

PT Sona Topas Tourism Industry Tbk



2025

Laporan Keberlanjutan
Sustainability Report



**Memperkuat Nilai Keberlanjutan,
Mewujudkan Pertumbuhan**

*Strengthening Sustainable Values,
Greater Visions for Greatness*



Tema

Theme

Memperkuat Nilai Keberlanjutan, Mewujudkan Pertumbuhan

Strengthening Sustainable Values, Greater
Visions for Greatness

Perseroan memperkuat upaya keberlanjutan melalui peningkatan kualitas hubungan dengan seluruh pemangku kepentingan. Kolaborasi yang terus dibangun membentuk sinergi dalam menyelaraskan operasional Perseroan dengan prinsip lingkungan, sosial, dan tata kelola. Langkah-langkah strategis dijalankan untuk memastikan pertumbuhan bisnis memberikan manfaat yang lebih luas dan bermakna bagi masyarakat dan lingkungan, sejalan dengan perubahan visi Perseroan untuk **"Menjadi peritel perjalanan terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham"**.

The Company strengthens its sustainability efforts by enhancing the quality of its relationships with all stakeholders. Continuous collaboration fosters synergy to align the Company's operations with the environmental, social, and governance principles. Strategic initiatives are implemented to ensure that business growth delivers broader and more meaningful benefits to society and the environment, upholding the Company's updated vision **"To become the leading travel retailer in Indonesia while continually achieving the best growth prospects to all of its shareholders"**.

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Tentang Laporan

About the Report

[2-2, 2-3, 2-4, 2-5]

PT Sona Topas Tourism Industry Tbk menerbitkan Laporan Keberlanjutan 2025 sebagai bentuk transparansi dan akuntabilitas Perseroan. Laporan ini disusun dengan merujuk pada:

- Peraturan Otoritas Jasa Keuangan (POJK) No.51/POJK.03/2017.
- Surat Edaran Otoritas Jasa Keuangan (SEOJK) No. 16/SEOJK.04/2021.
- Standar Global Reporting Initiative (GRI) 2021 dengan kesesuaian: “merujuk pada Standar GRI”

Laporan Keberlanjutan dan Laporan Tahunan 2025 merupakan satu kesatuan yang saling melengkapi. Laporan Keberlanjutan diterbitkan setiap tahun dengan periode 1 Januari hingga 31 Desember. Laporan Keberlanjutan 2024 telah dipublikasikan di situs web Perseroan pada tanggal 30 April 2025.

Terdapat penyajian kembali (*restatement*) atas data pendapatan usaha barang ritel perjalanan untuk menyesuaikan klasifikasi pada tahun 2025. Laporan ini belum diverifikasi (*assurance*) tertulis dari pihak independen. Namun demikian, seluruh data keuangan yang disajikan telah diaudit oleh Kantor Akuntan Publik dan disusun secara konsolidasi, mencakup seluruh entitas anak langsung, yaitu PT Inti Dufree Promosindo, PT Karya Prima Unggulan, dan PT Sukses Garda Mulia, serta dua entitas anak tidak langsung, yaitu PT Arthamulia Indah dan PT Cahaya Retilindo. Seluruh informasi dalam laporan ini telah disetujui dan diverifikasi oleh pihak internal yang bertanggung jawab, termasuk Pimpinan Perseroan. [G.1]

PT Sona Topas Tourism Industry Tbk publishes its 2025 Sustainability Report as a form of transparency and accountability. This report is prepared with reference to:

- Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017.
- Financial Services Authority Circular Letter (SEOJK) No. 16/SEOJK.04/2021.
- Global Reporting Initiative (GRI) Standards 2021 with the level of conformity: “with referenced to the GRI Standards”.

The 2025 Sustainability Report and the 2025 Annual Report are complementary documents. The Sustainability Report is published annually and covers the reporting period from 1 January to 31 December. The 2024 Sustainability Report was published on the Company’s website on 30 April 2025.

A restatement has been made for travel retail revenue data to align with the 2025 classification. This report has not been verified (*assured*) by an independent party. However, all financial data presented have been audited by a Public Accounting Firm and prepared on a consolidated basis, covering all direct subsidiaries, namely PT Inti Dufree Promosindo, PT Karya Prima Unggulan, and PT Sukses Garda Mulia, as well as two indirect subsidiaries, namely PT Arthamulia Indah and PT Cahaya Retilindo. All information presented in this report has been reviewed and approved by the responsible internal parties, including the Company’s Management. [G.1]

Tanggapan Terhadap Umpan Balik Laporan Keberlanjutan Tahun Sebelumnya ^[G.3] ^[2-3]

Response to Feedback on the Previous Year's Sustainability Report

Penentuan Isi dan Kualitas Laporan ^[3-1]

Determining the Report Content and Quality

Sepanjang 2025, Perseroan menerima masukan dari pemangku kepentingan untuk meningkatkan kualitas penyampaian informasi kinerja perusahaan, termasuk penyajian topik material secara lebih rinci. Perseroan menindaklanjuti masukan tersebut dengan menyempurnakan laporan melalui peningkatan kualitas pengungkapan dan penyesuaian substansi, khususnya dengan memperjelas uraian topik material yang relevan dengan kegiatan usaha. Langkah ini bertujuan meningkatkan transparansi informasi serta memastikan kesesuaian laporan dengan standar yang berlaku dan kebutuhan pemangku kepentingan.

Throughout 2025, the Company received feedback from stakeholders to improve the quality of corporate performance disclosures, including the presentation of material topics in greater detail. The Company has followed up on this feedback by refining the report and increasing the disclosure quality and adjustments to the substance of the report, particularly by providing clearer explanations of material topics relevant to the Company's business activities. These improvements are intended to increase transparency and ensure that the report aligns with applicable standards and stakeholder expectations.

Laporan Keberlanjutan PT Sona Topas Tourism Industry Tbk disampaikan berdasarkan prinsip: kejelasan, perbandingan, kelengkapan, konteks keberlanjutan, ketepatan waktu, dan dapat diverifikasi. Rangkaian penentuan isi dan proses penyusunan dilakukan secara internal dan telah mendapat persetujuan dari pihak yang bertanggung jawab melalui koordinasi internal.

Pertanyaan lebih lanjut atau pemberian saran dan informasi tentang Laporan Keberlanjutan Perseroan, dapat disampaikan melalui:

The Sustainability Report of PT Sona Topas Tourism Industry Tbk is prepared based on the principles of clarity, comparability, completeness, sustainability context, timeliness, and verifiability. The determination of the report content and the preparation process were conducted internally and have received approval from the responsible parties through internal coordination.

For further inquiries, suggestions, and information regarding the Company's Sustainability Report, please contact:



Kontak terkait Laporan ^[2-3]
Contact Regarding the Report

PT Sona Topas Tourism Industry Tbk

Sekretaris Perusahaan | Corporate Secretary



Surat Elektronik | E-mail : sonatopas@stti.co.id



Telepon | Telephone : +62 21 521 3056 - 59



Topik Material Material Topics

Perseroan telah mengidentifikasi topik material yang memiliki signifikansi dampak bagi keberlanjutan Perseroan serta menjadi perhatian pemangku kepentingan. Penentuan topik material mempertimbangkan dampak aktual dan potensial dari kegiatan bisnis serta analisis pengaruhnya, dengan melibatkan tim ahli yang independen. [3-1] [3-2]

The Company has identified material topics that have significant impacts on the Company's sustainability and are of concern to stakeholders. The determination of these material topics considers the actual and potential impacts arising from the Company's business activities, as well as an analysis of their influence by involving independent experts. [3-1] [3-2]

Aspek Tata Kelola | Governance Aspect



1 Tanggung Jawab terhadap Pelanggan Responsibility Toward Customers

Permasalahan

- Ketidakesesuaian kualitas produk dapat menurunkan kepercayaan pelanggan.
- Informasi produk yang tidak jelas dapat menimbulkan keluhan pelanggan.

Issues

- Product quality inconsistencies may reduce customer trust.
- Unclear product information may lead to customer complaints.

Dampak terhadap Pemangku Kepentingan

Impact on Stakeholders

Positif

- Meningkatkan kepercayaan dan kepuasan pelanggan.
- Memperkuat reputasi Perseroan serta meningkatkan loyalitas pelanggan.
- Mendorong hubungan usaha yang lebih baik dengan mitra dan pemilik merek.

Positive

- Increases customer trust and satisfaction.
- Strengthens the Company's reputation and increases customer loyalty.
- Encourages stronger business relationships with partners and brand owners.

Negatif

- Penurunan kepercayaan pelanggan terhadap produk dan layanan.
- Meningkatnya keluhan pelanggan yang dapat memengaruhi citra Perseroan.
- Berpotensi menurunkan penjualan dan loyalitas pelanggan.

Negative

- Decline in customer trust in products and services.
- Increase in customer complaints that may affect the Company's reputation.
- Potential decrease in sales and customer loyalty.



Aspek Sosial | Social Aspect



2 Kepegawaian, Pelatihan dan Pendidikan Employment, Training, and Education

Permasalahan

- Ketidaksesuaian penerapan ketentuan ketenagakerjaan berpotensi menimbulkan risiko kepatuhan.
- Keterbatasan pelatihan dapat menurunkan kompetensi karyawan.
- Kurangnya pengembangan keterampilan dapat memengaruhi kualitas layanan.

Issues

- Inconsistent implementation of labor regulations may create compliance risks.
- Limited training may reduce employee competence.
- Lack of skills development may affect service quality.

Dampak terhadap Pemangku Kepentingan

Impact on Stakeholders

Positif

- Mendukung kepatuhan ketenagakerjaan dan kelancaran operasional.
- Meningkatkan kompetensi dan profesionalisme karyawan.
- Mendukung peningkatan kualitas layanan kepada pelanggan.
- Mendorong produktivitas kerja serta pengembangan karier karyawan.

Positive

- Supports labor compliance and operational continuity.
- Enhances employee competence and professionalism.
- Supports improvements in service quality provided to customers.
- Promotes work productivity and employee career development.

Negatif

- Memicu potensi perselisihan ketenagakerjaan yang memengaruhi stabilitas operasional.
- Menurunnya kualitas layanan yang diterima pelanggan.
- Produktivitas dan kinerja operasional dapat terhambat.
- Mengurangi peluang pengembangan kompetensi bagi karyawan.

Negative

- Potentially trigger labor disputes that may affect operational stability.
- Decline in the quality of services received by customers.
- Potential disruption in operational productivity and performance.
- Reduces opportunities for employee competency development.



3 **Pengelolaan Energi**
Energy Management

Permasalahan

- Penggunaan energi yang tidak efisien dapat meningkatkan emisi dan berdampak pada perubahan iklim.
- Berpotensi mengganggu kelancaran rantai pasok.

Issues

- Inefficient energy use may lead to the increasing emissions and contribute to climate change.
- Potentially disrupts the smooth operation of the supply chain.

Dampak terhadap Pemangku Kepentingan

Impact on Stakeholders

Positif

- Efisiensi energi dapat menurunkan emisi dan mendukung perlindungan lingkungan.
- Mendukung keberlanjutan operasional serta efisiensi biaya usaha.
- Memberikan kontribusi positif bagi upaya mitigasi perubahan iklim.

Positive

- Energy efficiency can reduce emissions and support environmental protection.
- Supports operational sustainability and business cost efficiency.
- Contributes positively to climate change mitigation efforts.

Negatif

- Peningkatan emisi gas rumah kaca yang berdampak pada lingkungan.
- Potensi kenaikan biaya operasional akibat penggunaan energi yang tidak efisien.
- Gangguan rantai pasok yang dapat memengaruhi ketersediaan produk.

Negative

- Increase in greenhouse gas emissions that impact the environment.
- Potential rise in operational costs due to inefficient energy consumption.
- Supply chain disruptions that may affect product availability.



4 **Pengelolaan Air**
Water Management

Permasalahan

- Kekurangan air dapat mengganggu kenyamanan bekerja.
- Berpotensi mengurangi kelancaran kegiatan operasional.

Issues

- Water shortages may disrupt workplace comfort.
- Potentially reduce the smooth flow of operational activities.

Dampak terhadap Pemangku Kepentingan

Impact on Stakeholders

Positif

- Pengelolaan air yang baik mendukung kenyamanan lingkungan kerja.
- Menjaga kelancaran kegiatan operasional dan pelayanan kepada pelanggan.
- Mendukung upaya konservasi sumber daya air.

Positive

- Proper water management supports a comfortable working environment.
- Maintains smooth operational activities and customer services.
- Supports water resource conservation efforts.

Negatif

- Kekurangan pasokan air dapat mengganggu aktivitas operasional.
- Menurunnya kenyamanan dan produktivitas karyawan.
- Potensi gangguan pelayanan kepada pelanggan.

Negative

- Water supply shortages may disrupt operational activities.
- Reduced employee comfort and productivity.
- Potential disruptions to customer services.

Pendekatan Manajemen pada Topik Material [3-3]

Management Approach to Material Topics

Tanggung Jawab Terhadap Pelanggan

Responsibility Toward Customers



Signifikansi Topik Topic Significance

Tanggung jawab terhadap pelanggan merupakan aspek utama dalam menjaga kepercayaan, kepuasan, dan loyalitas pelanggan atas layanan perjalanan wisata serta penjualan produk ritel yang dilakukan oleh Perseroan dan anak perusahaan.

Customer responsibility is a key aspect in maintaining customer trust, satisfaction, and loyalty toward the travel services and retail product sales conducted by the Company and its subsidiaries.



Kebijakan Policies

Kebijakan Tentang Perjanjian Kerja Bersama Perseroan tentang Tingkah Laku Pekerja dan Pedoman internal Perseroan terkait kualitas layanan, perlindungan konsumen, keamanan produk, penanganan keluhan, serta kepatuhan terhadap ketentuan perlindungan konsumen yang berlaku.

This commitment is supported by the Company's Collective Labor Agreement concerning Employee Conduct and the Company's internal guidelines related to service quality, consumer protection, product safety, complaint handling, and compliance with applicable consumer protection regulations.



Target Kinerja Performance Targets

- Menyediakan mekanisme penanganan keluhan pelanggan yang dapat diakses oleh semua pelanggan.
- Menangani setiap keluhan pelanggan dengan cepat, tepat, dan solutif.
- Menjaga tingkat kepuasan pelanggan pada kategori baik.
- Providing customer complaint handling mechanisms that are accessible to all customers.
- Handling every customer complaint promptly, accurately, and with appropriate solutions.
- Maintaining customer satisfaction levels within the "good" category.



Pencapaian Achievements

Perseroan menyediakan saluran pengaduan pelanggan, menerapkan standar layanan pelanggan di unit usaha perjalanan dan ritel perjalanan.

The Company provides customer complaint channels and implements customer service standards across its travel and retail business units.



Evaluasi yang Dilakukan Evaluation Conducted

Evaluasi dilakukan melalui pemantauan jumlah dan jenis keluhan pelanggan, tingkat penyelesaian keluhan, serta peninjauan berkala atas standar layanan dan prosedur penanganan pelanggan.

Evaluations are conducted through monitoring the number and types of customer complaints, complaint resolution rates, and periodic reviews of service standards and customer handling procedures.



Departemen yang Bertanggung Jawab Responsible Department

Departemen Pemasaran

Marketing Department

Kepegawaian, Pelatihan dan Pendidikan

Employment, Training, and Education



Signifikansi Topik

Topic Significance

- Pengelolaan ketenagakerjaan yang efektif mendukung kelancaran operasional Perseroan, khususnya dalam penyediaan layanan perjalanan dan kegiatan ritel, serta memastikan kepatuhan terhadap peraturan ketenagakerjaan yang berlaku.
- Pelatihan dan pendidikan berperan penting dalam meningkatkan kompetensi karyawan guna mendukung kualitas layanan perjalanan dan operasional ritel Perseroan serta anak perusahaan.
- Effective workforce management supports the smooth operation of the Company, particularly in travel services and retail activities, while ensuring compliance with applicable labor regulations.
- Training and education play an important role in improving employee competencies to support the quality of travel services and retail operations of the Company and its subsidiaries.



Kebijakan

Policies

- Kebijakan Tentang Perjanjian Kerja Bersama yang mengatur hubungan kerja, hak dan kewajiban karyawan, sistem kepegawaian, serta kepatuhan terhadap peraturan perundang-undangan ketenagakerjaan.
- Kebijakan Tentang Perjanjian Kerja Bersama tentang Kebijakan-kebijakan di bidang Sumber Daya Manusia terkait pengembangan kompetensi karyawan, termasuk perencanaan, pelaksanaan, dan evaluasi program pelatihan.
- Collective Labor Agreement Policy regulates employment relations, employee rights and obligations, the employment system, and compliance with labor laws and regulations.
- Collective Labor Agreement Policy also governs human resources policies related to employee competency development, including the planning, implementation, and evaluation of training programs.



Target Kinerja

Performance Targets

- Menjaga kepatuhan 100% terhadap ketentuan ketenagakerjaan yang berlaku.
- Memastikan seluruh karyawan memiliki status hubungan kerja yang jelas dan terdokumentasi.
- Menyediakan program pelatihan bagi karyawan sesuai kebutuhan jabatan.
- Mencapai partisipasi pelatihan karyawan minimal 90% dari total karyawan per tahun.
- Maintaining 100% compliance with applicable labor regulations.
- Ensuring that all employees have a clear and well-documented employment status.
- Providing training programs for employees based on job requirements.
- Achieving a minimum training participation rate of 90% of total employees per year.



Pencapaian

Achievements

- Perseroan menjalankan pengelolaan kepegawaian melalui penetapan status hubungan kerja karyawan, pengelolaan administrasi kepegawaian, pemenuhan hak normatif karyawan, serta penerapan ketentuan ketenagakerjaan sesuai regulasi yang berlaku.
- Perseroan menyelenggarakan program pelatihan internal dan eksternal, operasional, kepatuhan, serta pelatihan pendukung lainnya sesuai dengan kebutuhan unit kerja.
- The Company manages workforce administration through the determination of employment status, personnel administration management, fulfillment of employees' normative rights, and the implementation of labor provisions in accordance with applicable regulations.
- The Company conducts internal and external training programs, including operational training, compliance training, and other supporting training programs based on the needs of each work unit.



Evaluasi yang Dilakukan

Evaluation Conducted

- Evaluasi dilakukan melalui peninjauan administrasi kepegawaian, pemantauan kepatuhan terhadap regulasi ketenagakerjaan, serta pengelolaan pengaduan ketenagakerjaan oleh unit terkait.
- Evaluasi dilakukan melalui pemantauan tingkat partisipasi pelatihan, umpan balik peserta, serta peninjauan kesesuaian materi pelatihan dengan kebutuhan operasional dan jabatan.
- Evaluation is carried out through the review of personnel administration, monitoring compliance with labor regulations, and managing employment-related complaints by the relevant unit.
- Evaluation is also conducted through monitoring training participation rates, collecting participant feedback, and reviewing the alignment of training materials with operational and job requirements.



Departemen yang Bertanggung Jawab

Responsible Department

Departemen Sumber Daya Manusia

Human Resources Department

Pengelolaan Energi Energy Management



Signifikansi Topik Topic Significance

Energi berperan penting dalam mendukung operasional kantor, gerai ritel, fasilitas penyimpanan, dan peralatan pendukung usaha perjalanan wisata dan penjualan ritel. Pengelolaan energi yang efisien membantu pengendalian biaya operasional dan pengurangan dampak lingkungan.

Energy plays an important role in supporting the operations of offices, retail outlets, storage facilities, and supporting equipment used in travel services and retail sales. Efficient energy management helps control operational costs and reduce environmental impacts.



Kebijakan Policies

Pengelolaan energi mengacu pada kebijakan internal Perseroan, termasuk kebijakan efisiensi operasional, pedoman pengelolaan sarana dan prasarana, serta standar penggunaan dan pemeliharaan peralatan operasional yang mendorong efisiensi konsumsi energi di seluruh unit usaha.

Energy management refers to the Company's internal policies, including operational efficiency policies, facility and infrastructure management guidelines, as well as standards for the use and maintenance of operational equipment that promote efficient energy consumption across all business units.



Target Kinerja Performance Targets

- Menjaga konsumsi energi tahunan agar tidak meningkat signifikan dibandingkan tahun sebelumnya.
- Mencapai tingkat efisiensi energi pada sebagian besar kantor dan gerai ritel melalui penerapan praktik hemat energi.
- Maintaining annual energy consumption so that it does not increase significantly compared to the previous year.
- Achieving energy efficiency in most offices and retail outlets through the implementation of energy-saving practices.



Pencapaian Achievements

Perseroan melaksanakan program penghematan energi melalui pengaturan jam operasional peralatan listrik, penggunaan perangkat hemat energi pada sebagian gerai dan kantor, serta kampanye internal untuk meningkatkan kesadaran karyawan terhadap praktik penggunaan energi secara efisien.

The Company implements energy conservation programs through the regulation of operating hours for electrical equipment, the use of energy-efficient devices in several outlets and offices, and internal campaigns to increase employee awareness of efficient energy use practices.



Evaluasi yang Dilakukan Evaluation Conducted

Evaluasi dilakukan melalui pemantauan konsumsi energi dan peninjauan kepatuhan terhadap pedoman internal secara berkala oleh manajemen, serta untuk mengidentifikasi potensi penghematan dan meningkatkan efisiensi penggunaan energi.

Evaluation is conducted through the monitoring of energy consumption and periodic reviews of compliance with internal guidelines by management, as well as to identify potential savings and improve energy use efficiency.



Departemen yang Bertanggung Jawab Responsible Department

Departemen Operasi

Operations Department

Pengelolaan Air Water Management



Signifikansi Topik Topic Significance

Air merupakan sumber daya pendukung operasional kantor dan gerai ritel, terutama untuk kebutuhan sanitasi, kebersihan, dan fasilitas pendukung layanan. Pengelolaan air yang efisien membantu menjaga keberlangsungan operasional serta mengendalikan biaya utilitas.

Water is a supporting resource for office and retail outlet operations, particularly for sanitation, cleaning, and service-supporting facilities. Efficient water management helps maintain operational continuity while controlling utility costs.



Kebijakan Policies

Pengelolaan air mengacu pada kebijakan internal Perseroan terkait pengelolaan fasilitas, kebersihan, dan efisiensi operasional, termasuk pengendalian penggunaan air dan pemeliharaan sarana pendukung di seluruh unit usaha.

Water management refers to the Company's internal policies related to facility management, sanitation, and operational efficiency, including the control of water usage and the maintenance of supporting facilities across all business units.



Target Kinerja Performance Targets

- Menjaga konsumsi air tahunan agar tidak meningkat signifikan dibandingkan tahun sebelumnya.
- Mendorong penerapan praktik penghematan air pada sebagian besar kantor dan gerai ritel.
- Maintaining annual water consumption so that it does not increase significantly compared to the previous year.
- Encouraging the implementation of water-saving practices in most offices and retail outlets.



Pencapaian Achievements

Perseroan melaksanakan pengelolaan air melalui penerapan praktik penghematan air di kantor dan gerai ritel, antara lain penggunaan peralatan sanitasi yang efisien, pemeliharaan rutin instalasi air untuk mencegah kebocoran, serta pengendalian penggunaan air dalam kegiatan kebersihan operasional.

The Company implements water management through the application of water-saving practices in offices and retail outlets, including the use of efficient sanitation equipment, routine maintenance of water installations to prevent leaks, and control of water usage in operational cleaning activities.



Evaluasi yang Dilakukan Evaluation Conducted

Evaluasi dilakukan melalui pemantauan penggunaan air dan peninjauan kondisi fasilitas secara berkala oleh manajemen.

Evaluation is conducted through monitoring water consumption and periodic reviews of facility conditions by management.



Departemen yang Bertanggung Jawab Responsible Department

Departemen Operasi

Operations Department

Ikhtisar Kinerja Aspek Keberlanjutan

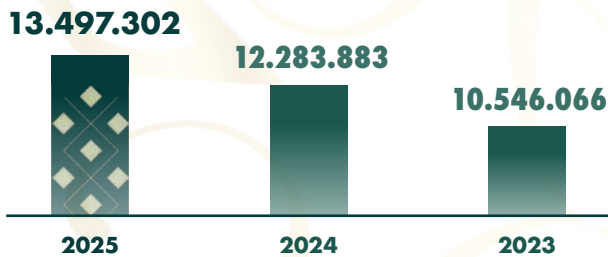
Sustainability Highlights



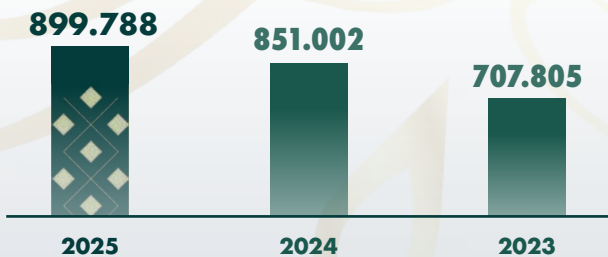
Aspek Ekonomi [B.1] Economic Aspect



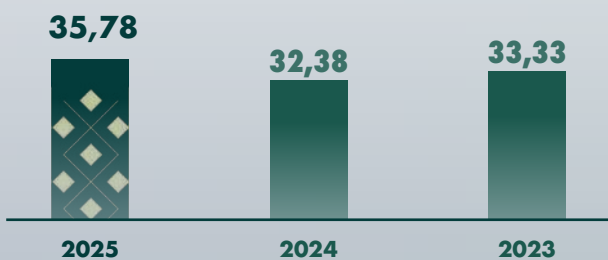
Jumlah Produk yang Dijual
Total Products Sold
Unit



Pendapatan
Revenues
Rp Juta | Rp Million



Jumlah Pemasok Lokal
Number of Local Suppliers
%



Laba (Rugi) Tahun Berjalan
Profit (Loss) For the Year
Rp Juta | Rp Million

2025	89.100
2024	38.572
2023	(9.912)



Pendapatan dari Penjualan Produk Ramah Lingkungan*
Revenues from Sales of Eco-friendly Products*
Rp Juta | Rp Million

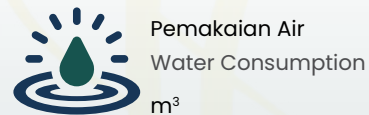
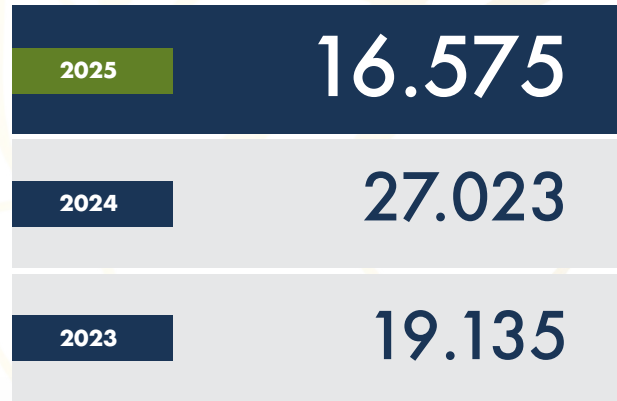
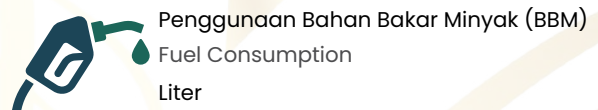
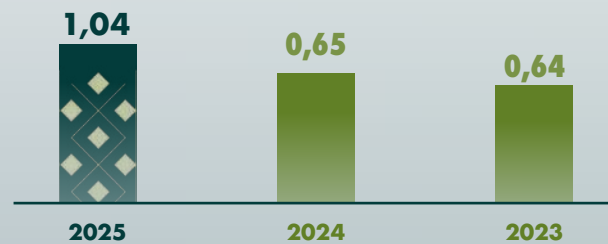
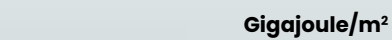
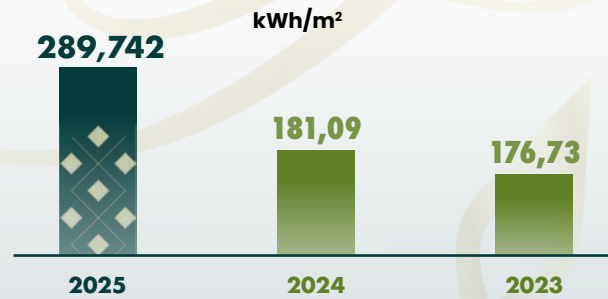
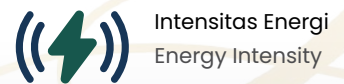
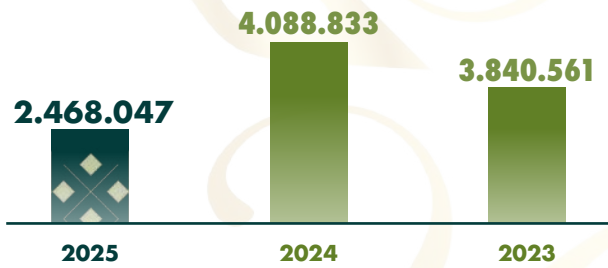
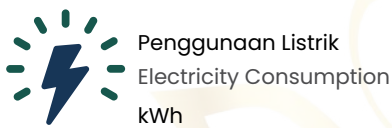
2025	7.336
2024	7.466
2023	3.525

*Disajikan ulang dengan nilai tanpa PPN

*Restated with amounts presented excluding VAT

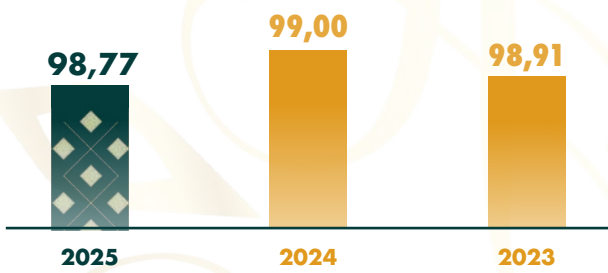


Aspek Lingkungan Hidup [B.2]
Environmental Aspect

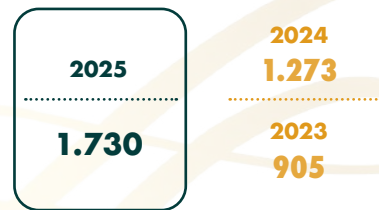


Aspek Sosial [B.3]
Social Aspect

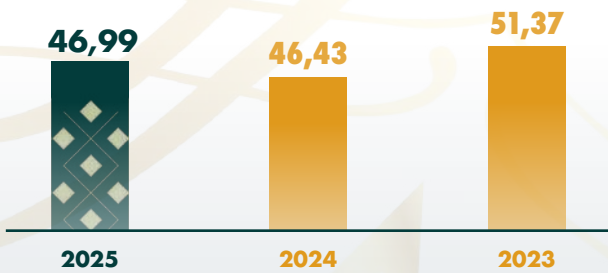
Jumlah Karyawan Lokal
Number of Local Employees
%



Jumlah Peserta Pelatihan Karyawan
Number of Employee Training Attendees
Orang | Persons



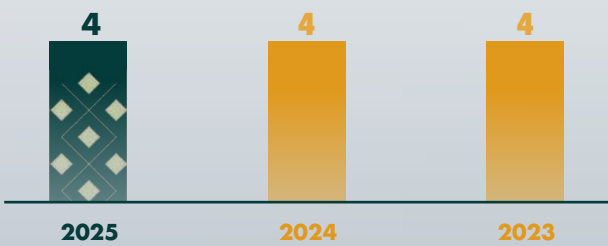
Jumlah Karyawan Perempuan
Number of Female Employees
%



Jumlah Jam Pelatihan Karyawan
Number of Employee Training Hours
Jam | Hours



Indeks Keterlibatan Karyawan
Employee Engagement Index
Skala 5 | 5-point scale



Jumlah Kecelakaan Kerja
Number of Occupational Accidents
Insiden | Incidents



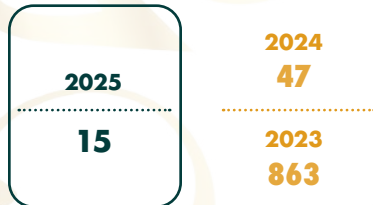


Dana Kegiatan Tanggung Jawab Sosial dan Lingkungan (TJSL)
Funds for Corporate Social Responsibility (CSR) Activities
Rp Juta | Rp Million

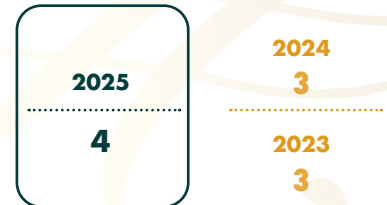


Jumlah Penerima Manfaat Dana Kegiatan TJSL
Number of Fund Beneficiaries of the CSR Activities

Orang
Persons



Desa
Villages



Selama periode pelaporan, Perseroan memperkuat kolaborasi dengan pemasok lokal di wilayah operasional, khususnya di kota-kota tempat Perseroan membuka gerai baru seperti di Jakarta, Medan, Bali, dan Surabaya. Langkah ini mendukung pertumbuhan bisnis sekaligus memberikan manfaat sosial melalui penyediaan lapangan kerja bagi masyarakat setempat, baik lulusan baru maupun tenaga kerja berpengalaman. Kesempatan kerja tersebut mendorong pengembangan kompetensi individu serta berkontribusi pada peningkatan kesejahteraan dan aktivitas ekonomi lokal di sekitar wilayah operasional Perseroan. [B.3]

Perseroan menyadari bahwa pembukaan gerai baru dapat berdampak pada kinerja dan operasional gerai yang telah beroperasi sebelumnya. Oleh karena itu, Perseroan melakukan pendekatan proaktif melalui komunikasi dan kerja sama dengan pemangku kepentingan terkait. Langkah ini bertujuan untuk memastikan proses penyesuaian berjalan tertib, mengurangi potensi risiko sosial dan operasional, serta menghasilkan solusi yang seimbang bagi seluruh pihak. [B.3]

During the reporting period, the Company harnessed collaboration with local suppliers in its operational areas, particularly in cities where the Company opened new outlets such as Jakarta, Medan, Bali, and Surabaya. This initiative supports business growth while also providing social benefits through the creation of job opportunities for local communities, including both fresh graduates and experienced workers. These employment opportunities encourage individual competency development and contribute to improving welfare and stimulating local economic activities in areas surrounding the Company's operations. [B.3]

The Company recognizes that the opening of new outlets may have an impact on the performance and operations of existing outlets. Therefore, the Company adopts a proactive approach through communication and collaboration with relevant stakeholders. This measure aims to ensure that the adjustment process proceeds in an orderly manner, minimize potential social and operational risks, and achieve balanced solutions for all parties involved. [B.3]



Strategi Keberlanjutan

[A.1] [2-22]

Sustainability Strategy

Perseroan mendukung aspek lingkungan melalui pengelolaan sumber daya secara bijak dengan meningkatkan efisiensi penggunaan air, listrik, dan bahan bakar minyak. Sepanjang 2025, Perseroan berhasil meningkatkan efisiensi penggunaan air secara signifikan serta mendukung kegiatan pelestarian keanekaragaman hayati. Sejalan dengan itu, Perseroan juga menerapkan strategi pelayanan terhadap pelanggan melalui penyediaan produk yang aman, informasi produk yang jelas, serta peningkatan kualitas layanan guna memenuhi kebutuhan dan menjaga kepercayaan pelanggan.

The Company supports environmental aspects through prudent resource management by improving the efficiency of water, electricity, and fuel consumption. Throughout 2025, the Company successfully achieved significant improvements in water use efficiency while also supporting biodiversity conservation initiatives. In line with this commitment, the Company also implements a customer service strategy by providing safe products, clear product information, and continuously improving service quality to meet customer needs and maintain customer trust.

Pada 2025, Perseroan menyesuaikan strategi bisnis dengan fokus pada sektor ritel perjalanan. Perubahan ini sejalan dengan perubahan visi jangka panjang Perseroan: “Menjadi peritel perjalanan terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham”. Melalui arah strategis ini, Perseroan terus mengembangkan usaha, salah satunya dengan pembukaan gerai baru di berbagai wilayah Indonesia.

Selain itu, Perseroan menjalankan strategi pertumbuhan bisnis dengan memperluas kerja sama bersama mitra strategis, termasuk pemilik merek, maskapai penerbangan, hotel, lembaga perbankan, dan penyedia sistem pembayaran. Strategi ini diperkuat melalui pembukaan gerai baru di sejumlah lokasi pariwisata dan transportasi, seperti di Bandar Udara Internasional Soekarno Hatta di Jakarta, di Bandar Udara Internasional Kualanamu di Medan, di Bandar Udara Internasional I Gusti Ngurah Rai di Bali, dan di Bandar Udara Internasional Juanda di Surabaya. Di samping ekspansi fisik, Perseroan juga mengoptimalkan kanal digital melalui promosi aktif di media sosial untuk memberikan pengalaman belanja yang lebih mudah, cepat, dan relevan bagi wisatawan.

In 2025, the Company adjusted its business strategy by focusing on the travel retail sector. This change aligns with the Company’s long-term vision: “To become the leading travel retailer in Indonesia while continually achieving the best growth prospects to all of its shareholders”. Through this strategic direction, the Company continues to expand its business, including the opening of new outlets across various regions in Indonesia.

Furthermore, the Company implements a business growth strategy by expanding partnerships with strategic partners, including brand owners, airlines, hotels, banking institutions, and payment system providers. This strategy is bolstered through the opening of new outlets at several tourism and transportation hubs, such as Soekarno–Hatta International Airport in Jakarta, Kualanamu International Airport in Medan, I Gusti Ngurah Rai International Airport in Bali, and Juanda International Airport in Surabaya. In addition to physical expansion, the Company also optimizes digital channels through active promotions on social media to provide a more convenient, faster, and relevant shopping experience for travelers.

Perseroan tetap memperhatikan aspek sosial dan lingkungan selama pelaksanaan ekspansi usaha. Praktik ini diwujudkan melalui pemanfaatan tenaga kerja lokal sebesar 98,77% serta kerja sama dengan pemasok lokal dan nasional sebesar 97,55%. Pendekatan kolaboratif dengan masyarakat sekitar memberikan nilai tambah melalui peningkatan kesejahteraan masyarakat serta mendukung stabilitas dan reputasi bisnis Perseroan.

Lebih lanjut, Perseroan meningkatkan kompetensi karyawan melalui berbagai program pengembangan sumber daya manusia. Sepanjang 2025, Perseroan menyelenggarakan berbagai jenis pelatihan yang diikuti oleh 1.730 karyawan secara daring dan luring. Materi pelatihan yang diberikan antara lain pelatihan bahasa asing, pelatihan pengetahuan atas produk, pelatihan SOP antisipasi kehilangan barang di toko ritel, PSAK (Pernyataan Standar Akuntansi Keuangan), dan perpajakan. Selain itu, pelatihan daring mencakup berbagai macam topik.

The Company continues to pay close attention to social and environmental aspects during the business expansion. This commitment is reflected in the utilization of 98.77% local workforce and collaboration with 97.55% local and national suppliers. This collaborative approach with surrounding communities creates added value by improving community welfare while supporting the stability and reputation of the Company's business.

Furthermore, the Company enhances employee competencies through various human capital development programs. Throughout 2025, the Company organized a wide range of online and offline training programs attended by 1,730 employees. The training materials included foreign language training, product knowledge training, retail store loss prevention SOP training, PSAK (Indonesian Financial Accounting Standards), and taxation. In addition, the online training includes various topics.

Dukungan pada Tujuan Pembangunan Berkelanjutan Support for Sustainable Development Goals

Perseroan mendukung semua tujuan pembangunan berkelanjutan (TPB) dalam menjalankan kegiatan operasional. Perseroan memprioritaskan TPB tujuan 3, yaitu Kehidupan Sehat dan Sejahtera, serta tujuan 8, yaitu Pekerjaan Layak dan Pertumbuhan Ekonomi.

The Company supports all Sustainable Development Goals (SDGs) in conducting its operational activities. The Company prioritizes the SDG 3: Good Health and Well-being and the SDG 8: Decent Work and Economic Growth.



Kegiatan | Activities

- Kami menyediakan tempat kerja yang nyaman, bersih, serta aman bagi kesejahteraan para karyawan, dan protokol kesehatan yang ketat.
- Kami memiliki kebijakan Kesehatan dan Keselamatan Kerja (K3), serta menyelenggarakan pelatihan K3 bagi seluruh karyawan.
- Kami membantu masyarakat dalam meningkatkan kualitas kesehatan.
- We provided a comfortable, clean, and safe workplace for our employees' well-being, and put strict health protocols on place.
- We had Occupational Health and Safety (OHS) policy and organized OHS training programs for our employees.
- We helped the communities improve their health quality.

Target | Target

- Tidak ada kecelakaan kerja.
- Tidak ada Kehilangan Jam Kerja Akibat Kecelakaan.
- Zero fatality.
- Zero LTIR (Lost Time Injury).

Capaian 2025 Achievements of 2025

- Tidak terdapat kasus kecelakaan kerja fatal.
- 100% karyawan mendapatkan pelatihan K3.
- Telah melakukan pengecekan secara berkala fasilitas K3 seperti tabung APAR dan alarm kebakaran.
- Selalu tersedia obat-obatan P3K serta Masker bagi *back-office* dan karyawan di seluruh *outlet* Perseroan.
- Berhasil meningkatkan kesehatan karyawan dan masyarakat.
- No cases of fatal work accidents occurred.
- 100% of employees received OHS training.
- OHS facilities –such as fire extinguishers and fire alarms–were regularly checked.
- First aid medicines and masks were available for back-office and front office outlet employees.
- Employee and community health improved.

3 KEHIDUPAN SEHAT DAN SEJAHTERA



8 PEKERJAAN LAYAK DAN PERTUMBUHAN EKONOMI



Kegiatan | Activities

- Kami membuka lapangan pekerjaan bagi pengrajin lokal untuk menjadi pemasok produk yang berkualitas internasional.
- Kami terus memberikan layanan terbaik dalam mempromosikan pariwisata daerah dengan memperhatikan kenyamanan pelanggan.
- Kami memberikan pelatihan bagi para karyawan, baik dalam negeri maupun luar negeri.
- We created jobs for local craftsmen to enable them to be the suppliers of internationally qualified products.
- We always provided the best services to promote local tourism by paying attention to customer convenience.
- We sent our employees to participate in domestic and overseas training programs.

Target | Target

- Menyerap >90% tenaga kerja lokal.
- Kemitraan dengan >90% pemasok lokal dan nasional.
- *Unforgettable service.*
- *Workshop* bagi karyawan.
- Employ >90% of the total local employees.
- Partner with >90% local and national suppliers.
- Provide unforgettable services.
- Organize workshops for employees.

Capaian 2025 Achievements of 2025

- Tenaga kerja lokal mencapai 98,77%.
- Pemasok lokal dan nasional mencapai 97,55%.
- 98.77% of the total employees were employed locally.
- Local and national suppliers reached 97.55%.



Penjelasan Direksi [D.1] [2-22] Message from the Directors

“

Perseroan menjalankan berbagai langkah strategis guna memastikan pertumbuhan bisnis yang memberikan manfaat lebih luas dan bermakna bagi seluruh pemangku kepentingan, sejalan dengan perubahan visi Perseroan untuk **“Menjadi peritel perjalanan terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham”**.

The Company has implemented various strategic measures to ensure business growth that delivers broader and more meaningful benefits for all stakeholders, in line with the Company’s revised vision **“To become the leading travel retailer in Indonesia while continually achieving the best growth prospects to all of its shareholders”**.

”



Para Pemangku Kepentingan yang Terhormat, Dear Valued Stakeholders,

Atas nama Direksi, kami menyampaikan penghargaan atas dukungan seluruh pemangku kepentingan kepada Perseroan sepanjang tahun 2025. Semangat kami untuk terus memperkuat nilai keberlanjutan mendorong berbagai upaya strategis guna mewujudkan pertumbuhan usaha yang semakin solid sekaligus menciptakan nilai tambah bagi para pemangku kepentingan. Perseroan senantiasa berupaya meningkatkan kinerja secara konsisten agar dapat memberikan manfaat yang berkelanjutan bagi seluruh pemangku kepentingan.

On behalf of the Directors, we would like to express our appreciation for the continued support of all stakeholders toward the Company throughout 2025. Our commitment to strengthening sustainable value has driven various strategic initiatives aimed at achieving more robust business growth while creating added value for stakeholders. The Company continuously strives to improve its performance in a consistent manner in order to deliver sustainable benefits for all stakeholders.

Kebijakan untuk Merespon Tantangan Keberlanjutan Policies to Respond to Sustainability Challenges

Di tahun 2025, kami menetapkan arah strategi usaha yang lebih fokus pada ritel perjalanan sejalan dengan perubahan visi jangka panjang Perseroan, yaitu “Menjadi peritel perjalanan terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham”. Dalam menjalankan strategi tersebut, kami memastikan bahwa kebijakan usaha, proses operasional, serta pengambilan keputusan telah mempertimbangkan penerapan prinsip keberlanjutan dan mengintegrasikan aspek Lingkungan, Sosial, dan Tata Kelola (LST).

In 2025, we established a more focused business strategy direction toward the travel retail sector to uphold the Company’s long-term vision, “To become the leading travel retailer in Indonesia while continually achieving the best growth prospects to all of its shareholders”. In implementing this strategy, we ensure that business policies, operational processes, and decision-making have considered the application of sustainability principles and integrated Environmental, Social, and Governance (ESG) aspects.

Perseroan menerapkan nilai keberlanjutan melalui Nilai Inti Perseroan yang tertuang dalam Kode Etik. Nilai tersebut mencakup kepatuhan terhadap hukum dan perundang-undangan, kepatuhan terhadap kebijakan internal, kewajiban menjaga dan memelihara aset Perseroan, tanggung jawab sosial, penghormatan terhadap hak individu, serta penerapan kebijakan antikorupsi. Nilai-nilai tersebut menjadi pedoman dalam pengambilan keputusan dan pelaksanaan kegiatan operasional.

Dalam menjalankan kegiatan usaha, kami mengidentifikasi sejumlah isu keberlanjutan yang berpotensi memengaruhi kinerja Perseroan, antara lain dinamika industri pariwisata dan ritel perjalanan, perubahan peraturan dan perilaku perjalanan wisatawan, kebutuhan efisiensi operasional, serta meningkatnya tuntutan pengelolaan dampak lingkungan usaha. Perubahan preferensi pelanggan dan karakteristik wisatawan juga menuntut kemampuan adaptasi yang lebih kuat dalam memahami kebutuhan pasar.

Sebagai wujud komitmen Direksi dalam menerapkan kinerja keberlanjutan, kami menjalankan berbagai langkah strategis, antara lain memperluas kerja sama dengan mitra usaha serta pengembangan jaringan gerai di lokasi pariwisata dan transportasi strategis di Indonesia. Pendekatan berbasis pelanggan juga diperkuat melalui analisis preferensi konsumen secara berkala, penyediaan produk unggulan di setiap toko, serta penyesuaian tampilan produk agar lebih relevan. Perbedaan karakteristik pelanggan domestik dan asing menjadi tantangan dalam menjaga kualitas layanan, sehingga Perseroan meningkatkan kapasitas tenaga penjual melalui program pelatihan, serta mengoptimalkan kanal digital untuk meningkatkan kualitas layanan dan pengalaman pelanggan.

The Company implements sustainability values through its Core Values, which are stipulated in the Code of Conduct. These values include compliance with applicable laws and regulations, adherence to internal policies, the obligation to safeguard and maintain the Company's assets, social responsibility, respect for individual rights, and the implementation of anti-corruption policies. These values serve as guiding principles in decision-making and the execution of operational activities.

In conducting our business activities, we identify several sustainability issues that may potentially affect the Company's performance, including the dynamics of the tourism and travel retail industry, changes in regulations and tourist travel behavior, the need for operational efficiency, and the increasing demands for managing the environmental impacts of business activities. Changes in customer preferences and the characteristics of tourists also require stronger adaptability in understanding market needs.

As part of the Directors' commitment to implementing sustainability performance, we have undertaken various strategic measures, including expanding partnerships with business partners and developing outlet networks in strategic tourism and transportation locations across Indonesia. A customer-based approach has also been strengthened through regular analysis of consumer preferences, the provision of flagship products in each store, and adjustments to product displays to ensure greater relevance. Differences in the characteristics of domestic and international customers pose challenges in maintaining service quality; therefore, the Company continues to enhance the capacity of sales personnel through training programs while optimizing digital channels to improve service quality and customer experience.

Kami juga menyadari bahwa penerapan kinerja keberlanjutan menghadapi sejumlah tantangan, antara lain kebutuhan penyesuaian operasional seiring ekspansi usaha, penguatan koordinasi rantai pasok, serta peningkatan kompetensi di seluruh lini organisasi. Untuk itu, Direksi secara berkala melakukan pengawasan dan evaluasi atas implementasi strategi keberlanjutan guna memastikan pencapaian target Perseroan dalam jangka pendek, menengah, dan panjang. Melalui kebijakan tersebut, kami terus memperkuat penerapan kinerja keberlanjutan, meningkatkan ketahanan usaha, menciptakan nilai tambah, serta memperkuat kepercayaan pemangku kepentingan.

We also recognize that the implementation of sustainability performance presents several challenges, including the need for operational adjustments in line with business expansion, strengthening supply chain coordination, and enhancing competencies across all levels of the organization. Therefore, the Directors periodically conduct oversight and evaluation of the implementation of sustainability strategies to ensure the achievement of the Company's short-, medium-, and long-term targets. Through these policies, we continue to strengthen the implementation of sustainability performance, enhance business resilience, create added value, and reinforce stakeholder trust.

Capaian Kinerja dan Penerapan Keuangan Berkelanjutan Performance Achievements and Sustainable Finance Implementation

Sepanjang tahun 2025, kami terus memastikan bahwa pertumbuhan usaha Perseroan berjalan selaras dengan penerapan prinsip keberlanjutan melalui pengelolaan kinerja ekonomi, lingkungan, dan sosial, serta sesuai dengan target yang telah ditetapkan.

Perseroan mencatat total penjualan sebesar Rp899.788 juta atau meningkat 5,73% dibandingkan tahun sebelumnya sebesar Rp851.002 juta, sekaligus melampaui target yang ditetapkan sebesar Rp822.518 juta atau mencapai 109,39% dari rencana. Peningkatan tersebut turut mendorong perbaikan laba bersih menjadi Rp 89.100 juta, meningkat 130,99% dibandingkan posisi tahun sebelumnya sebesar Rp38.572 juta. Capaian ini mencerminkan efektivitas strategi bisnis dan meningkatnya ketahanan operasional Perseroan di tengah dinamika industri pariwisata.

Dukungan kami pada pelestarian lingkungan diwujudkan dengan melanjutkan kebijakan pengurangan plastik sekali pakai melalui penggunaan tas belanja yang dapat digunakan kembali bersama mitra. Hingga akhir tahun 2025, inisiatif ini menurunkan penggunaan kantong plastik yang masih wajib diterapkan untuk penjualan produk tertentu sebesar 65%. Kami terus memperkuat penerapan prinsip ekonomi sirkular melalui penyediaan produk berbahan daur ulang. Pendapatan dari produk ramah lingkungan mencapai Rp7.336 juta, dengan kinerja yang relatif terjaga meskipun terdapat penurunan tipis sebesar 1,74% dibandingkan tahun sebelumnya. Kami meyakini bahwa pengelolaan lingkungan yang baik tidak hanya menurunkan risiko operasional, tetapi juga membuka peluang pertumbuhan usaha.

Throughout 2025, we continued to ensure that the Company's business growth was aligned with the implementation of sustainability principles through the management of economic, environmental, and social performance, in line with the targets that had been established.

The Company recorded total sales of Rp899,788 million, representing an increase of 5.73% compared to Rp851,002 million in the previous year, while also exceeding the established target of Rp822,518 million, or 109.39% of the planned target. This increase also contributed to an improvement in net profit to Rp89,100 million, a 130,99% increase compared to Rp38,572 million in the previous year. This achievement shows the effectiveness of the Company's business strategies and its improving operational resilience amid the dynamics of the tourism industry.

Our support for environmental preservation is demonstrated through the continuation of policies to reduce single-use plastics by encouraging the use of reusable shopping bags in collaboration with our partners. By the end of 2025, this initiative reduced the use of plastic bags by 65%, as plastic bags are still required for the sale of certain products. We continue to strengthen the implementation of circular economy principles through the provision of products made from recycled materials. Revenue from environmentally friendly products reached Rp7,336 million, with performance remaining relatively stable despite a slight decrease of 1.74% compared to the previous year. We believe that sound environmental management not only reduces operational risks but also opens opportunities for business growth.

Pemasok merupakan bagian dari pertumbuhan usaha kami. Untuk itu, kami terus memperkuat kontribusi ekonomi melalui kemitraan dengan pemasok lokal dan nasional sebesar 97,55% dari total pemasok, serta penyerapan tenaga kerja lokal sebesar 98,77%. Kami juga meningkatkan kompetensi karyawan melalui berbagai program pelatihan. Pelatihan tatap muka mencakup pelatihan bahasa asing, pengetahuan atas produk, SOP antisipasi kehilangan barang di toko ritel, PSAK, dan perpajakan. Selain itu, pelatihan daring yang wajib diikuti oleh seluruh karyawan.

Sebagai bagian dari komitmen tanggung jawab sosial, Perseroan turut melaksanakan program transplantasi terumbu karang di Pantai Mertasari, Denpasar, dan Pantai Amed, Karangasem, bekerja sama dengan Yayasan Rumah Coral Bali, nelayan setempat, serta entitas anak Perseroan. Program ini juga disertai kegiatan edukasi bagi karyawan mengenai pentingnya pelestarian terumbu karang serta dukungan bagi komunitas yang terlibat. Melalui inisiatif ini, Perseroan berupaya berkontribusi dalam menjaga keseimbangan ekosistem laut sekaligus memperkuat kesadaran terhadap pelestarian lingkungan pesisir.

Prestasi dan Peristiwa Penting Achievements and Significant Events

Pada tahun 2025, Perseroan dan entitas anak memperoleh sejumlah penghargaan atas kinerja operasional dan kualitas pengelolaan gerai. Penghargaan tersebut meliputi Operasi Toko Terbaik dari WHSmith, Desain Toko Terbaik untuk Bandara Kategori 1–5 juta penumpang per tahun dari PT Angkasa Pura Indonesia, serta Toko dengan Visual Merchandise Terbaik untuk Natal 2024 dan Tahun Baru 2025 dari PT Angkasa Pura Indonesia. Prestasi ini mencerminkan komitmen Perseroan dalam menjaga kualitas desain, operasional toko, dan pengalaman pelanggan di seluruh jaringan gerai, sekaligus mendukung pertumbuhan bisnis dan reputasi Perseroan di tingkat nasional maupun internasional.

Suppliers are an integral part of our business growth. Therefore, we continue to boost economic contributions through partnerships with local and national suppliers, which accounted for 97.55% of our total suppliers, as well as through local workforce absorption reaching 98.77%. We also enhanced employee competencies through various training programs. In-person training included foreign language training, product knowledge, SOPs for preventing merchandise loss in retail stores, PSAK, and taxation. In addition, mandatory online training programs for all employees.

As part of our commitment to social responsibility, the Company also conducted a coral reef transplantation program at Mertasari Beach in Denpasar and Amed Beach in Karangasem, in collaboration with the Rumah Coral Bali Foundation, local fishermen, and the Company's subsidiaries. The program was also accompanied by educational activities for employees on the importance of coral reef conservation, as well as support for the involved communities. Through this initiative, the Company seeks to contribute to maintaining the balance of marine ecosystems while strengthening awareness of coastal environmental preservation.

In 2025, the Company and its subsidiaries received several awards in recognition of their operational performance and the quality of store management. These awards included Best Store Operations from WHSmith, Best Store Design for the Airport Category of 1–5 million passengers per year from PT Angkasa Pura Indonesia, as well as Best Visual Merchandise Store for Christmas 2024 and New Year 2025 from PT Angkasa Pura Indonesia. These achievements display the Company's commitment to maintaining high standards in store design, store operations, and customer experience across its outlet network, while also supporting business growth and strengthening the Company's reputation at both national and international levels.

Kami akan terus memperkuat kinerja yang baik sebagai fondasi dalam menjalankan strategi usaha, dengan menjaga keseimbangan antara ketangguhan finansial, tanggung jawab sosial, dan perlindungan lingkungan hidup.

Strategi Pencapaian Target

Strategy to Achieve Targets

Untuk mendukung pencapaian target, Perseroan menerapkan pengelolaan risiko melalui proses identifikasi, pemantauan, dan evaluasi berkala terhadap faktor operasional, keuangan, lingkungan, dan sosial yang berpotensi memengaruhi kesinambungan usaha. Mitigasi dilakukan melalui pengendalian operasional yang terstruktur, penguatan tata kelola rantai pasok, peningkatan koordinasi dengan mitra strategis, serta peninjauan kepatuhan.

We will continue to strengthen our solid performance as the foundation for implementing our business strategies, while maintaining a balance between financial resilience, social responsibility, and environmental protection.

To achieve its targets, the Company implements risk management through the identification, monitoring, and periodic evaluation of operational, financial, environmental, and social factors that may potentially affect business sustainability. Mitigation measures are carried out through structured operational controls, strengthening supply chain governance, enhancing coordination with strategic partners, and reviewing compliance.

Pemanfaatan Peluang dan Prospek Usaha

Leveraging Opportunities and Business Prospects

Perseroan menjalankan strategi pertumbuhan untuk memaksimalkan prospek usaha melalui perluasan kerja sama dengan berbagai mitra, termasuk pemilik merek, maskapai penerbangan, hotel, lembaga perbankan, dan penyedia sistem pembayaran. Strategi ini juga diwujudkan melalui pembukaan gerai baru di lokasi pariwisata dan transportasi strategis, yaitu di Bandar Udara Internasional Soekarno Hatta Jakarta, Bandar Udara Internasional Kualanamu Medan, Bandar Udara Internasional I Gusti Ngurah Rai Bali, serta di Bandar Udara Internasional Juanda Surabaya.

The Company implements growth strategies to maximize business prospects by expanding collaborations with various partners, including brand owners, airlines, hotels, banking institutions, and payment system providers. This strategy is also realized through the opening of new outlets in strategic tourism and transportation locations, including Soekarno Hatta International Airport in Jakarta, Kualanamu International Airport in Medan, I Gusti Ngurah Rai International Airport in Bali, and Juanda International Airport in Surabaya.

Selain ekspansi fisik, Perseroan juga mengoptimalkan kanal digital melalui promosi aktif di media sosial untuk meningkatkan akses pasar dan memberikan pengalaman belanja yang lebih mudah, cepat, dan relevan bagi wisatawan. Langkah ini dilakukan untuk menangkap peluang pertumbuhan industri pariwisata yang diperkirakan tetap positif seiring meningkatnya kebutuhan perjalanan dan keseimbangan gaya hidup masyarakat.

In addition to physical expansion, the Company also optimizes digital channels through active promotion on social media to enhance market access and provide a more convenient, faster, and relevant shopping experience for travelers. This initiative is undertaken to capture opportunities from the tourism industry's growth, which is expected to remain positive amidst the increasing demand for travel and the pursuit of a balanced lifestyle among the public.

Situasi Eksternal

External Situation

Kami mencermati situasi eksternal dari aspek ekonomi, lingkungan hidup, dan sosial yang berpotensi memengaruhi keberlanjutan Perseroan. Perubahan iklim dan isu geopolitik menjadi dua perhatian utama yang dapat mengubah dunia usaha dan kehidupan kita. Dari sisi ekonomi, kenaikan bahan bakar dan keamanan global berpotensi memengaruhi tingkat kunjungan dan kinerja penjualan. Sementara dari aspek sosial, terdapat peningkatan harapan pemangku kepentingan untuk tetap dapat berwisata dengan aman dan tenang, serta layanan yang terpercaya. Dengan mempertimbangkan faktor-faktor tersebut, kami menyesuaikan strategi untuk tetap adaptif dan menjaga ketahanan finansial.

Apresiasi

Appreciation

Kami mengucapkan terima kasih dan memberikan apresiasi kepada seluruh pemangku kepentingan atas dedikasi, kerja keras, dan dukungan dalam mencapai kinerja terbaik Perseroan. Tahun 2025 membawa pengalaman berharga yang mendorong kami untuk bersinergi lebih erat dengan seluruh pemangku kepentingan. Kami berharap semua upaya ini terus memberikan dampak positif bagi lingkungan dan komunitas, sekaligus memenuhi kebutuhan dan pengalaman pelanggan yang lebih berkualitas.

We continue to observe external developments from economic, environmental, and social perspectives that may potentially affect the Company's sustainability. Climate change and geopolitical issues remain the two key concerns that may influence the business environment and our daily lives. From an economic perspective, rising fuel prices and global security conditions may potentially affect visitor arrivals and sales performance. Meanwhile, from a social perspective, there is an increasing expectation from stakeholders to continue traveling safely and comfortably, supported by reliable services. By considering these factors, we adjust our strategies to remain adaptive while maintaining financial resilience.

We would like to express our gratitude and appreciation to all stakeholders for their dedication, hard work, and support in achieving the Company's best performance. The year 2025 brought valuable experiences that encouraged us to strengthen our collaboration with all stakeholders. We hope that these efforts will continue to generate positive impacts for the environment and communities, while also fulfilling customers' needs and delivering a better quality of experience.

Jakarta, 22 April 2026

Atas Nama Direksi

On behalf of Directors

Ir. Wong Budi Setiawan

Presiden Direktur

President Director



Profil Perseroan [c.4] [2-6] About the Company



Visi, Misi, dan Nilai Inti Perseroan [c.1] Vision, Mission, and Company Core Values

Visi Vision

Menjadi peritel perjalanan terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham.

To become the leading travel retailer in Indonesia while continually achieving the best growth prospects to all of its shareholders.

Misi Mission

Memberikan dukungan bagi pariwisata Indonesia dengan memberikan suasana belanja dengan kualitas tertinggi dan pelayanan yang tidak tertandingi kepada konsumen secara konsisten.

To support the Indonesian tourism sector by providing the highest quality of shopping ambience and indisputable services to all of its customers consistently.

Nilai Inti Perseroan Company Core Values

Kode Etik Perseroan | Company Code of Conduct

Kepatuhan terhadap hukum dan undang-undang yang berlaku
Compliance with applicable laws and regulations

Kepatuhan terhadap peraturan dan kebijakan Perseroan
Compliance with the Company's regulations and policies

Kewajiban untuk menjaga dan memelihara aset Perseroan
Obligation to safeguard and maintain the Company's assets

Tanggung jawab sosial
Social responsibility

Penghormatan atas hak individu
Respect for individual rights

Kebijakan antikorupsi
Anti-corruption policy

Budaya Perseroan | Company Culture

Rasa Ingin Tahu
Curiosity

Saling Menghargai
Value Each Other

Menunjukkan Rasa Kemanusiaan
Demonstrate Humanity

Merangkul Perubahan
Embracing Changes

Bekerja Sama dengan Erat
Work Collaboratively

Bertindak dengan Penuh Integritas
Act with Integrity



Sekilas tentang Perseroan ^[2-1] Company Overview

Perseroan memulai kegiatan usahanya pada tahun 1978 dengan nama PT Sona Topas Group dan secara resmi mengadopsi nama PT Sona Topas Tourism Industry pada tahun 1990. Untuk memperkuat struktur permodalan dan tata kelola, Perseroan menjadi perusahaan publik dengan mencatatkan sahamnya di Bursa Efek Indonesia pada 21 Juli 1992.

Pada awal operasional, Perseroan menjalankan usaha di bidang jasa pariwisata yang mencakup layanan perjalanan, akomodasi, dan penyediaan tiket bagi wisatawan. Seiring perkembangan industri pariwisata Indonesia dan perubahan preferensi wisatawan, Perseroan melakukan transformasi model bisnis sejak pertengahan tahun 1990-an untuk memperluas sumber pendapatan dan memperkuat usaha.

The Company began its business operations in 1978 under the name PT Sona Topas Group and officially adopted the name PT Sona Topas Tourism Industry in 1990. To strengthen its capital structure and corporate governance, the Company became a public company by listing its shares on the Indonesia Stock Exchange on 21 July 1992.

During its early operations, the Company conducted business in the tourism services sector, which included travel services, accommodation arrangements, and ticketing services for travelers. In line with the development of Indonesia's tourism industry and changes in traveler preferences, the Company began transforming its business model in the mid-1990s to diversify its sources of revenue and reinforce its business operations.





Nama Perusahaan
Corporate Name

PT Sona Topas Tourism Industry Tbk



Bentuk Perusahaan
Business Structure

Perseroan Terbatas
Limited Liability Company



Alamat Perusahaan [c.2]
Corporate Address

Kantor Pusat & Surat Menyurat | Head Office & Correspondence
Menara Sudirman Lantai 20
Jl. Jend. Sudirman Kav. 60 Jakarta 12190



Nomor Telepon
Telephone +62 21 521 3056 – 59



Surat Elektronik
E-mail sonatopas@stti.co.id



Nomor Faksimile
Facsimile +62 21 521 3066



Situs Web
Website www.sonatopas.co.id



Entitas Anak
Subsidiaries

Entitas anak – langsung
Direct Subsidiaries

- PT Inti Dufree Promosindo (IDP)
- PT Karya Prima Unggulan (KPU)
- PT Sukses Garda Mulia (SGM)*

Entitas anak – tidak langsung
Indirect Subsidiaries

- PT Arthamulia Indah (AMI)**
- PT Cahaya Retilindo (CR)*



Keanggotaan pada Asosiasi [c.5][2-28]
Association Membership

- Asosiasi Emiten Indonesia | Indonesian Listed Companies Association – Anggota | Member
- International Air Transport Association (IATA) | International Air Transport Association (IATA) – Anggota | Member

Keterangan | Notes:

Pada 2025, Perseroan membuka gerai baru di Bali, Surabaya, Jakarta, dan Medan. [c.6][2-6]

In 2025, the Company opened new outlets in Bali, Surabaya, Jakarta, and Medan. [c.6][2-6]

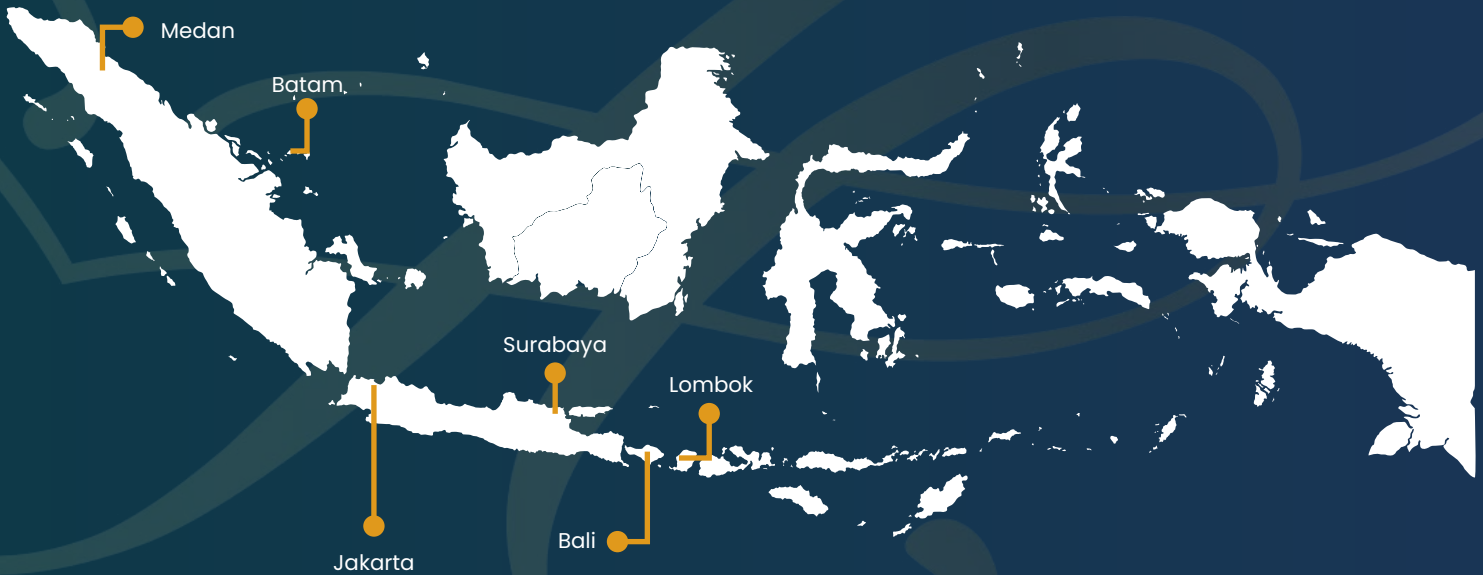
*Belum melakukan aktivitas komersial
The subsidiaries have no commercial activities yet

**Entitas anak tidak aktif
The subsidiary is not active yet



Wilayah Operasional [c.3]

Operating Areas



Bidang Usaha [2-6]

Business Activities

Sesuai dengan pasal 3 Anggaran Dasar Perseroan, Perseroan bergerak di bidang usaha biro perjalanan wisata. Dua anak perusahaan milik Perseroan, PT Inti Dufree Promosindo dan PT Karya Prima Unggulan menjual barang-barang pedagang eceran.

PT Inti Dufree Promosindo (IDP)

Barang ritel perjalanan, meliputi:

Travel retail goods, including:

- Suvenir lokal | Local souvenirs
- Minuman beralkohol | Alcoholic beverages
- Kosmetik | Cosmetics
- Jam tangan | Watches
- Tas | Bags

In accordance with Article 3 of the Company's Articles of Association, the Company operates in the tour travel agency business. Two of the Company's subsidiaries, PT Inti Dufree Promosindo and PT Karya Prima Unggulan sell retail goods.

PT Karya Prima Unggulan (KPU)

Barang ritel perjalanan, meliputi:

Travel retail goods, including:

- Makanan ringan | Snacks
- Makanan dan minuman siap saji | Ready-to-eat food and drinks
- Perlengkapan perjalanan | Travel supplies
- Aksesoris | Accessories
- Elektronik | Electronics
- Rokok | Cigarettes



Produk, Layanan, dan Kegiatan Usaha [c.4]

Products, Services, and Business Activities

Perseroan menjalankan usaha layanan perjalanan wisata. Melalui entitas anak, Perseroan mengoperasikan gerai ritel perjalanan. PT Inti Dufree Promosindo (IDP) mengoperasikan 14 gerai di Bali, Lombok, Surabaya, dan Jakarta, serta 1 lokasi penyerahan barang di Bali dan 1 lokasi penyerahan barang di Jakarta.

The Company conducts travel retail operations. Through its subsidiaries, operating travel retail outlets. PT Inti Dufree Promosindo (IDP) operated 14 outlets in Bali, Lombok, Surabaya, and Jakarta, as well as one collection counter in Bali and one collection counter in Jakarta.

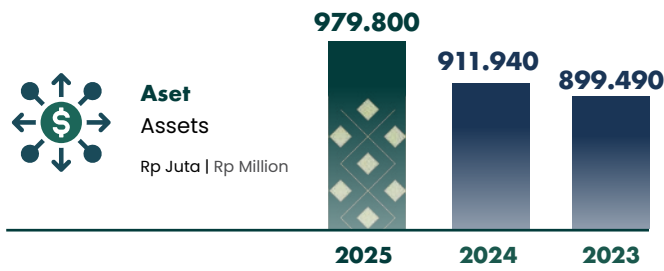
PT Karya Prima Unggulan (KPU) mengoperasikan 32 gerai di Bali, Jakarta, Medan, dan Batam dengan kegiatan usaha penjualan *convenience goods* dan souvenir. Produk dan layanan Perseroan ditujukan bagi wisatawan domestik dan mancanegara, khususnya dari Eropa, Tiongkok, Australia, Amerika, dan India.

PT Karya Prima Unggulan (KPU) operated 32 outlets in Bali, Jakarta, Medan, and Batam, with business activities focused on the sale of convenience goods and souvenirs. The Company's products and services are intended for domestic and international travelers, particularly from Europe, China, Australia, the United States, and India.



Skala Usaha [c.3]

Business Scale



Liabilitas & Ekuitas | Liabilities & Equity



Liabilitas
Liabilities
Rp Juta | Rp Million

249.327

2025

275.911

2024

307.112

2023



Ekuitas
Equity
Rp Juta | Rp Million

730.473

2025

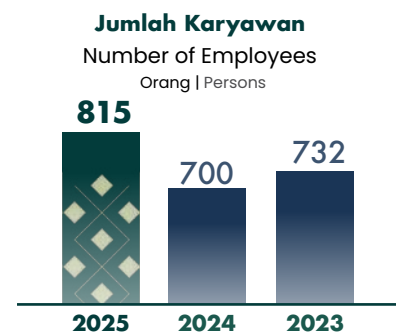
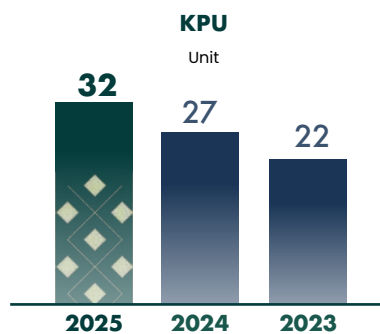
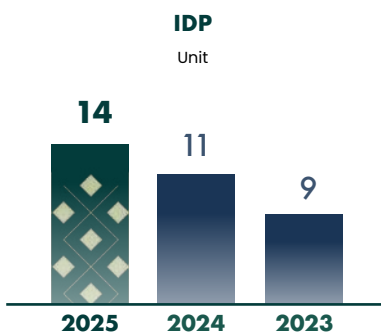
636.029

2024

592.378

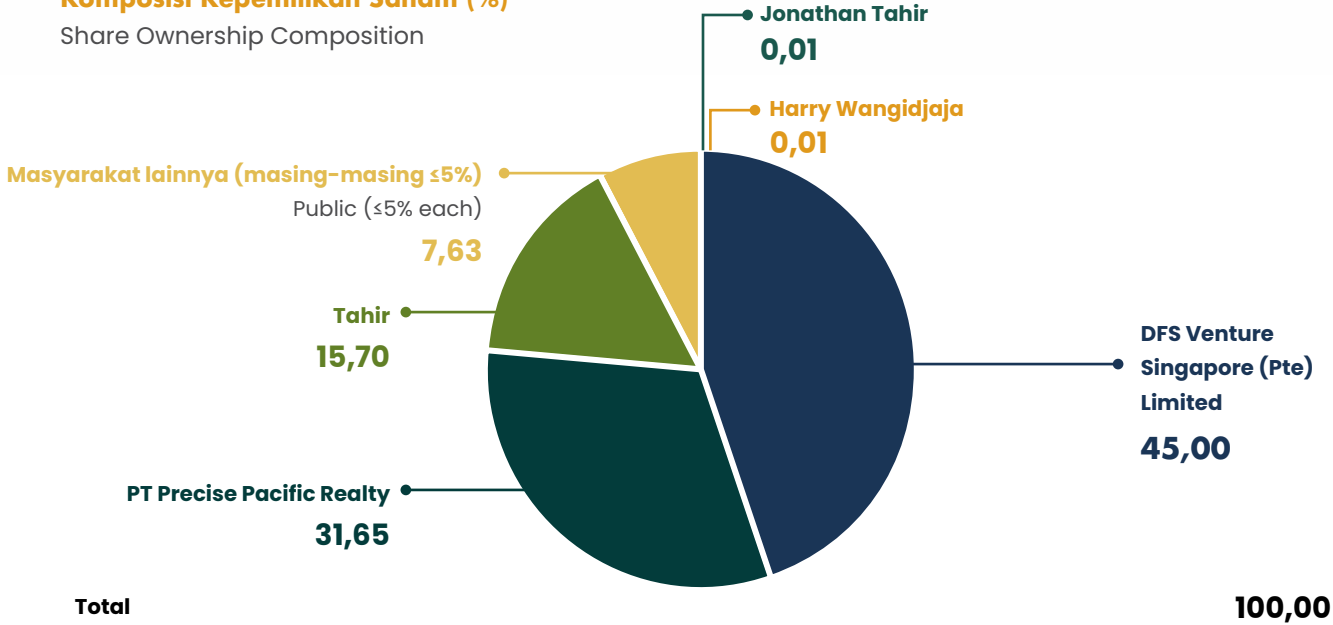
2023

Jumlah Toko | Number of Stores



Komposisi Kepemilikan Saham (%)

Share Ownership Composition



Karyawan [c.3][2-7] Employees

Hingga akhir periode pelaporan, Perseroan memiliki 815 karyawan yang terdiri dari 432 karyawan laki-laki dan 383 karyawan perempuan. Jumlah karyawan mengalami peningkatan 16,43% dibandingkan tahun 2024, seiring dengan pembukaan beberapa toko baru di sejumlah bandara di Indonesia. Komposisi karyawan didominasi oleh karyawan lokal sebanyak 805 orang atau 98,77% dari total karyawan.

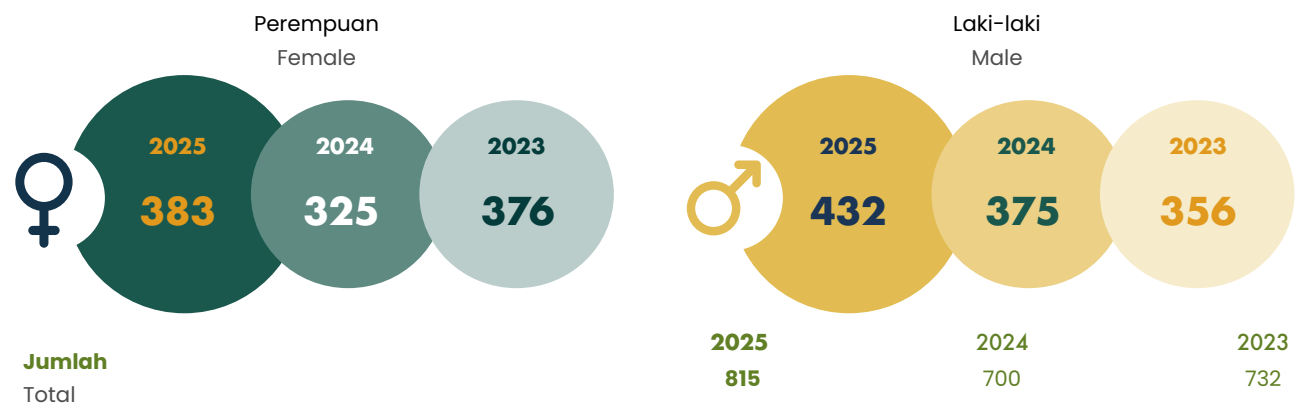
As of the end of the reporting period, the Company employed 815 employees, consisting of 432 male employees and 383 female employees. The number of employees increased by 16.43% compared to 2024, in line with the opening of several new stores at a number of airports in Indonesia. The workforce composition is dominated by local employees totaling 805 people, representing 98.77% of the total workforce.

Berdasarkan status kepegawaian, jumlah karyawan Perseroan terdiri dari 313 karyawan tetap dan 502 karyawan tidak tetap. Seluruh data karyawan dihimpun melalui sistem penggajian yang dikelola oleh Departemen Sumber Daya Manusia.

Based on employment status, the Company's workforce consists of 313 permanent employees and 502 non-permanent employees. All employee data is compiled through the payroll system managed by the Human Resources Department.

Komposisi Karyawan berdasarkan Gender

Employee Composition by Gender





Komposisi Karyawan berdasarkan Jabatan dan Gender di 2025

Employee Composition by Position and Gender

Level Jabatan Position Level	Laki-Laki Male		Perempuan Female	
	Jumlah Pegawai Total Employees	%	Jumlah Pegawai Total Employees	%
Entry Level	363	52,16	333	47,84
Mid-Level	35	54,69	29	45,31
Senior Level	23	53,49	20	46,51
Executive Level	11	91,67	1	8,33
Jumlah Total	432	53,01	383	46,99

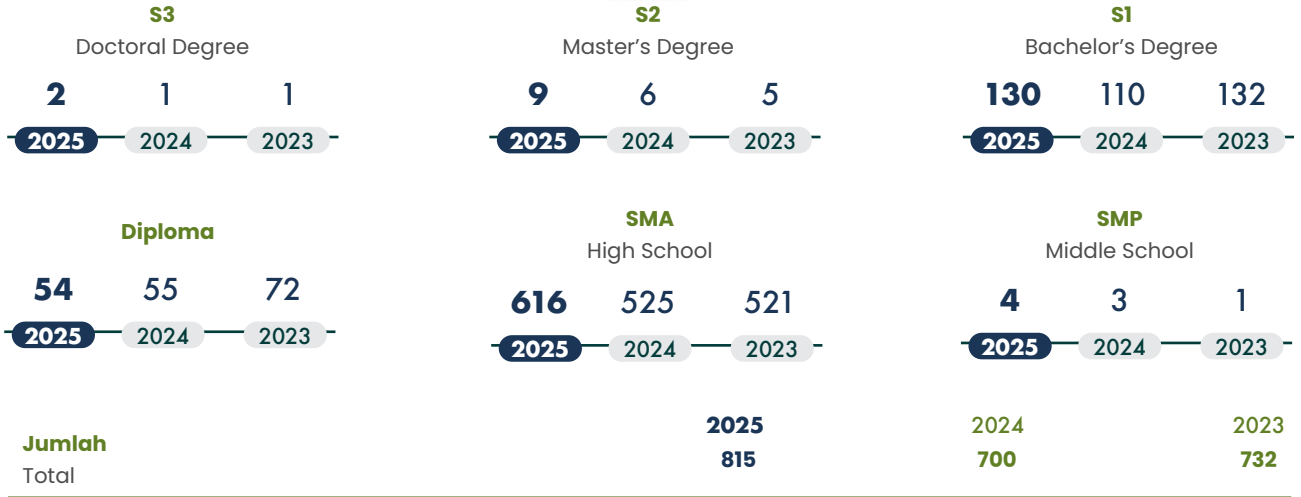
Komposisi Karyawan berdasarkan Kelompok Usia di 2025

Employee Composition by Age Group in 2025

Usia Age	Level Jabatan Position Level								Jumlah Total
	Entry Level		Mid-Level		Senior Level		Executive Level		
	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female	
18-24	90	110	0	0	0	0	0	0	200
25-34	173	149	14	10	1	1	0	0	348
35-44	52	47	11	11	11	6	2	0	140
45-54	42	22	9	8	8	7	6	1	103
>55	6	5	1	0	3	6	3	0	24
Jumlah Total	363	333	35	29	23	20	11	1	815

Komposisi Karyawan berdasarkan Pendidikan

Employee Composition by Education



Komposisi Karyawan berdasarkan Status Ketenagakerjaan

Employee Composition by Employment Status

Status kepegawaian Employment Status	2025	2024	2023
Karyawan Tetap Permanent Employees	313	296	422
Karyawan Kontrak Contract Employees	502	404	310
Jumlah Total	815	700	732



Komposisi Karyawan berdasarkan Wilayah Kerja

Employee Composition by Work Area

Wilayah Region	2025	2024	2023
Bali	576	541	695
Jakarta	131	106	33
Makassar	0	0	4
Medan	30	10	0
Lombok	24	24	0
Surabaya	39	0	0
Batam	15	19	0
Jumlah Total	815	700	732

Perseroan tidak menggunakan tenaga kerja alih daya (*outsourcing*) dalam menjalankan kegiatan operasional. Seluruh pekerja yang terlibat dalam operasional Perseroan berstatus sebagai karyawan Perseroan berdasarkan perjanjian kerja yang berlaku. [2-8]

The Company does not hire outsourced workers in its operational activities. All personnel involved in the Company's operations are directly employed by the Company under valid employment agreements. [2-8]



Kinerja Keberlanjutan

Sustainability Performance



Penerapan Operasional yang Menjaga Lingkungan

Environmentally Responsible Operational Practices

Kegiatan operasional Perseroan tidak menimbulkan dampak langsung yang signifikan terhadap lingkungan hidup. Namun demikian, Perseroan mengintegrasikan pengelolaan lingkungan dalam praktik operasional sehari-hari melalui efisiensi penggunaan energi listrik dan air, serta pemanfaatan produk yang lebih ramah lingkungan di kantor dan gerai. Sepanjang 2025, Perseroan merealisasikan biaya lingkungan hidup sebesar Rp7.400.000 untuk mendukung penerapan tata kelola perusahaan yang bertanggung jawab. [F.4]

The Company's operational activities do not generate significant direct environmental impacts. Nevertheless, the Company integrates environmental management into its daily operational practices through the efficient use of electricity and water, as well as the utilization of more environmentally friendly products in offices and retail outlets. Throughout 2025, the Company allocated environmental-related expenditures amounting to IDR 7,400,000 to support the implementation of responsible corporate governance. [F.4]



Jumlah dan Intensitas Energi

Energy Consumption and Intensity

Perseroan melakukan pencatatan dan penghitungan konsumsi energi langsung yang mencakup penggunaan listrik untuk operasional kantor dan gerai, serta bahan bakar minyak untuk kendaraan operasional. Namun demikian, selama 2025, Perseroan belum menghitung konsumsi energi tidak langsung di luar entitas, termasuk konsumsi energi oleh pemasok. [302-2]

The Company records and calculates direct energy consumption, which includes electricity used for office and retail outlet operations, as well as fuel consumption for operational vehicles. However, during 2025, the Company did not calculate indirect energy consumption outside the entity, including energy consumption by suppliers. [302-2]

Seluruh listrik yang digunakan dalam kegiatan operasional Perseroan berasal dari PT PLN (Persero). Pada 2025, konsumsi listrik tercatat sebesar 2.468.047 kWh (8.885 gigajoule), menurun sebesar 40% dibandingkan tahun 2024 sebesar 14.720 gigajoule. Perubahan tersebut disebabkan oleh penutupan salah satu gerai anak Perseroan serta efisiensi yang dilakukan oleh Perseroan.

All electricity used in the Company's operational activities is supplied by PT PLN (Persero). In 2025, electricity consumption reached 2,468,047 kWh (8,885 gigajoules), representing a 40% decrease compared to 2024, which recorded 14,720 gigajoules. This change was mainly due to the closure of one of the Company's subsidiary outlets and efficiency measures implemented by the Company.

Pada periode yang sama, konsumsi BBM tercatat sebesar 16.575 liter, menurun sebesar 39% dibandingkan tahun sebelumnya sebesar 27.023 liter. Penurunan ini dipengaruhi oleh berkurangnya kegiatan operasional dan penggunaan kendaraan serta efisiensi yang dilakukan oleh Perseroan.

During the same period, fuel consumption was recorded at 16,575 liters, representing a 39% decrease compared to the previous year, which recorded 27,023 liters. This decrease was influenced by reduced operational activities and vehicle usage, as well as the efficiency initiatives implemented by the Company.

Konsumsi Energi [F.6][302-1]

Energy Consumption



Catatan | Note:

Perhitungan konsumsi bahan bakar dilakukan dengan menggunakan total pembelian BBM
Fuel consumption is calculated based on total fuel purchases

Intensitas Energi Listrik [F.6][302-3]

Energy Intensity

Uraian Description	Satuan Unit	2025	2024	2023
Jumlah Energi Listrik yang Digunakan Total Electricity Utilization	kWh	2.468.047	4.088.833	3.840.561
	Gigajoule	8.885	14.720	13.826
Luas Toko Shop Area	m ²	8.518	22.578	21.731
Intensitas Energi Energy Intensity	kWh/m²	289,742	181,09	176,73
	Gigajoule/m²	1,04	0,65	0,64

Catatan | Note:

Faktor konversi | Conversion factor 1 kWh = 0,0036 GJ

Upaya dan Pencapaian Efisiensi Energi dan Penggunaan Energi Terbarukan

[F.7][302-4]

Energy Efficiency Efforts and the Use of Renewable Energy

Sepanjang 2025, Perseroan berupaya mengurangi konsumsi energi yang bersumber dari listrik dan BBM melalui penerapan berbagai inisiatif efisiensi. Hingga akhir periode pelaporan, Perseroan belum memanfaatkan energi terbarukan dalam kegiatan operasional. Beberapa upaya penghematan energi listrik antara lain:

1. Menggunakan peralatan elektronik secara bijaksana.
2. Menempelkan poster di setiap ruangan yang terjangkau dengan slogan hemat energi.
3. Menghentikan pemakaian listrik serta pemakaian barang elektronik seperti lampu dan *Air Conditioners* (AC) ketika jam operasional berakhir.
4. Melakukan pemasangan lampu *fluorescent* dengan *Light Emitting Diode* (LED) pada sistem pencahayaan untuk toko.

Throughout 2025, the Company made efforts to reduce energy consumption deriving from electricity and fuel through the implementation of various efficiency initiatives. As of the end of the reporting period, the Company has not yet utilized renewable energy in its operational activities. Several electricity-saving initiatives implemented by the Company include:

1. Using electronic equipment responsibly and efficiently.
2. Placing posters with energy-saving slogans in accessible areas throughout office spaces.
3. Turning off electricity and electronic equipment such as lighting and air conditioners (AC) after operational hours.
4. Replacing fluorescent lamps with Light Emitting Diode (LED) lighting systems in store facilities.

Emisi yang Dihasilkan [F.11, F.12] [305-1, 305-2, 305-3, 305-4, 305-5]

Emissions Generated

Selama 2025, Perseroan belum melakukan perhitungan atas jumlah dan intensitas emisi yang dihasilkan, baik cakupan 1, cakupan 2, maupun cakupan 3. Namun demikian, Perseroan melaksanakan upaya pengurangan emisi di antaranya:

1. Mengelola penggunaan sumber energi secara efisien.
2. Melakukan uji emisi secara berkala terhadap kendaraan-kendaraan operasional guna mengurangi tingkat polusi yang dihasilkan.

During 2025, the Company had not yet conducted calculations on the amount and intensity of emissions generated, including Scope 1, Scope 2, and Scope 3 emissions. However, the Company has implemented several initiatives to reduce emissions, including:

1. Managing the use of energy sources efficiently.
2. Conducting periodic emission tests on operational vehicles to reduce the level of pollution generated.

Penggunaan Air [F.8]

Water Consumption

Perseroan menggunakan air untuk mendukung kegiatan operasional kantor dan gerai, dengan pasokan yang berasal dari pengelola gedung atau Perusahaan Daerah Air Minum (PDAM). Kebutuhan air pada gerai yang berlokasi di bandara sepenuhnya dikelola oleh pihak pengelola bandara. Pada 2025, total konsumsi air Perseroan tercatat sebesar 4.319 m³ atau setara 4,32 megaliter, menurun sebesar 64% dibandingkan tahun sebelumnya sebesar 11.859 m³ atau setara dengan 11,86 megaliter. Adapun penurunan dipengaruhi oleh efisiensi yang dilakukan oleh Perseroan.

The Company uses water to support the operational activities of its offices and retail outlets, with supply sourced from building management or the Regional Water Supply Company (PDAM). Water needs for outlets located at airports are fully managed by the respective airport authorities. In 2025, the Company's total water consumption was 4,319 m³ or equivalent to 4.32 megaliters, representing a 64% decrease compared to the previous year, which recorded 11,859 m³ or equivalent to 11.86 megaliters. The decrease was mainly influenced by efficiency measures implemented by the Company.

Pengelolaan air limbah dilakukan melalui fasilitas yang disediakan oleh pengelola gedung dan bandara. Untuk mengendalikan penggunaan air, Perseroan menerapkan langkah efisiensi, antara lain pembatasan penggunaan keran air dan pemasangan stiker imbauan penghematan air di area kerja. [303-4]

Wastewater management is conducted through facilities provided by building management and airport authorities. To control water usage, the Company has implemented efficiency measures, including limiting tap water usage and installing water conservation reminder stickers in work areas. [303-4]

Total Pemakaian Air [303-3, 303-5]

Total Water Consumption



**Pengelola Gedung dan
Pengelola Bandara**
Building and Airport
Management
m³

4.319

2025

11.859

2024

16.718

2023



Mekanisme Pengelolaan Limbah dan Efluen [F.14] [306-1, 306-2, 306-3]

Waste and Effluent Management Mechanism

Perseroan mengelola limbah operasional yang terdiri atas limbah B3 dan limbah non-B3. Limbah B3 dikelola oleh pihak ketiga berizin sesuai dengan Peraturan Pemerintah Nomor 27 Tahun 2020. Berdasarkan pemantauan selama periode pelaporan, tidak terdapat tumpahan yang terjadi terkait limbah B3 maupun bahan kimia berbahaya lainnya. [F.15]




Limbah non-B3 meliputi sampah organik dan anorganik yang berasal dari aktivitas karyawan dan pengunjung. Sampah organik berupa sampah basah, sedangkan sampah anorganik meliputi kertas dan plastik bekas. Pengelolaan sampah anorganik diserahkan kepada pihak ketiga yang memiliki kompetensi di bidang pengelolaan sampah. Untuk limbah dari area toko bandara ditangani oleh pengelola bandara.

The Company manages operational waste consisting of hazardous and toxic waste (B3) and non-hazardous waste (non-B3). Hazardous waste is handled by a licensed third party in accordance with Government Regulation No. 27 of 2020. Based on monitoring during the reporting period, there were no spill incidents related to hazardous waste or other hazardous chemicals. [F.15]

Non-hazardous waste consists of organic and inorganic waste generated from employee and visitor activities. Organic waste includes wet waste, while inorganic waste includes used paper and plastic. The management of inorganic waste is entrusted to third parties with expertise in waste management. Waste generated from stores located at airports is handled by the respective airport authorities.

Limbah B3

Hazardous Waste

 Cairan Pembersih Cleaning Fluids	 Peralatan Elektronik Usang Obsolete Electronic Equipment	 Aki Bekas Used Battery
---	---	---

Limbah Non B3

Non-hazardous Waste

 Sampah Organik Organic Waste	 Sampah Anorganik Anorganik Waste
--	---

Sejalan dengan mekanisme tersebut, Perseroan belum melakukan penghitungan jumlah limbah dan efluen yang dihasilkan berdasarkan jenis karena pencatatan kuantitatif dilakukan oleh pengelola limbah. [F.13]

In line with this mechanism, the Company has not yet calculated the total amount of waste and effluents generated by type, as quantitative records are maintained by the waste management providers. [F.13]

Perseroan menerapkan kebijakan pengurangan limbah plastik sejak tahun 2020 dengan mengganti kantong belanja plastik sekali pakai menjadi kantong ramah lingkungan berbayar. Perseroan juga tidak menyediakan kantong belanja plastik gratis di wilayah yang telah memberlakukan pembatasan penggunaan plastik, serta menerapkan kebijakan Kantong Plastik Tidak Gratis (KPTG) kepada konsumen.

Hingga akhir tahun 2025, kebijakan ini menurunkan penggunaan kantong plastik yang wajib diterapkan pada toko tertentu sebesar 65%. Hasil ini mendukung pengendalian timbulan limbah plastik dan penerapan praktik usaha yang bertanggung jawab.

Since 2020, the Company has implemented a plastic waste reduction policy by replacing single-use plastic shopping bags with paid environmentally friendly shopping bags. The Company also does not provide free plastic shopping bags in areas where plastic restrictions have been implemented and applies the Paid Plastic Bag Policy (KPTG) to consumers.

By the end of 2025, this policy reduced the use of plastic bags required in certain stores by 65%. This achievement controls the generation of plastic waste and supports the implementation of responsible business practices.



Inovasi dan Pengembangan Produk [F.26]

Product Innovation and Development

Perseroan mendukung penggunaan material yang ramah lingkungan pada kemasan produk melalui pemanfaatan bahan alternatif, seperti *spunbond*, dan menginformasikannya kepada seluruh pemasok lokal. Produk dengan kemasan ramah lingkungan yang dipasarkan meliputi kosmetik, botol air mineral, dan Buy Bye Bali *ecobag*. [F.5]

Secara berkala Perseroan mengevaluasi keamanan produk dan memastikan semua (100%) produk yang dijual aman dikonsumsi oleh para pelanggan, dengan cara:

1. Melakukan kontrol dan pengecekan tercantumnya label tanggal kedaluwarsa untuk setiap produk yang memiliki batas waktu konsumsi maupun batas waktu pemakaian.
2. Melakukan kontrol terhadap suhu ruang toko dan gudang, sehingga terjaga kualitas produk yang dijual maupun yang tersimpan.
3. Menggunakan pembungkus produk yang aman dan mampu menyerap kelembaban ruangan sehingga tidak merusak produk.
4. Melaksanakan pengecekan rutin oleh penyedia jasa profesional pengendalian hama dan *rodent* untuk memastikan kebersihan serta keamanan area toko dan gudang.

The Company supports the use of environmentally friendly materials in product packaging by utilizing alternative materials such as *spunbond*, and communicating this initiative to all local suppliers. Products marketed with environmentally friendly packaging include cosmetics, bottled mineral water, and Buy Bye Bali *ecobags*. [F.5]

The Company periodically evaluates product safety and ensures that 100% of the products sold are safe for customers' consumption and use through the following measures:

1. Conducting inspections to ensure the presence of expiration date labels on products with consumption or usage limits.
2. Monitoring the temperature of store and warehouse facilities to maintain product quality.
3. Using safe packaging materials capable of absorbing humidity to prevent product damage.
4. Performing routine inspections by professional pest and rodent control service providers to ensure cleanliness and safety in store and warehouse areas.

Hingga akhir 2025, Perseroan tidak memiliki produk yang ditarik kembali maupun insiden ketidakpatuhan yang berkaitan dengan dampak produk terhadap kesehatan dan keselamatan pelanggan. Hal ini dikarenakan seluruh produk sudah dievaluasi keamanannya bagi pelanggan. Perseroan juga menerapkan pelabelan cukai sesuai dengan peraturan yang berlaku untuk produk minuman beralkohol dan tembakau. Sampai dengan akhir periode pelaporan, tidak terdapat insiden ketidakpatuhan terhadap regulasi terkait informasi, pelabelan produk, maupun komunikasi pemasaran. [F.27, F.28, F.29][416-1, 416-2] [417-1, 417-2, 417-3]

As of the end of 2025, the Company had no product recalls nor incidents of non-compliance related to product health and safety impacts. This is because all products have undergone safety evaluation prior to being offered to customers. The Company also applies excise labeling in accordance with applicable regulations for alcoholic beverages and tobacco products. Until the end of the reporting period, there were no incidents of non-compliance with regulations related to product information, labeling, or marketing communications. [F.27, F.28, F.29][416-1, 416-2] [417-1, 417-2, 417-3]

Usaha Konservasi Keanekaragaman Hayati Biodiversity Conservation Efforts [F.10][304-2, 304-3]

Kegiatan usaha Perseroan tidak menimbulkan dampak dari wilayah operasional yang dekat atau berada di daerah konservasi maupun wilayah dengan keanekaragaman hayati tinggi, karena lokasi operasional Perseroan tidak berada di wilayah tersebut. [304-1]

The Company's Business Activities do not generate impacts from operational areas located near or within protected areas or regions with high biodiversity, as its operational locations are not situated in such areas. [304-1]

Meskipun demikian, Perseroan tetap melaksanakan inisiatif lingkungan dalam rangka usaha konservasi keanekaragaman hayati melalui pelestarian terumbu karang, yang mencakup kegiatan konservasi, penanaman kembali, dan penguatan kapasitas komunitas lokal. Inisiatif ini bertujuan meminimalkan potensi gangguan terhadap ekosistem laut dan memperkuat perlindungan keanekaragaman hayati. [F.9]

Nonetheless, the Company continues to implement environmental initiatives to support biodiversity conservation, particularly through coral reef preservation programs. These initiatives include conservation activities, reef restoration, and capacity-building for local communities. The program aims to minimize potential disturbances to marine ecosystems and strengthen biodiversity protection. [F.9]





Menjaga Karyawan, Pelanggan, dan Masyarakat

Safeguarding Employees, Customers, and Communities



Kesetaraan Kesempatan Bekerja [F.18]

Equal Employment Opportunity

Perseroan menjunjung tinggi prinsip kesetaraan kesempatan bekerja dan inklusivitas, tanpa membedakan latar belakang individu. Praktik antidiskriminasi diterapkan secara konsisten dalam rekrutmen, penetapan remunerasi, evaluasi kinerja, serta pengembangan kompetensi dan karier sesuai dengan Perjanjian Kerja Bersama (PKB). Selama 2025, tidak terdapat kasus diskriminasi yang terjadi di Perseroan. [406-1]

The Company upholds the principle of equal employment opportunity and inclusiveness, without discrimination based on individual background. Anti-discrimination practices are consistently applied in recruitment, remuneration determination, performance evaluation, and competency and career development, in accordance with the Collective Labor Agreement (CLA). During 2025, there were no reported cases of discrimination within the Company. [406-1]

Perseroan menempatkan karyawan sebagai penggerak utama kegiatan operasional. Oleh karena itu, Perseroan menerapkan perlakuan kerja yang adil dan memastikan pemenuhan hak ketenagakerjaan sesuai dengan peraturan yang berlaku. Seluruh kegiatan operasional dan rantai pasok dijalankan tanpa tenaga kerja anak dan tenaga kerja paksa. Perseroan juga menyosialisasikan kebijakan kepegawaian secara terbuka kepada seluruh karyawan. [F.19] [408-1, 409-1]

Keberagaman gender dalam kepemimpinan Perseroan tercermin dari keterwakilan perempuan dalam jajaran Direksi sebesar 17% pada tahun 2025. Dalam mendukung prinsip keadilan, Perseroan menerapkan kebijakan remunerasi yang setara dengan rasio 1:1 bagi karyawan laki-laki dan perempuan pada jabatan yang sama serta melakukan penilaian kinerja secara berkala. [405-1, 405-2]

The Company recognizes employees as the primary drivers of operational activities. Therefore, the Company ensures fair employment practices and the fulfillment of labor rights in accordance with applicable regulations. All operational and supply chain activities are conducted without the use of child labor or forced labor. The Company also openly communicates its employment policies to all employees. [F.19] [408-1, 409-1]

Gender diversity in the Company's leadership is reflected in the 17% representation of women on the Directors in 2025. To support fairness, the Company applies equal remuneration policy with a 1:1 ratio for male and female employees in the same positions and conducts periodic performance evaluations. [405-1, 405-2]

Keberagaman Komposisi Badan Tata Kelola Berdasarkan Gender dan Kelompok Usia

Diversity in Governance Body Composition by Gender and Age Group

Usia Age	2025		2024		2023	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Direksi Directors						
30-50	3	1	3	1	2	1
>50	2	0	2	0	3	0
Dewan Komisaris Board of Commissioners						
30-50	3	0	4	0	4	0
>50	3	0	3	0	3	0

Lingkungan Bekerja yang Layak dan Aman ^[F.21] Decent and Safe Working Environment

Perseroan memandang lingkungan kerja yang aman dan layak sebagai hak fundamental setiap karyawan. Untuk mewujudkan hal tersebut, Perseroan menerapkan Sistem Manajemen Kesehatan dan Keselamatan Kerja (SMK3) dengan mengacu pada Peraturan Menteri Ketenagakerjaan Nomor 5 Tahun 2018 tentang K3 Lingkungan Kerja dan Undang-Undang Nomor 1 Tahun 1970 tentang Keselamatan Kerja. Penerapan SMK3 dilaksanakan secara menyeluruh dan melibatkan seluruh karyawan di seluruh wilayah operasional Perseroan.

Untuk memastikan penerapan SMK3 berjalan efektif, Perseroan membentuk tim tanggap darurat yang melakukan evaluasi secara berkala melalui rapat setiap enam bulan. Perseroan juga bekerja sama dengan rumah sakit swasta dan pemerintah untuk menyediakan akses layanan kesehatan bagi karyawan. Layanan tersebut dapat dimanfaatkan dengan menunjukkan kartu asuransi kesehatan atau kartu identitas karyawan. ^[403-1, 403-3]

The Company views a safe and decent working environment as a fundamental right of every employee. To realize this commitment, the Company implements an Occupational Health and Safety Management System (OHSMS) in accordance with the Regulation of the Minister of Manpower No. 5 of 2018 concerning Occupational Health and Safety in the Work Environment and Law No. 1 of 1970 concerning Work Safety. The implementation of the OHSMS is carried out comprehensively, involving all employees across the Company's operational areas.

To ensure the effective implementation of the OHSMS, the Company has established an emergency response team that conducts periodic evaluations through meetings held every six months. The Company also collaborates with private and public hospitals to provide access to healthcare services for employees. These services can be accessed by presenting a health insurance card or employee identification card. ^[403-1, 403-3]

Perseroan juga menyediakan berbagai fasilitas pendukung K3, di antaranya:

- Menyediakan akses terhadap obat dan perawatan kesehatan yang terjangkau.
- Menetapkan akses masuk karyawan dengan pengawasan melalui *closed-circuit television* (CCTV) serta *control security*.
- Menyediakan alat pemadam kebakaran di titik-titik vital di seluruh bangunan toko dan kantor.
- Menyelenggarakan pelatihan simulasi tanggap darurat gempa bumi, memberlakukan sistem absensi khusus secara berkala untuk memantau setiap departemen saat terjadi bencana, serta menyediakan rompi dan topi pelindung bagi karyawan. [403-6]
- Mengatur tata letak ruang dan *display* produk secara terstruktur untuk memastikan jalur evakuasi tetap terbuka dan proses evakuasi dapat berlangsung lancar tanpa hambatan apabila terjadi bencana.

Sepanjang 2025, Perseroan melaksanakan pelatihan K3 yang diikuti oleh semua karyawan dengan total durasi pelatihan selama 1 Jam. Rata-rata durasi pelatihan per peserta tercatat sebesar 1 jam.

The Company also provides various OHS supporting facilities, including:

- Providing access to affordable medicines and healthcare services.
- Implementing controlled employee access monitored through closed-circuit television (CCTV) and security control.
- Providing fire extinguishers at strategic locations throughout store and office buildings.
- Conducting emergency response simulation training for earthquakes, implementing a periodic special attendance monitoring system to track each department during emergencies, and providing safety vests and helmets for employees. [403-6]
- Arranging store layouts and product displays in an organized manner to ensure evacuation routes remain accessible and evacuation processes can be carried out smoothly without obstruction in the event of a disaster.

In 2025, the Company conducted OHS training attended by all employees, with a total training duration of 1 hour. The average training duration per participant was recorded at 1 hour.

Di 2025, Perseroan tidak memiliki kasus penyakit akibat kerja maupun insiden kecelakaan kerja yang bersifat fatal. [403-9, 403-10]

In 2025, the Company recorded no cases of occupational diseases or fatal work-related accidents. [403-9, 403-10]

Menyediakan Fasilitas dan Memberikan Remunerasi Providing Facilities and Remuneration

Perseroan menerapkan sistem remunerasi yang adil dan kompetitif sebagai bentuk apresiasi atas kontribusi karyawan. Remunerasi diberikan kepada seluruh karyawan, baik tetap maupun kontrak, dan mencakup gaji pokok, asuransi, serta tunjangan. Perseroan memastikan bahwa nilai imbal jasa terendah karyawan telah memenuhi 100% dari ketentuan upah minimum regional (UMR) di seluruh wilayah operasional. [F.20]

The Company implements a fair and competitive remuneration system to appreciate employees' contributions. Remuneration is provided to all employees, both permanent and contract employees, and includes base salary, insurance, and allowances. The Company ensures that the lowest employee compensation meets 100% of the applicable regional minimum wage (UMR) in all operational areas. [F.20]

Perseroan menyediakan berbagai fasilitas bagi karyawan tetap dan karyawan kontrak. Fasilitas tersebut mencakup gaji pokok, Tunjangan Hari Raya (THR), jaminan kesehatan melalui BPJS Kesehatan, jaminan sosial melalui BPJS Ketenagakerjaan, serta cuti melahirkan sesuai dengan ketentuan yang berlaku. [401-2]

Perseroan memberikan hak cuti melahirkan selama 3 bulan bagi karyawan perempuan dan cuti ayah selama 2 hari bagi karyawan laki-laki yang istrinya melahirkan. Sepanjang 2025, terdapat 12 karyawan perempuan dan 10 karyawan laki-laki yang memanfaatkan hak cuti tersebut. Seluruh karyawan yang mengambil cuti melahirkan kembali bekerja setelah masa cuti berakhir. [401-3]

The Company provides various facilities for both permanent and contract employees. These facilities include base salary, Religious Holiday Allowance (THR), healthcare coverage through BPJS Kesehatan, social security protection through BPJS Ketenagakerjaan, and maternity leave in accordance with applicable regulations. [401-2]

The Company grants 3 months of maternity leave for female employees and 2 days of paternity leave for male employees whose spouses give birth. Throughout 2025, a total of 12 female employees and 10 male employees utilized these leave entitlements. All employees who took maternity leave returned to work after the leave period ended. [401-3]



Program Masa Persiapan Pensiun (MPP) [401-2] Pre-Retirement Preparation Program (MPP)

Perseroan menyediakan Program Masa Persiapan Pensiun (MPP) bagi karyawan yang mendekati usia pensiun. Program ini dirancang untuk mendukung kesiapan mental, kesehatan, dan perencanaan keuangan karyawan setelah memasuki masa purnabakti. Namun demikian, selama 2025 program MPP belum dilaksanakan karena tidak terdapat karyawan yang memasuki masa pensiun.

Perseroan juga memenuhi kewajiban penyediaan Jaminan Hari Tua (JHT) dan Jaminan Pensiun (JP) melalui kepesertaan seluruh karyawan dalam program BPJS Ketenagakerjaan. Perseroan memberikan kontribusi iuran bulanan sebesar 3,7% untuk JHT dan 2% untuk JP guna mendukung perlindungan finansial jangka panjang bagi karyawan.

The Company provides a Pre-Retirement Preparation Program (MPP) for employees approaching retirement age. This program is designed to support employees' mental readiness, health, and financial planning as they transition into retirement. However, in 2025, it was not implemented as there were no employees entering retirement.

The Company fulfills its obligation to provide Old Age Security (JHT) and Pension Security (JP) through the participation of all employees in the BPJS Ketenagakerjaan program. The Company contributes monthly premiums of 3.7% and 2% for JHT and JP respectively support employees' long-term financial protection.



Pelatihan dan Pengembangan Karyawan [F.22][404-2]

Employee Training and Development

Perseroan menyelenggarakan program pelatihan dan pengembangan kompetensi untuk meningkatkan kualitas sumber daya manusia. Program ini dirancang untuk mendukung pengembangan karier, meningkatkan kemampuan karyawan dalam menjalankan tugas, serta menunjang kinerja Perseroan. Pelaksanaan program dilakukan melalui metode tatap muka dan daring.

Sepanjang 2025, Perseroan menyelenggarakan pelatihan tatap muka yang meliputi pelatihan bahasa asing, pelatihan pengetahuan atas produk, pelatihan SOP antisipasi kehilangan barang di toko ritel, PSAK, dan perpajakan. Selain itu, Perseroan juga menyediakan berbagai macam pelatihan daring.

The Company organizes training and competency development programs to enhance the quality of its human resources. These programs are designed to support career development, improve employees' capabilities in performing their duties, and strengthen the Company's overall performance. The programs are delivered online and offline.

Throughout 2025, the Company conducted in-person training programs covering foreign language training, product knowledge training, SOP training on loss prevention in retail stores, PSAK, and taxation. In addition, the Company also provided various online training.

Di 2025, Perseroan mengalokasikan biaya pelatihan dan pengembangan karyawan sebesar Rp71 juta.

In 2025, the Company allocated Rp71 million for employee training and development programs.

Rata-rata Jam Pelatihan berdasarkan Gender 2025 [404-1]

Average Training Hours by Gender in 2025

Gender	Jumlah Peserta Total Participants (a)	Jumlah Jam Pelatihan Total Training Hours (b)	Jumlah Jam Pelatihan per Peserta Total Training Hours per Participant (b) : (a)
Laki-laki Male	688	1.671	2,43
Perempuan Female	1.042	2.531	2,43
Jumlah Total	1.730	4.202	2,43

Rata-rata Jam Pelatihan berdasarkan Jabatan 2025 [404-1]

Average Training Hours by Position in 2025

Tingkat Jabatan Position	Jumlah Peserta Total Participants (a)	Jumlah Jam Pelatihan Total Training Hours (b)	Jumlah Jam Pelatihan per Peserta Total Training Hours per Participant (b) : (a)
Staff	1.677	4.073	2,43
Manajer	53	129	2,43
Jumlah Total	1.730	4.202	2,43



Rata-Rata Jam Pelatihan per Karyawan

Average Training Hours per Employee

2,43



Jumlah Karyawan yang ikut serta dalam Pelatihan

Number of Employees Participating in Training

1.730



Presentase Jumlah karyawan yang ikut serta dalam pelatihan

Percentage of Employees Participating in Training

100%

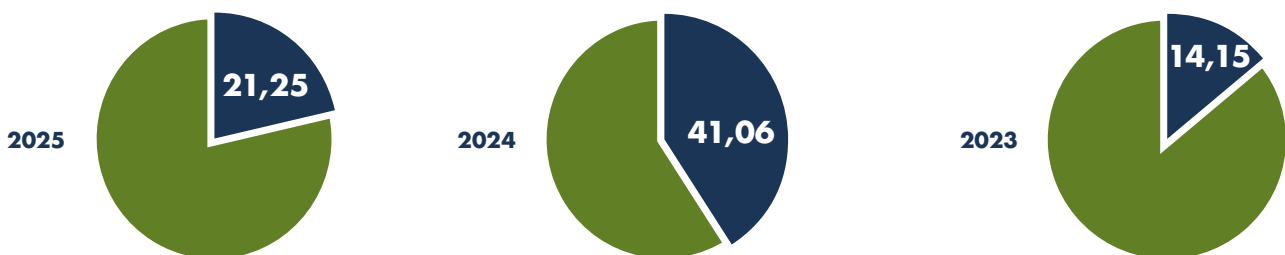
Proses Rekrutmen dan Perputaran Karyawan Recruitment Process and Employee Turnover

Seluruh proses rekrutmen dilaksanakan secara transparan serta sesuai dengan peraturan internal maupun perundang-undangan yang berlaku. Sepanjang 2025, Perseroan merekrut 276 karyawan baru, yang terdiri dari 139 laki-laki dan 137 perempuan. Adapun tingkat perputaran karyawan tercatat sebesar 21,25%, dengan jumlah karyawan yang keluar sebanyak 161 orang yang terdiri dari 82 laki-laki dan 79 perempuan. Pengurangan karyawan tersebut terjadi karena pengunduran diri dan berakhirnya masa kontrak kerja. [401-1]

All recruitment processes are conducted transparently and in accordance with the Company's internal policies and applicable laws and regulations. Throughout 2025, the Company recruited 276 new employees, consisting of 139 male employees and 137 female employees. The employee turnover rate during the same period was recorded at 21.25%, with a total of 161 employee departures, consisting of 82 male and 79 female employees. These departures occurred for resignation and contract completion. [401-1]

Tingkat Turnover Karyawan (%)

Employee Turnover Rate (%)



Perputaran Karyawan 2025

Employee Turnover 2025

Uraian Description	Jumlah Karyawan Total Employees	Presentase Percentage
Jumlah Karyawan <i>Resign</i> Number of Resigned Employees	161	19,75
Jumlah Karyawan Baru Number of New Employees	276	33,87

Hubungan Industrial ^[2-30] Industrial Relations

Perseroan menjaga hubungan industrial yang harmonis melalui penerapan PKB. PKB menjadi acuan pengelolaan hubungan kerja dan mengatur berbagai aspek ketenagakerjaan, antara lain hubungan kerja, hak dan kewajiban Perseroan dan karyawan, hari dan jam kerja termasuk lembur, hari libur dan cuti, pengupahan dan penilaian kinerja, keselamatan dan kesehatan kerja, kode etik, tata tertib dan disiplin kerja, sanksi dan peringatan, serta pemutusan hubungan kerja beserta hak dan kewajiban karyawan.

PKB juga mengatur ketentuan pemberitahuan kepada karyawan atas perubahan operasional, dengan jangka waktu minimum satu bulan sebelum perubahan tersebut diterapkan. ^[402-1]

The Company maintains harmonious industrial relations through the implementation of the CLA. The CLA serves as a reference for managing employment relations and regulates various labor aspects, including employment relationships, rights and obligations of the Company and employees, working hours and overtime, holidays and leave, remuneration and performance evaluation, occupational health and safety, code of conduct, work rules and discipline, sanctions and warnings, as well as termination of employment and associated employee rights and obligations.

The CLA also stipulates the requirements for notifying employees of operational changes, with a minimum notice period of one month prior to implementation. ^[402-1]





Memberikan Layanan atas Produk dan/atau Jasa yang Setara kepada Konsumen [F.17]

Providing Equal Products and Services to Consumers

Perseroan menempatkan kepuasan pelanggan sebagai fokus utama dalam menjalankan kegiatan usaha. Sebagai perusahaan ritel perjalanan yang terkemuka di Indonesia sambil terus mencapai prospek pertumbuhan terbaik bagi semua pemegang saham, Perseroan melayani seluruh pelanggan secara setara dan memberikan layanan terbaik, baik sebelum maupun setelah transaksi pembelian. Perseroan mendorong seluruh karyawan untuk menghadirkan pengalaman belanja yang unggul guna membangun hubungan jangka panjang dengan pelanggan. Upaya ini didukung oleh keberagaman produk dan merek, desain toko yang menarik, lokasi yang strategis, serta kualitas pelayanan yang terjaga.

Sejalan dengan perlindungan konsumen, PT Inti Dufree Promosindo (IDP) menerapkan kebijakan layanan khusus terkait *return and exchange* yang mengacu pada *DFS Global Policy*. Kebijakan ini mengatur jangka waktu hingga 90 hari bagi pelanggan untuk melakukan pengembalian barang atau pengembalian dana sesuai dengan ketentuan yang berlaku. Perseroan juga memfasilitasi layanan perbaikan produk bagi pelanggan apabila diperlukan.

The Company places customer satisfaction as the primary focus in conducting business activities. As a leading travel retail company in Indonesia while continually achieving the best growth prospects to all of its shareholders, the Company provides high-quality service before and after purchase transactions. Employees are encouraged to deliver an exceptional shopping experience to build long-term customer relationships. This effort is supported by product and brand diversity, attractive store designs, strategic locations, and consistent service quality.

In line with consumer protection, PT Inti Dufree Promosindo (IDP) implements a special return and exchange policy based on the DFS Global Policy. This policy allows customers up to 90 days to return items or request a refund in accordance with applicable regulations. The Company also provides product repair services for customers if needed.

Melaksanakan Survei Kepuasan Pelanggan [F.30]

Conducting Customer Satisfaction Surveys

Perseroan secara berkala melakukan survei kepuasan pelanggan sebagai sarana evaluasi dan peningkatan kualitas layanan. Survei dilaksanakan selama periode pelaporan melalui formulir digital yang melibatkan pelanggan dan mitra strategis. Hasil survei memberikan informasi mengenai pola rujukan pelanggan, tingkat kepuasan terhadap produk dan layanan, serta faktor yang memengaruhi keputusan pelanggan dalam memilih gerai. Survei ini juga digunakan untuk mengidentifikasi destinasi belanja yang diminati serta menghimpun masukan sebagai dasar pengembangan layanan dan penguatan daya saing Perseroan.

The Company periodically conducts customer satisfaction surveys to evaluate and improve service quality. During the reporting period, surveys were conducted using digital forms involving customers and strategic partners. The results provide insights into customer referral patterns, satisfaction levels with products and services, and factors influencing customer decisions when choosing stores. These surveys also help identify preferred shopping destinations and collect feedback for service development and strengthening the Company's competitiveness.



Dampak Operasi Terhadap Masyarakat [F.23]

Operational Impacts on Communities

Sepanjang periode pelaporan, Perseroan bekerja sama dengan 146 pengrajin lokal dan pelaku UMKM, yang turut berkontribusi dalam menciptakan dampak ekonomi positif bagi masyarakat setempat.

During the reporting period, the Company collaborated with 146 local artisans and SME that contribute to positive economic impacts for local communities.

Perseroan mendorong pengenalan kearifan lokal ke tingkat internasional melalui kerja sama dengan pengrajin lokal dan pelaku UMKM di Bali, Lombok, dan Surabaya. Melalui kemitraan ini, Perseroan memasarkan produk bernilai budaya sekaligus memberikan pembinaan guna meningkatkan kualitas dan daya saing produk agar sesuai dengan standar mutu yang berlaku.

The Company promotes local wisdom internationally by partnering with local artisans and SMEs in Bali, Lombok, and Surabaya. Through these partnerships, culturally valuable products are marketed while guidance is provided to enhance product quality and competitiveness in accordance with applicable standards.



Kegiatan Tanggung Jawab Sosial dan Lingkungan [F.25]

Social and Environmental Responsibility Activities



Perseroan melaksanakan kegiatan transplantasi terumbu karang di dua lokasi, yaitu Pantai Mertasari di Kota Denpasar dan Pantai Amed di Kabupaten Karangasem. Kegiatan ini melibatkan dua anak perusahaan, yaitu PT Inti Dufree Promosindo dan PT Karya Prima Unggulan, yang bekerja sama dengan Yayasan Rumah Coral Bali serta nelayan setempat. Rangkaian kegiatan mencakup pemaparan materi mengenai terumbu karang kepada karyawan Perseroan dan pelatihan singkat mengenai teknik penanaman terumbu karang sebelum dilakukan pemasangan di laut. Kegiatan tersebut bertujuan meningkatkan pemahaman dan pengetahuan karyawan mengenai pentingnya perlindungan terumbu karang.

The Company carried out coral reef transplantation activities at two locations, which are Mertasari Beach in Denpasar City and Amed Beach in Karangasem Regency. These activities involved two subsidiaries, PT Inti Dufree Promosindo and PT Karya Prima Unggulan, collaborating with the Rumah Coral Bali Foundation and local fishermen. Activities included employee briefings on coral reefs and short training on coral planting techniques before installation in the sea. These initiatives aim to enhance employees' knowledge of coral reef protection.

Pelestarian terumbu karang menjadi penting mengingat kondisi terumbu karang di perairan Pulau Bali mengalami kerusakan dan berada dalam kondisi terancam punah. Kerusakan tersebut disebabkan oleh gangguan ekosistem laut yang berasal dari aktivitas manusia, pencemaran, serta perubahan lingkungan. Upaya pelestarian diperlukan untuk menjaga keseimbangan ekosistem laut dan kelangsungan sumber daya pesisir.

Coral reef conservation has become increasingly important considering that coral reef conditions in the waters of Bali Island have been damaged and are currently under threat of extinction. The damage has been caused by disturbances to the marine ecosystem resulting from human activities, pollution, and environmental changes. Conservation efforts are therefore necessary to maintain the balance of marine ecosystems and the sustainability of coastal resources.

Sebagai dukungan terhadap kegiatan Yayasan Rumah Coral Bali, Perseroan menyalurkan perlengkapan *snorkeling* baru dan bantuan kebutuhan pokok bagi anggota yayasan dan nelayan yang terlibat. Perseroan melakukan pemantauan secara berkala untuk memastikan pertumbuhan terumbu karang hasil transplantasi. Kegiatan transplantasi terumbu karang diharapkan memberikan manfaat bagi lingkungan, khususnya dalam menjaga keseimbangan ekosistem laut dan meningkatkan keanekaragaman hayati laut.

To support the Rumah Coral Bali Foundation, the Company provided new snorkeling equipment and basic necessities for foundation members and participating fishermen. The Company also conducts regular monitoring to ensure the growth of transplanted corals. These initiatives are expected to benefit the environment by maintaining marine ecosystem balance and enhancing marine biodiversity.

Pengaduan Masyarakat [F.16, F.24][2-25, 2-27] Community Complaints

Perseroan senantiasa melakukan remediasi dampak-dampak negatif yang timbul yang dapat diakses oleh seluruh pemangku kepentingan melalui surat elektronik sonatopas@stti.co.id. Unit Audit Internal bertanggung jawab guna menindaklanjuti setiap pengaduan yang diterima. Perseroan menjamin kerahasiaan isi pengaduan dan identitas diri pelapor. Namun demikian selama 2025, Perseroan tidak menerima pengaduan terkait lingkungan hidup maupun sosial. Selain itu, Perseroan juga tidak terdapat peristiwa ketidakpatuhan terhadap hukum dan peraturan yang menimbulkan sanksi denda maupun sanksi nonmoneter lainnya.

The Company consistently remediates any negative impacts and provides access for stakeholders via email at sonatopas@stti.co.id. The Internal Audit Unit is responsible for following up on all received complaints. The Company guarantees confidentiality of the complaint content and the reporter's identity. During 2025, the Company did not receive any complaints related to environmental or social matters. Additionally, there were no incidents of non-compliance with laws and regulations resulting in fines or other non-monetary sanctions.





Menerapkan Kinerja Tata Kelola Keberlanjutan

Implementing Sustainability Governance Performance

Perseroan menerapkan prinsip *Good Corporate Governance* (GCG) yang meliputi transparansi, akuntabilitas, tanggung jawab, kemandirian, dan kewajaran. Prinsip tersebut dilaksanakan melalui struktur organisasi yang menjamin kejelasan fungsi, peran, dan tanggung jawab setiap organ perusahaan. Dewan Komisaris menjalankan fungsi pengawasan dengan dukungan Komite Audit serta Komite Nominasi dan Remunerasi. Direksi bertanggung jawab atas pengelolaan Perseroan dengan dukungan Unit Audit Internal dan Sekretaris Perusahaan. [2-9]

The Company applies the principles of *Good Corporate Governance* (GCG), which include transparency, accountability, responsibility, independence, and fairness. These principles are implemented through an organizational structure that ensures clarity of function, role, and responsibility for each corporate body. The Board of Commissioners performs supervisory functions supported by the Audit Committee and Nomination and Remuneration Committee. The Directors are responsible for managing the Company, supported by the Internal Audit Unit and Corporate Secretary. [2-9]

Hingga akhir periode pelaporan, Perseroan belum membentuk fungsi atau jabatan khusus yang secara komprehensif menangani perencanaan dan pengawasan risiko serta dampak pada aspek ekonomi, lingkungan, dan sosial.

As of the end of the reporting period, the Company has not established a dedicated function or position that comprehensively manages risk planning and oversight, including economic, environmental, and social impacts.

Penanggung Jawab Penerapan Keberlanjutan [E.1, E.3][2-12, 2-13]

Sustainability Implementation Responsibility

Departemen Department	Aspek yang dikelola Managed Aspects
Departemen Keuangan, Departemen Akuntansi, dan Departemen Pengembangan Bisnis. Finance Department, Accounting Department, and Business Development Department	Kinerja Ekonomi Economic Performance
Departemen Sumber Daya Manusia, Departemen Operasi, Departemen Sistem Informasi Manajemen, Departemen Perdagangan, Departemen Pemasaran, dan Departemen Pengendalian Persediaan Human Resources Department, Operations Department, Management Information Systems Department, Trade Department, Marketing Department, and Inventory Control Department	Kinerja Sosial dan Lingkungan Social and Environmental Performance



Sebagai upaya dalam memperkuat tata kelola keberlanjutan, Perseroan secara rutin menyampaikan hasil kinerja pengelolaan lingkungan, sosial, dan tata kelola (LST) kepada Direksi dan Dewan Komisaris setiap triwulan. Pelaporan ini mendukung peran Direksi dan Dewan Komisaris dalam mengembangkan, menyetujui, dan memperbarui strategi serta target pembangunan berkelanjutan. Selain itu, Direksi dan Dewan Komisaris terlibat aktif dalam mengidentifikasi dan mengelola dampak LST yang selanjutnya ditinjau dan dievaluasi bersama para pemangku kepentingan terkait. [2-12, 2-14, 2-18]

As part of the effort to strengthen sustainability governance, the Company regularly reports on environmental, social, and governance (ESG) performance to the Directors and the Board of Commissioners on a quarterly basis. This reporting supports the role of the Directors and the Board of Commissioners in developing, approving, and updating sustainability strategies and targets. In addition, the Directors and the Board of Commissioners actively participate in identifying and managing ESG impacts, which are subsequently reviewed and evaluated with relevant stakeholders. [2-12, 2-14, 2-18]

Penilaian Risiko atas Penerapan Keberlanjutan [E.3] **Sustainability Risk Assessment**

Perseroan secara berkala melakukan identifikasi risiko pada seluruh aktivitas bisnis yang berkaitan dengan aspek ekonomi, lingkungan, dan sosial, khususnya pada kegiatan layanan perjalanan wisata dan pengelolaan toko ritel perjalanan. Risiko yang teridentifikasi meliputi risiko operasional, kepatuhan, dan pasar, yang selanjutnya diukur, dipantau, dan dikendalikan oleh masing-masing Kepala Divisi sesuai dengan kewenangan dan tanggung jawabnya. Dewan Komisaris dan Direksi melakukan evaluasi secara periodik melalui rapat manajemen dan pengawasan guna memastikan efektivitas penerapan manajemen risiko di seluruh unit kerja.

The Company regularly identifies risks across all business activities related to economic, environmental, and social aspects, particularly in travel services and travel retail store management. The Identified risks include operational, compliance, and market risks, which are measured, monitored, and controlled by the respective Division Heads according to their authority and responsibilities. The Board of Commissioners and the Directors conduct periodic evaluations through management and oversight meetings to ensure effective risk management across all business units.

Pengembangan Kompetensi Terkait Keberlanjutan [E.2][2-17] **Sustainability Competency Development**

Perseroan secara berkelanjutan meningkatkan kinerja keberlanjutan melalui program pengembangan kompetensi bagi anggota badan tata kelola dan karyawan. Sepanjang 2025, sebanyak 1.730 karyawan telah mengikuti pelatihan secara daring dan luring.

The Company continuously enhances the sustainability performance through competency development programs for governance body members and employees. In 2025, a total of 1,730 employees participated in both online and in-person training.



Kebijakan Nominasi dan Remunerasi Dewan Komisaris dan Direksi [2-10, 2-19, 2-20, 2-21]

Nomination and Remuneration Policy for the Board of Commissioners and Directors

Perseroan menunjuk Komite Nominasi dan Remunerasi yang bertanggung jawab kepada Dewan Komisaris dalam penyusunan kebijakan nominasi dan remunerasi bagi Dewan Komisaris dan Direksi. Proses nominasi dan penetapan remunerasi tersebut disampaikan kepada pemegang saham melalui Rapat Umum Pemegang Saham (RUPS). Informasi mengenai mekanisme nominasi dan remunerasi diungkapkan secara transparan dalam Laporan Tahunan Perseroan 2025.

The Company appoints a Nomination and Remuneration Committee that reports to the Board of Commissioners in drafting nomination and remuneration policies for the Board of Commissioners and Directors. The nomination and remuneration process is submitted to shareholders through the General Meeting of Shareholders (GMS). Information regarding the nomination and remuneration mechanism is disclosed transparently in the Company's 2025 Annual Report.

Menghindari Benturan Kepentingan [2-11, 2-15]

Avoiding Conflicts of Interest

Perseroan menerapkan pengendalian untuk mencegah terjadinya benturan kepentingan melalui penerapan prinsip profesionalitas dan integritas oleh seluruh pejabat, mulai dari Dewan Komisaris, Direksi, Kepala Unit Kerja, hingga jajaran manajerial. Perseroan juga memastikan bahwa Ketua organ tata kelola tertinggi tidak merangkap jabatan sebagai eksekutif senior di Perseroan. Hingga akhir 2025, Perseroan tidak mencatat adanya peristiwa benturan kepentingan yang melibatkan Dewan Komisaris maupun Direksi.

The Company implements controls to prevent conflicts of interest through the application of professionalism and integrity by all officials, from the Board of Commissioners, Directors, Division Heads, to the managerial level. The Company also ensures that the Chair of the highest governance body does not concurrently hold a senior executive position. Until the end of 2025, no conflicts of interest involving the Board of Commissioners or Directors were recorded.



Tindak Lanjut Pengaduan [2-26]

Follow-up on Complaints

Perseroan menerapkan sistem pelaporan pelanggaran (*Whistleblowing System/WBS*) yang terhubung langsung dengan Unit Audit Internal untuk menjaga integritas dan memperkuat budaya etika. Sistem ini menyediakan sarana bagi pemangku kepentingan untuk melaporkan dugaan pelanggaran terhadap prinsip etika, tata kelola, dan ketentuan yang berlaku. Setiap laporan ditindaklanjuti melalui proses investigasi sesuai prosedur, baik secara internal maupun dengan melibatkan pihak eksternal yang independen apabila diperlukan. Sepanjang periode pelaporan, Perseroan tidak menerima pengaduan atau laporan pelanggaran.

The Company operates a Whistleblowing System (WBS) which directly linked to the Internal Audit Unit to maintain integrity and reinforce an ethical culture. This system allows stakeholders to report alleged violations of ethical principles, governance, and applicable regulations. Each report is followed up through an investigation process, internally or with independent external parties if necessary. During the reporting period, the Company did not receive any complaints or reports of violations.

Pelapor dapat menyampaikan pengaduan secara anonim melalui media elektronik sebagai berikut:

Whistleblowers can submit anonymous complaints electronically through:

● Surat Elektronik | E-mail: sonatopas@stti.co.id



Menerapkan dan Membangun Kode Etik [2-16, 2-23, 2-24]

Implementing and Upholding the Code of Conduct

Perseroan menetapkan Kode Etik sebagai kebijakan tertulis yang menjadi pedoman perilaku bagi seluruh karyawan dalam menjalankan kegiatan usaha dan pengambilan keputusan. Kode Etik mencakup prinsip integritas, kepatuhan terhadap peraturan, dan perilaku profesional, serta berlaku bagi seluruh unit kerja tanpa pengecualian.

Penanaman dan penerapan Kode Etik dilakukan melalui sosialisasi berkala kepada karyawan, baik pada saat awal bekerja maupun selama masa kerja, melalui media komunikasi internal dan pertemuan kerja. Setiap indikasi pelanggaran Kode Etik dilaporkan dan ditangani oleh Departemen Sumber Daya Manusia melalui proses penelaahan dan investigasi sesuai prosedur yang berlaku. Isu atau temuan yang bersifat material, termasuk pelanggaran signifikan atau berpotensi menimbulkan dampak terhadap Perseroan, disampaikan kepada Direksi dan Dewan Komisaris sebagai badan tata kelola tertinggi untuk ditindaklanjuti. Perseroan menjatuhkan sanksi atas pelanggaran yang terbukti serta menyampaikan hasil penanganannya kepada pihak terkait. Sepanjang 2025, Perseroan tidak mencatat adanya kasus pelanggaran Kode Etik.

The Company establishes a written Code of Conduct as a guideline for employee behavior in conducting business activities and decision-making. The Code covers integrity, compliance with regulations, and professional behavior and applies to all units without exception.

Implementation of the Code is regularly socialized to employees, both during onboarding and throughout employment, via internal communication channels and meetings. Any indication of violations is reported and addressed by the Human Resources Department through review and investigation procedures. Material issues, including significant violations or those potentially impacting the Company, are submitted to the Directors and Board of Commissioners for follow-up. Sanctions are imposed for proven violations, and outcomes are communicated to relevant parties. In 2025, no Code of Conduct violations were recorded.



Kebijakan Antikorupsi

Anti-Corruption Policy

Perseroan menerapkan kebijakan antikorupsi yang tercantum dalam Kode Etik sebagai pedoman perilaku seluruh insan Perseroan. Kebijakan tersebut didukung dengan penerapan prosedur kepatuhan terhadap peraturan perundang-undangan serta partisipasi aktif Perseroan dalam mendukung upaya Pemerintah Indonesia untuk mencegah dan memberantas praktik korupsi.

The Company enforces an anti-corruption policy outlined in the Code of Conduct as a behavioral guideline for all personnel. The policy is supported by compliance procedures with applicable laws and active participation in government efforts to prevent and combat corruption.

Sebagai bagian dari penerapan kebijakan tersebut, Perseroan secara berkala melakukan identifikasi dan penilaian risiko korupsi pada aktivitas bisnis yang memiliki potensi risiko, termasuk pada proses pengadaan, kerja sama dengan mitra usaha, dan pengelolaan transaksi keuangan. Penilaian risiko dilakukan oleh manajemen terkait dan menjadi dasar dalam penetapan pengendalian internal, mekanisme persetujuan, serta pengawasan operasional. Hingga akhir 2025, tidak terdapat temuan signifikan terkait risiko korupsi yang berdampak material terhadap kegiatan usaha Perseroan. [205-1, 205-3]

Memberikan Pelatihan dan Sosialisasi Antikorupsi [205-2] Anti-Corruption Training and Socialization

Perseroan melaksanakan sosialisasi antikorupsi secara berkala sebagai bagian dari sistem pengendalian internal dan manajemen risiko. Program ini bertujuan untuk meningkatkan pemahaman dan kesadaran seluruh pihak agar menjalankan kegiatan usaha secara etis, transparan, serta sesuai dengan ketentuan hukum yang berlaku.

Sepanjang 2025, sosialisasi antikorupsi menjangkau 316 peserta atau setara dengan 100% dari total pihak yang menjadi sasaran program. Kegiatan ini mencakup anggota badan tata kelola, karyawan lintas fungsi dan jabatan, serta mitra usaha yang bekerja sama dengan Perseroan, dengan mekanisme sebagai berikut:

- Bagi Anggota badan tata kelola, sosialisasi antikorupsi dilakukan dalam bentuk pelatihan antikorupsi secara daring dan luring.
- Bagi karyawan, sosialisasi antikorupsi dilakukan pada tahap penandatanganan Perjanjian Kerja Bersama.
- Bagi mitra usaha, Perseroan menyampaikan ketentuan dan prinsip antikorupsi dalam proses kerja sama, termasuk melalui pencantuman klausul integritas dalam perjanjian kerja sama sesuai dengan ketentuan yang berlaku. [205-2]

As part of this policy, the Company periodically identifies and assesses corruption risks in business activities with potential exposure, including procurement, collaboration with business partners, and financial transactions. Risk assessment is conducted by the relevant management and serves as a basis for internal controls, approval mechanisms, and operational supervision. Until the end of 2025, no significant findings related to corruption risks with material impact were reported. [205-1, 205-3]

The Company conducts regular anti-corruption socialization as part of internal control and risk management. This program aims to enhance understanding and awareness among all parties to conduct business ethically, transparently, and in compliance with applicable laws.

In 2025, anti-corruption socialization reached 316 participants, covering 100% of targeted personnel, including governance body members, employees across functions and levels, and business partners. Mechanisms include:

- For members of the governance body, anti-corruption socialization is conducted through anti-corruption training delivered both online and offline.
- For employees, anti-corruption socialization is conducted during the signing of the Collective Labor Agreement.
- For business partners, the Company communicates anti-corruption provisions and principles in the course of cooperation, including through the inclusion of integrity clauses in cooperation agreements in accordance with applicable regulations. [205-2]



Upaya Membangun Budaya Keberlanjutan [F.1] Efforts to Build a Sustainability Culture

Perseroan mengikutsertakan seluruh karyawan dalam membangun budaya keberlanjutan, seperti budaya saling menghargai perbedaan kepada seluruh karyawan agar dapat bekerja sama dengan erat. Perseroan meyakini, dengan menciptakan lingkungan kerja yang positif maka berdampak kepada setiap karyawan untuk bekerja dengan penuh integritas.

Perseroan melibatkan masyarakat lokal melalui pemberdayaan pemasok setempat di wilayah operasional utama. Perseroan memprioritaskan pemasok lokal dalam rantai pasok dan memberikan pelatihan, pengembangan, serta edukasi. Materi yang diberikan meliputi pemilihan produk yang sesuai dengan kebutuhan pasar, penyesuaian spesifikasi produk untuk pasar domestik dan internasional, serta peningkatan kualitas, kemasan, dan presentasi produk agar memenuhi standar pasar domestik dan internasional serta memiliki daya saing yang memadai. Kegiatan ini memberikan dampak ekonomi tidak langsung berupa peningkatan kapasitas usaha pemasok lokal, perluasan akses pasar, serta penguatan aktivitas ekonomi masyarakat di sekitar wilayah operasional Perseroan. [203-2, 204-1, 413-1]

The Company engages all employees in fostering a sustainability culture, promoting mutual respect to enhance collaboration. A positive work environment encourages employees to act with integrity.

The Company involves local communities by empowering local suppliers in key operational areas. Priority is given to local suppliers, providing training, development, and education on product selection, specification adjustments for domestic and international markets, and improvement of product quality, packaging, and presentation. These efforts indirectly boost the local economy, expand market access, and strengthen community economic activity around the Company's operational areas. [203-2, 204-1, 413-1]



Hubungan dengan Pemangku Kepentingan [E.4][2-29] Stakeholder Engagement

Perseroan belum melakukan pemetaan pemangku kepentingan. Namun demikian kami mengidentifikasi pemangku kepentingan berdasarkan hubungan yang terbangun di antara pihak-pihak yang saling memengaruhi dalam proses pengambilan keputusan dan pencapaian tujuan Perseroan. Pelibatan pemangku kepentingan dilakukan melalui berbagai forum maupun mekanisme dengan pendekatan pemenuhan kebutuhan serta memberikan alternatif penyelesaian keluhan yang disampaikan setiap pemangku kepentingan berdasarkan analisis konteks lokal.

The Company has not conducted a formal stakeholder mapping. However, stakeholders are identified based on established relationships, which are mutually influential in decision-making and achievement of the Company's objectives. Engagement is carried out through various forums and mechanisms with an approach to meet needs and provide solutions for complaints raised by stakeholders, based on local context analysis.

Pelibatan Pemangku Kepentingan

Stakeholder Engagement



Pemegang saham
Shareholder

Topik Topics	<ul style="list-style-type: none"> • Pembagian dividen • Perkembangan, dan kemampuan Perseroan untuk tetap bertahan dan menghasilkan nilai di masa depan • Tata kelola Perusahaan 	<ul style="list-style-type: none"> • Dividend distribution • Developments, and the Company's ability to survive and generate value in the future • Good Corporate Governance
Metode Pelibatan dan Frekuensi Methods and Frequency	<ul style="list-style-type: none"> • RUPS • RUPS Luar Biasa 	<ul style="list-style-type: none"> • GMS • EGMS
Respons Perseroan Company's Response	<ul style="list-style-type: none"> • Mengadakan RUPS untuk penentuan dividen • Menyampaikan hasil kinerja perkembangan Perseroan melalui berbagai media dan publikasi • Menjalankan praktik GCG dan dievaluasi setiap 6 bulan sekali yang dilakukan oleh Komite Audit 	<ul style="list-style-type: none"> • Organizing a GMS to decide on dividends • Reporting the Company's performance progress through different media and publications • Adopting GCG practices, evaluated every 6 months by the Audit Committee



Pemerintah
Government

Topik Topics	<ul style="list-style-type: none"> • Pembayaran pajak • Kepatuhan atas semua peraturan 	<ul style="list-style-type: none"> • Tax Payment • Compliance with all regulations
Metode Pelibatan dan Frekuensi Methods and Frequency	<ul style="list-style-type: none"> • Pertemuan antara regulator dengan Perseroan untuk membahas pemenuhan terhadap peraturan yang berlaku. Pertemuan dilakukan sesuai kebutuhan 	<ul style="list-style-type: none"> • Meetings between regulators and the Company to discuss compliance with prevailing regulations. The meetings were organized as needed
Respons Perseroan Company's Response	<ul style="list-style-type: none"> • Menyampaikan pelaporan dan membayar pajak • Memastikan kepatuhan atas semua peraturan di bawah pengawasan Komite Audit 	<ul style="list-style-type: none"> • Paying taxes and submitting tax reports • Ensuring compliance with all regulations with supervision from the Audit Committee



Pemasok lokal
Local suppliers

<p>Topik Topics</p>	<ul style="list-style-type: none"> • Kualitas produk dan desain produk • Pengelolaan limbah sisa produksi • Kerja sama dalam jangka waktu panjang 	<ul style="list-style-type: none"> • Products' quality and design • Production waste management • Long-term cooperation
<p>Metode Pelibatan dan Frekuensi Methods and Frequency</p>	<ul style="list-style-type: none"> • Kunjungan rutin ke pemasok lokal setiap minimal 1 tahun sekali untuk memastikan kualitas produk dan pengelolaan limbah sesuai dengan standar kualitas yang ditetapkan Perseroan 	<ul style="list-style-type: none"> • Regular visits to local suppliers, at least once a year, to ensure the quality of the products and waste management compliance with the standard quality set by the Company
<p>Respons Perseroan Company's Response</p>	<ul style="list-style-type: none"> • Memberikan pelatihan untuk meningkatkan kualitas produk dan kemasan • Melakukan praktik kerja sama dengan baik 	<ul style="list-style-type: none"> • Providing training to improve the quality of the products and packaging • Fostering close cooperation
 <p>Pelanggan Customers</p>		
<p>Topik Topics</p>	<ul style="list-style-type: none"> • Kualitas produk dan layanan 	<ul style="list-style-type: none"> • Products and services' quality
<p>Metode Pelibatan dan Frekuensi Methods and Frequency</p>	<ul style="list-style-type: none"> • Menjaga hubungan baik dengan seluruh pelanggan dan melakukan pertemuan sesuai kebutuhan • Melakukan evaluasi produk dan layanan melalui survei yang dilakukan 1 tahun sekali • Mengembangkan promosi di media digital berupa <i>facebook</i>, <i>instagram</i>, juga situs web yang dapat diakses secara langsung, untuk mendapatkan umpan balik dari pelanggan 	<ul style="list-style-type: none"> • Maintaining good relationships with all customers and organizing gatherings as needed • Evaluating products and services through a survey carried out once a year • Doing promotions through digital media, including Facebook, Instagram, and websites immediately accessible to get feedback from customers
<p>Respons Perseroan Company's Response</p>	<ul style="list-style-type: none"> • Melakukan inovasi untuk pengembangan produk dan layanan • Mengambil tindakan korektif berdasarkan hasil survei dan umpan balik dari pelanggan 	<ul style="list-style-type: none"> • Designing innovations for product and service developments • Taking corrective measures based on survey results and feedback from customers



Karyawan
Employees

Topik Topics	<ul style="list-style-type: none"> • Pemberian remunerasi dan penghargaan • Pemberian pelatihan • Penerapan K3 • Kesejahteraan karyawan • Pengumuman rencana kerja dan strategi usaha kedepannya 	<ul style="list-style-type: none"> • Providing remuneration and recognition • Providing training • Implementing occupational health and safety (OHS) • Promoting employee welfare • Announcing future work plans and business strategies
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Metode Pelibatan dan Frekuensi Methods and Frequency	<ul style="list-style-type: none"> • Melakukan pertemuan secara berkala setiap 1 bulan sekali serta <i>Town Hall meeting</i> tiga bulan sekali untuk membahas jumlah capaian, evaluasi kinerja, dan rencana operasional lainnya • Perseroan mengadakan beberapa perlombaan dan kegiatan (<i>company gathering</i>) dalam rangka peringatan ulang tahun Perseroan dan Hari Kemerdekaan Republik Indonesia • Mengadakan General Briefing setiap 1 bulan sekali untuk memberikan apresiasi dan capaian tertentu kepada karyawan • Menyediakan fasilitas beserta pedoman penggunaan fasilitas K3 pada seluruh lokasi gerai maupun kantor tempat seluruh kegiatan Perseroan dijalankan 	<ul style="list-style-type: none"> • Organizing monthly meetings and Town Hall meetings once a month and once every three months, respectively to discuss achievements, performance evaluation, and operational planning • Organizing competitions and company gathering on the Company's anniversary day and Indonesia's Independence Day • Organizing monthly general briefings to appreciate employees for their achievements • Providing OHS facilities and guidelines on how to use them in the Company's outlets and offices
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Respons Perseroan Company's Response	<ul style="list-style-type: none"> • Pemberian remunerasi yang sesuai dengan peraturan pemerintah • Pemilihan karyawan teladan dan pemberian penghargaan masa kerja tertentu • Memberikan pelatihan kepada karyawan • Menerapkan dan menyediakan fasilitas K3 • Penyediaan fasilitas kesejahteraan melalui Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan dan BPJS Ketenagakerjaan • Pelaksanaan <i>town hall</i> triwulanan untuk membahas capaian kinerja operasional pada periode sebelumnya serta rencana dan target kinerja operasional pada periode berikutnya 	<ul style="list-style-type: none"> • Giving remuneration according to government regulations • Selecting model employees and rewarding employees with work duration exceeding a certain period of time • Providing employees with training • Enforcing the OHS protocols and providing OHS facilities • Providing employees with welfare facilities through the Social Security Administrators for Health and Employment (BPJS Kesehatan and BPJS Ketenagakerjaan) • Organizing Town Hall meetings quarterly to discuss the previous period's operational performance achievements and the targets for the next period
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Masyarakat Communities

Topik Topics	<ul style="list-style-type: none"> • Pemberdayaan masyarakat • Penciptaan lapangan kerja • Kebutuhan bantuan pendidikan dan kesehatan 	<ul style="list-style-type: none"> • Community empowerment • Job creation • Support for education and healthcare
Metode Pelibatan dan Frekuensi Methods and Frequency	<ul style="list-style-type: none"> • Melakukan pertemuan dalam kegiatan-kegiatan sosial minimal 1 tahun sekali • Memberikan bantuan sesuai kebutuhan masyarakat • Melakukan keterlibatan langsung dengan masyarakat melalui kegiatan TJSL 	<ul style="list-style-type: none"> • Organizing meetings during social activities at least once a year • Providing support as needed by the communities • Engaging directly with the communities through CSR activities
Respons Perseroan Company's Response	<ul style="list-style-type: none"> • Melaksanakan program pemberdayaan masyarakat • Membuka kesempatan kerja • Memberikan bantuan pendidikan dan pelatihan • Menyelenggarakan berbagai aktivitas kebersamaan 	<ul style="list-style-type: none"> • Implementing community empowerment programs • Creating jobs • Providing educational and training support • Organizing relationship building activities

Permasalahan Terhadap Penerapan Berkelanjutan [E.5] Challenges in Implementing Sustainability

Perseroan menempatkan peningkatan kinerja ekonomi sebagai fokus utama dalam menghadapi dinamika usaha. Sepanjang 2025, Perseroan menghadapi tantangan berupa tekanan ekonomi global akibat konflik geopolitik serta perang dagang antara Amerika Serikat dan Tiongkok dan negara lain. Inflasi, kenaikan suku bunga, dan peningkatan harga kebutuhan pokok menurunkan daya beli masyarakat serta memengaruhi tingkat kepercayaan wisatawan. Kondisi tersebut berdampak pada perubahan pola belanja serta belum stabilnya jumlah kunjungan wisatawan di bandara yang menjadi lokasi operasional Perseroan.

Perubahan demografi dan dinamika perilaku wisatawan menuntut Perseroan untuk lebih adaptif dalam memahami kebutuhan pelanggan yang terus berkembang. Perseroan merespons kondisi tersebut dengan memperkuat strategi pertumbuhan usaha

The Company prioritizes improving economic performance as its main focus to manage business dynamics. Throughout 2025, the Company faced challenges due to global economic pressures stemming from geopolitical conflicts and trade tensions between the United States, China, and other countries. Inflation, rising interest rates, and higher prices for basic goods reduced consumer purchasing power and affected tourist confidence. These conditions impacted shopping patterns and contributed to fluctuating tourist arrivals at the airports where the Company operates.

Changes in demographics and evolving tourist behavior require the Company to be more adaptive in understanding customer needs. In response, the Company strengthened its business growth strategy by optimizing sales channels at operational locations. The

melalui optimalisasi kanal penjualan di lokasi operasional. Perseroan secara aktif mengikuti tender pengelolaan toko di berbagai bandara di Indonesia khususnya segmen ritel perjalanan. Perseroan juga meningkatkan kolaborasi dengan maskapai penerbangan, pemilik merek, dan mitra usaha untuk memperkuat daya tarik toko serta mendorong peningkatan kunjungan dan transaksi pelanggan di area bandara.

Perseroan melengkapi strategi tersebut melalui penguatan pendekatan berbasis pelanggan. Perseroan melakukan analisis berkala untuk mengidentifikasi preferensi dan kebutuhan pelanggan, memastikan ketersediaan produk unggulan di setiap toko, serta menyesuaikan tampilan produk agar lebih menarik dan relevan. Perseroan juga meningkatkan interaksi yang lebih intens dan personal dengan pelanggan guna memperkuat pengalaman berbelanja.

Perseroan menghadapi tantangan dalam memastikan pelayanan yang setara bagi pelanggan di berbagai wilayah yang memiliki karakteristik dan preferensi berbeda. Untuk menjawab kebutuhan tersebut, Perseroan meningkatkan kapasitas sumber daya manusia melalui pelatihan dan pengembangan keterampilan bagi tenaga penjual guna memperkuat standar layanan serta kualitas interaksi dengan pelanggan.

Upaya tersebut membuka peluang bagi Perseroan, untuk memperkuat posisi pasar melalui peningkatan pengenalan merek, penggalan wawasan konsumen, serta pengembangan pengalaman belanja yang relevan dengan kebutuhan pelanggan. Perseroan juga meningkatkan transparansi dalam penyampaian informasi serta memastikan kesesuaian proses dan praktik usaha dengan standar yang berlaku. Melalui langkah tersebut, Perseroan berupaya mengubah tantangan menjadi peluang pertumbuhan usaha yang berkelanjutan.

Company actively participated in tenders to manage stores at various airports in Indonesia, particularly in the travel retail segment. Collaborations with airlines, brand owners, and business partners were also enhanced to increase store appeal and drive customer visits and transactions at airport locations.

The Company reinforced this strategy with a customer-centric approach. Regular analyses were conducted to identify customer preferences and needs, ensure the availability of key products in each store, and adjust product displays to be more attractive and relevant. Customer interactions were intensified and personalized to enhance the shopping experience.

The Company faced challenges in providing equitable service to customers across different regions with diverse characteristics and preferences. To address this, the Company strengthened human resources capacity through training and skill development for sales staff, aiming to improve service standards and the quality of customer interactions.

These efforts create opportunities for the Company to strengthen its market position by increasing brand recognition, gathering consumer insights, and developing shopping experiences aligned with customer needs. The Company also improved transparency in information delivery and ensured that processes and business practices comply with applicable standards. Through these measures, the Company strives to turn challenges into opportunities for sustainable business growth.





Kinerja Ekonomi untuk Ketahanan Perseroan

Economic Performance for Company Resilience

Perseroan menjaga nilai ekonomi melalui penguatan integritas rantai pasokan dan pengelolaan struktur biaya secara efisien. Pendekatan tersebut mendukung pertumbuhan ekonomi perusahaan yang tercermin pada penciptaan kesempatan kerja, dukungan terhadap kegiatan wirausaha, peningkatan kontribusi pajak kepada negara, serta distribusi nilai ekonomi kepada para pemangku kepentingan. Seluruh informasi nilai ekonomi yang disajikan merujuk pada Laporan Keuangan Konsolidasian Perseroan yang telah diaudit.

The Company maintains economic value by strengthening supply chain integrity and efficiently managing cost structures. This approach supports the Company's economic growth, which is evident in job creation, support for entrepreneurial activities, increased tax contributions to the government, and distribution of economic value to stakeholders. All economic value information presented refers to the Company's audited Consolidated Financial Statements.

Hingga akhir periode pelaporan, Perseroan belum memiliki portofolio pembiayaan maupun investasi pada proyek atau instrumen keuangan berkelanjutan. Meskipun demikian, rencana ekspansi toko di lokasi baru telah mempertimbangkan aspek ekonomi, lingkungan, dan sosial dalam proses perencanaan dan pengambilan keputusan. [F.3]

By the end of the reporting period, the Company did not hold financing or investment portfolios in sustainable projects or financial instruments. Nonetheless, planned store expansions at new locations have incorporated economic, environmental, and social considerations in the planning and decision-making processes. [F.3]

Perbandingan Target dan Kinerja Ekonomi (Rp Juta) [F.2]

Economic performance Target and Realization (Rp Million)

Uraian Description	2025		2024		2023	
	Target	Realisasi Realization	Target	Realisasi Realization	Target	Realisasi Realization
Pendapatan Usaha Revenues	822.518	899.788	789.733	851.002	693.793	707.805
Laba Bruto Gross Profit	437.418	493.526	384.532	426.409	347.573	380.934
Laba (Rugi) Tahun Berjalan Profit (Loss) for the Year	41.744	89.100	(2.528)	38.572	(27.588)	(9.912)

Pada 2025, pendapatan Perseroan Rp899.788 juta naik sebesar Rp48.786 juta, atau 5,73% dibandingkan tahun 2024 sebesar Rp851.002 juta. Adanya peningkatan ini dikarenakan adanya pembukaan beberapa toko baru yang meningkatkan penjualan Perseroan dan efektivitas strategi Perseroan.

In 2025, the Company's revenue reached Rp899,788 million, an increase of Rp48,786 million, or 5.73%, compared to Rp851,002 million in 2024. This increase was driven by the opening of several new stores, which contributed to higher sales and reflected the effectiveness of the Company's strategies.

Nilai Ekonomi yang Dihasilkan dan Didistribusikan (Rp Juta) [201-1]

Economic Value Generated and Distributed (Rp Million)

Uraian Description	2025	2024	2023
I. Nilai Ekonomi Langsung yang Dihasilkan I. Direct Economic Value Generated			
Pendapatan Usaha Revenues			
Barang Ritel Perjalanan* Travel Ritel Goods*	899.380	850.531	707.181
Usaha Perjalanan Travel	408	471	624
Penghasilan Lain-Lain - Bersih Other Income - Net	13.314	11.044	2.886
Total Nilai Ekonomi Langsung yang Dihasilkan Total Direct Economic Value Generated	913.102	862.046	710.691
II. Nilai Ekonomi yang Didistribusikan II. Economic Value Distributed			
Beban Pokok Penjualan Cost of Sales			
Barang Ritel Perjalanan* Travel Ritel Goods*	406.262	424.593	326.871
Beban Usaha, termasuk Beban Personalia (Gaji dan Tunjangan Karyawan) Operating Expenses, including Personnel Expenses (Salary and Employee Benefits)	389.467	389.879	357.316
Pengeluaran untuk Pemerintah berupa Pajak Penghasilan dan Pajak Final* Payment to Government as Corporate Income Tax and Final Tax*	26.568	28.787	6.260
Realisasi Dana TJSL (Pengeluaran untuk Masyarakat) Realization of CSR funds (Social Expenditure)	63	61	70
Total Nilai Ekonomi yang Didistribusikan Total Economic Value Distributed	822.360	843.320	690.517
III. Nilai Ekonomi yang Ditahan III. Economic Value Retained			
Selisih antara Nilai Ekonomi Langsung yang Dihasilkan dan Nilai Ekonomi yang Didistribusikan Difference between Direct Economic Value Generated and Economic Value Distributed	90.742	18.726	20.174

Keterangan:

*Data tahun 2023 dan 2024 disajikan kembali untuk menyesuaikan klasifikasi tahun 2025. [2-4]

Note:

*The data for 2023 and 2024 have been restatement to align with the 2025 classification. [2-4]

Selama 2025, Perseroan belum melakukan penilaian terhadap risiko maupun peluang yang berpotensi menimbulkan implikasi finansial akibat perubahan iklim. Pada periode yang sama, Perseroan juga tidak menerima bantuan finansial dari pemerintah dalam menjalankan kegiatan operasional. [201-2, 201-4]

During 2025, the Company did not conduct any assessment of risks or opportunities that could potentially have financial implications due to climate change. In the same period, the Company also did not receive any financial assistance from the government to support its operational activities. [201-2, 201-4]

Pemasok [2-6] Suppliers

Perseroan mengelola rantai pasok secara bertanggung jawab dengan memastikan kepatuhan terhadap peraturan dan standar kualitas produk. Perseroan mewajibkan setiap pemasok memenuhi ketentuan yang berlaku, termasuk memiliki izin edar dari BPOM, Sertifikat Halal, dan izin Pangan Industri Rumah Tangga (PIRT) sesuai kategori produk. Setiap produk juga harus mencantumkan merek dagang, komposisi bahan baku, serta tanggal kedaluwarsa secara jelas dan akurat.

The Company manages its supply chain responsibly by ensuring compliance with regulations and product quality standards. The Company requires all suppliers to comply with applicable regulations, including obtaining marketing authorization from BPOM, Halal Certification, and Home Industry Food (PIRT) permits according to the product category. Each product must also clearly and accurately display the brand, ingredient composition, and expiration date.

Sepanjang tahun pelaporan, Perseroan bekerja sama dengan total 408 pemasok yang berasal dari tingkat lokal, nasional, dan internasional, dengan mayoritas pemasok merupakan pemasok lokal dan nasional sebanyak 97,55%. Seluruh kemitraan tersebut dilandasi oleh standar operasional dan kebijakan bersama guna menjaga integritas rantai pasokan.

Throughout the reporting year, the Company collaborated with a total of 408 suppliers at local, national, and international levels, with the majority being local and national suppliers at 97.55%. All partnerships are based on operational standards and joint policies to maintain the integrity of the supply chain.

Pasokan Barang

Supply of Goods

Tahun Year	Jumlah Pemasok Total Suppliers	Nilai (Rp Juta) Value (Rp million)
2025	408	420.480
2024	349	349.003
2023	366	363.801

Komposisi Pemasok Tahun 2025

Supplier Composition in 2025

Uraian Description	Jumlah Pemasok Total Suppliers	Persentase (%) Percentage (%)
Pemasok Lokal Local Suppliers	146	35,78
Pemasok Nasional National Suppliers	252	61,77
Pemasok Internasional International Suppliers	10	2,45
Jumlah Total	408	100,00

Surat Pernyataan Anggota Dewan Komisaris dan Direksi tentang Tanggung Jawab atas Laporan Keberlanjutan 2025 PT Sona Topas Tourism Industry Tbk

Kami yang bertanda tangan di bawah ini menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Sona Topas Tourism Industry Tbk tahun 2025 telah dimuat secara lengkap dan bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan Perseroan. Demikian pernyataan ini dibuat dengan sebenarnya.

Jakarta, 22 April 2026

Dewan Komisaris
Board of Commissioners



Jonathan Tahir
Presiden Komisaris
President Commissioner



John L Sigalos
Wakil Presiden Komisaris
Vice President Commissioner



Kevin Quoc Hong
Komisaris | Commissioner



Ronald Kumalaputra
Komisaris | Commissioner



Godman Hianglin Gn
Komisaris Independen
Independent Commissioner



Drs. Dai Bachtiar, S.H
Komisaris Independen
Independent Commissioner

Responsibility Statement of the Board of Commissioners and Directors for 2025 Sustainability Report of PT Sona Topas Tourism Industry Tbk

We, the undersigned, hereby declare that all information in 2025 Sustainability Report of PT Sona Topas Tourism Industry Tbk has been disclosed and we are solely responsible for the accuracy of all the contents of the Sustainability Report. This statement has been made truthfully.

Jakarta, 22 April 2026

Direksi
Directors



Ir. Wong Budi Setiawan
Presiden Direktur
President Director



Wei Lawrence Lai
Wakil Presiden Direktur
Vice President Director



Milan Rabold
Direktur | Director



Vinay Lamba
Direktur | Director



Victoria Tahir
Direktur | Director



Harry Wangidjaja
Direktur | Director



Referensi POJK 51/POJK.03/2017 dan Indeks Isi Standar GRI 2021 ^[6.4]

Reference POJK 51/POJK.03/2017 and GRI Standard Content Index 2021

Referensi POJK No.51/POJK/03/2017 dan SEOJK No. 16/SEOJK/04/2021

POJK No.51/POJK/03/2017 and SEOJK No. 16/SEOJK/04/2021 References

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G.4	Daftar Pengungkapan Sesuai Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik List of Disclosures According to Financial Services Authority Regulation Number 51/POJK.03/2017 concerning Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies	70

Indeks Isi Standar Global Reporting Initiative (GRI) 2021

Global Reporting Initiative (GRI) Standards 2021

Pernyataan Penggunaan Statement of use	PT Sona Topas Tourism Industry Tbk telah melaporkan informasi yang terdapat dalam indeks konten GRI ini untuk periode 1 Januari sampai dengan 31 Desember 2025 dengan mengacu pada Standar GRI. PT Sona Topas Tourism Industry Tbk has reported the information cited in this GRI content index for the period January 1 to December 31, 2025 with reference to the GRI Standards.
GRI 1 yang digunakan GRI 1 used	GRI 1: Fondasi 2021 GRI 1: Foundation 2021

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 2: Pengungkapan Umum 2021 GRI 2: General Disclosures 2021	2-1	Rincian organisasi Organizational details	29
	2-2	Entitas yang dimasukkan dalam pelaporan keberlanjutan Entities included in the organization's sustainability reporting	4
	2-3	Periode, frekuensi, dan titik kontak pelaporan Reporting period, frequency and contact point	4, 5
	2-4	Penyajian kembali informasi Restatements of information	4, 66
	2-5	Penjaminan eksternal External assurance	4

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 2: Pengungkapan Umum 2021 GRI 2: General Disclosures 2021	2-6	Aktivitas, rantai nilai, dan hubungan bisnis lainnya Activities, value chain and other business relationships	28, 30, 31, 67
	2-7	Tenaga Kerja Employees	33
	2-8	Pekerja yang bukan pekerja langsung Workers who are not employees	36
	2-9	Struktur dan komposisi tata kelola Governance structure and composition	54
	2-10	Pencalonan dan pemilihan badan tata kelola tertinggi Nomination and selection of the highest governance body	56
	2-11	Ketua badan tata kelola tertinggi Chair of the highest governance body	56
	2-12	Peran badan tata kelola tertinggi dalam mengawasi dampak Role of the highest governance body in overseeing the management of impacts	54, 55
	2-13	Delegasi tanggung jawab untuk mengelola dampak Delegation of responsibility for managing impacts	54
	2-14	Peran badan tata kelola tertinggi dalam pelaporan keberlanjutan Role of the highest governance body in sustainability reporting	55
	2-15	Konflik kepentingan Conflicts of interest	56
	2-16	Komunikasi masalah penting Communication of critical concerns	57
	2-17	Pengetahuan kolektif badan tata kelola tertinggi Collective knowledge of the highest governance body	55
	2-18	Evaluasi kinerja badan tata kelola tertinggi Evaluation of the performance of the highest governance body	55
	2-19	Kebijakan remunerasi Remuneration policies	56
	2-20	Proses untuk menentukan remunerasi Process to determine remuneration	56
	2-21	Rasio kompensasi total tahunan Annual total compensation ratio	56
	2-22	Pernyataan tentang strategi pembangunan berkelanjutan Statement on sustainable development strategy	18-19, 22-27
	2-23	Komitmen kebijakan Policy commitments	57

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 2: Pengungkapan Umum 2021 GRI 2: General Disclosures 2021	2-24	Menanamkan komitmen kebijakan Embedding policy commitments	57
	2-25	Proses untuk memperbaiki dampak negatif Processes to remediate negative impacts	53
	2-26	Mekanisme untuk mencari nasihat dan mengemukakan masalah Mechanisms for seeking advice and raising concerns	56
	2-27	Kepatuhan terhadap hukum dan peraturan Compliance with laws and regulations	53
	2-28	Asosiasi keanggotaan Membership associations	30
	2-29	Pendekatan untuk keterlibatan pemangku kepentingan Approach to stakeholder engagement	59-63
	2-30	Perjanjian perundingan kolektif Collective bargaining agreements	50
GRI 3: Topik Material 2021 GRI 3: Material Topic 2021	3-1	Proses untuk menentukan topik material Process to determine material topics	6
	3-2	Daftar topik material List of material topics	6-8
	3-3	Manajemen topik material Management of material topics	9-13
GRI 201: Kinerja Ekonomi 2016 GRI 201: Economic Performance 2016	201-1	Nilai ekonomi langsung yang dihasilkan dan didistribusikan Direct economic value generated and distributed	66
	201-2	Implikasi finansial serta risiko dan peluang lain akibat dari perubahan iklim Financial implications and other risks and opportunities due to climate change	67
	201-4	Bantuan finansial yang diterima dari pemerintah Financial assistance received from the government	67
GRI 203: Dampak Ekonomi Tidak Langsung 2016 GRI 203: Indirect Economic Impacts 2016	203-2	Dampak ekonomi tidak langsung yang signifikan Significant indirect economic impacts	59
GRI 204: Praktik Pengadaan 2016 GRI 204: Procurement Practice 2016	204-1	Proporsi pengeluaran untuk pemasok lokal Proportion of spending on local suppliers	59

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 205: Antikorupsi 2016 GRI 205: Anti- corruption 2016	205-1	Operasi-operasi yang dinilai memiliki risiko terkait korupsi Operations assessed for risks related to corruption	58
	205-2	Komunikasi dan pelatihan tentang kebijakan dan prosedur antikorupsi Communication and training about anti-corruption policies and procedures	58
	205-3	Insiden korupsi yang terbukti dan tindakan yang diambil Confirmed incidents of corruption and actions taken	58
GRI 302: Energi 2016 GRI 302: Energy 2016	302-1	Konsumsi energi dalam organisasi Energy consumption within the organization	39
	302-2	Konsumsi energi di luar organisasi Energy consumption outside the organization	38
	302-3	Intensitas energi Energy intensity	39
	302-4	Pengurangan konsumsi energi Reduction of energy consumption	39
GRI 303: Air dan Efluen 2018 GRI 303: Water and Effluents 2018	303-3	Pengambilan air Water withdrawal	40
	303-4	Pembuangan air Water discharge	40
	303-5	Konsumsi air Water consumption	40
GRI 304: Keanekaragaman Hayati 2016 GRI 304: Biodiversity 2016	304-1	Lokasi operasional yang dimiliki, disewa, dikelola, atau berdekatan dengan kawasan lindung dan kawasan dengan nilai keanekaragaman hayati tinggi di luar kawasan lindung Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	43
	304-2	Dampak signifikan dari aktivitas, produk, dan jasa pada keanekaragaman hayati Significant impacts of activities, products and services on biodiversity	43
	304-3	Habitat yang dilindungi atau direstorasi Habitats protected or restored	43
GRI 305: Emisi 2016 GRI 305: Emissions 2016	305-1	Emisi GRK (Cakupan 1) langsung Direct (Scope 1) GHG emissions	40
	305-2	Emisi energi GRK (Cakupan 2) tidak langsung Energy indirect (Scope 2) GHG emissions	40
	305-3	Emisi GRK (Cakupan 3) tidak langsung lainnya Other indirect (Scope 3) GHG emissions	40

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 305: Emisi 2016 GRI 305: Emissions 2016	305-4	Intensitas emisi GRK GHG emissions intensity	40
	305-5	Pengurangan emisi GRK Reduction of GHG emissions	40
GRI 306: Limbah 2020 GRI 306: Waste 2020	306-1	Timbul limbah dan dampak yang signifikan terkait limbah Waste generation and significant waste-related impacts	41
	306-2	Manajemen dampak signifikan terkait limbah Management of significant waste-related impacts	41
	306-3	Timbulan Limbah Waste generated	41
GRI 401: Ketenagakerjaan 2016 GRI 401: Employment 2016	401-1	Perekrutan karyawan baru dan pergantian karyawan New employee hires and employee turnover	49
	401-2	Tunjangan yang diberikan kepada karyawan purnawaktu yang tidak diberikan kepada karyawan pada kurun waktu tertentu atau paruh waktu Benefits provided to full-time employees that are not provided to temporary or part time employees	47
	401-3	Cuti melahirkan Parental leave	47
GRI 402: Hubungan Tenaga Kerja/ Manajemen 2016 GRI 402: Labor/ Management Relations 2016	402-1	Periode pemberitahuan minimum terkait perubahan operasional Minimum notice periods regarding operational changes	50
GRI 403: Kesehatan dan Keselamatan Kerja 2018 GRI 403: Occupational Health and Safety 2018	403-1	Sistem manajemen kesehatan dan keselamatan kerja Occupational health and safety management system	45
	403-3	Layanan kesehatan kerja Occupational health services	45
	403-6	Peningkatan kualitas kesehatan pekerja Promotion of worker health	46
	403-9	Kecelakaan kerja Work-related injuries	46
GRI 404: Pelatihan dan Pendidikan 2016 GRI 404: Training and Education 2016	403-10	Penyakit akibat kerja Work-related ill health	46
	404-1	Rata-rata jam pelatihan per tahun per karyawan Average hours of training per year per employee	48, 49
	404-2	Program untuk meningkatkan keterampilan karyawan dan program bantuan peralihan Programs for upgrading employee skills and transition assistance programs	48

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 405: Keanekaragaman dan Kesempatan Setara 2016	405-1	Keanekaragaman badan tata kelola dan karyawan Diversity of governance bodies and employees	44
GRI 405: Diversity and Equal Opportunity 2016	405-2	Rasio gaji pokok dan remunerasi perempuan dan laki-laki Ratio of basic salary and remuneration of women to men	44
GRI 406: Non- diskriminasi 2016 GRI 406: Non- discrimination 2016	406-1	Insiden diskriminasi dan tindakan perbaikan yang dilakukan Incidents of discrimination and corrective actions taken	44
GRI 408: Pekerja anak 2016 GRI 408: Child Labor 2016	408-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden pekerja anak Operations and suppliers at significant risk for incidents of child labor	44
GRI 409: Kerja Paksa atau Wajib Kerja 2016 GRI 409: Forced or Compulsory Labor 2016	409-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja Operations and suppliers at significant risk for incidents of forced or compulsory labor	44
GRI 413: Masyarakat Lokal 2016 GRI 413: Local Communities 2016	413-1	Operasi dengan keterlibatan masyarakat setempat, penilaian dampak, dan program pengembangan Operations with local community engagement, impact assessments, and development programs	59
GRI 416: Kesehatan dan Keselamatan Kerja Pelanggan 2016 GRI 416: Customer Health and Safety 2016	416-1	Penilaian dampak kesehatan dan keselamatan dari berbagai kategori produk dan jasa Assessment of the health and safety impacts of product and service categories	43
	416-2	Insiden ketidakpatuhan sehubungan dengan dampak kesehatan dan keselamatan dari produk dan jasa Incidents of non-compliance concerning the health and safety impacts of products and services	43
	417-1	Persyaratan untuk pelabelan dan informasi produk dan jasa Requirements for product and service information and labeling	43
GRI 417: Pemasaran dan Pelabelan 2016 GRI 417: Marketing and Labeling 2016	417-2	Insiden ketidakpatuhan terkait informasi dan pelabelan produk dan jasa Incidents of non-compliance concerning product and service information and labeling	43
	417-3	Insiden ketidakpatuhan terkait komunikasi pemasaran Incidents of non-compliance concerning marketing communications	43

Lembar Umpan Balik [G.2]

Feedback Form

Laporan Keberlanjutan 2025 PT Sona Topas Tourism Industry Tbk telah memberikan gambaran mengenai kinerja keberlanjutan Perseroan. Kami mengharapkan masukan dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini, baik melalui surat elektronik atau formulir ini.

The 2025 Sustainability Report of PT Sona Topas Tourism Industry Tbk has provided an overview of the Company's sustainability performance. We look forward to receiving inputs from you on this Sustainability Report either by e-mail or on this form.

Profil Anda | Your Profile

Nama (bila berkenan) | Name (if you please) :

Institusi/Perusahaan | Institution/Company :

Surat Elektronik | E-mail :

Telepon/HP | Telephone/HP :

Golongan Pemangku Kepentingan | Stakeholders Group

- Pemegang Saham | Shareholders
- Pemerintah | Government
- Pemasok Lokal | Local Suppliers
- Pelanggan | Consumers
- Karyawan | Employees
- Masyarakat | Communities
- Lainnya | Other

Mohon pilih jawaban yang paling sesuai: | Please choose the most appropriate answer:

1. Laporan ini mudah dimengerti: | This report was easy to understand:

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

2. Laporan ini sudah menggambarkan informasi aspek material yang sesuai dengan kegiatan usaha Perseroan:

The report describes the Company's relevant material topics according to its business:

- Tidak Setuju | Disagree Netral | Neutral Setuju | Agree

3. Mohon berikan penilaian untuk topik material yang paling penting menurut anda (nilai 1 = paling tidak penting s/d 5 = paling penting)

Please score the material topics you consider as important (score 1 = least important to 5 = most important)

- | | |
|--|-----|
| <input type="checkbox"/> Tanggung Jawab terhadap Pelanggan Responsibility Toward Customers | [] |
| <input type="checkbox"/> Kepegawaian, Pelatihan dan Pendidikan Employment, Training, and Education | [] |
| <input type="checkbox"/> Pengelolaan Energi Energy Management | [] |
| <input type="checkbox"/> Pengelolaan Air Water Management | [] |

4. Saran atau informasi terkait Laporan: | Other suggestions or information related to the Report:

.....

Terima kasih atas masukan anda. Mohon lembar umpan balik dapat dikirim melalui surat elektronik kepada kontak yang tertera di Laporan ini, atau langsung ke:

Thank you for your feedback. Please send the feedback form via email to please kindly send this feedback form to the contact mentioned in this Report, or directly send to:

PT Sona Topas Tourism Industry Tbk

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