



## Validation and Verification [102-32, 102-56]

The contents of this report have been validated by internal parties and verified by an independent external party.



### Internal parties:

- Data and information, including material topics were approved and validated by all data contributors and the highest management from related functions, to ensure the accuracy and reliability of the data.
- Disclosure of performance and sustainability strategy was reviewed by the Finance & Planning Director and other relevant Directors.
- The Board of Directors conducted a review of the verification results from an independent party.
- The Board of Directors and Board of Commissioners approval sheets are presented in this report.

### External parties:

- Financial data, audited by Public Accounting Firm Tanudiredja, Wlbisana, Rintis & Rekan.
- The verification was carried out by SR Asia, an assurance service, using the AA 1000 AS (V3), Type 1 and 2 Standards, specifically for economic performance with a Moderate Level. The assurance process was one of the activities undertaken in developing this Sustainability Report to ensure the reliability of its information and data presented. BCA ensured that there was no conflict of interest in this verification process and that the selection of SR Asia as an assessor was determined independently.

## Previous Year's Report Feedback

We received input related to the 2019 Sustainability Report with suggestions on how to improve the ESG performance continuously. Following this input, BCA has disclosed more information on reducing CO2 emissions in an effort to reduce the impact of extreme climate change. This information disclosure is in response to questions from many investors, as well as the initiation of recording and development of climate change mitigation and adaptation strategies. Information on employment, diversity and equality, as well as human rights is also presented in a more comprehensive manner, complementing the information in the 2020 Annual Report.

We have also paid attention to the verification process (assurance) response in the 2019 report. We have adjusted the sustainability strategies and policies, and carried out stakeholder mapping to ascertain their input and needs. We have improved on the results of the strategy adjustments, stakeholder mapping, and identification of material topics, and these are presented in this report.

For the input received, BCA would like to extend our thank you and will continue to improve the quality of our reporting. Responses to this 2020 sustainability report can be submitted to: [102-3, 102-53]

## Corporate Secretary and Communication

### Hera F. Haryn

Head Office Address:

Menara BCA, 20<sup>th</sup> Floor  
Grand Indonesia

Jl. M.H. Thamrin No.1 Jakarta 10310, Indonesia

Tel. (62 21) 2358 8000

Fax. (62 21) 2358 8300

E-mail: [humas@bca.co.id](mailto:humas@bca.co.id)