

# UNIFIED RETAILING ONLINE & OFFLINE

Q3 2021

# OVERVIEW

## The Way Ahead

MAP retail Sports, Fashion, Department stores, Digital Technology, F&B, Travel, Lifestyle & Convenience stores.

Our diversified portfolio of brands are unified via our MAPCLUB APP which creates a new shopper dimension by conveying who shops where, when, why & how across the archipelago.

The Covid19 pandemic has created unprecedented challenges to retailers. MAP is adapting its model to capture sales at every layer of consumerism by leveraging our 150+ exclusive brands across all modes of physical, digital & social channels.

Our new Unified Retail strategy will reinvent the shopping experience ensuring we remain consumer relevant while upgrading our proposition across stores, brand.com, value pricing, and first class loyalty engagement.



# VISION

To be the leading  
omni-channel retailer  
in Indonesia



# VALUES

We are a  
**P.E.O.P.L.E**  
oriented company



# MISSION

To bring health, happiness  
and a more fulfilling  
lifestyle  
to our valued customers  
through our portfolio of  
world class brands and  
omni-channel retail  
network



## People Centered Approach

We put our customers, employees and the community at the heart of all our business decisions

## Empowerment

We empower our people with authority. We believe that delegation of power and autonomy promoted contribution, accountability, and entrepreneurship. Entrepreneurship is key for retailing, and it helps in the personal development of staff.

## Originality

We pioneer new concepts and ideas in all our endeavors – be it retailing, distribution, manufacturing or food & beverage.

## Principles

We subscribe to the highest principles of integrity and honesty.

## Loyalty

We cultivate strong employee and customer loyalty and long term relationships with principals, partners, landlords, and suppliers.

## Earnings

Earnings must be achieved without compromising our core values.



# MAP is SHOPPING FOR EVERYONE from dawn to dusk





# MILESTONES

**1995**

- **Incorporation**  
Started with Sports before venturing into Fashion and Lifestyle

**1997**

- Foray into **Kids products** (toys & apparel)

**2002**

- Diversified into **Food & Beverage** with Starbucks Coffee
- Started operations of **Garment Factory** in Gunung Putri, Bogor

**2003**

- Ventured into **Department Stores**



**2004**

- **IPO of MAP** (Listed on Indonesia Stock Exchange)



**2005**

- **Best Managed Company** in Indonesia - AsiaMoney



**2007**

- **Best Managed Company** in Indonesia - FinanceAsia



**2011**

- **Top 40 Companies** in Indonesia - Forbes Indonesia



**2012**

- **Most Admired Companies** in Indonesia - Fortune Indonesia
- **Best Capital Award** (nomination) - Indonesia Stock Exchange
- **#1 Retail Company** in Indonesia - SWA Magazine

**2013**

- **Nomination for Retailer of the Year (Emerging Market)** - World Retail Congress



# MILESTONES

## 2014

- **Most Powerful & Valuable Company** in Indonesia (Retail) – Warta Ekonomi
- **Corporate Social Responsibility (CSR) Award** – Finance Asia
- **Investor Relations Award** – FinanceAsia
- **Strategic partnership** with Everstone for Burger King and Domino's Pizza

## 2018

- **IPO of MAA** (MAP Active)
- **"Best in CSR"** – Padmamitra Award (National level) – for excellence in CSR from Indonesia's Ministry of Social Affairs and Forum CSR Kessos
- **Best in Corporate Communication/ PR** – SWA Group Magazine
- Launch **Planetsports.asia** & **Kidzstation.asia**

## 2015

- **Most Admired Companies** in Indonesia (Retail) – Warta Ekonomi
- **Strategic partnership** with CVC for Active Division (MAA)

## 2019

- **Ventured into new-age technology** with the launch of Digimap (Apple Premium Reseller)
- Launched **Zara.com/id** & **Zara.com/vn**
- **Launched Starbucks Dewata**, the biggest and one-of-a-kind Starbucks Reserve in South East Asia

## 2016

- Launch of **MAPEMALL.com**
- Launch of **MAP Club**
- Launch of **MAP Retail School**
- **Ventured into Vietnam** (First Zara Store in HCM City)
- **Strategic partnership** with General Atlantic for F&B Division (MBA)

## 2020

- **Ventured into Philippines** (MAP Active)
- **Top 50 Companies in Indonesia** - Forbes Indonesia

## 2017

- **IPO of MBA** (F&B)
- **Further expansion in Vietnam** (Zara in Hanoi, and Pull & Bear, Massimo Dutti and Stradivarius in HCM City)
- **Best Mid-Cap Company** in Indonesia (3rd placing) – FinanceAsia
- **Best CEO** – Obsession Media Group
- **Most Powerful Company** (Retail Trade) – Warta Ekonomi
- **"Best in CSR"** – Padmamitra Award from Jakarta Provincial Government

# ORGANIZATION STRUCTURE

## BOARD of COMMISSIONERS

**Sri Indrastuti Hadiputranto**  
Independent President Commissioner

**GBPH. H. Prabukusumo, S.Psi**  
Independent Vice President Commissioner

**Hendry Hasiholan Batubara**  
Commissioner

**Tan Enk Ee**  
Commissioner

## BOARD of DIRECTORS

**H.B.L. Mantiri**  
President Director

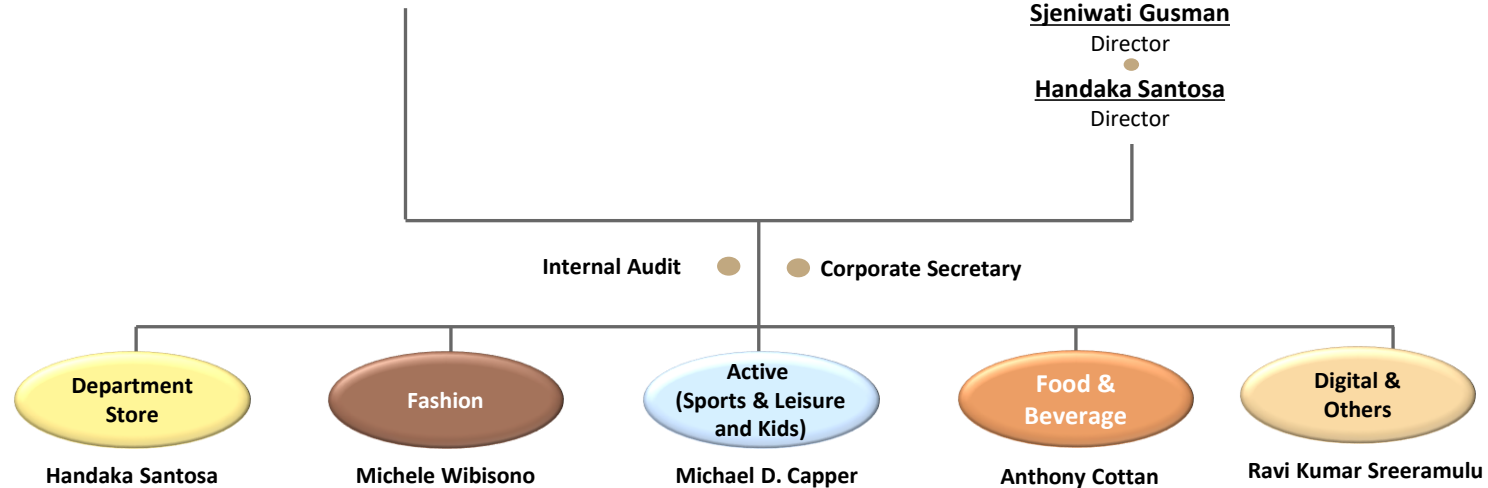
**V.P. Sharma**  
Vice President Director

**Susiana Latif**  
Director

**Michael D. Capper**  
Director

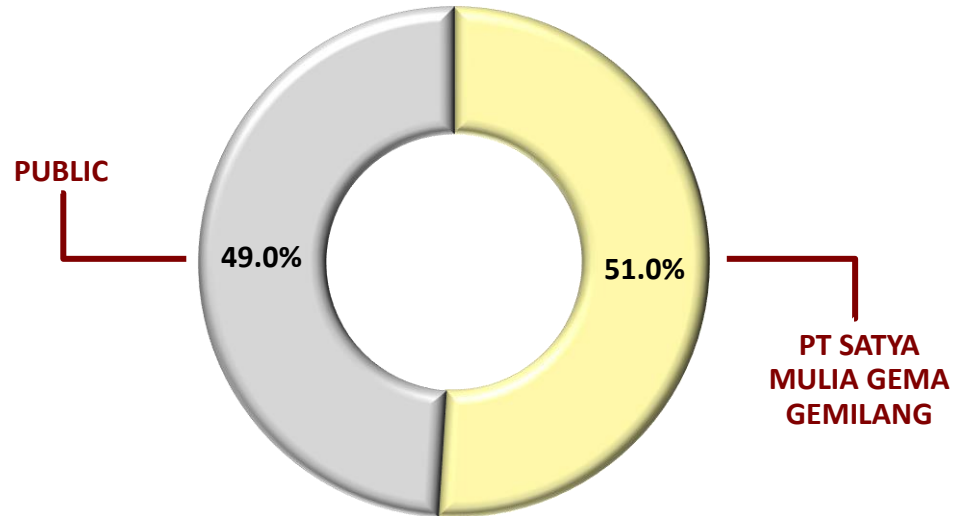
**Sjeniwati Gusman**  
Director

**Handaka Santosa**  
Director





# SHAREHOLDER STRUCTURE



## MAP – as at 30 Sept 2021

Local Share Ownership	66.4%
Foreign Share Ownership	33.6%

Note: There is no affiliation between numbers of the board of Commissioners, the Board of Directors, or Majority and/or Controlling Shareholders.

# MORE THAN 150 EXCLUSIVE BRANDS ENTERTAIN OUR SHOPPERS 24 HOURS A DAY



# WHAT IS UNIFIED RETAIL?

Integrating our offline, online and social channels into one ecosystem

## OFFLINE SALES

- MAP stores
- Brand mono stores
- Wholesale

## ANALYZE DIGITAL DATA

- CRM/ loyalty
- Social commerce



**BRAND  
MANAGER  
&  
MIM**

## ONLINE SALES

- MAPemall → [shop.MAPClub.com](http://shop.MAPClub.com)
- Multi-brand sites MAP
- Mono-brand sites MAP
- 3<sup>rd</sup> party marketplaces

## MAP CLUB

- Member acquisition
- Member reactivation
- Member customer service



# OUR LOYALTY PROGRAM



MAP CLUB  
• EXPERIENCE EVERYDAY •

- Launched in 2016
- #1 Loyalty Program in Indonesia
- Database for cross-selling and marketing
- Over 60,000 Social Media followers
- More than 20,000 mobile apps users
- Potential to create lifestyle coalition loyalty program
- **Members, as per September 30<sup>th</sup> 2021: 4.4 million**
- Average value per transaction: IDR 790.1 k
- Average shopping frequency per year: 1.7 x



Earn & Redeem Points  
Easily



Hundreds of Brands,  
Thousands of Stores



Remarkable  
Member Privileges

# 9M21 FLASH

**2,689** Retail Stores<sup>\*)</sup> **110+** Retail Concepts

**15+** Online Concepts , **150+** Exclusive brands

Physical stores in **78** Cities in Indonesia

**ASEAN** presence in Philippines, Thailand & Vietnam

**Rp12.1 trillion** sales in 9M 2021 (+**18.3%** YoY)

Digital sales growth of **48%**, **14.0%** contribution to sales

**3.2%** EBIT Margin

**16.7%** EBITDA margin

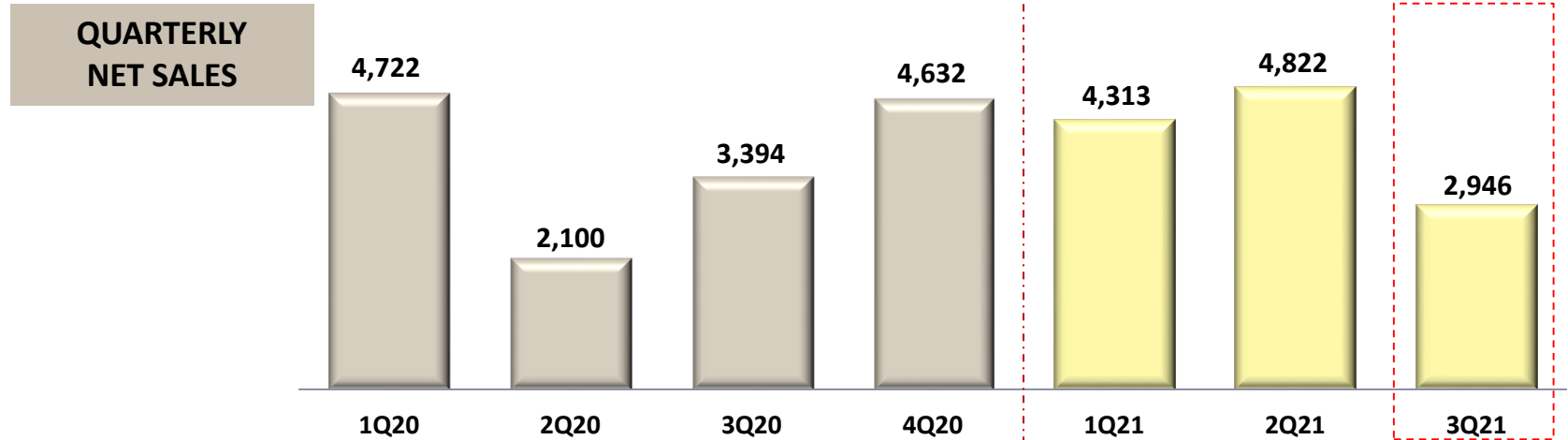
**-1.0%** net income margin in 9M 2021

*\*) Include Burger King & Domino's Pizza*



# NET SALES & GROWTH (IDR bn, %)

	<u>1Q20</u>	<u>2Q20</u>	<u>3Q20</u>	<u>4Q20</u>	<u>1Q21</u>	<u>2Q21</u>	<u>3Q21</u>
% Growth YoY	+1%	-61%	-37%	-25%	-9%	+130%	-13%



## TIMELINE

Pre-COVID Jan-Feb'20 still normal	Beginning of COVID in Mar'20 Malls closure Mar-Jun'20 (1 <sup>st</sup> PSBB Apr'20)	Since malls allowed to reopen in mid-Jun'20, there are still limitations in traffic capacity and adjustment in operating hours to date (in malls and F&B dine ins. COVID-19 vaccine started to be rolled out in Jan'21	Malls closure Jul-Aug'21 (PPKM Darurat, Level 2-4). Gradual relaxation on PPKM Level 2-3 since mid-Aug
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# FINANCIAL HIGHLIGHTS (IDR bn, %)

	AFTER PSAK 73/ IFRS 16			PRIOR PSAK 73/ IFRS 16		
	9M21	9M20	Growth (%)	9M21	9M20	Growth (%)
Net sales	12,080	10,216	18.3%	12,080	10,216	18.3%
Gross Profit	5,022	4,297	16.9%	5,030	4,296	17.1%
GPM (%)	41.6%	42.1%		41.6%	42.1%	
EBIT	388	(414)	193.9%	262	(565)	146.4%
EBIT Margin (%)	3.2%	-4.0%		2.2%	-5.5%	
EBITDA	2,019	1,408	43.4%	913	145	531.9%
EBITDA Margin (%)	16.7%	13.8%		7.6%	1.4%	
Net Profit (Loss)	(115)	(673)	82.9%	(19)	(591)	96.8%
NPM (%)	-1.0%	-6.6%		-0.2%	-5.8%	
Norm. Net Profit (Loss)	2	(566)	100.3%	2	(566)	100.3%
Normalized NPM (%)	0.0%	-5.5%		0.0%	-5.5%	

# FINANCIAL HIGHLIGHTS (IDR bn, %)

(In Rp bn, %)	<u>FY20</u>	<u>9M20</u>	<u>9M21</u>	<u>3Q20</u>	<u>3Q21</u>
<b>Net Revenue</b>	14,847	10,216	12,080	3,394	2,946
<b>% Growth</b>	-31%	-34%	+18%	-37%	-13%
<b>EBIT</b>	(57)	(414)	388	(113)	(296)
<b>EBIT Margin (%)</b>	-0%	-4%	3%	-3%	-10%

RETAIL FOOTPRINT		
	No. stores	Space (sqm)
<b>TOTAL</b>	2,345	903,834
<b>DEPT STORE</b>	55	359,801
<b>SPC. STORE</b>	1,611	388,268
ACTIVE	1,183	246,177
FASHION & BEAUTY	398	138,185
DIGITAL	30	3,906
<b>F &amp; B</b>	604	143,273
<b>OTHERS</b>	75	12,492

**Exclude:**

**177** Burger King & **167** Domino's Pizza



# OPERATIONAL EXPENDITURE – 9M21

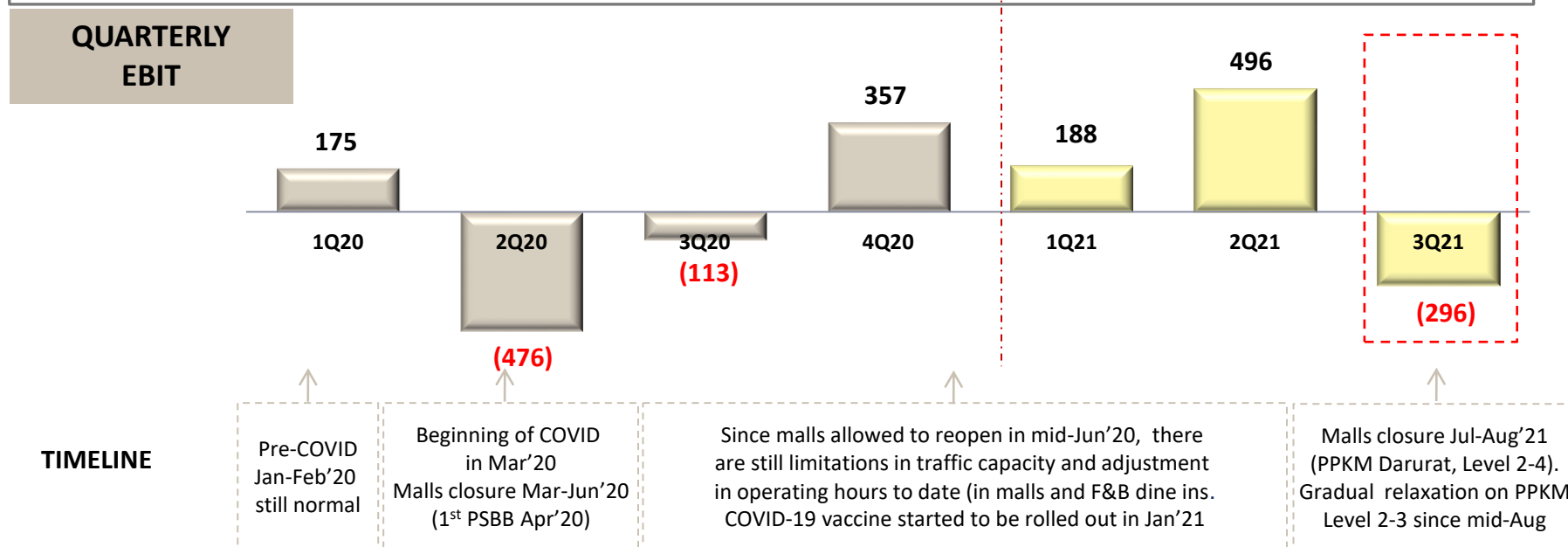
(IDR bn, %)

	AFTER PSAK 73/ IFRS 16			PRIOR PSAK 73/ IFRS 16		
	9M21	9M20	% YoY	9M21	9M20	% YoY
LABOUR	1,653	1,642	0.7%	1,653	1,642	0.7%
RENTAL	48	59	-23.6%	1,149	1,321	-13.0%
DEPR. & AMORT.	1,613	1,813	-11.0%	643	702	-8.5%
UTILITIES	193	194	-0.6%	193	194	-0.6%
A & P	202	111	82.0%	202	111	82.0%
OTHERS	928	891	4.2%	928	891	4.2%
TOTAL OPEX	4,634	4,710	-1.6%	4,768	4,861	-1.9%



# PROFITABILITY (IDR bn, %)

	<u>1Q20</u>	<u>2Q20</u>	<u>3Q20</u>	<u>4Q20</u>	<u>1Q21</u>	<u>2Q21</u>	<u>3Q21</u>
Gross Margin	45.8%	36.2%	40.5%	40.7%	41.7%	43.5%	38.2%
EBITDA Margin	16.8%	6.2%	14.3%	18.2%	16.9%	21.7%	8.3%
EBIT Margin	3.7%	-22.6%	-3.3%	7.7%	4.4%	10.3%	-10.0%



# OUR DIGITAL CHANNELS

Online leads, current offline becomes physical distribution network

## DEDICATED MULTI-BRAND PLATFORMS



## WA CHAT AND BUY INITIATIVES



## MONO-BRAND SITES

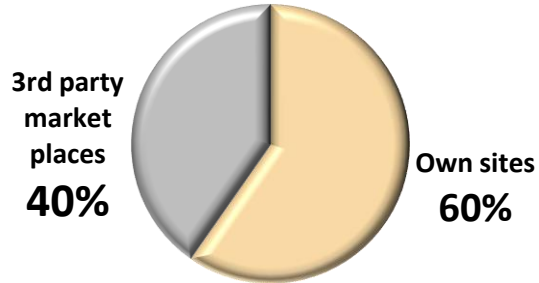


## 3rd PARTY MARKETPLACES & ONLINE DELIVERIES

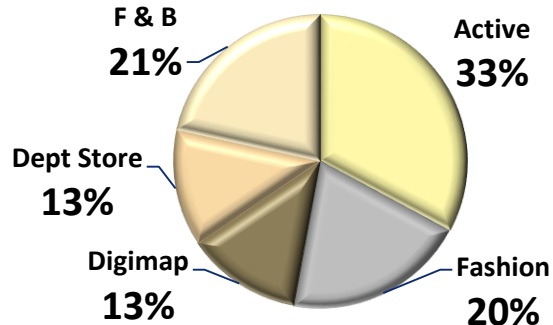


# DIGITAL PERFORMANCE (IDR bn, %)

## CONTRIBUTION BY CHANNEL

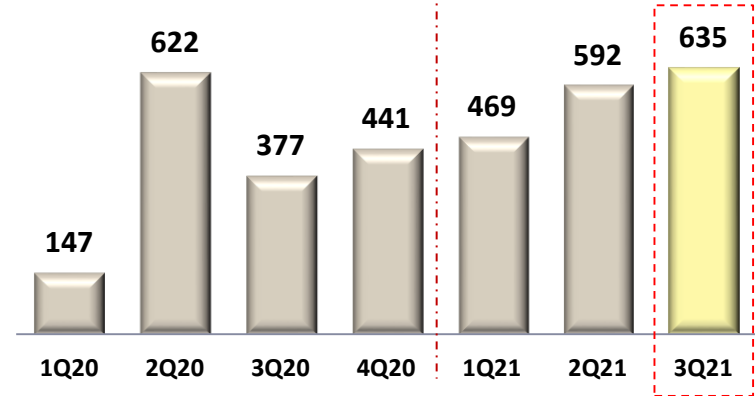


## CONTRIBUTION BY SEGMENT



## DIGITAL SALES PERFORMANCE

	<u>1Q20</u>	<u>2Q20</u>	<u>3Q20</u>	<u>4Q20</u>	<u>1Q21</u>	<u>2Q21</u>	<u>3Q21</u>
% to sales	3.1%	29.6%	11.1%	9.5%	10.9%	12.3%	21.6%



### 9M21 Sales Contribution

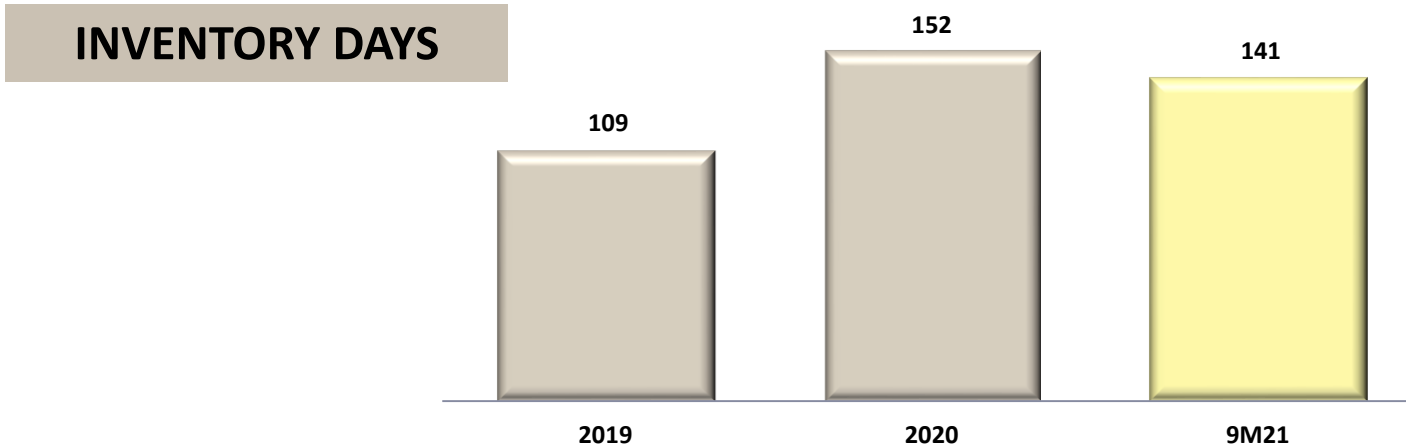
**14.0%**

### 9M21 Growth YoY (%)

**48.1%**

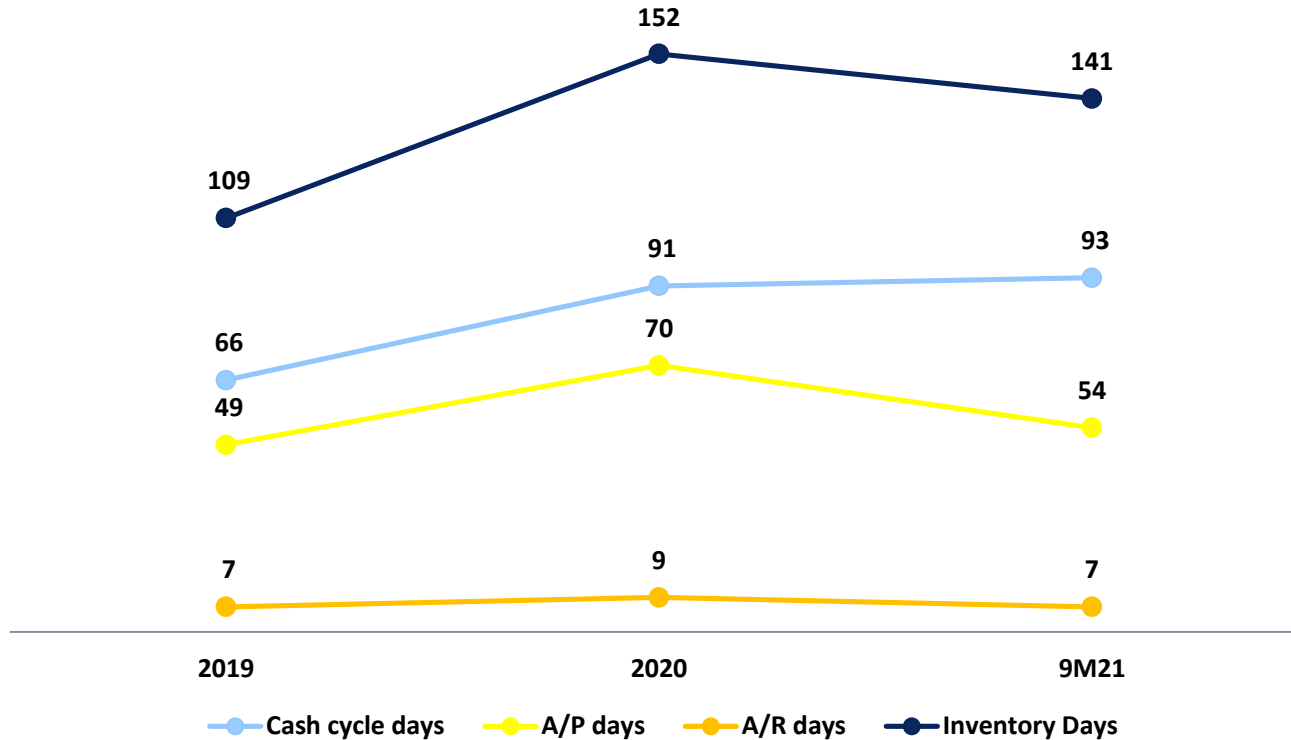
# INVENTORY LEVEL (Days, IDR bn, %)

	<u>2019</u>	<u>2020</u>	<u>9M21</u>
Aging inventory > 6 month	23%	38%	40%



Most of the malls were closed in July until mid-August, as an immediate action by the government to tackle the 2<sup>nd</sup> wave of COVID-19 in Indonesia. Similarly, increasing cases in Vietnam, Thailand and Philippines in Q3 had also led to stricter restriction measures in respective countries.

# CASH CYCLE DAYS (Days)





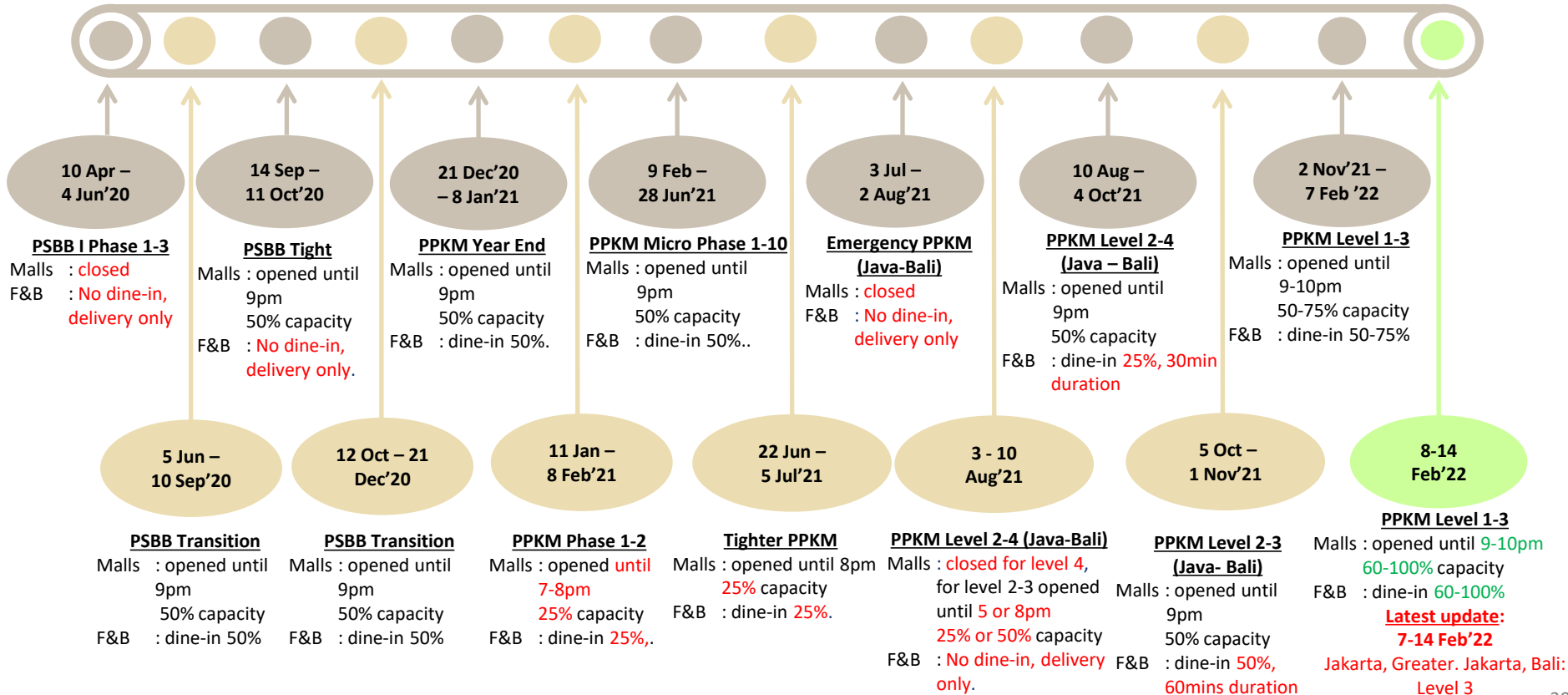
# BALANCE SHEET (IDR bn)

ASSETS	As of 30 Sep 21	As of 31 Dec 20	As of 31 Dec19
Cash & equivalents	2,099	2,788	1,817
Account Receivables	501	508	596
Inventories	4,351	3,715	3,615
Property, Plant, Equipment	3,675	3,926	4,350
ROU Asset	3,595	4,067	-
Other Assets	2,656	2,646	3,559
<b>TOTAL ASSETS</b>	<b>16,877</b>	<b>17,650</b>	<b>13,937</b>

LIABILITIES & EQUITY	As of 30 Sep 21	As of 31 Dec 20	As of 31 Dec 19
Bank loan	2,077	2,504	1,507
Account Payable	2,283	2,486	2,550
Bonds Payable	397	376	401
Lease Liability	3,603	3,918	-
Other Liabilities	2,063	1,867	2,109
Equity & Minority Interest	6,454	6,499	7,371
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>16,877</b>	<b>17,650</b>	<b>13,937</b>

# PSBB & PPKM TIMELINE

2020 – YTD 2022





**OUR SUSTAINABILITY FRAMEWORK**

# The Sustainable Development Goals



# 3 Pillars of SDGs





# MSCI ESG RATINGS<sup>\*)</sup>

## COMPARISON WITH GLOBAL PEERS (RETAIL)

Industria de Diseno Textil, S.A.	AAA
The Home Depot, Inc.	AA
Lowe's Companies, Inc.	AA
<b>PT Mitra Adiperkasa Tbk</b>	<b>BBB</b>
Amazon.com, Inc.	BBB
Alibaba Group Holding Limited	BB

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***\*) As per 3<sup>rd</sup> November 2021***

## PT MITRA ADIPERKASA TBK Retail – Consumer Discretionary | ID

	Weight	Score
<b>Environment</b>	<b>18.0%</b>	<b>3.3</b>
Product Carbon Footprint	9%	2.2
Raw Material Sourcing	9%	4.4
<b>Social</b>	<b>49%</b>	<b>4.7</b>
Labor Management	18%	7.3
Chemical Safety	17%	2.5
Privacy & Data Security	14%	3.5
<b>Governance</b>	<b>33%</b>	<b>3.7</b>
Corporate Governance	33.0%	3.7
<b>Overall Score</b>		
Weighted-Average Key Issue Score		4.1
Industry Adjusted Score		5.3

# GOVERNANCE



# Governance (G) – Compliance to Regulations

As a Public Listed Company, we comply with regulations from Indonesia Stock Exchange (IDX), Financial Services Authority (OJK), and other relevant regulators.

## Some of our responsibilities are:

- Submit monthly shareholder report to IDX
- Submit quarterly, 1H, 9M, FY financial report
- Conduct AGM and Public Expose
- Disclosure of Corporate information
- Conduct Management meetings regularly
  - a. BOD meeting
  - b. BOC meeting
  - c. BOC BOD meeting
  - d. Audit Committee meeting
- Set up corporate committees:
  - a. Internal Audit – include store review
  - b. Audit Committee
  - c. Nomination and Remuneration Committee
- Produce and publish Annual Report
- Produce and publish Sustainability Report



**Our 2020 Annual Reports**

# Governance (G) – Brand Partners ESG Achievements/Ratings

## Brands

**INDITEX**

AMOREPACIFIC



**DIADORA**

## ESG Achievements/ Ratings

**MSCI**  
ESG RATINGS

CCC B BB BBB A AA **AAA**



**MSCI**  
ESG RATINGS

CCC B BB BBB **A** AA AAA



Green Building –  
Distribution center in California



## Brands

  
**SEPHORA**



## ESG Achievements/ Ratings



**Forbes**

Forbes 2020 America Best  
Employers for Women

**MSCI**  
ESG RATINGS

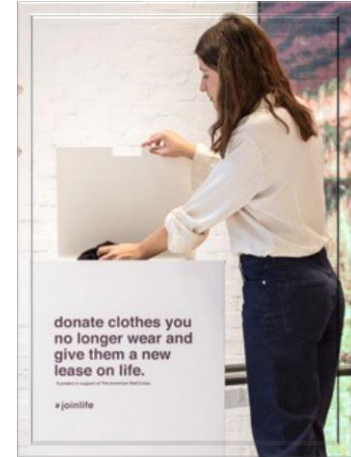
CCC B BB **BBB** A AA AAA



**40%**

Less carbon emission in 2020  
(compared to 2015 emission)

# PLANET/ENVIRONMENT





## “The Green Champions”



- **74 Employees** have volunteered to become Green Champions
- The Green Champions are **committed to implement sustainable practices** in their daily activities
- The Green Champions also remind and encourage other employees to **implement more sustainable lifestyle**



# Planet (E) - Single Use Plastic Reduction



## "No Plastic Use" Campaign



Starting 1 July 2020, The Foodhall is not providing single-use plastic bag anymore to support DKI Jakarta's regulation on plastic bags usage.



## Encourage Tumbler Usage



## Starbucks X 3.1 Phillip Lim Collection



Bees

Coral

Rainforest

## % of Non-single Use Plastic Bags YTD Oct 2021:

<b>85%</b> Fashion*	<b>100%</b> Kids and Active	<b>99%</b> F&B**
<b>100%</b> Department Stores	<b>100%</b> Digital & Others (Digimap, Kinokuniya)	

**TOTAL: 28,151,935 (99%)**  
paper or non woven bags  
from total shopping bags of 28,538,335



\* Remaining plastic bags are biodegradable plastic bags (mostly in outstation)

\*\* Remaining plastic bags are used by Genki Sushi

\*\*in compliance to Pergub DKI Jakarta No 142 Year 2019

# Planet (E) – Single Use Plastic Reduction



## Starbucks Greener Nusantara Program (since 2019)

Plastic Straws Replaced  
by Paper Straws



Plastic Utensils Replaced by  
Biodegradable Materials



Plastic Stirrer Replaced  
by Wooden Straws



Single Use Tissue Replaced by  
Recycled Materials



Less Plastic Bottles by  
Utilizing Glass Bottle



Single Use plastic Cups Replaced  
by 100% Recycled Cups



\* Data by end October 2021

## Starbucks Collaboration with Surya Indoplastik (since Apr 2021)

Used rPET collected will be recycled by PT Surya Indoplastik into new rPET cups, creating closed cycle in our plastic cup lifecycle



**299 Kg**

Plastic Cups Collected and Recycled by Oct'21

# Planet (E) – Fresh Water Availability



## “Planet Water Partnership”



14<sup>th</sup> Aqua tower installation in SDN 6 Pemenang Barat, North Lombok



Since 2011, **14 Aqua Towers** (clean water filtration system) has been built in **6 locations** (Bali, Bekasi, Lombok, Medan, Surabaya, and Tangerang). Pumps, pipes and filter provided access to clean water for over one thousand people



14<sup>th</sup> Aqua tower installation in Pondok Pesantren Al-Ijtihad, Danger, East Lombok



# Planet (E) – Energy & Emission Reduction



To “Reduce Energy”, we:



Encourage  
Virtual Meeting

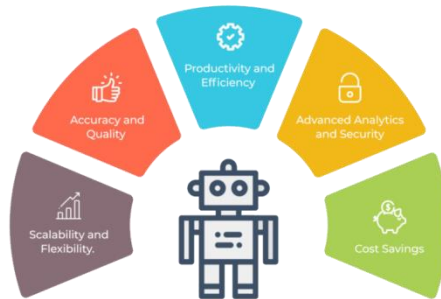


Switch off office light & AC during  
lunch break & after office hours



Utilize  
LED Bulb

**Digital Implementation and Integrated System  
to Reduce Paper Consumption**



**Robotic Process Automation (RPA)**

Simplify work process, improve accuracy,  
productivity and efficiency

**Solar Panel Installation  
to “Reduce Emission”**



- The first Starbucks Indonesia with solar panel installed at **Starbucks Drive-Thru Cipondoh**, started to operate in March 2021
- The solar panel provides 13% of the store electricity consumption every month.

**Electricity Consumption\*:**

YTD Sep 2020

**1,326.8** Mwh<sup>\*\*\*</sup>

YTD Sep 2021

**1,076.7** Mwh<sup>\*\*\*</sup>

**TOTAL ENERGY REDUCTION:**

**250,1** Mwh<sup>\*\*\*</sup> (-17.4% YoY)

**Electricity & Water Cost 9M 2021\*\***  
(in Rp Million/ thousand sqm)

**213.8 vs 217.0** in 9M20  
**Reduced by 1.5% YoY**

\* Sahid Sudirman Center Office Only

\*\* Store & office

\*\*\* Mwh: Megawatt hour

# Planet (E) – Emission Reduction



## Plant Based Option

- Starbucks, Burger King and Pizza Marzano have offered plant based option in the menu
- Aside of providing various health benefit to our customer, those plant based menu is also environmental friendly
- Producing meat and dairy based menu may cause higher emission, due to excessive land use during farming



# Planet (E) – Converse City Forest



Converse and PT Map Aktif Adiperkasa Tbk are working together with local artist to create a special mural, which created with special paint that can absorb emission and other air pollutant

**MAP**  
active



1



Jl. MH Thamrin Jakarta (Completed in 4 December 2020)

Mural Size: 13,6m x 2,8m (equals to 300 trees)

YTD 2021

**4 = 700**

Murals "Planted" Trees

2



Jl. RS Fatmawati, Jakarta  
(Completed in 6 March 2021)

Mural Size: 15m x 17m (equals to 177 trees)

3



Jl. Ir. H. Juanda, Jakarta  
(Completed in June 2021)

Mural Size: 6 m x 25 m (equals to 150 trees)

4



Jl. Raya Joglo, Jakarta  
(Completed in 13 March 2021)

Mural Size: 15m x 12m (equals to 73 trees)



# Planet (E) – Take Back Program



**ZARA**



Implementing Stores:

**66 Stores**

All Zara stores in 5 cities (Jakarta, Bandung, Denpasar, Medan, Surabaya)  
+ All Zara Home, Massimo Dutti, Pull & Bear, Stradivarius, and Bershka Store

\*Other Inditex brands will implement soon

Used Clothes Collected

**2,763 kg**

YTD Oct 2021



**286 kg**

For donation

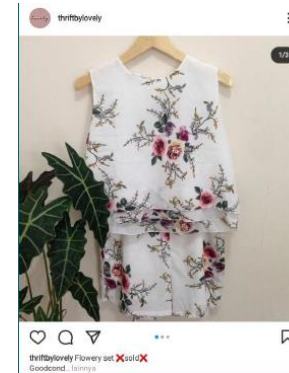


**1,104 kg**

Down cycled  
(For pillow/couch stuffing)

**654 kg**

Up cycled  
(Totebag/Bandana)



**719 kg**

Sold for second hand use, funds will be used  
for Sekolah Relawan operational funds  
(sold online only through various IG ex.  
Thriftylovely, due to Pandemic)

# Planet (E) – RAJAB Waste Reduction

Through Rumah Belajar Anak Bintang (RAJAB), our community development program, we also encourage sustainable lifestyle from the early age

## Plant vase from used fabrics



RAJAB Panyocokan

## Reusable bags from used plastic bags



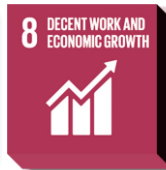
RAJAB Kamojing

## Reuse/recycling of used paper



RAJAB Sukawening

# SOCIAL (PEOPLE & PROSPERITY)





# People (S) – Skills for the Future



## Our “Internal Training” consist of:



### MAP Retail Academy

Focused on soft skills and certification preparation

### Internal Trainings

Done By HR/Principals



### Online Platforms

Refreshments, sharing sessions, technical and soft skills

## SBU

### From SBU

Focused on technical skills

**86.1%** of our employees are High School Graduates. Professional trainings can help them grow their career path.

## MAP Retail Academy

The First Academy in Indonesia with professional retail certification

### The Unbeatable Benefits

#### 1. Part of Industry



Together with All Brands under MAP, including ZARA, Marks & Spencer, Skechers, Starbucks, etc., to provide real best practices, industry-standard learning & teaching, and practitioner.

#### 2. International Curriculum



Australian  
Retailers  
Association

We adopt and adapt International curriculum standards in the retail industry.

#### 3. Licensed by Government



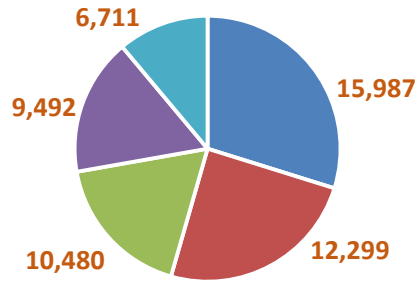
Lembaga Sertifikasi Profesi (LSP) MAP is licensed by BNSP to be able to conduct assessment and release nationally recognized certificate.

# People (S) – Online Training



Employees Certified

**1,356**



Total Access of  
Online Training

**54.9 k**

External Training  
Session Participants

**899**

Materials	Sessions	Participants
Personal development	58	15,987
Well being	17	12,299
Selling skills	36	10,480
Leadership	36	9,492
Customer service	42	6,711
<b>Total</b>	<b>156</b>	<b>54,969</b>

\* Data by end October 2021



**Motivational Session**  
**Merry Riana**



**Leadership Session**  
**Rajeev Peshwaria**

**iactive**



**iActive Access by end Oct'21**

Modul Category	Total Modules	Total Access
Soft Skills	140	5,142
Technical Skills	220	5,143
New Systems	20	5,130
<b>TOTAL</b>	<b>380</b>	<b>15,415</b>

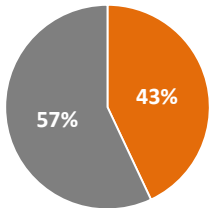
# People (S) – Edge Certification



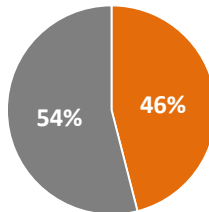
- MAP passed the **EDGE Assess certification**
- **EDGE (Economic Dividends for Gender Equality)** is a global assessment tools and business certification for gender equality
- Edge Certificate measure **Gender Equality** through 4 components:
  - Gender Balance at all levels
  - Pay equity
  - The effectiveness of policies and practices to ensure equitable career flows for women and men
  - An inclusive culture

## Gender Composition per Dec 2020

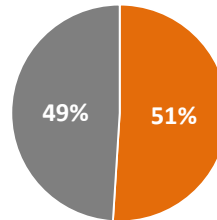
All Employees



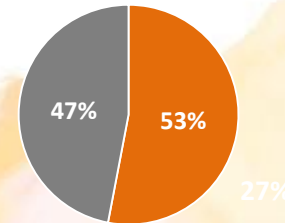
Staff – Asst. Manager



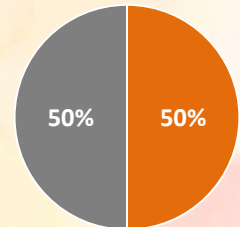
Manager – Sr. Division Manager



General Manager – Group Chief/ Head



Group CEO - Group CFO



Female Male



# People (S) – Special Crew



## We aim to “Improve our Workplace” inclusion



**SUNYI BERSUARA**

Mendekati Hari Disabilitas Internasional pada 3 Desember, kami memulai #SunyiBersuara sebagai bentuk dukungan kepada mereka yang tidak bersuara, yaitu para teman Tuli.

Kesempatan kerja adalah hak semua orang, tidak terkecuali Teman Tuli dan penyandang disabilitas lainnya.

Kami sudah memulai langkah kecil, dan ingin mengajak teman-teman untuk turut serta membiasakan kesetaraan di tempat kerja.

Kunjungi,  
**SunyiBersuara.id**

karena yang sunyi dan tidak bisa mendengar juga berhak untuk bersuara dan didengar.

  
#SunyiBersuara  
#BersamaKitaBisa

**SUNYI BERSUARA**  
sunyibersuara.id

**ORDER YOUR WAY**  
*You'll find them handy*

**1**  **MAU MAKAN APA?**  
Tunjuk gambar menu yang ingin dipesan

**2**  **BERAPA JUMLAH PESANAN?**  
1/2/3 Berikan informasi dengan jarimu

**3**  **MAKAN DIMANA?**  
Dine in OR Take Away  
Ditempat atau dibawa pulang?

**4**  **MAU BERTERIMA KASIH?**  
Katakan "terima kasih" dengan bahasa isyarat

 ... Jangan lupa bayar ya~

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95 Special Crew (hearing and speaking impaired) in **Bali, Makassar and Jakarta** for equal opportunity

Burger King Sunset Road, **Bali**; Burger King Hasanuddin, **Makassar**; Burger King Skyline, **Jakarta**

# People (S) – Ensuring Food Safety



Attained **ISO 22000**  
– Food Safety Management System

## SOP

Implement clear  
**Standard Operating Procedure**  
of food handling, hygiene and sanitation



Provide clear  
**Halal Label**

For central production of:

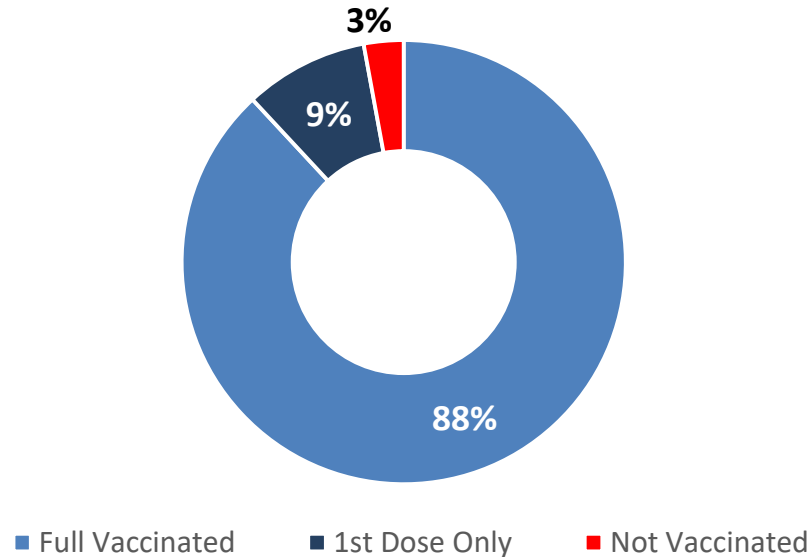


F&B Brands that have obtained  
“Halal Certificate”



# People (S) – % COVID-19 Vaccination

As per October 2021,  
**97%** of MAP's employees  
have already been vaccinated against COVID-19



# Prosperity



## Rumah Belajar Anak Bintang (RAJAB)



PT Mitra Adiperkasa Tbk



Karang Taruna  
Jawa Barat



RAJAB is a **Community development program** which provides free character building education **for underprivileged children.**



This program, which was initiated in 2014, is **now operating in 7 villages in West Java.**



**Character building education program** is guided through 3 school subjects (Math, Science, & English), cultural education, field trip, and inspirational class.

To ensure the effectiveness of character building education, RAJAB also **engages with the students' parents, local community**, as well as **providing capacity building to its mentors.**

# Prosperity – Quality Education for Public

## “Community Store”

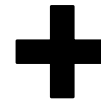


- The Community Store is **located in Tanah Abang**, the largest textile market in Southeast Asia
- **Thousands of young people** with limited access to education or career development opportunities live in Tanah Abang
- This Store will not only operate as a coffee shop, but it also **house rooms for workshop and classes**

- **Part of the store revenue** will also be used to **support the activities** done in the workshop and classes
- **Most of the workers in this community store** also comes from the Tanah Abang Community



PT MAP Boga Adiperkasa, Tbk



Yayasan Sahabat Anak



Indonesia Street  
Children Organization



## Partnership with “Yayasan Olahraga Anak Nusantara (YOAN)”



- YOAN is a **sports foundation** that involves in coaching young athletes properly, carrying the concept: **“Build people through sports”**.
- **This program aims to:**
  - Spread active and healthy lifestyle
  - Enhancing the love of sports through sports competitions
  - Further train and build young athletes character to help them achieve a better future



**YOAN event with Triyaningsih**  
Olympian and SEA Games Gold Medals  
5K, 10K, and Marathon



## Working together with small and medium enterprise that wants to “Create Positive Impact”



Kreskros



- Their products utilize plastic and textile waste
- The Company also engage with the local community (near Ambarawa, Central Java), especially woman in creating their products
- The special woven bags are made by the hands of 20 – 50 years old farmers, living in East Java, Indonesia
- Making these handmade bags helped the farmers to have a flow of income during off-season

# Prosperity – Department Store & Benih Baik



## SOGO Help Kids in Hunger



**IDR 2,268,695,022**

Total Funds Collected

15 October 2020 – 15 January 2021

Donation Period

## SOGO Peduli Covid – 19



**IDR 1,841,263,096**

Total Funds Collected (YTD Apr 2021)

15 January – 5 April 2021

Donation Period

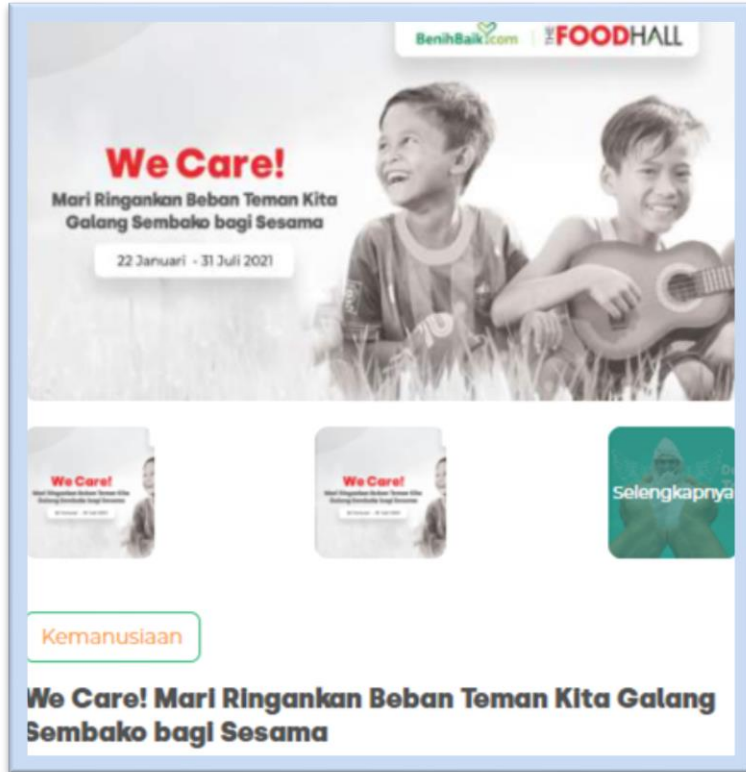
According to UNICEF, worldwide child malnutrition case increased by 15% during the COVID-19 Pandemic

The fund will be used for:

- Provide food for children in need

To help mitigate COVID-19 Pandemic, the fund will be used for:

- Provide personal protective equipment for medical workers
- Provide free PCR test for community



## The FoodHall “We Care!” Campaign

- To ease the impact of COVID 19 Pandemic, **IDR 157 million** worth of basic groceries were distributed directly by The FoodHall in September & October 2020
- To create more sustainable impact, The FoodHall is collaborating with BenihBaik.com for the next program
- Customers can choose to donate in kind or cash
- 1<sup>st</sup> period started in 22 January 2021 – 31 July 2021
- After great response, the program is **extended to 31 July 2022**

**IDR 455,577,037**

Total Donation Collected (YTD Oct 2021)



# THANK YOU



**INVESTOR RELATIONS CONTACT DETAILS:**

**Ratih Darmawan Gianda**

VP Investor – Media Relations, Corporate Communication  
and Sustainability for MAP Group

Email : [Ratih.Gianda@map.co.id](mailto:Ratih.Gianda@map.co.id)

**Febby Stephanie**

Investor Relations Manager

Email : [Febby.Stephanie@map.co.id](mailto:Febby.Stephanie@map.co.id)

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