitizers) distributed to driver partners
- 2+ million driver partners visited J3K Safety Booths for temperature check and vehicle disinfection

### Financial Support

- 24,000 partners were facilitated access to the relief program for vehicle installments
- IDR1.4 billion of loan facilitated by Gojek from corporates for driver partners

\* For more information on the programs run by Yayasan Anak Bangsa Bisa, please visit <http://www.anakbangsabisa.org/>



## Helping MSMEs Survive and Grow

MSMEs were severely affected due to the impact of COVID-19 on consumer demand at their physical outlets. We actively engaged with more than 120,000 MSMEs for onboarding onto our platform, and built and strengthened their digital presence.

We launched several training programs and promotional campaigns to help our merchant partners increase their transaction volume, and assisted them with the purchase of staple goods through our GoFresh app. This helped to ease the burden of their operational expenses during these difficult times. We also shared COVID-19 safety guidelines, and provided them with hygiene and sanitation packages to ensure the safety of their staff.

### Opportunities to increase income

- 74,000 merchant partners experienced 12% higher income during National Culinary Day program

### Reducing operational costs

- 27 cloud kitchens (Dapur Bersama) offer shared facilities to help reduce MSMEs operational costs
- MSME partners joining cloud kitchens saw a 70% increase in transactions

### Financial support

- 1,000 MSMEs assisted by the marketing support, training and mentorship, hygiene kits, cash grant and prizes through the merchant aid program

## Caring for Our Consumers and Broader Society

Due to the COVID-19 pandemic, many have been staying at home as a precautionary measure to ensure their safety and follow government guidelines. We launched the following features in our app to enable consumers to get their daily essentials and products delivered to their doorsteps:

- New GoFood feature enabling users to buy groceries online from various stores;
- "Ready to Cook" feature containing a frozen food menu and meal kits to provide consumers with a wider choice of culinary types to make at home; and
- Information on driver partner's temperature and vehicle cleanliness that users can see at the time of ordering services.

We leveraged our digital platform to distribute information regarding the latest health and safety guidelines, and launched several initiatives for the safety and well-being of frontline and healthcare workers.

#### Basic Needs\*

- 230,000 food packages for healthcare workers in 14 hospitals and 1,500 ambulance drivers in Jabodetabek
- Grocery packages for 31,000 informal workers

#### Social Assistance\*

- Through the #BersamaBISA Program, 250 students were provided with internet quota and tablets to continue their education amidst the pandemic. To assist them further, the students were also supported with year-long life skills enhancement program to boost their confidence and resilience
- 1,900 stay-at-home parents were supported through a homeschool mobile data program, enabling their children to continue distance learning and providing them with access to products and services

#### Information Services and Medical Check-Up

- Online COVID-19 Information Center available on our app
- In collaboration with Halodoc, Gojek launched an in-app telemedicine service to screen for COVID-19 symptoms, which has since been accessed by over 12 million users for both online and offline services

Our initiatives have strengthened our relationship with our partners and positively contributed to our business<sup>10</sup>.

### 89% of driver partners

said that they want to continue partnering with Gojek and they are optimistic about income recovery.

### 88% of GoFood MSME partners

said that partnering with Gojek has helped them to survive the COVID-19 pandemic.

### 89% of GoPay MSME partners

said that partnering with Gojek has helped their businesses survive during the pandemic.

### 94% of social sellers

said that Gojek technology was beneficial during the COVID-19 pandemic.

Going forward, we will continue to provide critical support to our driver partners in Indonesia to fight COVID-19 by providing them access to vaccines. This includes enabling access to the Ministry of Health's vaccination programs.

<sup>10</sup> The Role of Gojek's Ecosystem in Indonesia's Economy During and Before the COVID-19 Pandemic, LD FEB UI Study, 2020

\* For more information on the programs run by Yayasan Anak Bangsa Bisa, please visit <http://www.anakbangsabisa.org/>

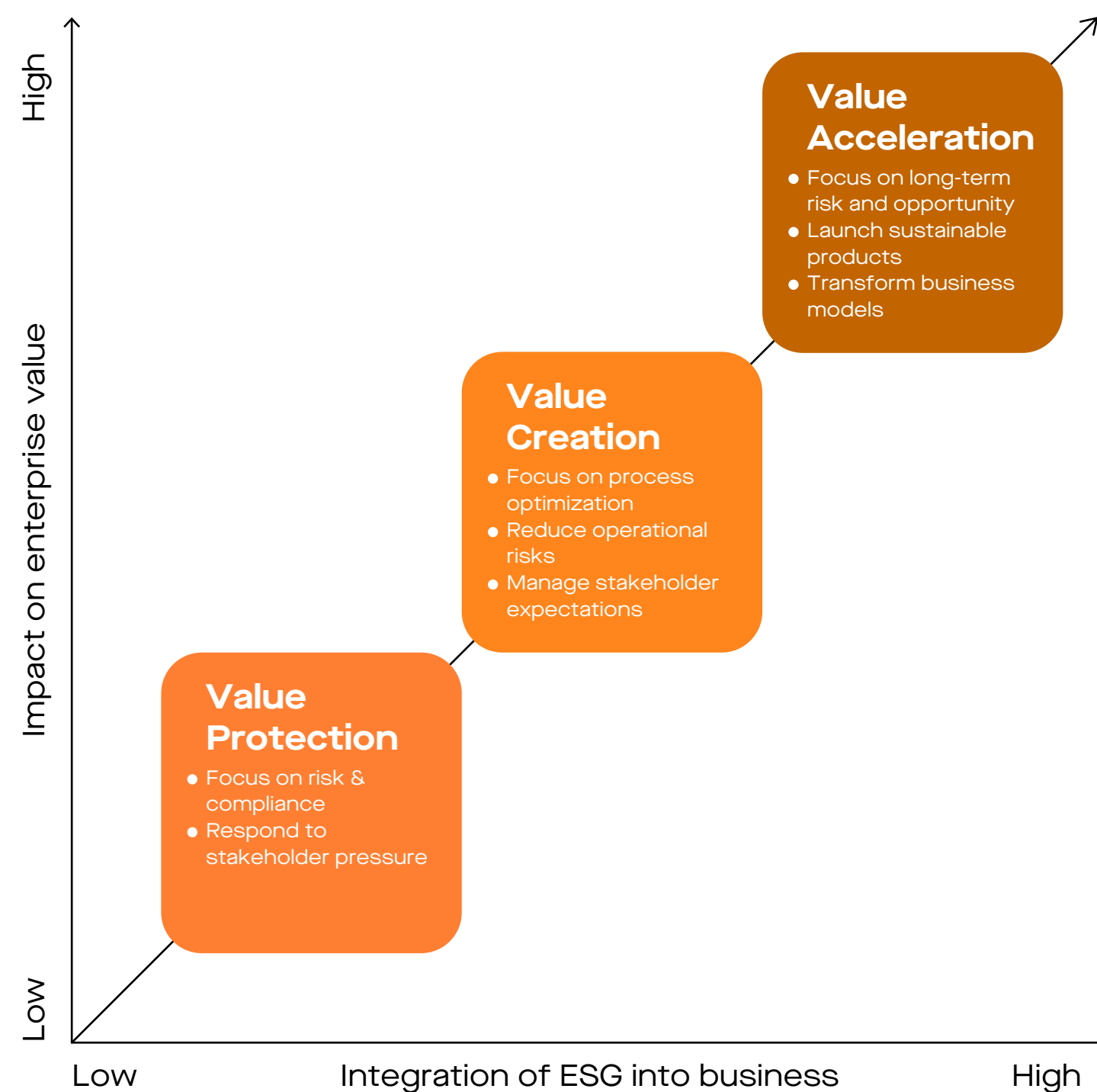




**The Way  
Forward**



# Towards a Sustainable Future



At Gojek, we understand that we are still in the early stages of our sustainability journey. Although positive impact has always been part of our company's DNA since inception, we know we must always strive to do better.

That's why in 2020 we embarked on the first stage of our journey by measuring and collecting data to truly understand our environmental, social and economic impact. Internally, we also set up what we believe to be the best governance structure for us to identify, assess and manage both current and emerging ESG issues for our ecosystem.

We have been complying with all the applicable regulations and managing risks to protect the value of our stakeholders. With our renewed focus on sustainability, we are inching towards value creation by focusing on operational excellence, greater engagement with our stakeholders and integrating ESG into the areas driving Gojek's growth. We are embedding world-class sustainability practices into the activities of every function, team and unit across Gojek. Looking ahead, we aim to accelerate our progress by using our innovation capabilities to develop transformative business models and offer sustainable products and services to our stakeholders.

We are proud of our past, but even more excited about our future. This is the first report of what we aim to be many, and an annual endeavor to ensure all our stakeholders understand where we are in this journey, how we got here and how we plan to move forward. We will work and engage with independent, impartial and credible partners who can provide the constructive perspective we need at every stage of our journey.

We will continue to be data-driven, to ensure our methodologies and approaches are as robust and relevant as possible. We want the impact of our company and its ecosystem to be for the betterment of all, both from a people and planet perspective.

Last, but not least, we aim to align with globally-recognized frameworks and accreditations, so it will not just be us telling you – our stakeholders – that we are doing business better; you will be able to see concrete proof of it.

That is our purpose – **to do business better so we can continue to create long-term value for all in our ecosystem** – and we hope you will join us in realizing this future.







# Independent Practitioner’s Limited Assurance Report On Sustainability Information

## To the Board of Directors of PT Aplikasi Karya Anak Bangsa

We have undertaken a limited assurance engagement in respect of the selected sustainability information listed below and identified with a ✓ in the GRI Index on pages 42 to 45 of the Sustainability Report of PT Aplikasi Karya Anak Bangsa (the “Company”) for the year ended 31 December 2020 (the “Identified Sustainability Information”).

### Identified Sustainability Information

The respective Identified Sustainability Information for the year ended 31 December 2020 is set out below:

- GRI 203-2: Significant indirect economic impacts
- GRI 205-3: Confirmed incidents of corruption and actions taken
- GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices
- GRI 302-1: Energy consumption within the organization
- GRI 305-1: Direct (Scope 1) GHG Emissions
- GRI 305-2: Energy indirect (Scope 2) GHG Emissions
- GRI 305-3: Other indirect (Scope 3) GHG Emissions
- GRI 306-4: Waste diverted from disposal
- GRI 307-1: Non-compliance with environmental laws and regulations
- GRI 405-1: Diversity of governance bodies and employees
- GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data
- GRI 419-1: Non-compliance with laws and regulations in the social and economic area

Our assurance engagement was with respect to the year ended 31 December 2020. We have not performed any procedures with respect to (i) earlier periods and (ii) any other elements included in the 2020 Sustainability Report of the Company, and in the annual report, website and other publications, and therefore do not express any conclusion thereon<sup>1</sup>.

### Reporting Criteria

The Identified Sustainability Information has been assessed against the Global Reporting Initiatives (“GRI”) Sustainability Reporting Standards (“the Reporting Criteria”).

### Management’s Responsibility for the Identified Sustainability Information

The Company is responsible for the preparation of the Identified Sustainability Information in accordance with the Reporting Criteria. The responsibility includes designing, implementing and maintaining internal control relevant to the preparation of Identified Sustainability Information that is free from material misstatement, whether due to fraud or error.

### Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Indonesian Code of Ethics for Public Accountants Profession issued by the Indonesian Institute of Certified Public Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies Indonesian Standard on Quality Control 1 and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and the evidence we have obtained. We performed our limited assurance engagement in accordance with Indonesian Standard on Assurance Engagements 3000 – Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (the “Standard”) issued by the Indonesian Institute of Certified Public Accountants. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Company’s use of the Reporting Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgement and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records. Given the circumstances of the engagement, we also performed the following:

- interviewed management and personnel in the Company’s Sustainability Team in relation to the Identified Sustainability Information;
- obtained an understanding of how the Identified Sustainability Information is gathered, collated and aggregated internally;

- performed limited substantive testing, on a selective basis, of the Identified Sustainability Information to check that data had been appropriately measured, recorded, collated and reported; and
- considered the disclosure and presentation of the Identified Sustainability Information.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company’s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Reporting Criteria.

### Inherent Limitations

In designing these procedures, we considered the system of internal controls in relation to the Identified Sustainability Information and reliance has been placed on internal controls where appropriate. Because of the inherent limitations in any accounting and internal control system, errors and irregularities may nevertheless occur and not be detected.

### Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information for the financial year ended 31 December 2020 has not been prepared, in all material respects, in accordance with the Reporting Criteria.

### Purpose and Restriction on Distribution and Use

This report, including our conclusion, has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company for our work or this report.

Jakarta  
29 April 2021

**Yanto, S.E., Ak., M.Ak., CPA**  
License of Public Accountant No. AP.0241

PT Aplikasi Karya Anak Bangsa  
N20210429005/DC2/YAN/2021  
29/April/2021

<sup>1</sup> The Company is responsible for their website and we do not accept responsibility for any changes that may have occurred to the reported subject matter information or criteria since they were initially presented on the website.

### Kantor Akuntan Publik Tanudiredja, Wibisana, Rintis & Rekan

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Nomor Izin Usaha: KEP-241/KM.1/2015.





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# GRI Index

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GRI Standard	GRI Disclosure Number	Disclosure Title	Page Reference, Links & Reasons for Omissions, If Applicable	Externally Assured
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GRI 206: Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	16	✓
<b>Compliance with Laws &amp; Regulations</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 17	
	103-2	The management approach and its components	17	
	103-3	Evaluation of the management approach	17	



GRI Standard	GRI Disclosure Number	Disclosure Title	Page Reference, Links & Reasons for Omissions, If Applicable	Externally Assured
<b>Compliance with Laws &amp; Regulations</b>				
GRI 307: Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	17	✓
GRI 419: Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	17	✓
<b>Data Security and User Privacy</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 18, 19	
	103-2	The management approach and its components	18, 19	
	103-3	Evaluation of the management approach	15, 18, 19	
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and loss of customer data	19	✓
<b>Climate Action</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 21, 58	
	103-2	The management approach and its components	21, 58	
	103-3	Evaluation of the management approach	15, 21, 58	
GRI 302: Energy	302-1	Energy Consumption within the organization	58	✓
GRI 305: Emissions	305-1	Direct (Scope 1) GHG Emissions	21, 58	✓
	305-2	Energy (Scope 2) Indirect GHG Emissions	21, 58	✓
	305-3	Other Indirect (Scope 3) GHG Emissions	21, 58	✓
<b>Air Quality</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 21, 22	
	103-2	The management approach and its components	21, 22	
	103-3	Evaluation of the management approach	15, 21, 22	
<b>Packaging Use and Disposal</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 24, 25	
	103-2	The management approach and its components	24, 25	
	103-3	Evaluation of the management approach	15, 24, 25	
GRI 306: Waste	306-1	Waste generation and significant waste-related impacts	24, 25	
	306-2	Management of significant waste-related impacts	24, 25	
	306-4	Waste diverted from disposal	25	✓



GRI Standard	GRI Disclosure Number	Disclosure Title	Page Reference, Links & Reasons for Omissions, If Applicable	Externally Assured
<b>Socioeconomic Development</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 27	
	103-2	The management approach and its components	27	
	103-3	Evaluation of the management approach	15, 27	
GRI 203: Indirect Economic Impacts	203-2	Significant indirect economic impacts	27	✓
<b>Driver Health &amp; Safety</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 29	
	103-2	The management approach and its components	29	
	103-3	Evaluation of the management approach	15, 29	
GRI 403: Occupational Health & Safety	403-1	Occupational health & safety management system	29	
	403-3	Occupational health services	29	
	403-5	Worker training on occupational health & safety	29	
	403-9	Work-related injuries	29	
<b>Sustainable Livelihood of Drivers</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 28	
	103-2	The management approach and its components	28	
	103-3	Evaluation of the management approach	15, 28	
<b>Diversity &amp; Inclusion</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 31, 32, 33, 34	
	103-2	The management approach and its components	31, 32, 33, 34	
	103-3	Evaluation of the management approach	15, 31, 32, 33, 34	
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	31, 57	✓
<b>COVID-19 Response</b>				
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	5, 36, 37	
	103-2	The management approach and its components	36, 37	
	103-3	Evaluation of the management approach	15, 36, 37	



# SASB Index

Code	Accounting Metric	Reference & Links	Notes or Relevant Information
<b>SASB: Internet Media &amp; Services</b>			
TC-IM-130a.1	Total energy consumed	58	
	Percentage grid electricity		100% electricity is sourced from Grid
	Percentage renewable		No sourcing of renewable energy
TC-IM-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	18	
TC-IM-220a.2	Number of users whose information is used for secondary purposes		We have not used information of any user for secondary purpose
TC-IM-220a.3	Total amount of monetary losses as a result of legal proceedings associated with user privacy		Not applicable as no incidents of such breaches
TC-IM-230a.1	Number of data breaches		Not applicable as no incidents of such breaches
TC-IM-230a.2	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	8, 19	
TC-IM-330a.3	Percentage of gender and racial/ethnic group representation for management, technical staff, and all other employees	31	
TC-IM-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations		Not applicable as no incidents of such breaches
TC-IM-000.A	Entity-defined measure of user activity	7	Number of app downloads
<b>SASB: Road Transportation</b>			
TR-RO-110a.1	Gross global Scope 1 emissions	21, 58	
TR-RO-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	21	
TR-RO-120a.1	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, and (3) particulate matter (PM10)		Gojek does not currently measure air emissions of NOx, SOx, or particulate matter. We are aiming to have this measured in 2021 for the next report
TR-RO-320a.1	Total recordable incident rate	29	For activities on our platform
	Fatality rate	29	For activities on our platform
TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	29	For activities on our platform
TR-RO-540a.1	Number of road accidents	29	For activities on our platform
	Number of motor vehicle fatalities	29	For activities on our platform
TR-RO-000.C	Number of drivers	7	Registered on our platform



# Peraturan Otoritas Jasa Keuangan (POJK) Index

The POJK Index is a sustainability reporting requirement for publicly listed companies, as regulated by the Indonesian Financial Services Authority (OJK) under POJK 51/POJK.03/2017. Although Gojek is not a publicly listed company, Gojek aims to adhere to these national standards on a voluntary basis.

Code/ Indicator	Description of OJK Requirement per POJK No. 51/POJK.03/2017	Reference & Links	Additional Notes or Relevant Information
1	Explanation of Sustainability Strategy	4, 5, 6, 10, 11, 12, 13	
2	Summary of Sustainability Aspects Performance - must contain comparison of performances in the past three (3) years (in case of FSI, Issuer and Publicly Listed Company having been operational for more than three (3) years) involving the following information:		Not relevant to Gojek considering this is the first report
2.a	Economic Aspect: 1) quantity of production or service sold; 2) income or sales; 3) net profit or loss; 4) environmentally sound products; and 5) engagement of local stakeholders concerning the Sustainable Finance business process	7, 8	Partially available. Some indicators are not applicable due to Gojek not being a publicly listed company. Notes: quantity of products & service sold is available on page 7-8, the rest are not.
2.b	Environmental Aspect: 1) energy use (including electricity and water); 2) reduction of emission produced (for FSI, Issuers, and Public Companies whose business processes directly relate to the Environment); 3) reduction of waste and effluent (waste that has entered the environment) produced (for FSI, Issuers and Public Companies whose business processes directly relate to the Environment); or 4) conservation of biodiversity (for FSI, Issuers and Public Companies whose business processes are directly related to the Environment)	21, 22, 24, 25, 58	
2.c	Social Aspect: Description of the positive and negative impacts of implementing Sustainable Finance for the community and environment (including people, regions and funds).	27, 28	
3	Brief Company Profile - comprehensive description on FSI, Issuer, and Public Company characteristics. This part must include at least the following information:	7, 8, 9	
3.a	Vision, mission and value of sustainability	9, 10, 11, 12, 13	



Code/ Indicator	Description of OJK Requirement per POJK No. 51/POJK.03/2017	Reference & Links	Additional Notes or Relevant Information
3.b	Name, address, telephone number, facsimile number, e-mail address and website, as well as branch offices and/or representative offices	6	
3.c	Business scale in brief including: 1) total assets or asset capitalization, and total liabilities (in million rupiah); 2) number of employees by gender, position, age, education and employment status; 3) shareholding percentage (public and government); and 4) operational area	7, 8	Partially available. Some indicators are not applicable due to Gojek not being a publicly listed company.
3.d	Brief description of the products, services and business activities carried out	8, 9	Relevant information has been made available in this report.
3.e	Memberships of relevant associations	24	Relevant information has been made available in this report.
3.f	Significant changes, among others, of those related to closing or opening of a branch and ownership structure		Not applicable to Gojek as there have been no significant changes
4	Director's Message that include:		
4.a	Policies to respond to challenges in fulfilling the sustainability strategy, at least including: 1) explanation of the Company's sustainability value 2) explanation of the Company's responses to issues related to implementation of Sustainable Finance; 3) explanation of the Company leader's commitment to achieving the implementation of Sustainable Finance; 4) performance achievement of Sustainable Finance application; and 5) challenges in achieving the performance when implementing Sustainable Finance	3, 10, 13	Partially available. Some indicators are not applicable due to Gojek not being a publicly listed company.
4.b	Implementation of Sustainable Finance: 1) achievement of Sustainable Finance application (economic, social and environmental aspects) against targets; and 2) elaboration of achievements and challenges including notable events during the reporting period (FSI is required to make Action Plan for Sustainable Finance).	7, 10	Not entirely applicable to Gojek as Gojek is not publicly listed
4.c	Strategies for target achievements: 1) risk management for the implementation of Sustainable Finance related to aspects of economy, social and environment; 2) utilizing business opportunities and prospects; and 3) explanation of economic, social and environmental external situations that have the potential to influence the Company's sustainability		Not applicable for this reporting period



Code/ Indicator	Description of OJK Requirement per POJK No. 51/POJK.03/2017	Reference & Links	Additional Notes or Relevant Information
5	Sustainable governance including:		
5.a	Description of tasks of the Board of Directors and Board of Commissioners, employees, officials, and/or work units who are responsible for implementing Sustainable Finance	15	
5.b	Elaboration on competency development of the Board of Directors, members of the Board of Commissioners, employees, officials, and/or work units who are responsible for implementing Sustainable Finance.		Not applicable as Gojek is not publicly listed and is not required to disclose
5.c	Explanation of Company procedures, in identifying, measuring, monitoring, and controlling risks for the application of Sustainable Finance related to economic, social, and environmental aspects, including the roles of the Board of Directors and Board of Commissioners in managing, conducting periodic reviews, and evaluating the effectiveness of the Company's risk management process.	13, 15	
5.d	Explanation on stakeholders that includes: 1) stakeholder's involvement according to the management's assessment results. 2) approach used by the Company in involving stakeholders in implementing Sustainable Finance	3, 4, 5, 6	
5.e	Problems faced, development, and influence on the implementation of Sustainable Finance.		Not available as no incidents are relevant in this reporting period
6	Sustainability performance:		
6.a	Explanation on activities to build sustainable culture in the Company	10, 13, 15, 16, 31, 32, 33, 34, 39	
6.b	Description of economic performance: 1) comparison of target and production performance, portfolio, financing target, or investment, income and profit 2) comparison of target to portfolio performance, financing target, or investment in financial instruments or projects in line with the implementation of Sustainable Finance		Not applicable as Gojek is not publicly listed and is not required to disclose
6.c	Social performance: 1) FSI, Issuer or Publicly Listed Company commitment to providing services for the equal product and/or services to consumers 2) Employment that includes the following details: a) statement on the equality of employment or whether or not forced and child labor is employed; b) percentage of permanent employee remuneration at the lowest level against regional minimum wage; c) A decent and safe work environment; and d) Training and development/ capacity building of employees' capabilities. 3) Community, that at the minimum should include:	27, 28, 29, 31, 32, 33, 34	



Code/ Indicator	Description of OJK Requirement per POJK No. 51/POJK.03/2017	Reference & Links	Additional Notes or Relevant Information
	a) information on activities or operational areas that produce positive and negative impacts on the community, including financial literacy and inclusion; b) public complaints mechanism and the number of public complaints received and followed-up; and c) ) CSER relatable to supports sustainable development objectives including community empowerment programs activity achievements		
6.d	Environmental performance: 1) environmental costs incurred; 2) a description of the use of environmentally friendly materials, for example the use of recycled material types; and 3) description of energy use, at least contains: a) the amount and intensity of energy used; and b) the efforts and achievements of energy efficiency carried out including the use of renewable energy sources	21, 22, 23, 24, 25	
6.e	Environmental Performance for Companies whose business processes are directly related to the environment: 1) performance as referred to in letter D; 2) information on activities or operational areas that produce positive and negative impacts on the surrounding environment, especially efforts to increase supporting capacity to the ecosystems; 3) biodiversity, at least contains: a) the impact of operational areas that are near or in a conservation area or have biodiversity; and b) biodiversity conservation efforts carried out, including protection of flora or fauna species; 4) emissions, at least containing: a) the amount and intensity of emissions produced based on types; b) efforts and achievement of emissions reductions carried out; 5) waste and effluent, that should: a) the amount of waste and effluent produced based on types; b) mechanism for waste and effluent management; and c) spillovers that occur (if any); and 6) the number and material of environmental complaints received and resolved. Sustainable Finance Product and/or Service development responsibility that must include at least the following: 1) Sustainable Finance Product and/or Service innovation and development 2) number and percentage of product and service having undergone safety test for consumers; 3) positive and negative impacts caused by Sustainable Finance Product and/or Service and the process of distribution and mitigation taken to address negative impacts;	21	



Code/ Indicator	Description of OJK Requirement per POJK No. 51/POJK.03/2017	Reference & Links	Additional Notes or Relevant Information
	4) number of product recalled and the reason; or 5) survey of consumer satisfaction on Sustainable Finance Product and/or Service		
7	Written verification from an independent party, if any	40	



# Appendices



# Appendix A: Initiatives for Medium and Low Priority Material Topics

Material Topic	Initiative	Brief Description
Human Capital Development	Learning Lab Platform (LLP)  (Gojek's internal learning management system - LMS)	LLP is a one-stop learning solution available to all full time employees and direct contractors of Gojek across all countries. It was launched in early 2020 and has been a core pillar in supporting our employee's self-directed learning journey, especially during the pandemic.
Human Capital Development	Language and Communications Program	To increase staff confidence and improve professional skills, the Talent and Leadership Development teams offer English language and communications programs to all GoTroops.
Human Capital Development	Gojek Google Web Day	To ensure 100% compliance with third-party (3PP) SOP, covering performance, features, UI/UX, etc., we provide training to third-party partners (18 merchants) to enable them to understand how to fix or improve their digital platforms. Participants get their training modules from Gojek and Google.
Employee Health and Well-Being	Home Workouts	One hour of online workout programs every weekday, offering Yoga, Zumba, Pilates, Barre, Ultimate Combat, Bootcamp and Dance.
Employee Health and Well-Being	WFH Book Club	Online book discussion led by internal and external sources for one hour.
Employee Health and Well-Being	Ngobrol asik sore-sore (NGASO)	Casual online talk show with internal speakers discussing a range of non work-related topics.
Employee Health and Well-Being	GoTalk Friday	Informal online interview with internal and external guest speakers from Indonesia, covering a range of topics.
Employee Health and Well-Being	Kids Funtivities	An online educational program for children of GoTroops.

Material Topic	Initiative	Brief Description
Employee Health and Well-Being	Fruitful Friday	Online meditation session led by both internal and external practitioners, to alleviate stress of working from home.
Waste Management (within company's operations)	Using Waste4Change for Gojek HQ	<p>Waste4Change is a social enterprise founded in 2014, which provides responsible waste management services, with a mission of achieving zero waste Indonesia.</p> <p>Waste from Gojek's HQ is picked up and sorted by Waste4Change, to avoid and reduce waste to landfill.</p>
Product R&D and Innovation	GoGive	Crowdfunding initiative to help different community programs around Indonesia such as school renovations, community facilities, access to medical services, environmental campaigns and more.
Product R&D and Innovation	Cloud Native Indonesia Community	To promote a 'share and learn' culture, Gojek formed the Cloud Native Indonesia Community in January 2019. This community of engineers has formed 4 meetup groups in 3 major cities (Jakarta, Bandung and Yogyakarta). There are 3,000 members in Indonesia and approximately 100,000 members internationally. The community holds events every three to six months to share insights on technology, innovation and ways to nurture new talents and skills.
Community Health and Well-Being	Development Safety Feature	A feature that helps enhance the safety of our driver partners.
Community Health and Well-Being	Micro-merchant support	An initiative launched in Vietnam to collaborate with the Women's Union through training activities, improving business and marketing capabilities, and food safety and hygiene for merchants.
Consumer Welfare	Hollaback training and #UninstallKhawatir	Anti-sexual harassment training for users and driver partners, alongside the launch of safety features (emergency button, share-my-trip) and awareness raising via the campaign #UninstallKhawati.
Consumer Welfare	#AmanBersamaGojek #SafewithGojek	A series of initiatives to ensure that the Gojek ecosystem is safe for everyone - users, driver partners and merchant partners. These initiatives focus on education, safety and protection.



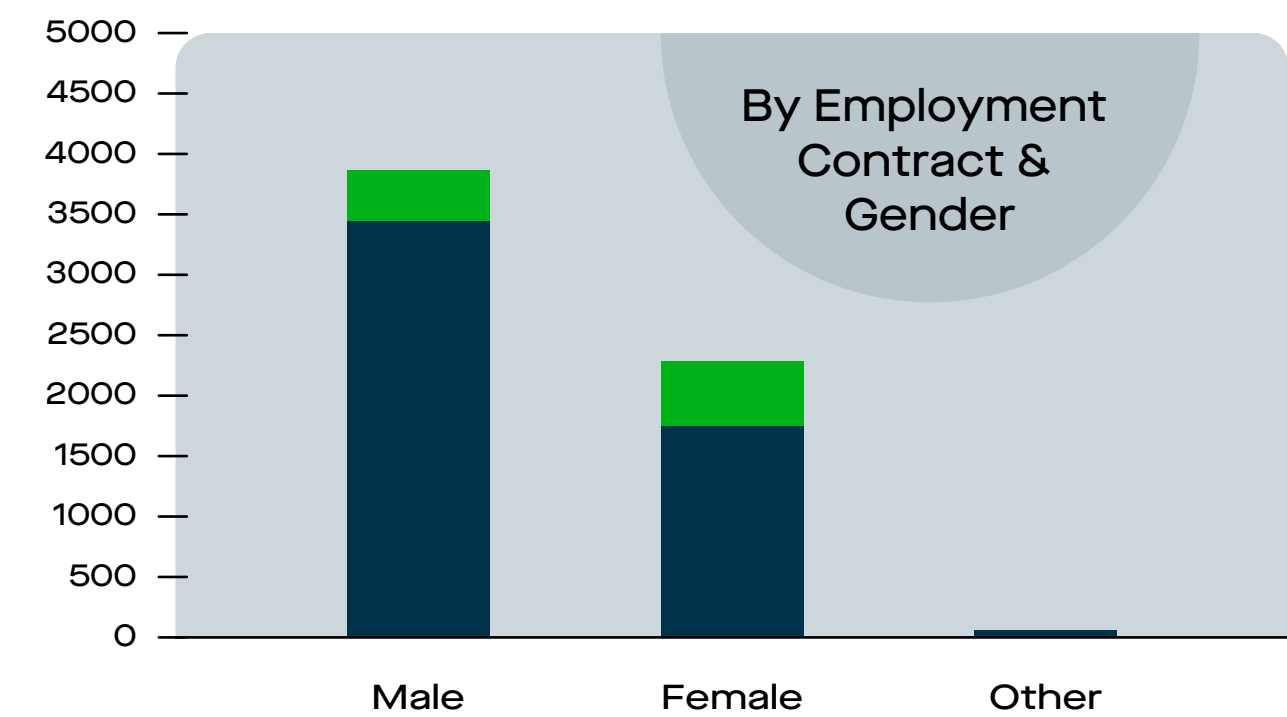
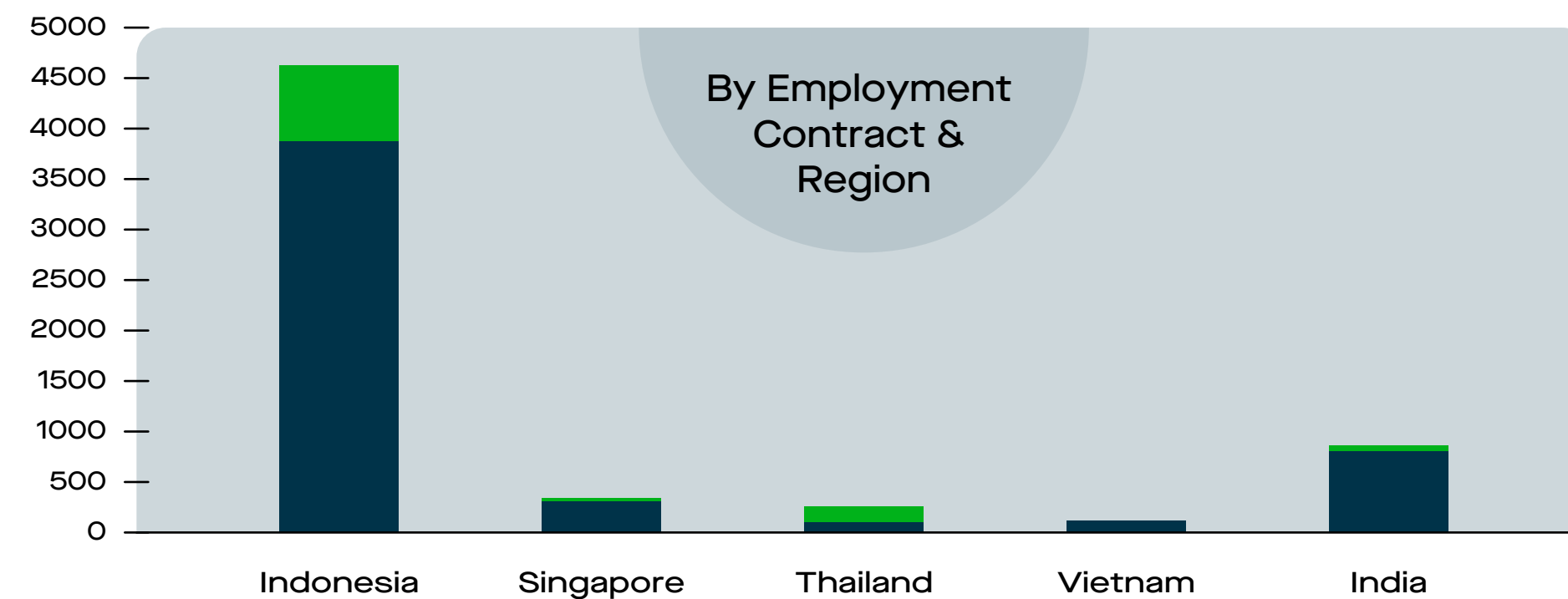
Material Topic	Initiative	Brief Description
Stakeholder Engagement (Consumers/Community)	Internship Program	Three months' internship program for engineers at Gojek's Indonesian office. During the program, students learn to work alongside our Engineering, Business Intelligence, Growth and Data Science teams to solve real business challenges and have access to mentoring opportunities from subject matter experts.
Stakeholder Engagement (Consumers/Community)	GoPay For Good	To facilitate non-profit organizations in raising funds from the public, we introduced GoPay QR codes for digital donations to allow an easy, safe and transparent way to transfer donations for the non-profit community.
Stakeholder Engagement (Consumers/Community)	#GojekPeduli	To ensure all stakeholders within the Gojek ecosystem have access to help or assistance when there is natural disaster or other crises/incidents.
Stakeholder Engagement (Partners)	Driver Appreciation	Provide acknowledgement and appreciation to driver partners who have provided excellent services and inspired those around them. This campaign also enables consumers to share positive stories of their experiences with our driver partners.
Stakeholder Engagement (Partners)	1000 UMKM Mitra	A training program for driver partners and/or their families to provide additional services via GoFood. The training consists of how to run a small business and provision of minimal capital to get started.
Stakeholder Engagement (Makassar; Consumers/Community)	Gojek Smart Fresh (e-Learning platform)	Online class materials and tests for students via an e-learning platform (accessed through the Gojek app). The program has reached 160,000 students with 130,000 new registrations, 55,000 active participants and 10,000 with certificates of completion.
Stakeholder Engagement (Bali)	Recycle & Reinvest	Launched in 2019, a distribution program for reusable bags (recycled from Gojek's printed marketing materials no longer in use). Also connecting driver partners to local NGOs to volunteer for beach and temple clean-ups across Bali.
Stakeholder Engagement (Merchants)	Gojek Wirausaha	Provide a more strategic stakeholder engagement for specific communities and priority areas (i.e. NU, Muhammadiyah), and support businesses in the Gojek ecosystem to onboard new and retain existing partners.
Stakeholder Engagement	Micro-merchant enablement	An initiative in Vietnam to share inspiring stories of micro-merchant partners, and support individual entrepreneurs in launching, running and growing their business.

# Appendix B: Employees Data

## GRI 102-8: Information of employees and other workers

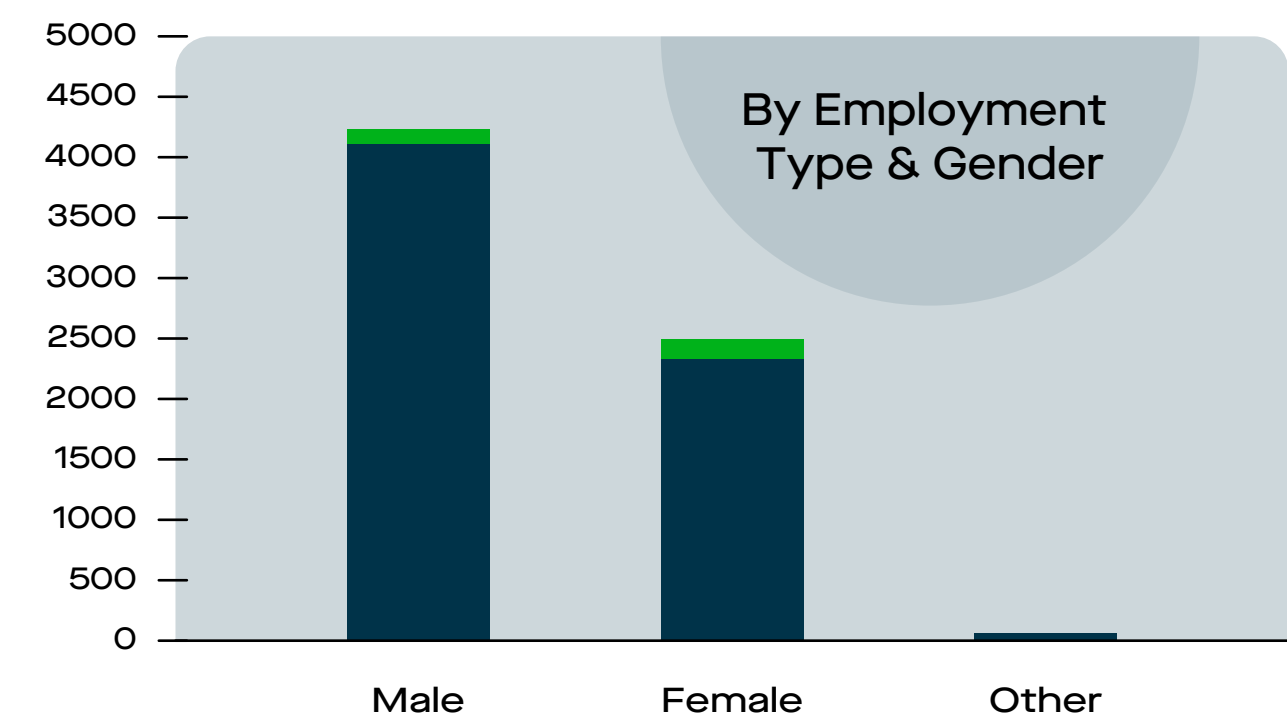
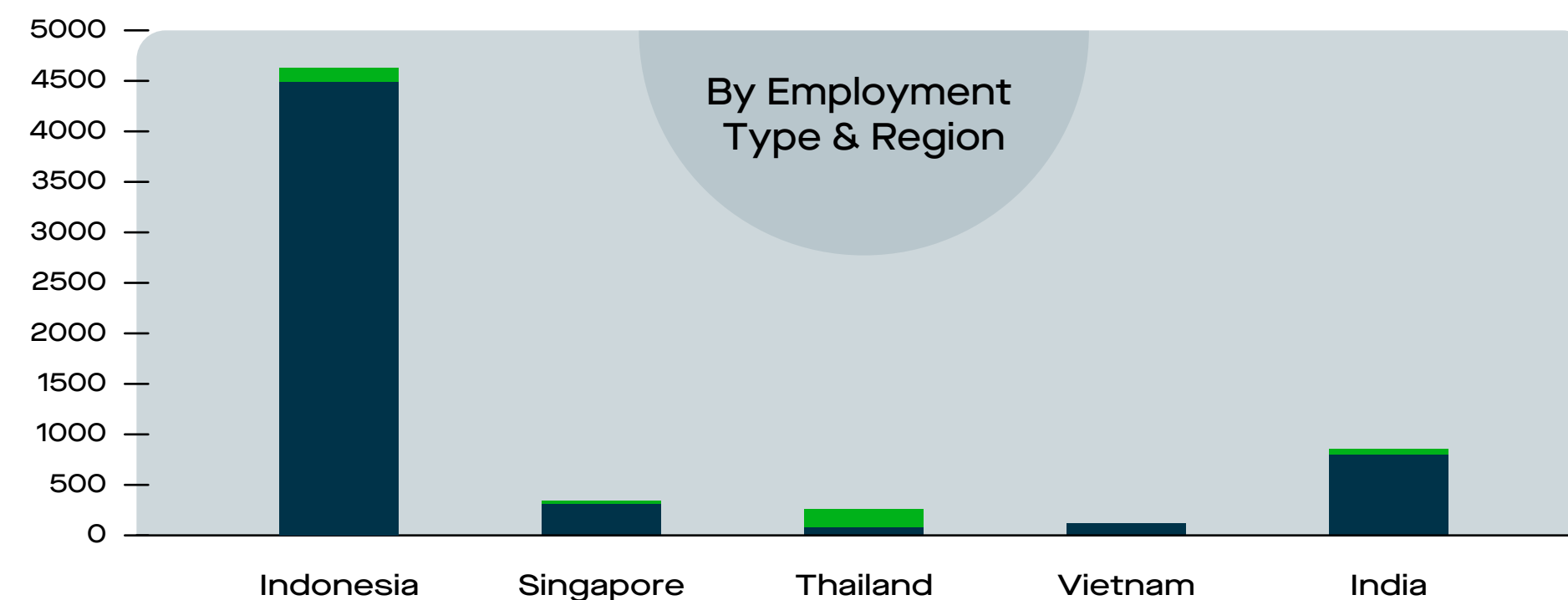
### Total Number of Employees by Employment Contract

- Permanent
- Temporary



### Total Number of Employees by Employment Type

- Full-time
- Part-time

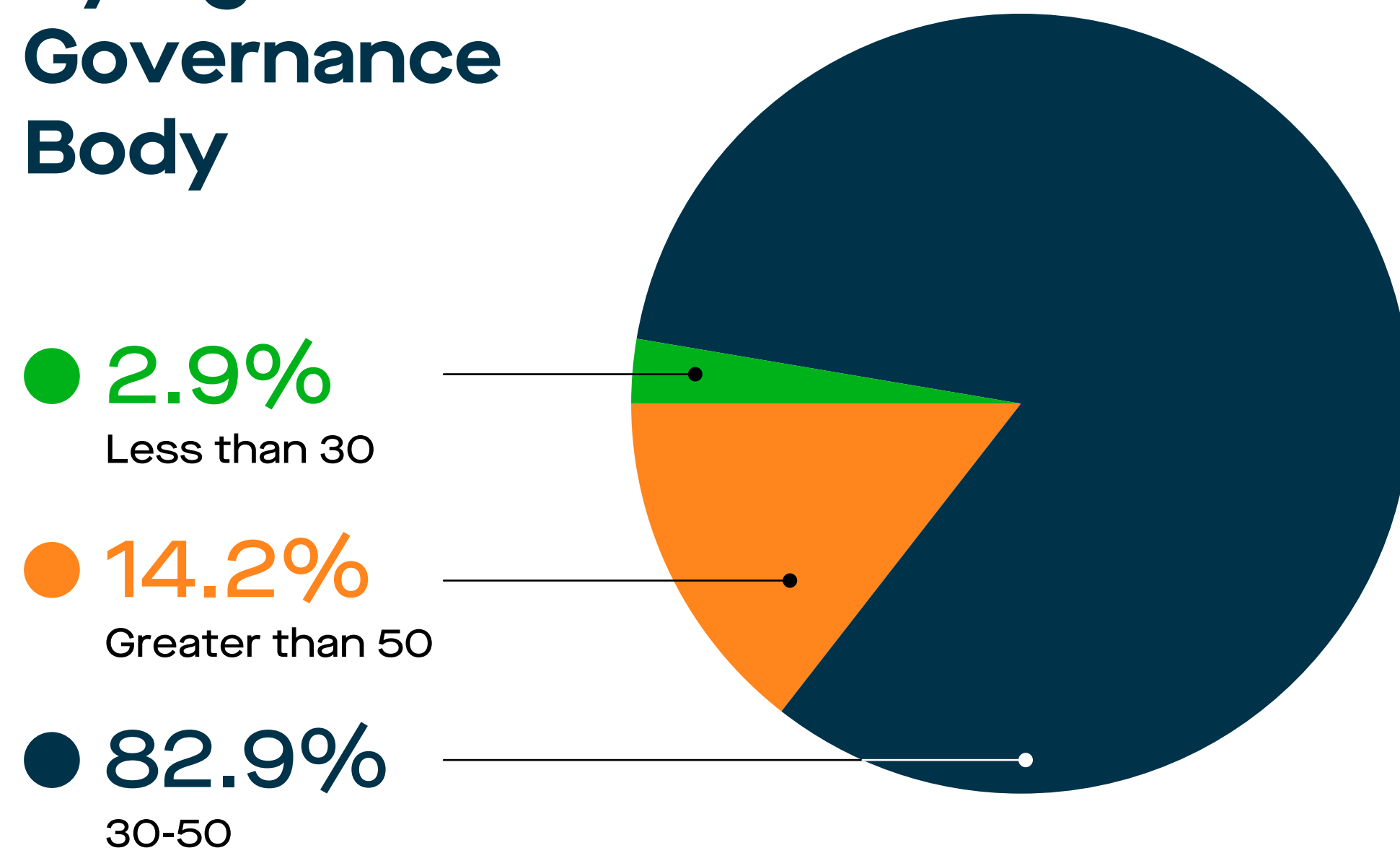


We capture the information of all employees in Workday, our online data management tool.

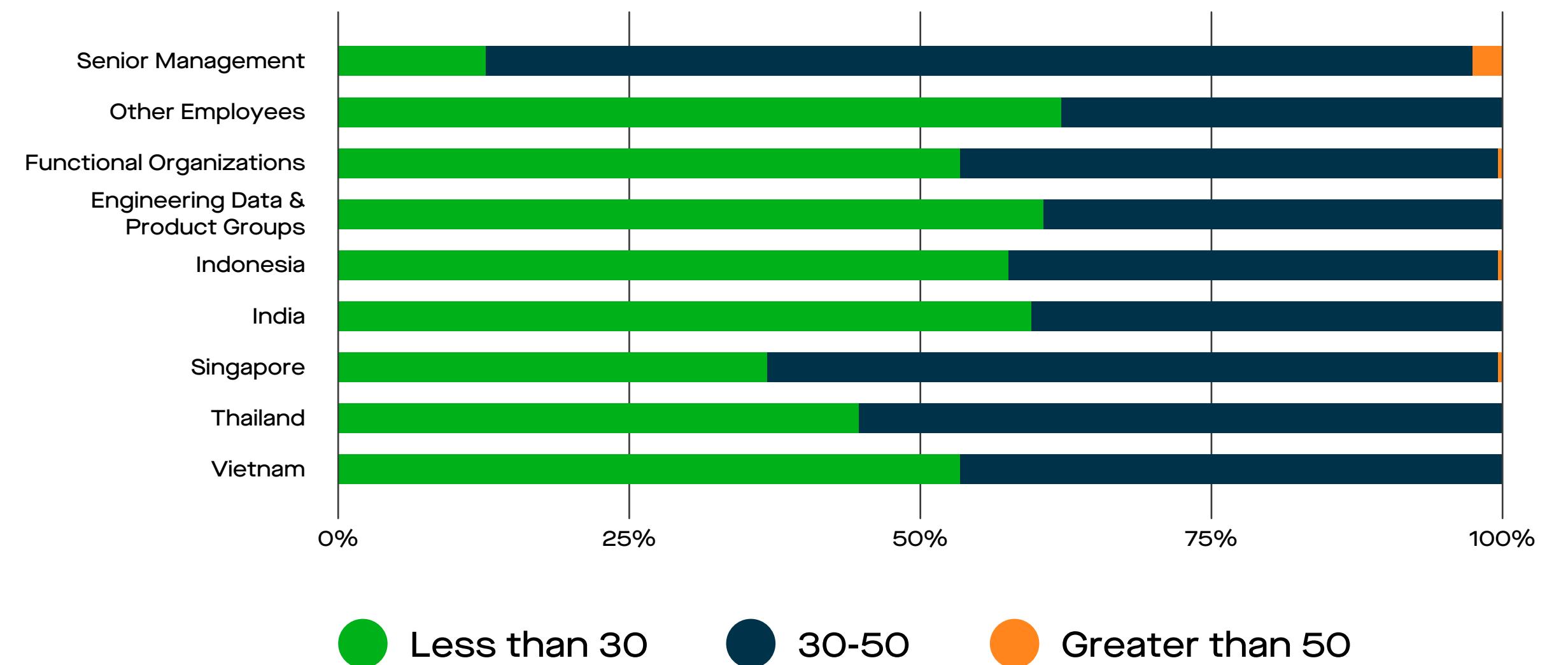


## GRI 405-1: Diversity of governance bodies and employees by age

### Diversity by Age in Governance Body



### Diversity by Age across Management Levels, Functional Groups and Countries



# Appendix C:

## Energy and GHG Emissions Data

Total energy consumed in our operations equates to 2,855.67 GJ due to electricity consumption of 793,242.09 kWh in our offices. We are purchasing 100% of our electricity as non-renewable electricity from the Grid.

We have referred to widely accepted WBCSD-WRI GHG Protocol for accounting of GHG emissions. We used operational control approach to consolidated the data on GHG inventory which includes CO2, CH4 and N2O gases in the accounting of carbon footprint equivalent. Please find below the breakdown of our GHG emissions -

	Jan 2020-Dec 2020 (tCO2e)
Scope 1 - Direct GHG emissions <sup>1</sup>	Not Applicable
Scope 2 - Indirect GHG emissions <sup>2</sup>	616.65
Scope 3 - Purchased Goods and Services <sup>3</sup>	53,794
Scope 3 - Fuel and Energy from Others <sup>4</sup>	75.73
Scope 3 - Waste Generated in Operations <sup>5</sup>	11.10
Scope 3 - Business Travel <sup>6</sup>	1,201.77
Scope 3 - Employee Commute <sup>7</sup>	59.78
Scope 3 - Use of Sold Products <sup>8</sup>	987,591.20
<b>Total GHG Emissions (Scope 1, 2, 3)</b>	<b>1,043,350.22</b>





The emission factors used for the calculations are sourced from recognized sources like Department of Environment, Food & Rural Affairs (DEFRA), and Institute for Global Environmental Services (IGES). The Global Warming Potential (GWP) have been used from IPCC fifth assessment report.

- 1 Our offices make no use of fuels for stationary combustion or mobile combustion and have no data available on refrigerants, resulting in no emissions for Scope 1.
- 2 Scope 2 includes the emissions on electricity consumption. We extrapolated the electricity consumption for 6 of our offices based on expenditure data and intensity proxies.
- 3 We have calculated the emissions associated with purchased goods & services using the spend data on cloud services, office equipment and furniture, events, toiletries, cleaning supplies, water utilities and other professional services availed during the reporting period.
- 4 It covers the Well-to-tank and Transmission & Distribution emissions associated with electricity consumed in Gojek offices.
- 5 We have calculated this based on only one office, from January to October 2020 (no data was captured from November to December 2020 due to the pandemic). This is primarily due to unavailability of data in the reporting period. Extrapolation was not conducted due to the level of uncertainty.
- 6 We have calculated this based on air travel and hotel data for our offices. No road, rail or sea travel was considered due to materiality screening and data availability across offices.
- 7 Key assumptions to calculate emissions from employee commute includes: 21 working days per month; 3 months pre-COVID; consolidation according to vehicle type (e.g. GoCar included as a car, GoRide included as a motorcycle); three-wheeler considered as a motorcycle; no WFH considered.
- 8 We have calculated the emissions from transportation and logistics activities due to orders on our app. It covers following services - GoRide, GoCar, GoBluebird, GoFood, GoShop, GoMart, GoBox, GoMed, Kilat and Send.










# Appendix D:

## Description of SDGs and Corresponding Targets Aligned to Our ESG Performance Indicators

SDGs	Target	Description
	1.1	By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day
	1.4	By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance
	3.8	Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all
	3.9	By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination
	5.1	End all forms of discrimination against all women and girls everywhere
	5.5	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life
	7.2	By 2030, increase substantially the share of renewable energy in the global energy mix
	7.3	By 2030, double the global rate of improvement in energy efficiency

SDGs	Target	Description
	8.2	Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors
	8.3	Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small and medium-sized enterprises, including through access to financial services
	8.3	Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small and medium-sized enterprises, including through access to financial services
	8.4	Improve progressively, through 2030, global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programs on sustainable consumption and production, with developed countries taking the lead
	8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

SDGs	Target	Description
	10.1	By 2030, progressively achieve and sustain income growth of the bottom 40 percent of the population at a rate higher than the national average
	11.2	By 2030, provide access to safe, affordable, accessible and sustainable transport systems 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
	12.2	By 2030, achieve the sustainable management and efficient use of natural resources
	12.4	By 2020, achieve the environmentally sound management of chemicals 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
	12.5	By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

SDGs	Target	Description
	13.2	Integrate climate change measures into national policies, strategies and planning
	13.3	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning
	14.3	Minimize and address the impacts of ocean acidification, including through enhanced scientific cooperation at all levels
	15.2	By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally
	16.3	Promote the rule of law at the national and international levels and ensure equal access to justice for all
	16.5	Substantially reduce corruption and bribery in all their forms
	16.6	Develop effective, accountable, and transparent institutions at all levels





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