

Sustainability Performance Achievements



Operational and Economic Performance



Net income

Rp**27.1**
trillion

5.0% YoY



Tax payment

Rp**6.4**
trillion

16.8% YoY



CASA

Rp**642.1**
trillion

21.0% YoY



Total sustainable
business
financing (KKUB)

Rp**127.0**
trillion

1.5% YoY



KKUB to total
bank financing

22.1%

0.8% YoY



Frequency
of internet &
mobile banking
transactions

9.6
billion

50.8% YoY



Social and Community Performance

1 Female occupying Director positions

16.7%

2 Female occupying Branch Heads positions

56.7%

3 Female employees out of total employees with promotional opportunities

64.1%

4 Employees participating in Sustainable Finance Training

874

5 Bakti BCA Scholarship

Rp5.5 billion **↑ 3.8%**

6 Assisted Schools

20 schools **↑ 17.6%**

7 Financial Literacy Education Participants

> 14,000 Students in 10 provinces

8 Customer Engagement (CE) Index

4.67 (scale 1-5)

790 people **↑ 8.1%**

727 teachers **↑ 34.9%**

> 90,000 People

Branch Service Quality (BSQ) Index

4.87 (scale 1-5)

9,938 students **↑ 14.3%**

Corporate Social Responsibility fund including COVID-19 assistance

Rp116.8 billion

BCA employee solidarity for COVID-19

Rp1 billion

Operational costs for handling COVID-19

Rp47.6 billion





Environmental Performance



Solar panels installed in 2 buildings generating 16,654 kWh of electrical energy in 2020 (2.6 times greater than in 2019)

66 building branches supporting the **green office** concept

2 offices With a **waste management** systems



22.5% Reduced paper usage or approximately **18.1** tons with emission reduction potential of 37.2 tons of CO₂ eq

14,700 mangroves potential to absorb 31.7 tons of CO₂ eq/year

2,100 trees in the peat restoration areas potential to absorb **8.0** tons CO₂ eq/year



8,909 hatchlings released
31 orangutan rehabilitated in Kalimantan

