Sustaining Goodness for a Sustainable Indonesia

Sustainability Report

2019-2020

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Theme Overview

Sustaining Goodness for a Sustainable Indonesia

AQUA is an original Indonesian brand. For more than 48 years, Danone-AQUA has been operating in Indonesia and was the pioneer of Bottled Drinking Water (AMDK). We are constantly innovating to maintain and deliver goodness through our products and business activities. Holding the vision of "One Planet, One Health", Danone-AQUA is not only committed to maintaining consumer health, but also to improving the quality of people's lives and maintaining the health of our planet.

The goodness of our product is consistently maintained, starting from the selection of water sources and hygienic and efficient production processes, to the use of environmentally friendly packaging, and the distribution of products to the hands of consumers. Not only that, we strive to reduce the impact of our business activities on the environment and surrounding communities by being a pioneer in various sustainability initiatives. We consistently encourage greater achievements in environmental impact, through improved protection of water resources, emission reduction, packaging innovation, and post-consumption packaging collection, as well as caring for the community through various development programs.

AQUA is the first bottled water brand to introduce drinking water in gallons that can be reused and recycled. Since then, we continuously innovate to provide environmentally-friendly packaging. Danone-AQUA upholds the concept of a circular economy as a solution to solve plastic waste issues in Indonesia, and has been a pioneer in the collection and recycling of post-consumption plastic bottle waste since 1993. Additionally, we are always in search of new innovations in implementing conservation programs in watershed areas as part of our commitment to maintaining the quality, quantity and sustainability of water sources. Through our "1 for 10" program, we became the first private company to encourage consumers' contributions to improve access to clean water and sanitation in Indonesia.

Danone-AQUA interacts closely with and builds a business ecosystem that brings goodness to stakeholders and protects environmental sustainability throughout our supply chain. The programs we run and develop have consistently encouraged opportunities to enhance the potential and resources of all our stakeholders. We believe that every good thing we do will increase the company's growth and maintain the continuity and sustainability of Indonesia.
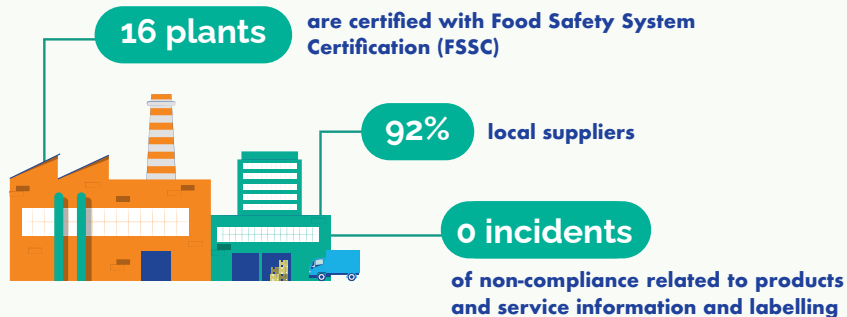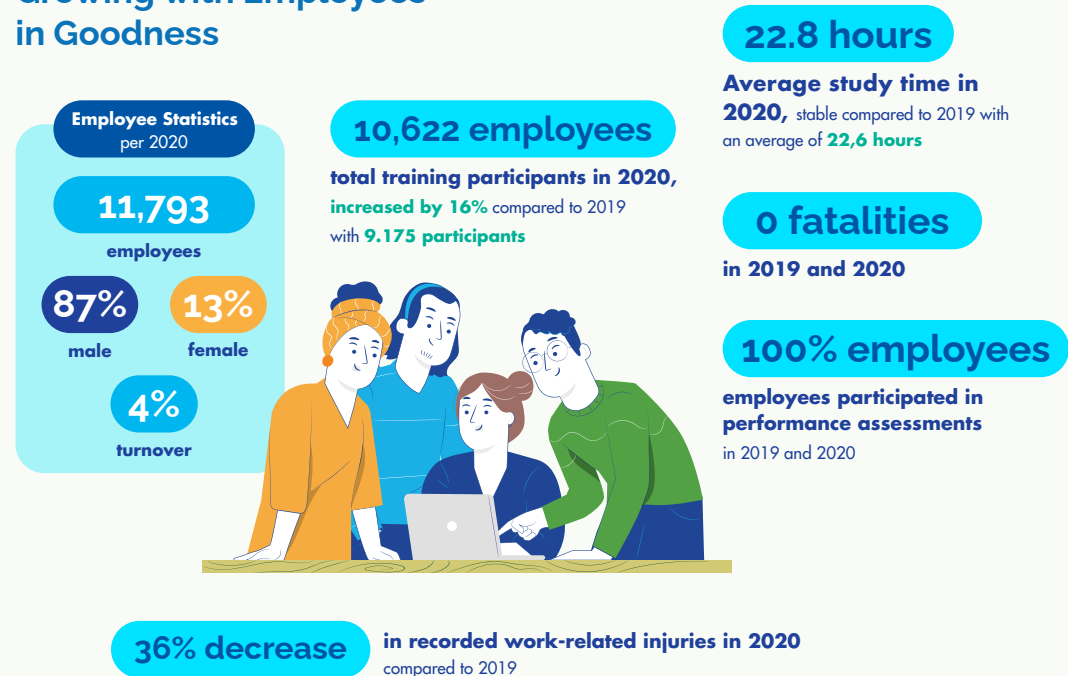
Sustainability Highlights

• Preserving the Goodness of Nature

2.4 million
trees planted
by 2020

1,154
Water Ratio
in 2020 as
targeted

149,713 Gigajoules
of energy savings
as a result of energy efficiency programs in 2019-2020

14.77% decrease
in total energy use
ini 2020 compared to 2019

GHG Emission Intensity (ton CO₂Eq/L)

2018	2019	2020
118.46	120.39	115.20

CO_2

157,597 Ton CO₂ Eq
of reduced Greenhouse Gas emissions
in 2019-2020
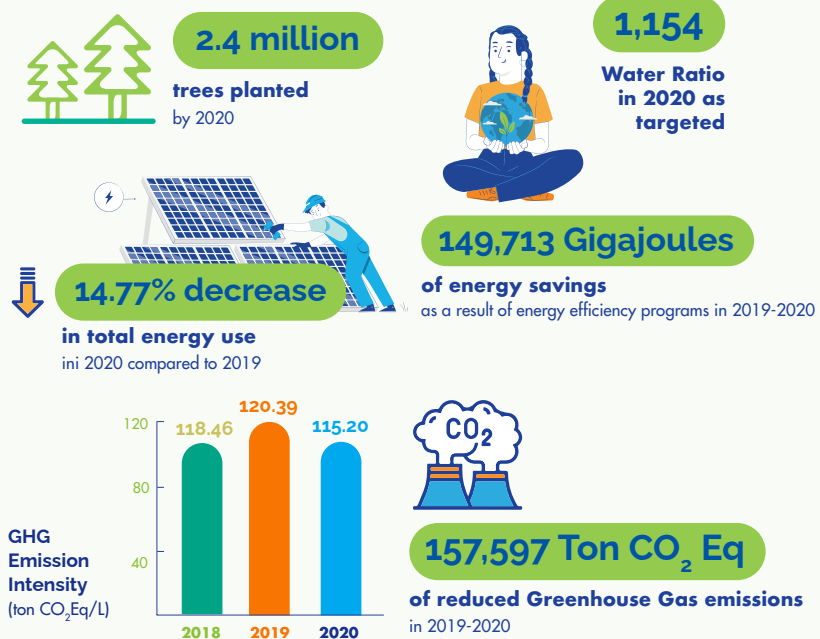
• Growing with Employees in Goodness

Employee Statistics per 2020

11,793
employees

87% male

13% female

4% turnover

10,622 employees
total training participants in 2020,
increased by 16% compared to 2019
with 9.175 participants

22.8 hours
Average study time in 2020, stable compared to 2019 with an average of 22,6 hours

0 fatalities
in 2019 and 2020

100% employees
employees participated in performance assessments
in 2019 and 2020

36% decrease
in recorded work-related injuries in 2020
compared to 2019

• Creating Goodness Through Products

16 plants
are certified with Food Safety System
Certification (FSSC)

92%
local suppliers

0 incidents
of non-compliance related to products
and service information and labelling

• Sharing Goodness with Society

361,000 beneficiaries
of the WASH program
in 34 regencies/cities
in Indonesia.

318 hectares
of sustainable farming fields in
18 locations

>500 SME beneficiaries
of the DAMPING program

8,000 Homemakers
joined the AQUA Home Service program

Message from the CEO [GRI 102-14]

> As a company that was established and has thrived in Indonesia, Danone-AQUA continues to strive to mantain the goodness of our business through striking a balance between business sustainability and nature conservation for a healthier Indonesia.

Connie Ang
CEO
PT Tirta Investama (Danone-AQUA)

Dear Stakeholders,

2020 has been a year full of challenges for businesses and the global community, including Indonesia, due to the COVID-19 pandemic. However, we can face the existing challenges with the support of all parties so that we can continue to run our business sustainably and work well while still recording a number of achievements in 2020. More details of our achievements in 2019-2020 can be found under the sustainability highlights section.

In this crisis, the vision of "One Planet, One Health" is becoming even more relevant. This vision encourages us to maintain the operational capacity by protecting the supply chain and the health of our employees and Indonesian public in general.

Our commitment in producing healthy hydration is manifested through our products - they are safe for consumer consumption as they meet the criteria and requirements in accordance with the Indonesian National Standard (SNI), Halal certification, and are packaged through a certified process according to the international standard for food safety, FSSC 22000.

During the COVID-19 pandemic, social and environmental-related programs will continue to be implemented with due observance of health protocols. All forms of training will be conducted online as much as possible.

During this reporting year, Danone-AQUA would like to acknowledge our ongoing sustainability accomplishments. PROPER achievements in the last three years show the company's consistency in meeting government standard regulations and positive contributions to natural resource conservation and community empowerment. In the past 3 years, 3 Danone-AQUA factories have won the highest award, Gold PROPER - 2 factories in 2019 and 1 in 2020.

International recognition of our sustainability performance is also proven by Danone-AQUA's achievement as the first fast-moving consumer goods (FMCG) company in Indonesia to be certified B Corp™ since 2018.

Through the "One Circular Planet" approach, Danone-AQUA is committed to implementing sustainable business practices, as well as being part of the solution to many social and environmental challenges, which includes Circularity of Water, Carbon, and Packaging.

As water is one of the primary raw materials for production, Danone-AQUA strives to protect and maintain water balance both in quality and quantity by implementing water circularity in and around the factory.

We are also committed to maintaining the sustainability of water sources by conducting various conservation programs in the watersheds where the Danone-AQUA factory

operates by involving local communities. Conservation efforts are carried out by planting trees, building rainwater harvesting and water absorption infrastructure, developing Biodiversity Park in our factory area, as well as increasing public education.

In a bid to reduce energy use and emissions, we are carrying out various innovative energy efficiency programs and gradually switching to utilising solar energy as a renewable energy source.

Danone-AQUA continues to strive to reduce its carbon footprint and minimize the release of carbon into the air. We aim to be carbon neutral (zero net carbon) by 2050.

Plastic circular economy model is one of the solutions to the waste problem in

Indonesia. Through the #BijakBerplastik initiative, which began in 2018, Danone-AQUA is determined to support the Indonesian government in reducing plastic waste by 70% by 2025. Our target is to increase the recycled content in product packaging to reach 50% by 2025.

Danone-AQUA forged a number of strategic partnerships with national and international startups to drive innovation in plastic waste collection and educate the public,in a mission to collect more plastics than what is used.

The development of Danone-AQUA's business cannot be separated from the role of our employees, a strength of over 11,000. Our focus is on developing the talent we already have, creating a safe and conducive work environment where human rights are respected, so that every employee can reach their full potential.

Various best efforts have been made to maintain the health and safety of our employees, among others, through the implementation of an occupational safety and health system.

As part of the community, Danone-AQUA continues to strive to share goodness with the community through various community development and empowerment programs. In creating community independence, we focus on improving

the economy and community welfare through the institutional strengthening of community groups and fostering Micro, Small, and Medium Enterprises (MSMEs).

Danone-AQUA encourages women empowerment to improve the economic well-being of their families through the AQUA Home Service (AHS) Program, where we support 8,000 homemakers to become AQUA gallon sales partners and agents of change in society in spreading the importance of hydration and protecting the environment.

Concern for the accessibility of clean water, sanitation, and public health around the operational area has encouraged Danone-AQUA to develop the Water Access Sanitation and Hygiene (WASH) Program.

Amid the COVID-19 pandemic that hit Indonesia, Danone-AQUA, which is part of Danone Indonesia, has distributed an assistance of Rp30 billion, and received recognition from the Ministry of Health of the Republic of Indonesia as one of the best companies that is considered to have made an active contribution to the response to COVID-19.

Finally, on behalf of the Board of Directors, I would like to thank the Board of Commissioners as well as all employees and business partners, who have enabled Danone-AQUA to achieve good performance amid a challenging year. Likewise, thank you to our shareholders, customers, and the wider community, who have jointly encouraged sustainable living for the common good.

Connie Ang
CEO | PT Tirta Investama (Danone-AQUA)

Danone-AQUA's Resilience Continues to Stream Goodness Amidst the COVID-19 Pandemic

The year 2020 was full of challenges due to the COVID-19 pandemic. It was not only a health crisis but also an economic crisis that has undoubtedly affected Danone-AQUA's performance. However, Danone-AQUA continues to be solid in facing various challenges and obstacles during the pandemic. With public health at the forefront across the globe, we are reminded of the importance of our products in maintaining the health and hydration of the Indonesian people.

Apart from ensuring business continuity, the health and safety of our employees is our chief priority. Since the development of the COVID-19 pandemic, Danone-AQUA has performed extra collaborative efforts through various initiatives and mitigation plans in coordination with the Danone-AQUA's task force in ensuring a conducive work environment. We also synergized with government institutions, state organizations, and the private sector in participating to overcome the COVID-19 pandemic.

Our policies and initiatives regarding employee health and safety include:

Employee Education and Engagement

Danone-AQUA has shifted to a new method of information dissemination and employee engagement with aims to educate and make employees feel comfortable and secure. We created the *#KitaSalingJaga* (#WeProtectEachOther) tagline for all COVID-19 related communications and disseminate selected information to encourage employees to be aware and protect their health. Additionally, we organized fun and interactive virtual sessions for employees and conducted a session with the global Danone management team to keep employees motivated.

Employee Health Support

We distributed health care packages for employees consisting of masks, vitamins, and hand sanitisers. If anyone was exposed to COVID-19 or experienced any symptoms, they could do lab examination without reducing their health benefits. Danone-AQUA also provided extra attention to employees' mental health through a Virtual Support Group, creating a space for employees to express their emotions in a safe place. Employees were also able to consult a psychologist for treatment.

Health Protocols Implementation

To minimize the virus transmission at factories and office environments, we did several improvements including the provision of touchless facilities, sterilizer boxes, and air purifiers. The environmental changes worked in conjunction with strict health protocols such as temperature checks, office space rearrangement to adopt social distancing, and various other initiatives.

Danone-AQUA has contributed to actualizing Danone Indonesia's commitment to support the government in handling the COVID-19 pandemic and easing the burden of people affected by it. Danone in Indonesia has distributed donations with a total of Rp30 billion to pandemic relief in Indonesia. Through multiple partnerships these donations were distributed in the form of cash, health and safety equipment, and Danone products to a number of hospitals dealing with COVID-19 in Indonesia. Care packages were also distributed directly to individuals in especially vulnerable conditions. Donations were distributed through various partnerships with hospitals and institutions in Indonesia, including Wisma Atlet Hospital, Siloam Hospital, Persahabatan Hospital, Medical Faculty of the University of Indonesia, Bogor Agricultural Institute, the Indonesian Ministry of Health, and several local governments.

We also distributed products and foods to maintain hydration and nutrition for medical personnel, patients, and vulnerable groups. This distribution was completed in collaboration with the Aksi Cepat Tanggap (ACT), and other donations distributed through a number of institutions including the Indonesian Doctors Association (*Ikatan Dokter Indonesia*/IDI), Indonesian Paediatricians Association (*Ikatan Dokter Anak Indonesia/ IDAI*), Community Development at the University of Indonesia, and Medical Faculty of the University of Indonesia.

Donations

13
Unit
Ventilators

27,590
Coverall Suits

20
Unit
Thermal Guns

6,690
Surgical Gowns

108,300
Surgical Masks

9,455
N95 Masks

6,550
Pairs
Gloves

109,903
Boxes
Mineral and Isotonic Water

2,000
Food packages

62,087
Nutritional products (SGM2, Bunda, Bebelac, Lactamil)

33,000
Packages
Ready-to-eat Meal

Healthy hydrations for > 201 health facilities and institutions

Ready-to-eat meal for medical personnel in **30** hospitals as well as vulnerable and underprivileged families

Outdoor disinfectant for **10** hospitals

Beneficiaries

• Reaching (7) Provinces

Central Java

South Sumatera

Banten

DKI Jakarta

West Java

East Java

Bali

Danone-AQUA also implemented an emergency response program aimed at community development program beneficiaries, scavengers, and collectors. The COVID-19 pandemic caused scavengers and residents near our factories to experience a drastic reduction of income due to limited public spaces. Farmers and MSMEs owners found it difficult to sell their products, while scavengers experienced challenges in obtaining used goods because many offices, restaurants, and residential areas were closed. Together with assisting partner Non-Government Organizations (NGOs),

Danone-AQUA designed labour-intensive programs with the 'cash to work" approach. Through this approach, beneficiaries of Conservation Programs were invited to take care of trees, trenches (rorak) and infiltration wells, make seeds and fertilizers. As compensation, they would be given daily wages. The same scheme was also applied in the WASH program, where beneficiaries were involved in constructing seated toilets. Support for scavengers was done by providing donations of staple foods, masks, hand sanitisers, and educating them on the Wash Hands Using Soap

behaviour and health protocols. Danone-AQUA also supported Octopus Indonesia, an app-based trash collection startup company, by raising a donation fund "Scavengers Against Corona" on the Kitabisa.com platform. From the fundraising and Danone-AQUA's financing support, the initiative managed to distribute staple foods, masks, and hand soaps for 6,568 scavengers and collectors. Beneficiaries were also involved in the procurement process for rice, masks, and hand soaps. The rice distributed to scavengers and other vulnerable groups near our factories was supplied

by farmer groups in the environmentally friendly agricultural program. We also encouraged farmers to manufacture herbal and ginger tea as beverages distributed to the community and COVID-19 task force in their region.

Finally, we involved people with disabilities in several regions—including Bekasi, Bali, and Klaten—to manufacture cloth masks to be then distributed to the community.

DANONE
"One Planet, One Health" [GRI 102-16]

Let's join Danone-AQUA as a part of the movement to change the world and our lives, ushering in a more sustainable future through food and drink.

Aligned with Danone's global vision, "One Planet, One Health", Danone-AQUA also carries a big vision to continually strive in building a future with a healthier lifestyle, earth, and ecosystem.

"One Planet, One Health" reflects our vision that the health of people and the planet are interconnected. Every time we consume food and drink, we are choosing what kind of world that we want to live in. A healthy body needs healthy foods and healthy foods need a healthy planet. All of these require a healthy ecosystem and a strong, resilient social structure. We believe in an ecosystem that works in harmony with people, the community, and the environment. The idea has become a basis for a food revolution led by Danone

along with consumers, traders, farmers, suppliers, NGOs, and our involved partners. This powerful idea is at the heart of the ongoing food revolution — a movement inspired by people who care about where their food comes from, how it is grown, how it arrives on their plates, and how it impacts their health and the health of the planet.

At Danone, we believe that global food and retail companies can play an important role in this revolution through a transformation of their business models and by moving away from standardized food systems to new models based on local diets and leveraging local sourcing. We aspire to be an agent of change and a driver to turn the food revolution into reality for many people.

This vision is a call for everyone to join the food revolution and harness our collective power to change the world, and our lives, by making more informed decisions in what we eat and drink.

Danone 2030 Goals

9 Integrated Goals

Accelerating the Food Revolution by 2030
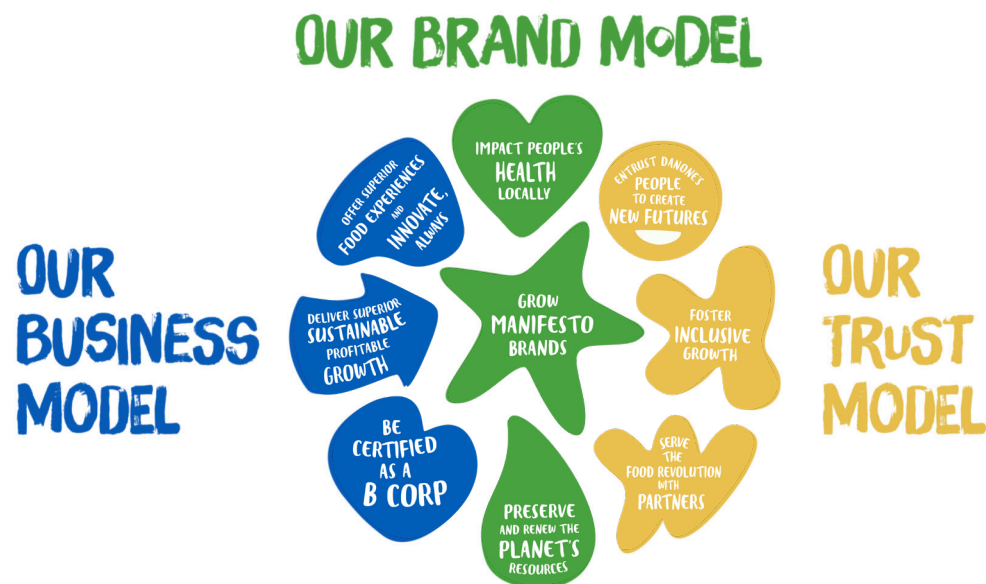
Responding to the challenges and opportunities of the food revolution, Danone has defined our long-term goals by 2030 which are aligned with the **"One Planet One Health"** vision. The nine long-term goals summarised in the Danone 2030 Goals are integrated to our business model, brand, and trust. These are also harmonized with the Sustainable Development Goals (SDGs) defined by the United Nations (UN) until 2030.

The Government of Indonesia has integrated 17 main goals and 169 targets from the SDGs agenda into the National Medium-Term Development Plan 2020-2040. This indicates that the SDGs agenda do not serve as merely a global commitment for many countries, but also guidelines for Indonesia to implement an inclusive and sustainable national development. In order to achieve these goals, collaboration from many parties is necessary including the private sector and the community. Danone-AQUA realizes the company's key role as a force for good in the environment and community wherever we are, manifested in the SDGs agenda.

Our Business Model
We will grow as a B Corp™, innovating to offer superior food experiences.

Offer Superior Food Experiences and Innovate, Always

We commit to the highest quality and food safety standards. We stand for sustainably sourced ingredients, for naturality and transparency, and for simple recipes and clean labels. Supported by strong innovation capabilities, we believe these are key fundamentals to create superior food experiences for people, as this will remain the first driver of healthier and more sustainable choices.

Deliver Superior Sustainable Profitable Growth

Our ambition is to be the best at embracing the food revolution. We build on a unique health-focused product offering in some of the fastest growing categories, responding to today's and tomorrow's eating and drinking trends. And we build on a strong strategic roadmap around three priorities: accelerate growth, maximize efficiencies, and allocate resource with discipline.

Be Certified as a B Corp™

Our ambition to become a Certified B Corp expresses our long-term commitment to create and share sustainable value for all, in line with our dual economic and social agenda. In today's world, big companies and their brands are fundamentally challenged as to whose interests they really serve. B Corp certification is a mark of trust for companies demonstrating high standards of social and environmental performance.

Our Brand Model
We will grow what we call Manifesto brands to protect and nourish both the health of the people and the health of the planet.

Impact People's Health Locally

Our mission is to bring health through food to as many people as possible. We have created a unique portfolio of healthy products to complete this mission, and we strive to continuously optimize their nutritional profile. Also, we build on our in-depth knowledge of local food cultures, food habits and public health challenges to innovate and actively promote healthier alternatives for better choices. Beyond products, we will accelerate on current and new initiatives (programs and services) with partners to impact dietary habits positively.

Grow Manifesto Brands

People are craving change when it comes to their food. At Danone, we believe that each time we eat and drink, we can vote for the world we want. That is why we aim to build purpose driven brands—what we refer to as manifesto brands. These will act as true ambassadors for their point of view, not only delivering an exciting experience to people, but also committing to create a positive impact on health and planet.

Preserve and Renew the Planet's Resources

We strive to be a game-changer to foster positive solutions for the planet. We commit to sustainable sourcing for all our ingredients and to enhance the circular economy of packaging. We will protect soil health through regenerative agricultural practices co-developed with partners and we will even amplify our ambitious water stewardship journey. We play our part in the fight against climate change by implementing carbon positive solutions and aiming to achieve carbon neutrality by 2050.

Our Trust Model
We will grow in an inclusive way, empowering our people and working with partners to create and share sustainable value.
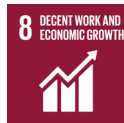
Entrust Danone's People to Create New Futures

Building on our unique social innovation heritage, we will allow each of our employees to co-own our agenda and our goals, both at global and local level. This will lead us into a bright and healthy future for our company, our employees and our communities.
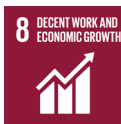
Foster Inclusive Growth

We will continue to invent pioneering ways to foster inclusive growth for vulnerable partners in our food chain across the world, including family farmers, street vendors and waste pickers. We will keep building sustainable solutions for access to nutrition and safe drinking water for low-income communities. Additionally, we will maximize the impact of our social innovation funds through scale and transformation of business practices starting with Danone Communities, the Danone Ecosystem Fund and the Livelihoods funds.

Serve the Food Revolution with Partners

A food revolution is happening and we choose to serve it. However, we cannot do it alone. In order to change the way food is grown, produced, marketed, distributed, sold and consumed, we need to co-create solutions with others and leverage their expertise. We are building on decades of partnership experience to work hand in hand with Danone employees, farmers, suppliers, retailers, consumers, and partners as well as civil society, governments, and public health professionals. Altogether, we want to be remembered as a driving force of the food generation.

About Danone-AQUA

About Danone-AQUA

Since AQUA's inception in 1973, the company has been committed to offering healthy hydration for all Indonesian families and realizing a healthier Indonesia through high quality products while preserving the sustainability of its nature. As a pioneer of Bottled Drinking Water (AMDK) and light beverage in Indonesia, our products come from selected water sources where the purity and sustainability are continually maintained.

In 1998, AQUA built a strategic alliance with Danone, the world's largest foods and beverages manufacturer. This strategic alliance was based on the aligned visions between AQUA's founder, Tirto Utomo, and Danone's founder, Antoine Riboud—that business must also serve positive impacts to social and environmental development.

Aligned with Danone's global vision, "One Planet, One Health", Danone-AQUA believes that people's health and the planet's health are interconnected. Therefore, Danone-AQUA consistently strives to maintain a business that focuses on health through sustainable business operation, and contributes positive benefits for all stakeholders and the environment.

Name of the Company
[GRI 102-1]

Danone-AQUA

Location of Headquarter
[GRI 102-3]

RDTX Place (Level 5-9)
Jl. Prof. Dr. Satrio Kav. E-IV, Kuningan, Jakarta

Business Activities and Generated Products
[GRI 102-2]

Activities of Danone-AQUA consist of utilization, processing, packaging, and distribution of water resources, into bottled drinking water (AMDK) and soft drinks, with "AQUA", "MIZONE", and "VIT" brands.

AQUA's products are bottled drinking water consisting of three packaging materials with the following sizes:

- 330 millilitre (ml), 450 ml, 600 ml, 750 ml, 1.5 litres (L) plastic bottle packaging, 240 ml plastic cup packaging, and 19 L gallon.
- AQUA Reflection with 380 ml and 750 ml glass packaging.
- AQUA Life with 1.1 L 100% recycled and recyclable packaging.

Other bottled drinking water products with VIT brand have 220 ml, 330 ml, 550 ml, 1.5 L plastic bottle packaging, 200 ml plastic cup packaging, and 19 L gallon.

Apart from drinking water products, Danone-AQUA also manufactures isotonic drink Mizone.

Danone-AQUA Streams Down Goodness

To achieve the big visions of **"One Planet One Health"** and **"9 Integrated Goals"**, Danone-AQUA continues to strive to deliver goodness to stakeholders in its business ecosystem, namely:

Goodness to Consumers

Maintaining product quality by ensuring pureness in every package through a production process that uses sophisticated technology without direct human contact.

Goodness to Partners and Stakeholders

Danone-AQUA fosters strong collaborations between the company, partners, and community in our operational sites, as well as local and national governments. Through these collaborations, Danone-AQUA has developed community empowerment programs around its operational sites as well as empowerment for women as a part of micro-distribution.

Goodness to Nature

Through One Circular Planet, we strive for sustainable business practice and to resolve various social and environmental challenges to maintain circularity in three areas: water resources, climate, and packaging. We innovate on our production system and work together with stakeholders to develop water ecosystem protection programs, carbon footprint reduction, and product packaging innovations.

Goodness to Us

Acknowledging the importance of human resources as a part of business sustainability, we strive to continue create positive impacts to our employees by fostering a healthy, safe, and comfortable working environment.
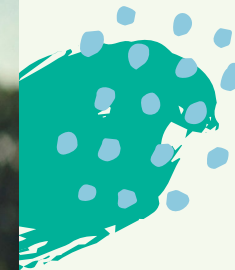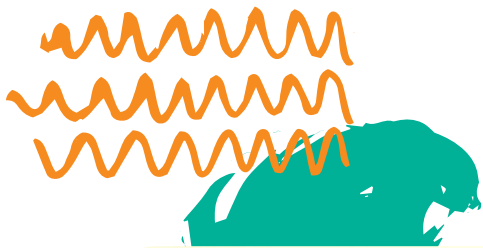
Business Performance

2019 was a challenging year for the fast-moving consumer goods (FMCG) industry in general, despite new opportunities brought in by the development of e-commerce in Indonesia. These challenges may have been from human resources, finances, technology, administration, and use of consumer-related data. However, 2019 also brought growth for Danone-AQUA's business performance. Sales experienced an increase of 10.5% compared to 2018.

Entering 2020, the Covid-19 pandemic posed challenges to the community, and even more

for business players. The disruptive condition affected Danone-AQUA's business activities both directly and indirectly. In general, we saw a decline in our business performance. This condition, however, did not reduce our commitment to continue running our business in a sustainable manner. Danone-AQUA adapted by reformulating our business strategy and implementing various new initiatives. The ongoing commitments and initiatives related to environmental preservation and community development continued to be executed.

Market Served
[GRI 102-6]

Danone-AQUA serves the AMDK and soft drink market needs across Indonesia with consumers and beneficiaries of all ages, economies, and social levels.

1
Operational Plant in Brunei Darussalam

22
Operational Plants
spread in Java, Bali, Sumatra, and Sulawesi.

Location of Operation
[GRI 102-4]

Subsidiary Entities, Legal Entities, and Ownership [GRI 102-5] [GRI 102-45]

Danone-AQUA refers to three Limited Liability entities in Indonesia, namely PT Tirta Investama (TIV), PT Aqua Golden Mississippi (AGM), and PT Tirta Sibayakindo (TSI), which operate in the bottled drinking water industry and are affiliated with Danone. Danone-AQUA also operates a company in Brunei Darussalam, namely Ibic Sdn Bhd.

Scale of the Organization [GRI 102-7]

Total number of employees (person)

2018	12,124
2019	11,960
2020	11,793

Total number of plant operation (unit)

2018	19
2019	21
2020	22
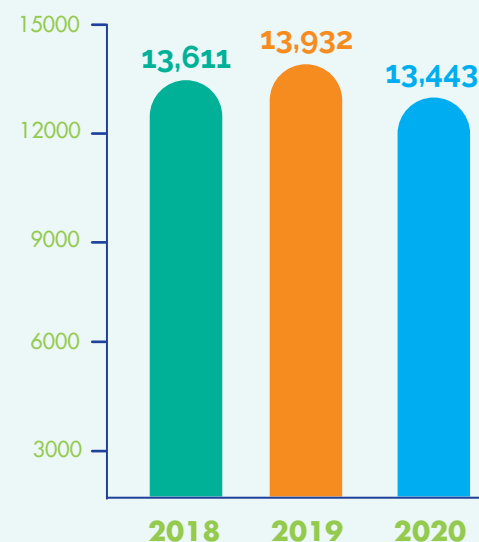
Total number of generated products (megaliter)

2018	2019	2020
13,611	13,932	13,443

As a close corporation, Danone-AQUA does not disclose financial data to the public. Danone-AQUA's financial performance is only reported limitedly in our annual report to shareholders.

Membership of Associations [GRI 102-13]

To date, Danone-AQUA is an active member of various national and international organizations:

International Organizations:

- Scaling Up Nutrition Business Network (SBN)

- European Business Chamber of Commerce (EuroCham)

- The American Chamber of Commerce (AmCham)

- Indonesian French Chamber of Commerce and Industry (IFCCI)

National Organizations:

- The Indonesian Association of Bottled Drinking Water Companies (*Asosiasi Perusahaan Air Minum Dalam Kemasan Indonesia*/ASPADIN)

- The Association of Indonesian Soft Drink Producers (*Asosiasi Industri Minuman Ringan*/ASRIM)

- The Indonesian Food and Beverage Producers Association (*Gabungan Pengusaha Makanan dan Minuman Indonesia*/GAPMI)

- The Indonesian Employers Association (*Asosiasi Pengusaha Indonesia*/APINDO)

- The Packaging & Recycling Alliance for Indonesia Sustainable Environment (PRAISE)

- The Indonesian Food, Nutrient, and Health Partners (*Mitra Pangan, Gizi dan Kesehatan Indonesia/* MPGKI)

- Indonesia Danone Institute Foundation (IDIF)

- Indonesia Hydration Working Group (IHWG)

- Indonesia National Plastic Action Partnership (NPAP)

External Initiatives [GRI 102-12]

Danone-AQUA is committed to offering the safest, most nutritious, and highest quality products for consumption. Thus, Danone-AQUA applies a variety of national and international standards regarding quality, food safety, and environmental management, namely:

- ISO 9001:2015 for Quality Management System

- ISO 14001:2015 for Environmental Management System

- FSSC 22000:2017 for Food Safety

- GREEN (Global Risk on Environment) Danone Audit

- PROPER Awards (Corporate Environmental Protection Assessment Programme)

- Green Industry Award from the Indonesian Ministry of Industry
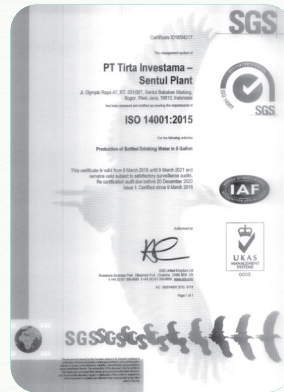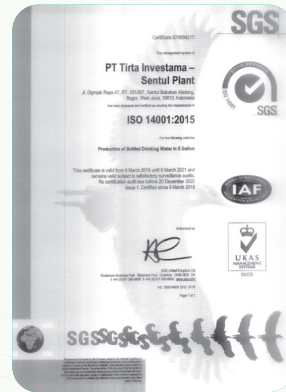
In February 2018, Danone-AQUA became a certified B Corp.

This international certification is bestowed by a B Lab non-profit institution and declares that Danone-AQUA meets the highest social and environmental standards. These standards include public transparency, accountability, and maintaining a balance between turning a profit and utilizing business as a force for goodness.

Company History

1973
Tirto Utomo founded PT Golden Mississippi as the first AMDK company in Indonesia. The first plant was established in Pondok Ungu, Bekasi.

1984
The second AQUA plant was established in Pandaan, East Java, aimed to close the distance between the brand and the consumers who lived in the region.

1993
AQUA held the AQUA Peduli program by recycling AQUA plastic bottles into materials that can be reused.

1998
A strategic alliance between Danone and PT Tirta Investama was formed through Danone Asia Holding Pte. Ltd as a minority shareholder. After that, PT Tirta Investama, PT AQUA Golden Mississippi, and PT Tirta Sibayakindo agreed to synergize as AQUA Group.

2001
Danone increased its share ownership in PT Tirta Investama, making Danone the majority shareholder in the AQUA Group. In the same year, AQUA introduced new 380 ml glass bottle packaging.

1983
Danone-AQUA introduced bottled drinking water in gallon packaging that can be reused and recycled.

1985
Development of AQUA product in the form of 220 ml PET packaging. This development made AQUA have higher quality and safer to consume.

1995
AQUA became the first mineral water manufacturer that applied an in-line production system in the Mekarsari Plant. It is a system where water processing and the production of AQUA bottles were conducted simultaneously. The production system enabled new AQUA bottles to immediately be filled with clean water at the end of the production process, thus creating a more hygienic production process due to the minimum human contact.

2000
AQUA started to display the Danone logo on all AQUA products.

2003
Danone-AQUA inaugurated a new operational plant in Klaten at the beginning of 2003 as Danone-AQUA's thirteenth plant. In this year, Danone-AQUA also initiated company work process integration through the implementation of System Application and Products for Data Processing (SAP) and Human Resources Information System (HRIS).

2005

Danone-AQUA also manufactured MIZONE, an isotonic drink with nutrients available in two flavours, namely orange lime and passion fruit.

2013

Danone-AQUA's Solok Plant began operation and Danone-AQUA reached its 40 years anniversary by launching a new logo.

2016

AQUA's Tanggamus Plant began operation.

2019

AQUA's Caringin Plant began its operation.

2004

AQUA launched the new AQUA logo.

2006

Danone-AQUA initiated the AQUA Lestari program as an umbrella for sustainability initiatives that are manifested in social and environmental programs from upstream to downstream.

2014

AQUA's Langkat Plant began operation. A launching for AQUA Lestari new logo.

2018

Danone-AQUA launched the *#BijakBerplastik* (#WiseInUsingPlastic) movement which reinforced the commitment to managing plastic bottle waste. Complementing the commitment towards the environment, AQUA Life product was launched this year as a new product line with packaging that is 100% recycled and recyclable.

In the same year, Danone-AQUA became the first FMCG company to obtain the B Corp certification as an international acknowledgement on the practice to utilize business for goodness.

2020

AQUA's Banyuwangi Plant began its operation, which added the total number of Danone-AQUA's plants to 22.

Throughout 2020, Danone-AQUA as a part of Danone Indonesia donated Rp30 billion as a form of the company's commitment and contribution in supporting the Indonesian Government in overcoming the COVID-19 pandemic.

Awards and Certification

Awards in 2019

01

AQUA entered the BrandZ Top 50 Most Valuable Indonesian Brands and was awarded the Most Famous Brand from WPP and Kantar Millward Brown.

02

Halal Award – Halal Top Brand 2019 for Bottled Water category from The Indonesian Ulema Council Food and Drug Analysis Agency (LPPOM MUI).

03

One of the Best Places to Work in the Asia Region from Asia HR Magazine, 2019.

04

Asean PR Excellence Award 2019

05

Danone-AQUA was awarded the DAN Award as "Goodness Company". This award is Danone global's recognition of Danone-AQUA for its strong brand manifesto and good business performance.

06

2 PROPER Gold Awards and 8 PROPER Green Awards.

07

Gold Category in the Asia Sustainability Report Rating 2019.

08

Less Waste Building Initiative Award 2019 from the government of DKI Jakarta.

09

3 awards for the Public Relation Program of The Year from the MIX Magazine in The Best Media Relations 2019 category, Best of The Best Social Program 2019, and The Best Creative PR program 2019.

Awards in 2019

10

Indonesia WOW Brands Award 2019, the AQUA brand was awarded Gold Champion for the Best Bottled Water category, while the #AdaAQUA campaign won Gold Champion for the Best Digital Campaign category.

11

Subroto Awards of Energy Efficiency (PSBE) 2019 from the Ministry of Energy and Mineral Resources (ESDM).

12

SNI Award 2019

13

Indonesian Sustainable Development Goals Award 2019

14

MVB Indonesia **Best Sustainable Innovation Company** 2019

15

Critical Land Rehabilitation Commitment and Implementation Awards for Macadamia Plant Development in the Catchment Area at Danau Toba Lake for PT TSI.

16

Governor of West Java Award for 7 Danone-AQUA operational plants in West Java (Citeureup, Bekasi, Mekarsari, Ciherang, Babakan Pari, Cianjur, and Subang) for its CSR programs in West Java province.

17

2019 Green Industry Award from the Ministry of Industry for 15 Danone-AQUA factories. Three of these factories received the highest level award (Level 5), namely the Ciherang, Cianjur, and Subang factories. The achievement of this award is a testament to Danone-AQUA's efforts to improve production efficiency through good environmental management, resource efficiency and the use of environmentally friendly technologies.

Awards in 2020

01

2nd Runner Up Energy Management Small & Medium Industry

02

Appreciation from the Indonesian Ministry of Health as one of the best companies providing active contributions in overcoming COVID-19

03

Sustainable Business Award 2020 for employment category.

04

Public Relation Practice Excellence Award Iconomics 2021

05

Bisnis Indonesia Social Responsibility Award 2021, Gold Champion for Corporate Social Responsibility Program category.

06

Indonesia WOW Brand 2020, AQUA brand as Gold Champion for Bottled Water category.

07

Yougov Best Brand Indonesia 2020, AQUA brand as Gold Champion for Bottled Water category.

08

The Best PR award from Marketing Interactive, 2020.

09

Awards from the Public Relations Association of Indonesia (PERHUMAS) and PR Indonesia Awards (PRIA) for the Best Corporate, Media, and Digital Communications program.

10

Brand of Choice Era Pandemic SWA Magazine.

11

Awards on Waste Reduction Performance from the Indonesian Ministry of Environment and Forestry.

12

1 Gold PROPER Award and 5 Green PROPER Awards.

Certifications

No.	Certification	Scope
1.	**ISO 9001:2015** Quality Management System	• AQUA Group • PT Tirta Investama - Langkat Plant • PT Tirta Investama - Sentul Plant • PT Tirta Investama - Tanggamus Plant
2.	**ISO 14001:2015** Environmental Management System	• AQUA Group • PT Tirta Investama - Langkat Plant • PT Tirta Investama - Tanggamus Plant • PT Tirta Investama - Sentul Plant
3.	**FSSC 22000** Food Safety System Certification	• PT Tirta Investama - Subang Plant • PT Tirta Investama - Klaten Plant • PT Tirta Investama Airmadidi - Manado Plant • PT Tirta Investama - Gatsu Plant • PT AQUA Golden Mississippi - Mekarsari Plant • PT Tirta Investama - Pandaan Plant • PT Tirta Investama - Babakanpari Plant • PT Tirta Investama - Wonosobo Plant

No.	Certification	Scope
3.	**FSSC 22000** Food Safety System Certification 	• PT AQUA Golden Mississippi - Bekasi Plant • PT Tirta Investama - Cianjur Plant • PT Tirta Investama - Keboncandi Plant • PT Tirta Investama - Solok Plant • PT Tirta Investama - Mambal Plant • PT Tirta Investama - Citeureup Plant and Headquarter • PT Tirta Sibayakindo - AQUA Berastagi Plant • PT Tirta Investama - Ciherang Plant
4.	**ISO 14021:2017** Self-declared ecolabel, Type II Environmental Labelling 	• AQUA Life 1,100 ml • AQUA 330 ml, 600 ml, 1,500 ml • Mizone
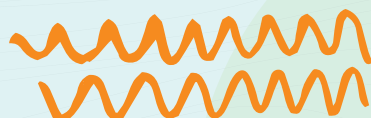
Preserving the Goodness of Nature

Danone-AQUA's commitment to preserve the environment is reflected in every step of our operations. The company prioritizes efforts to minimize operational risks and negative impacts on the environment through responsible energy use, environmentally friendly water utilization, as well as waste and emission reduction.

Danone-AQUA's sustainable environmental policies formulation and implementation are the manifestations of our commitment to protect and preserve nature's goodness which puts forward the harmony between economic gain and social progress. Departing from this understanding, we paid great attention to performance monitoring and the company's efforts to mitigate and resolve our operations' environmental impact. The commitment is specified in the One Circular Planet strategy, which contains the following:

1

Circular Water

Danone-AQUA's comprehensive effort in protecting groundwater resources by returning water into the ecosystem, using water responsibly, and improving clean water access for the community.

2

Circular Carbon

Danone-AQUA's effort in contributing to mitigate climate change by reducing our carbon footprints and minimizing carbon release to the air.

3

Circular Packaging

Danone-AQUA's effort in creating a new lifecycle for plastics on the market by optimizing waste collection responsibly and adopting 100% recyclable packaging.

Danone-AQUA's commitment to the environment is also demonstrated by our earnest compliance with environmental regulations and the adoption of national and international initiatives, both internal and external, as well as law regulations related to the environment. These include:
[GRI 102-12]

- ISO 14001:2015 certification on Environmental Management System. The certification was conducted for all AQUA factories in a consistent manner.

- GREEN (Global Risk on Environment) Danone Audit, regarding environmental risk and impact assessment from factory operations. The audit was conducted to ensure that factory operations consistently comply with regulations, mitigate any potential contamination, and identify necessary prevention measures.

- Blue Operation: A guideline and factory operational performance indicators that focus on the Once Circular factory principles and internal and external stakeholder engagement.

PROPER (Company Rating Program in Environmental Management) Award:

- **Blue PROPER** indicated the implementation of environmental management standards in activities and compliance with minimum performance standards in preventing environmental impacts.
- **Green PROPER** indicated a better environmental performance beyond the government's standards and the implementation of natural resource conservation and community empowerment.
- **Gold PROPER** indicated efficient environmental management practices as well as consistent and innovative community empowerment.

Achievements of PROPER in the last three years have shown the company's consistency in meeting government standard regulations and recognition from the government on positive contributions of conserving natural resources and community empowerment. These were indicated with the achievement of Gold PROPER as the highest award in 2019-2020 by several AQUA factories.

PROPER Achievements

Gold PROPER

2019	2020
Mambal	Mambal
Klaten	

Green PROPER

2019	2020
Mekarsari	Mekarsari
Pandaan	Babakan Pari
Cianjur	Cianjur
Babakan Pari	Ciherang
Ciherang	Subang
Wonosobo	
Manado	
Subang	

Blue PROPER

2019	2020
Solok	Pandaan
Tanggamus	Solok
Citeureup	Citeureup
Keboncandi	Tanggamus
Berastagi	Berastagi
	Wonosobo
	Keboncandi
	Klaten
	Manado

We also implemented precautionary principles in operational planning and new products development. We did this by ensuring that any negative impact on the environment could be avoided or minimized through various policies and strategies, including:

[GRI 102-11]

- Standard Operational Procedure (SOP) related to the environment (wastewater, Toxic and Hazardous waste (B3 waste), and non-B3 waste).

- WWTP (Waste Water Treatment Plant) Short Interval Meeting.

- WWTP installation for wastewater from production.

- STP (Sewage Water Treatment) installation for domestic wastewater.

- ISO 14001:2015 certification for Environmental Management System.

- Green Industry Audit from the Ministry of Industry.

- PROPER Audit from the Ministry of Environment and Forestry.

- Danone Spring Tool—, namely a guideline for integrated water source management. The guideline has now been adapted externally by the name of Mata Persada.

- Danone Water Watcher Tools for Total Water Utilization for water utilization balance across factories as a basis to develop water efficiency programs.

- Danone Water Watt Tools for Energy for energy utilization balance across factories as a basis to develop energy efficiency programs.

- Routine maintenance for each emission-related unit.

- Daily internal laboratory testing for wastewater parameters.

- Monthly external laboratory testing for wastewater parameters.

- 6-monthly emission test by external laboratories.

Responsible Use of Energy

Danone-AQUA realized that the company's business growth would affect energy use increase. Thus, we consistently ensured responsible energy use where effectiveness and efficiency become essential factors in the company's energy consumption [GRI 103-1]

The Company's Energy Consumption

The primary sources of energy we use in Danone-AQUA operations are non-renewable energy, i.e., electricity and diesel. However, aligned with the Company's commitment to the environment, Danone-AQUA has gradually started to shift to use solar energy as a renewable energy source since 2017.

AQUA's commitment to Energy Management is manifested through:

1. Energy efficiency in the production process and utilities.

2. The use of renewable energy.

3. Implementation of structured Energy Management at the Central, Regional, and Factory Management levels.

Consumption of non-renewable energy in 2020 was 811,476 GJ, lower compared to in 2019, i.e., 950,957 GJ. Meanwhile, solar energy use in 2020 was 8,869 GJ, higher compared to in 2019, namely 2,553 GJ. Total energy consumption has reduced by 14.77% from the

previous reporting period due to several factors, including: [GRI 302-1]

1. Utility repairs.

2. The use of alternative energy, such as solar panels.

3. More intensive energy audits across factories encouraged employees' energy-saving behaviors and the replacement of machinery with more energy-efficient ones.

Consumption of non-renewable energy in 2020 was

811,476 GJ

lower compared to **2019**, i.e., **950,957 GJ.**

Meanwhile, solar energy use in 2020 was

⇧ **8,869 GJ**

higher compared to in 2019, namely **2,553 GJ.** Total energy consumption has **reduced** by **14.77%** **from the previous reporting period.**

Energy Type (Non-Renewable) [GRI 302-1]

Non-renewable Energy

Energy Type (GJ)
Electricity Consumption

2018	2019	2020
844,164	842,130	735,538

Energy Type (GJ)
Thermal Energy Consumption (diesel & steam)

2018	2019	2020
122,674	108,828	75,938

Renewable Energy

Energy Type (GJ)
Solar Energy

2018	2019	2020
5,828	2,553	8,869
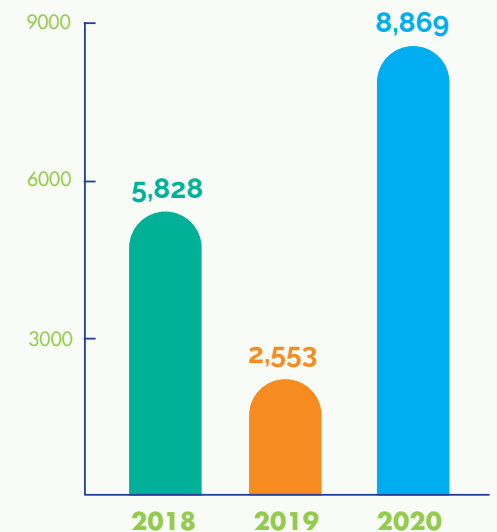
The methodology we used in calculating the company's energy use is converting the initial calculation, i.e., in KwH, into Joule. Below is the calculation we recorded each year:

- Electricity energy consumption is based on the meter from electricity bills.

- Thermal energy calculation based on solar consumption liter.

- Solar energy calculation based on the installed meters.

- Conversion factor used from solar into electricity is 1 liter = 9,8 KwH/litre.

- Energy intensity in GJ/m3.

- Total electricity consumption in GJ.

- Total thermal consumption in GJ.

Total Energy Consumption= Total Electricity Consumption + Total Thermal Consumption.

Energy Intensity

In the company's day-to-day operation, we encourage efficient energy use for every product generated. In other words, we consistently prioritize low energy intensity for each activity we do. In 2020, the average energy intensity to produce m3 of the product was 0.0610 GJ, lower than the previous year, namely 0.0684 GJ. The decline was caused by several factors, including:
[GRI 302-3]

1. Production engine efficiency.

2. Online monitoring of energy use, which supported control on energy use.

3. Automation on a number of utility tools.

The energy intensity calculation includes all energy used in the production process, such as electricity, thermal energy (steam and diesel), and green energy from solar panels. And it was merely conducted in the scope of energy used in the company.

Energy Intensity [GRI 302-3]

Production Volume (m³)

2018	**8,268,252**
2019	**13,932,223,850**
2020	**13,443,061,540**

Energy Intensity (GJ/m³)

2018	**0.0710**
2019	**0.0684**
2020	**0.0610**

Reducing Energy Consumption

During the reporting year, Danone-AQUA has implemented various energy efficiency program innovations to drive the reduction of emissions polluting the environment as well as the company's operational cost. The sustainable energy efficiency program innovation was based on the energy audit result aimed at identifying potential energy efficiency.

To measure the achievement and activity of the program, we also held periodic assessments as a part of monitoring activity. One of the energy efficiency program initiatives included regeneration and optimization, as well as production equipment and utility upgrades.
[GRI 302-4]

Based on the energy audit result and program monitoring, we found that the use of production equipment and utilities have rather dominant portions in energy consumption. Implementing a number of energy efficiency programs focused on energy use equipment could reduce energy use quite significantly.

Furthermore, the following are other energy efficiency programs contributing to the company's reduced energy consumption:

1. Air pressure control on blowing machines.

2. Energy use optimization on production engines.

3. Increased heating equipment for cleaner engines.

4. Automation and integrated control for several compressors.

5. Solar panel installation for factories in Ciherang, Banyuwangi, and Klaten.

Our passion for using energy responsibly drove the reduction in energy consumption during the reporting period with the following details:

Energy Consumption Reduction* [GRI 302-4]

Energy Type (GJ)	2018	2019	2020
Electricity	(10,033)	2,034	106,772
Steam	12,791	8,017	32,890
Total	**2,758**	**10,051**	**139,662**

*Basis for calculation is subtracting energy consumption in the previous year using energy-saving calculation standard/method: (Energy intensity 2020 - Energy intensity 2019) x volume m3 2020.

Main Production Materials

Water is a valuable resource with a critical role in the continuity of the planet and all living things. As an archipelagic state, more than 270 million[1] Indonesian people across 16,000[2] islands use water to fulfill their livelihood and economic needs. As a company that utilizes water, Danone-AQUA acknowledges its significance and continues to innovate to ensure water use efficiency so that the benefit will reach all parties.

One of our efforts is through reducing Total Water Utilization/Water Ratio, that is, the ratio of water used to produce 1 liter of products. Danone-AQUA managed to record a water ratio of 1.1153 to preserve the water ecosystem in the reporting year.

In addition to water, the material we use is plastic for packaging, where at this time we continue to innovate to use recycled plastic in packaging our products and developing circular economy concept, an environmentally friendly system that maintains material value so that it can be used repeatedly. [GRI 103-1]

Total Material Used [GRI 301-1]
*in ML

2018	2019	2020
Water **16,700,709.20**	Water **17,065,018.36**	Water **17,467,751.64**

¹ Population Census Result, Indonesian Statistics Agency, 2020.
² The Ministry of Marine and Fisheries, 2020

Sustainable Use of Water

Water scarcity has been a serious social issue for everyone in both cities and rural areas. Global warming and climate change have aggravated the problem. It is estimated that approximately 50 countries will face water deficiency issues by 2025.

As the primary material of our production, the company tried to protect while creating innovations to maintain water balance in terms of quality and quantity. It is in line with Danone-AQUA's sustainability strategy defined in the One Circular Planet strategy. [GRI 103-1]

Furthermore, Danone-AQUA's commitment to provide healthy hydration with the best quality of mountain mineral water has been consistently realized through the following ways: [GRI 303-1]

1

Selected the best water sources with 9 criteria and 5 research stages. Through ongoing research, we were able to confirm the quality, stability, and quantity of AQUA's water resources, which have been naturally filtered for hundreds of years.

2

The water purity was preserved directly at the source by using an integrated system, rather than water purification chemicals. The system contained 400 quality parameters through 19 different quality audits and has obtained certification from 7 independent organizations.

3

The water sources and their surrounding environments were conserved from upstream to downstream. Danone-AQUA has contributed to protecting the ecosystem with 3 (three) initiative stages from the water catchment area to water springs and the surrounding areas in order to preserve water quality, quantity, and sustainability over time. The company worked together with partners from Non-Government Organizations (NGOs), regional governments, and local communities to implement various environmental preservation and community development programs as a shared responsibility.

9 Criteria for Selecting AQUA Water Sources

- Water Discharge
- Physical Parameters
- Chemical Parameters
- Microbiological Parameters
- Water Source Environmental Conditions
- Physical Parameter Stability
- Chemical Parameter Stability
- Sustainability of Water Sources
- Availability of Infrastructure

5 Stages for Selecting AQUA Water Sources

- Literature & Prospect Studies
- Survey and Analysis
- Geophysical Studies
- Exploration Studies
- Study Validation

Researched for a minimum of **1** year before being chosen as AQUA's water sources

AQUA explores over 100 groundwater basins to find the best water sources

A testimony for the sustainable groundwater conservation program

As a Project Manager, I witnessed the impact and benefits of the program towards water users based on the hydrogeologic study we did with Danone-AQUA. Water users have obtained the right knowledge and understanding on how to protect and preserve water resources and be informed on the condition and presence of water resources in their region so that they would be able to pay more attention to the environment, especially in sustainable water resource utilization.

Other benefits that I've seen are the preservation of water sources and the environment and increased environmental protection program activities such as reforestation, cleaning, river restoration, etc.

I hope this research collaboration will be sustained and improved consistently, always involving young researchers and university students to enhance their skills.

Assoc. Prof. Dr. Ir. Heru Hendrayana

Project Manager
**Department of Geological Engineering
Faculty of Engineering
Gadjah Mada University**

As a company that utilizes water, we try to use water responsibly. Our water intake for a period of three years is presented below:

Water Intake [GRI 303-3]
Water source: Groundwater (ML)

2018
16,700,709.20

2019
17,065,018.36

2020
17,467,751.64

Water Stress Area Water Intake [GRI 303-3]
Water source: Groundwater (ML)

2018
4,068,135.94

2019
4,722,787.27

2020
4,831,382.12

The data presented below is for wastewater being discharged and assured to meet the standard quality defined by the government in the wastewater discharge permit at our factories that are located in water stress areas based on the WWF's Water Risk Filter tools. Five AQUA sites are located within water stress areas including TIV Pandaan, TIV Keboncandi, TIV Banyuwangi, TIV Mambal, and TIV Sembung Gede.

Wastewater Discharge [GRI 303-4]
Water source: Surface water (ML)

2018
1.88

2019
1.71

2020
1.47

The data presented above is total wastewater discharge across factories after going through the wastewater treatment process and meeting the standard quality defined by the government in the wastewater discharge permit. Wastewater volume discharged into the environment has reduced significantly every year. We took responsibility for all of our operational activities. Thus, we remain committed to reducing wastewater and have enhanced water recycling across our factories so that water discharged into the environment is significantly minimized. [GRI 303-2]

Wastewater Discharge in Water Stress Area [GRI 303-4]
Water source: Surface water (m³)

2018
492.55

2019
416.25

2020
304.15

Water Management

Water management policies are defined in the Danone Water Policy. There are three pillars in the Danone Water Policy: preserving water resources and the environment, encouraging water circularity inside and outside factories, and providing clean water for the community.
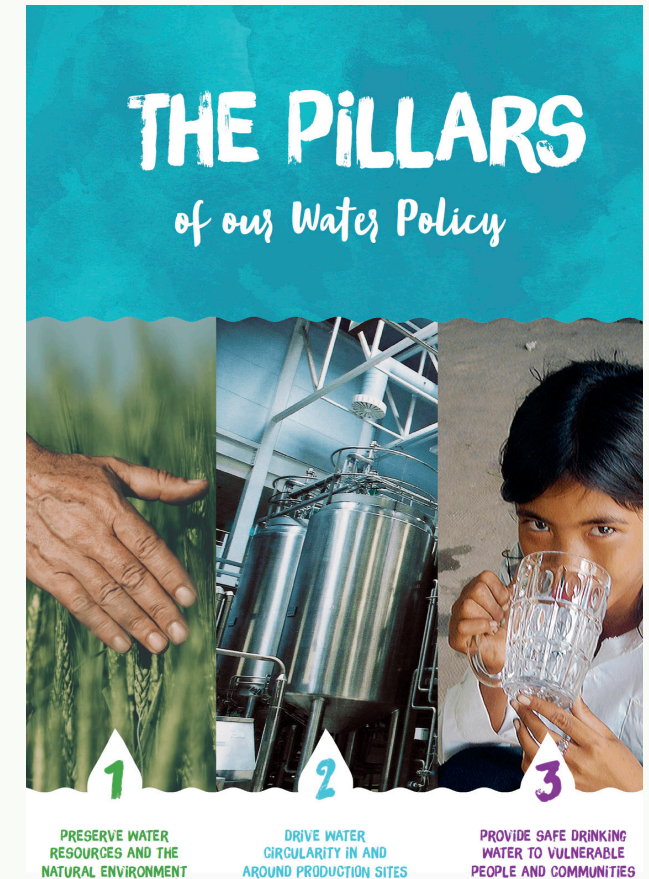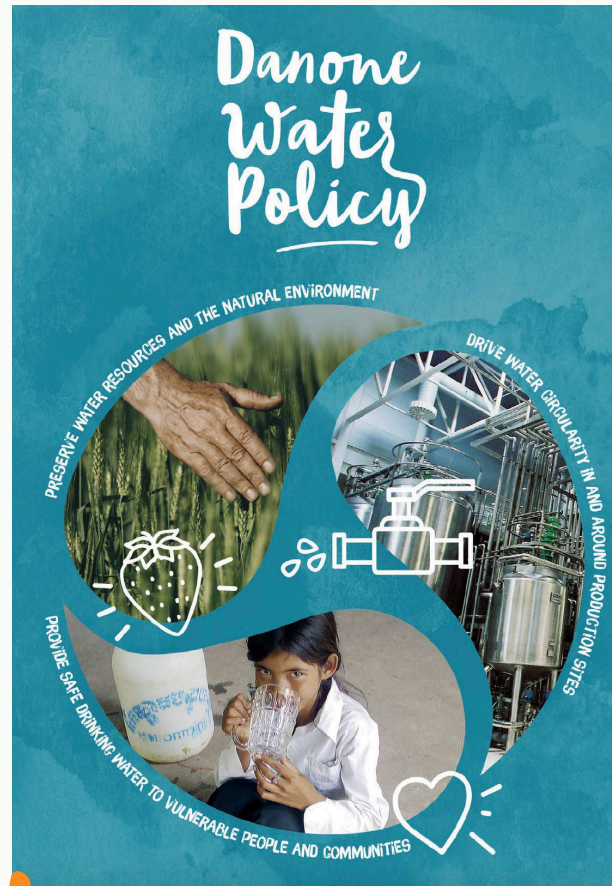
Preserving Water Resources and the Environment

We implemented conservation efforts to maintain water sustainability in watershed areas and sub-areas where Danone-AQUA factories operate. These conservation efforts were conducted by establishing rainwater harvesting (RWH) infrastructure, infiltration wells, biopores, and water barriers, as well as facilitating the community and local government to establish multi-stakeholder forums to maintain Watershed Area regions collectively.

Up to the reporting year, the program has provided benefits for 171,308 people in Sragen, Boyolali, Gresik, Situbondo, Sidoardin, and Lamongan

to obtain clean water and sanitation access. We worked together with three microfinance institutions. One of the program fundings came from the "1 for 10" program.

The following table presents our conservation data as a target for our positive water impact. The data presented below is activity data for two years, i.e., 2019 and 2020, and total conservation. We used the data to find out incoming water volume from our initiatives:

Activity (Unit)	2019	2020	Total
Tree planting	97,941	72,845	2,479,056
Infiltration trench	1,410	2,236	5,630
Water absorption pond	3	4	31
Infiltration well	266	195	1,914
Rainwater harvesting	1	2	52
Biopores	2,285	1,700	81,519
Community irrigation efficiency	2-	2-	4
Deep infiltration well	-	-	1

Description:

Infiltration trench = Absorption trenches to hold the runoff and absorb water
Water pond = Water absorption pond that is connected to the infiltration well
Rainwater harvesting = Collection of rainwater connected with the infiltration well

We applied Total Water Utilization (TWU) during the reporting year, namely water use ratio against generated products. A lower ratio means more efficient water use for products and the production process.

The following is the comparison between what we achieved and the water absorption impact target *(Positive Water Impact)* defined by the Company:

Tree Planting

We worked together with various stakeholders, local communities, regional governments, and experts from several NGOs, to plant trees in multiple locations such as Mount Halimun Salak National Park, Citatih Watershed, Mount Klabat South Minahasa, and other locations in Indonesia. During the reporting period, a total of 2.4 million trees were planted since the program's initiation.

Apart from planting trees, we also provided education to farmers and local communities regarding the benefits of planting trees for farmers and preserving water sources. Among the benefits is wood harvest in the next 4-5 years.

Positive Water Impact Target vs. Positive Water Impact Achievement

Year	Positive Water Impact Target	Positive Water Impact Achievement
2018	11,000 ML	11,600 ML
2019	12,000 ML	13,300 ML
2020	14,000 ML	14,900 ML

Positive Water Impact Target

Positive Water Impact Achievement
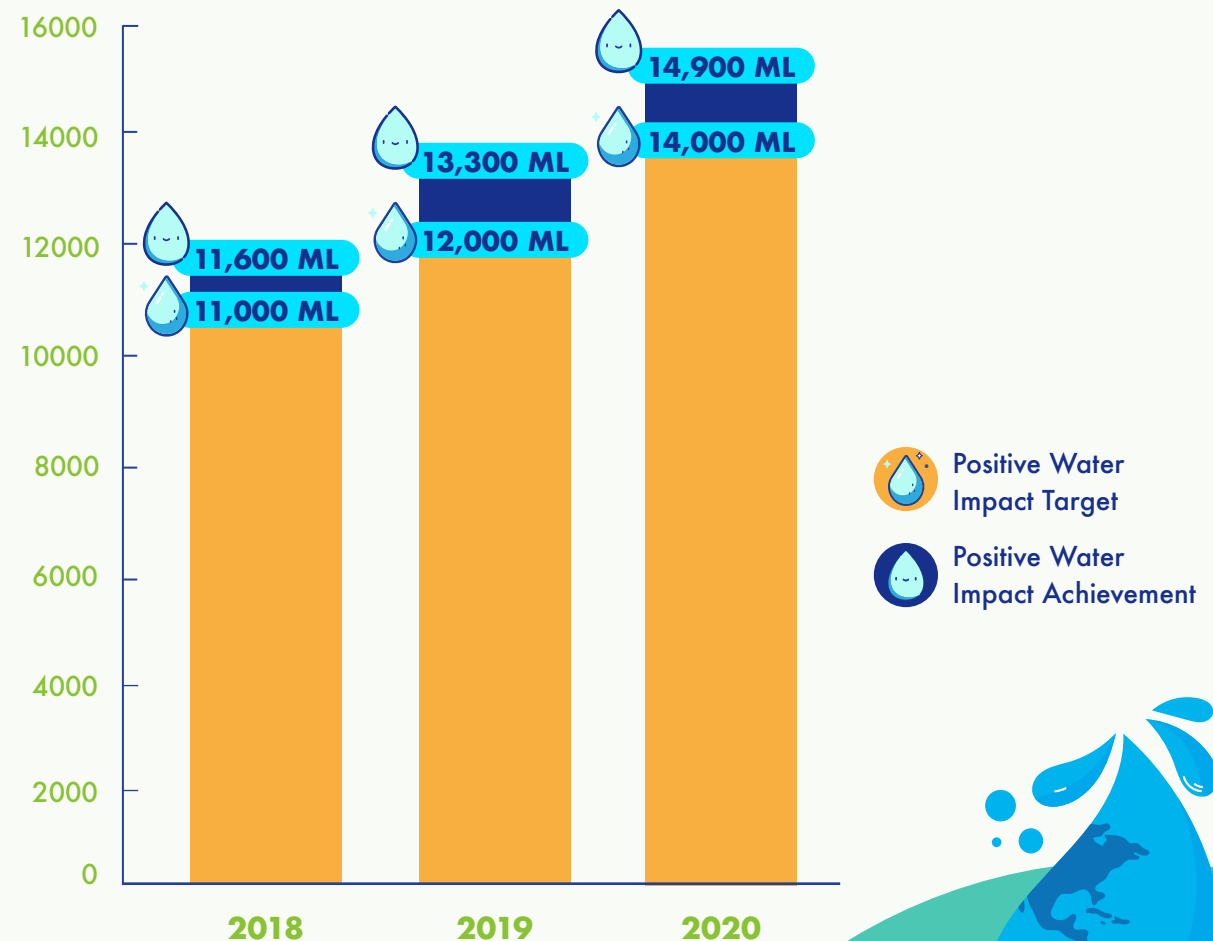
Construction of Infiltration Wells

Our other initiative was constructing infiltration wells in various plant locations totaling more than 1,500 infiltration wells. These infiltration wells have indirectly contributed to the increased community income due to their function to reenter water into the ground and the Payment for Ecosystem Services scheme used for their maintenance.

BIBER (*Bijak Berplastik/*Wise in Using Plastic) Infiltration Well Innovation

We worked together with the Bogor Agriculture Institute (IPB) and PT Oriplast to build the BIBER (*Bijak Berplastik*/Wise in Using Plastic) Infiltration Well. We built a well out of black plastic bags, aluminum sachets, disposable diapers, and aluminum foils. We took the initiative to build these wells due to our concern about non-recyclable plastic trash piling, which caused pollution issues and could not be reused.

The well could absorb rainwater, which may prevent flooding, while collecting groundwater reserves. The BIBER infiltration well could, in fact, absorb water up to 12-16 m^3/rainy day.

With the construction made of recycled plastic waste, BIBER infiltration well is able to absorb rainwater, prevent flooding, and accommodate groundwater reserves.

Biopore Holes Development

In order to preserve water resources, we also created biopore holes to improve the water infiltration rate.

Since the program began, we have created

80,000 biopore holes

Water Conservation Achievements

2.4 million Trees

1.9K Infiltration Well

6.8K Trenches

361K WASH Beneficiaries

80K Biopore Holes

31 Waterponds

52 Rainwater Containers

19 Biodiversity Parks

We consistently took the initiative to maintain water sustainability. We established a number of infrastructures and facilitated the community and local governments to form multi-stakeholder forums to be able to protect the Watershed Areas (WAs) collectively. The following describes our initiatives to preserve WAs:

Watershed Area (WA)

Citatih Watershed Preservation

We formed a joint initiative with the Rekonvasi Bhumi Foundation and ICRAF to facilitate the community, NGOs, and the Sukabumi Regency government to establish the Citatih Sub-Watershed Area Forum since 2018. The forum was known as the Environment Management and Preservation Communication Forum (*Forum Komunikasi Pengelola dan Pelestari Lingkungan Hidup/ FKPPLH*) was founded in 2019 and legalized by the Regent of Sukabumi in 2020. The FKPPLH Forum consisted of government institutions, local NGOs, universities, public figures, and community groups in the Citatah Sub-Watershed Area. The forum organized and managed environmental service

program payment in the Citatih Sub-Watershed Area. There were 158 infiltration wells upstream of the Citatih Sub-Watershed Area that are still being managed by the Forum and contributed by PT AGM Babakanpari and PT AGM Mekarsari. The forum is expected to manage environmental services payment from various users of Citatih Sub-Watershed Area, including 24 other companies that also use water from the same catchment area and water basin.

Klaten Watershed Preservation

We also established a forum that PT TIV Klaten initiated in Klaten, namely Pusur Institute. The forum consisted of members from government institutions, local NGOs, universities, farmer groups, and public figures and managed many activities alongside the Pusur Watershed Area, from cleaning, providing environmental education for local people, and managing edu-tourism for school students and the public.

We also conserved and maintained water sustainability in the water stress areas, where water reserves were insufficient and less than demand. Water stress areas that we managed were located in Mambal-Bali, Pandaan, and Keboncandi.

Mambal-Bali

Our initiative in the area was environmental-based conservation in the Watershed Area - Ayung to maintain water volume at a normal threshold. We developed an integrated, self-sufficient village program as a partnership between Danone-AQUA and a regional-owned enterprise Mandala Sari, the initiatives include renewable energy utilization, healthy and environmentally friendly agriculture, WASH, and biodiversity conservation.

The initiative led us to obtain 3 Gold PROPER award from the Ministry of Environment and Forestry (KLHK) in 2020.

Pandaan

We conducted a partnership study in hydrogeology for 3 years with Gadjah Mada University, Indonesia, and University of Montpellier, France. We created hydro-geological modeling at the Watershed Area as a basis for water conservation. We became a part of multi-stakeholder forum reactivation activity at the Watershed Area level.

Keboncandi

Rejoso Sub-regency in Pasuruan is a watershed area consisting of 7 sub-regencies and 19 villages. The change in forest function into residential areas in the region had caused the region to often experience flooding, landslides, and declining groundwater debit due to water drilling by the local community. Thus, the program was created as a sustainable disaster prevention program in the Rejoso Watershed Area.

Rejoso Kita is a movement established in early 2017 by the Social Investment Indonesia Foundation (YSII), The World Agroforestry Center (ICRAF), The Nature Conservancy (TNC), Collaborative Knowledge Network (CK-Net) Indonesia, Danone Ecosystem Fund, and Danone-AQUA. The goals were to manage and protect the Rejoso Watershed Area in Pasuruan through a collective investment by stakeholders and a performance-based effort to impact socio-economic and environmental needs positively.

The movement was a collective investment between stakeholders and a performance-based effort to impact socio-economic and environmental needs positively.

We used a conservation auction scheme so that farmers or farmer groups could obtain environmental service payment schemes for their participation in conservation activities. The scheme has become an innovative method and ensures its sustainability level. We also consistently monitored the Rejoso Movement to drive maximum results.

We worked together with the local community of 174 farmers and 12 farmer groups in 7 villages to establish sustainable agriculture, plant trees, and prevent erosion. The farming community has indirectly become the leading example in preserving their region. We consistently provided assistance and coaching in addition to constructing irrigation infrastructures.

Biodiversity Protection

The importance of biodiversity protection has increasingly gained attention from the scientific community, the drinking water and bottled water industry, financial institutions, the government, and the public. The increase in stakeholders' concern for biodiversity protection was driven by the awareness of the benefits of a healthy ecosystem for the sustainability of all living things and increased economic value.

Therefore, Danone-AQUA paid significant attention to the company's environmental, social, and governance (ESG) performance. We continue to improve our environmental performance every year.

Danone-AQUA's biodiversity program has three main goals, namely:

1. As green open spaces.

2. For the conservation of plantation and rare plants.

3. As a facility for education, research, scientific development, and eco-tourism.

The three goals refer to Article 3 of the Ministry of Environment and Forestry Regulation No. 3 of 2012 concerning Biodiversity.

We developed **11 Biodiversity Park Programs** in our factory areas.

In addition, we also collaborated with the government to develop the Biodiversity Program in conservation regions.

8 collaborations with the government and communities.

Distribution of Biodiversity Program

Legend:

- 🟠 Land Owned by Government / Campus / *Perum Kehutanan Negara Indonesia* (Perhutani)
- 🔵 Land Owned by Danone
- 🟢 Land Owned by Farming Communities

#	Location	#	Location	#	Location
1	Berastagi	8	Bekasi	14	Klaten
2	Langkat	9	MKS	15	Wonosobo
3	Solok	10	Ciherang	16	Pandaan
4	Tanggamus	11	Subang	17	Kebon Candi
5	SN-IPB	12	TIV-CTR-LID	18	Mambal, Bali
6	Cianjur	13	AGM-CTR	19	Airmadidi, Manado
7	BB Pari				

Targets for biodiversity management across all Danone-AQUA's factories are as follows:

1. A biodiversity index above 3.5, which indicates good and balanced environmental conditions.

2. The possession of initial biodiversity data or initial hue database.

3. The incorporation of all trees in the Kehati 304 Ha area into the Jejak.in, an index base to facilitate monitoring and biodiversity calculation.

4. New innovations each year related to biodiversity programs or related community development programs.

5. Direct and indirect beneficiaries of more than 500 people per program location.

In general, biodiversity protection and management were greatly implemented across our factories, increasing the abundance of flora and fauna in the areas surrounding our factories.

>3.5 biodiversity index for AQUA factories in 2019-2020

All trees in the Kehati area included in Jejak.in

Education on Conservation

We established a Community-based Conservation Management Learning Center (*Pusat Belajar Pengelolaan Konservasi Berbasis Masyarakat*/PKBM). The community received the Sustainable Livelihood Assessment (SLA) assistance and training. We did this to encourage the community to realize the importance of conservation and to enable them to identify income sources around the village without damaging the ecosystem. We expected the community also to be aware of the importance of conservation and participate in its implementation, including ensuring that their livelihood could positively impact the environment.

Urban Forest Development

We developed the Kehati Park and Urban Forest in Citarum, Bekasi, Citeureup, and several other locations with a total of 45 Ha. These urban forests function to absorb carbon monoxide, dust, and other pollution while preserving groundwater and home for species that enrich the world of flora and fauna.

In Citereup, we have been developing an urban forest in our factory area in Jalan Mercedes, Cicadas Village, Gunung Putri sub-regency, Bogor regency since 2010. On a 0.733 Ha land, the company has planted 587 trees in 102 different species. The planted trees serve many functions—wood, food, decoration, and shade. At the start of 2020, urban forest activities were more focused on maintenance, which limited the activities to things such as training in composting organic waste or vegetation calculation. We also decided to focus more on developing the Biodiversity Program in Sirah Dayeuh green open space (GOS) in Cicadas village, Gunung Putri sub-regency, Bogor regency. Sirah Dayeuh has an area of 4 Ha and consists of a freshwater swamp of 1.5 Ha with natural vegetation. The area is owned by the Cicadas village. It also contains 1,654 Ha of an area dominated by Bambu Tali (*Gigantochloa apus Kurz*) and 1 Ha of dry land owned by the Bogor regency government.

The Sirah Dayeuh ecosystem is also included in the water catchment area of Cicadas village, making it vital to the preservation and sustainability of groundwater reserves. Concerning biodiversity functions, Sirah Dayeuh is the last refuge for biodiversity in the Cicadas and Cileungsi area of Bogor. In Sirah Dayeuh, various birds, amphibians, reptiles, and Cicadas-Cileungsi endemic plantations that were endangered due to physical and industrial development could still be found. The result of the flora fauna survey in a baseline study has shown that Sirah Dayeuh Kehati Park contained 3 types of mammals, 12 bird varieties, 10 herpetofauna species, 3 butterfly species, and 6 fish types. In addition, there were also 24 local/native vegetation species and 20 cultivated/introduced vegetation species.

The company encountered challenges in developing the Kehati Biodiversity Program in the region due to the degradation of the Sirah Dayeuh ecosystem from poor waste management. Trash had been discarded directly into the pond and thus contaminated the clean water. The residence had also turned the land into a place to dump household waste and construction debris.

In order to mitigate the issue, the company has devised a program strategy which includes:

Establishing a Conservation Zone:

The zone is located on ± 1.3 Ha swamp forest area. Environmental conservation mainly aims to protect fauna and flora living in the swamp forest area, increase species biodiversity index, and manage waste and water quality.

Establishing a Cultural Heritage Zone:

The ± 0,3 Ha cultural heritage zone is located in the southern part of the swamp. Cultural preservation aims to protect sacred areas, including seven water springs (Sumur Tujuh), as well as to preserve and organize religious and traditional activities.

Constructing a Utilization and Educational Zone:

This zone is located on ± 1,6 Ha of bamboo plantation area. Development in the utilization and educational zone focused on socio-economic activities to improve community welfare and education regarding students' environment, traditions, and culture.

Constructing supporting facilities for conservation tourism.

Empowering the surrounding community by encouraging their participation in the Sirah Dayeuh ecosystem restoration.

Encouraging Water Circularity in Production Process

The second pillar in Danone Water Policy is to encourage water circularity inside and outside our factories. We have committed to improving water utilization and water quality where our factories are located. Due to the high water contamination risk in our production locations,water circularity is crucial for us. This year, we applied water circularity inside and outside our factories to ensure that every drop of water was used efficiently, reused, or recycled (3R).

The 3R that we implemented are:

- Water utilization efficiency (Reduce)

- Reuse water (Reuse)

- Utilization of water from the Waste Water Treatment Plant/WWTP (Recycle)

Water Circular Initiative

1 Water Campaign

2 Leakage Hunting
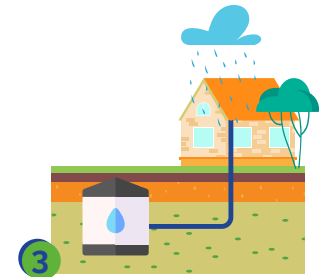
3 Rain Water Harvesting
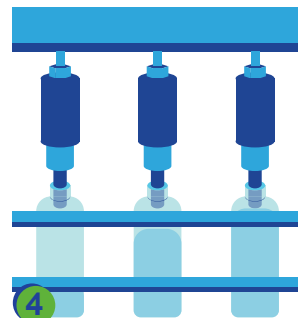
4 Volume Metric Filler 5 Gallon Cap Snap

5 SIM Meeting

6 Reuse of Water
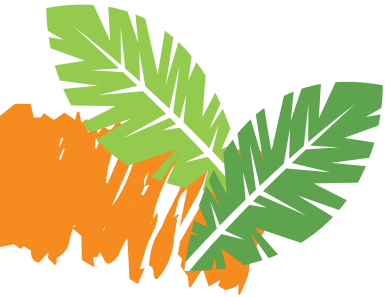
Water that we used for production came from collected rainwater which we then used for our production process. After the water was used, we then reused it by utilizing WWTP, instead of disposing of it through methods of primary or secondary discharge. Water flowing through the WWTP was processed to generate water suitable for reuse, while the remaining water was released into the river according to the predefined quality standard.

Factory Water Circular

Surface
Impervious Layer
Aquifer
Source

Finish Product

Reduce

Rain Water Harvesting

River

Processed Water

Reuse & Recycle

Waste

Wastewater Treatment Plant
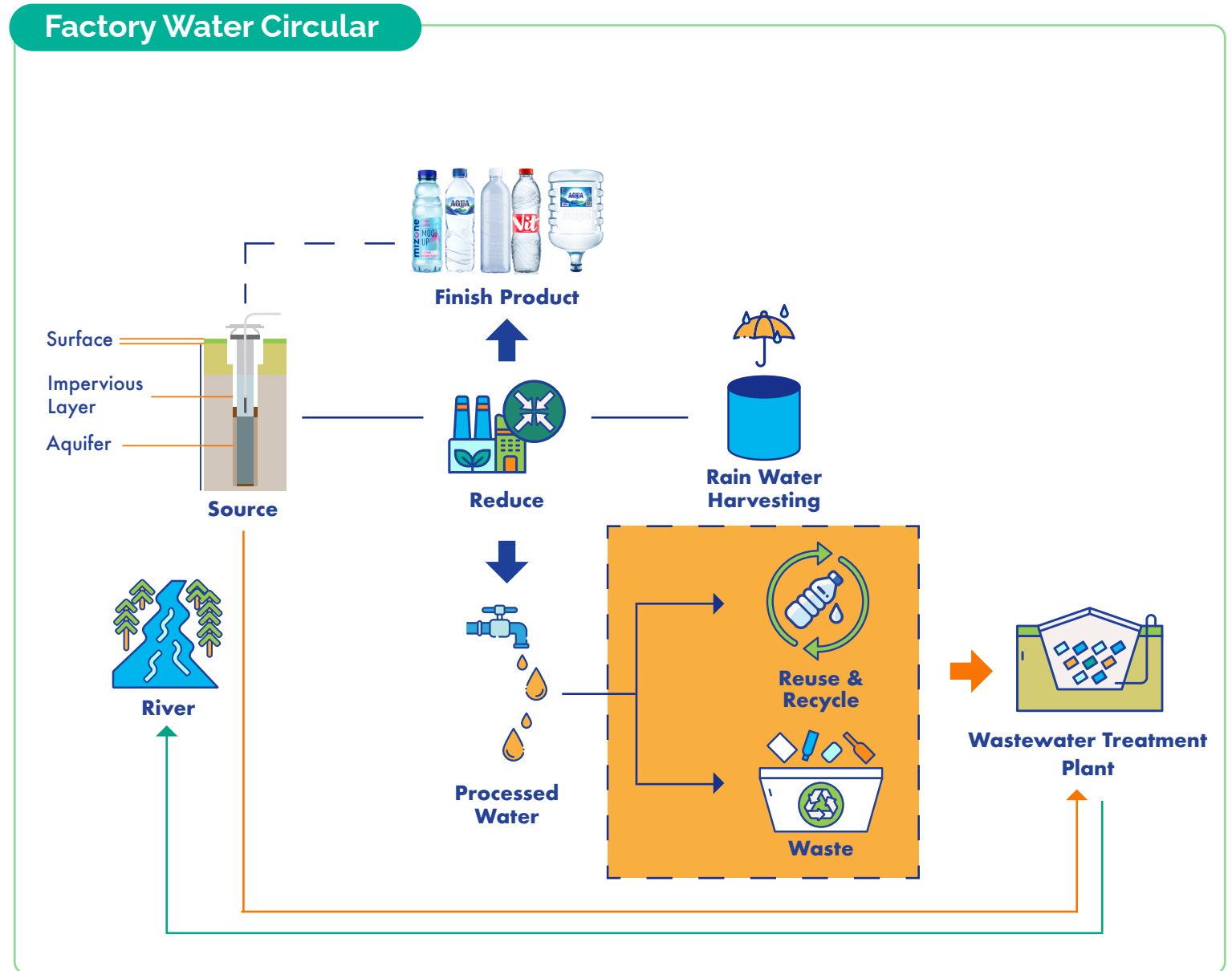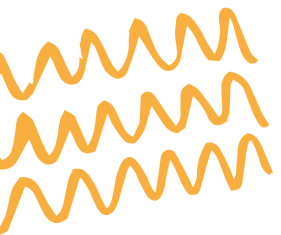
WASH (Water Access Sanitation and Hygiene)

The company's priority on the health and clean water access of the local community led to the development of the WASH program. We support the government program that aims to achieve 100% universal access, stating that all people can obtain access to clean water by 2030, aligning with the SDG targets.

WASH program was implemented in residential areas around the watershed where Danone-AQUA operates and other areas in Indonesia with low access to clean water and sanitation. The program is based on the results of a social and environmental mapping, analysis of community needs, and the national data related to access to clean water and sanitation in several Indonesian regions. Various stakeholders, namely the central and local governments, Non-Governmental Organizations (NGOs), and local communities involved in the program implementation through a participatory approach.

The following are several of our efforts for WASH program:

- Construction of clean water facilities such as wells, water towers, pipelines, water pumps, clean water reservoir, and sanitation facilities
- Facilitation of technical and administrative training
- Training for Clean and Healthy Behavior (PHBS) cadres
- Promotion of PHBS through student ambassadors.
- Periodic evaluation of the program

By the end of 2020, the WASH program had benefited

361,000 beneficiaries

in 34 regencies/cities across Indonesia.

171,308 people

were beneficiaries from the "1 for 10" program where with the consumer's purchase of 1 AQUA with a specific label, the company would donate **10 liter** of clean water access.
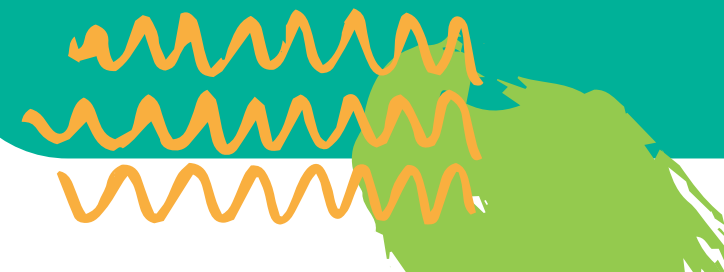
Increasing Access to Drinking Water and Sanitation Through Water Credit Innovation

In expanding the opportunities for the Indonesian people to get access to clean water while supporting the Indonesian government in achieving the Sustainable Development Goals (SDG) No. 6 on Clean Water and Adequate Sanitation, Danone-AQUA joined forces with Water.org, an international non-profit organization, to develop the Water Credit Program in 2 regencies in Central Java and 32 regencies in East Java. Water Credit is an innovative approach to increasing access to drinking water and sanitation through a micro-credit financing scheme from financial institutions.

The Water Credit scheme encouraged microfinance institutions to develop and launch financial products for the construction of water and sanitation facilities. These financial products were given as loans and intended for the Water Supply and Sanitation Management Agency (BPSPAMS)

to expand the coverage of clean water and sanitation services in their area. Our goal was to contribute to sustainable finance solutions through the empowerment of rural BPSPAMS.

Water.org and Danone-AQUA provided assistance and capacity building to BPSPAMS. The program has also provided a more accessible environment and system for BPSPAMS to obtain financing from banks/financial institutions so that they can provide more water and sanitation services for rural communities, especially those with low incomes, through micro-credit schemes. Since launched in 2016, the collaboration between 5 financial institutions, 3 banks, and 2 provincial-owned credit guarantee institutions has disbursed loans to 100 BPSPAMS. This micro-credit scheme has been able to provide benefits to 175,854 people.
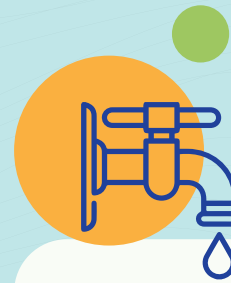
"Since 2016, Water.org has had the opportunity to be Danone-AQUA's partner in implementing the Water Credit program. Together with the Danone-AQUA team, we developed a program concept to improve access to drinking water and sanitation in rural areas through a microcredit financing scheme from financial institutions. With the partnership between Danone-AQUA and Water.org, the initiative to strengthen and finance BPSPAMS has become wider in scope. Danone-AQUA's support in communicating the initiative through the media and training has helped increase public and stakeholder awareness. I hope that Danone-AQUA's support will continue to expand the coverage area of the program and maintain the sustainability of programs that are already running."

Rachmad Hidayad
Water.org Senior Program Manager

Target of Water Utilization (TWU)

Target & Achievement
TWU

2018	
1.1186	
2019	
1.163	
2020	
1.154	

Target & Achievement
TWU Achievement

2018	
1.1848	
2019	
1.1664	
2020	
1.1551	

Total 3R Achievements, 2018 – 2020

Total Production
Unit: Ton

2018	
13,610,538	
2019	
13,932,127	
2020	
13,642,598	

Volume of water recycled on site
Unit: ML

2018	
260.78	
2019	
590.86	
2020	
232.11	

Water Utilization Efficiency

One of our efforts was to reduce total water utilization, namely the ratio of water used to produce 1 liter of products. A lower water ratio indicates efficiency in utilizing water for products and production processes. Danone-AQUA managed to record a water ratio of 1,154 to preserve the water ecosystem in the reporting year.

Clean Water Provision for the Community

The third pillar in Danone's Water Policy is the commitment to the provision of clean water for our local communities. We implemented several initiatives, including the Water Access Sanitation and Hygiene (WASH). Through this program, we also actively supported the Indonesian Government's program, namely that all people are entitled to access clean water by 2030.

In addition, we also organized Clean and Healthy Lifestyle caderization and established sanitation facilities such as hygienic communal latrines and septic tanks. Additionally, we promoted the five pillars of Community-based Total Sanitation, consisting of:

- **Stop open defecation**

- **Wash hands with soap**

- **Household drinking water/food management**

- **Household waste management**

- **Household liquid waste management**

Promotional activities were conducted by embracing local Integrated Health Center or Posyandu and local health offices.

We expected that the establishment of clean water and sanitation facilities and the promotion of Clean and Healthy Lifestyles would lead to improved public health. The first thing to indicate the success of the program was by achieving a village that is Open Defecation Free (ODF).

Emission Reduction

Direct GHG Emission (Scope 1)

We recognize that there are environmental impacts caused by our business process, including carbon (CO_2) release, gas emissions, and other particles that may trigger climate crisis and air pollution. This realization inspired our initiative to reduce our carbon footprint and minimize the release of carbon to the air towards zero net carbon by 2050. [GRI 103-1]

The most significant source of greenhouse gas (GHG) emission in our operation came from the use of diesel and gas energy. Such GHG emission includes HFC gas. We did not use biogenic CO_2 emission or other emissions from organisms. We calculated emission based on emission reduction.

The calculation was done using the standard/method defined by the head office at the international level, assuming

all Danone-AQUA subsidiaries as a single unit without financial or operational controls equity portions. From a variety of efforts that we have conducted, namely utilization of gas as alternative energy as well as gas-fueled forklift, reduction of GHG emission Scope 1 was observed during the reporting year.

Calculation in this report includes the only emission from the factories and excludes our head office. Scope 1, 2, and 3 of emission calculation used the internationally recognized formula and GWP factors defined by the head office.

Direct GHG Emission [GRI 305-1]

Thermal Energy (Boiler, Genset, Forklift)
Direct GHG Emission Source (Ton CO_2 eq)

	2018	2019	2020
	11,901	10,455	8,065
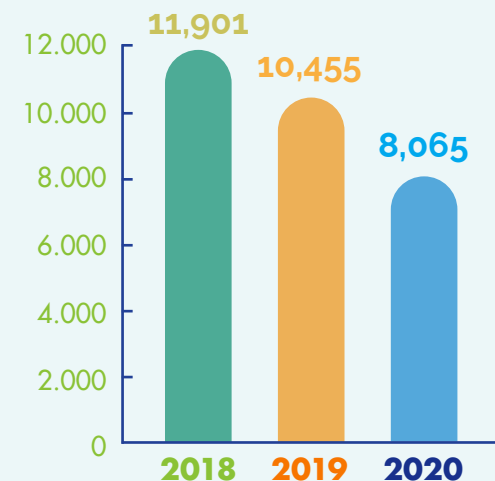
Indirect GHG Emission (Scope 2)

The most significant source of indirect GHG in our operation came from electricity use from the State Electricity Company (PLN). The calculation for GHG emission Scope 2 was done by calculating electricity meter and using internationally-defined standard/method from the head office by assuming all Danone-AQUA subsidiaries as a single unit without financial or operational controls equity portions. Direct GHG Emission (Scope 2) logging and calculation were in the form of energy reduction according to the regulation defined by the head office.

Indirect GHG Emission [GRI 305-2]

Electricity
Indirect GHG Emission Source (Ton CO_2 eq)

Year	Ton CO_2 eq
2018	173,640
2019	171,821
2020	158,783

Other Indirect GHG Emission (Scope 3)

The product distribution process was the most significant source of other indirect GHG (Scope 3) in our business. Our commitment to sustainability manifested with environmentally-friendly transportation tools in product distribution.

Since 2014, we have distributed our products using trains. The selection of trains as our delivery transportation mode instead of trucks was based on the relatively lower potential carbon footprint from fuel use. Despite higher delivery costs, it did not weaken our spirit in achieving meaningful emission reduction. The company calculated indirect GHG emissions (Scope 3) in the form of emission reduction based on the regulation defined by the head office.

The calculation for GHG emission (Scope 3) was done by calculating the electricity meter and using internationally-defined standard/method from the head office by assuming all Danone-AQUA subsidiaries as a single unit without financial or operational controls equity portions.

Other Indirect GHG Emission (Scope 3) [GRI 305-3]

Emission (ton CO_2 eq)
Other Indirect GHG Emission Source (external)

Other Indirect GHG Emission Source (external)	2018	2019	2020
Other raw materials	598,850	628,018	559,657
Utilization of sold products	486,820	494,691	487,356
Downstream transportation and distribution	249,389	217,388	180,068
Upstream transportation and distribution	23,144	23,269	17,533
Handling at the end of product life	99,963	153,310	149,597
Activities related to fuel and energy	51,253	49,010	40,438
Waste generated from operation	(11,221)	121	317
Total	**1,498,199**	**1,565,805**	**1,434,966**

GHG Emission Intensity

GHG Emission Intensity in our business process was calculated as Total GHG, which consisted of Direct Emission (Scope 1), Indirect Emission (Scope 2), and Other Indirect Emission (Scope 3). In this calculation, the unit used in liters is our production unit. Gas in this calculation is HFCs.

GHG Emission	Emission Intensity		
	2018	**2019**	**2020**
Direct GHG Emission	0.00084	0.00072	0.00058
Company Internal Indirect GHG Emission	0.01222	0.01183	0.01142
Company External Indirect GHG Emission	0.10541	0.10784	0.10320
Total	**0.11847**	**0.12039**	**0.1152**

* In ton CO2 eq/Liter

GHG Emission Intensity [GRI 305-4] (ton CO_2eq/L)

2018	2019	2020
118.46	120.39	115.20
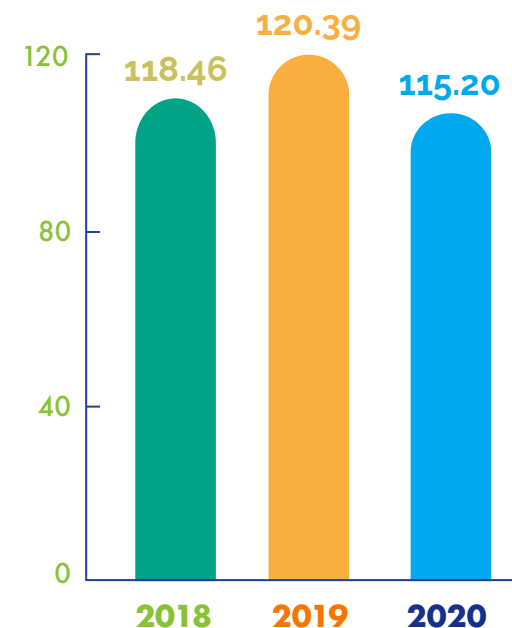
Note:

The 2019 and 2020 data used different emission factor conversions compared to the previous year. It is due to several activity components, such as the use of electricity, materials, and fuels, following the modified standard reference from Danone and the government. GHG Emission Intensity value in 2019, using the old calculation method, is 100.47 gram CO2eq/liter.

In 2020, our GHG emission intensity was 115.2 ton CO2 eq/liter, a reduction from the previous year, i.e., 120.3 ton CO_2 eq/liter. It means that we used less energy for every product unit that we generated. GHGs in the calculation were Scope 1, Scope 2, and Scope 3, namely:

- Other raw materials
- Packaging
- Utilization of sold products
- Downstream transportation and distribution
- Upstream transportation and distribution
- Handling at the end of product life
- Activities related to fuel and energy that weren't included in Scope 1 and 2
- Waste generated from operations

GHG Emission Reduction

The use of trains as transportation modes has reduced emission load by 6,156 ton CO2 eq/liter. Aside from trying to reduce GHG emission through transportation, we also conducted the following programs:

- Product packaging weight reduction
- Packaging recycled material composition improvement
- Utility engine energy use reduction

Through these efforts, emission was reduced in the reporting year with 154.33 ton CO2 eq/liter. GHGs in the calculation were Scope 1, Scope 2, and Scope 3.

GHG Emission Reduction [GRI 305-4] [GRI 305-5]

Category	2018		2019		2020	
	ton CO_2 eq	%	ton CO_2 eq	%	ton CO_2 eq	%
Scope 1 – Thermal	-	-	1,446	12.15%	10,455	22.86%
Scope 2 – Electricity	-	-	1,819	1.05%	13,038	7.59%
Scope 3	-	-	0	0	130,839	8.36%
Total CO2 Reduction (in tonCO_2eq)	-	-	3,265	13.20%	154,332	38.80%

Ozone Depleting Substances (ODS) Emission

The cooling process generated ozone-depleting substances or ODS in our production process through Air Conditioners (ACs), Air Handling Units (AHUs), and Chillers. In 2020, total ODS emission was recorded as 2.058 kg or reduced by 9% from the previous year with 2.260 kg. ODS substances included in our calculation are HFC and HCFC. The calculation was done by calculating refrigerant refill weight.

Ozone Depleting Substances (ODS) Emission [GRI 305-6]
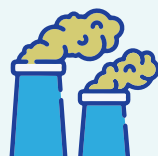
ODS production
(ODS Emitted) (kg)

2018
2,541

2019
2,260

2020
2,058

ODS gas usage
(ODS Installed) (kg)

2018
8,896

2019
8,619

2020
9,240

Nitrogen Oxide (NOx), Sulphur Oxide (SOx), and Others

Other significant conventional air emissions from our production process came from gensets (as a backup energy source when the electricity supply from State Electricity Company/PLN was disconnected) and boilers (as steamer equipment). This conventional emission calculation used emission factor source data from the accredited external laboratory emission test result using a standard/method based on the Indonesian National Standards (SNI).

Nitrogen Oxide (NOx), Sulphur Oxide (SOx), and Others [GRI 305-7]

Type	2018 (ton)	2019 (ton)	2020 (ton)
NOx	24.80	6.44	11.53
SOx	1.18	2.01	1.6
CO	9.35	13.51	7.78
Total Particulate	**1.58**	**3.9**	**1.52**
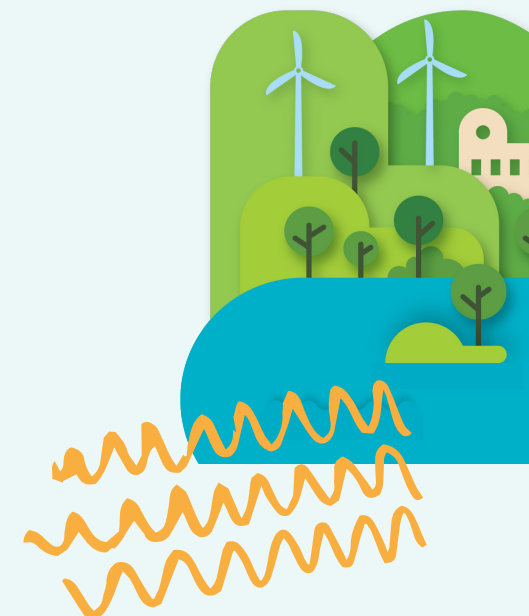
#BijakBerplastik

Through #BijakBerplastik (#WiseInUsingPlastic), Danone-AQUA aims to support the Indonesian Government in reducing 70% plastic waste by 2025.

The ambition is the Company's commitment to building a plastic circular economy as a solution for waste issues in Indonesia.

In 1993, Danone-AQUA started a waste management initiative through the AQUA PEDULI program focused on recycling plastic waste. We have been the pioneer in collecting and recycling post-consumption plastic bottles. On June 5, 2018, Danone launched the Danone-AQUA Plastic Pledge and started the #BijakBerplastik (#WiseInUsingPlastic) Movement. Upholding the 3 pillars of #BijakBerplastik, Danone-AQUA is committed to reducing 70% plastic waste by 2025. [GRI 103-1]

In the first semester of 2020, Indonesia generated 6.8 million tons of plastic waste. About 620 thousand tons ended up in the rivers, lakes, and ocean due to poor trash collection system as well as lack of waste service infrastructures, which caused only 36% of trash being transported to the final disposal facility or TPA. [GRI 306-1]

Danone-AQUA's ambition to collect more plastics than the amount of plastic used by 2025 has made plastic trash collection as the company's priority during the reporting year. We have organized several activities to achieve our target.

Danone-AQUA's Consistency in Supporting Large Scale Trash Collections

We develop several Recycling Business Units (RBUs) across South Tangerang, Bali, Lombok, and Bandung. Every year, our RBUs collected 12,000 tons of plastic waste on average, consisting of used Danone-AQUA plastic and other types of plastic waste.

In RBUs, plastics are sorted, chopped, cleaned, and sent to plastic bottle manufacturers as third parties to be used for new plastic bottle mix. In addition, used plastic bottles can also serve as a critical component in textile production, geotextile for toll road construction, wheel stripping, and other production required by industry and households. [GRI 306-2]

Building Used Plastic Bottles Collection Infrastructure

In November 2020, Danone-AQUA worked together with Lamongan regency government in developing Lamongan Integrated Waste Management Infrastructure (Infrastruktur Pengelolaan Sampah Terpadu/TPST) as integrated waste management in the city, and the largest in East Java province with a capacity of 60 tons/day and served 15,000 households in Lamongan.

Danone-AQUA also added the resources to support trash collection in the outermost islands with limited capacity in their waste management system. Thus far, we have worked in Seribu Islands and Labuan Bajo, as two main tourism destinations in Indonesia, and provided subsidies to transport trash to larger cities in Indonesia where the recycling industry operates.

Integrated Waste Management

With the launch of #BijakBerplastik (#WiseInUsingPlastic) as our commitment to support the Clean Indonesia Movement (*Gerakan Indonesia Bersih*) and to achieve the "Recycle more than we used" ambition, we added the construction of used plastic bottle collection infrastructures by working together with our stakeholders.

One of them is the integrated waste management facility in Lamongan regency. The infrastructure was built in Tambakrigadung village, Lamongan sub-regency, East Java province, on a 5,500m² land. We worked together with various stakeholders, i.e., Lamongan regency government as the land provider, Dompet Dhuafa Foundation as our partner to conduct assistance and education, and PT Reciki Solusi Indonesia as the facility's manager.

The Sampahku Tanggung Jawabku or Samtaku (My Trash, My Responsibility) facility in Lamongan was the largest waste management facility in East Java, with the capacity to manage trash up to 60 tons per day. About 80% of employees working in the facility were from the nearest community. The facility was able to collect trash from 15,000 households in 12 villages as well as office, commercial, and industrial areas in Lamongan. In the future, we will target 150 tons of plastic bottles to be collected each month. These used plastic bottles would then be sent to third parties in Surabaya and would reduce 90% of trash being sent off to the final disposal facility.

We also disseminated information about waste management facility utilization and waste management education to the communities in 12 villages, the Lamongan waste care community, and trash wagon users in the Lamongan sub-regency. We also organized education sessions about waste in 30 elementary schools near the waste management facility.

Unloading Area for Sorted Waste from Residential, Industrial, and Commercial Regions

Packing and Storage Area for Sorted Recyclable Material

Assorted Hard Plastic
(PET, HPE, LDPE, PP, PVC)

Paper or Cardboard

LDPE Plastic Bag

Metal, Tin, Glass, etc.

Plastic Waste Residue

Collectors

Paper/Cardboard Recycling Factories

Plastic Recycling Factories

Collectors

PET Plastic Recycling Factories

Non-PET Plastic Recycling Factories

Metal, Tin, Glass, etc. Recycling Factories

Plastic Waste Residue Recycling Factories

Unloading Area of Waste from Residential, Industrial, and Commercial Regions

Manual Sorting Area According to Type of Waste

Waste Sorting Machine

Organic Sieving Machine

Plastic Waste Residue Packing Site

Composters at Final Disposal Sites

Composters at Integrated Waste Processing Sites

In addition to providing assistance for RBUs, we also developed an Inclusive Recycling Indonesia (IRI) program to create a second life cycle for plastic bottles. Various plastic bottles were collected from three sources, namely City Sorting Center, trash collection centers, and river interception.

The Samtaku waste management facility in Lamongan, which combined manual and mechanical sorting methods, used a particular machine to separate non-biodegradable trash with economic values and biodegradable trash up to 95% and reduce 70% of waste sent to the final disposal facility.

During the trial period from March to November 2020, the Lamongan waste management facility managed to process 3,950 tons of trash, of which 20% were plastics.

The Samtaku facility in Lamongan was also equipped with an educational playground related to waste management in order to encourage awareness and change in behavior of the community and school students who visited. It was expected that visitors would gain a deeper understanding of the trash phenomenon in Indonesia, where they came from, the impacts, and how to manage them starting from the smallest scope because holistic waste management requires everyone's role and responsibility.

Trash Collection Partners Welfare Improvement and Protection

The development of RBUs and the Inclusive Recycling Indonesia (IRI) program has also caused a positive impact on scavengers as the frontline of Indonesian waste management. We witnessed the improved welfare of scavengers and their increased awareness of Clean and Healthy Lifestyles. During the

COVID-19 pandemic, masks and sanitizers were distributed as vital elements in protecting the safety of partner scavengers from the spread of COVID-19 as they worked.

Easing Public Participation in Collecting Trash

Since 2019, the company has run the #KamiAngkut (#WeTransport) program aimed to increase the amount of plastic waste being collected and also increase RBU's production quality, especially the content of recycled materials in our plastic bottles up to 50% by transporting plastic trash from its sources. Through this initiative, our RBUs have provided used plastic bottle transportation services to business owners in Tangerang and Jakarta. Even the types of used packaging that could be transported have expanded, including plastic cups and used cardboard boxes.

To date, the #KamiAngkut program has reached 69 points consisting of 40 street stalls or stores, 10 schools, 4 restaurants, 6 offices, 2 sports centers, and 7 waste banks. In one month, up to six-tons of used plastic bottles were collected. These materials were then

brought to the South Tangerang RBU for sorting. Meanwhile, used plastic bottles were also chopped and cleaned to be transported to the recycling plant in Bandung as materials for new AQUA bottles.

With #KamiAngkut, we were able to push the South Tangerang RBU to meet the raw material standard for recycling needs. Currently, recycled material content in AQUA bottles has reached 25%, and it is expected to increase up to 50% by 2025. The use of recycled material would promote a circular economy that would, in turn, suppress the use of plastics as non-renewable resources while also ensuring plastics will not cause pollution.

Partnerships to Drive Technology Innovation and Adoption in Trash Collection

Rivers play an essential role in flowing water into the midst of human life until it empties into the sea. Unfortunately, 80% of the waste in the ocean comes from the 1,000 most polluted rivers in the world, one of which is Indonesia. For this reason, Danone-AQUA collaborated with a Netherland-based organization, The Ocean Cleanup, to conduct research on the collection of plastic waste in rivers using a technology called The Interceptor™ 001. This collaboration was supported by the Coordinating Ministry for Maritime Affairs and Investment, the Ministry of Environment and Forestry, DKI Jakarta Government, and the Dutch Government.

The Interceptor™ 001 is a machine that captures and collects plastic waste carried by river flows before entering the ocean. The machine was 100% solar-powered, operated without releasing any smoke and noise, and connected to the supervisory team via the internet. Waste collected by The Interceptor™ 001 was then taken to the riverbank to be sorted and recycled. The Interceptor™ 001 has been in operation at the Cengkareng Drain, Pantai Indah Kapuk, Jakarta since April 2019.

This joint research using The Interceptor™ 001 had 3 objectives: measuring the quantity and typology of plastic waste, developing a safe and effective plastic waste sorting system, and identifying technologies for recycling plastic waste. In addition to identifying the characteristics of waste, The Interceptor™ 001 has been shown to reduce 60% of waste in rivers leading to the sea. This machine has successfully transported plastic waste from the river as much as 466 kg/day or about 170 tons/year.

In 2020, Danone-AQUA started a collaboration with Grab for a household waste transportation service. Through GrabExpress Recycle, a new service embedded directly on the Grab platform, users can easily send waste with economic value, especially bottles and plastic cups, to the nearest waste bank. Then, waste will be taken to the RBUs owned by Danone-AQUA to be processed into raw materials, which will later be made into new products for use in daily needs, such as new plastic bottles. This collaboration is part of Danone-AQUA and Grab's commitment to supporting the government's program to reduce 70% plastic waste in the ocean by 2025 and was launched in the National Waste Care Day framework, which is held every February 21.

In the same year, we also started a partnership with Octopus Digital Collection, a used packaging collection application, to provide transportation services for plastic bottles and cups through the empowerment of scavengers in Denpasar City and Badung Regency areas, Bali. It was done to integrate the network of scavengers connected under the Bali RBU using a digital ecosystem. Our target with this initiative was to increase the amount of plastic trash collected and improve the quality of the goods collected at RBU Bali.

As one of the founders of the Packaging and Recycling Association for Indonesia Sustainable Environment (PRAISE), and with the cooperation of 5 other companies, we launched the Packaging Recovery Organization in 2021. This will animate the Extended Producer Responsibility (EPR) scheme in Indonesia.

This is a new chapter in efforts to manage waste in Indonesia, and the organization achieves success through: 1) collection of incentives, 2) capacity building, 3) social inclusion in waste collection, 4) education.

Stakeholder Collaboration Encourages Public Waste Management Education

In addition to collecting post-consumption plastic, we also organized other initiatives that focus on education so that more and more people are aware and responsible for waste. This is in line with the second pillar of #BijakBerplastik, namely education.

In 2020, we started education for Early Education (PAUD) level. It is our hope that, if people are encouraged to take responsibility for waste at a young age, they would then establish positive waste management habits that would carry into adulthood. For this program, we donated picture storybooks and educational videos so that teachers and parents would have a variety of ways to convey the importance of awareness about waste. We created our own content—4 storybooks and 4 story videos—for this purpose.

The initiative programs for Elementary School (SD) level have also been prepared and implemented. Our target in 2020 was 90 elementary schools to implement it in their school environment. We expected that school students would be responsible for waste and play their roles in waste management. In this program, we produced 3 video stories about the origin of waste, waste types, and the 3R (Reduce, Reuse, Recycle). The videos were made so that teachers and parents have alternative ways to convey the importance of waste awareness and how to manage waste properly.

Program #bottle2fashion

Kurangi Plastik di Lautan

Danone-AQUA dan **H&M Indonesia** memperkuat inisiatif #bottle2fashion dengan meluncurkan kampanye daring *"Cleaning-Up for the Future"* ke seluruh dunia melalui produksi koleksi pakaian anak-anak yang terbuat dari daur ulang botol plastik bekas.

Bottle2Fashion
#madeinindonesia

In addition, we also conveyed the same message at children's education playgrounds that we worked with, including Taman Pintar and Kidzania.

In collaboration with global chain retailers such as H&M, Danone-AQUA initiated the #bottle2fashion program. Plastic waste collected from islands and coastal areas was then processed at the RBU and converted into H&M fashion products and production facilities. As of August 2021, a children's collection made from recycled plastic bottles has been sold worldwide in H&M stores.

In addition to those mentioned above, Danone-AQUA also educated its consumers through our microsite, namely: http://bijakberplastik.aqua.co.id/. In this microsite, we have always provided updates on all activities related to #BijakBerplastik. We also educated people through exhibitions, radio, and e-commerce. We continued to amplify our messages through digital media and collaborating with large organizations such as VICE, National Geographic, and many more.

Realizing 100% Recyclable Plastic Packaging and Increasing the Proportion of Recycled Plastics Up to 50% in Our Packaging

We collaborated with the Namasindo recycling factory to design environmentally friendly packaging made from recycled plastic bottles. With high technology and expertise, we were able to meet the quality standards of the Food and Drug Supervisory Agency (BPOM), Indonesian National Standards (SNI), and Halal Certification from the Indonesian Government.

To date, all Danone-AQUA packaging has been using up to 25% recycled plastic raw materials (recycled PET/rPET). We would also continue to increase the recycled content to reach 50% by 2025. The use of recycled plastic materials and our packaging weight reduction initiatives have allowed us to reduce the use of new plastic by more than 15,000 tons/year.

In 2020, Danone-AQUA also introduced 100% recycled plastic and the first 100% recycled bottle in Indonesia—a 1.1-liter size package, called AQUALIFE. The new product was proof that the plastic circular economy is applicable in Indonesia. In the pipeline, we also have a similar 100% recycled bottle but in a smaller and more popular version (600 ml) in the hope that it would be widely used and might completely replace pure plastic bottles in some areas of Indonesia.

1

Purity from Nature

- The purest water from nature directly from selected water sources
- Has natural mineral content that is maintained in every drop

2

Environmentally Friendly Packaging

- The first bottle innovation with a label-free and environmentally friendly design
- Clean bottle packaging made of 100% recycled plastic
- No label ornament to reduce plastic waste

3

Safe for Consumption and Good for the Environment

- Made from 100% recycled plastic bottles and 100% recyclable
- Leaves a lower carbon footprint than other bottles on the market
- Meets SNI criteria, Halal, and are packaged with a production process certified by FSSC 22000, therefore is safe for consumption

In addition, AQUA, as the first bottled water brand, is committed to implementing the circular economy concept as a solution to the plastic packaging waste issue in Indonesia. For this reason, we will continue to develop and maintain a reusable gallon packaging model as part of our commitment to provide healthy hydration for families in Indonesia while preserving nature. The returnable-and-reusable gallon distribution chain has made most of our business circular. Reusable gallon packaging has been a consumer culture for decades since 1983. It is part of

our efforts to implement the highest 3R concept, namely, reuse (using plastic packaging repeatedly) to reduce the addition of plastic packaging waste.

For quality assurance, empty AQUA gallons from customers would be washed and sterilized for reuse. Gallons that do not meet the standards would be destroyed and then reprocessed into new gallons. We carried out these innovations while maintaining product quality and hygiene to ensure consumer comfort and meet food safety standards in Indonesia.

In terms of product launches, we produced drinking water in glass bottles in the reporting year, using a reuse business model. The glass bottle packaging is a type of packaging that will be recalled. When the bottle is returned, it would be decontaminated first to keep it hygienic and then refilled at the AQUA factory. Thus, through this business model, we have indirectly reduced carbon emissions generated during the production process of new glass bottles while reducing single-use materials. [GRI 306-1] [GRI 306-2]

We would not be able to make this change alone. We are proud to be working with a number of partners and associations, including H&M, Packaging Recycling Alliance for Indonesia Sustainable Environment (PRAISE), ADUPI (Indonesian Plastic Recycling Association), digital platforms, various universities, institutions, non-governmental organizations, as well as the Indonesian Government.

Management of Waste from Operational Activities

In running our operational activities, Danone-AQUA is committed to ensuring that all waste management adheres to the applicable laws and regulations. In addition, we also applied the principle of waste reduction and recycling.

Waste from our operational activities consisted of Toxic and Hazardous Waste (B3 waste) and non-B3 waste. Generated organic waste would be processed by composting. Meanwhile, other non-B3 waste with economic values would be sold to third parties.

Generated B3 waste such as chemicals, batteries, used lubricants, etc., would be stored in the temporary storage facility (TPS) to be routinely sent off to certified B3 waste management and transport companies. Below is the data related to B3 and non-B3 waste generation, while the detailed data regarding waste disposal is presented on page 159.

[GRI 306-3]

100% of B3 waste was managed and transported by third parties that are accredited according to the national regulation.

B3 Waste Generation
(ton)

Year	Value
2018	127
2019	142
2020	93

Non-B3 Waste Generation
(ton)

Year	Value
2018	13,865
2019	12,061
2020	16.816
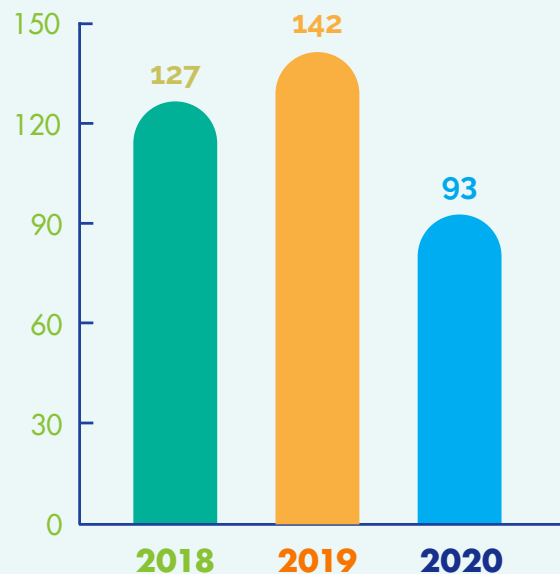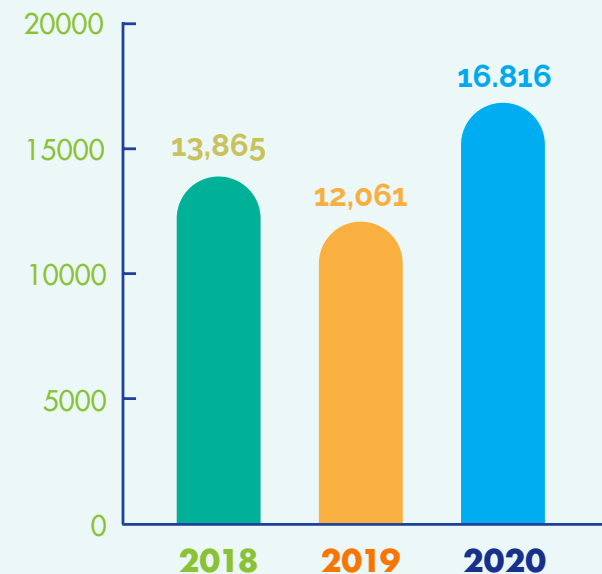
Creating Goodness Through Products

Creating Goodness Through Products

Danone-AQUA, through the vision and missions of **"One Planet, One Health",** is committed to protecting the environment and offering healthy beverage products. Therefore, delivering the appropriate information on our products has become our responsibility to consumers. Every single one of our products have been evaluated for safety. We ensure this safety by adhering to the existing laws and regulations, imparting peace of mind to our consumers when they purchase our products. We apply strict quality control methods to all of our products and guarantee they are Halal.

Through our safety and quality control methods, we continually aspire to improve the health awareness of Indonesian people. Owing to this, no incidents of non-compliance related to health and safety standards were claimed during the reporting year.
[GRI 416-1] [GRI 416-2] [GRI 103-1]

Drinking-Water Production Process

Danone-AQUA is committed to applying an integrated and multi-staged production process. We do this by carefully selecting mountain water sources and testing them against nine criteria in five test stages for one year of research. Once this process is complete, the water is finally packaged without human contact to ensure the highest quality and purity.

We carefully designed each stage of our workflow, including examining microbiological, chemical, and physical parameters according to existing regulations. We adhered to the regulations from the Healthy Ministry Regulation (Permenkes), the Head of the Indonesian Food and Drug Supervisory Board (PKBPOM), the Indonesian National Standard (SNI), and the Danone-AQUA Standard.

Drinking-Water Production Process under Label AQUA Pack

Water Source → Pump House → Storage Tank

Water Treatment

Filtration → Ultra Violet Disinfectant → Ozon Disinfectant 0.15-0.25ppm → Finished Product Tank

SPS Set

Plastic Resin → Molding Injection Machine → Preform → Bottle Blower → Filling and Capper Process → Visual Inspection → Labelling Machine → Visual Inspection → Packing

Warehouse → Logistic and Transportation
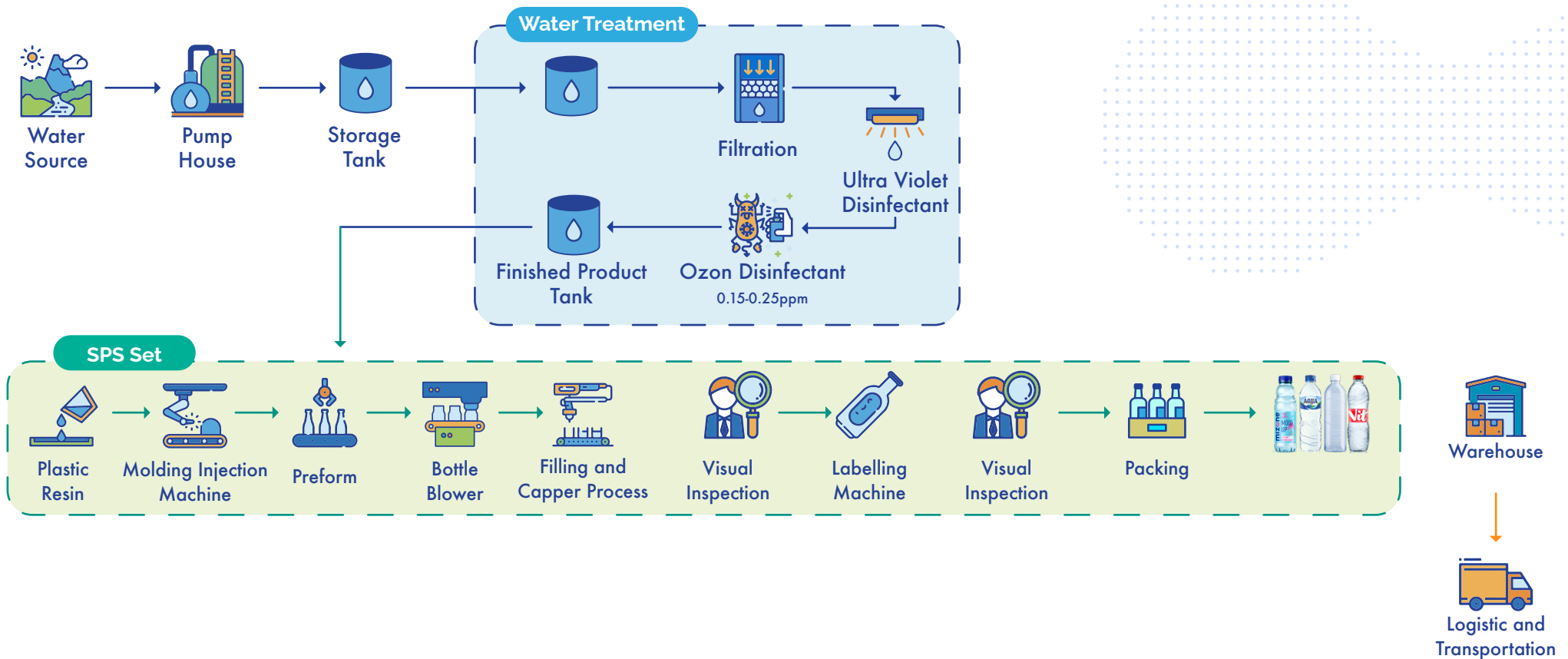
HOD Production Process
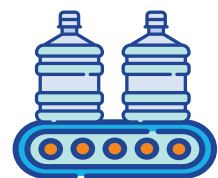
Infeed → **Empty Bottle Inspection** → **Visual Control** → **Leak Control**
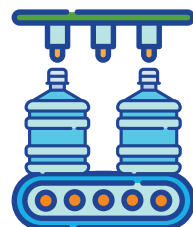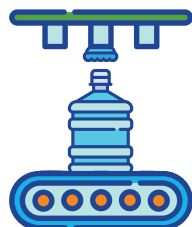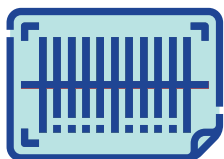
Coding ← **Capping** ← **Filling** ← **Washing**

Product Inspection → **Packing** → **Loading Unloading** → **Trucking**
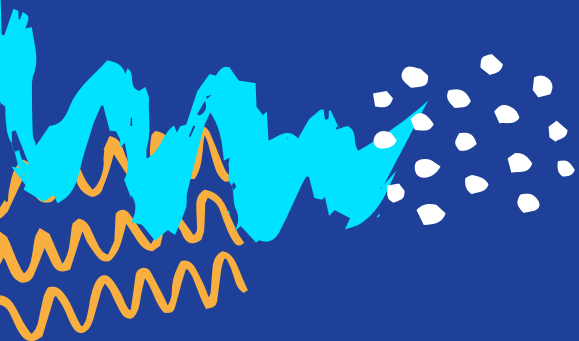
Production Information and Label

We are committed to consistently providing comprehensive information labeling on our packaging. We use common Indonesian vernacular that most of our consumers easily understand and provide comprehensive information on our packaging labels. We register each new product label and design to the Food and Drug Supervisory Board (BPOM) to be evaluated against any applicable regulation.

We obtained approval to attach the Self-declared Ecolabel logo from the Ministry of Environment and Forestry (KLHK), as well as the B Corporation logo. Our B Corporation status marks the highest standard of assessment for transparency, accountability, as well as social and environmental contributions from the B Lab International Institution in the United States. No incidents of non-compliance related to products and services information were claimed during the reporting year.

[GRI 417-1] [GRI 417-2] [GRI 103-1]

Product name

Name and address of the manufacturer

Net Volume

Table of contents

Product registration number

Production code

Expiry date

Storage Method

Information on the use of recycled materials
*AQUA 1L

Recycle symbol

SNI Logo

Halal Logo

Trash bin icon

Website, social media & call center

B Corp Certification logo

Contains up to

25%

recycled plastic

Contains up to

50%

recycled plastic

Contains up to

100%

recycled plastic

For AQUA 600ml 100% from recycled plastic, currently only sold specifically for the Bali area

Our other achievements during the reporting year include innovations like Danone-AQUA's packaging containing recycled plastic, which has played an active role in reducing plastic waste in Indonesia. We also launched the latest AQUA Life bottle design made with 100% recycled plastic and without any label attached.

Packaging is recyclable and contains recycled materials.

With every bottle of AQUA, we take an active role in reducing plastic waste in Indonesia #BijakBerplastik

Responsible Marketing

We are committed to implementing promotion and marketing efforts by remaining transparent and responsible for all Danone-AQUA products. We consistently ensured that our marketing communications adhered to existing laws and that all claims regarding scientific testing and approval were honestly represented. In product labeling, we also communicated that our products are recyclable by placing a recycling logo or symbol and including information required by consumers. This made it easier for consumers to choose the products they wanted to purchase. The information we provided on our labels was practical and easily understood by consumers. No incidents of non-compliance related to marketing communications were claimed during the reporting year.
[GRI 417-3]
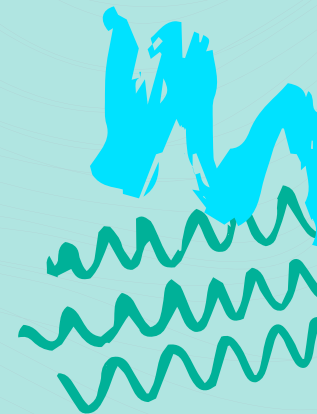
INFORMASI NILAI GIZI

Takaran saji:	250 ml
2 Sajian per Kemasan	

JUMLAH PER SAJIAN

Energi Total		45 kkal

		%AKG*
Lemak Total	0 g	0%
Lemak Jenuh	0 g	0%
Protein	0 g	0%
Karbohidrat Total	11 g	3%
Gula	11 g	
Garam (Natrium)	65 mg	4%

Vitamin dan mineral:	
Vitamin B1	6%
Vitamin B3	20%
Vitamin B6	20%
Vitamin B12	20%
Kalium	35 mg
Klorida	80 mg

* Persen AKG (Angka Kecukupan Gizi) berdasarkan kebutuhan energi 2150 kkal. Kebutuhan energi anda mungkin lebih tinggi atau lebih rendah.

KONSENTRASI ELEKTROLIT

Kation	mEq/L	Anion	mEq/L
Na+	10	Cl-	9
K+	3		

Komposisi: Air, Fruktosa, Pengatur Keasaman, Gula, Perisa Sintetik, Ekstrak Teh Putih (White tea) 0,05%, Natrium Klorida, Trinatrium Sitrat, Kalium Karbonat, Kalium Klorida, Pengawet (Natrium Benzoat), Kalium Sorbat), Pemanis Buatan (Asesulfam-K, Sukralosa), Pengatur Nabati, Sekuestran, Premiks Vitamin (B1, B3, B6, B12).
Mengandung pemanis buatan, disarankan tidak dikonsumsi oleh anak di bawah 5 (lima) tahun, ibu hamil, dan ibu menyusui.
Minuman isotonik untuk yang beraktivitas hingga berkeringat dan memerlukan penggantian elektrolit dengan cepat.

Recycle Me

mizone

STAR-FRUIT

MOVE ON >

ISOTONIC + VITAMIN B3, B6, B12

WHITE ISOTONIC

ISOTONIC	+	VITAMINS B3-B6-B12

ISOTONIK SEBAGAI PENGGANTI CAIRAN TUBUH DENGAN CEPAT

VITAMIN B6 SEBAGAI SALAH SATU FAKTOR DALAM METABOLISME ENERGI DAN PEMBENTUKAN JARINGAN

STARFRUIT

Isi bersih **500 ml**
Minuman Rasa Starfruit dengan Ekstrak Teh Putih

Diproduksi Oleh: PT. TIRTA INVESTAMA, Bogor 16964 – Indonesia
BPOM RI MD 266828099054
Kode produksi / Baik digunakan sebelum: Lihat kemasan

No: 001200016900801

Sumber Vitamin B3, B6, B12 per 250ml mengandung

Energi Total	Gula	Lemak Total	Lemak Jenuh	Natrium
45 kkal	11g	0 g	0 g	65 mg
		0%	0%	4%

berdasarkan kebutuhan energi 2150 kkal per hari

KEMASAN DAPAT DIDAUR ULANG. DENGAN SETIAP BOTOL MIZONE, KITA IKUT BERPERAN AKTIF MENGURANGI SAMPAH PLASTIK DI INDONESIA. #BIJAKBERPLASTIK

MENGANDUNG PLASTIK DAUR ULANG SAMPAI 50%

🌐 WWW.MIZONE.CO.ID
f MIZONE 100%
📷 @MIZONEID
✖ @MIZONEID

mizone

AQUA MENYAPA 0800-15-88888 Bebas Pulsa

Certified B Corporation

8 992752 112310
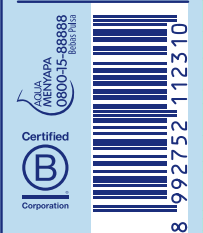
"*AQUA Menyapa*" Channel

We manage a channel to accommodate comments and feedback from consumers as a method of improving our quality of service. It is our pleasure to respond to any comments or grievances we receive, and we make consistent efforts to maintain consumer satisfaction.

AQUA Menyapa Channel & HALOVIT

1

AQUA Menyapa
0800 - 1 - 588888 (Toll Free)

Halo VIT
0800 - 1 - 599999 (Toll Free)

2

AQUA
f SehatAQUA
🐦 @sehatAQUA
📷 sehatAQUA

Halo VIT
f MinumVIT
🐦 @MinumVIT
📷 MinumVIT

3

Website
www.aqua.co.id
www.sehataqua.co.id
www.minumvit.co.id

4

G Doc Coordination
Isobar (Marketing)
Sensitive Conversation (Corp Comm)
Sirclo (Sales)
Redbox (Marketing)

HydrAction Project

Based on the finding result in the Liq.in.7 publication by Laksmi et. al., 2018

1/5

1 out of 5 children and teenagers in Indonesia did not drink enough water. Teenagers also preferred beverages with artificial sugar or sweetener.

Therefore, Danone Indonesia partnered with AIESEC, an international students association in Indonesia, and IHWG, a healthy hydration task force in Indonesia at the Faculty of Medicine at the University of Indonesia, initiated the **HydrAction Project** to support two SDGs, namely, the third SDG "healthy and prosperous life", and the sixth SDG "clean water and appropriate sanitation".

3 GOOD HEALTH

6 CLEAN WATER AND SANITATION

EDUCATIONAL MATERIALS

What are the functions of water for our body?

1. Formation of cells and body fluids

2. Solvent in the process of food digestion

3. Body temperature regulation
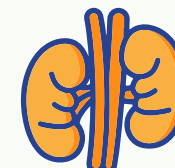
4. Media (Courier)
• Transport nutrients & O_2
• Elimination of metabolic waste

If you drink enough, your body can function properly. The body also feels fit and fresh

HydrAction Project

October 2020

Target: **8,000** e-learning student

100 SMP **100** SMA

Jakarta | Bekasi | Surabaya | Medan | Bandung

February 2021

Target: **8,000,000** virtual activation

actual coverage → **8,376,532**

School Program

REACH
A total of **7,066** students participated in the event, but only **51%** of students filled out pre & post surveys from all cities.

CREDIBLE
A total of **56** schools contributed as partners for the HydrAction project and the facilitators (session presenters) were educated on the importance of consuming healthy mineral water.

DELEGATES ENTHUSIASM
On average, as many as **60%** of delegates (students) from all cities would like to re-attend **HydrAction** virtually.

BEHAVIOUR CHANGE
As many as **43%** of delegates (students) in all cities experienced a change in their habits to increase the amount of drinking mineral water by 2 L/day.

SESSION DELIVERY
A total of **92%** (on average) of delegates (students) felt that this program provided new insights on the importance of drinking healthy mineral water and had an average impact of **73%** in sharing information about drinking enough mineral water with those around them.

E-Learning

Apart from an e-learning program for Junior High School and Senior High School students, the **Hydration Project** also worked with 3 reputable influencers to help disseminate the importance of drinking enough mineral water through virtual engagement with students and the community at large. The virtual engagement program has reached beyond the target during the reporting year, while the school program has reached 88% of the target.

Bincang Hidrasi

Jawa Timur

Magdalena Martra
President of Youth
Speak Forum di
Spanyol 🇪🇸

Lingga Mahesa Riella
AIESEC's Exchange
Participant ke
Polandia 🇵🇱

Sophi Perenissa
Wakil Presiden
AIESEC in UB 2019

Tanggal
31 Oktober 2020, 10.00 WIB

Registrasi
🔗 aiesec.or.id/hydractionproject

Info
Gratis, sertifikat, berhadiah

WEBINAR

MINGGU KE-2
SCHOOL ROADSHOW
BANDUNG

AIESEC · AQUA

Supply Chain

Supplier

Danone-AQUA worked together with several supplier companies that provide goods, services, and workforces. We ensured all

194 suppliers practiced sustainability principles. [GRI 102-9]

We are committed to advancing the Indonesian economy. We have implemented local wisdom to drive the economic development of regencies and provinces where our corporate offices and operational plants were located. Thus, we guaranteed that all goods and services procurement we organized involved local suppliers. [GRI 103-1]

> There was no change in the organizational structure during the reporting year, and there was no significant change in locations or opening and closing of facilities. [GRI 102-10]

Suppliers

Warehouses for a raw materials and Packaging

Factories

Warehouses for finished products

Distribution Centers

Transportation

Modern Trade

General Trade

End Consumers
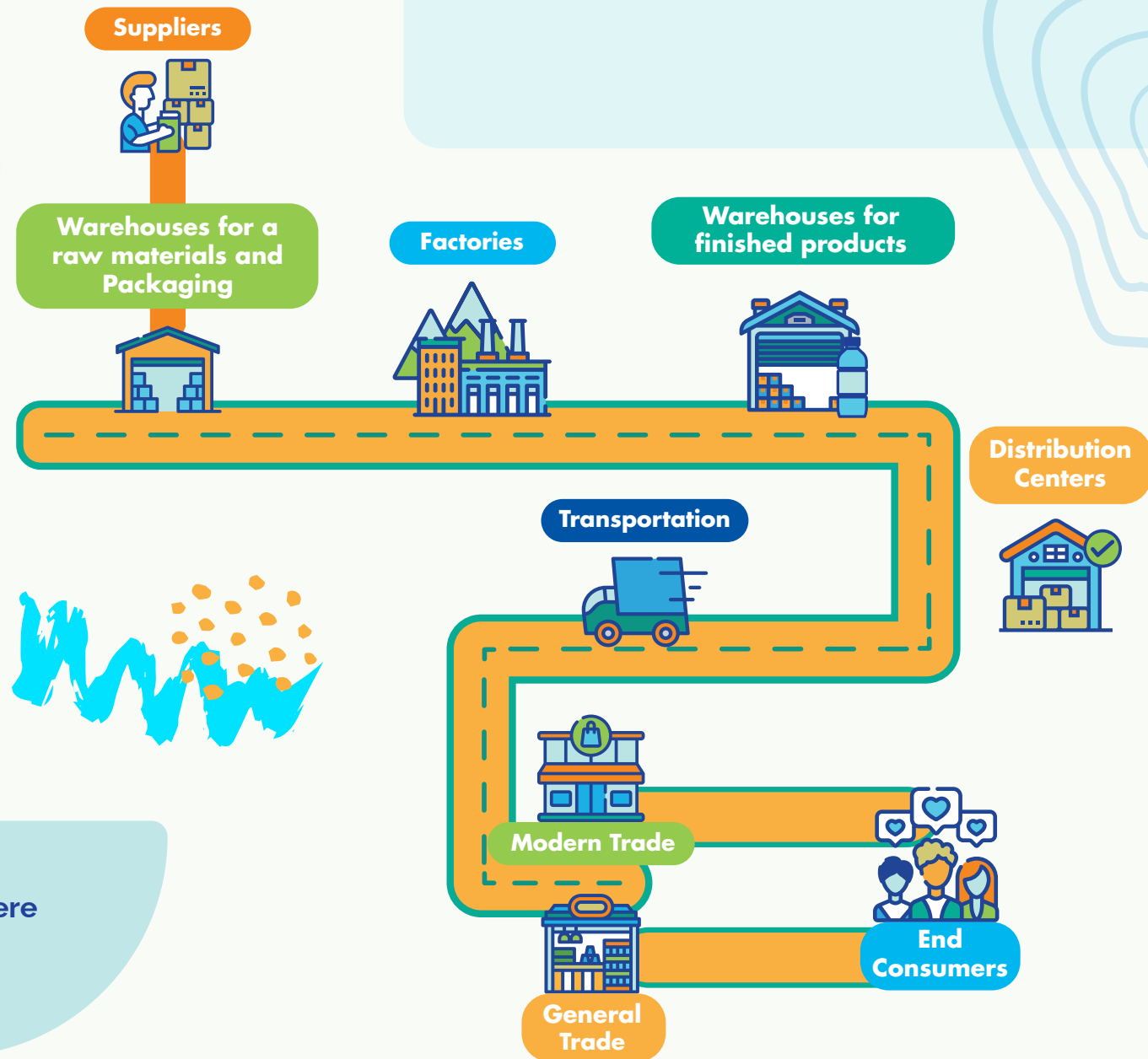
Supplier Assessment

To ascertain the consistent quality of supplied goods and services, we adopted a standard supplier assessment, audit, and assistance procedure. Our suppliers have gone through a selection process against specific criteria in terms of the environmental and social aspects.

92%

Our suppliers hold the required certification and complied with applicable regulations. Out of the total expenditure budget for suppliers, **92%** was spent on local suppliers in cities/regencies and provinces where we operate.

[GRI 204-1]

We consistently encouraged our suppliers to implement sustainability principles in goods and services provision and business ethics through one of our initiatives, i.e., Responsible Sourcing Programs (RESPECT) and the Supplier Ethical Data Exchange (SEDEX).

We also continuously assisted our suppliers to obtain high-risk assessments from SEDEX in implementing sustainability principles.

Growing in Goodness with Employees

> **Employees are the backbone of our business, they are key to our success and drive the growth and progress of our business. At Danone-AQUA, every employee is a unique talent and has equal rights and opportunities to grow and develop as a valued member of our team.**

It is undeniable that Danone's business growth is inseparable from the role that each employee plays in achieving company goals, as a talented and dedicated member of the Danone-AQUA family. In the context of sustainability, it is important for Danone-AQUA to ensure that every employee is in a proper and conducive work environment, comply with applicable labour regulations, maintain harmonious industrial relations, and ensure the safety and health of each employee, in order to maintain high work morale and productivity. [GRI 103-1]

Human Resources (HR) management at Danone-AQUA is based on an innovative corporate governance and HR framework for collective growth. Danone-AQUA provides guidelines for the implementation of the company's HR governance framework through various internal company policies, such as the Danone Inclusive Diversity Policy and the Harassment-Free Work Environment Policy.

Danone-AQUA's commitment and efforts in managing human resources have been recognized through the "HR Asia Best Companies to Work for in Asia" award from HR Asia Magazine in 2019. The award includes employee assessments of the company in terms of corporate culture, leadership, and team dynamics.

One Person, One Voice, One Share

Through the "One Person, One Voice, One Share" program, Danone-AQUA took into account suggestions, inputs and criticisms from every employee as well as sought to increase the sense of belonging by providing opportunities for all employees to own company shares.

We strived to encourage involvement and action from every employee to shape the future of Danone-AQUA and achieve the 2030 goals. The program is also an opportunity for employees to share and learn about things related to the company's vision and goals. Through the program, every employee had the opportunity to understand each challenge and opportunity related to the company's goals.

Every year, Danone-AQUA conduct an internal survey of all employees to determine the company's values and strategies going forward. We also conduct the Danone People Survey every two years to obtain employee input and determine the level of employee involvement in the company.

The One Share program has provided an opportunity for all employees to become company owners by owning company shares. We provided One Share for All packages to all eligible employees. Furthermore, employees who wished to invest further may join the Employee Share Purchases Plan (ESSP). By participating in the One Share Program, employees had the right to vote at the Annual General Meeting of Shareholders, and benefited from an annual dividend-based incentive scheme for the first year, with payments of 40 times the dividends which will be reinvested into ownership of more company shares.

In 2020, 97% of Danone-AQUA employees participated in the Danone share ownership program and had the opportunity to vote at the Annual General Meeting of Shareholders to determine the company's future.

Danone-AQUA Employee Profile

By the end of 2020, our business operations were supported by 11,793 employees, almost all of whom (99%) were permanent and full-time employees. 87% of employees were male and 13% female. Details on employee profiles and diversity can be seen on page 159.

Employee Statistics as of the end of 2020
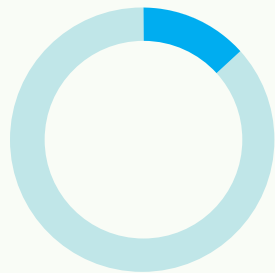
Males	**87%**
Females	**13%**
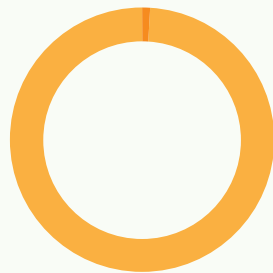
Permanent Employees	**99%**
Contract Employees	**1%**
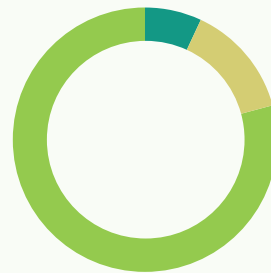
Staff	**79%**
Supervisor	**14%**
Manager	**7%**
Director	**0%**
Executive Committee	**0%**
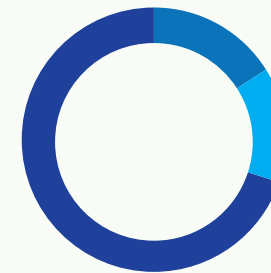
Under 30	**79%**
30 - 50	**14%**
Over 50	**7%**
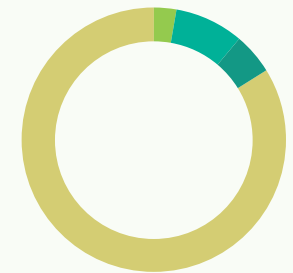
Senior High School	**83%**
Bachelor	**8%**
Diploma	**5%**
Junior High School	**3%**
Master's / Doctor / Profession	**0%**
Elementary School	**0%**

Talent Management

The success of Danone-AQUA depends on the contribution of our approximately 11,793 employees spread across all operational sites. To continue growing and building a high-performing company, we focus on attracting and retaining skilled individuals by creating a safe and constructive work environment where each employee can reach their full potential.

Recruitment and Employee Turnover [GRI 401-1]

Statistics of Employees Joining

2018	2019	2020
306	321	250

Statistics of Employees Leaving

2018	2019	2020
479	468	441

Employee Turnover

2018	2019	2020
4%	4%	4%

Senior Management from Indonesia

2018	2019	2020
60% / 71	61% / 75	56% / 72

In order to ensure Danone-AQUA's business growth and development, hiring and retaining excellent employees is our priority. By adhering to the principles of openness and fairness, we implemented an open recruitment system to attract the best talent and provide the widest opportunity for individuals from various backgrounds to join us.

During the 2019 and 2020 reporting period, we recruited a total of 571 new employees, consisting of 406 males and 165 females. Recruitment was carried out to fill new positions, as well as find replacements for employees who had left the company.

A total of 909 employees left the company in 2019 and 2020 for various reasons. Resignation and retirement were the two main reasons for employee turnover. With a total of 11,793 employees, Danone-AQUA's turnover rate in 2020 is 4%. Details of the number of employees leaving and their reasons can be seen on page 164-173.

We also applied equal employment opportunities by placing Indonesian employees in senior management positions as department heads and higher. As of the end of 2020, there were a total of 72 people or 56% of senior management from the local region. [GRI 202-2]
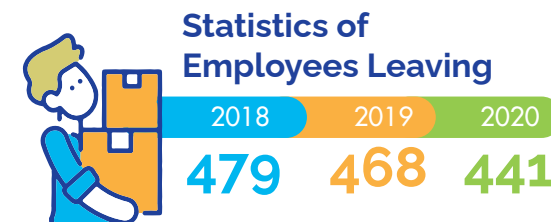
Remuneration and Benefits

We recognized that appropriate remuneration and rewards contribute to maintaining and increasing work motivation and employees' attachment to the company. Therefore, we implemented a merit-based remuneration policy.

Danone-AQUA provided competitive remuneration by referring to the applicable minimum wage, labour regulations, performance appraisal results, and the average level of wages in similar industries.

We made sure the remuneration system implemented was in accordance with the applicable laws and the Sectoral Minimum Wage (UMS) defined by the local government. In cases when the Regional Government had not issued any minimum wage, we used the highest value between the Regency Minimum Wage (UMK) or Provincial Minimum Wage (UMP) as a reference. [GRI 202-1]

Applying a principle of equality, Danone-AQUA never differentiated wages based on gender. There was no difference in wage standards between female and male entry-level employees in each Danone-AQUA office and factory operational site. The ratio between female and male employees' wages was 1:1. [GRI 405-2]

In addition to basic salary, we also provided competitive cash and non-cash benefits for both permanent employees and contract employees. Details of benefits provided to employees can be seen in the following table: [GRI 401-2]

Benefits	Full-time Employees	Contract Employees
Holiday Allowance	✓	✓
Welfare Benefits	✓	✓
Leave Allowance	✓	✓
Income Tax Allowance	✓	✓
Employee Relocation Allowance	✓	✓
Transportation Allowance	✓	✓
Life Insurance	✓	✓
Healthcare Allowance	✓	✓
Maternity Leave	✓	✓
Share Ownership	✓	✓
Scholarship	✓	✓
Food Allowance	✓	✓
Retirement Fund Allowance	✓	—
Car Ownership Program (COP)	✓	—
Death Benefit	✓	✓
Marriage Allowance	✓	✓
Communications Allowance	✓	✓
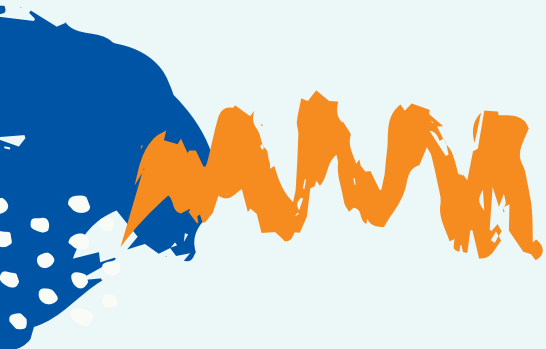
To increase employee motivation, Danone-AQUA also provided special awards to motivate employees who have given their best performance for the company and for their career advancement at Danone-AQUA. Several award programs were in the form of long service awards by awarding gold pins based on years of service, ranging from 20, 25, to 30 years.

Danone-AQUA highly appreciates employees who have been dedicated to the company until retirement, i.e. 55 or 60 years of age, based on company regulations and employee position categories. As a token of appreciation, Danone-AQUA provided pension funds and the Retirement Preparation Period (MPP) training program to ensure their welfare during the retirement period.

Danone-AQUA's pension fund program for retired employees consists of the financial institution pension fund or Dana Pensiun Lembaga Keuangan (DPLK) and the government's mandatory pension plan or Jaminan Hari Tua (JHT) and pension insurance or Jaminan Pensiun (JP). The DPLK program consists of contributions from employees and from the company in accordance with company regulations. In the JHT program, employees contribute 2% and the company 3.7%. Meanwhile, employees contributed 1% for JP while the company contributed 2%. [GRI 201-3]

For employees entering retirement within 1-5 years, Danone-AQUA provided MPP training aimed to empower employees to remain productive in their retirement.

Preparing for the Future of Retired Employees

Through the Retirement Preparation Training Program, Danone-AQUA paid special attention to employees who were entering retirement age, to support their mental and spiritual readiness, as well as knowledge of financial management and skills for retirement.

The training program provides specific details about what to expect during the retirement period and equipes employees with soft skills development and financial information.

The training is held by combining several teaching methods through learning sessions, presentations, group discussions, and simulations including field visits to various entrepreneurship sites.

From 2019 to 2020, a total of 194 employees have attended our MPP training sessions.

Employee Potential Development

Danone-AQUA has a goal to actualize employee potential and talent by respecting everyone's uniqueness so that each individual can optimally develop themselves through a meaningful career journey in a strong and diverse team.

Along with developments in technology and business, Danone-AQUA continues to identify necessary competencies in our growing business processes. Thus, we designed comprehensive and well-targeted training and human resource development programs, so that each individual can optimize his or her talents while contributing to the company's business growth.

Every year, Danone-AQUA Global provides directions for all its business units with a minimum target of 55% of employees receiving training and 24 hours of study per person. These training programs aim to equip employees with the skills and capabilities suitable to their roles and responsibilities within the company, while also developing each individual's ability to achieve their maximum potential.

In general, Danone-AQUA training programs are divided into 4 (four) types, namely:

1. Leadership development program;

2. Functional development program based on functional competency needs;

3. The "new normal" skills development program to respond and adapt to the pandemic situation; and

4. Talent development program.

The training and development programs at Danone-AQUA are aimed at employees according to their targets, functions, and divisions. In particular, our talent development program includes a selection and validation from team leaders.

In aligning training and development programs with the company's needs and ensuring these programs reach the targeted participants, we conduct a Training Needs Analysis on a regular basis. The analysis was developed by assessing the individual and collective development needs that are in line with company needs.

Based on the Training Needs Analysis results, we developed necessary programs for the "Danone Campus Indonesia" platform, which is the umbrella training program for managerial level employees, and the "Danone Campus for All" platform, which is the umbrella training program for all employees. In addition, training and development programs were also organized in each department with the support of online training systems such as Campus X and the Danone Indonesia Virtual Learning Assistant (DIVA).

Danone-AQUA applied various training and development methods consisting of 60% on-the-job training (OJT), 20% networking, 10% e-learning, and 10% in-class learning, where achievements were monitored by Danone globally through annual audits. After each training implementation, an evaluation is done to improve future training implementation.

During the 2020 pandemic, we were focused on virtual learning methods. We have succeeded in delivering a variety of learning solutions for leadership and development programs that address today's business focus. To answer today's business challenges, we also strengthened data and digital capabilities and skills for all Danone-AQUA employees.

The following are some of the leading talent development programs that we have developed: [GRI 404-2]

Talent Development Programs

Garuda & Jaguar Program

This talent development program is a temporary assignment program for outstanding employees to spend 6 months in Danone business units outside of AQUA (both within and outside of Indonesia) to accelerate their careers as well as develop networks and relationships with employees in other business units.

Challenger, Endeavor, Explorer

This talent development program is intended to help selected employees at the Supervisor level prepare for the next level (Explorer), as well as develop the skills and capabilities of Junior Managers (Endeavor) and Middle Managers (Challenger).

Avatar

This talent development program is intended to prepare selected employees to become future leaders in the Operational division, especially in the factory and depot areas.

Danone Leadership Behaviour Training: CODES Focus

95% participation at the Senior Manager, Division Head, and Director levels in 2019

Empowering Leaders Capability (ELC) program

A coaching program for **100%** of employees at Senior Manager level and higher to build a high-performance culture

Digital Learning as an Effective Solution for Future Learning

Danone-AQUA developed the Danone Indonesia Virtual Learning Assistant (DIVA) as a digital learning solution by utilizing Artificial Intelligence (AI) and Big Data technology to support employees in obtaining appropriate and relevant development programs. DIVA serves to provide learning suggestions for each employee so that they can produce employee development solutions through decision making based on the collected data.

In addition, we also introduced a "Learning Hubs" program as a means of accessing digital learning for all Danone-AQUA factories and depots throughout Indonesia. The learning solution helps to strengthen the application of learning for all Danone AQUA employees across Indonesia.

Training and development program achievements in 2019 and 2020

Average Study Hours per person [GRI 404-1]

2019	2020
22.6 hours	**22.8** hours

Total Study Hours

2019	2020
270,778 hours	**268,731** hours

Percentage Achievement of 24 Hours of Study Target

2019	2020
Achieved by **39%** employees	Achieved by **35%** employees

Total Number of Learning Program Participants

2019	2020
9,175 people	**10,622** people

Note: Details on the statistics data are available on page 177

Employee Performance Management [GRI 404-3]

The performance management process at Danone-AQUA was based on global Danone performance appraisal guidelines and the Danone-AQUA Collective Labor Agreement, which begins by setting performance targets at the beginning of the year and is followed by mid-year and end-of-year evaluations. The process was applied to all Danone-AQUA's active employees at all levels. Performance appraisal results are used as the basis for employee career development, the amount of increase or adjustment in salary and bonuses, promotions, or rotations and to determine strategies for employee development needs in the future.

Every year, we encourage discussions between employees and superiors that focus on individual development plans through the Development Conversation Program. From this process, we identify areas of strength and focus for self-development and individual self-development plans, which we translate into training and development needs, both individually and collectively for the company.

100% of employees participated in the performance appraisal in 2019 and 2020*
(excluding employees who were not required to take the performance appraisal).

*Details of related statistics on employees participation in performance appraisals are available on page 179.

Career Development for New Graduates

Danone-AQUA has several career development programs for fresh graduates to prepare them to become future leaders and accelerate their careers at Danone-AQUA.

Danone Management Trainee (MT) STAR

Danone MT STAR is a fast-track program that aims to create Danone Future Leaders by preparing new graduates to sit on Danone-AQUA's managerial levels. The trainees are given projects that contribute to business and social progress. They are also challenged with various tasks to develop critical thinking, business intelligence, problem solving skills, and networking with full support from mentors and leaders at Danone-AQUA.

Future Generation of AQUA Operations (GREAT) Leader

In 2019, Danone-AQUA launched the Future Generation of AQUA Operations (GREAT) Leader Program. Our focus is on developing the ability of Engineering graduates who would be assigned as future leaders at Danone-AQUA factories throughout Indonesia, with intensive training and guidance from mentors and experts in their fields.

Blue Sales Trainee (BEST)

Blue Sales Trainee (BEST) is a career development program specifically developed to prepare new graduates to become Danone-AQUA's future leaders in the sales division. In this program, new graduates have the opportunity to develop skills in sales and business acumen in several areas of Danone-AQUA's business operations in Indonesia.

Respect for Human Rights and Employment Rights

Danone-AQUA puts high regard on the protection of human rights, including labour rights, as an inseparable part of our daily operational activities and interactions with stakeholders. The integration of human rights aspects into company operations is stated in various policies and Danone Global guidelines, such as the Danone Disciplinary Code for Business Conduct Breach, Danone Anti-Harassment & Discrimination Policy, and the Danone Inclusive Diversity Policy.

Danone-AQUA values each and every employee as the biggest and main asset of the company's strategy. We believe diversity is key to innovation and is the driving force behind manifesting the vision of "One Planet, One Health".

Our goal is to appreciate each individual's differences and unique qualities to create an inclusive work environment that supports professional development and well-being among Danone-AQUA employees. In line with global Danone's ambition to become one of the world's most inclusive and diverse companies, we continue to strive to create an organization where equal opportunities are provided for every employee regardless of gender and other discriminatory factors.

Danone-AQUA believes that the strength and ability to generate new ideas stems from the company's capacity to welcome the diversity of profiles and characteristics of each individual employee. Therefore, we apply the principle of equality in all of our human resource management,

from recruitment, training, to career development and other aspects of employment.

All employees have the right to work and the obligation to create an environment that is free from any form of discrimination and harassment. In accordance with Danone-AQUA's Harassment-Free Work Environment Policy, all forms of harassment such as sexual, verbal, or physical, will not be tolerated within the Danone-AQUA environment. During the reporting year, there were no incidents of discrimination reported to the company. [GRI 406-1]

In disseminating our Harassment-Free Work Environment Policy, we started an Anti-Harassment & Anti-Discrimination Training in 2020 for all Danone-AQUA employees. We targeted 100% of Danone-AQUA employees to take part in this training by 2021.

Respecting Diversity and Inclusivity

Danone's Perspective on ID

Individual

Recognizing, respecting, and leveragin human differences

All qualified persons are given equal opportunity.

Team

Fueling team's performances

Organization

Our company is representative of our consumers and society globally

ID has impact on bottom line results

Why ID Matters?

Creativity and Innovation

Better product development and marketing

Comprehensive problem solving

Sharper decision making

Diversity is not enough.
INCLUSION IS FUNDAMENTAL.

Profiles of Danone-AQUA employees reflect diversity in terms of background, age, and gender. Governance and employee diversity can be seen on page 159. As of the end of December 2020, members of the Executive Committee level consisted of 64% men and 36% women. [GRI 405-1]

Through the #CelebrateUniqueness campaign, Danone-AQUA is committed to building a work environment where every individual is respected and valued, and where the different views, perspectives, and uniqueness of each individual are embraced so that they can show their true selves in the company.

ID Champion: Respecting Differences, Encouraging Diversity

In order to support and encourage diversity and inclusivity in all of our operational lines, we appointed excellent individuals as Inclusive Diversity Champions (ID Champions) to voice out issues of diversity and inclusiveness within the company. As of 2020, Danone-AQUA has inaugurated and introduced 21 Champion IDs from several business units as well as various work functions and genders.
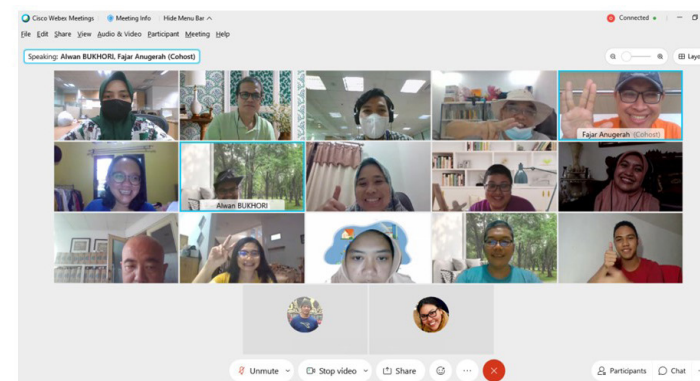
12 August 2021

Stakeholders Aspirations

Born and raised in Indonesia within a multicultural society and family background, my life is so dynamic and colorful. Working at Danone has exposed me more to a diverse work environment, where my role at work gives me the opportunity to meet and interact with people of different nationalities, cultures and preferences.

Thank you Danone-AQUA for choosing me to be the ID Champion. I am proud to be a part of the Danone-AQUA family and to promote diversity and equality as an ID Champion, helping the "unheard" become "heard"!

Krishna Pillay
Finance - Business Intelligence & Process Integration
Jakarta, Indonesia

Encouraging Women's Engagement for Gender Equality

In 2019 and 2020, we organized a range of training and events to increase employee awareness of diversity and inclusivity.

Trainings on:

Anti-Harassment and Anti-Discrimination

Gender Bias

Cross Cultural

Conscious Bias

Celebration of International Women's Day

Celebration of National Father's Day

Gender equality is a concept stating that all people, regardless of their gender, are free to develop their personal skills and make choices without restrictions imposed by stereotypes, rigid gender roles, or prejudices. It is not only the execution of basic human rights but also a prerequisite for sustainable business development.

As a global company that interacts with and involves diverse communities around the world, Danone is committed to providing equal opportunities to every woman and man who works in the company, no matter where they live.

Danone-AQUA, as part of Danone in Indonesia, fights for gender diversity and women's empowerment through a number of projects, including career equality programs, longer maternity leave policies, and family-friendly facilities. These initiatives have encouraged more female employees to have the opportunity to develop professionally to sit on directors and executive positions at Danone, both in Indonesia and globally.

Danone also implements a Parental Policy to support the needs of working parents, especially female employees. As an implementation of this policy, Danone provides a 6 (six) months maternity leave for female employees and 10 (ten) days for male employees. In 2019 and 2020, 1,514 female and male employees took maternity leave with 100% of employees returning to work and returning to the same position after the leave period, and 98% continuing to work within 12 months after maternity leave. Details of maternity leave are available on page 174. [GRI 401-3]

All facilities and benefits paid to female employees comply with Indonesian labour regulations and respect local cultural norms. In addition, we provide nursery rooms for breastfeeding mothers and provide flexible working hours options in order to support women to work.

Prohibiting Child Labor and Forced Labor

Aligned with the Danone-AQUA Code of Ethics, we strictly prohibit child and forced labour. All of our employees are at least 18 years old at the time of recruitment in accordance with the minimum age to work as stipulated in the labour regulations and also stated in the Collective Labor Agreement.

The prohibition of child labour and forced labour is also stated in the Danone Fundamental Social Principles applied to third parties through specific clauses in business agreements and employment agreements.

Maintaining Dynamic Industrial Dynamics

Danone-AQUA guarantees employees' rights to associate, negotiate collectively, and freely choose their representatives without any form of discrimination according to the Danone Fundamental Social Principles. To date, Danone-AQUA has overseen three trade unions registered in the Manpower Office.

Biennially, Danone-AQUA management and labour unions hold negotiations to draft a Collective Labor Agreement (CLA), which is an aspiration of shared interests for the company's progress and employee welfare. In these negotiations, each clause in the previous CLA is reviewed, discussed, and updated following the development of labour laws, regulations, and company development. CLA is a commitment between the company and employees regulating the terms of work, rights, obligations, and responsibilities of both parties. In the reporting year, all Danone-AQUA employees (100%) were included in the CLA. [GRI 102-41]
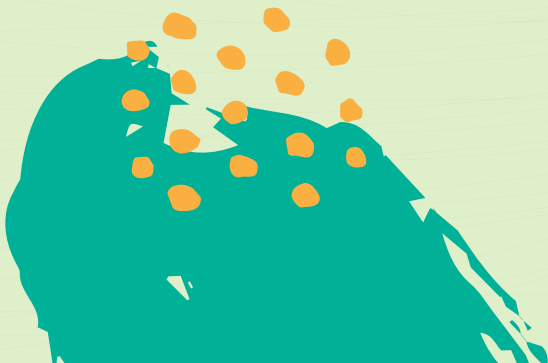
Fostering a Safe and Healthy Work Environment

One of the main risks in Danone-AQUA's operational activities is related to Occupational Health and Safety (OHS) aspects. OHS performance is an important indicator that affects productivity and profitability and the company's reputation and consumers' trust. Also, a safe and comfortable workplace has an impact on improving employee performance.

Danone-AQUA is committed to carrying out operational activities by upholding OHS principles and fostering a safe and comfortable work environment to achieve optimal employee productivity. We materialized this by establishing an OHS policy signed by the Danone-AQUA General Manager, in addition to the Golden Safety Rules signed by Danone-AQUA General Manager together with the workers union.

Occupational Safety and Health Management

In order to ensure the implementation of OHS aspects and standards, we established various work procedures related to OHS aspects as part of the Danone-AQUA OHS Policy. In addition, we made various efforts to maintain occupational health and safety, including assessments and audits of work accidents. [GRI 403-1] In 2020, 100% of employees were covered by Danone-AQUA OHS management with an internal audit conducted on 100% operational sites. [GRI 403-8]

Danone-AQUA implemented WISE as an OHS management system for all of its operating units. The WISE system is based on the concepts of Behaviour-based Safety and Plan-Do-Check-Action which includes work program planning, defining KPIs, implementing programs, and regular monitoring and reporting.

Danone-AQUA implemented WISE as an OHS management system for all of its operating units. The WISE system is based on the concepts of Behaviour-based Safety and Plan-Do-Check-Action which includes work program planning, defining KPIs, implementing programs, and regular monitoring and reporting.

OHS management at Danone-AQUA is supported by several official committees that address OHS aspects and are stationed at various levels, including factories, at the department level, and at the head office, namely the HQ Steering Safety Committee, Area Safety Committee, Department Safety Committee, and Central Safety Committee. The Safety Committee is implemented in stages according to the role of each employee. With a tiered scheme, 100% of Danone-AQUA employees are members of the Safety Committee. The committee is responsible for supervising and coordinating OHS activities to create comfortable, healthy and safe working conditions. The committee regularly holds meetings to discuss issues and developments related to OHS. [GRI 403-4]

Hazard identification, risk assessment, and incidents investigation [GRI 403-2]

As part of OHS management, Danone-AQUA conducted an assessment on the identification of hazards, risks, determination of controls, and rooms for improvement related to OHS. Since 2011, Danone-AQUA has implemented Job Safety Analysis for the OHS risk assessment process which was later refined into the Task Risk Assessment in 2020.

With the OHS team's assistance, all functions at Danone-AQUA, both operational and support functions, are obliged to carry out an OHS risk assessment process using this method to manage OHS risk in their respective departments.

Following hazard identification and risk assessment, each function and related department must determine mitigation steps to eliminate or minimize existing risks through risk control hierarchy as outlined in the internal procedure, "Danone-AQUA Hierarchical Control". The Hierarchical Control procedure includes detailed stages of the risk assessment process and how to calculate initial and current risk after mitigation measures were taken, and then plan for future risk mitigation to minimize future risks.

Risk assessment results are then disseminated to all employees and third parties. The OHS risk assessment is reviewed at least every 6 (six) months to ensure relevancy and identification of new risks.

In the event of work accidents or other OHS hazards, reporting must be done out through an oral and written process and recorded in the online system, "ADOP Safety". Any reports of near-miss events or accidents that occur will be investigated according to the fatality level and become a tiered discussion at regular OHS meetings up to the top management levels. This is done to prevent future accidents.
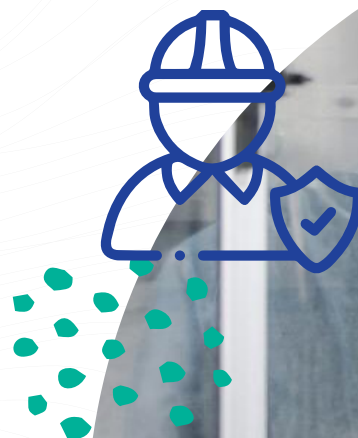
Provision of Occupational Health Services and Facilities [GRI 403-3]

Danone-AQUA provides health facilities and services for employees in all Danone-AQUA factories by providing polyclinic facilities and first aid services equipped with doctors, medical personnel, and adequate medical tools and equipment. First aid services and general medical treatment can be accessed by all employees, third parties, and visitors at the worksite.

Other health services for employees include periodic medical check-ups for all employees once a year. However, since March 2020, Danone-AQUA followed the government's directive against organizing health checks during the COVID-19 pandemic for safety and health reasons.

Danone-AQUA developed the "Wellness" Program which includes various activities, such as health education to increase employee health awareness, vaccination programs to particularly support the government COVID-19 vaccination programs through the Mutual Cooperation Vaccine program, health competitions, sports competitions, Employee Assistance Programs (EAP), health nutrition education and exercising together.
[GRI 403-6]

A health risk assessment is part of our risk assessment conducted every 6 (six) months and is further reviewed by the management for any issues. We also conduct a risk assessment on cumulative ergonomics hazards that employees may experience through the Quick Exposure Check method which includes visual observation and risk analysis according to input from company doctors.

OHS Training [GRI 403-5]

Danone-AQUA provides a range of OHS-related training to increase employee understanding and awareness to always comply with safety rules in working. Employee training regarding OHS aspects includes emergency response training, risk analysis, incident investigation, technical machinery and work tools, and safe driving techniques (for cars and motorcycles).

OHS Training

2018
Study hours related to OHS aspects
63,953 hours

Average study hours related to OHS aspects
5.3 hours / person

The number of participants in OHS-related training programs
9,956 people

2019
Study hours related to OHS aspects
69,547 hours

Average study hours related to OHS aspects
5.8 hours / person

The number of participants in OHS-related training programs
6,614 people

2020
Study hours related to OHS aspects
55,836 hours

Average study hours related to OHS aspects
4.7 hours / person

The number of participants in OHS-related training programs
7,348 people

Occupational Accidents and Diseases Rate [GRI 403-9]

OHS management's main target is to prevent or minimize work-related incidents, carry out continuous OHS system improvement, and increase an OHS-aware culture. Maximum work accident prevention is our priority. Danone-AQUA has created strategies and systems, and directed mechanisms, to anticipate and handle situations that may potentially affect employees' health and safety.

Using the GRI Standards, we reported the number of recorded work-related injuries which also includes high-consequence work-related injuries and fatalities. In the 2019-2020 reporting year, there were a total of 34 incidents of work accidents recorded without any fatalities across Danone-AQUA operations including third parties. The trend of work accidents over the last 3 years is illustrated in the graph below. Details of work accident data by gender are available on page 176-177.

Work Accident Statistics

- Recordable work-related injurie
- High-consequence work-related injuries
- Fatality

Work Accident Rate

- Rate of recordable work-related injuries
- Rate of high-consequence work-related injuries
- Rate of fatality
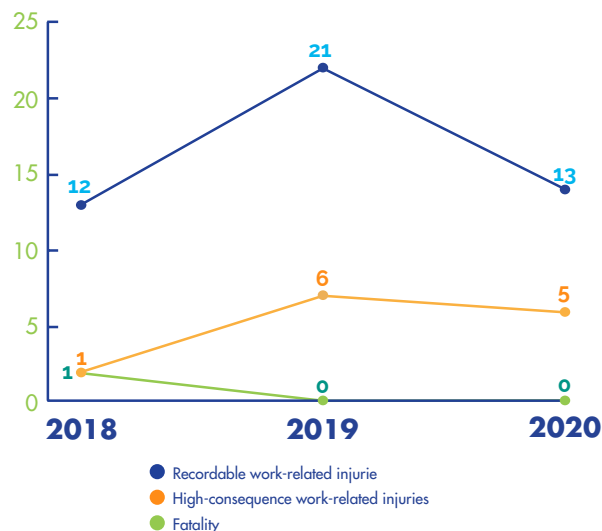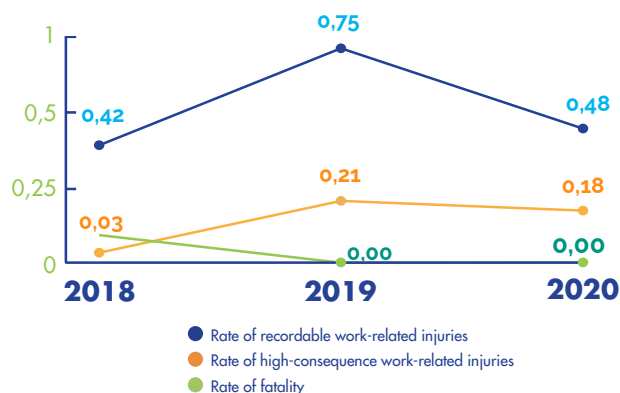
Note: Data includes Danone-AQUA and third party operations.

We continuously strive to minimize occupational-related incidents and occupational diseases through the implementation of strategies and initiatives as part of the WISE system, such as: [GRI 403-7]

1. Applying 13 (thirteen) OHS cultural elements and OHS basic standards

2. Including OHS aspects as part of individual KPIs and annual employee development assessments.

3. Employee training on OHS aspects to increase employee knowledge and awareness about the importance of OHS at work.

4. Regular risk assessment of OHS hazards.

5. Logging, reporting, and investigation of work accidents.

Sharing Goodness with the Community

Throughout Danone-AQUA's business journey, we interact closely with the community at various levels including consumers, business actors in our supply chain, and communities near our operational sites. In line with the "One Planet, One Health" vision, our goal is to build a business ecosystem that brings goodness to stakeholders while protecting environmental sustainability in all Danone-AQUA supply chains.

Local communities living near Danone-AQUA operational sites are one of our main stakeholders whose existence is affected by and may affect our operations. Thus, in carrying out its operations, Danone-AQUA seeks to minimize the negative impacts caused while maximizing our positive contribution to the surrounding community.
[GRI 103-1]

Danone-AQUA's contribution to the community is delivered through the development and implementation of various integrated, supportive social and community development programs, such as:

1 **Economic Development Programs (Ecodev)**

2 **Sustainable Agriculture Programs**

3 **AQUA Home Services Program**

4 **Water Access Sanitation and Hygiene (WASH) Program**

5 **Nutrition to Prevent Stunting Program**

6 **People with Disability Engagement Program**

Danone-AQUA established a Sustainable Development Department at the Head Office (HO) to develop project management Standard Operating Procedures (SOPs) and program guidelines, and assist the Stakeholder Relations-Corporate Social Responsibility (SR-CSR) Managers at plant sites in planning, implementing, monitoring and evaluating programs. Meanwhile, at the plant level, an SR-CSR Team was formed to initiate social and environmental programs and build relationships with stakeholders to support the success of program implementations. In planning and developing the program, we did a prior needs assessment to align with the local community needs. Local

communities played an active role in program development and participated in planning, implementation, monitoring and evaluation. Through the Village Development Plan Deliberation (Musrenbangdes) held by the village government, Danone-AQUA synergized and aligned the program with the village government plans. Additionally, during these activities, the community had the opportunity to give their input and suggestions for planning and implementing the program to align with their needs and conditions at that time. [GRI 413-1]

* Details on WASH program can be found on page 58
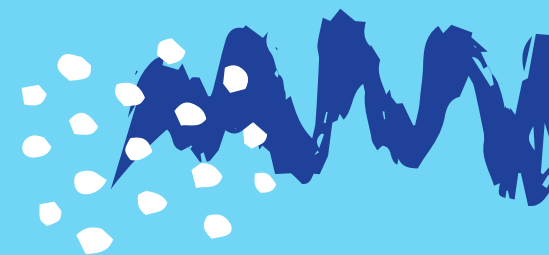
Community Self-Reliance Through Economic Empowerment [GRI 203-2]

Danone-AQUA's objective is to create community self-reliance by putting emphasis on empowerment and supporting the community's economic development and welfare.

In order to empower and improve the community's economy, our main focus was to encourage the growth of micro, small and medium enterprises (MSMEs), focusing on local potential and opening market access by strengthening marketing strategies.

To ensure program sustainability, every development program we did began with the formation of community groups, including farmer groups, women farmer groups, water resource user groups, and others according to program types and community conditions. These groups were then encouraged to form formal economic institutions, such as cooperatives and Village Owned Enterprises (*Badan Usaha Milik Desa*/BUMDes).

MSMEs play an important role in the Indonesian economy. With that in mind, Danone-AQUA has, since 2007, developed a community empowerment program through mentoring MSMEs in Danone-AQUA's areas of operation.

Micro, small and medium business owners who obtained assistance belonged to the Joint Business Group (*Kelompok Usaha Bersama*/KUB) comprising various business sectors according to local potential.

Community Institutional Development and Empowerment

In streaming down goodness to the community through economic development programs, Danone-AQUA has implemented the establishment and empowerment of local economic institutions. During the initial phase, community members or MSME actors who are part of the program are invited to group together in KUBs consisting of beneficiaries with similar activities. Apart from KUBs, local institutions can be established in the form of specific farmer groups, e.g. coffee farmer groups that conduct coffee cultivation and processing or conservation farmer groups whose members conduct conservation activities in Danone-AQUA water catchment areas.

In the next phase, Danone-AQUA helps these local institutions to form more formal economic institutions with a wider scope of services across regions and programs. We facilitated the formation of cooperatives and similar economic organizations, such as Klaten Nature Farmers Community Association (*Asosiasi Komunitas Petani Alam Klaten*/KOMPAK) and Cianjur Organic Farmers Group (*Himpunan Petani Organik Cianjur*/HIPOCI).

Aligned with Danone-AQUA's goal of creating community self-reliance, we must ensure that, by the end of the program, community members are self-reliant and keep the continuity of existing economic activities. Thus, Danone-AQUA encouraged the establishment of cooperatives to accommodate and sustain these community economic development programs. Through savings and loan cooperatives, business owners can gain access to business capital to develop their businesses. They can also gain greater access to markets through collective selling and marketing by cooperatives.

In addition, Danone-AQUA facilitated the establishment of a Village-Owned Enterprise (BUMDes), to maintain the sustainability of the community empowerment programs supporting village development. The BUMDes' business scope is the utilization of available local resources. Currently, there is one BUMDes facilitated by Danone-AQUA in Bongkasa Pertiwi village, located near the Danone-AQUA factory site in Bali.

In 2020, there were 94 local economic institutions in the form of KUBs, village-owned enterprises, multi-business cooperatives as well as savings and loan cooperatives with 5,318 beneficiaries who oversaw activities ranging from cultivating coffee, flowers, ornamental fish, catfish, growing vegetables and organic rice, managing river tubing natural tourism, to managing food, batik, and handicrafts home industries. Meanwhile, there were 11 cooperatives under Danone-AQUA's programs with assets of Rp1.5 billion.

Micro, Small, and Medium Enterprises (MSMEs) Business Development and Mentoring

In addition to institutional empowerment, Danone-AQUA saw the importance of strengthening and developing MSME products to support community business continuity. Danone-AQUA's support for MSME development manifested through a range of training programs aimed at increasing business capacity, including training on entrepreneurship, leadership, farm management, agricultural cultivation techniques, local food processing, food quality standards, SME management, etc. Also, Danone-AQUA helped to procure equipment required by business groups to improve the quality and quantity of their processed products, for example, coffee processing equipment, kitchen utensils for home businesses, sewing machines, batik tools, and others.

Danone-AQUA provided assistance to MSMEs to strengthen their market access and product promotions, through the Damping Program initiative. Strategies we applied in the program included:

- Identifying MSME products with potential for further development.

- Strengthening product portfolio through product quality improvement, product licensing, and packaging improvement.

- Using a single brand identity as part of the Danone-AQUA initiative, namely Damping.

- Optimizing market access through online sales, exhibitions, souvenir markets, and others.

In 2019, Danone-AQUA organized a Damping Festival as a means to introduce Damping products to the wider community and strengthen market access.

Together with Danone Indonesia, our mentoring strategy in 2020 focused on strengthening MSMEs' entrepreneurial mindset and soft skills. Business owners who were registered in the program received online training related to entrepreneurship and business techniques for 3 months and first-hand learning through competitions. The best participants received one month of exclusive business coaching with the best experts in their fields. Hundreds of MSMEs have felt the positive impact and, by the end of 2020, the program has reached over 500 MSMEs, supported by over 10 experts in the field of business and entrepreneurship.

Sustainable Agriculture

Social mapping study results showed that most residents near our operational sites were farmers, and identified the potential for agricultural development in some areas.

Seeing this potential, Danone-AQUA developed an environmentally friendly and Integrated Farming System (IFS) in areas near our operation with a variety of agricultural and fishery commodities.

In line with Danone's commitment, we introduced a regenerative agriculture approach in 2020. Going forward, we will continue to strive to develop sustainable agriculture programs with this approach to maximize our contribution to Indonesian agricultural resilience and environmental sustainability.

Our agricultural programs were adapted to local conditions, which generally consist of farming in paddy fields, with rice as the main commodity, and field farming in water catchment areas, with vegetables as commodities.

Regenerative Agriculture, a Solution to Strengthen Sustainable Agriculture

To strengthen agricultural resilience, Danone has been focusing on the commitment to regenerative agriculture since 2017, which is an agricultural practice to protect natural resources and strengthen agricultural resilience. Regenerative agriculture is a comprehensive approach that includes not only field farming systems, but also securing access to sales.

For Danone, regenerative agriculture is based on three main pillars, namely:

Protecting Soils

Healthy soils are good at absorbing and storing carbon through plant photosynthesis. To achieve good soil quality, it is necessary to limit the use of chemicals, apply crop rotation, reduce tillage, and use crop residues as composts.

Improving Animal Welfare

Animals are integral part of regenerative agriculture. A high level of animal welfare is key to breeding regeneration that nourishes economic sustainability, performance and competitiveness.

Empowering New Generations of Farmers

Farmers empowerment is intended to enable farmers to preserve their agricultural system by passing it down to the next generation. Empowerment is implemented by providing training, equipment, and financing.

During the reporting period, the sustainable agriculture program has utilized 316 hectares of land in 18 locations including organic rice, healthy rice, coffee, vegetables, cut flowers, and fisheries.

We continued to assist farmers in Caringin Village, West Java to implement healthy rice farming. In 2020, results have shown that farmers could produce 2 tons of healthy rice in 1.8 hectares of land. 68 farmers have been beneficiaries of this program in Caringin Village, West Java.

Together with Cipta Fondasi Komunitas (CFK), we introduced a sustainable agriculture approach to the people of the Sibayak Valley, Karo, North Sumatra in 2020. The program took form as a series of training about natural plant fertilizers, focused on increasing community knowledge and skills on sustainable agriculture.

Sustainable Agriculture in Community-Based Water Resources Management in Pusur Sub-watershed, Klaten

To protect the Pusur sub-watershed in Klaten, Central Java, Danone-AQUA empowers farmers around our factory by encouraging sustainable agriculture, particularly related to water and soil management.

Rural livelihoods around the Pusur River in Indonesia are threatened by various factors, such as poor water and environmental management, and the younger generation's reluctance to farm. Agricultural practices in the region are unsustainable and have made the rural ecosystems vulnerable.

Meanwhile, Danone-AQUA, which operates around the Sungai Pusur sub-watershed, requires good water sources to ensure the quality of mineral water products produced. Watershed protection is very important to maintain the volume and quality of water to meet quality standards in terms of purity, composition, stability and nitrate levels.

The implemented sustainable agriculture programs are adapted to different environmental conditions across the river sub-watershed. It is important to protect the upstream area required as a recharge area. Thus, agriculture activities in upstream areas focus on developing conservation crops with economic value and farming systems adapted to specific environmental conditions, such as rainfed vegetables, coffee, orchids, fruit trees, sugar palm, chrysanthemums, and several other plants.

In the sub-watershed middle section, many agricultural cultivation activities are done with rice as the main commodity. Danone-AQUA encourages the expansion of rice farming in a natural way, by not using pesticides. To reduce agricultural pests, farmers use owls as the main predators of rats, thereby reducing dependence on pesticides.

Agricultural activities are also found in the downstream area with fruits and secondary crops as main agricultural commodities. Our initiatives in the downstream area mainly focus on maintaining irrigation networks to ensure water access for agricultural cultivation in the area.

Sustainable Agriculture in Community-Based Water Resources Management in Pusur Sub-watershed, Klaten

Danone-AQUA's support is not only related to the technical aspects of agriculture, but also to the local community's economic development. Danone-AQUA has assisted farmers through the Klaten Natural Farmer Community (KOMPAK) farmers association, which provided access to markets through sales promotions at AQUA Home Service partners. Also, we provided directions for these groups to diversify their businesses based on rural areas' local potential, such as river tubing tours, which started in 2013 and has currently grown to 7 river tubing communities.

Danone-AQUA facilitated the implementation of a demonstration plot for an environmentally friendly agricultural field school as a community learning centre. Additionally, we organized various capacity-building programs, such as training, institutional strengthening, and access to markets to ensure the program is sustainable and continues to spread goodness to the community.

"For 4 years, my friends and the Makmur Lestari Women Farmers Group (KWT) in Juwiring Village – Klaten have been part of an integrated farming activity initiated by Danone-AQUA. We have participated in many training programs that taught us proper eco-friendly farming, using natural pesticides and homemade liquid fertilizers. My friends and I at KWT Makmur Lestari became passionate about managing the land together so that the group could benefit from selling the products we harvested. Danone-AQUA also helped us in repairing irrigation facilities. We are grateful for Danone-AQUA's programs and hope that assistance from Danone-AQUA can continue for the welfare of our village community."

Sri Sugiyarti

Chief of Makmur Lestari

Women Farmers Group (KWT)

Juwiring village, Klaten, Central Java

"Kopi Tirto",
Environmentally Friendly Coffee Farming

Coffee is a part of Indonesian society's traditions and is currently a growing commodity, requiring attention to its social and environmental aspects to maintain its sustainability. Coffee cultivation empowers and creates economic opportunities for farmers, strengthens food security, and also impacts environmental sustainability. A common understanding among farmers is necessary to implement an environmentally friendly coffee farming system.

Danone-AQUA, together with the non-profit organization Nirudaya Foundation, developed Tirto Coffee which is cultivated according to conservation principles in several water catchment areas 400-1,400 meters above sea level.

Coffee cultivated according to conservation principles, prioritizing

land preservation or protection, contributes to an effort to reforest the water catchment areas so that more rainwater seeps into the soil layer.

What makes Tirto Coffee unique is the environmentally friendly agroforestry cultivation system, through the creation of trenches called rorak. This system helps to reduce rainwater flowing directly to lower ground surfaces and optimizes the infiltration of rainwater into the ground, which eventually contributes to water conservation.

Tirto Coffee Cultivation has involved more than 120 farmers who were members of the Damping's farmer groups across Danone-AQUA conservation areas in Jempanang Badung (Bali), Wonosobo (Central Java), Pandaan (East Java), and Tanggamus (Bandar Lampung).

Farmers are the key to successful system implementation. They were given training on coffee cultivation and postharvest handling to produce excellent quality coffee beans.

In terms of cultivation training, Danone-Aqua has worked with various other partners to assist farmers to grow coffee according to conservation principles. Meanwhile, Nirudaya served as a partner to handle the marketing aspects of coffee harvests, as well as provide assistance with post-harvest processing to farmers. Currently, Tirto coffee products are available on the market to coffee lovers in the country.

AQUA Home Service

Consumers' needs for Danone-AQUA products indicate the importance of proximity between product distribution channels and consumers. It is true especially for consumers today who prefer home delivery services for large-sized Danone-AQUA products, such as AQUA gallons. On this basis, we see a huge potential to empower housewives as part of our distribution channel, and at the same time open up opportunities for them to increase their household income without leaving their home.

Through the AQUA Home Service (AHS) program, Danone-AQUA is committed to empowering housewives and encouraging them to become entrepreneurs by doing business with us. The main approach of AHS is for entrepreneurial housewives to get the opportunity to market Danone-AQUA products while also empowering the surrounding community as couriers or deliverymen. Additionally, AHS applies a personal marketing concept allowing housewives to become Danone-AQUA Product Ambassadors.

The selection process for AHS begins by identifying candidates who are interested in the business, willing to become ambassadors for Danone-AQUA products for a healthy lifestyle, and willing to hire couriers. Furthermore, Danone-AQUA provides training and offers competitive sales programs to create a strong foundation for sales volume growth. We also help to prepare sales tools, such as signage and special racks for carrying gallons on motorbikes.

The program draws on the housewives' role as community members who contribute significantly social events. As ambassadors, partner mothers in the AHS program would also play a role in the initiatives to provide education on family hydration and help communicate the brand message of Danone-AQUA products. "*Teman AQUA*" (Friends of AQUA) is one of the activities held as a platform to sell Danone-AQUA products to their neighbourhood, and provide education on hydration and product benefits.

Along with providing additional income for housewives by enabling them to work from home, AHS has also brought about a real change in their position in the family, increasing their self-confidence and allowing women to be seen through a new perspective.

AQUA Home Service partners have the opportunity to earn varied income based on their group division, namely:

Diamond

Sales of **>1,500 gallons**

with a profit of approximately

Rp 15 - 20 millions / month

Silver

Sales of **< 750 gallons**

with a profit of minimum

Rp 1,000,000 / month

Gold

Sales of **750-1,500 gallons**

with a profit of approximately

Rp 5,000,000 / month

Based on a survey of AHS partner respondents, there is a positive impact of increased family income among AHS partners.

The following number of AHS partners have contributed more than 50% of revenue generated from the sale of AHS gallons:

Diamond

42.3%

of total group members

Silver

14.1%

of total group members

Gold

30.3%

of total group members

We encourage partners to sell a variety of healthy products and basic necessities in addition to Danone-AQUA products, such as ORISA organic rice and gas. A total of 1,813 women in the AHS program were also distributors of ORISA Rice, allowing them to obtain 12% profit to increase their income and contribute to farmers' income.

AHS contributes 15% of AQUA products total sales volume by serving 1.3 million households throughout Indonesia. By the end of 2020, Danone-AQUA had embraced 8,000 housewives as part of the AHS program.

Self-Reliant Village Program, a Manifestation of Community Empowerment and Environmental Preservation

Danone-AQUA encourages sustainable rural development, especially development based on environmental preservation around operational areas.

Danone-AQUA, through its factory in Mambal, Bali, developed an integrated Kampung Mandiri (Self-Reliant Village) program by paying attention to environmental conservation and community empowerment principles. The program is the product of collaboration between the company and BUMDes Mandala Sari with initiatives that include the use of renewable energy, healthy and environmentally friendly agriculture, WASH, and biodiversity conservation in accordance with the area's existing potential.

Since 2018, Bongkasa Pertiwi Village has been developed into an Energy Village and then further developed into a Self-Reliant Village. Taking into account the huge tourism potential, in 2019, Danone-AQUA together with BUMDes Mandala Sari, encouraged Bongkasa Pertiwi Village to increase its potential to become a Tourism Village.

Infrastructure development was executed by the BUMDes, while Danone-AQUA provided training and assistance for human resources development on healthy agricultural management and agricultural tourism development.

Self-Reliant Village Program, a Manifestation of Community Empowerment and Environmental Preservation
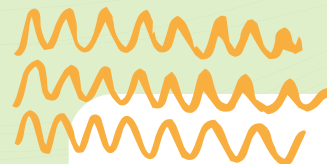
During the program, several community groups were formed and gave rise to various community businesses according to their existing potential, such as:

Group Name	Business Activity
Manik Pertiwi Group	Production of organic solid fertilizer from cow manure.
Tani Manik Pertiwi Women Group	Production of liquid fertilizer from local microorganisms.
Eko Pertiwi Group	Production of handicrafts from recycled trash.
Manik Pertiwi Food Processing Group	Production of various processed foods including mushroom chips, mushroom nuggets, coconut chips, tanusan oil, coconut oil, VCO, herbs, and rice milk.
Pertiwi Lestari Group	Breeding of the Bali Mynah (Curik Bali) and the White-faced Starling (Jalak Putih), which are protected animals in Indonesia.
Sarining Trigona Pertiwi Group	Breeding of Dwarf honey bees (Klanceng) to produce honey.

Nutrition to Prevent Stunting

Stunting is a threat to the wellbeing of future generations. In order to support the national *Gerakan Cegah Stunting* (Prevent Stunting Movement) program, Danone-AQUA developed a nutrition improvement program to prevent and reduce stunting in children living near Danone-AQUA factory sites.

The program includes enhancing the capacity of *Posyandu* (integrated health care) cadres, balanced nutrition education, education on access to local food for cadres and parents, and provision of supplementary food. In 2020, the program was held in several locations, including Doulu Village and Gunung Spirit Village, North Sumatra; Cikancana Village and Sukaratu Village in Cianjur, West Java; Kota Agung Timur sub-regency, Tanggamus, Lampung; and several other areas.

Since its planning stage, the program was designed to involve health workers such as midwives and *Posyandu* cadres who play a role in providing supplementary food and education on stunting prevention.

Integration of Nutrition to Prevent Stunting and WASH Programs

In addition to improving diet and parenting patterns, stunting prevention is closely related to improving sanitation and access to clean water. Therefore, in its implementation, the nutrition to prevent stunting program was integrated with the WASH program which focused on providing access and clean water infrastructure in the community. The integration of the WASH and nutrition programs was carried out through a community-based total sanitation approach (STBM), the fulfilment of balanced nutrition through the "Fill My Plate" education program for stunting prevention, as well as the development of clean water and sanitation infrastructure such as borewells.

In addition, we provided education about nutrition, nutrients, as well as a Clean and Healthy Lifestyle (PHBS) to Posyandu and schools. During the reporting year, we provided education in several areas near our factories including in Langkat, Solok, Tanggamus, Subang, Klaten, and Keboncandi. We also worked closely with local governments and local partners for program implementation, such as the Way Seputih

Conservation Foundation (YKWS) and the Tanggamus Regency Government for program implementation in Kota Agung Timur Regency, Tanggamus, Lampung.

In 2019-2020, nutrition-WASH programs integration has been carried out in 19 locations throughout Indonesia and has reached more than 28,000 beneficiaries.

Isi Piringku

Gesid

Danone Indonesia sejalan dengan visi *One Planet One Health*, turut bergerak dan terlibat dalam upaya melakukan pencegahan stunting.

COVID-19
Tapi tak bisa mengurung hati dan harapan kami.
Bersatu dan Kuat.

3 TEMA INTI

Aku Peduli | Aku Sehat | Aku Bertanggung Jawab
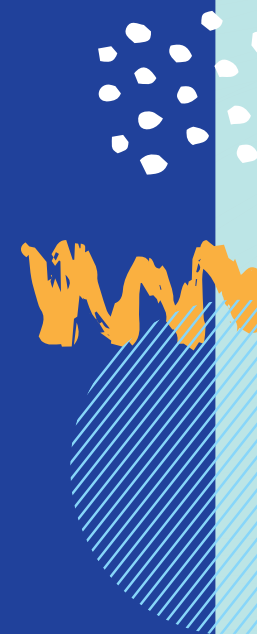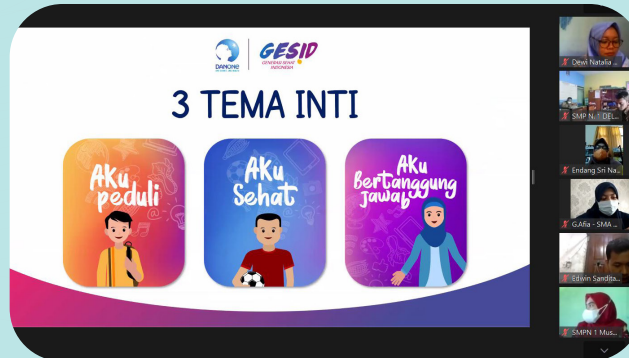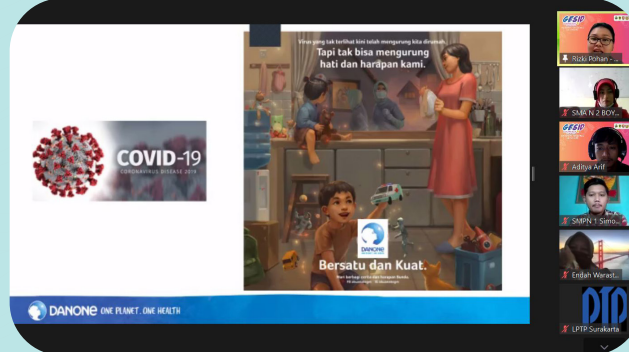
Makanan Tambahan

Engagement with People with Disabilities

People with disabilities are also part of our community development program. Our goal is to empower people with disabilities in order to improve their welfare and develop their capacities.

We implemented several programs in 2019, including support for the Hydroponic Agriculture Program with the Indonesian Association of Disabled Persons (PPDI) Bekasi Branch. Assistance was provided in the form of hydroponic installations and packages of planting media and fertilizers.

In 2020, Danone-AQUA implemented a program to strengthen MSMEs near our operation in the Cianjur factory by targeting Cianjur batik craftsmen from disabled groups. The program includes a number of business strengthening activities including leadership and motivation training, business management strengthening, batik technical skills training, and production facilities assistance.

In supporting the prevention of COVID-19 transmission and improving the economy of disabled groups during the pandemic, Danone-AQUA facilitated the production of 1,000 cloth masks in collaboration with the Bekasi Branch of the Indonesian People with Disabilities Association (PPDI).

The manufactured cloth masks were aimed to meet the needs of colleagues with disabilities while the remaining products would be sold to serve as an additional income during the ongoing pandemic.

Recovering the economic situation of disabled groups affected by the pandemic was the main reason for the empowerment program in Kiran Village, Klaten, near our Klaten factory. Danone-AQUA has provided support for people with disabilities to carry out biofloc system catfish cultivation activities, by providing catfish seeds, training, and assistance with facilities and infrastructure. Catfish farming with a biofloc system was intended to help them fulfil their nutritional needs in terms of animal protein, as well as to increase their family economy through selling.

Infrastructure and Social Assistance [GRI 203-1]

Danone-AQUA contributes to the development and improvement of infrastructure in every community empowerment program according to needs assessment results. [GRI 103-1]

The infrastructure improvements that we have carried out include the construction and repair of roads, including both public roads used for the distribution of our products and residential roads near our factory sites.

As part of the WASH program, our efforts in providing access to clean water and sanitation has included the construction and improvement of clean water and sanitation facilities for the community. See page 58 for further explanation.

Besides social-environmental projects near our factories, Danone-AQUA has also provided social assistance for the community to respond to community needs that required immediate responses, including assistance for victims of natural disasters, product distribution, health and basic food assistance, material distribution for public facility constructions, and so on.

During the COVID-19 pandemic in 2020, Danone-AQUA was committed to providing assistance of Rp30 billion to help the government mitigating the impact of the pandemic. Danone-AQUA, as part of Danone Indonesia, has also actively supported local governments to minimize the impact of COVID-19. Details can be seen on page 5.
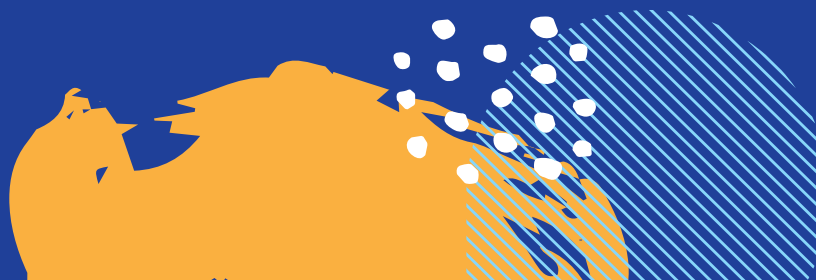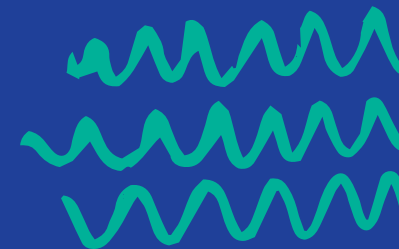
Maintaining Corporate Governance for Goodness

> **Good governance becomes an underlying ground for sustainability through a decision-making process that is accountable, transparent, and aligned with the interest of the Company and its stakeholders. PT Tirta Investama, PT Aqua Golden Mississippi, and PT Tirta Sibayakindo, together referred to as "Danone-AQUA", are fully committed to implement good corporate governance principles according to regulations and best practices.**

Realizing the proximity of Danone-AQUA's role and presence in the Indonesian community, Good Corporate Governance (GCG) becomes a crucial aspect that guides our operation to ensure business continuity and positive contributions to the community at large. We are fully committed to implementing GCG, which includes transparency, accountability, responsibility, and fairness reflected in our business process and activities and decision-making processes. We apply these principles throughout the company's operational activities and in environmental management and social responsibilities to stakeholders, particularly the community.

We are proud of the company's achievement in becoming a certified B Corporation, which affirms the fulfillment of our social and environmental responsibilities. Through the B Corp certification, our implementation of best practices and compliance to the highest standards in social and environment, transparency, and accountability have been proven. Since 2018, Danone-AQUA has become the first Fast-Moving Consumer Goods (FMCG) company in Indonesia with this certification. As a part of B-Corp, Danone-AQUA has become a part of international business communities passionate about utilizing businesses to address social, economic, and environmental challenges.

In implementing comprehensive corporate governance and precautionary principles, we refer to the Danone Governing and Operating Process (DANgo). There are four DANgo components we applied in assessing corporate governance implementation.

DANONE Internal Control Evaluation (DICE)
as a guideline of internal control

DANONE Operating Model (DOM)
as a guideline of best practices in conducting business

DANONE Way (DW)
16 fundamental principles

Vestalis
as a guideline for company risk management

Leadership Vision

The company actively invites and involves all employees to act as leaders through CODES—a set of leadership values applied by Danone-AQUA.

CODES

CREATES A MEANINGFUL FUTURE

Danone-AQUA becomes an appropriate place for changes and breakthroughs because our culture is based on initiatives and empowerment.

OPEN CONNECTIONS INSIDE AND OUTSIDE

We are always open to new ideas and fresh perspectives through open networks and interactions, as well as building trust at all levels.

DRIVES FOR SUSTAINABLE RESULTS

Our culture respects and maximizes sustainability value for Danone, consumers, and communities. We make decisions based on goodness for all.

EMPOWERS ONESELF AND DIVERSE TEAMS

Employees of Danone-AQUA are empowered through involvement and delegation, trust, and constructive feedback. Therefore, employees are capable of expressing their own uniqueness while promoting collective performance.

SELF-AWARE

Seeking feedback, understanding our personal strengths and development needs are the key points for employees at Danone-AQUA.

Structure and GCG Policy

Danone-AQUA operates the company based on existing law regulations, namely, Law No. 40/2007 concerning Limited Liabilities. Shareholders hold the highest authority at Danone-AQUA through the General Meeting of Shareholders (GMS).

General Meeting of Shareholders (GMS)

Through GMS, shareholders of each company reserve the rights to get explanations related to the company from each Director and/or the Board of Commissioners, including performance evaluation reports and annual reports as a form of accountability from the Director and the Board of Commissioner. These reports cover the following:

- Company Financial Report
- Company activities
- Implementation of social and environmental responsibilities
- Details of issues that affect business activities throughout the fiscal year
- Reports on activities and supervision conducted by the Board of Commissioners
- Names of Directors and the Board of Commissioner members
- Salary and other benefits received by Directors and the Board of Commissioners

GMS is distinguished into Annual GMS and Extraordinary GMS. An Annual GMS is mandatory each year and is organized no later than six months after the end of the fiscal year.

GMS outside of these two categories may be organized according to the needs of the Company.

In 2020, despite the ongoing COVID-19 pandemic, PT Tirta Investama, PT Aqua Golden Mississippi, and PT Tirta Sibayakindo organized a GMS with the following specification:

- PT Tirta Investama (TIV) organized 1 (one) Annual GMS and 4 (four) Extraordinary GMS on 20 January 2020, 23 June 2020, 15 September 2020, and 18 December 2020. All GMS were conducted circularly.

- PT Aqua Golden Mississippi (AGM) organized 1 (one) Annual GMS and 1 (one) Extraordinary GMS on 11 September 2020.

- PT Tirta Sibayakindo (TSI) did not organize any Annual GMS in 2020 but organized 2 (two) Extraordinary GMS on 1 September 2020 and 28 September circularly.

The Board of Commissioners

The Board of Commissioners is responsible for providing suggestions to and supervising the Directors in formulating strategies and managing the Company, including applying GCG principles at Danone-AQUA. Shareholders appoint the Board of Commissioners through the GMS mechanism with a service period based on provisions in the Article of Association of each company. To ensure independence, the Board of Commissioners is now allowed to serve as Directors responsible for making operational decisions.

Throughout 2020, the Board of Commissioners evaluated the implementation of Company management and provided directors and recommendations to the Directors. The matters of concern include financial management, operational, business development plan, and critical issues related to the industry dynamic, such as government policies, political and macroeconomic situation, as well as the extraordinary occurrence of COVID-19 and its impact on the company.

Directors

Directors carry the duty and responsibility to run daily business operations to align them with the company goals. The Directors of Danone-AQUA, through PT Tirta Investama, consist of a President Director who is assisted by the board of directors and supervises eight divisions, namely: [GRI 102-18]

Finance

Human Resource

General Secretary

Sales Operations

Sales Strategy and Planning
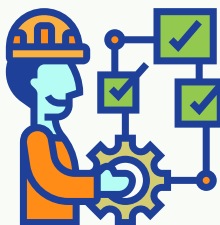
Operations

Marketing
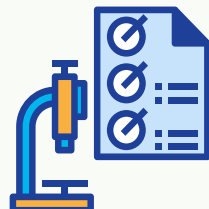
Research and Innovation

Directors have the authority and responsibility for the company management to ensure growth and continuity according to the company's vision and mission. Directors develop short and long-term strategic plans for the company and provide the best application of governance principles at all levels of the organization. The duties and responsibilities of a Director are specified in the Company Article of Association.

Directors are also accountable for supervising, managing, and monitoring environmental, social, and corporate governance (ESG) issues. A team carries the authority to make decisions related to any aspects of ESG on the top management level, namely, the One Circular Planet Steering Committee, which consists of an Executive Committee (EXCO), Water Resources Nature and Process Technology (WRNPT) Department Head, Sustainable Development Department Head, and Performance Department Head who conduct periodic meetings each quarter. Additionally, the Once Circular Water Team, Packaging Team, and Carbon Care Team regularly conduct monthly meetings to make decisions related to ESG.
[GRI 204-1]

Danone-AQUA's commitment to supporting practices with integrity

As a company that upholds GCG, we ensure all of our business activities adhere to existing laws and regulations in Indonesia. In Danone Governing and Operating Process (DANgo) governance, we implement clear and measurable directions to support safe, efficient and sustainable business management. [GRI 103-1]

We are committed to preventing and eliminating fraud and corruption to maintain the company's accountability and credibility, which has also become a manifestation of our nationalism in developing Indonesia through the clean business ecosystem and corruption-free practices. Danone-AQUA's code of conduct enforces zero-tolerance on corruption practices and bribery by employees

and partners. The act of corruption is not only a legal violation punishable by legal and social sanctions, but it also damages a country's social and economic structure and development. Through this commitment, we also make sure that all of our employees and partners comply with the regulations concerning bribery and corruption.

Anti-fraud and anti-corruption prevention and monitoring methods were implemented with the following details:

1

A risk management program, in which compliance risks and mitigation plans for those risks were identified periodically under the monitoring of the Local Compliance Committee—consisting of the company management team—and are regularly reported to Compliance at the global level. These compliance risks lay the groundwork for company compliance program development.

2

Training and familiarization of Standard Operating Procedures (SOP) related to the act of giving and receiving gifts from/ to any third party, sponsorship, and donation to any third-party, interaction with the government and government officials, interaction with the healthcare system, and tender participation.

The company issued an SOP containing governance for activities where there are risks of corruption. These activities include:

a Gift-giving and hospitality. The company regulates when the company may offer gifts to any third party, the form of gifts, maximum value, and frequency. The company applies the no-gift-giving rule in the form of money or its equivalent to any third party.

b Sponsorship and donation. The company has a policy against involvement in any political sponsorship or donation. The company also applies a yearly limit of sponsorship and donation to the same entity.

c Use of professional services from any government official. The company enforces the principle of limiting the use of any professional service from a government official and only done if the services offered are unique. The company also defined a fair market value for the service cost of government officials if it was indispensable based on the general cost standard.

d Interaction with the Healthcare System.

e Participation in public tenders.

f There is a systematic validation process for all of the activities as mentioned above. Activities are well-documented and stored in a specific system to be developed by the company to ensure transparency.

3

Dissemination of information is conducted to all employees through a variety of means, such as:

- Regular monthly, quarterly, and annual training, especially for functions with higher risks in their jobs and those that involve third parties.

- E-learning is used for new and existing employees to refresh their knowledge and cover new topics

- Short presentations (15-30 minutes) on compliance are conducted in various functional meetings.

- Training for trainers at certain levels and functions, e.g., Sales and Operation, to be implemented in their organizations.

- Communications through various channels to all employees, including employees at operational plants and depots. This communication is conducted through emails twice a week, content uploads on compliance in the company's social media accounts, posters, banners, strikers, computer background wallpaper, etc.

- Monthly employee competitions and quizzes on compliance.

4

Third-party briefings to suppliers, distributors, marketing agents, transportation agents, partners, and other third parties through emails.
Topics include:

- Code of Conduct for business partners, which is conducted every year.

-
An appeal to not offer gifts and hospitality to employees, which is conducted biannually.

5

In 2019, **99%** of our partners had received briefings concerning our anti-fraud and anti-corruption policies. In 2020, the number reached 83%, including distributors, suppliers, marketing agents, and transportation agents. Briefings were conducted for partners related to Danone-AQUA business operations across our operational regions.

6

A reporting platform via email Compliance.Danone@Danone.com, where all employees may submit inquiries regarding the topic of compliance.

7

A whistleblowing system via email Danone.Mendengar@danone.com and SMS/Whatsapp at 0877 8245 1818. This violation reporting system is managed directly at the global level by the Danone Ethics Line Committee, Dispute Investigation Team, and Anti-fraud Committee, which consists of the General Manager, Human Resources Director, Finance Director, General Secretary, and an investigation team.

Danone-AQUA
whistleblowing system:

danone.mendengar@danone.com

0877 8245 1818 (SMS)

REPORT ANY KIND OF FRAUD OR ACTIVITIES THAT DO NOT COMPLY WITH DANONE REGULATIONS

Your information is confidential

Employees can also choose not to include names in their information

Employees will be protected and may not be penalized by Danone

PLEASE GIVE US A DETAILED AND CORRECT REPORT.
ALL REPORTS WILL BE FOLLOWED UP.

SUSPECT IT?
REPORT IT

www.danoneethicsline.com

danone.mendengar@danone.com

0877 8245 1818 (SMS)

The following table includes the data on governance bodies and employees who have received information regarding anti-corruption policies and procedures. Please note that this data summary only includes training conducted face-to-face and online training. Employees at the staff level, such as plant operators, etc., will obtain information on the topic of compliance through tools, such as posters, stickers, and banners placed at strategic locations and using strategic media placements, like the entrance door, employee attendance posts, cashiers, toilets, meeting rooms, and on the smart TV at the employee canteen to make sure employees are exposed to the information.
[GRI 205-2]

Anti-corruption Communication by Employee Category
[GRI 205-2]
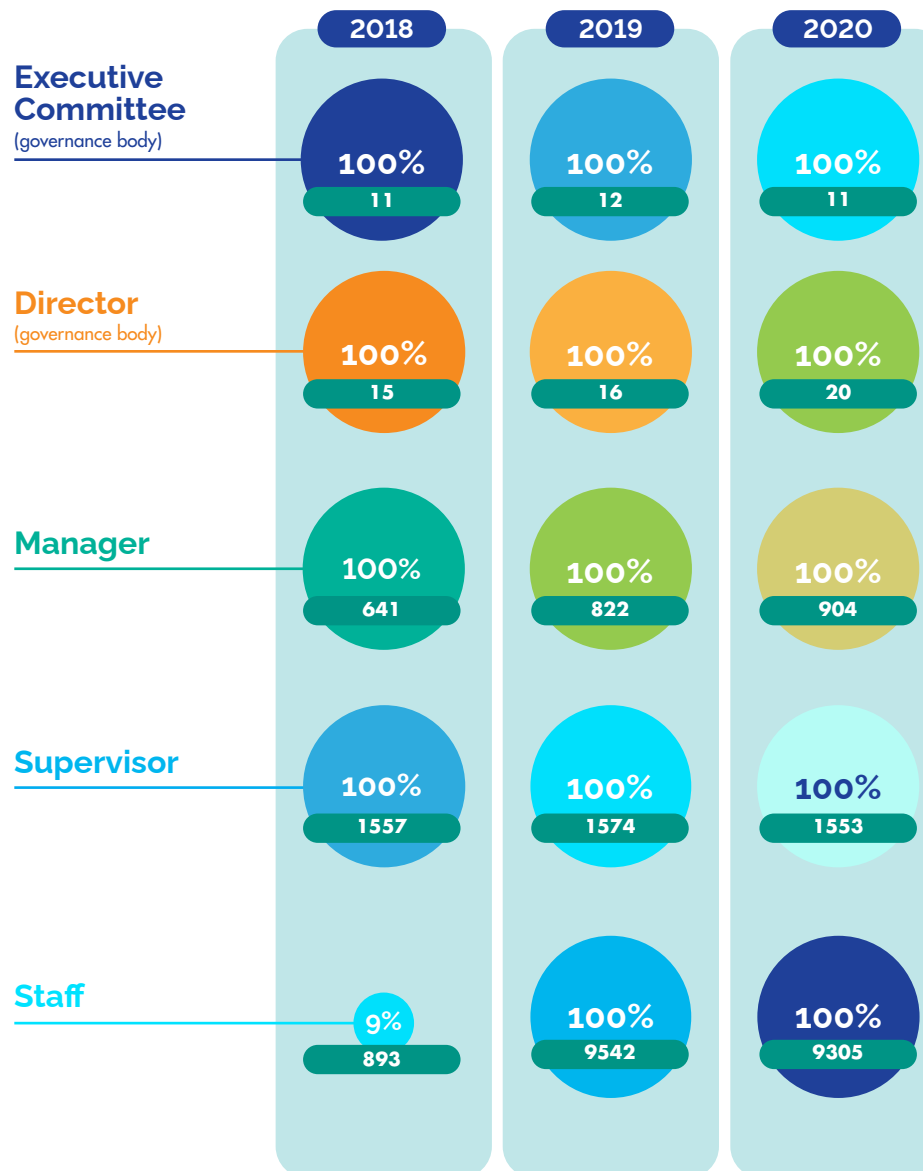
	2018	2019	2020
Executive Committee (governance body)	100% — 11	100% — 12	100% — 11
Director (governance body)	100% — 15	100% — 16	100% — 20
Manager	100% — 641	100% — 822	100% — 904
Supervisor	100% — 1557	100% — 1574	100% — 1553
Staff	9% — 893	100% — 9542	100% — 9305

*percentages obtained from the number of participating employees divided by the total number of employees

Anti-corruption Training by Employee Category [GRI 205-2]

	2018	2019	2020
Executive Committee (governance body)	100% / 11	100% / 12	100% / 11
Director (governance body)	100% / 15	100% / 16	100% / 20
Manager	31% / 197	100% / 822	100% / 904
Supervisor	30% / 467	98% / 1544	100% / 1553
Staff	7% / 662	12% / 1129	9% / 817

* percentages obtained from the number of participating employees divided by the total number of employees

Anti-corruption Communication for Governance Body by Region [GRI 205-2]
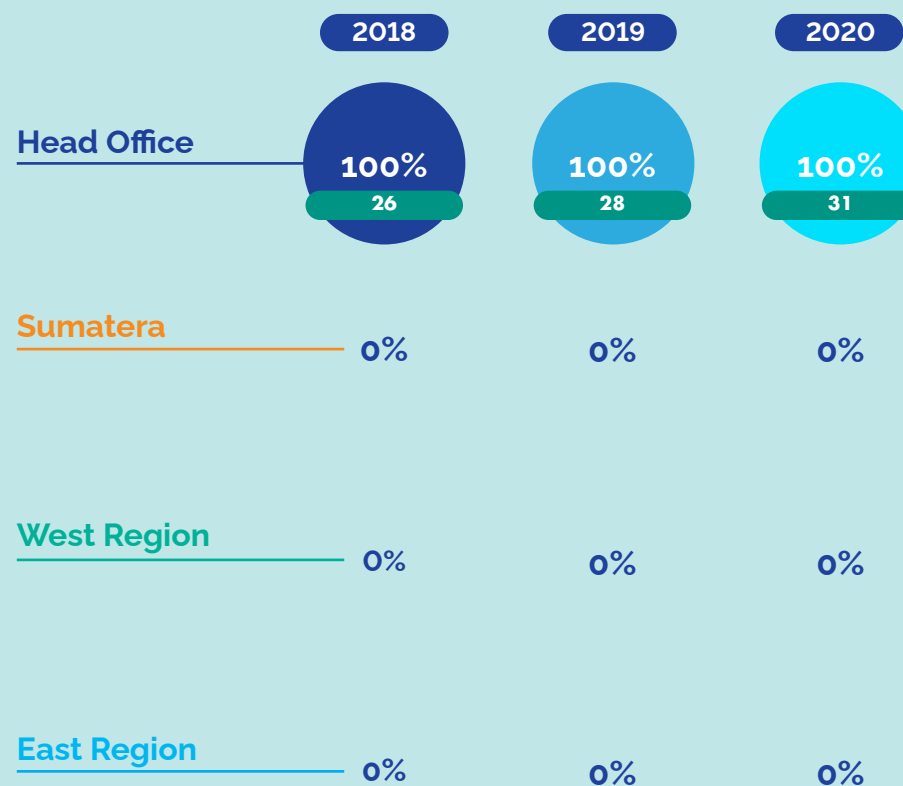
	2018	2019	2020
Head Office	100% / 26	100% / 28	100% / 31
Sumatera	0%	0%	0%
West Region	0%	0%	0%
East Region	0%	0%	0%

* percentages obtained from the number of participating employees divided by the total number of employees

Anti-corruption Communication by Region [GRI 205-2]
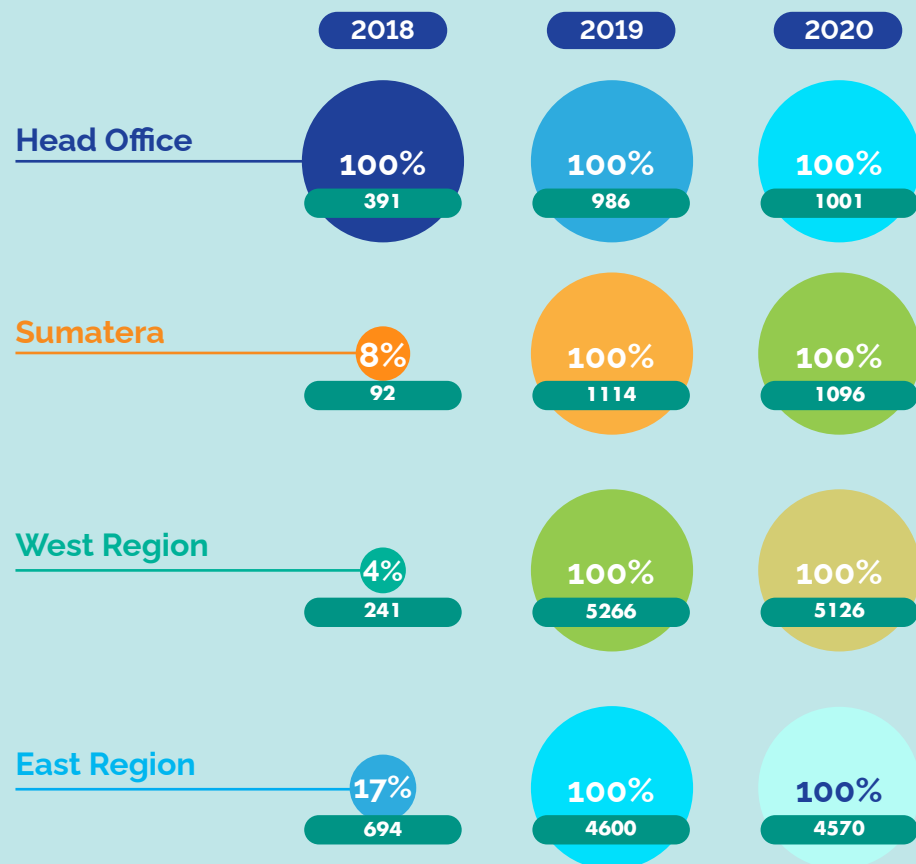
	2018	2019	2020
Head Office	100% 391	100% 986	100% 1001
Sumatera	8% 92	100% 1114	100% 1096
West Region	4% 241	100% 5266	100% 5126
East Region	17% 694	100% 4600	100% 4570

*percentages obtained from the number of participating employees divided by the total number of employees

Anti-corruption Training by Region [GRI 205-2]
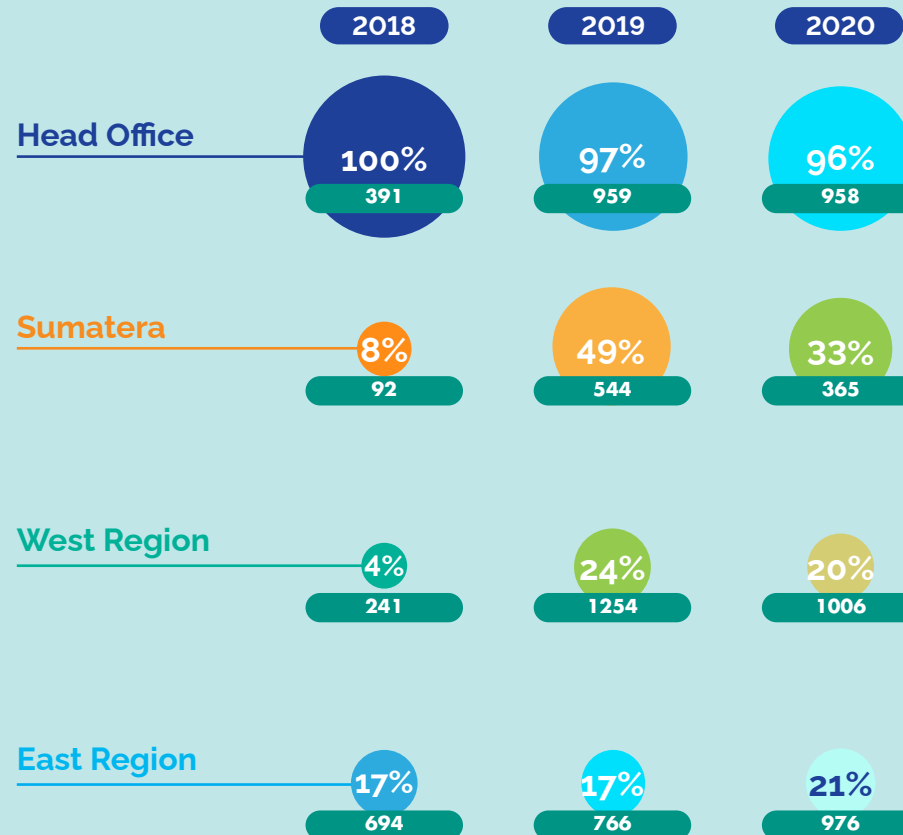
	2018	2019	2020
Head Office	100% 391	97% 959	96% 958
Sumatera	8% 92	49% 544	33% 365
West Region	4% 241	24% 1254	20% 1006
East Region	17% 694	17% 766	21% 976

*percentages obtained from the number of participating employees divided by the total number of employees

In 2018, we did not conduct separate calculations for anti-corruption communications and training. Thus, data presented in the preceding tables are combined data for anti-corruption communications and training. In 2019, we started to record separate data for anti-corruption communications and anti-corruption training.

In addition to employees, we also conducted training and communications regarding anti-corruption to other stakeholders. In 2020, a total of 4,798 people or 83% of total employees consisting of distributors, suppliers, marketing agents, transportation agents, and so forth had received training and communications on the topic.

In addition to anti-corruption training and communications, we conducted a biannual audit to assess the extent of implementation of the company policies and SOP in operational activities. Audit results are periodically reported to the local management and the Internal Control and Compliance function at the global level.

The strategy we adopted to support Good Corporate Governance is to apply compliance risks management every year - to identify them and formulate mitigation plans for all company activities to minimize the identified compliance risks.

As a form of our commitment to compliance with existing laws, we have adopted an electronic validation system, i.e., Bright Compliance E-Validation System, to validate all activities that pose corruption risks. All documentation and evidence on activities are stored in the system.

The system functions as an efficient and effective way of validating activities and processes to ensure they abide by the Company's internal rules (defined based on internal policies and existing regulations in Indonesia). The system also serves to ascertain systematic and structured logging for all company activities perceived to have corruption risks.

About This Report

About the Report

In alignment with Danone-AQUA's commitment towards responsible and sustainable business development, since 2010 we have published sustainability reports to ensure stakeholders can obtain a comprehensive understanding of our performance in managing operational impacts in economic, social, and environmental aspects. In the stakeholder engagement context, this sustainability report is expected to support the company in meeting stakeholders' expectations while operating within good governance practices for a sustainable business synergy.

Reporting Period, Standards, and Assurance

This report is the sixth Danone-AQUA Sustainability Report and it contains information on our commitment, policy, strategy, and performance in the economic, social, environmental aspects during the period of 1st January 2019 to 31st December 2020. The Danone-AQUA Sustainability Report is published biennially. [GRI 102-50] [GRI 102-51] [GRI 102-52]

This report was prepared according to the GRI Standards: Core Option. For the convenience of readers' access, we placed the GRI indicator numbers presented with differing colors at the beginning of each relevant narration and attached the GRI Standard Index on page 180. [GRI 102-54] [GRI 102-55]

Danone-AQUA has yet to carry out a third-party verification or external assurance process on this report. We followed the Danone Manifesto implementation reporting process to control the credibility of the sustainability performance being reported and applied internal control to ensure all data provided here is accurate. [GRI 102-56]

Report Scope and Limitations

This report covers Danone-AQUA operational activities in Indonesia, which includes:

Head Office in
Jakarta

22 **operational sites accross Indonesia**

Danone-AQUA's operation in Brunei Darussalam is not covered in this report.
[GRI 102-45]

In this report, information and data provided in the previous report are restated, namely emission intensity data on page 65. During the reporting year, more production facilities were established, namely the Caringin Plant in 2019 and Banyuwangi Plant in 2020.
[GRI 102-48] [GRI 102-49]

Some of the photos used in this report were taken prior to the COVID-19 pandemic

Content and Material Topic Defining Process [GRI 102-46]

In this report, we identified material topics affecting Danone-AQUA's business sustainability and those that are important to our stakeholders. The list of material topics and boundaries has gone through a change compared to the previous report due to the material topic update process carried out in 2020.

The material topics presented in this Sustainability Report were selected based on the principles of defining report content from the GRI Standard by considering:

1

Sustainability context

In operating a sustainable business, we pay attention to the economic, environmental, and social aspects of our business. Through this report, we present the company's performance in relation to a broad context of sustainability.

2

Stakeholder engagement

We identified stakeholders who influence and/or are influenced by our business operations and have responded to topics and issues that are of relevance or concern to them.

3

Materiality

We focused on topics that are relevant or significant to the company in the economic, environmental, and social aspects where those topics also influence the decision and assessment of our stakeholders.

4

Comprehensiveness

Each topic is described comprehensively, so that our stakeholders may assess the company's performance inclusively and objectively. We also ascertained that the collection of data was thorough and complete so as to present accurate and reliable information.

The process of defining material topics was carried out in collaborations with stakeholders and by considering the sustainability context through the following stages:

1 Identification

We identified material (important) topics in the sustainability context and performed an impact analysis to identify the impact boundaries by each topic. The identification process was carried out through issues found in the media, data received through the careline, and a set of internal surveys that were implemented.

2 Priority

The categorization and selection of the identified topics were done based on priority scales. This process was included as a part of the internal workshop activity. The topic prioritization process was done through a series of methods in the form of an online survey with 29 internal respondents, and an internal workshop conducted on 27th October 2020. We also performed a process to obtain external opinions through a focus group discussion (FGD), interviews, and surveys involving 33 participants from 8 stakeholder groups.

3 Validation

In this stage, we analyzed the material topics according to the GRI Standard specific topics to be reported alongside the management approach in this report.

4 Review

We acknowledged and analyzed all feedback from the previous report to improve the quality of the current report.

The following chart illustrates the process of defining report content:

Step 1: Identification	Step 2: Prioritization	Step 3: Validation
Sustainability Context	Materiality	Comprehensiveness

Stakeholders Engagement

Step 4: Review

Sustainability Context — Stakeholders Engagement

Menjaga Kebaikan untuk Indonesia yang Lestari

Laporan Keberlanjutan 2019-2020
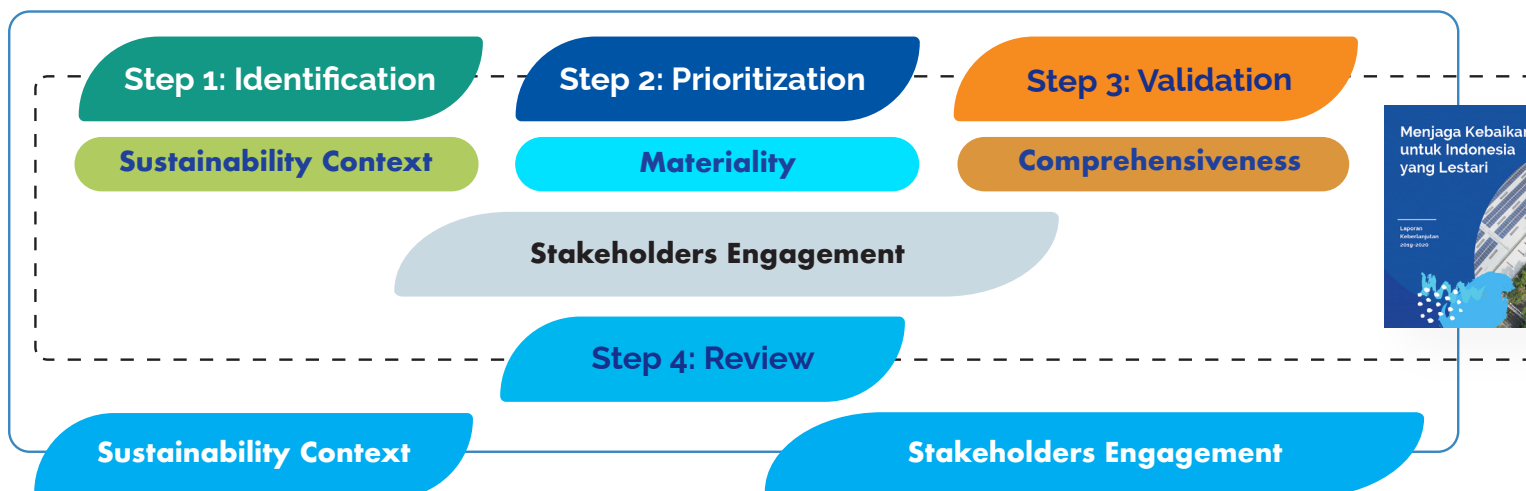
Based on the topic identification and prioritization results through the internal surveys and workshops, there are 18 material topics that are distinguished into four major themes: Consumers, Partnership, Environment, and Employees.

The prioritization process was done through a matrix of materiality by categorizing 18 material topics into three priority groups, namely Major, Significant, and Moderate.

The materiality matrix was defined by considering impacts on the company's business sustainability and the importance level of our stakeholders. The following is the materiality matrix for 18 material topics based on priority:

Legend:
- Nature Theme
- Partnership Theme
- Consumers Theme
- Employee Theme

Important According to Stakeholders

Maintain safe and healthy product quality

Plastic Circulation
Impact on health

MAJOR

Water circulation
Community development

Distributor and micro distributor

Employee development

SIGNIFICANT

Research and innovation in safe and healthy product development

Healthy and comfortable working environment

Employee welfare

Research and innovation in environmentally friendly products

Partnership with the government

Consumer protection / complaint service
Social media communication

Supply chain

MODERATE

Distribution and transportation channels

Carbon circulation

Employees as company ambassadors

Impact on Danone-AQUA's Business Sustainability

We performed an analysis on the 18 material topics by considering issues from each topic according to the GRI indicators. The analysis result is presented in the following table:

Material Topics	Issues Related to the Material Topic	GRI-specific Material Topics
Environment		
1. Plastic circularity	Management of plastic as product packaging	• Waste [GRI 306]
2. Water Circularity	Water availability and management to avoid negative impacts	• Water and wastewater [GRI 303]
3. Research and innovation in environmentally friendly products	Innovations in research and development to generate: • Environmentally friendly product packaging • Environmentally friendly operational system	• Material [GRI 301]
4. Carbon Circularity	Issues related to climate change, sustainable energy, and efforts to reduce carbon footprint	• Energy [GRI 302] • Emission [GRI 305]

Material Topics	Issues Related to the Material Topic	GRI-specific Material Topics
Partnerships		
5. Community Development	Development of the surrounding communities affected by the company's operation	• Local community [GRI 413] • Indirect economic impact [GRI 203]
6. Distributors and micro distributors	Distributors and micro distributors who are an important part of product sales	• Indirect economic impact [GRI 203]
7. Partnership with the government	A good and mutual partnership with decision makers	• Economic performance (GRI 201) • Market presence (GRI 202) • Anti-corruption (GRI 205)
8. Supply chain	Availability of raw material supply	• Procurement practices [GRI 204]
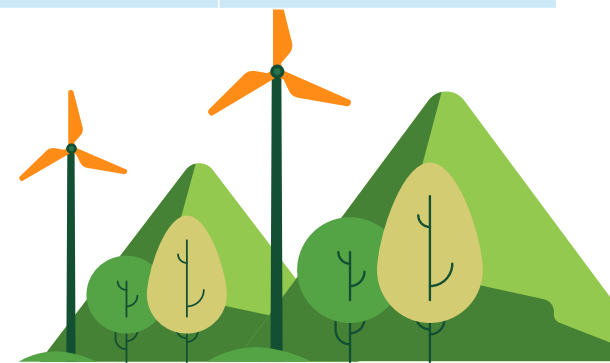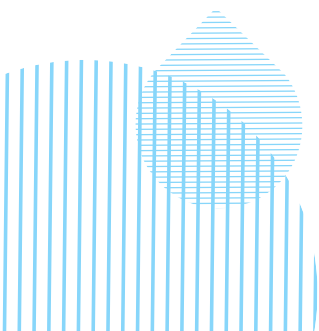
Material Topics	Issues Related to the Material Topic	GRI-specific Material Topics
Consumers		
9. Healthy and quality products for consumers	Efforts done by Danone-AQUA to maintain the best quality and services for consumers	• Customer health and safety [GRI 416]
10. Impact on health	Consumers' trust in healthy Danone-AQUA products	• Customer health and safety [GRI 416]
11. Innovation and researches for the development of safe and healthy products	Innovation and research to discover and develop safe and beneficial products for consumers	• Customer health and safety [GRI 416]
12. Social media communications	The quality in communicating through the social media to improve relationships with consumers	• Marketing and labeling (GRI 417)
13. Consumer protections	Consumers protections and services	• Customer health and safety [GRI 416]
14. Transportation and distribution channels	Product distribution from the production site	• Energy [GRI 302] • Emission [GRI 305]

Material Topics	Issues Related to the Material Topic	GRI-specific Material Topics
Employees		
15. Employees welfare	Efforts in improving employees welfare	• Employment (GRI 401) • Occupational health and safety (GRI 403) • Training and education (GRI 404)
16. Safe and comfortable work environment	Initiatives in creating a safe and comfortable work environment for employees	• Occupational health and safety (GRI 403)
17. Employees development	Employees capacity development	• Training and education [GRI 404]
18. Employees as company ambassadors	Building organization culture and a sense of belonging from each employee	• Diversity and equal opportunity (GRI 405) • Non-discrimination (GRI 406)
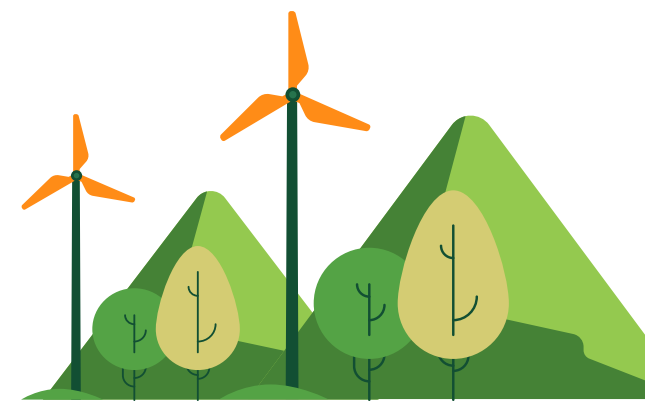
List of Material Topics and Boundaries [GRI 102-47] [GRI 103-1]

The material topics reported in this report start from the house environment, water sources, operational plants, transportation path, as well as in the sales and consumption processes for Danone-AQUA products from the production and services of the company's 22 plants and 82 distributors in Indonesia.

GRI-specific Material Topics	GRI Disclosure Number	Reason for Selection and Impact	Boundaries Internal of Danone-AQUA	Boundaries External of Danone-AQUA
Economic performance	GRI 201–3	Significant for employees	✔	
Market presence	GRI 202–1; GRI 202–2	Significant for employees	✔	
Indirect economic impact	GRI 203–1	Significant for stakeholders		✔
Procurement practices	GRI 204–1	Sustainability	✔	✔
Anti-corruption	GRI 205–2	Law Regulations	✔	
Material	GRI 301–1	Sustainability	✔	✔
Energy	GRI 302–1; GRI 302–3; GRI 302–4	Sustainability	✔	
Water and wastewater	GRI 303–1; GRI 303-2; GRI 303–3; GRI 303–4	Sustainability	✔	✔
Emission	GRI 305–1; GRI 305–2; GRI 305–3; GRI 305–4; GRI 305–5; GRI 305–6; GRI 305–7;	Sustainability	✔	✔
Waste	GRI 306–1; GRI 306–2; GRI 306–3	Sustainability	✔	✔

GRI Disclosure Number	GRI Disclosure Number	Reason for Selection and Impact	Boundaries Internal of Danone-AQUA	Boundaries External of Danone-AQUA
Employment	GRI 401–2	Significant for employees	✔	
Occupational health and safety	GRI 403–1; GRI 403–2; GRI 403–3; GRI 403–4; GRI 403–5; GRI 403–6; GRI 403–7; GRI 403–8; GRI 403–9	Significant for employees	✔	
Training and education	GRI 404–1; GRI 404–2; GRI 404–3	Significant for employees	✔	
Diversity and equal opportunity	GRI 405–1; GRI 405–2	Significant for employees	✔	
Non-discrimination	GRI 406–1	Significant for employees	✔	
Local community	GRI 413–1	Significant for stakeholders	✔	✔
Customer health and safety	GRI 416–1; GRI 416–2	Significant for customers	✔	✔
Marketing and labelling	GRI 417–1; GRI 417–2; GRI 417–3	Significant for customers	✔	

Stakeholder Engagement

Danone-AQUA believes that company sustainability can be created through a harmonized relationship with stakeholders who affect and are affected by our operations in various ways. The management and engagement of stakeholders are part of our efforts to understand stakeholders' expectations. In this, we aim to ensure that the engagement and initiatives we implement provide benefits and positive contributions to stakeholders as well as to the company.

We divided stakeholder groups by examining their influence on the company and the company's influence on them. For stakeholders, the engagement process will translate as our effort to meet each stakeholder's expectations. For Danone-AQUA, these interactions with stakeholders will cultivate an adequate understanding to meet their expectations by using available resources in an appropriate and accountable manner.

Stakeholders [GRI 102-40]	The Basis for Identification [GRI 102-42]	Engagement Methods and Meetings Frequency [GRI 102-43]	Topics [GRI 102-44]
Shareholders	Influence Responsibility	• Meetings between Shareholders are usually held in the General Meeting of Shareholders (GMS). Annual GMS is mandatory each year and at the latest 6 (six) months since the end of fiscal year. • Extraordinary GMS may be held at times depending on the need to discuss and decide on the meeting agenda.	1. An annual report that has been reviewed by the Board of Commissioners to obtain GMS' approval. 2. Determination of Profit Utilization, if the company has a positive profit balance 3. Determination and Division of company's profit 4. Appointment of Director and/or Commissioner (if necessary) 5. Approval for next year's annual budget
Employees/ Workers Union	Presentation	Meetings according to necessity	1. Education on relevant regulations/laws 2. Involvement in complying with the law regulations
Customers	Influence	Periodic meetings with distributors based on necessity	1. Product information 2. Communication (advertisement)
Suppliers	Dependency	Regular meetings every 1, 3, or 6 months according to necessity	1. Partner selection 2. Socialization of policies and procedures 3. Maintain good relationship 4. Compliance with law regulations for the supplied goods 5. Support in scientific references or international regulations

Stakeholders [GRI 102-40]	The Basis for Identification [GRI 102-42]	Engagement Methods and Meetings Frequency [GRI 102-43]	Topics [GRI 102-44]
Government	Influence Presentation	• Formal meetings • Forums Activities are conducted based on necessity during the regulation formulations	1. Active participation to increase the government's agenda achievement which is aligned to Danone's vision of "One Planet, One Health" and Danone 2030 Goals 2. Partnership in sustainability 3. Policy formulation 4. Maintain harmonized and productive relations 5. Through information dissemination, actively involved in proposing regulation and providing inputs
Organizations	Influence Presentation Proximity	• Formal meetings • Forums Every quarter once in 2 months	1. Partnership in sustainability 2. Discussion on the realization of sustainability targets achievement 3. Discussion on ease of doing business in Indonesia 4. Policy formulation 5. Discussion on national issues 6. Building harmonized and productive relationships 7. Mapping of demands and industry 8. Planning of collaborative programs 9. Playing an active role in proposing regulation and providing inputs for regulations/standards being discussed by the government 10. Education on the regulations and technical materials in the food industry
Community	Proximity	Meetings based on necessity	1. Community needs assessment 2. Program discussion and evaluation 3. Community development training 4. Program monitoring and evaluation

Contacts Related to the Report [GRI 102-53]

Danone-AQUA is committed to continually improving the content and enhancing the quality of our Sustainability Report. With this in mind, we are grateful to our readers and stakeholders for providing constructive feedback to enrich the content and value of this report in the future. For any questions, comments, or concerns about this report, please do not hesitate to contact us at:
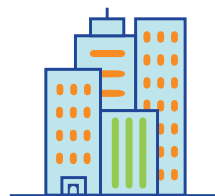
Corporate Communication Department Danone Indonesia

RDTX Place (Level 5-9)
Jl. Prof. Dr. Satrio Kav. E-IV, Kuningan, Setiabudi, Jakarta 12930
Telepon **:** +62 21 29961000
Email **:** corporatecommunicationsID@danone.com

Data Table

Hazardous Waste [GRI 306-3]

Waste Generated*

Hazardous Waste	2018			2019			2020		
	Waste generated	Waste diverted from disposal	Waste directed to disposal	Waste generated	Waste diverted from disposal	Waste directed to disposal	Waste generated	Waste diverted from disposal	Waste directed to disposal
Processed waste	51	51		66	66		33	33	
Unprocessed waste	76		76	76		76	60		60
Total	**127**	**51**	**76**	**142**	**66**	**76**	**93**	**33**	**60**

*in metric tons (t)

Non-hazardous Waste [GRI 306-3]

Waste Generated*

Non-hazardous Waste	2018			2019			2020		
	Waste generated	Waste diverted from disposal	Waste directed to disposal	Waste generated	Waste diverted from disposal	Waste directed to disposal	Waste generated	Waste diverted from disposal	Waste directed to disposal
Processed non-packaging waste	58	58		76	76		403	403	
Unprocessed non-packaging waste	319		319	639		639	451		451
Processed packaging waste	13,481	13,481		11,111	11,111		15,959	15,959	
Unprocessed packaging waste	7		7	235		235	3		3
Total	**13,865**	**13,359**	**326**	**12,061**	**11,187**	**874**	**16,816**	**16,362**	**454**

*in metric tons (t)

Employee Statistics [GRI 102-8]

Based on Employment Status

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Full-time employee	10,487	1,517	12,004	10,360	1,476	11,836	10,243	1,478	11,721
Contract employee	86	30	116	85	39	124	33	39	72
Total	**10,573**	**1,547**	**12,120**	**10,445**	**1,515**	**11,960**	**10,276**	**1,517**	**11,793**

Based on Level [GRI 405-1]

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	7	4	11	7	5	12	7	4	11
Director	11	4	15	11	5	16	14	6	20
Manager	495	216	711	536	222	758	572	251	823
Supervisor	1,229	381	1,610	1,239	393	1,632	1.232	402	1.634
Staff	8,831	942	9,773	8,652	890	9,542	8.451	854	9.305
Total	**10,573**	**1,547**	**12,120**	**10,445**	**1,515**	**11,960**	**10,276**	**1,517**	**11,793**

Based on Age Group

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Under 30	1,797	249	2,046	1,577	256	1,833	1,367	254	1,621
30-50	7,515	1,065	8,580	7,410	996	8,406	7,287	963	8,250
Above 50	1,261	233	1,494	1,458	263	1,721	1,622	300	1,922
Total	**10,573**	**1,547**	**12,120**	**10,445**	**1,515**	**11,960**	**10,276**	**1,517**	**11,793**

Based on Education Level

Education Level	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Elementary School	5	12	17	5	12	17	5	12	17
Junior High School	331	38	369	333	38	371	333	38	371
Senior High School	9,068	1,115	10,183	8,933	1,074	10,007	8,752	1,069	9,821
Diploma	437	134	571	438	135	573	439	135	574
Bachelor	702	229	931	707	236	943	716	243	959
Master's / Doctor / Profession	30	19	49	29	20	49	31	20	51
Total	**10,573**	**1,547**	**12,120**	**10,445**	**1,515**	**11,960**	**10,276**	**1,517**	**11,793**

Based on Location

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Airmadidi	390	59	449	378	58	436	368	54	422
Babakan Pari	254	31	285	242	30	272	237	29	266
Bandung	163	11	174	161	13	174	161	13	174
Banyuwangi	-	-	-	-	-	-	63	14	77
Bekasi	127	64	191	118	50	168	112	41	153
Berastagi	384	113	497	333	99	432	320	96	416
Caringin	-	-	-	78	6	84	92	7	99
Cianjur	357	18	375	356	18	374	344	16	360
Cibinong	204	11	215	197	10	207	192	10	202
Ciherang	246	14	260	245	13	258	247	12	259
Cikarang	-	-	-	-	-	-	119	7	126
Ciputat	298	10	308	294	10	304	291	20	301
Citeureup	520	183	703	499	179	678	468	169	637
Denpasar	180	20	200	177	20	197	174	22	196
Gatot Subroto	83	4	87	-	-	-	-	-	-
Ibic Brunei	9	-	9	8	-	8	8	-	8

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Kantor Pusat	358	263	621	392	269	661	399	286	685
Kantor Pusat KIP	237	93	330	220	91	311	214	94	308
Karawang	124	8	132	121	8	129	-	-	-
Kawasan	405	14	419	397	12	409	377	12	389
Kebon Candi	452	38	490	446	38	484	442	39	481
Klaten	833	65	898	817	64	881	810	62	872
Lampung	90	5	95	91	4	95	88	5	93
Langkat	165	9	174	169	9	178	168	8	176
Legos	62	2	64	68	1	69	66	1	67
Mambal	497	94	591	459	95	554	406	100	506
Manado	44	4	48	44	4	48	45	4	49
Medan	93	5	98	92	7	99	91	8	99
Mekarsari	999	82	1,081	975	82	1.057	944	80	1,024

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Palapa	325	7	332	322	7	329	313	7	320
Pandaan	895	167	1,062	876	162	1,038	832	155	987
Pulo Kambing	80	5	85	82	5	87	82	4	86
Rawa Domba	62	4	66	60	4	64	58	3	61
Regional 3	81	23	104	84	23	107	83	23	106
Rungkut	122	8	130	122	8	30	115	8	123
Semarang	104	12	116	103	12	115	98	12	110
Sembung Gede	-	-	-	111	2	113	148	2	150
Sentul Plant	155	6	161	154	6	160	155	8	163
Solo	76	6	82	79	8	87	79	8	87
Solok	121	18	139	118	18	136	120	18	138
Subang	432	24	456	420	23	443	417	22	439
Tanggamus	168	8	176	165	9	174	162	12	174
Wonosobo	284	25	309	275	25	300	272	26	298
Yogyakarta	94	14	108	97	13	110	96	10	106
Total	**10,573**	**1,547**	**12,120**	**10,445**	**1,515**	**11,960**	**10,276**	**1,517**	**11,793**

M: Male, F: Female

Employee Recruitment and Turnover [GRI 401-1]

New Employees Based on Region, Gender, and Age

Region	2018 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2019 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2020 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total
Airmadidi	1						1	-	1		2					-	2	2							-	-	-
Bandung	3	1					3	1	4	6						6	-	6	2	1					2	1	3
Banyuwangi							-	-	-							-	-	-	52	13	9				61	13	74
Bekasi						1	-	1	1						1	-	1	1							-	-	-
Berastagi		1					-	1	1							-	-	-	1		1				2	-	2
Caringin							-	-	-	40	3	20	1			60	4	64	14	1	1				15	1	16
Cianjur							-	-	-	1	1	3				4	1	5									
Cibinong	4						4	-	4	2						2	-	2							-	-	-
Ciherang							-	-	-	6		1				7	-	7	3		1				4	-	4
Ciputat	4						4	-	4	5						5	-	5	1						1	-	1
Citeureup							-	-	-		1					-	1	1	1						1	-	1
Denpasar	4	3					4	3	7	6						6	-	6	4	1					4	1	5

Region	2018						Total			2019						Total			2020						Total		
	Under 30		30-50		Above 50		M	F	Total	Under 30		30-50		Above 50		M	F	Total	Under 30		30-50		Above 50		M	F	Total
	M	F	M	F	M	F				M	F	M	F	M	F				M	F	M	F	M	F			
Kantor Pusat	42	51	35	21			77	72	149	37	46	23	10			60	56	116	31	37	17	8	1		49	45	94
Kantor Pusat KIP	6	10	2				8	10	18	10	14	1	1			11	15	26	5	5					5	5	10
Karawang							-	-	-	1						1	-	1	6						6	-	6
Kawasan							-	-	-	12						12	-	12	1						1	-	1
Klaten							-	-	-			1				1	-	1							-	-	-
Lampung (Depo)	3						3	-	3	2						2	-	2							-	-	-
Langkat	16						16	-	16	5	2	1				6	2	8							-	-	-
Mambal							-	-	-							-	-	-		1					-	1	1
Manado	1						1	-	1							-	-	-	1						1	-	1
Medan	1						1	-	1	1	1					1	1	2	1	1					1	1	2
Mekarsari							-	-	-		1					-	1	1							-	-	-
Palapa	7						7	-	7	5						5	-	5	1						1	-	1
Pandaan			1				1	-	1	1		1				2	-	2							-	-	-
Pulo Kambing	1						1	-	1	5						5	-	5	1						1	-	1

Region	2018						Total			2019						Total			2020						Total		
	Under 30		30-50		Above 50					Under 30		30-50		Above 50					Under 30		30-50		Above 50				
	M	F	M	F	M	F	M	F	Total	M	F	M	F	M	F	M	F	Total	M	F	M	F	M	F	M	F	Total
Rawa Domba							-	-	-	1						1	-	1	2						2	-	2
Regional 3 East	4	1		3			4	4	8	2	3			3		5	3	8	1	6	2	1			3	7	10
Rungkut							-	-	-	7						7	-	7							-	-	-
Semarang	1	2					1	2	3	1						1	-	1	2	1					2	1	3
Sembung Gede							-	-	-							-	-	-	2		1				3	-	3
Sentul							-	-	-							-	-	-	5						5	-	5
Solo				1			1	-	1	1						1	-	1							-	-	-
Solok	1						1	-	1	1						1	-	1	3	1					3	1	4
Tanggamus	60	1	1				61	1	62	10	1					10	1	11							-	-	-
Wonosobo	8						8	-	8	1						1	-	1							-	-	-
Yogyakarta	1	2				1	1	3	4	7		3				10	-	10							-	-	-
	168	72	40	25	-	1	208	98	306	176	75	57	12	-	1	233	88	321	140	68	32	9	1	-	173	77	250

M: Male, F: Female

Employees Turnover Based on Area, Gender, and Age

Region	2018 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2019 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2020 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total
Airmadidi	5		4	3			9	3	12	3		7	2	1	1	11	3	14	2		5	3	1		8	3	11
Babakan Pari		1	2	1	3	1	5	3	8			1		2	1	3	1	4			1	1	4		5	1	6
Bandung	1		4				5	-	5	3		7		1		11	-	11	1				3		3	1	4
Banyuwangi							-	-	-							-	-	-	9	1	3				12	1	13
Bekasi			2		9	5	11	5	16			1		8	15	9	15	24			2		5	8	7	8	15
Berastagi	6		27	10	2		35	10	45	4		22	7	3		29	7	36	1	1	9	1	2	1	12	3	15
Caringin							-	-	-	2		2				4	-	4	2	1	2				4	1	5
Cianjur			1				1	-	1			2	1			2	1	3	2	2	2				4	2	6
Cibinong			4		1		5	-	5	2		2	1	3		7	1	8			3		4		7	-	7
Ciherang	2		2		1		5	-	5			1				1	-	1	2			1			2	1	3
Cikarang							-	-	-							-	-	-			1		1		2	-	2
Ciputat			5		9		14	-	14			1		8		9	-	9			1		3		4	-	4
Citeureup	14		7	6	11	1	32	7	39	1		7	2	12	2	20	4	24		1	7	5	24	2	31	8	39
Denpasar	2	1	4		6		12	1	13	1		5		2		8	-	8	2		3		4		9	-	9
Gatot Subroto							-	-	-	1						1	-	1							-	-	-

Region	2018 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2019 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total	2020 Under 30 M	F	30-50 M	F	Above 50 M	F	Total M	F	Total
IBIC Brunei					3		3	-	3							-	-	-								-	-	-
Kantor Pusat	23	21	27	17	2	3	52	41	93	16	26	23	28	4	3	43	57	100	11	15	16	8	7	2	34	25	59
Kantor Pusat KIP	3	11	3	2	8	3	14	16	30	1	5	8	1	8	5	17	11	28	9	6	3		4	1	16	7	23
Karawang			1		1		2	-	2					3		3	-	3			1	1	6		7	1	8
Kawasan	1		6		10	1	17	1	18	1		5		13	1	19	1	20	1		7		16		24	-	24
Kebon Candi		1	1				1	1	2			4		1		5	-	5			3		1		4	-	4
Klaten			1	1	1		2	1	3	1		10		1		12	-	12			2		4	2	6	2	8
Lampung (Depo)			1				1	-	1							-	-	-					2		2	-	2
Langkat	13						13	-	13	3	1					3	1	4							-	-	-
Mambal	2	1	9	2	5	2	16	5	21	1		5		6		12	-	12	1	1	5		10	2	16	3	19
Manado	1						1	-	1							-	-	-	1						-	1	1
Medan			1		1		2	-	2			1		3		4	-	4	1				1		2	-	2
Mekarsari			15	5	4	1	19	6	25			5	1	4		9	1	10			20	2	11		31	2	33

Region	2018 Under 30 M	2018 Under 30 F	2018 30-50 M	2018 30-50 F	2018 Above 50 M	2018 Above 50 F	2018 Total M	2018 Total F	2018 Total	2019 Under 30 M	2019 Under 30 F	2019 30-50 M	2019 30-50 F	2019 Above 50 M	2019 Above 50 F	2019 Total M	2019 Total F	2019 Total	2020 Under 30 M	2020 Under 30 F	2020 30-50 M	2020 30-50 F	2020 Above 50 M	2020 Above 50 F	2020 Total M	2020 Total F	2020 Total
Palapa	1		8		10		19	-	19	2		3		3		8	-	8	1		1		8		10	-	10
Pandaan			10		14	4	24	4	28	1		3	2	13	4	17	6	23			7	2	31	7	38	9	47
Pulo Kambing					4		4	-	4	1				4		5	-	5	2			1	2		4	1	5
Rawa Domba					1		1	-	1			1		2		3	-	3			1		2	1	3	1	4
Regional 3 East			1	3	2	1	3	4	7	2	1	2	1	1	3	5	5	10	1	2	2		3		6	2	8
Rungkut			5		2		7	-	7	2		1		3		6	-	6			1		3	1	4	1	5
Semarang			1		3		4	-	4			1		1		2	-	2		1			7		7	1	8
Sembung Gede							-	-	-							-	-	-			1				1	-	1
Sentul							-	-	-			3				3	-	3	3		3		4		10	-	10
Solo			2				2	-	2					2		2	-	2		1			2		2	1	3
Solok	1				1		2	-	2	1						1	-	1			3				3	-	3
Subang	1		6	1	1		8	1	9			8	1	3		11	1	12			2	1	1		3	1	4
Tanggamus	6	1	5				11	1	12	17						17	-	17	3						3	-	3
Wonosobo	2		1		3		6	-	6	15		3				18	-	18			2				2	-	2
Yogyakarta			1				1	-	1	1		7		2		10	-	10	1		1			1	2	1	3
Total	84	37	167	51	118	22	369	110	479	82	33	152	48	118	35	352	116	468	53	34	123	27	177	27	353	88	441

M: Male, F: Female

Employees Turnover Based on Area, Gender, and Age

Region	2018 Under 30 M	2018 Under 30 F	2018 30-50 M	2018 30-50 F	2018 Above 50 M	2018 Above 50 F	2018 Total M	2018 Total F	2018 Total	2019 Under 30 M	2019 Under 30 F	2019 30-50 M	2019 30-50 F	2019 Above 50 M	2019 Above 50 F	2019 Total M	2019 Total F	2019 Total	2020 Under 30 M	2020 Under 30 F	2020 30-50 M	2020 30-50 F	2020 Above 50 M	2020 Above 50 F	2020 Total M	2020 Total F	2020 Total
Airmadidi	4%		2%		7%		2%	5%	3%	3%					20%	3%	5%	3%	2%		2%		7%	6%	2%	6%	3%
Babakan Pari			1%	4%	15%	33%	2%	10%	3%			0%		8%	25%	1%	3%	1%			0%		4%	15%	2%	3%	2%
Bandung	6%		3%				3%		3%	18%		6%		3%		7%		6%			17%		9%		2%	8%	2%
Banyuwangi																			21%	8%	17%				19%	7%	17%
Bekasi			4%		14%	12%	9%	8%	8%			2%		13%	39%	8%	30%	14%			5%		8%	25%	6%	20%	10%
Berastagi	18%		8%	9%	15%		9%	9%	9%	22%		7%	8%	18%		9%	7%	8%	7%		3%	1%	9%	11%	4%	3%	4%
Caringin										5%		6%				5%		5%	4%	17%	5%				4%	14%	5%
Cianjur			1%				0%		0%			1%	13%			1%	6%	1%	2%	29%	1%				1%	13%	2%
Cibinong			3%		3%		2%		2%	13%	1%	13%	8%			4%	10%	4%			2%		9%		4%		3%
Ciherang	2%		1%		33%		2%		2%			1%				0%		0%	3%		14%				1%	8%	1%
Cikarang																					1%		3%		2%		2%
Ciputat			2%		12%		5%		5%			1%		10%		3%		3%			1%		3%		1%		1%
Citeureup	39%		2%	4%	9%	5%	6%	4%	6%	5%		2%	1%	8%	6%	4%	2%	4%		20%	2%	4%	17%	4%	7%	5%	6%
Denpasar	8%	25%	3%		18%		7%	5%	7%	4%		5%		5%		5%		4%									
Gatot Subroto																											

Region	2018						Total			2019						Total			2020						Total		
	Under 30		30-50		Above 50					Under 30		30-50		Above 50					Under 30		30-50		Above 50				
	M	F	M	F	M	F	M	F	Total	M	F	M	F	M	F	M	F	Total	M	F	M	F	M	F	M	F	Total
IBIC Brunei					75%																						
Kantor Pusat	36%	20%	10%	12%	6%	18%	15%	16%	15%	20%	24%	9%	20%	8%	13%	11%	21%	15%									
Kantor Pusat KIP	13%	32%	2%	5%	13%	20%	6%	17%	9%	5%	15%	6%	2%	12%	42%	8%	12%	9%	50%	18%	3%		5%	7%	7%	7%	7%
Karawang			1%		4%		2%		2%					11%		2%		2%									
Kawasan	2%		3%		8%	25%	4%	7%	4%	2%		2%		10%	20%	5%	8%	5%	2%		4%		12%		6%		6%
Kebon Candi		14%	0%				0%	3%	0%			1%		6%		1%		1%			1%		5%		1%		1%
Klaten			0%	2%	4%		0%	2%	0%	1%		2%		3%		1%		1%			0%		8%	33%	1%	3%	1%
Lampung (Depo)																											
Langkat	9%						8%		7%	2%	13%					2%	11%	2%									
Legos												2%	100%	25%		3%	100%	4%			6%				5%		4%
Mambal	4%	33%	2%	3%	7%	11%	3%	5%	4%	3%		1%		7%		3%		2%	5%	33%	2%		11%	6%	4%	3%	4%
Manado	6%						2%		2%																	25%	2%
Medan			2%		9%		2%		2%			2%		23%		4%		4%	6%				8%		2%		2%
Mekarsari			2%	7%	5%	25%	2%	7%	2%			1%	1%	4%		1%	1%	1%			2%	3%	9%		3%	3%	3%

Region	2018						Total			2019						Total			2020						Total		
	Under 30		30-50		Above 50					Under 30		30-50		Above 50					Under 30		30-50		Above 50				
	M	F	M	F	M	F	M	F	To-tal	M	F	M	F	M	F	M	F	To-tal	M	F	M	F	M	F	M	F	To-tal
Palapa	2%		4%		20%		6%		6%	4%		1%		5%		2%		2%	2%		0%		12%		3%		3%
Pandaan			1%		8%	6%	3%	2%	3%	5%	0%	2%		7%	6%	2%	4%	2%			1%	3%	15%	9%	5%	6%	5%
Pulo Kambing					18%		5%		5%	6%				18%		6%		6%	14%				50%	7%	5%	25%	6%
Rawa Domba					7%		2%		2%			2%		13%		5%		5%			3%		12%	100%	5%	33%	7%
Regional 3 East																											
Rungkut			6%		7%		6%		5%	12%		1%		9%		5%		5%			2%		9%	33%	3%	13%	4%
Semarang			1%		23%		4%		3%			1%		6%		2%		2%		100%			58%		7%	8%	7%
Sembung Gede																					1%				1%		1%
Sentul																											
Solo			4%				3%		2%					9%		3%		2%		100%			8%		3%	13%	3%
Solok	2%				100%		2%		1%	2%						1%		1%			4%				3%		2%
Subang	10%		1%		4%	5%	2%	4%	2%			2%	5%	14%		3%	4%	3%				1%	5%	3%	1%	5%	1%
Tanggamus	4%	14%	22%				7%	13%	7%	13%						10%		10%	3%						2%		2%
Wonosobo	2%		1%		30%		2%		2%	24%		2%				7%		6%			1%				1%		1%
Yogyakarta			1%				1%		1%	10%		10%		13%		10%	9%					1%	11%	6%			
Total	34%	15%	2%	5%	9%	9%	3%	7%	4%	5%	13%	2%	5%	8%	13%	3%	7%	4%	4%	13%	2%	9%	11%	9%	3%	6%	4%

M: Male, F: Female

Employee Resignation Reasons

Reason for Resignation	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Accumulated Disclipinary Actions	8		8	3		3	10		10
Cross Country CBU Movement			-	1		1	1		1
Contract period expiration	27	4	31	36	14	50	17	8	25
Serious violation			-	4		4	1		1
Mutual termination	2	1	3	4	3	7	4		4
Absent	1		1	3		3	4		4
Resignation	91	51	142	92	52	144	52	32	84
Early retirement	131	32	163	100	22	122	93	18	111
Normal retirement	72	18	90	71	22	93	116	19	135
Court ruling	1		1	1		1	1		1
Failed probation	6	1	7	6		6	10	2	12
Other (Passed away)	24	3	27	27	3	30	38	8	46
Incident outside work premises (passed away)	2		2	1		1	2		2
Prolonged illness (passed away)	4		4	3		3	4	1	5
Total	**369**	**110**	**479**	**352**	**116**	**468**	**353**	**88**	**441**

M: Male, F: Female

Maternity or Parental Leave [GRI 401-3]

The Return to Work Rate and Retention Rate after Maternity or Parental Leave

	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Total number of employees taking maternity or parental leave	754	57	811	704	71	775	656	54	740
Total number of employees returning after maternity or parental leave	754	57	811	704	71	775	656	54	740
Total number of employees returning and continuing to work 12 months after maternity or parental leave	737	49	786	696	69	765	677	49	726
Return to Work Rate*	100%	100%	100%	100%	100%	100%	100%	100%	100%
Retention Rate **	98%	86%	97%	92%	121%	94%	96%	69%	94%

M: Male, F: Female

* Return to work rate: Percentages of employees returning to work after maternity or parental leave.

**Retention rate: Percentage of employees returning and continuing to work 12 months after maternity or parental leave.

Employee Training on HSE [GRI 403-5]

Total Hours of HSE-related Training

Employee Category	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	-	-	-	-	-	-	-	-	-
Director	33	-	33	14	-	14	9	-	9
Manager	1,506	1,014	2,520	2,524	1,697	4,221	475	296	771
Supervisor	4,680	1,425	6,105	4,937	2,139	7,076	1,403	605	2,008
Staff	49,765	5,530	55,295	52,410	5,826	58,236	47,891	5,157	53,048
Total	**55,984**	**7,969**	**63,953**	**59,885**	**9,662**	**69,547**	**49,778**	**6,058**	**55,836**

M: Male, F: Female

Average Number of Hours of HSE-related Training per Person

Employee Category	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	8.1	41.5	20.3	18.6	11.7	15.7	11.3	15.8	12.9
Director	38.5	8.8	30.6	48.6	36.6	44.9	14.4	32.5	19.8
Manager	62.6	47.1	57.9	50.5	48.1	49.8	32.5	28.3	31.2
Supervisor	49.8	41.5	47.8	40.3	35.7	39.2	32.3	34.0	32.7
Staff	20.6	23.1	20.8	17.2	21.7	17.6	19.8	25.6	20.3
Total	**25.9**	**31.0**	**26.6**	**21.7**	**29.2**	**22.6**	**22.0**	**28.2**	**22.8**

M: Male, F: Female

Work Accident [GRI 403-9]

Work Accident Statistics for Danone-AQUA Employees

Work Accident	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Fatalities (passed away) due to work accidents	1	0	1	0	0	0	0	0	0
High-consequence work-related injuries	1	0	1	6	0	6	4	1	5
Recordable work-related injuries*	12	0	12	15	4	19	10	2	12
Total working hours in a year	22,250,495	3,324,787	25,575,282	21,400,116	3,197,719	24,597,835	20,973,719	3,134,004	24,107,723

M: Male, F: Female

* High-consequence work-related injuries: injuries from which employees are unable to fully recover (e.g. amputations, permanent disability) or need 6 (six) months or more for a full recovery (e.g. bone fracture with complications).

Work Accident Statistics for Third Party Employees

Work Accident	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Fatalities (passed away) due to work accidents	0	0	0	0	0	0	0	0	0
High-consequence work-related injuries	0	0	0	0	0	0	0	0	0
Recordable work-related injuries*	0	0	0	2	0	2	1	0	1
Total working hours in a year	2,644,174	395,106	3,039,280	2,904,469	434,001	3,338,470	2,764,315	413,058	3,177,373

M: Male, F: Female

Work Accident Rate of for Danone-AQUA Employees*

Data	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Fatality Rate	0.04	-	0.04	-	-	-	-	-	-
High-consequence work-related injuries rate	0.04	-	0.04	0.28	-	0.24	0.19	0.32	0.21
C	0.54	-	0.47	0.70	1.25	0.77	0.48	0.64	0.50

M: Male, F: Female

*Work-related injuries per 1,000,000 working hours

Work Accident Rate of Third Party*

Data	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Fatality Rate	-	-	-	-	-	-	-	-	-
High-consequence work-related injuries rate	-	-	-	-	-	-	-	-	-
High-consequence work-related injuries rate	-	-	-	0.69	-	0.60	0.36	-	0.31

M: Male, F: Female

*Work-related injuries per 1,000,000 working hours

Employee Training [GRI 404-1]

Total Training Hours

Employee Category	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	57	166	223	130	58	188	79	63	142
Director	424	35	459	535	183	718	202	195	397
Manager	31,038	10,168	41,205	27,043	10,681	37,724	18,571	7,108	25,679
Supervisor	61,399	15,816	77,215	49,899	14,048	63,947	39,832	13,663	53,496
Staff	181,572	21,760	203,331	148,912	19,289	168,201	167,196	21,821	189,017
Total	**274,489**	**47,944**	**322,433**	**226,519**	**44,259**	**270,778**	**225,881**	**42,850**	**268,731**

M: Male, F: Female

Note: Data does not include E-learnings.

Average Hours of Training per Person

Employee Category	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	8.1	41.5	20.3	18.6	11.7	15.7	11.3	15.8	12.9
Director	38.5	8.8	30.6	48.6	36.6	44.9	14.4	32.5	19.8
Manager	62.6	47.1	57.9	50.5	48.1	49.8	32.5	28.3	31.2
Supervisor	49.8	41.5	47.8	40.3	35.7	39.2	32.3	34.0	32.7
Staff	20.6	23.1	20.8	17.2	21.7	17.6	19.8	25.6	20.3
Total	**25.9**	**31.0**	**26.6**	**21.7**	**29.2**	**22.6**	**22.0**	**28.2**	**22.8**

M: Male, F: Female

Note: Data does not include E-learnings.

Total Participants of Training Programs

Employee Category	2018			2019			2020		
	M	F	Total	M	F	Total	M	F	Total
Executive Commitee	1	1	2	3	2	5	4	2	6
Director	8	1	9	15	5	20	18	7	25
Manager	466	197	663	511	223	734	561	248	809
Supervisor	967	258	1,225	993	299	1,292	1,207	365	1,572
Staff	6,940	761	7,701	6,386	738	7,124	7,388	822	8,210
Total	**8,382**	**1,218**	**9,600**	**7,908**	**1,267**	**9,175**	**9,178**	**1,444**	**10,622**

M: Male, F: Female

Note: Data does not include E-learnings.

Employees Participating in Performance Assessment [GRI 404-3]

Employee Category	2018						2019						2020					
	M		F		Total		M		F		Total		M		F		Total	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Executive Commitee	7	100	4	100	11	100	7	100	5	100	12	100	7	100	4	100	11	100
Director	11	100	4	100	15	100	11	100	5	100	16	100	14	100	6	100	20	100
Manager	495	100	216	100	711	100	536	100	222	100	758	100	572	100	251	100	823	100
Supervisor	1,229	100	381	100	1,610	100	1,239	100	393	100	1,632	100	1,232	100	402	100	1,634	100
Staff	8,831	100	942	100	9,773	100	8,652	100	890	100	9,542	100	8,451	100	854	100	9,305	100
Total	**10,573**	**100**	**1,547**	**100**	**12,120**	**100**	**10,445**	**100**	**1,515**	**100**	**11,960**	**100**	**10,276**	**100**	**1,517**	**100**	**11,793**	**100**

GRI Index [GRI 102-55]

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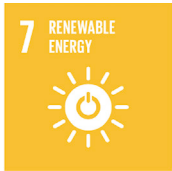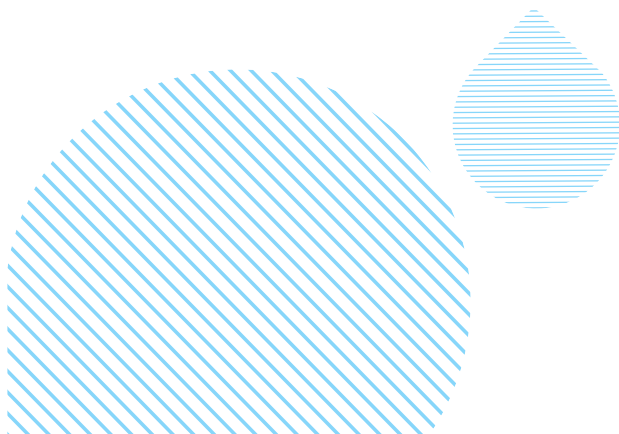| GRI Standards	Disclosure		Page
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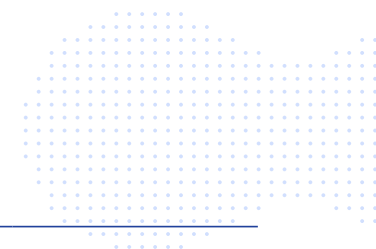
Linking the SDGs and the GRI Standards

SDGs	Business Theme	Relevance with GRI Standards	
1. NO POVERTY End poverty in all its forms everywhere.	Availability of products and services for low-income communities	GRI 203: Indirect Economic Impacts	203-1
	Economic development in areas of highest poverty	GRI 203: Indirect Economic Impacts	203-1
		GRI 413: Local Communities	413-1
	Income, salary, and benefits	GRI 401: Employment	401-2
		GRI 202: Market Presence	202-1
2. ZERO HUNGER End hunger, achieve food security and improved nutrition, as well as promote sustainable agriculture.	Economic development in areas of highest poverty	GRI 203: Indirect Economic Impacts	203-1
		GRI 413: Local Communities	413-1
3. GOOD HEALTH AND WELL-BEING Ensure healthy lives and promote well-being for all at all ages.	Well-being	GRI 401: Employment	401-2
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	Air quality	GRI 305: Emissions	305-1; 305-2; 305-3; 305-4; 305-5; 305-6; 305-7
	Occupational health and safety	GRI 403: Occupational Health and Safety	403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8; 403-9

SDGs	Business Theme	Relevance with GRI Standards	
	Waste	GRI 306: Waste	306-2
	Customer health	GRI 416: Customer Health and Safety	416-1; 416-2
4. QUALITY EDUCATION Ensure equal distribution of quality education and increase learning opportunities for everyone	Employee training and education	GRI 404: Training and Education	404-1; 404-2; 404-3
	Scholarship awarding	GRI 413: Local Communities	413-1
5. GENDER EQUALITY Achieve gender equality and empower all women and girls .	Equal remuneration for women and men	GRI 406: Non-discrimination	406-1
		GRI 202: Market Presence	202-1
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	Women empowerment	GRI 203: Indirect Economic Impacts	203-1

SDGs	Business Theme	Relevance with GRI Standards	
	Water consumption	GRI 303: Water and Effluents	303-1; 303-2; 303-3; 303-4
	Waste	GRI 306: Waste	306-1; 306-2; 306-3

6. CLEAN WATER AND SANITATION

Ensure availability and sustainable management of water and sanitation for all.

SDGs	Business Theme	Relevance with GRI Standards	
	Energy efficiency	GRI 302: Energy	302-1; 302-3; 302-4

7. AFFORDABLE AND CLEAN ENERGY

Ensure access to affordable, reliable, sustainable and modern energy for all.

SDGs	Business Theme	Relevance with GRI Standards	
8. DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all.	Changing the productivity of different organizations, sectors or the entire economy	GRI 203: Indirect Economic Impacts	203-1
	Diversity and equality of opportunity	GRI 406: Non-discrimination	406-1
	Income, salary and benefits	GRI 401: Employment	401-1; 401-2
	Economic performance	GRI 203: Indirect Economic Impacts	203-1
	Freedom of association and collective bargaining	GRI 102: General Disclosures 2016 - Collective bargaining agreements	102-41
	Indirect impacts on job creation	GRI 203: Indirect Economic Impacts	203-1
	Supply chain supported jobs	GRI 102: General Disclosures 2016 – Supply chain	102-9
	Worker relations	GRI 102: General Disclosures 2016 – Collective bargaining agreements	102-41
	Occupational Health and Safety	GRI 403: Occupational Health and Safety	403-1; 403-2; 403-3; 403-4; 403-5; 403-6; 403-7; 403-8; 403-9
	Employment	GRI 102: General Disclosures 2016 – Information on employees and other workers	102-8
	Compliance with laws and regulations	GRI 417: Marketing and Labeling	417-1; 417-2; 417-3

SDGs	Business Theme	Relevance with GRI Standards	
9 INNOVATION AND INFRASTRUCTURE	Infrastructure investment	GRI 203: Indirect Economic Impacts	203-1
	Economic development in poor areas	GRI 203: Indirect Economic Impacts	203-1
9. INDUSTRY, INNOVATION AND INFRA-STRUCTURE Build quality infrastructure, encourage sustainable industrial improvement, and encourage innovation.			
10 REDUCED INEQUALITIES	Economic development in poor areas	GRI 203: Indirect Economic Impacts	203-1
	Equality	GRI 406: Non-discrimination	406-1
		GRI 404: Training and Education	404-1; 404-2; 404-3
10. REDUCED INEQUALITIES Reduce disparities within and between countries.			
11 SUSTAINABLE CITIES AND COMMUNITIES	Infrastructure investments	GRI 203: Indirect Economic Impacts	203-1
11. SUSTAINABLE CITIES AND COMMUNITIES Build quality, safe, and sustainable cities and settlements.			

SDGs	Business Theme	Relevance with GRI Standards	
12. RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns .	Air quality	GRI 305: Emissions	305-1, 305-2, 305-3, 305-4, 305-5, 305-6 305-7
	Energy efficiency	GRI 302: Energy	302-1; 302-3; 302-4
	Material	GRI 301: Material	203-1
	Information and labeling of products and services	GRI 417: Marketing and Labeling	417-1, 417-2, 417-3
	Waste	GRI 306: Waste	306-2
	Water	GRI 303: Water and Effluents	303-1; 303-2; 303-3; 303-4
13. CLIMATE ACTION Take urgent action to combat climate change and its impacts.	Energy efficiency	GRI 302: Energy	406-1
	Emission	GRI 305: Emissions	305-1, 305-2, 305-3, 305-4, 305-5, 305-6 305-7
14. LIFE BELOW WATER Conserve and sustainably use the oceans, seas and marine resources for sustainable development.	Waste	GRI 306: Waste	306-2
	Water	GRI 303: Water	303-1; 303-2; 303-3; 303-4
	Emissions	GRI 305: Emissions	305-1: 305-2; 305-3; 305-4; 305-5; 305-6; 305-7

SDGs	Business Theme	Relevance with GRI Standards	
16. PEACE, JUSTICE AND STRONG INSTITUTIONS Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	Anti-corruption	GRI 205: Anti-corruption	205-2, 205-3
	Compliance with regulations and laws	GRI 102: General Disclosures 2016 – Values, principles, standards, and norms of behavior	102-16
		GRI 417: Marketing and Labeling	417-1; 417-2; 417-3
		GRI 416: Customer Health and Safety	416-1; 416-2
	Ethical and lawful behavior	GRI 102: General Disclosures 2016 – Values, principles, standards, and norms of behavior	102-16
	Inclusive decision making	GRI 102: General Disclosures 2016 – Governance, stakeholder engagement, collective bargaining agreements	102-18; 102-40; 102-41; 102-42; 102-43; 102-44
17. PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalize the global partnerships for sustainable development	External initiatives	GRI 102: General Disclosures 2016 – External initiatives	102-12

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