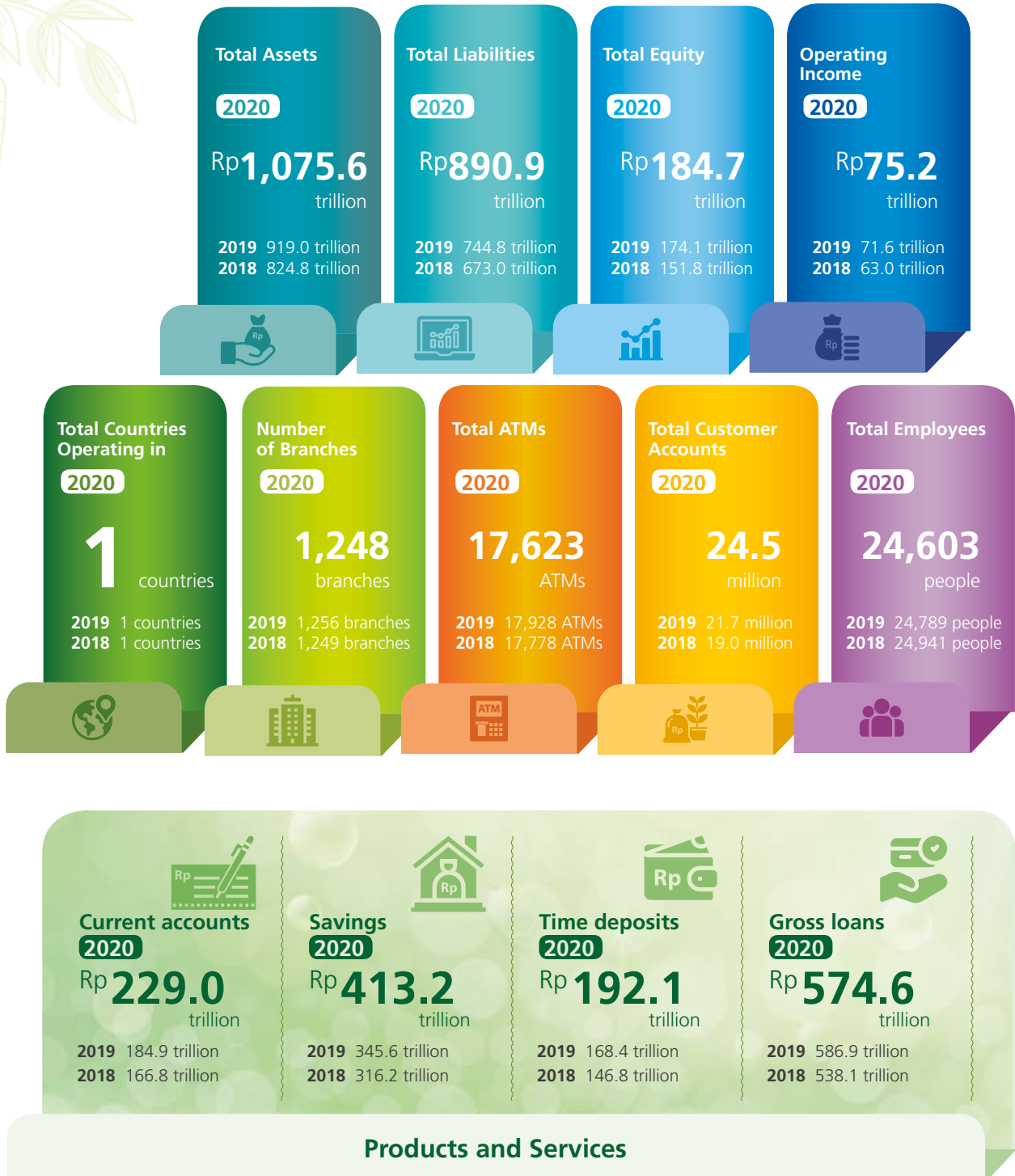


## Business Scale [102-7,102-4] [FN-CB-000.A]



### Products and Services

The business scale also includes market share and customer type. BCA ensures that its presence can be reached by different groups, from individual customers, corporations, commercial customers, to Micro, Small and Medium Enterprises (MSMEs). Hence, BCA continues to develop technological innovations to provide digital banking that can be accessed anywhere and at anytime to fulfill the need for banking transactions easily. [102-6]



**Operational Areas and Changes in Branch Offices** [102-4, 102-6, 102-10]

BCA operates throughout Indonesia. Its branch offices are located in cities and towns, and none of these offices are located in or adjacent to conservation or protected areas

In 2020, there were changes due to the closure of several branches due to reduced transactions at these branches.

**Products and Services** [102-2]

Further information on banking products and services can be found on the Company website <https://www.bca.co.id/id/Individu/Produk> and in the 2020 Annual Report.

# REPORT PROFILE

“BCA delivers its sustainability report in **response** to stakeholder **needs**, and it **conveys information on** the economic, environment, social, and governance performance risk management “



**Basis of the Report** [102-54]

BCA’s sustainability performance reporting fulfills its commitment to support the Sustainable Development Goals (SDG) and is in compliance with the Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 concerning Sustainable Finance in Indonesia. The sustainability performance covers the economic (profit), environment (planet), social, and sustainability governance aspects. The sustainability report also reflects the BCA Sustainability Pillars.

Other guidelines used to prepare the Sustainability Report include

- Global Reporting Initiatives (GRI Standards) “core option”;
- GRI Financial Sector Supplement Disclosures (FS);
- Sustainability Accounting Standards Board (SASB) for Commercial Banks category; and
- Sustainable Banking Assessment (SUSBA) Environmental, Social, and Governance (ESG) Integration Pillars from The World Wildlife Fund (WWF).

**Report Cycle** [102-50, 102-51, 102-52]

BCA publishes its Sustainability Report annually, separately from its Annual Report, however the contents of these two reports are complementary. This report is a continuation of the 2019 Sustainability Report, which was published on March 11, 2020. This report contains the sustainability performance for the period January 1 - December 31, 2020, and includes comparisons with the previous two years’ data in important performance sections.



● Annual General Meeting of Shareholders BCA 2020.



● Analyst Meeting Semester I 2020 - Navigating the Company Through Pandemic.