

# Community Support and Engagement

We strive to create positive and meaningful social impact in the areas where we operate. For us, community support is more than just giving back to the community; it is an avenue through which we can foster long-term partnerships with our stakeholders. We actively encourage our employees to volunteer their time in support of meaningful causes and to find new ways to engage our communities through our various touchpoints.

## PASTI FRAMEWORK

In 2022, we launched a Group-wide framework for community support and engagement, dubbed “Lippo Untuk Indonesia PASTI” (PASTI). Through PASTI, we strive to amplify our impact by aligning each business unit’s CSR efforts with the Group’s priorities and targets, and rallying our communities around common causes. Our initiatives under PASTI support Indonesia’s sustainability agenda and the UN SDGs, as well as the needs of the local communities we serve. Where possible, we carry out our activities in partnership with local government agencies and non-profit organizations to support their ongoing efforts as well.

In 2022, we conducted 432 community engagement programs and CSR activities across our business operations under PASTI. Through these efforts, we have been able to support around 25,000 direct beneficiaries and 3,000 MSMEs, another 380,000 through our vaccination drives, and many more by extension. In total, we spent over Rp40 billion to fund these activities.<sup>6</sup>

<sup>6</sup>This budget does not include our expenditure on the Siloam Training Center, nursing scholarships and free community clinics, which are budgeted separately.

## Lippo Untuk Indonesia PASTI

Lippo untuk Indonesia PASTI (Pintar, Asri, Sejahtera, Tangguh, Independen) embodies the firm and bold spirit that drives our holistic advancement of Indonesia’s sustainability agenda. We are committed to enhancing our quality of life for all stakeholders in our ecosystem, to secure a brighter outlook for future generations.



Education

### PINTAR

Scholarships

Vocational Training & Skills Development

Educational Support



Provide access to quality education



Environment

### ASRI

Nature Conservation

Waste and Water Management

Environmental Awareness



Reduce ecological footprint and raise environmental awareness



Social

### SEJAHTERA

Philanthropy

Community Welfare & Engagement

Humanitarian Aid



Support philanthropic causes and community events



Health

### TANGGUH

Community Health Services

Health Awareness

Vaccination & Blood Drives



Improve community health and well-being



Economic

### INDEPENDEN

MSME

Empowerment

Local Economic Development

Entrepreneurship



Empower MSMEs and local economies



## PINTAR

### Siloam Training Center

We established the Siloam Training Center (STC) in 2019 to provide quality medical training programs for Indonesian healthcare professionals across various fields, from critical care nursing to COVID-19 education. Accredited by the Indonesian Board for Development and Empowerment of Human Resources in Public Health, STC conducts both internal and external training programs for all healthcare professionals, including those outside of our workforce. In 2022, we conducted 146 training programs for 7,500 healthcare professionals, representing a 31.5% and 70.3% increase from 2021, respectively. To leverage best practices in the industry, we engaged subject matter experts and third-party training providers to conduct over half of these trainings.

Siloam Training Center	2020	2021	2022
Training programs	64	111	146
Participants	2,502	4,403	7,500

### Nursing Scholarship

To address the shortage of qualified healthcare workers in Indonesia, we provide nursing scholarships at the University Pelita Harapan (UPH). Over the past decade, our Faculty of Nursing at UPH has awarded over 3,300 scholarships. Our scholarship program aims to promote diversity by targeting beneficiaries from outside of Java, including North Sumatra, East and West Nusa Tenggara, Maluku, South, and North Sulawesi, among other regions. In 2022, 319 nurses graduated from our scholarship program with a Diploma of Nursing.

### Support for Local Schools

We also provide educational assistance to underprivileged school students in and around our townships. In Lippo Village, we conducted charity events to subsidize school fees for students, while in Tanjung Bunga, we supported the renovation of two elementary schools. We were also active in the Cikarang area by sponsoring various school events, webinars, and competitions, such as “Lomba Dokter Kecil” in collaboration with the Cibatu community health center.

## ASRI

### Environmental Awareness

Throughout the year, our business units conduct a series of online and offline campaigns to raise awareness for environmental causes and climate action. Aside from leveraging our social media channels and electronic bulletin boards, we also curate various themed events such as “Ecoprint Fashion Week” to educate the public on environmental sustainability and the circular economy. During Earth Hour each year, our malls and hotels also turn off all non-essential lights as a display of support.

### Tenant Engagement

In our townships, we continue to engage our tenants and residents on environmental best practices through public engagements and regular circulars. For example, we co-organized a seminar with the Ministry of Industry on the topic of “Eco-Industrial Park” to introduce eco-friendly best practices to over 100 tenants from our industrial park in Lippo Cikarang. In Lippo Village, we collaborated with the local government to establish a centralized waste sorting center and to distribute over 1,000 waste bins to residents to improve waste segregation and recycling. Please refer to “Waste Management” on pages 61 to 64 for further details on our waste initiatives.



## SEJAHTERA

### Serving the Vulnerable

Our business units regularly provide both monetary and in-kind assistance to vulnerable groups, non-profit organizations, and government agencies to support those in need, especially when it comes to disaster relief efforts. In 2022, we provided essential supplies and financial assistance to communities affected by the eruption of Mount Semeru and the earthquake in Cianjur, among others.

### Community Welfare

In line with our commitment to build vibrant and inclusive communities, we frequently organize and sponsor community events and festivities that bring people together and foster social interaction. During national holidays and religious events such as Hari Raya and Christmas, our employees will distribute donations to local organizations and underserved communities, and invite them to partake in the festivities. We also frequently host community activities at our malls and townships, such as cultural exhibitions, carnivals and fun runs.



## TANGGUH

### Vaccination and Blood Drives

We continue to actively contribute in the fight against COVID-19 by accelerating national vaccination programs, distributing medical supplies, and promoting good hygiene and COVID-19 safety measures. Since 2021, we have supported the administration of over 1.5 million vaccine doses through vaccination drives held at our malls, townships, and healthcare facilities. In 2022, 43 of our malls served as vaccination centers, facilitating the administration of 311,448 vaccinations. We also coordinated with the Indonesian Red Cross to conduct over 40 blood drives to replenish blood banks in various locations across Indonesia.

### Community Clinics

To date, Siloam operates 30 community clinics throughout Indonesia, of which 8 are free community clinics that provide healthcare services to patients who would otherwise be unable to receive appropriate medical treatment. These clinics are equipped to administer basic medical services such as polio vaccinations, blood pressure check-ups, first aid services, and referral services. In 2022, we opened our 7th clinic in Saman, Papua, thereby extending healthcare services to more rural and remote areas in the eastern region of Indonesia. With Siloam's full financial and operational support, our Papua clinics serve over 1,700 patients each month.



## INDEPENDEN

### Empowering MSMEs

We are committed to providing our spaces and platforms to promote local businesses and their products. As part of its flagship program "Festival UMKM Untuk Indonesia", Lippo Malls curated 137 events showcasing local products made by MSMEs, such as batik clothing, crafts, and snacks. Through this events, Lippo Malls supported around 3,000 MSMEs in 25 cities in 2022.

Similarly, we provide opportunities for MSMEs in and around our townships to sell their products for free or at highly subsidized rental rates at our events and commercial spaces. We have also facilitated capacity-building for these MSMEs, for instance by providing education on financial literacy and onboarding them to digital banking services and payment platforms.

### Inspiring Youths

In 2022, we focused our engagement efforts on youths through "URBN-X", our new community building platform which seeks to inspire Gen-Z and millennials to pursue their aspirations in the domains of new economy, technology and creativity. As part of our "X-Tract" educational series, we invited prominent speakers and young business leaders to share their insights on various topics of interest among youths, such as "Transforming Digital Art into NFTs", "Advancing Towards a Cashless Society", and "The Social Impact of Technopreneurs".

