bmhs
since 1973

Engage to Collaborate



2025 | **Laporan Keberlanjutan** | Sustainability Report

All Life. All Care. Because *Family Matters*

Engage to Collaborate



Engage to Collaborate mencerminkan komitmen PT Bundamedik Tbk (BMHS atau Perseroan) dalam memperkuat kolaborasi strategis dengan seluruh pemangku kepentingan untuk mewujudkan sistem layanan kesehatan yang inklusif, berkualitas, dan berkelanjutan. Perseroan meyakini bahwa keberlanjutan dicapai melalui kemitraan yang solid antara tenaga medis, karyawan, pasien, mitra usaha, regulator, komunitas, dan masyarakat luas.

Melalui pendekatan kolaboratif, Perseroan mengintegrasikan praktik keberlanjutan ke dalam operasional dan pengembangan layanan, mencakup peningkatan kualitas layanan klinis, penguatan inovasi teknologi kesehatan, serta perluasan akses layanan. Pendekatan ini juga mendukung penguatan tata kelola yang transparan, pengelolaan lingkungan yang bertanggung jawab, serta pemberdayaan sosial untuk meningkatkan kualitas hidup masyarakat.

Sepanjang tahun pelaporan, Perseroan memperluas akses layanan melalui peluncuran Bunda Homecare dan kehadiran Bunda Clinic MRT Dukuh Atas, sekaligus meningkatkan layanan preventif seperti vaksinasi dan *wellness*. Di saat yang sama, Perseroan terus meningkatkan kapasitas dan kualitas layanan melalui penguatan serta penambahan fasilitas NICU dengan program FICARE, penerapan teknologi PGS dan Time Lapse Embryo Monitoring di Morula IVF Indonesia, pengembangan layanan transplantasi ginjal, serta penerapan operasi minimal invasif berbasis *robotic surgery*, termasuk *robotic skin sparing mastectomy*. Upaya ini menegaskan komitmen Perseroan dalam menghadirkan layanan berbasis teknologi, keselamatan pasien, dan peningkatan kualitas hidup jangka panjang.

Engage to Collaborate reflects commitment of PT Bundamedik Tbk (BMHS or the Company) to strengthening strategic collaboration with all stakeholders to advance an inclusive, high-quality, and sustainable healthcare system. The Company believes that sustainability is achieved through strong partnerships among medical professionals, employees, patients, business partners, regulators, communities, and the broader society.

Through a collaborative approach, the Company integrates sustainability practices into its operations and service development, including enhancing the quality of clinical services, strengthening healthcare technology innovation, and expanding access to services. This approach also supports the reinforcement of transparent governance, responsible environmental management, and social empowerment to improve the quality of life of the community.

Throughout the reporting year, the Company expanded access to healthcare services through the launch of Bunda Homecare and the establishment of Bunda Clinic MRT Dukuh Atas, while also enhancing preventive services such as vaccination and wellness programs. At the same time, the Company continued to strengthen service capacity and quality through the enhancement and expansion of NICU facilities with the implementation of the FICARE program, the adoption of PGS technology and Time Lapse Embryo Monitoring at Morula IVF Indonesia, the development of kidney transplant services, as well as the implementation of minimally invasive procedures supported by robotic surgery systems, including robotic skin sparing mastectomy. These initiatives underscore the Company's commitment to delivering technology-driven healthcare services, ensuring patient safety, and improving long-term quality of life.

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Keberlanjutan di BMHS
Sustainability in BMHS

Ikhtisar Kinerja Keberlanjutan
Sustainability Performance Overview

Kinerja Aspek Lingkungan
Environmental Aspect Performance [B.2]

Penggunaan Bahan Bakar Minyak (BBM)
Fuel Consumption

2025	2.370,05
2024	2.442,11
2023	2.205,78
GJ	

Penggunaan Listrik
Electricity Consumption

2025	50.369,96
2024	49.697,77
2023	49.848,27
GJ	

Penggunaan Air
Water Consumption

2025	108.434
2024	98.345
2023	183.145
m^3	

Limbah yang Dialihkan dari TPA
Waste Diverted from Landfill

2025	9,01
2024	7,71
2023	3,90
Ton | Tons	

Penanaman Pohon
Tree Planting

2025	>650
2024	>500
2023	>400
Pohon | Trees	



Kinerja Aspek Ekonomi
Economic Aspect Performance [B.1]

Kuantitas Produk atau Jasa yang Dijual | Quantity of Products or Services Sold

Rawat Inap
Inpatients

2025	571,59
2024	560,69
2023	540,97

Rp miliar | IDR billion

Rawat Jalan
Outpatients

2025	626,28
2024	557,80
2023	525,02

Rp miliar | IDR billion

Fertilisasi in Vitro
In Vitro Fertilization

2025	520,50
2024	529,79
2023	486,50

Rp miliar | IDR billion

Lainnya
Others

2025	(104,04)
2024	(93,59)
2023	(64,29)

Rp miliar | IDR billion

Pendapatan
Revenue

2025	1.614,34
2024	1.554,69
2023	1.488,20

Rp miliar | IDR billion

Laba (Rugi) Bersih
Net Profit (Loss)

2025	29,67
2024	18,90
2023	16,22

Rp miliar | IDR billion

Pelibatan Pihak Lokal*
Engagement of Local Parties*

2025	269
2024	826
2023	415

Pemasok | Suppliers

Keterangan:
*) Data mencakup pemasok lokal yang berasal dari Indonesia dari PT Bundamedik Tbk, RSU Bunda Padang, RSIA Bunda Ciputat, RSIA Az Zahra Palembang, RSU Citra Harapan, dan RSIA Bunda Denpasar.

Notes:
*) Data includes local suppliers in Indonesia for PT Bundamedik Tbk, Bunda Padang Hospital, Bunda Ciputat Women and Children Hospital, Az Zahra Palembang Women and Children Hospital, Citra Harapan Hospital, and Bunda Denpasar Women and Children Hospital.

Kinerja Aspek Sosial
Social Aspect Performance [B.3]

Tingkat Perputaran Karyawan
Turnover Rate

2025	13,3
2024	17,7
2023	11,8
%	

Survei Kepuasan Pasien
Patient Satisfaction Survey

2025	89,1
2024	90,4*
2023	87,7*
Skala 1-100 | Scale 1-100	

Biaya Tanggung Jawab Sosial Lingkungan (CSR)**
Social and Environmental Responsibility Costs (CSR)**

2025	0,84
2024	1,07
2023	0,50
Rp miliar | IDR billion	

Jumlah Penerima Manfaat Kegiatan CSR
Total of Beneficiaries from CSR Activities

2025	8.683
2024	8.020
2023	6.368
Orang | People	

Jumlah Kunjungan Pasien Rawat Jalan
Total of Outpatient Visit

2025	606.814
2024	619.010
2023	570.828
Orang | People	

Jumlah Kunjungan Pasien Rawat Inap
Total of Inpatient Visit

2025	47.778
2024	47.011
2023	42.500
Orang | People	

Keterangan:
*) Pernyataan kembali karena perubahan metode perhitungan
**) Kegiatan CSR meliputi program penanaman pohon, pemeriksaan kesehatan, edukasi kesehatan, vaksinasi, khitanan massal hingga pemeriksaan HPV melalui DNA urin.

Notes:
*) Restatement due to changes in calculation methodology
**) CSR activities include tree planting programs, health checks, health education, vaccinations, mass circumcisions, and HPV testing through DNA urine.

Strategi Keberlanjutan [A.1][2-22][2-23][2-24]
Sustainability Strategy

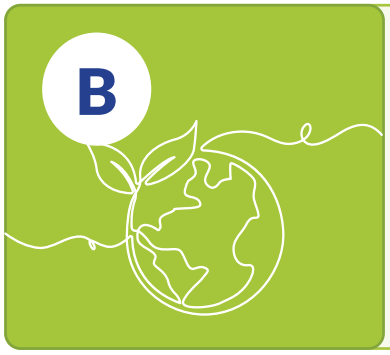
Hasil analisis atas risiko operasional, arah strategi perusahaan, dan potensi peluang usaha telah mengarahkan PT Bundamedik Tbk dalam merumuskan tiga pilar utama keberlanjutan yang disebut sebagai "IBU." Melalui pilar ini, Perseroan memperlihatkan kesungguhan dalam merencanakan dan mengimplementasikan program-program keberlanjutan yang berkontribusi pada peningkatan nilai jangka panjang sekaligus mendukung agenda Tujuan Pembangunan Berkelanjutan (TPB).

The results of the analysis of operational risks, the Company's strategic direction, and potential business opportunities have guided PT Bundamedik Tbk in formulating three core sustainability pillars known as "IBU." Through these pillars, the Company demonstrates its strong commitment to planning and implementing sustainability programs that contribute to long-term value creation while supporting the Sustainable Development Goals (SDGs).



Inisiator yang Adil dan Bertanggung Jawab
Fair and Responsible Initiator

Menerapkan efektivitas tata kelola dalam menunjang kinerja keberlanjutan melalui praktik yang bertanggung jawab.
Applying governance effectiveness through responsible practices to support sustainability performance.



Bumi yang Asri dan Sejahtera
A Harmonious and Prosperous Earth

Memberikan dampak positif bagi lingkungan dan pemangku kepentingan melalui peningkatan kualitas hidup, serta penerapan prinsip keberlanjutan.
Delivering a positive impact on the environment and to the stakeholders by improving the quality of life, as well as applying sustainability principles.



Utamakan Pelayanan Pasien
Prioritizing Patient Services

Meningkatkan kualitas pelayanan pasien melalui dedikasi yang terbaik dan terpercaya.
Improving the quality of patient services through the best and most reliable dedication.

Kebijakan Keberlanjutan | Sustainability Policy

Inisiator yang Adil dan Bertanggung Jawab
Fair and Responsible Initiator



• Mengembangkan layanan berbasis kemanusiaan didukung teknologi yang andal dan terpercaya.	• Developing humanitarian-based services supported by reliable and trusted technology.
• Menerapkan praktik ketenagakerjaan berdasarkan prinsip hak asasi manusia.	• Implementing employment practices based on human rights principles.
• Melakukan pengembangan karier yang adil bagi seluruh karyawan sesuai dengan kompetensi masing-masing.	• Conducting fair career development for all employees according to their respective competencies.
• Menciptakan kondisi kerja yang nyaman dan aman dengan keseimbangan tanggung jawab pekerjaan dan kesejahteraan pemangku kepentingan.	• Creating comfortable and safe working conditions with a balance of job responsibilities and stakeholder welfare.
• Menerapkan prinsip keadilan dan keberagaman di setiap aspek pekerjaan dan hubungan dengan pemangku kepentingan.	• Applying the principles of fairness and diversity in all aspects of work and relationships with stakeholders.
• Menerapkan prinsip-prinsip tata kelola ke dalam aktivitas untuk mewujudkan bisnis yang berkelanjutan.	• Applying governance principles into activities to realize sustainable business.
• Menerapkan manajemen rantai pasok yang berkelanjutan.	• Implementing sustainable supply chain management.

Bumi yang Asri dan Sejahtera
A Harmonious and Prosperous Earth



• Melaksanakan Tanggung Jawab Sosial dan Lingkungan Perseroan dengan mempertimbangkan konteks sosial, budaya, politik, ekonomi, dan kebutuhan masyarakat.	• Implementing the Company's Social and Environmental Responsibility by considering the social, cultural, political, economic context and community needs.
• Berkontribusi dalam meningkatkan kualitas hidup masyarakat melalui kegiatan pemberdayaan, terutama di bidang kesehatan.	• Contributing to improving the quality of life of the community through empowerment activities, especially in the health sector.
• Menghormati hak-hak pemangku kepentingan, serta melakukan upaya kolaborasi melalui kegiatan yang saling menguntungkan.	• Respecting the rights of stakeholders and making collaborative efforts through mutually beneficial activities.
• Menerapkan efisiensi dalam penggunaan sumber daya untuk menjalankan aktivitas Perseroan.	• Implementing efficiencies in the use of resources to carry out the Company's activities.
• Menciptakan rumah sakit yang ramah lingkungan (*green hospital*) sebagai dukungan atas inisiatif keberlanjutan.	• Creating an environmentally friendly hospital (green hospital) to support our sustainability initiatives.
• Mengurangi dan mengelola setiap dampak dari aktivitas, baik negatif maupun positif.	• Reducing and managing the impact of our activities, both negative and positive.

Utamakan Pelayanan Pasien
Prioritizing Patient Services



• Membangun kesadaran seluruh insan Perseroan dalam menerapkan nilai keselamatan, kenyamanan, keamanan, dan kebahagiaan pasien.	• Building awareness in all Company personnel to apply patient safety, comfort, security, and happiness values.
• Menciptakan pelibatan dan komunikasi yang baik dengan pasien maupun tenaga kesehatan lainnya.	• Creating good engagement and communication with patients and other health professionals.
• Memastikan tersedianya akses layanan kesehatan yang adil bagi seluruh lapisan masyarakat.	• Ensuring the availability of equitable access to health services for all levels of society.
• Memastikan adanya kualitas pelayanan medis bagi setiap pasien dengan mengutamakan hak asasi manusia.	• Ensuring the quality of medical services for all patients by prioritizing human rights.
• Mengelola manajemen teknologi informasi dengan menjaga seluruh keamanan data dan privasi Perseroan, pasien, serta pemangku kepentingan lainnya.	• Managing information technology management by maintaining all data security and privacy of the Company, patients, and other stakeholders.
• Menerapkan pengelolaan *asset integrity management* di wilayah operasional Perseroan.	• Implementing asset integrity management in the Company's operational areas.



Melalui *Sustainability Blueprint*, Perseroan mengintegrasikan strategi dan kebijakan keberlanjutan dalam pengelolaan aspek manusia di seluruh rantai nilai meliputi karyawan, pasien, pemasok, dan pemangku kepentingan lain dengan menjunjung keberagaman, tanggung jawab, transparansi, kepatuhan regulasi, serta penghormatan terhadap hak asasi manusia.

Through the Sustainability Blueprint, the Company integrates sustainability strategies and policies across human-related aspects throughout its value chain, covering employees, patients, suppliers, and other stakeholders by upholding diversity, accountability, transparency, regulatory compliance, and respect for human rights.

Pencapaian Keberlanjutan dan Kontribusi pada Tujuan Pembangunan Berkelanjutan (TPB)

Sustainability Achievements and Contribution to the Sustainable Development Goals (SDGs)

BMHS memiliki tiga fase peta jalan keberlanjutan, yaitu Fase 1 (2024-2025), Fase 2 (2026-2028), dan Fase 3 (2029-2030). Sejalan dengan peta jalan keberlanjutan tersebut, Perseroan secara konsisten berkontribusi terhadap TPB 3, 6, 8, 9, 10, 12, dan 16. Hingga akhir Fase 1, sebesar 91,4% target yang telah ditetapkan berhasil direalisasikan. Selanjutnya, Perseroan berkomitmen untuk melanjutkan dan memperkuat pencapaian pada Fase 2.

BMHS has three phases in its sustainability roadmap, Phase 1 (2024–2025), Phase 2 (2026–2028), and Phase 3 (2029–2030). In alignment with the Sustainability Roadmap, the Company contributes to the achievement of SDGs 3, 6, 8, 9, 10, 12, and 16. As of the end of Phase 1,91.4% of the established targets had been successfully achieved. Moving forward, the Company remains committed to further advancing and strengthening its performance in Phase 2.

Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
3.8 Cakupan kesehatan universal	3.8 Universal health coverage
3.b Dukungan penelitian dan pengembangan vaksin serta obat-obatan	3.b Support for research and development of vaccines and medicines
3.c Peningkatan kapasitas tenaga kesehatan	3.c Increased capacity of the health workforce
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• Memenuhi elemen penilaian STARKES dan ACHS • Pengembangan RS Pendidikan dan pemenuhan legalitas IRSI sesuai timeline • Kebijakan pasien tidak mampu melalui skema diskon/penghapusan tagihan • Kolaborasi dengan komunitas atau institusi publik dalam pengembangan satu program kesehatan masyarakat (termasuk ibu dan anak) • 100% tenaga kesehatan menjalani proses kredensialing dan rekrediensialing • Dashboard monitoring SIMRS dengan tingkat kelengkapan pengisian >80% • Karyawan di unit yang beresiko tinggi sudah melakukan *medical check-ups*	• Fulfillment of STARKES and ACHS assessment elements. Development of a Teaching Hospital and fulfillment of IRSI licensing requirements in accordance with the established timeline • Provision of policies for underprivileged patients through discount or bill waiver schemes • Collaboration with communities or public institutions in developing at least one public health program, including women and children health initiatives • 100% of healthcare personnel undergo credentialing and re-credentialing processes • Implementation of a SIMRS monitoring dashboard with data completion rates exceeding 80% • Employees in high-risk units undergo medical check-ups
Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
8.2 Mencapai tingkat produktivitas ekonomi melalui diversifikasi dan inovasi teknologi	8.2 Increased economic productivity through diversification and technological innovation
8.3 Menggalakkan kebijakan pembangunan yang mendukung lapangan kerja, kewirausahaan, dan inovasi	8.3 Policies supporting job creation, entrepreneurship, and innovation
8.5 Pekerjaan layak dan produktif bagi semua	8.5 Decent and productive employment for all
8.8 Melindungi hak-hak tenaga kerja dan lingkungan kerja aman	8.8 Protection of labour rights and safe working environments
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• 100% karyawan menerima upah sesuai upah minimum • 100% karyawan telah mendapatkan fasilitas kesehatan (BPJS Kesehatan), kesesuaian remunerasi dan tunjangan lainnya, serta mendapatkan hak cuti, libur dan jam kerja sesuai kesepakatan bersama • 100% keluhan karyawan ditindaklanjuti sesuai SLA • 100% seluruh Rumah Sakit mematuhi seluruh standar K3RS yang tertuang dalam STARKES • 50% karyawan mengikuti training terkait pencegahan kecelakaan kerja • 50% karyawan yang memasuki masa pensiun telah mendapatkan program persiapan pensiun • Melakukan uji keandalan dan keamanan sistem teknologi informasi untuk mendukung mutu layanan • Terlaksana minimal 1 pelatihan LST terakreditasi per tahun.	• 100% of employees receive wages in accordance with the applicable minimum wage • 100% of employees receive healthcare coverage (BPJS Kesehatan), appropriate remuneration and benefits, and are granted leave, holidays, and working hours in accordance with collective agreements • 100% of employee complaints are addressed in accordance with the established Service Level Agreement (SLA) • All hospitals comply with Occupational Health and Safety (K3RS) standards as stipulated in STARKES • 50% of employees participate in occupational accident prevention training • 50% of employees approaching retirement participate in retirement preparation programs • Reliability and security testing of information technology systems to support service quality • At least one accredited ESG training conducted annually

Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
9.3 Mempromosikan kebijakan untuk mendukung lapangan kerja dan pertumbuhan perusahaan	9.3 Promote policies to support job creation and enterprise growth
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• Monitoring dan evaluasi CSR dilaporkan dalam Laporan Tahunan dan Laporan Keberlanjutan setiap tahun.	• CSR monitoring and evaluation reported annually in the Annual Report and Sustainability Report.
Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
10.3 Menjamin kesempatan yang sama dan mengurangi kesenjangan hasil	10.3 Ensure equal opportunity and reduce inequalities of outcome
10.4 Kebijakan kesetaraan dan perlindungan sosial	10.4 Equality and social protection policies
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• Implementasi penuh prinsip kesetaraan dalam proses rekrutmen. • Tersedianya kebijakan dan pelaksanaan program magang karyawan.	• Full implementation of the principle of equality in the recruitment process • The availability of policies and the implementation of employee internship programs
Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
12.2 Pengelolaan berkelanjutan dan efisiensi sumber	12.2 Sustainable management and efficient use of natural resources
12.6 Integrasi praktik berkelanjutan dalam pelaporan	12.6 Integration of sustainable practices into reporting
12.7 Pengadaan berkelanjutan	12.7 Sustainable procurement
12.8 Tersedianya informasi dan kesadaran terhadap pembangunan berkelanjutan	12.8 Access to information and awareness for sustainable development
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• Sosialisasi untuk meningkatkan kesadaran efisiensi penggunaan energi, air, dan pengelolaan limbah 1 kali per tahun. • Laporan Keberlanjutan diterbitkan setiap tahun. • Pengukuran rutin konsumsi energi, air, limbah, dan emisi. • Standar penilaian LST dalam pedoman pengadaan. • Sosialiasi kebijakan LST 1 kali per tahun. • Tersedianya *social mapping* dan CSR Handbook.	• Annual awareness programs to promote efficient use of energy and water, and proper waste management. • Publication of the Sustainability Report annually. • Regular measurement of energy consumption, water usage, waste generation, and emissions. • Integration of ESG assessment standards into procurement guidelines. • ESG policy socialization conducted at least once per year. • Availability of social mapping and a CSR Handbook.
Indikator Metadata Bappenas | Bappenas Metadata Indicators:	
16.5 Pencegahan korupsi	16.5 Anti-corruption
16.6 Mengembangkan lembaga yang efektif, akuntabel, dan transparan	16.6 Develop effective, accountable, and transparent institutions
16.7 Pengambilan keputusan yang responsive, inklusif, dan partisipatif	16.7 Responsive, inclusive, and participatory decision-making
Target dan Pencapaian Fase 1 (2024-2025) | Phase 1 Targets and Achievements (2024–2025):	
• Memastikan sosialisasi berkala kepada masyarakat terdampak mengenai pembangunan atau operasional perusahaan serta terjalinnya komunikasi publik yang rutin dan efektif. • Berjalannya fungsi Sustainability Team dan penyusunan *Sustainability Blueprint*. • Tersedianya pedoman Kode Etik, Kebijakan Antikorupsi, dan mekanisme *Whistleblowing System* dan disosialisasikan minimal 1 kali per tahun.	• Ensuring regular outreach to affected communities regarding the Company's development or operational activities and maintaining effective public communication. • Operationalization of the Sustainability Team and development of the Sustainability Blueprint. • Availability of a Code of Conduct, Anti-Corruption Policy, and Whistleblowing System mechanism, with socialization conducted at least once annually.



Laporan Manajemen
Management Reports

Penjelasan Dewan Komisaris
Message from the Board of Commissioners



Pemangku kepentingan yang kami hormati,

Kita semua mengalami dinamika yang terjadi di setiap aspek kehidupan sepanjang 2025, baik yang berasal dari situasi global maupun nasional. Dinamika ini menuntut ketahanan untuk bertahan dan bergerak cepat dalam beradaptasi. Untuk itu, melalui pengawasan dan pengarahan, Dewan Komisaris menekankan pentingnya prinsip keberlanjutan yang terintegrasi dalam strategi dan operasional Perseroan. Kami percaya bahwa pengelolaan aspek lingkungan, sosial, dan tata kelola (LST) merupakan fondasi penting untuk menciptakan nilai jangka panjang, sehingga dapat menjaga keberlangsungan dan meningkatkan ketahanan usaha.

Dear stakeholders,

We are all experiencing dynamics that will impact every aspect of our lives throughout 2025, stemming from both global and national situations. These dynamics demand a resilience to survive and adapt with agility. Therefore, through our supervision and direction, the Board of Commissioners would like to emphasize the importance of integrated sustainability principles in the Company's strategy and operations. We believe that managing environmental, social, and governance (ESG) aspects is a crucial foundation for creating long-term value, and maintaining sustainability and enhancing business resilience.

Kami menyampaikan apresiasi kepada Direksi atas kepemimpinan yang visioner dan berorientasi pada mutu dalam menghadapi dinamika usaha, serta tantangan di dunia kesehatan.

We would like to express our appreciation to the Board of Directors for their visionary and quality-oriented leadership in addressing business dynamics and challenges in the healthcare sector.

Penilaian Kinerja Direksi

Dewan Komisaris memberikan apresiasi atas langkah Direksi dalam menjaga stabilitas kinerja Perseroan. Kami mencatat penguatan pengelolaan arus kas dan efisiensi biaya yang mendukung stabilitas finansial dengan pendapatan tercatat sebesar Rp1,61 triliun dan laba tahun berjalan mencapai Rp29,67 miliar. Dewan Komisaris juga menilai struktur modal Perseroan berada pada posisi seimbang sehingga dapat mendukung pencapaian target dan pengembangan yang direncanakan.

Dari aspek sosial, Dewan Komisaris menilai kinerja yang baik, tercermin dari penurunan tingkat perputaran karyawan menjadi 13,3% serta tingkat keterikatan karyawan dengan skor 77 dari 100. Ke depan, Direksi perlu terus memperkuat pengembangan kompetensi tenaga kerja dan tenaga medis guna menjaga kualitas layanan yang optimal.

Pada aspek operasional dan lingkungan, Dewan Komisaris mencermati adanya peningkatan upaya dalam pengelolaan limbah serta pemanfaatan sumber daya secara bertanggung jawab. Dewan Komisaris mendorong penguatan kepatuhan, pengendalian, serta evaluasi berkala untuk memastikan pengelolaan lingkungan berjalan secara konsisten dan efisien.

Strategi ekspansi melalui pembukaan Bunda Clinic MRT Dukuh Atas turut memperluas jangkauan layanan Perseroan serta memberikan akses layanan kesehatan yang lebih cepat dan mudah bagi masyarakat. Langkah ini menunjukkan arah pengembangan yang positif dan perlu diiringi dengan peningkatan layanan dan kompetensi secara berkelanjutan.

Board of Directors' Performance Assessment

The Board of Commissioners would like to express its appreciation for the Board of Directors' efforts in maintaining the Company's stable performance. We have noted the strengthening of cash flow management and cost efficiency, which supported financial stability, with revenue recorded at IDR 1.61 trillion and Profit for the year reached IDR 29.67 billion. The Board of Commissioners also assessed that the Company's capital structure is balanced, and supported the achievement of the targeted and planned development.

From a social perspective, the Board of Commissioners observes solid performance, as reflected in the reduction of employee turnover to 13.3% and an employee engagement score of 77 out of 100. Going forward, the Board of Directors needs to further strengthen workforce and medical personnel competency development to maintain optimal service quality.

In operational and environmental aspects, the Board of Commissioners observes increasing efforts in waste management and responsible resource utilization. The Board encourages strengthening compliance, controls, and periodic evaluations to ensure environmental management is carried out consistently and efficiently.

The expansion strategy through the opening of Bunda Clinic MRT Dukuh Atas has broadened the Company's service reach and provided faster and more accessible healthcare services to the community. This reflects a positive development direction and should be accompanied by continuous improvements in service quality and competencies.

Kualitas layanan semakin tercermin dari pencapaian Net Promotor Score (NPS) sebesar 86. Kami mengingatkan bahwa capaian ini harus terus dioptimalkan dengan memerhatikan kebutuhan para pasien. Untuk itu, diperlukan pengawasan dan konsistensi penerapan prinsip tata kelola perusahaan yang baik dan perkuatan budaya kerja: 5C (Create Innovation, Compassion, Competence, Change Agility, dan Collaboration). Dewan Komisaris percaya bahwa penerapan 5C akan mendorong implementasi governansi Perseroan dan meningkatkan pelaksanaan penilaian tata kelola perusahaan.

Pengawasan terhadap Strategi Keberlanjutan

Dewan Komisaris memandang bahwa strategi keberlanjutan Perseroan yang berfokus pada pertumbuhan dan ketahanan telah berada pada arah yang tepat. Pilar keberlanjutan "IBU" diharapkan dapat memperkuat konsistensi penciptaan nilai jangka panjang serta memberikan manfaat bagi masyarakat dan lingkungan.

Strategi keberlanjutan yang mencakup optimalisasi aset, penguatan sinergi antar entitas usaha, peningkatan kapasitas internal, serta pengembangan pusat layanan unggulan (*Center of Excellence*) dinilai relevan dalam mendukung pertumbuhan Perseroan. Upaya peningkatan kualitas layanan juga dilakukan melalui standardisasi pengalaman pasien yang terintegrasi dan mudah diakses, serta penguatan efisiensi operasional melalui pengelolaan pengadaan secara terpusat.

Dewan Komisaris mencatat bahwa Perseroan telah melakukan identifikasi dan pengelolaan risiko dengan mempertimbangkan aspek LST dalam menghadapi persaingan usaha dan berkontribusi pada pilar kesehatan Bangsa. Ke depan, kesehatan akan selalu menjadi dasar terpenting dari sebuah kehidupan yang menuntut komitmen, strategi, dan inovasi dalam menghadapi setiap tantangan. Dewan Komisaris akan terus mengawasi implementasi strategi ini, termasuk pengembangan *Center of Excellence* berbasis kompetensi tenaga medis, teknologi, dan inovasi layanan, guna memastikan mutu layanan serta terjaganya daya saing Perseroan.

Service quality is further reflected in a Net Promoter Score (NPS) of 86. We would like to remind that this achievement must be continuously optimized by addressing patient needs. Therefore, monitoring and consistent application of good corporate governance principles and strengthening the work culture: 5C (Create Innovation, Compassion, Competence, Change Agility, and Collaboration) are required. The Board of Commissioners believes that the application of the 5C will encourage corporate governance implementation, and improve the corporate governance assessments.

Oversight of Sustainability Strategy

The Board of Commissioners views that the Company's sustainability strategy, which focuses on growth and resilience, is on the right track. The "IBU" sustainability pillar is expected to strengthen the consistency of long-term value creation and deliver benefits to society and the environment.

The sustainability strategy, which includes asset optimization, strengthening synergies among business entities, enhancing internal capacity, and developing Center of Excellence, is considered relevant in supporting the Company's growth. Efforts to improve service quality are also carried out through standardized, integrated, and accessible patient experiences, as well as enhanced operational efficiency through centralized procurement management.

The Board of Commissioners notes that the Company has identified and managed risks by considering the ESG aspects when facing business competition and contributing to the nation's health pillar. Moving forward, health will remain the most important foundation of life, demanding commitment, strategy, and innovation in facing every challenge. The Board of Commissioners will continue to supervise the instigation of this strategy, including the development of the Center of Excellence based on medical personnel competencies, technology, and service innovations, to ensure service quality and maintaining the Company's competitiveness.

Apresiasi

Dewan Komisaris menyampaikan terima kasih kepada seluruh jajaran Direksi, tenaga medis, dan karyawan BMHS atas dedikasi dan kerja keras sepanjang 2025. Kami juga menyampaikan penghargaan kepada seluruh pemangku kepentingan atas kepercayaan dan dukungan yang diberikan. Kami percaya bahwa setiap langkah kecil yang kita lakukan bersama hari ini akan sangat berharga, karena setiap kehidupan sangatlah berarti.

Appreciation

The Board of Commissioners would like to express its gratitude to the entire Board of Directors, medical personnel, and BMHS employees for their dedication and hard work throughout 2025. We also would like to express our appreciation to all stakeholders for their trust and support. We believe that every small step we take together today will be invaluable, because every life matters.

Jakarta, April 2026



Ivan Rizal Sini

Komisaris Utama
President Commissioner

Penjelasan Direksi
Message from the Board of Directors



Pemangku kepentingan yang kami hormati,

PT Bundamedik Tbk mengintegrasikan inovasi dan peningkatan kualitas layanan kesehatan sebagai bagian dari strategi keberlanjutan. Perseroan terus berupaya menciptakan nilai jangka panjang melalui berbagai inisiatif yang dilakukan sepanjang 2025 untuk mendukung lahirnya generasi yang sehat dan berkualitas sejak tahap awal kehidupan, sekaligus menjaga harapan setiap pasien dan keluarga dalam memperoleh layanan kesehatan yang terbaik.

Kebijakan Merespons Tantangan

Dunia usaha menghadapi berbagai tantangan yang dinamis, termasuk di sektor kesehatan. Perubahan gaya hidup yang cepat dan tekanan berbagai faktor kehidupan, menuntut kami bertindak dan merespons dengan cepat dan bijak untuk turut menjaga kesehatan bangsa.

Dear stakeholders,

PT Bundamedik Tbk integrates innovations and improvements in healthcare service quality as part of our sustainability strategy. Throughout 2025, the Company continued to pursue initiatives aimed at creating long-term value while supporting the development of healthy and high-quality generations from the earliest stages of life, while also preserving hope for every patient and family in accessing the best possible healthcare services.

Responding to Policy Challenges

The business landscape continues to face dynamic challenges, including in the healthcare sector. Rapid lifestyle changes and pressures from different aspects of life require us to respond swiftly and prudently to safeguard the nation's health.

Kami terus berinovasi dan mengembangkan talenta untuk menghadirkan layanan kesehatan yang optimal, sejalan dengan semangat kami untuk memberi dampak nyata bagi masa depan keluarga Indonesia yang sehat dan sejahtera.

We continue to innovate and develop our talent to deliver optimal healthcare services, in line with our commitment to creating a meaningful impact for a healthier and more prosperous future for Indonesian families.

Sepanjang 2025, Perseroan menghadapi dinamika di sektor asuransi, serta perubahan regulasi BPJS yang turut memberikan tekanan pada industri kesehatan. Kondisi ini mendorong Perseroan untuk melakukan penyesuaian strategi layanan dan operasional melalui peninjauan struktur biaya, peningkatan efisiensi, penyesuaian tarif, penguatan pengelolaan kinerja, serta optimalisasi layanan prima.

Throughout 2025, the Company faced dynamics in the insurance sector, as well as changes in BPJS regulations, which also put pressure on the healthcare industry. In response, the Company adjusted its service and operational strategies through a review of its cost structure, enhanced efficiency, tariff adjustments, strengthened performance management, and the optimization of service excellence.

Selain itu, ketersediaan dokter spesialis juga menjadi tantangan tersendiri, di tengah maraknya keterbatasan kompetensi. Maka, Perseroan terus memperkuat program pengembangan karier dan kolaborasi dengan institusi pendidikan melalui berbagai program pengembangan, pendidikan, serta pembinaan kepemimpinan untuk memastikan ketersediaan talenta yang mampu mendukung pertumbuhan di masa mendatang. Di sisi lain, pada aspek lingkungan, Perseroan menyadari adanya urgensi untuk meningkatkan kelestarian dan keseimbangan ekosistem. Kami memperkuat tanggung jawab perlindungan lingkungan melalui penyusunan peta jalan perubahan iklim dan penyelesaian penentuan *baseline* emisi.

In addition, the limited availability of specialist doctors posed a significant challenge amid the broader constraints in healthcare competencies. To address this, the Company continued to strengthen its career development programs and collaborated with educational institutions through development, education, and leadership programs to ensure the availability of talent capable of supporting future growth. On the environmental front, the Company recognizes the growing urgency to preserve and maintain an ecosystem balance. We have reinforced our environmental protection responsibilities with the development of a climate change roadmap and the completion of our emissions baseline assessment.

Capaian Kinerja Keberlanjutan

Hingga akhir 2025, Perseroan mengelola 10 rumah sakit, 1 klinik serta beberapa layanan kesehatan lainnya meliputi 11 Klinik IVF, 96 Jaringan Klinik Fertilitas Indonesia (KFI), 37 laboratorium serta lebih dari 3.000 Klinik Pintar.

Sustainability Performance Achievements

The Company operates 10 hospitals, 1 clinic, and a range of other healthcare services, including 11 IVF clinics, 96 Fertility Clinics Network (KFI), 37 laboratories, and more than 3,000 Klinik Pintar.

Perseroan juga menambah satu klinik inovatif, yaitu Bunda Clinic MRT Dukuh Atas, yang dirancang untuk memenuhi kebutuhan masyarakat dengan mobilitas tinggi melalui layanan kesehatan yang cepat dan mudah diakses. Upaya ekspansi terus dilakukan guna meningkatkan kualitas layanan sekaligus mendekatkan fasilitas kepada masyarakat, dengan perencanaan yang matang, terukur, dan berorientasi pada peningkatan kapasitas secara berkelanjutan.

The Company has also established an innovative facility, Bunda Clinic MRT Dukuh Atas, designed to meet the needs of highly mobile communities by providing fast and easily accessible healthcare services. Expansion efforts continue to be undertaken to enhance service quality and bring healthcare facilities closer to the community, through careful and well-measured planning, with a focus on sustainably increasing capacity.

Strategi ekspansi Perseroan berhasil mendorong peningkatan volume layanan yang memberikan kontribusi positif terhadap kinerja keuangan. Hingga akhir 2025, Perseroan membukukan pendapatan sebesar Rp1,61 triliun meningkat dibandingkan tahun sebelumnya sebesar Rp1,55 triliun. Laba tahun berjalan tercatat sebesar Rp29,67 miliar, sementara EBITDA tumbuh 9% dibanding tahun 2024. Kinerja tersebut juga didukung oleh efisiensi biaya serta pengelolaan operasional yang lebih efektif.

The Company's expansion strategy successfully saw an increase in service volume that contributed positively to our financial performance. By the end of 2025, the Company recorded revenue of IDR 1.61 trillion, an increase compared to the previous year's IDR 1.55 trillion. Profit for the year amounted to IDR 29.67 billion, while EBITDA grew by 9% compared to the 2024, due to cost efficiency initiatives and more effective operational management.

Pada aspek layanan, Perseroan senantiasa meningkatkan kualitas pelayanan melalui pengembangan inovasi medis dan pemanfaatan teknologi terkini untuk menangani kasus medis kompleks. Sepanjang 2025, Perseroan menghadirkan berbagai inovasi tindakan bedah, termasuk pengembangan bedah berbasis teknologi robotik seperti *robotic skin sparing mastectomy* yang merupakan inovasi pertama di Asia Tenggara, serta keberhasilan pelaksanaan transplantasi ginjal. Melalui layanan fertilitas yang terus dikembangkan, Perseroan juga berkesempatan menjadi saksi dari keajaiban, ketika harapan keluarga akan kehadiran buah hati dapat terwujud. Melalui upaya peningkatan kualitas layanan tersebut, Perseroan mencatat Net Promoter Score (NPS) sebesar 86.

In terms of services, the Company continuously enhanced its service quality through the development of medical innovations and the use of advanced technologies to handle complex medical cases. Throughout 2025, the Company introduced various surgical innovations, including robotic-assisted procedures such as robotic skin sparing mastectomy, recognized as the first in Southeast Asia, as well as significant progress in kidney transplantation. Through its continuously evolving fertility services, the Company has also had the privilege of witnessing miracles, as families realize their hopes of welcoming a child. Through these service quality improvement efforts, the Company recorded a Net Promoter Score (NPS) of 86.

Perseroan melaksanakan berbagai kegiatan untuk mendukung peningkatan kompetensi guna memastikan kapabilitas insan BMHS selaras dengan kebutuhan layanan dan perkembangan industri kesehatan. Rata-rata jam pelatihan mencapai 8,6 jam per karyawan per tahun dengan tingkat partisipasi sebesar 68%.

The Company also carried out initiatives to strengthen competencies to ensure that BMHS personnel possessed capabilities aligned with the service needs and developments in the healthcare industry. The average training hours reached 8.6 hours per employee per year, with a participation rate of 68%.

Perseroan juga menjalin kolaborasi dengan institusi pendidikan dan berperan aktif sebagai mitra pendidikan klinis dengan menyediakan fasilitas praktik bagi mahasiswa kedokteran, perawat, dan tenaga kesehatan lainnya sepanjang tahun.

The Company also collaborated with educational institutions and actively served as a clinical education partner by providing practical training facilities for medical students, nurses, and other healthcare professionals throughout the year.

Perseroan terus memperkuat lingkungan kerja melalui penyediaan fasilitas dan kebijakan yang mendukung kesejahteraan serta produktivitas karyawan. Perhatian khusus diberikan kepada karyawan perempuan, antara lain melalui penyediaan ruang laktasi serta fleksibilitas pengaturan waktu kerja bagi ibu hamil dan menyusui. Berbagai upaya tersebut berhasil menekan tingkat perputaran karyawan menjadi 13,3% pada 2025, turun signifikan dibandingkan tahun sebelumnya yakni 17,7%. Selain itu, survei keterikatan karyawan mencatat skor 77 dari total 100.

The Company continued to strengthen its work environment by providing facilities and policies to support employee well-being and productivity. Particular attention was given to female employees through initiatives such as the provision of lactation rooms and flexible working arrangements for pregnant and breastfeeding mothers. These efforts successfully reduced the employee turnover rate to 13.3% in 2025, significantly lower than 17.7% the previous year. While, the employee engagement survey recorded a score of 77 out of 100.

Kontribusi sosial juga dilaksanakan melalui pendekatan berbasis kebutuhan masyarakat di sekitar wilayah operasional. Sepanjang 2025, Perseroan secara proaktif menyelenggarakan berbagai inisiatif kegiatan tanggung jawab sosial dan lingkungan (TJSL) yang menjangkau 8.683 penerima manfaat. Program tersebut meliputi penyaluran bantuan bagi masyarakat terdampak bencana alam, pemeriksaan kesehatan dasar, penyuluhan gizi, serta edukasi promotif dan preventif guna mendorong peningkatan kesadaran dan perilaku hidup sehat di masyarakat.

Social contributions were also carried out through community needs-based approaches in areas surrounding the Company's operational locations. Throughout 2025, the Company proactively carried out various corporate social responsibility (CSR) initiatives, reaching 8,683 beneficiaries. These programs included support for communities affected by natural disasters, basic health check-ups, nutrition education, as well as promotive and preventive health awareness programs aimed at encouraging healthier lifestyles within the community.

Pengelolaan lingkungan terus kami perkuat melalui langkah-langkah strategis yang terukur. Sepanjang tahun 2025, konsumsi energi tercatat sebesar 52.740,01 GJ, meningkat 1,19% dibandingkan tahun 2024, sementara intensitas GRK tetap terjaga pada 0,019 ton CO_2e per kunjungan pasien. Kami terus mendorong efisiensi energi dan pengurangan emisi melalui pemanfaatan energi terbarukan, termasuk pemasangan lampu tenaga surya serta pengembangan layanan Bunda Homecare yang didukung oleh penggunaan kendaraan listrik sebagai bagian dari upaya menekan jejak karbon operasional.

We continue to strengthen our environmental management through measurable and strategic initiatives. Throughout 2025, energy consumption was recorded at 52,740.01 GJ, an increase of 1.19% compared to 2024, while GHG intensity remained stable at 0.019 tons of CO_2e per patient visit. We are committed to improving energy efficiency and reducing emissions through the use of renewable energy, including the installation of solar-powered lighting and the development of Bunda Homecare services supported by electric vehicles as part of our efforts to reduce our operational carbon footprint.

Di sisi lain, Perseroan berupaya menjaga ekosistem sekitar dengan memastikan ketersediaan Ruang Terbuka Hijau (RTH) di setiap unit rumah sakit. Sebagai bagian dari upaya penghijauan, Perseroan melanjutkan program penanaman pohon di sekitar area operasional serta berkolaborasi dengan masyarakat sebagai kontribusi nyata dalam meningkatkan kualitas udara dan keberlanjutan lingkungan.

Perseroan juga memastikan pengelolaan limbah medis dilakukan secara hati-hati dan bertanggung jawab. Limbah non-B3 yang dapat didaur ulang diarahkan ke proses pemulihan sumber daya melalui pendekatan ekonomi sirkular, bekerja sama dengan mitra seperti bank sampah dan pendaur ulang. Sementara itu, pengelolaan limbah bahan berbahaya dan beracun (B3) dilaksanakan oleh pihak ketiga yang memiliki izin sesuai ketentuan yang berlaku. Sepanjang 2025, tidak terdapat kasus penyalahgunaan limbah medis, pencemaran lingkungan, maupun insiden tumpahan limbah B3 pada tahap pemilahan, penyimpanan, maupun proses penyerahan kepada pihak pengelola.

Perseroan terus memperkuat penerapan prinsip tata kelola perusahaan yang baik melalui pelaksanaan penilaian eksternal atas implementasi Pedoman Umum Governansi Korporat Indonesia (PUGKI). Selain itu, seluruh karyawan Perseroan telah menandatangani pakta integritas sebagai bentuk komitmen bersama dalam menjunjung tinggi etika dan kepatuhan. Inisiatif ini mempertegas budaya integritas yang menjadi fondasi dalam pengambilan keputusan, penciptaan nilai dan pengelolaan usaha dalam jangka panjang.

Prospek Usaha

Industri layanan kesehatan di Indonesia saat ini berada pada fase yang sangat penting dengan prospek pertumbuhan yang menjanjikan di tengah dinamika eksternal yang terus berkembang. Perseroan memandang kondisi ini sebagai bentuk tanggung jawab untuk menyelaraskan arah strategis Perseroan dengan prioritas nasional, terutama dalam penguatan kesehatan ibu dan anak sebagai fondasi ketahanan bangsa. Melihat ke depan, Perseroan berkomitmen untuk mendorong pertumbuhan melalui pendekatan yang terukur dan berorientasi pada penguatan fundamental usaha. Strategi ini diwujudkan melalui peningkatan margin, optimalisasi struktur biaya, efisiensi dari investasi digital, serta penguatan kompetensi sumber daya manusia.

The Company also endeavored to maintain the surrounding ecosystems by ensuring the availability of Green Open Spaces (RTH) in each hospital unit. As part of its greening initiatives, the Company continues to implement tree planting programs in operational areas while collaborating with local communities as a tangible contribution to improving air quality and environmental sustainability.

The Company also ensured that medical waste management was conducted carefully and responsibly. Non-hazardous waste that can be recycled was directed toward resource recovery processes through a circular economy approach, in collaboration with partners such as waste banks and recycling companies. While, hazardous and toxic waste (B3) was managed by licensed third-party providers in accordance with applicable regulations. Throughout 2025, there were no cases of medical waste misuse, environmental pollution, or hazardous waste spill incidents during the stages of segregation, storage, or handover to waste management providers.

The Company also continued to strengthen the application of its good corporate governance principles through external assessments of the Indonesian Corporate Governance Guidelines (PUGKI). In addition, all employees signed integrity pacts, reflecting a shared commitment to upholding ethics and compliance. This initiative reinforces a culture of integrity that serves as the foundation for decision-making, value creation, and long-term business management.

Business Prospects

Indonesia's healthcare services industry is currently entering a critical phase with promising growth prospects despite evolving external dynamics. The Company views this condition as a responsibility to align its strategic direction with national priorities, particularly in strengthening women and children health as the foundation of national resilience. Looking ahead, the Company is committed to driving growth through a measured approach focused on strengthening its business fundamentals. This strategy will be implemented through margin improvement, cost structure optimization, efficiency gains from digital investments, and strengthening human capital competencies.

Apresiasi

Keberlanjutan menjadi landasan utama dalam menjalankan usaha. Upaya ini didukung oleh kolaborasi yang konsisten dari seluruh insan BMHS serta dukungan kuat dari para pemangku kepentingan untuk bersama meningkatkan derajat kesehatan masyarakat.

Perseroan menyampaikan apresiasi atas sinergi yang terjalin selama ini. Mari terus melangkah dengan membawa semangat bahwa setiap kehidupan berarti, menjaga kesehatan adalah investasi, dan kami ada di sini untuk bersama masyarakat Indonesia membangun bangsa yang sehat dan berkualitas. Maka, layanan kesehatan yang berkualitas bukan sekadar standar, melainkan sebuah bentuk penghormatan bagi kemanusiaan.

Appreciation

Sustainability serves as the foundation of our business operations. These efforts are supported by consistent collaboration across all BMHS personnel, along with strong support from stakeholders, to collectively improve the health of the community.

The Company would like to express its sincere appreciation for the synergy that has been built thus far. Let us continue moving forward with the conviction that every life matters, that health is an investment, and that we are here to work together with the people of Indonesia in building a healthy and prosperous nation. High-quality healthcare services are therefore not merely a standard, but a profound expression of respect for humanity.

Jakarta, April 2026



Agus Heru Darjono

Direktur Utama
President Director

Tentang Laporan
About This Report

PT Bundamedik Tbk menerbitkan Laporan Keberlanjutan ini dengan cakupan data dan informasi kinerja keberlanjutan pada aspek ekonomi, sosial, lingkungan, dan tata kelola (LST) dari seluruh unit usaha Perseroan. Data terkait jumlah karyawan meliputi seluruh entitas anak, tetapi tidak termasuk tenaga alih daya. Seluruh informasi keuangan dalam laporan ini mengacu pada laporan keuangan konsolidasian Bunda Group yang telah diaudit oleh Kantor Akuntan Publik. [2-2][2-7][2-8]

Dengan merujuk pada POJK No.51/POJK.03/2017, SEOJK No. 16/SEOJK.04/2021 dan Standar Global Reporting Initiative (GRI) 2021 "*with reference to*", laporan ini memuat data untuk periode 1 Januari hingga 31 Desember 2025. Penerbitan laporan dilakukan secara tahunan, dan laporan tahun ini merupakan keberlanjutan dari laporan sebelumnya yang dirilis pada April 2025. [2-3]

Topik material dalam laporan ini ditetapkan dengan memperhatikan isu yang memiliki dampak signifikan dan menjadi sorotan pemangku kepentingan. Tidak ada penambahan topik material pada periode ini, tetapi terdapat informasi yang diungkapkan kembali (*restatement*) karena perubahan metode perhitungan. Meskipun laporan belum diverifikasi (*assurance*) oleh pihak independen, seluruh data dan informasi telah melalui proses validasi internal oleh Direksi dan Divisi terkait. [G.1][2-4][2-5]

PT Bundamedik Tbk publishes this Sustainability Report, which covers sustainability performance data and information across economic, social, environmental, and governance (ESG) aspects for all of the Company's business units. Data related to the number of employees includes all subsidiaries, but excludes outsourced personnel. All financial information presented in this report refers to the audited consolidated financial statements of the Bunda Group, which have been audited by an independent Public Accounting Firm. [2-2][2-7][2-8]

Referring to POJK No. 51/POJK.03/2017, SEOJK No. 16/SEOJK.04/2021, and the Global Reporting Initiative (GRI) Standards 2021 ("with reference to"), this report presents data for the reporting period from January 1 to December 31, 2025 The Sustainability Report is published annually basis, and this year's report is a continuation of the previous report issued in April 2025. [2-3]

The material topics disclosed in this report were determined by considering issues that have significant impacts and are of key concern to stakeholders. There were no additions to the material topics during the reporting period, however certain information has been restated due to differences in the calculation methodology. Although this report has not been independently assured, all data and information has undergone an internal validation process by the Board of Directors and the relevant divisions. [G.1][2-4][2-5]

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Tanggapan Umpan Balik Laporan Tahun Sebelumnya [G.3]
Response to Previous Year's Report Feedback

Hingga akhir tahun 2025, Perseroan telah menerima dan menindaklanjuti tanggapan dari seluruh pemangku kepentingan. Berbagai masukan atas Laporan Keberlanjutan 2024 telah kami respons, termasuk mengenai target kinerja produksi, target pembiayaan, maupun target yang sejalan dengan keberlanjutan; menghitung Emisi Cakupan 3; menghitung jumlah efisiensi energi dari inisiatif yang dilakukan; serta informasi mengenai program bantuan peralihan/pensiun. Informasi yang dibutuhkan kini disampaikan secara lebih lengkap pada Laporan Keberlanjutan 2025.

As of the end of 2025, the Company has received and followed up on feedback from all stakeholders. Input regarding the 2024 Sustainability Report has been addressed, including feedback on production performance targets, financing targets, and sustainability-aligned targets; the calculation of Scope 3 emissions; the calculation of energy efficiency achieved through implemented initiatives; as well as information on transition and retirement assistance programs. The required information is now presented more comprehensively in the 2025 Sustainability Report.



Topik Material [2-14][3-1][3-2][3-3]
Material Topics

Dalam menetapkan topik material, Perseroan melibatkan pemangku kepentingan internal dan eksternal serta menilai prioritas setiap topik berdasarkan besaran dampak dan relevansinya terhadap keberlanjutan usaha. Perseroan juga memetakan kontribusi setiap topik terhadap Tujuan Pembangunan Berkelanjutan (TPB). Topik material yang dirumuskan telah ditinjau dan disetujui oleh Direksi, serta selaras dengan strategi perusahaan dan mencerminkan risiko serta peluang LST yang berpotensi berdampak signifikan dan memengaruhi keputusan pemangku kepentingan.

In determining material topics, the Company engaged internal and external stakeholders and assessed each topic's priority based on its impact and relevance to business sustainability. The Company also mapped its contributions of each topic to the Sustainable Development Goals (SDGs). The identified material topics were reviewed and approved by the Board of Directors, aligned with the Company's strategy, and reflect ESG risks and opportunities that may have significant impacts and influence stakeholder decision-making.

Daftar Topik Material
List of Material Topics

Etika dan Integritas
Ethics and Integrity



Perhatian Utama | Key Focus

Menjaga kode etik profesi dokter.

Upholding the professional code of ethics for medical practitioners.

Pengelolaan | Management

Dalam menjaga standar etika dan integritas, Perseroan menciptakan lingkungan kerja yang mendukung penerapan kode etik profesi dokter dengan menerapkan Kode Etik Kedokteran Indonesia (KODEKI) dan Kode Etik Rumah Sakit Indonesia (KODERSI). Seluruh tenaga medis menerima sosialisasi dan pelatihan rutin terkait kode etik untuk menjamin kepatuhan dan penyediaan layanan kesehatan yang berkualitas serta beretika. Penilaian terhadap penerapannya dilakukan melalui evaluasi kinerja oleh Direktur Rumah Sakit.

Untuk menjamin keamanan dan kerahasiaan data pasien, Perseroan mematuhi ketentuan dalam Peraturan Menteri No. 20 Tahun 2016, UU No. 27 Tahun 2022, Peraturan Menteri Kesehatan No. 24 Tahun 2022 tentang Rekam Medis, serta Keputusan Menteri Kesehatan No. HK.01.07/MENKES/1559/2022. Direktorat Digital & Technology Officer bertanggung jawab atas pelaksanaan kebijakan perlindungan data. Evaluasi berkala dilakukan dan hasilnya dilaporkan kepada Direksi guna memastikan pelaksanaan berjalan efektif dan sesuai peraturan.

To uphold ethical standards and integrity, the Company fosters a working environment that supports adherence to professional medical ethics by implementing the Indonesian Medical Code of Ethics (KODEKI) and the Indonesian Hospital Code of Ethics (KODERSI). All medical personnel receive regular socialization and training on these codes of ethics to ensure compliance and the delivery of high-quality and ethical healthcare services. Compliance is assessed through performance evaluations conducted by the Hospital Director.

To ensure the security and confidentiality of patient data, the Company complies with the provisions in Ministerial Regulation No. 20 of 2016, Law No. 27 of 2022, Minister of Health Regulation No. 24 of 2022 on Medical Records, and the Minister of Health Decree No. HK.01.07/MENKES/1559/2022. The Directorate of Digital & Technology is responsible for implementing data protection policies. Periodic evaluations are conducted, and the results are reported to the Board of Directors to ensure effective implementation and compliance with applicable regulations.

Layanan Berkualitas & Pelatihan Karyawan
Quality Services & Employee Training



Perhatian Utama | Key Focus

- Layanan yang berkualitas, andal, terpercaya, setara, kemudahan akses dengan inovasi teknologi, serta ketersediaan obat dan alat kesehatan.
- Peningkatan kompetensi para dokter dan perawat, serta edukasi kesehatan bagi masyarakat, khususnya ibu dan anak.

- High-quality, reliable, and trusted services; equitable access; ease of access through technological innovations; and the availability of medicines and medical devices.
- Improving the competencies of doctors and nurses, as well as providing health education to the communities, particularly for women and children.

Pengelolaan | Management

Perseroan terus memperkuat kualitas sumber daya manusia dan layanan kesehatan melalui pendekatan yang terintegrasi. Pengembangan kompetensi karyawan dilakukan secara berkelanjutan melalui program pelatihan dan pendidikan yang terstruktur, termasuk penguatan aspek teknis, profesional, dan LST, di bawah koordinasi Direktorat Human Capital. Di sisi layanan, Perseroan menghadirkan inovasi digital OneBunda untuk mempermudah akses pasien terhadap informasi dan layanan di seluruh ekosistem Perseroan. Selain itu, evaluasi komprehensif terhadap pemasok dan mitra usaha dilakukan secara berkala oleh Perseroan guna memastikan standar keselamatan pasien, kepatuhan regulasi, serta penerapan prinsip LST dan HAM di sepanjang rantai pasok.

The Company continues to strengthen the quality of its human resources and healthcare services through an integrated approach. Employee competency development is carried out sustainably through structured training and education programs, including the enhancement of technical, professional, and ESG aspects, under the coordination of the Human Capital Directorate. On the service side, the Company has introduced the OneBunda digital innovation to facilitate patient access to information and services across its ecosystem. In addition, comprehensive evaluations of suppliers and business partners are conducted periodically by the Company to ensure patient safety standards, regulatory compliance, and the implementation of ESG principles and respect for human rights throughout the supply chain.

Kesehatan, Keselamatan, dan Kesejahteraan di Tempat Kerja
Occupational Health, Safety, and Workplace Well-Being

Perhatian Utama | Key Focus

Kesehatan dan keselamatan di tempat kerja sebagai aspek vital yang memengaruhi kualitas pelayanan kesehatan serta berkontribusi langsung terhadap kesehatan dan keselamatan karyawan, tenaga medis, serta pasien.

Occupational health and safety as a vital aspect influencing the quality of healthcare services and directly contributing to employees, medical personnel, and patient health and safety.

Pengelolaan | Management

Kesehatan dan keselamatan kerja (K3) menjadi fokus utama Perseroan dalam memberikan pelayanan terbaik bagi karyawan dan pasien. Perseroan menjaga lingkungan rumah sakit agar selalu bersih, nyaman, aman, dan sehat. Setiap aktivitas operasional dilaksanakan secara cermat dan beretika guna menjamin keselamatan semua pemangku kepentingan.

Perseroan mengimplementasikan K3 sesuai Pasal 35 dan 47 Peraturan Perusahaan PT Bundamedik Tbk Tahun 2023–2025, yang telah mendapat pengesahan melalui Keputusan Kepala Dinas Tenaga Kerja, Transmigrasi, dan Energi Provinsi DKI Jakarta Nomor e-2196 Tahun 2023. Setiap rumah sakit memiliki unit K3RS yang dikelola oleh tenaga bersertifikasi dari LSP yang diakui BNSP.

Occupational Health and Safety (OHS) is a primary focus of the Company in delivering the best possible services to employees and patients. The Company maintains a clean, comfortable, safe, and healthy hospital environment. All operational activities are carried out with due care and ethical standards to ensure the safety of all stakeholders.

The Company implements OHS in accordance with Articles 35 and 47 of PT Bundamedik Tbk's Company Regulations for the 2023–2025 period, which was ratified through the Decree of the Head of the Manpower, Transmigration, and Energy Office of the DKI Jakarta Province No. e-2196 of 2023. Each hospital has an Occupational Health and Safety Hospital Unit (K3RS) managed by certified personnel from Professional Certification Bodies (LSP) recognized by the National Professional Certification Agency (BNSP).

Pengelolaan Limbah
Waste Management

Perhatian Utama | Key Focus

Mengelola limbah B3, medis dan non-medis, baik limbah cair maupun padat.

Management of hazardous (B3), medical, and non-medical waste, including liquid and solid waste.

Pengelolaan | Management

Pengelolaan limbah dilaksanakan melalui pemisahan limbah B3, medis, dan non-medis sesuai karakteristiknya, serta kerja sama dengan pihak ketiga berizin untuk pengangkutan dan pemusnahan. Pengawasan dilakukan melalui pencatatan timbulan limbah dan evaluasi kepatuhan terhadap regulasi yang berlaku. Unit Kesehatan Lingkungan bertanggung jawab memantau kinerja, memeriksa kepatuhan, serta melaporkan hasilnya secara berkala kepada Direktur Rumah Sakit melalui mekanisme manajemen mutu. Unit ini juga memastikan standar dipenuhi dan pihak ketiga mengikuti kebijakan yang berlaku. Selain itu, Perseroan secara rutin menjalani audit lingkungan di bawah pengawasan Dinas Lingkungan Hidup.

Waste management is carried out through the segregation of hazardous (B3), medical, and non-medical waste according to their characteristics, as well as collaboration with licensed third parties for transportation and disposal. Oversight is conducted through the recording of waste generation and evaluation of compliance with applicable regulations. The Environmental Health Unit is responsible for monitoring performance, ensuring compliance, and periodically reporting the results to the Hospital Director through the quality management mechanism. This unit also ensures that applicable standards are met and that third parties comply with the relevant policies. In addition, the Company regularly undergoes environmental audits under the supervision of the Environmental Agency.

Manajemen Energi dan Emisi
Energy and Emission Management

Perhatian Utama | Key Focus

Efisiensi penggunaan energi dan reduksi emisi.

Energy efficiency and emissions reduction.

Pengelolaan | Management

Komitmen Perseroan terhadap pelestarian lingkungan, yang menjadi bagian dari perhatian terhadap kesehatan, ditunjukkan melalui peningkatan efisiensi energi, upaya pengurangan emisi, serta pengelolaan limbah dan air dengan prinsip tanggung jawab.

The Company's commitment to environmental conservation, which forms an integral part of its concern for public health, is demonstrated through enhanced energy efficiency initiatives, emissions reduction efforts, and the responsible management of waste and water.

Pengelolaan Air
Water Stewardship

Perhatian Utama | Key Focus

- Penggunaan air untuk kegiatan operasional.
- Efisiensi penggunaan air.

- Water usage for operational activities.
- Water use efficiency.

Pengelolaan | Management

Pengelolaan air dilakukan melalui pemantauan rutin konsumsi dan kualitas air serta pengawasan operasional IPAL sesuai baku mutu. Unit Kesehatan Lingkungan bertanggung jawab memantau kinerja, memeriksa kepatuhan, serta melaporkan hasilnya secara berkala kepada Direktur Rumah Sakit melalui mekanisme manajemen mutu.

Water management is carried out through routine monitoring of water consumption and quality, as well as oversight of wastewater treatment plant (IPAL) operations in accordance with applicable quality standards. The Environmental Health Unit is responsible for monitoring performance, ensuring compliance, and reporting the results periodically to the Hospital Director through the quality management mechanism.

Inovasi dan Kesehatan Teknologi yang Berkelanjutan
Sustainable Health Technology and Innovation

Perhatian Utama | Key Focus

Inovasi alat medis.

Medical device innovation.

Pengelolaan | Management

Perseroan mendorong adanya inovasi alat medis, dengan mengadopsi teknologi medis yang memenuhi standar keselamatan, mutu, dan perizinan yang berlaku. Setiap peralatan dipastikan keamanannya untuk meningkatkan mutu pelayanan kesehatan.

The Company promotes medical device innovation by adopting medical technologies that comply with applicable safety, quality, and licensing standards. Each piece of equipment is ensured for safety to enhance the quality of healthcare services.



Tentang Kami
About Us

Berawal sebagai klinik bersalin yang melayani kesehatan ibu dan anak pada tahun 1973, Perseroan terus berkembang hingga menjadi penyedia layanan kesehatan terkemuka di Indonesia. Perseroan menjadi perusahaan terbuka pada 6 Juli 2021 dengan nama PT Bundamedik Tbk. Pengalaman panjang selama lima dekade telah memperkokoh kemampuan Perseroan dalam memberikan layanan kesehatan yang terpercaya bagi masyarakat dengan terus membangun ekosistem kesehatan yang terintegrasi. Perluasan cakupan layanan dicapai melalui perluasan fasilitas, langkah akuisisi yang tepat sasaran, serta peningkatan kerja sama dengan berbagai mitra. Pada akhir tahun 2025, jumlah perusahaan asuransi yang menjadi mitra Perseroan meningkat dari 283 pada tahun 2024 menjadi 343 mitra, yang terdiri dari perusahaan asuransi korporasi, BUMN, maupun mitra lainnya. Peningkatan ini mencerminkan komitmen Perseroan dalam memperluas jaringan kemitraan strategis guna meningkatkan akses serta keterjangkauan layanan kesehatan bagi masyarakat. [2-1]

Established in 1973 as a maternity clinic serving women and children healthcare, the Company has continuously evolved into one of Indonesia's leading healthcare service providers. The Company became a publicly listed entity on July 6, 2021 under the name PT Bundamedik Tbk. With more than five decades of experience, the Company has strengthened its capabilities in delivering reliable healthcare services to the communities, while consistently developing an integrated healthcare ecosystem. The expansion of service coverage has been achieved through the development of healthcare facilities, targeted acquisitions, and enhanced collaboration with strategic partners. By the end of 2025, the number of insurance companies partnering with the Company increased from 283 in 2024 to 343 partners, consisting of corporate insurers, state-owned enterprises, and other partners. This increase reflects the Company's commitment to expanding its strategic partnership network to enhance access to and affordability of healthcare services for the community. [2-1]



Nama Perseroan [2-1]
Company Name

PT Bundamedik Tbk

Tahun Berdiri
Year of Establishment

13 April 1978
April 13, 1978

Bidang Usaha [2-6]
Business Activities

Aktivitas Rumah Sakit Swasta
Private Hospital Activities

Status Badan Hukum [2-1]
Legal Status

Perusahaan Terbuka
Public Company

Tanggal Pendaftaran Saham di Bursa Efek Indonesia
Date of Share Listing on the Indonesia Stock Exchange

6 Juli 2021
July 6, 2021

Dasar Hukum Pendirian [2-1]
Legal Basis of Establishment

Akta Pendirian Perseroan Terbatas No. 21 tanggal 13 April 1978, yang dibuat di hadapan Adlan Yulizar, S.H., Notaris di Jakarta
Deed of Establishment of a Limited Liability Company No. 21 dated 13 April 1978, made before Adlan Yulizar, S.H., Notary in Jakarta

Alamat dan Kontak [C.2] [2-1]
Address and Contact

Jl. Teuku Cik Ditiro No. 28, Menteng
Jakarta Pusat, 10350
Telepon I Phone: (+62 21) 31923344
Faks I Fax: (+62 21) 31905915
Surel I Email: corsec@bmhs.co.id
Situs Web I Website: www.bmhs.co.id

Perubahan Signifikan [C.6][2-6]
Significant Changes

Pada tahun 2025, Perseroan mengakuisisi 99,99% saham PT Medika Sejahtera Bersama (MSB).
In 2025, the Company acquired 99.99% PT Medika Sejahtera Bersama (MSB) shares.

Visi, Misi, dan Nilai Budaya Keberlanjutan [C.1]
Vision, Mission and Sustainability Values

Visi
Vision

Menjadi grup layanan kesehatan yang berkelanjutan dengan berkomitmen menciptakan nilai tambah dan inovasi melalui keseimbangan kinerja lingkungan, sosial, dan tata kelola untuk kesejahteraan bersama.

To become a sustainable healthcare group committed to creating added value and innovation through a balance of environmental, social and governance performance for shared prosperity.

Misi
Mission

Untuk mencapai visi tersebut, Perseroan mengimplementasikan rencana aksi keberlanjutan antara lain:

1. Mengembangkan layanan yang meningkatkan, mempertahankan, dan memulihkan kondisi kesehatan dengan memperhatikan kelestarian lingkungan.
2. Meningkatkan kualitas kehidupan dengan sumber daya tenaga medis profesional
3. Menerapkan manajemen bisnis yang efisien, etis, dan inovatif dengan kesimbangan aspek finansial, lingkungan, sosial, dan tata kelola.
4. Meningkatkan peran aktif pemangku kepentingan dalam kualitas, keterampilan, dan tanggung jawab untuk memastikan layanan kesehatan yang berkelanjutan.

To achieve this vision, the Company follows a sustainability action plan that includes:

1. Developing services that improve, maintain and restore health conditions while taking environmental sustainability into account.
2. Improving the quality of life with professional medical resources.
3. Implementing efficient, ethical and innovative business management with a balance between financial, environmental, social and governance aspects.
4. Increasing the active role of stakeholders in quality, skills and responsibility to ensure sustainable health services.

Informasi lebih lanjut mengenai Visi dan Misi Perseroan dapat dilihat pada Laporan Tahunan 2025 dan situs web resmi Perseroan https://www.bmhs.co.id/about/vision-mission/

Further information regarding the Company's Vision and Mission can be found in the 2025 Annual Report and on the Company's website https://www.bmhs.co.id/about/vision-mission/

Nilai Budaya Keberlanjutan [F.1]
Sustainability Culture Values

Sepanjang 2025, PT Bundamedik Tbk dan seluruh anak usahanya terus mendorong penguatan nilai dan budaya perusahaan yang terangkum dalam Corporate Values 5C (Compassion, Competence, Change Agility, Collaboration, Create Innovation). Perseroan mengimplementasikan sejumlah inisiatif dan program strategis guna menghayati serta menerapkan budaya tersebut. Inisiatif yang dimaksud, meliputi:

1. Melakukan peninjauan dan penilaian proses implementasi Corporate Values (5C Check-in) di seluruh Unit dan Anak Usaha Perseroan.
2. Memberikan pelatihan mengenai nilai-nilai budaya Perseroan kepada seluruh karyawan.
3. Membuat Task Force Culture & Employee Engagement serta menunjuk perwakilan karyawan sebagai 5C Champion.
4. Menyelenggarakan *town hall meeting (Leaders Forum)* untuk seluruh manajemen dan pimpinan Perseroan.
5. Menyelenggarakan 5C Talks untuk para pimpinan Perseroan.
6. Memperkuat budaya perusahaan melalui berbagai artefak, program, dan kampanye mengenai Corporate Values 5C.
7. Mengintegrasikan keterlibatan karyawan dalam pelaksanaan program LST dan kampanye keberlanjutan.

In 2025, PT Bundamedik Tbk and all of its subsidiaries consistently strengthened the Company's values and culture known as the Corporate Values 5C (Compassion, Competence, Change Agility, Collaboration, and Create Innovation). The Company implemented a number of strategic initiatives and programs to internalize and apply these values across the organization. These initiatives included:

1. Reviewing and assessing the implementation of Corporate Values through the '5C Check-in' across all Company units and subsidiaries.
2. Providing training on corporate cultural values to all employees.
3. Establishing a Culture & Employee Engagement Task Force and appointing employee representatives as 5C Champions.
4. Organized a town hall meeting (Leaders Forum) for all management and leadership of the Company.
5. Hosting the 5C Talks for Company leaders.
6. Reinforcing corporate culture through various artifacts, programs, and campaigns centered on the 5C Corporate Values.
7. Integrating employee engagement in the implementation of ESG programs and sustainability campaigns.

Sekilas Perseroan [C-3][2-1]
Company Overview

Upaya ekspansi yang berkelanjutan telah memperkuat kehadiran Perseroan dalam menyediakan layanan kesehatan di Indonesia. Saat ini, ekosistem BMHS yang terdiri dari rumah sakit, klinik, klinik IVF, dan laboratorium telah menjangkau 15 kota di seluruh Indonesia.

Continuous expansion efforts have strengthened the Company's presence in delivering healthcare services across Indonesia. Currently, the BMHS ecosystem, comprising hospitals, clinics, IVF clinics, and laboratories has reached 15 cities nationwide.

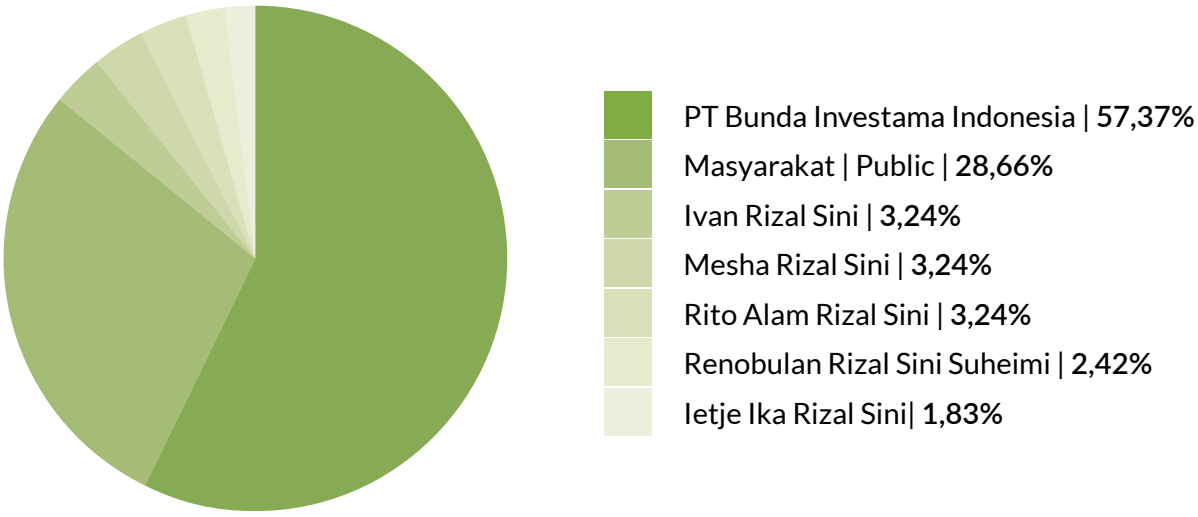
Wilayah Operasional
Operational Areas



10	11	37	>3.000	96
Rumah Sakit Hospitals **+ 1 Klinik** | Clinic	**Klinik IVF** IVF Clinics	**Laboratorium** Laboratories	**Klinik Pintar** Klinik Pintar	**Jaringan Klinik Fertilitas Indonesia (KFI)** Fertility Clinics Network (KFI)

Informasi lebih detail terkait wilayah operasional Perseroan dapat diakses pada Laporan Tahunan PT Bundamedik Tbk 2025.
More detailed information concerning the Company's operational footprint is available in the 2025 Annual Report of PT Bundamedik Tbk.

Komposisi Kepemilikan Saham per 31 Desember 2025 [C-3][2-1]
Shareholding Composition as of December 31, 2025



Skala Usaha [C.3][2-6]
Business Scale

Uraian Description	Satuan Unit	2025	2024	2023
Total Aset Total Assets	Rp miliar IDR billion	4.016,43	3.446,36	3.083,16
Total Liabilitas Total Liabilities		1.621,92	1.298,63	1.283,13
Laba Bersih | Net Profit		29,67	18,90	16,23
Jumlah Karyawan Total of Employees	Orang People	3.191	3.234	3.156

Kegiatan Usaha [C.4][2-6]
Business Activities

Perseroan menjalankan kegiatan utamanya di sektor layanan kesehatan dengan mengoperasikan rumah sakit dan klinik di bawah jaringan RS Bunda Grup yang hadir di berbagai wilayah. Fasilitas tersebut, meliputi RSIA Bunda Jakarta, RSU Bunda Jakarta, RSU Bunda Margonda, RSIA Bunda Ciputat, RSU Bunda Padang, RSU Citra Harapan, RSIA Az Zahra Palembang, RSIA Pusura Tegalsari, RSIA Bunda Denpasar, RSJP Paramarta, serta Bunda Clinic MRT Dukuh Atas. Di samping itu, Perseroan juga membawahi sejumlah anak usaha lainnya sebagai berikut:

The Company conducts its primary operations in the healthcare services sector by operating hospitals and clinics under the Bunda Group Hospital network, which is spread across several regions in Indonesia. These facilities include Bunda Jakarta Women and Children Hospital, Bunda Jakarta Hospital, Bunda Margonda Hospital, Bunda Ciputat Women and Children Hospital, Bunda Padang Hospital, Citra Harapan Hospital, Az Zahra Palembang Women and Children Hospital, Pusura Tegalsari Women and Children Hospital, Bunda Denpasar Women and Children Hospital, Paramarta Cardiovascular Hospital and Bunda Clinic MRT Dukuh Atas. In addition, the Company also oversees several other subsidiaries as follows:

Anak Usaha Subsidiary	Penjelasan Description
PT Morula Indonesia	· Pengembangan klinik fertilitas yang berhasil meningkatkan jumlah pasien yang berpartisipasi dalam program bayi tabung setiap tahunnya. · Tersedia 11 Klinik Morula IVF Indonesia · Development of fertility clinics that have successfully increased the total of patients participating in in vitro fertilization (IVF) programs each year. · Operates 11 Morula IVF Indonesia clinics
PT Diagnos Laboratorium Utama Tbk	· Layanan laboratorium berkualitas tinggi dan andal, meliputi Clinical Laboratory, Genomics Laboratory (NIPT, PGT-A, PGT-M, Circle DNA), Homecare Diagnos, dan Pemeriksaan SARS – Cov – 2, Pemeriksaan Patologi Anatomi, Pemeriksaan Mikrobiologi & Layanan Riset Diagnos · Terletak di Jakarta, Tangerang, Bekasi, Depok, Bandung, Surabaya, Brebes, Padang, Makassar, Palembang, Pekanbaru, Bali, Denpasar, dan Batam · Provision of high-quality and reliable laboratory services, including Clinical Laboratory, Genomics Laboratory (NIPT, PGT-A, PGT-M, Circle DNA), Diagnos Homecare, SARS-CoV-2 testing, Anatomical Pathology examinations, Microbiology testing, and Diagnos Research Services · Operates in Jakarta, Tangerang, Bekasi, Depok, Bandung, Surabaya, Brebes, Padang, Makassar, Palembang, Pekanbaru, Bali, Denpasar, and Batam
PT Bunda Global Pharma	· Konsisten bekerja sama dengan industri farmasi dan obat kesehatan domestik dan internasional · Distributor obat dan alat kesehatan yang memiliki izin operasional dan juga memiliki sertifikat Cara Distribusi Obat yang Baik (CDOB) dan Cara Distribusi Alat Kesehatan yang Baik (CDAKB) · Integrasi berkelanjutan antara tim pemasaran, pelayanan, dan ketersediaan stok. · Consistent collaboration with domestic and international pharmaceutical and healthcare product industries · Licensed distributor of pharmaceuticals and medical devices, holding Good Distribution Practice for Pharmaceuticals (CDOB) and Good Distribution Practice for Medical Devices (CDAKB) certifications · Continuous integration among marketing, service, and inventory availability teams
PT Emergency Response Indonesia	· Layanan evakuasi medis untuk pasien kritis yang membutuhkan transportasi aman dan cepat oleh tim medis profesional · Layanan rujukan untuk pasien bayi, anak, dan dewasa di dalam negeri dan di luar negeri dengan ambulans darat atau udara · Medical evacuation services for critical patients requiring safe and rapid transportation by professional medical teams · Referral services for neonatal, pediatric, and adult patients domestically and internationally, using ground or air ambulances
PT BMHS Diklat Indonesia	Pelatihan keperawatan yang mencakup layanan termasuk Pelatihan Basic Trauma Cardiac Life Support (BTCLS), Pelatihan Advanced Cardiac Life Support (ACLS), Pelatihan Perawat Anestesi, Pelatihan Preceptorship, Pelatihan Asesor, Pelatihan Laparoskopi, dan Pelatihan *Babysitter* Nursing education and training services, including Basic Trauma Cardiac Life Support (BTCLS), Advanced Cardiac Life Support (ACLS), Anesthesia Nursing Training, Preceptorship Training, Assessor Training, Laparoscopy Training, and Babysitter Training programs
PT Prima Dental Medika	Pemeliharaan kesehatan gigi dengan inovasi teknologi yang unggul di RSU Bunda Jakarta. Dental healthcare services supported by advanced technological innovations at Bunda Jakarta Hospital
PT Bunda Medika Wisesa	Layanan akomodasi melalui Daima Norwood Menteng yang berlokasi di Menteng, Jakarta Pusat, serta memfasilitasi dan mempromosikan industri perjalanan kesehatan (*medical tourism*) di dalam ekosistem BMHS, baik di tingkat nasional maupun internasional PT Bunda Medika Wisesa provides accommodation services through Daima Norwood Menteng, located in Menteng, Central Jakarta, and facilitates and promotes the medical tourism industry within the BMHS ecosystem, both nationally and internationally
PT Sasana Mitra Bunda	Konsultan manajemen layanan klinik fisioterapi Management consultancy services for physiotherapy clinic operations
PT Bunda Medika Bekasi	Bergerak di bidang rumah sakit swasta Engaged in the private hospital sector

Anak Usaha Subsidiary	Penjelasan Description
PT Bunda Medika Klinik	Bergerak di bidang klinik swasta Engaged in the private clinic sector
PT Bunda Graha Properti	Bergerak di bidang properti Engaged in the property sector
PT Visiscan Indonesia	Bergerak di bidang konsultan manajemen layanan ultrasonografi (USG) Engaged in management consultancy services for ultrasonography (USG) services

Informasi lebih detail terkait seluruh kegiatan usaha Perseroan, dapat merujuk pada Laporan Tahunan PT Bundamedik Tbk Tahun 2025.

More detailed information regarding all of the Company's business activities can be found in the 2025 Annual Report of PT Bundamedik Tbk.



Keanggotaan Asosiasi dan Sertifikasi [C.5][2-28]
Association Memberships and Certifications

Asosiasi

Dalam rangka mengikuti dinamika regulasi serta inovasi di sektor kesehatan, Perseroan mengambil peran aktif dengan bergabung dan terlibat dalam sejumlah asosiasi berikut:

1. Ikatan Rumah Sakit Jakarta Metropolitan
2. Persatuan Pemilik Rumah Sakit Swasta Nasional
3. Perhimpunan Rumah Sakit Seluruh Indonesia
4. Asosiasi Rumah Sakit Swasta Indonesia
5. Asosiasi Emiten Indonesia
6. Indonesian Corporate Secretary Association
7. Perhimpunan Fertilitas In Vitro Indonesia

Associations

To stay aligned with regulatory developments and innovations in the healthcare sector, the Company actively participates in and maintains membership in the following associations:

1. Jakarta Metropolitan Hospital Association
2. Indonesian Private Hospital Owners Association
3. Indonesian Hospital Association
4. Indonesian Private Hospital Association
5. Indonesian Listed Companies Association
6. Indonesian Corporate Secretary Association
7. Indonesian In Vitro Fertilization Association

Di samping keanggotaannya dalam berbagai asosiasi, Perseroan juga memperkuat mutu layanan dengan memastikan tenaga kesehatannya memiliki sertifikasi kompetensi sehingga pelayanan yang diberikan tetap unggul dan berkualitas bagi seluruh pasien.

In addition to its membership in these associations, the Company also strengthens its service quality by ensuring that its healthcare professionals hold relevant competency certifications, thereby maintaining high-quality and reliable healthcare services for all patients.

Sertifikasi Certification	**Penerima** Recipient	**Masa Berlaku** Validity Period
ISO 15189:2012	PT Diagnos Laboratorium Utama Tbk	22 Februari 2027 February 22, 2027
ISO 45001:2018	PT Diagnos Laboratorium Utama Tbk (Jakarta Pusat, Denpasar, Padang Selatan, Tangerang Selatan)	06 November 2025 - 05 November 2028 November 06, 2025 - November 05, 2027
ISO 9001:2015	PT Diagnos Laboratorium Utama Tbk (Jakarta Pusat, Denpasar, Padang Selatan, Tangerang Selatan)	6 November 2025 - 05 November 2028 November 06, 2025 - November 05, 2028
Reproductive Technology Accreditation Committee (RTAC)	Morula IVF Surabaya (MIS) Morula IVF Jakarta (MIJ)	18 Desember 2025 - 31 Desember 2026 December 18, 2025 - December 31, 2026

Sertifikasi Certification	**Penerima** Recipient	**Masa Berlaku** Validity Period
Akreditasi Rumah Sakit Tingkat Paripurna Paripurna (Full) Hospital Accreditation	RSIA Bunda Jakarta RSU Bunda Jakarta RSU Bunda Margonda RSU Bunda Padang RSIA Bunda Ciputat RSIA Az Zahra Palembang RSU Citra Harapan RSIA Bunda Denpasar RSIA Pusura Tegalsari Bunda Jakarta Women and Children Hospital Bunda Jakarta Hospital Bunda Margonda Hospital Bunda Padang Hospital Bunda Ciputat Women and Children Hospital Az Zahra Palembang Women and Children Hospital Citra Harapan Hospital Bunda Denpasar Women and Children Hospital Pusura Tegalsari Women and Children Hospital	07 Maret 2023 - 20 Februari 2027 08 Mei 2023 - 12 Maret 2027 12 Juni 2023 - 24 Januari 2027 22 Februari 2023 - 31 Januari 2027 20 Maret 2023 - 27 Februari 2027 8 Februari 2023 - 24 Januari 2027 20 Maret 2023 - 5 Maret 2027 16 Februari 2024 - 08 Januari 2028 21 Juni 2024 - 26 Mei 2028 March 7, 2023 - February 20, 2027 May 8, 2023 - March 12, 2027 June 12, 2023 - January 24, 2027 February 22, 2023 - January 31, 2027 March 20, 2023 - February 27, 2027 February 8, 2023 - January 24, 2027 March 20, 2023 - March 5, 2027 February 16, 2024 - January 8, 2028 June 21, 2024 - May 26, 2028

Karyawan Perseroan [C.3][2-7][2-8]

Employees of the Company

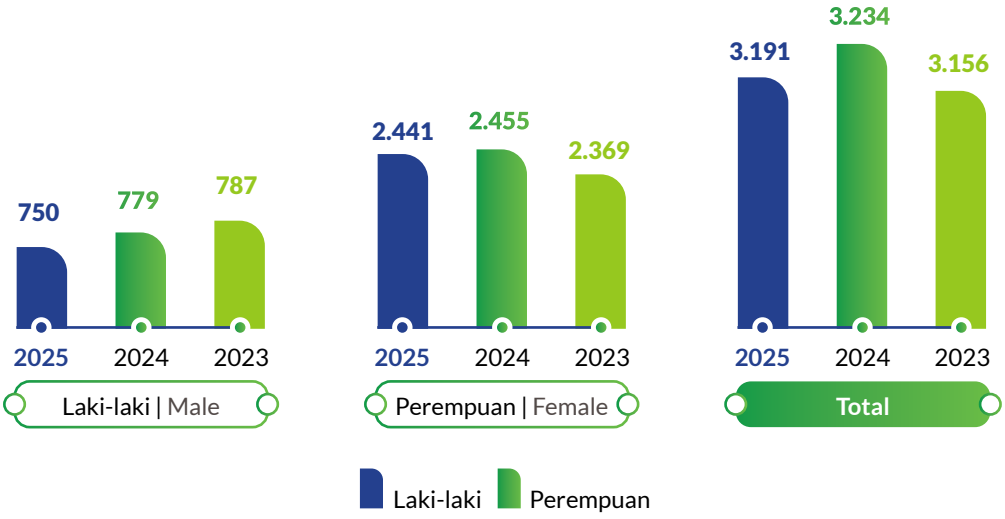
Pada tahun 2025, Perseroan memiliki total 3.191 karyawan, terdiri atas 1.658 karyawan tetap dan 1.533 karyawan kontrak, serta 329 karyawan alih daya. Perseroan juga bekerja sama dengan 559 dokter spesialis, yang meningkat 15,5 % dibandingkan tahun sebelumnya. Jumlah karyawan baru selama tahun tersebut mencapai 735 orang (234 laki-laki dan 501 perempuan) dengan tingkat perekrutan karyawan baru (*rate of new employee hires*) sebesar 23,03%. Sementara itu, tingkat *turnover* tercatat sebesar 13,3%, dengan 427 karyawan keluar karena mengundurkan diri secara sukarela. [401-1]

In 2025, the Company employed a total of 3,191 employees, consisting of 1,658 permanent employees and 1,533 non-contract employees, and 329 outsourced workers. The Company also collaborated with 559 specialist doctors, representing an increase of 15.5% compared to the previous year. During the year, the total of new employees reached 735 individuals (234 male and 501 female), with a new employee hiring rate of 23.03%. While, the employee turnover rate was recorded at 13.3% with 427 employees leaving due to due to voluntary resignation. [401-1]

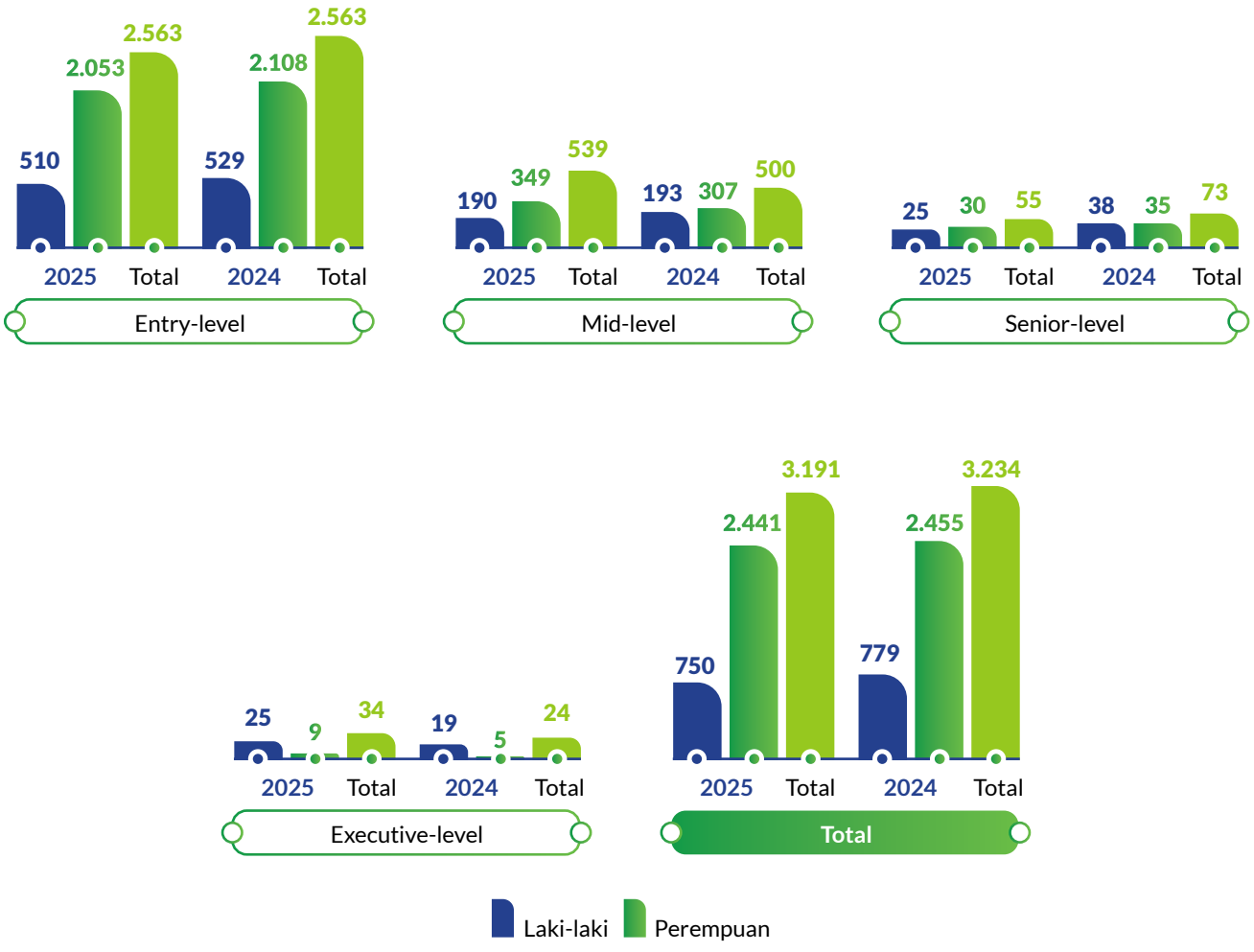
Informasi mengenai perubahan operasional yang berdampak besar disampaikan Perseroan kepada karyawan melalui forum *Town Hall*. [402-1]

Information regarding significant operational changes was communicated by the Company to its employees through Town Hall forums. [402-1]

Karyawan berdasarkan Jenis Kelamin (Orang)
Employees by Gender (People)

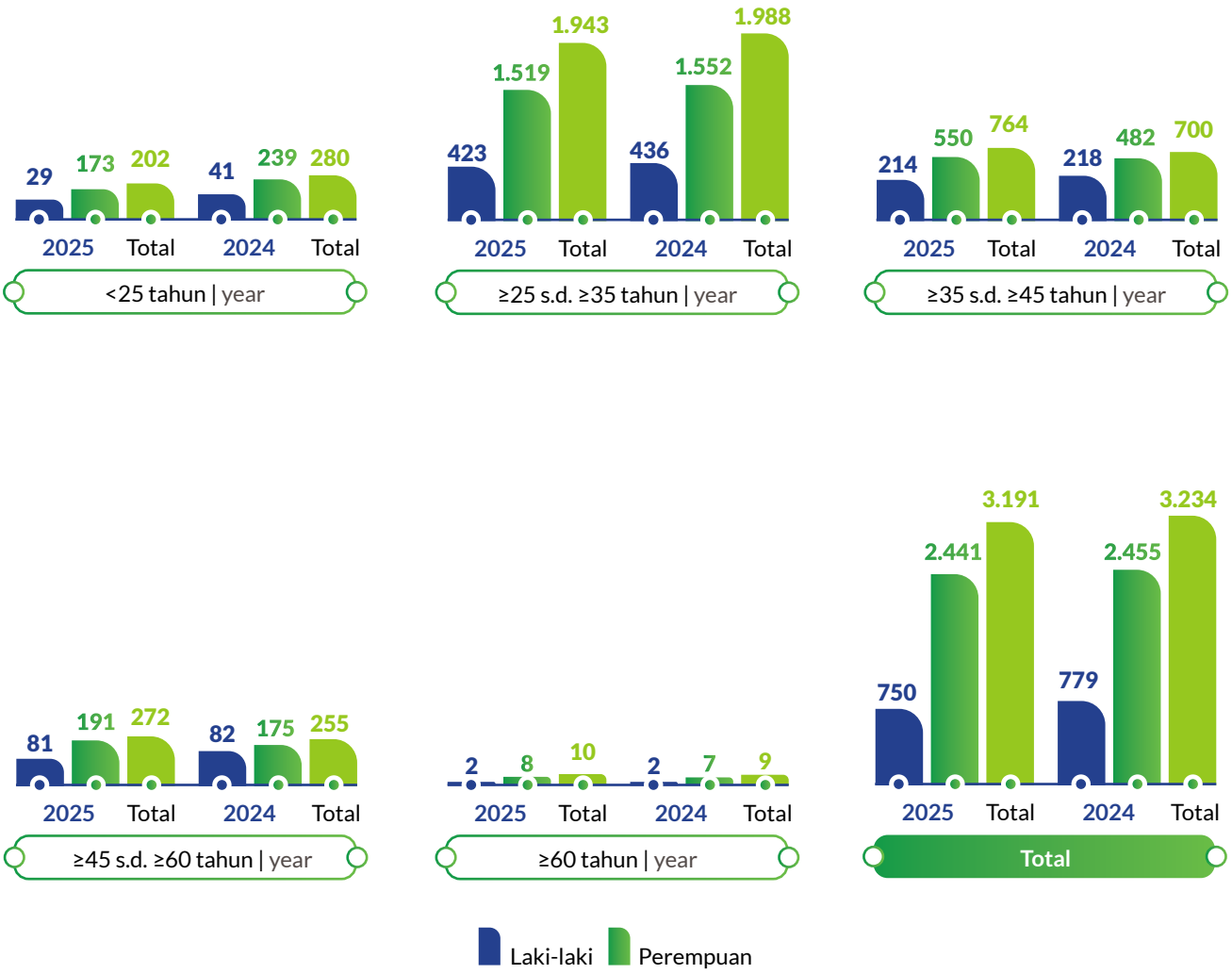


Karyawan berdasarkan Jabatan dan Jenis Kelamin (Orang)
Employees by Position and Gender (People)



Keterangan | Notes:
Pada tahun 2023, jumlah karyawan berdasarkan jabatan dibagi berdasarkan komisaris 5; Direktur 5; Head Division 58; Departement Head & Specialist 164; Unit Head & Jr. Specialist 346; Staf Lainnya 2.361; Dokter Umum 194.
In 2023, the total of employees by position included: 5 Commissioners; 5 Directors; 58 Division Heads; 164 Departement Heads & Specialists: 346 Unit Heads & Junior Specialist; 2.361 Other Staff; and 194 General Practitioners.

Karyawan berdasarkan Kelompok Usia dan Jenis Kelamin (Orang)
Employees by Age and Gender (People)



Keterangan | Notes:
Pada tahun 2023, karyawan berdasarkan kelompok usia <25 tahun sebanyak 402; 26-45 tahun sebanyak 2,499; 46-55 tahun sebanyak 231; >55 tahun sebanyak 24.
In 2023, employees by age group included: 402 employees aged under 25 years; 2,499 employees aged 26-45 years, 231 employees aged 46-55 years; and 24 employees aged over 55 years.

Komposisi Karyawan Baru Berdasarkan Wilayah dan Jenis Kelamin (Orang) [401-1]
Composition of New Employees by Region and Gender (People)

Region	18-24 Tahun | Years Old		25 – 35 Tahun | Years Old		46 – 55 Tahun | Years Old		>55 Tahun | Years Old		Total	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Jakarta	16	33	60	111	24	24	0	0	67	103
Bekasi	1	19	13	29	3	2	0	0	17	47
Depok	0	13	14	33	4	3	0	1	10	42
Tangerang Selatan	2	5	9	14	3	7	0	0	7	19
Palembang	4	11	6	16	2	1	0	0	12	26
Padang	3	12	16	46	2	8	0	1	11	44
Denpasar	6	27	14	27	3	2	0	0	15	38
Yogyakarta	0	3	0	0	0	2	0	0	0	0
Surabaya	0	5	8	11	0	1	0	0	6	9
Makassar	1	6	6	9	2	3	0	0	0	0
Bandung	1	1	0	3	1	0	0	0	0	0
Brebes	0	3	1	1	0	0	0	0	0	0
Pekanbaru	0	1	1	4	0	0	0	0	0	0
Batam	0	0	5	3	3	0	0	0	0	0
Total	34	139	153	307	47	53	0	2	234	501
Tingkat perekrutan karyawan baru | Rate of new employee hires									23,03%.	

Tingkat Perputaran (Turnover) Karyawan Berdasarkan Jenis Kelamin (Orang) [401-1]
Employee Turnover Rate Based on Gender (People)

Region	18-24 Tahun | Years Old		25 – 35 Tahun | Years Old		46 – 55 Tahun | Years Old		>55 Tahun | Years Old		Total	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Jakarta	4	8	33	108	15	15	0	0	52	131
Bekasi	0	2	8	13	3	3	0	0	11	18
Depok	0	6	5	33	2	4	0	0	7	43
Tangerang Selatan	1	0	6	14	3	3	0	0	10	17
Palembang	2	0	2	12	0	0	0	0	4	12
Padang	0	4	8	27	2	0	0	0	10	31
Denpasar	3	8	4	23	1	2	0	0	8	33
Yogyakarta	0	0	2	2	0	0	0	0	2	2
Surabaya	0	1	5	10	0	1	0	0	5	12

Region	18-24 Tahun | Years Old		25 – 35 Tahun | Years Old		46 – 55 Tahun | Years Old		>55 Tahun | Years Old		Total	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Makassar	0	0	0	3	0	0	0	0	0	3
Bandung	0	0	0	2	0	0	0	0	0	2
Brebes	0	1	1	1	0	0	0	0	1	2
Pekanbaru	0	0	0	0	0	0	0	0	0	0
Batam	0	0	5	2	1	3	0	0	6	5
Total	10	30	79	250	27	31	0	0	116	311
Tingkat perputaran karyawan | Rate of employee turnover										13.3%

Karyawan berdasarkan Tingkat Pendidikan dan Jenis Kelamin (Orang)
Employees by Education Level and Gender (People)

Uraian Description	2025			2024		
	Laki-laki Male	Perempuan Female	Total	Laki-laki Male	Perempuan Female	Total
SMA dan Sederajat High School and Equivalent	167	102	269	192	113	305
Diploma	162	950	1.112	172	1.013	1.185
Strata 1 Bachelor's Degree	356	1.278	1.634	360	1.223	1.583
Pascasarjana Postgraduate	65	111	176	55	106	161
Total	750	2.441	3.191	779	2.455	3.234

Keterangan | Note:
Pada tahun 2023, karyawan berdasarkan pendidikan tingkat SMA dan sederajat berjumlah 343; Diploma berjumlah 1.262; Strata 1 berjumlah 1.414; Pascasarjana berjumlah 137.
In 2023, employees by education level included: 343 employees with senior high school education or equivalent; 1,262 employees with a diploma degree; 1,414 employees with a bachelor's degree; and 137 employees with a postgraduate degree.

Karyawan berdasarkan Status Ketenagakerjaan dan Wilayah Kerja (Orang)
Employees by Employment Status and Work Location (People)

Lokasi Location	Karyawan Tetap Permanent Employees		Karyawan Tidak Tetap Contract Employees		Total	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Jakarta	183	528	183	403	366	931
Bekasi	15	65	28	120	43	185
Depok	43	229	56	153	99	382

Lokasi Location	Karyawan Tetap Permanent Employees		Karyawan Tidak Tetap Contract Employees		Total	
	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female	Laki-laki Male	Perempuan Female
Tangerang Selatan	8	46	21	78	29	124
Palembang	4	13	19	91	23	104
Padang	51	284	32	138	83	422
Denpasar	46	107	10	38	56	145
Yogyakarta	3	5	3	11	6	16
Surabaya	3	6	11	49	14	55
Makassar	1	6	13	31	14	37
Bandung	1	5	4	12	5	17
Brebes	0	0	1	6	1	6
Pekanbaru	0	3	1	2	1	5
Batam	2	1	9	10	11	11
Total	360	1298	391	1.142	751	2.440

Keterangan | Note:
Pada tahun 2024, jumlah karyawan tetap laki-laki sebanyak 338 dan perempuan 1.241, sementara jumlah karyawan tidak tetap laki-laki sebanyak 441 dan perempuan 1.214.
In 2024, the total of permanent employees included: 338 males and 1,241 females, while non-permanent employees comprised 441 males and 1,214 females.





Mendorong Praktik Bisnis yang Adil dan Berkelanjutan
Promoting Fair and Sustainable Business Practices

Perseroan berkomitmen membangun Governansi Korporat yang berintegritas dan bertanggung jawab, dengan menempatkan etika, transparansi, serta keberlanjutan nilai jangka panjang sebagai fondasi dalam setiap pengambilan keputusan.

The Company is committed to fostering Corporate Governance grounded in integrity and accountability, placing ethics, transparency, and long-term value creation at the core of every decision-making process.

Governansi Korporat yang Baik
Good Corporate Governance

PT Bundamedik Tbk menerapkan kerangka Governansi Korporat yang terintegrasi untuk memastikan pengelolaan perusahaan yang kredibel, akuntabel, dan berkelanjutan. Penerapan tata kelola tersebut didukung oleh struktur, kebijakan, dan prinsip yang menjadi pedoman dalam pengambilan keputusan serta interaksi dengan seluruh pemangku kepentingan.

Pada 2025, kami melakukan pengukuran penerapan GCG dengan *external assesor* sesuai dengan indikator Pedoman Umum Governansi Korporat Indonesia (PUGKI) dengan skor 96,3 dengan kategori Sangat Baik serta Asean Corporate Governance Scorecard (ACGS) dengan skor 106,50 dengan kategori *Leadership in Corporate Governance*. Selain itu, Perusahaan menyelenggarakan BMHS GCG Fest pada Oktober 2025 yang merupakan agenda rutin bekerja sama dengan lintas Direktorat, Anak Usaha dan Unit Usaha. Topik yang diangkat berkaitan dengan implementasi Governansi Korporat seperti GCG Strategic Planning, Anti Korupsi, Anti-Fraud, Keterbukaan Informasi, Cyber Security, Equity, Diversity & Inclusion, *Hospital Bylaws* hingga pelaksanaan Pedoman Pengadaan Barang dan Jasa di BMHS Group.

Perseroan memastikan kepatuhan terhadap seluruh peraturan dan ketentuan yang berlaku. Sepanjang tahun 2025, Perseroan dikenakan sanksi terkait keterlambatan penyampaian laporan serta telah ditindaklanjuti dan diselesaikan. Informasi mengenai RUPS, keberagaman anggota Direksi dan Dewan Komisaris beserta fungsi pendukungnya, mekanisme penetapan remunerasi, tugas dan tanggung jawab, proses nominasi dan remunerasi, penilaian kinerja, kebijakan terkait konflik kepentingan, pembahasan isu material, serta total kompensasi tahunan Direksi dan Dewan Komisaris tercantum dalam Laporan Tahunan Perseroan. [2-9][2-10][2-11][2-12][2-15][2-16][2-18][2-19][2- 20][2-21][2-27]

PT Bundamedik Tbk has an integrated Corporate Governance framework to ensure credible, accountable, and sustainable company management. The implementation of this governance is supported by structures, policies, and principles that serve as guidelines for decision-making and interactions with all stakeholders.

In 2025, we measured the GCG implementation with an external assessor in accordance with the indicators of the Indonesian General Corporate Governance Guidelines (PUGKI), achieving a score of 96.3 and a rating of *Sangat Baik* as well as the ASEAN Corporate Governance Scorecard (ACGS), achieving a score of 106.50 and a rating of Leadership in Corporate Governance. In addition, the Company held a BMHS GCG Fest in October 2025, which is a regular agenda in collaboration with various Directorates, Subsidiaries, and Business Units. The topics raised were related to the implementation of Corporate Governance, such as GCG Strategic Planning, Anti-Corruption, Anti-Fraud, Information Disclosure, Cyber Security, Equity, Diversity & Inclusion, Hospital Bylaws and the implementation of BMHS Group's Guidelines for the Procurement of Goods and Services.

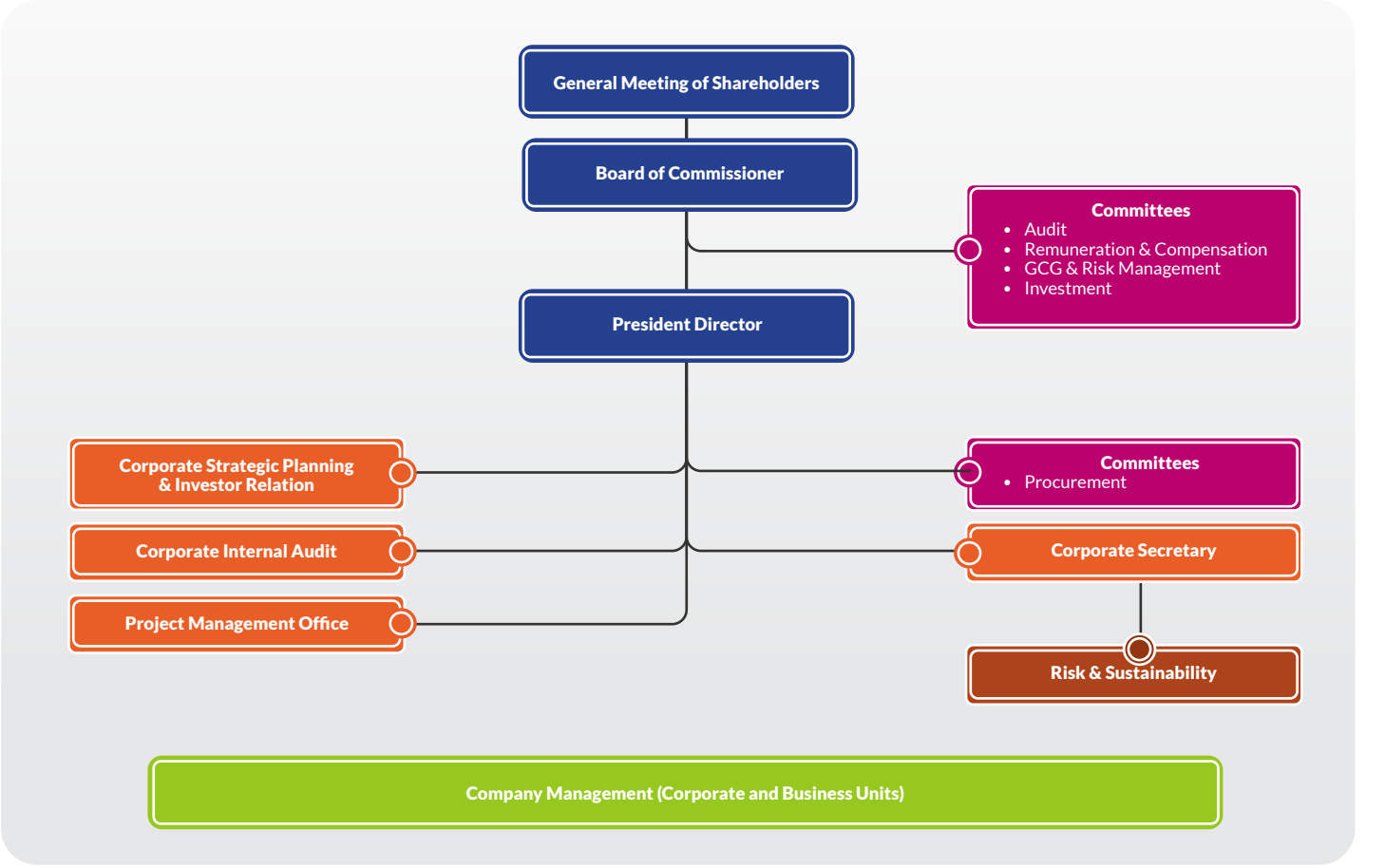
The Company ensures compliance with all applicable rules and regulations. Throughout 2025, the Company incurred penalties related to late of report submissions, all of which have been subsequently addressed and resolved. Information regarding the GMS, the diversity in the members of the Board of Directors and Board of Commissioners and their supporting functions, the remuneration determination mechanism, duties and responsibilities, the nomination and remuneration process, performance appraisal, policies related to conflicts of interest, discussion of material issues, and the total annual compensation of the Board of Directors and Board of Commissioners are included in the Company's Annual Report. [2-9][2-10][2-11][2-12][2-15][2-16][2-18][2-19][2- 20][2-21][2-27]

Struktur Tata Kelola Keberlanjutan [E.1][2-9]

Sustainability Governance Structure

Struktur organisasi Perseroan menempatkan Direksi sebagai pihak yang bertanggung jawab atas pengelolaan kegiatan operasional, termasuk kinerja LST. Dewan Komisaris menjalankan fungsi pengawasan terhadap pelaksanaan tugas Direksi. Pemegang saham melalui Rapat Umum Pemegang Saham (RUPS) merupakan organ tata kelola tertinggi, yang memiliki kewenangan untuk mengangkat dan memberhentikan anggota Direksi dan Dewan Komisaris. Dalam menjalankan tugasnya, Direksi dan Dewan Komisaris didukung oleh komite-komite terkait. [2-11]

The Company's organizational structure places the Board of Directors as the party responsible for managing operational activities, including ESG performance. The Board of Commissioners performs a oversight function over the implementation of the Board of Directors' duties. The shareholders, through the General Meeting of Shareholders (GMS), constitute the highest governance body, which has the authority to appoint and dismiss members of the Board of Directors and Board of Commissioners. In carrying out their duties, the Board of Directors and Board of Commissioners are supported by relevant committees. [2-11]



Secara operasional, pengelolaan kinerja dan dampak keberlanjutan dikoordinasikan oleh Divisi Risk & Sustainability yang berada di bawah Direktorat Corporate Secretary. Departemen ini bertanggung jawab dalam perumusan strategi, penyusunan kebijakan, pengembangan program, pemantauan capaian, serta pelaporan kinerja LST Perseroan.

Operationally, the management of sustainability performance and impacts is coordinated by the Risk & Sustainability Division under the Corporate Secretary Directorate. This department is responsible for formulating strategies, developing policies, designing programs, monitoring progress, and reporting the Company's ESG performance.

Untuk memastikan implementasi yang terintegrasi di seluruh organisasi, Perseroan telah membentuk Tim Keberlanjutan yang terdiri dari perwakilan setiap direktorat/divisi, anak usaha serta unit rumah sakit dan klinik. Tim ini memiliki tanggung jawab untuk mengoordinasikan pelaksanaan program dan pengelolaan kinerja keberlanjutan pada aspek ekonomi, sosial, dan lingkungan sesuai dengan fungsi masing-masing unit kerja, termasuk dalam proses pengumpulan data, evaluasi kinerja, serta tindak lanjut perbaikan berkelanjutan.

Seluruh unit kerja menyampaikan laporan kinerja keberlanjutan secara berkala kepada Direksi melalui Divisi Risk & Sustainability. Direksi melakukan evaluasi atas capaian, risiko, dan dampak keberlanjutan, yang selanjutnya berada dalam pengawasan Dewan Komisaris. Proses peninjauan kinerja dan dampak keberlanjutan juga melibatkan pemangku kepentingan terkait serta mempertimbangkan Tujuan Pembangunan Berkelanjutan (TPB) sebagai acuan dalam pembaruan strategi dan program. [2-12][2-13][2-16][2-22]

To ensure integrated implementation across the organization, the Company has established a Sustainability Team comprising representatives from each directorate/division, subsidiaries, and hospital and clinic units. The team is responsible for coordinating the implementation of sustainability programs and managing performance across economic, social, and environmental aspects in accordance with the roles of each work unit. This includes supporting data collection processes, performance evaluation, and follow-up actions for continuous improvement.

All work units submit periodic sustainability performance reports to the Board of Directors through the Risk & Sustainability Departement. The Board of Directors evaluates sustainability achievements, risks, and impacts, which are subsequently overseen by the Board of Commissioners. The review of sustainability performance and impacts also involves relevant stakeholders and considers the Sustainable Development Goals (SDGs) as a reference in updating the Company's strategies and programs. [2-12][2-13][2-16][2- 22]

Manajemen Risiko Keberlanjutan [E.3]
Sustainability Risk Management

Perseroan melakukan pengelolaan risiko dengan melibatkan seluruh unit kerja. Implementasi pengelolaan manajemen risiko tersebut merupakan tanggung jawab Corporate Risk Management dengan dukungan Risk Champion. Mekanisme tersebut dilakukan untuk memastikan bahwa seluruh potensi risiko dapat dikelola secara efektif dan berkelanjutan. Sejalan dengan hal tersebut, Perseroan turut mempertimbangkan risiko perubahan iklim yang berpotensi menimbulkan implikasi finansial, baik melalui gangguan operasional maupun peningkatan biaya. [201-2]

Pelaporan pengelolaan manajemen risiko disampaikan oleh Corporate Risk Management kepada Direksi sebagai organ yang bertanggung jawab atas perumusan dan penerapan kebijakan manajemen risiko (*risk policy*) dan Dewan Komisaris yang menjalankan fungsi pengawasan manajemen risiko (*risk oversight*) melalui Komite GCG dan Manajemen Risiko. [2-16]

Beberapa potensi risiko Perseroan yang berkaitan dengan aspek Lingkungan, Sosial, dan Tata Kelola adalah sebagai berikut:

The Company implements risk management by involving all work units. The implementation of this risk management process is the responsibility of the Corporate Risk Management function, supported by Risk Champions. This mechanism is intended to ensure that all potential risks are managed effectively and sustainably. In line with this approach, the Company also considers climate change related risks that may have potential financial implications, including operational disruptions and increased costs. [201-2]

Risk management reporting is submitted by Corporate Risk Management to the Board of Directors as the body responsible for the formulation and implementation of risk management policies, and to the Board of Commissioners, which performs the risk oversight function through the GCG and Risk Management Committee. [2-16]

Several potential risks faced by the Company related to Environmental, Social, and Governance aspects are as follows:

Aspek Lingkungan
Environmental Aspect

Risiko | Risk	**Penanganan Risiko** | Risk Management
Perubahan iklim yang menimbulkan potensi risiko bencana alam seperti banjir, tanah longsor, dan cuaca ekstrem Climate change that pose the potential risk of natural disasters such as floods, landslides, and extreme weather	• Penguatan sarana dan prasarana Unit dan Anak Usaha • Meningkatkan kesadaran dan kompetensi karyawan terkait Disaster Plan • Strengthening the facilities and infrastructure of Units and Subsidiaries • Increasing employee awareness and competence related to the Disaster Plan
Ancaman global seperti krisis sumber daya sehingga mengganggu keberlanjutan operasional, meliputi ketersediaan air bersih dan energi Global threats such as resource crises that disrupt operational sustainability, including the availability of clean water and energy	• Kampanye efisiensi energi secara berkala • Mengintegrasikan program dan inisiatif Perseroan dengan strategi efisiensi energi serta pengelolaan sumber daya berkelanjutan • Meningkatkan kesadaran karyawan dan pasien serta menjalankan program efisiensi energi • Holding regular energy efficiency campaigns • Integrating the Company's programs and initiatives with energy efficiency strategies and sustainable resource management • Raising awareness among employees and patients and implementing energy efficiency programs
Risiko pencemaran lingkungan yang ditimbulkan dari kegiatan Rumah Sakit/Klinik/ Laboratorium Environmental pollution risks arising from Hospital/Clinic/Laboratory activities	• Mematuhi seluruh regulasi terkait lingkungan • Pengawasan dan monitoring ketat terhadap aspek lingkungan • Memilah sampah untuk dikelola oleh pihak independen yang memiliki izin • Complying with all relevant environmental regulations • Strict supervision and monitoring of environmental aspects • Sorting waste for management by an independent party with the appropriate license

Aspek Sosial
Social Aspect

Risiko | Risk	**Penanganan Risiko** | Risk Management
Ketersediaan karyawan yang kurang optimal untuk menyediakan layanan kesehatan. Suboptimal availability of employees to deliver healthcare services	Melakukan analisis beban kerja, pengadaan teknologi yang dapat meningkatkan efisiensi dan efektivitas proses kerja serta menunjang bisnis Perseroan Conducting workload analysis and procuring technologies that enhance the efficiency and effectiveness of work processes while supporting the Company's business operations
Risiko pengelolaan praktik ketenagakerjaan dan budaya kerja Perseroan Risk related to the management of the Company's labor practices and workplace culture	• Menetapkan kebijakan terkait pengelolaan sumber daya manusia sesuai dengan regulasi ketenagakerjaan • Internalisasi berkala terkait budaya Perseroan • Menjunjung tinggi dan menerapkan prinsip kesetaraan, keberagaman dan inklusi (Equity, Diversity and Inclusion) dalam seluruh aspek hubungan kerja • Establish policies related to human resource management in accordance with labor regulations • Conduct periodic internalization of the Company's culture • Uphold and implement the principles of Equity, Diversity, and Inclusion (EDI) in all aspects of employment relations

Risiko | Risk	**Penanganan Risiko** | Risk Management
Kualitas layanan yang dapat memengaruhi persepsi masyarakat terhadap Perusahaan Service quality that may influence public perception of the Company	· Pelatihan dan pengembangan kompetensi tenaga kesehatan dan penunjang medis terkait standar pelayanan · Supervisi pelaksanaan prosedur dan tata laksana audit berkala · Penetapan sistem manajemen keluhan, manajemen hubungan pasien dan pelanggan terintegrasi · Training and competency development for healthcare professionals and supporting medical staff related to service standards · Supervision of procedure implementation and the conduct of periodic audits · Establishment of an integrated complaint management system and patient and customer relationship management system



Aspek Tata Kelola
Governance Aspect

Risiko | Risk	**Penanganan Risiko** | Risk Management
Tindakan *fraud* di antaranya korupsi, kecurangan, dan penipuan dalam operasional Perseroan Fraudulent acts, including corruption, deception, and fraud in the Company's operations	· Internalisasi berkala praktik Governansi Korporat yang Baik termasuk *anti-fraud* di lingkungan BMHS Group · Penguatan fungsi *Good Corporate Governance* (GCG) dan Compliance dalam organisasi · Penegasan komitmen integritas melalui implementasi Pakta Integritas · Periodic internalization of Good Corporate Governance (GCG) practices, including anti-fraud measures, within the BMHS Group · Strengthening the GCG and Compliance functions within the organization · Reinforcing the commitment to integrity through the implementation of an Integrity Pact
Perubahan regulasi terkait pelayanan kesehatan yang semakin berkembang Changes in regulations related to the growing healthcare sector	Mengikuti perkembangan regulasi dan standar yang berlaku termasuk melakukan kajian dan tinjauan Keeping abreast of developments in applicable regulations and standards, including conducting studies and reviews
Pelanggaran atas kode etik Violations of the code of ethics	· Memperkuat pemahaman kode etik dan sanksi melalui sosialisasi berkala · Mendorong monitoring dan evaluasi pelaksanaan whistleblowing system beserta tindak lanjut pelaporannya · Strengthening understanding of the code of ethics and sanctions through periodic socialization · Encouraging the monitoring and evaluation of the implementation of the whistleblowing system, including the follow-up of reported cases

Tantangan Kinerja Keberlanjutan [E.5]

Sustainability Performance Challenges

Kami menyadari bahwa penerapan praktik bisnis yang memperhatikan aspek LST dihadapkan pada berbagai tantangan, baik dari faktor eksternal maupun internal. Dari sisi eksternal, Perseroan perlu merespons perubahan iklim yang memengaruhi kebutuhan energi dan kesehatan masyarakat, kemajuan teknologi informasi dan alat medis yang berlangsung cepat, serta regulasi sektor kesehatan yang semakin ketat. Perubahan iklim juga membawa tantangan kebencanaan yang menjadi perhatian Perseroan, mengingat keberadaan unit usaha kami di daerah rawan bencana seperti Padang dengan potensi gempa bumi dan tsunami. Untuk menjawab tantangan ini, Perseroan menyesuaikan operasional dengan peraturan terbaru dan memperbarui teknologi, terutama yang berkaitan dengan keamanan data pasien dan keselamatan penggunaan peralatan medis. Upaya efisiensi energi dan air juga dilakukan guna mengurangi kerentanan terhadap variabilitas iklim, sementara program edukasi kesehatan publik diselenggarakan untuk membantu masyarakat menghadapi meningkatnya risiko penyakit terkait perubahan iklim.

We recognize that implementing business practices that take into account ESG aspects may face many challenges, both from external and internal factors. From an external perspective, the Company needs to respond to climate change that affects energy needs and public health, rapid advances in information technology and medical devices, and increasingly stringent health sector regulations. Climate change also brings disaster challenges that are of concern to the Company, given the location of our business units in disaster-prone areas such as Padang, with its potential for earthquakes and tsunami. To address these challenges, the Company adjusts its operations to the latest regulations and updates its technology, especially those related to patient data security and the safe use of medical equipment. Energy and water efficiency efforts are also being undertaken to reduce vulnerability to climate variability, while public health education programs are being organized to help communities cope with the increasing risk of climate change-related diseases.

Dari sisi internal, Perseroan menghadapi tantangan berupa keterbatasan kapasitas sumber daya manusia dalam memahami dan menerapkan praktik LST. Tantangan lainnya mencakup pengelolaan limbah medis yang semakin ketat, keterbatasan pasokan alat dan bahan medis ramah lingkungan, meningkatnya risiko siber seiring digitalisasi layanan, serta tuntutan untuk meningkatkan efisiensi energi tanpa mengurangi kualitas layanan. Untuk menjawab tantangan tersebut, Perseroan menyelenggarakan program pelatihan bagi karyawan, memperkuat tata kelola pengelolaan limbah dan rantai pasok, meningkatkan sistem perlindungan terhadap ancaman siber, serta menerapkan langkah efisiensi energi dan air sesuai standar operasional dan ketentuan yang berlaku.

Internally, the Company faces challenges from the limited human resource capacity in understanding and implementing ESG practices. Other challenges include increasingly strict medical waste management, limited supply of environmentally friendly medical equipment and materials, increased cyber risks together with the digitization of services, and demands to improve energy efficiency without reducing service quality. To address these challenges, the Company conducts training programs for employees, strengthens governance in waste management and supply chains, improves cyber threat protection systems, and implements energy and water efficiency measures in accordance with applicable operational standards and regulations.

Dukungan pada Praktik Antikorupsi
Support for Anti-Corruption Practices

Perseroan menerapkan kebijakan antikorupsi yang tercantum dalam Pedoman Tata Kelola, Kode Etik, dan Kebijakan Antikorupsi. Ketentuan ini berlaku bagi seluruh karyawan, anggota Direksi dan Dewan Komisaris, serta mitra/pemasok. Perseroan tidak memberikan toleransi praktik korupsi dalam bentuk apa pun dan memberlakukan sanksi sesuai ketentuan yang berlaku. Seluruh (100%) kegiatan operasional telah dianalisis terhadap potensi risiko korupsi. [205-1]

Secara berkala, Perseroan menyelenggarakan sosialisasi kebijakan antikorupsi kepada karyawan. Pada 2025, kegiatan ini diikuti oleh karyawan di tingkat korporat, perwakilan unit usaha rumah sakit dan anak usaha, serta Direksi dan Dewan Komisaris. Sosialisasi dilaksanakan secara berjenjang di setiap unit rumah sakit dan anak usaha melalui poster, penerbitan artikel, email, hingga portal karyawan. Salah satu artikel yang diterbitkan mengenai "Anti Pencucian Uang Dan Pendanaan Terorisme, Pencegahan Pendanaan Proliferasi Senjata Pemusnah Massal" untuk meningkatkan kesadaran akan kepatuhan dan pencegahan kejahatan keuangan. [205-2]

Sepanjang 2025, tidak terdapat temuan terkait praktik korupsi di lingkungan Perseroan. Informasi lebih lanjut mengenai standar etika dan pencegahan korupsi tersedia dalam Laporan Tahunan Perseroan. [205-3]

The Company has an anti-corruption policy outlined in its Corporate Governance Guidelines, Code of Ethics, and Anti-Corruption Policy that applies to all employees, members of the Board of Directors and Board of Commissioners, as well as partners/suppliers. The Company does not tolerate corruption in any form and imposes sanctions in accordance with applicable regulations. All (100%) of our operational activities have been analyzed for potential corruption risks. [205-1]

The Company periodically socializes its anti-corruption policy to employees. In 2025, this activity was attendend by corporate-level employees, representatives from hospital business units and subsidiaries, as well as the Board of Directors and the Board of Commissioners. Socialization is carried out in stages in all hospital units and subsidiaries through posters, articles, emails, and the employee portal. One of these articles related to "Anti-Money Laundering and Terrorism Financing, Prevention of Proliferation Financing of Weapons of Mass Destruction" to raise awareness of compliance and prevention of financial crimes. [205-2]

Throughout 2025, there were no findings related to corruption practices within the Company. Further information on ethical standards and corruption prevention can be found in the Company's Annual Report. [205-3]

Sistem Pelaporan Pelanggaran [2-26]
Whistleblowing System

Perseroan menyediakan mekanisme pelaporan pelanggaran (WBS) yang dapat digunakan oleh seluruh pemangku kepentingan internal maupun eksternal untuk menyampaikan temuan atau pengaduan terkait dugaan korupsi, diskriminasi, maupun bentuk pelanggaran lainnya. Penyampaian laporan dapat dilakukan melalui email iarm.corporate@bmhs.co.id, surat resmi tertutup, komunikasi langsung, atau melalui laman resmi Perseroan https://bmhs.co.id.

The Company provides a whistleblowing system (WBS), a violation reporting mechanism where all internal and external stakeholders can submit findings or complaints related to allegations of corruption, discrimination, or other forms of violations. Reports can be submitted via email to iarm.corporate@bmhs.co.id, by sealed official letter, through direct communication, or via the Company's official website https://bmhs.co.id.

Seluruh pengaduan yang diterima ditelaah oleh Internal Audit dan disampaikan kepada Direktur Utama. Perseroan menjaga kerahasiaan identitas pelapor sebagai bagian dari perlindungan terhadap pihak yang menyampaikan informasi. [2-16][205-1]

All complaints received are reviewed by Internal Audit and submitted to the President Director. The Company maintains the confidentiality of the whistleblowers' identity as part of its protection of those who submit information. [2-16][205-1]

Pada 2025, Perseroan menerima sejumlah 20 pengaduan melalui WBS terkait indikasi pelanggaran yang terjadi di lingkungan Perseroan. Seluruh laporan telah diproses melalui tiga bentuk tindak lanjut, yaitu penugasan audit khusus, penyelesaian bersama unit kerja terkait, serta penetapan status laporan sebagai terkonfirmasi atau terklasifikasi. [205-2]

In 2025, the Company received a total of 20 complaints through the WBS related to indications of violations occurring within the Company. All reports were processed through three forms of follow-up, namely the assignment of a special audit, joint resolution with the relevant work unit, and determination of the report status as confirmed or classified. [205-2]

Teknologi dan Inovasi [F.26]
Technology and Innovation

Perkembangan teknologi mendorong Perseroan untuk terus menyesuaikan layanan agar lebih terintegrasi dan mudah diakses. Sejak 2023, Perseroan mengoperasikan platform digital OneBunda sebagai titik layanan terpadu (*digital touch point*) yang menyediakan fitur pendaftaran janji temu dokter, telekonsultasi, pemesanan pemeriksaan laboratorium, serta akses hasil pemeriksaan secara digital. Platform ini juga menghadirkan layanan personal seperti Buku Kehamilan dan Buku Vaksin Anak Digital, sehingga pasien dapat memperoleh informasi dan layanan yang saling terkait dalam satu ekosistem digital.

Technological developments require the Company continuously adapts its services to be more integrated and accessible. Since 2023, the Company has been operating the OneBunda digital platform as an integrated service point (digital touch point), which has features for registration doctor appointments, teleconsultations, ordering laboratory tests, and accessing test results digitally. This platform also offers personalized services such as a Pregnancy Book and Digital Child Vaccination Book, enabling patients to access interconnected information and services within a single digital ecosystem.

Pengguna OneBunda
OneBunda Users



>153.000 pasien | patients
meningkat lebih dari 20% dibandingkan 2024
increased by more than 20% compared to 2024

Dari sisi medis, BMHS secara bertahap mengembangkan teknologi deteksi dini, khususnya pada layanan ibu dan anak. Untuk memperluas jangkauan dan meningkatkan akses layanan, Perseroan mendukung pengembangan jaringan klinik digital Klinik Pintar melalui kerja sama dengan Pengurus Besar Ikatan Dokter Indonesia (PB IDI) dalam mengimplementasikan teknologi dan praktik layanan kesehatan yang terstandarisasi.

From a medical perspective, BMHS has progressively developed early detection technologies, particularly for women's and children's health services. To expand reach and improve access, the Company supports the development of the Klinik Pintar digital clinic network through collaboration with the Indonesian Medical Association (PB IDI), implementing standardized healthcare technologies and practices.

Program Klinik Pintar terdiri atas dua skema, yaitu klinik yang dikelola langsung serta klinik mitra yang menggunakan sistem Klinik Pintar. Hingga akhir 2025, jumlah klinik pihak ketiga yang menggunakan sistem ini telah mencapai lebih dari 3.000 klinik.

The Klinik Pintar program consists of two schemes: clinics directly managed by Klinik Pintar and partner clinics utilizing the Klinik Pintar system. By the end of 2025, more than 3,000 third-party clinics had adopted the system.

Sebagai wujud komitmen LST dalam memperluas akses layanan yang berkelanjutan, BMHS mengembangkan Bunda Homecare serta layanan yang terintegrasi dengan transportasi publik. Melalui Bunda Homecare, BMHS menyediakan kunjungan medis, perawatan preventif, dan vaksinasi dengan memanfaatkan kendaraan listrik guna menekan jejak karbon operasional, dengan total lebih dari 600 kunjungan pasien sejak Mei 2025. Selain itu, pada Oktober 2025, BMHS bekerja sama dengan Pemerintah Provinsi DKI Jakarta menghadirkan Bunda Clinic MRT Dukuh Atas untuk menjangkau masyarakat dengan mobilitas tinggi melalui layanan medical check-up, vaksinasi, dan farmasi, dengan total kunjungan lebih dari 500 pasien.

As part of its sustainability commitment to expanding access, BMHS has developed Bunda Homecare and services integrated with public transportation. Through Bunda Homecare, BMHS provides medical visits, preventive care, and vaccinations using electric vehicles to reduce operational carbon footprint, with more than 600 patient visits since May 2025. In October 2025, BMHS also collaborated with the Jakarta Provincial Government to launch Bunda Clinic MRT Dukuh Atas, targeting highly mobile communities with services including medical check-ups, vaccinations, and pharmacy services, serving more than 500 patients.

Dari sisi layanan klinis tingkat lanjut, Perseroan sebagai pelopor *robotic surgery* sejak 2012 terus memperkuat fasilitas yang memanfaatkan lengan robotik yang dikendalikan oleh dokter bedah untuk prosedur minimal invasif. RSU Bunda Jakarta menjadi rumah sakit pertama di Indonesia dan Asia Tenggara yang menerapkan prosedur robotic skin sparing mastectomy, meningkatkan kualitas hidup penyintas kanker payudara melalui pengangkatan jaringan kanker dengan tetap mempertahankan bentuk alami anatomi payudara.

In advanced clinical services, the Company a pioneer in robotic surgery since 2012 continues to strengthen its capabilities using robotic arms controlled by surgeons for minimally invasive procedures. Bunda Jakarta Hospital became the first hospital in Indonesia and Southeast Asia to perform robotic skin-sparing mastectomy, enhancing the quality of life of breast cancer survivors by removing cancerous tissue while preserving the natural breast anatomy.

BMHS juga merupakan pelopor Advanced Robotic Minimal Invasive Surgery (ARMIS) Center of Excellence (CoE) di Indonesia dengan pengalaman lebih dari 12 tahun dan telah menangani lebih dari 800 pasien. Hingga 2025, ARMIS CoE didukung oleh 17 dokter spesialis bersertifikat di bidang Kebidanan dan Kandungan, Urologi, Onkologi, THT, serta Bedah Digestif guna memastikan kualitas layanan bedah minimal invasif yang optimal dan berstandar tinggi.

BMHS is also a pioneer of the Advanced Robotic Minimally Invasive Surgery (ARMIS) Center of Excellence (CoE) in Indonesia, with more than 12 years of experience and over 800 patients treated. As of 2025, the ARMIS CoE is supported by 17 certified specialists in obstetrics and gynecology, urology, oncology, ENT, and digestive surgery, ensuring high-quality, standardized minimally invasive surgical care.

Lebih lanjut, RSIA Bunda Jakarta menyediakan layanan NICU dengan 10 tempat tidur Level 3 dan menangani sekitar 250–300 bayi baru lahir berisiko tinggi setiap tahun.

Furthermore, Bunda Jakarta Women and Children Hospital provides Neonatal Intensive Care Unit (NICU) services equipped with 10 Level 3 beds, handling approximately 250–300 high-risk newborns annually.

Layanan ini berfungsi sebagai pusat rujukan utama untuk kasus kompleks, termasuk kebutuhan bantuan pernapasan lanjutan, transfusi, perawatan bayi prematur, perawatan bedah neonatal, serta berbagai kondisi kritis lainnya. Untuk melengkapi layanan tersebut, RS Bunda Group juga mengembangkan program Family Integrated Care (FICARE), yang memungkinkan orang tua terlibat aktif dalam proses perawatan dan pemulihan bayi prematur. Pendekatan ini memperkuat hubungan orang tua dan bayi, mendukung keberhasilan pemberian ASI, serta berkontribusi pada peningkatan hasil klinis.

Selain itu, Perseroan terus memperkuat layanan uronefrologi serta mengembangkan program transplantasi organ sebagai bagian dari peningkatan layanan klinis secara menyeluruh. Hingga akhir 2025, RSU Bunda Jakarta telah melaksanakan enam prosedur transplantasi ginjal dengan tingkat keberhasilan 100%, yang semakin memperkuat posisi Perseroan dalam penyediaan layanan transplantasi berteknologi tinggi.

Secara keseluruhan, rangkaian inisiatif ini bertujuan meningkatkan akses, efisiensi, dan mutu layanan, dengan tetap memperhatikan keselamatan pasien dan keamanan pertukaran data. Perseroan akan terus memantau pemanfaatan dan dampak teknologi untuk memastikan keberlanjutan layanan klinis dan operasional yang sesuai dengan standar keselamatan dan etika medis.

The unit serves as a key referral center for complex cases, including advanced respiratory support, transfusions, premature infant care, neonatal surgery, and other critical conditions. To complement these services, Bunda Group Hospital has also developed the Family Integrated Care (FICARE) program, enabling parents to actively participate in the care and recovery of premature infants. This family-centered approach strengthens parent–infant bonding, supports breastfeeding success, and contributes to improved clinical outcomes.

In addition, the Company continues to strengthen uronephrology services and develop organ transplant programs as part of its comprehensive clinical service enhancement. By the end of 2025, Bunda Jakarta Hospital had successfully performed six kidney transplant procedures with a 100% success rate, further reinforcing the Company's position in delivering advanced, technology-driven transplant services.

Overall, these technological initiatives aim to enhance access, efficiency, and quality of care while maintaining patient safety and data security. The Company will continue to monitor the utilization and impact of these technologies to ensure sustainable clinical and operational services in line with medical safety and ethical standards.



Keamanan dan Kerahasiaan Data

Data Security and Confidentiality

Perkembangan teknologi yang semakin pesat membawa peluang sekaligus risiko bagi sektor layanan kesehatan. Di satu sisi, inovasi perangkat medis serta sistem penunjang klinis terus berkembang dan berkontribusi dalam meningkatkan kualitas serta efisiensi layanan. Namun di sisi lain, perluasan digitalisasi juga meningkatkan kerentanan terhadap ancaman siber, khususnya pada sistem informasi rumah sakit yang menyimpan dan mengelola data sensitif.

Menyadari hal tersebut, Perseroan menerapkan kebijakan perlindungan data yang mencakup data karyawan, mitra/pemasok, dan pasien, sebagaimana diatur dalam Pedoman Tata Kelola, Prosedur Operasi serta Pedoman Pelindungan Data Pribadi. Seluruh proses pengamanan data dijalankan sesuai ketentuan Undang-Undang No. 27 Tahun 2022 tentang Pelindungan Data Pribadi (UU PDP), Keputusan Menteri Kesehatan No. HK.01.07/MENKES/1559/2022 tentang Penerapan Sistem Pemerintahan Berbasis Elektronik Bidang Kesehatan dan Strategi Transformasi Digital Kesehatan.

Perseroan telah mengimplementasikan rekam medis elektronik melalui Sistem Informasi Manajemen Rumah Sakit (SIMRS) yang terintegrasi dengan aplikasi pasien, ERP, dan CRM. Seluruh sistem dirancang dengan standar keamanan informasi ISO/IEC 27001 dan prinsip Perlindungan Data Pribadi (PDP). Direktorat Informasi dan Teknologi memastikan sistem dibangun secara aman (*secure by design*), sementara Unit Operasional, Fungsi Korporat, dan pengguna sistem bekerja sama menjaga kerahasiaan data.

Perlindungan data pribadi juga didukung oleh Task Force PDP yang terstruktur dari pusat hingga unit usaha, memastikan kepatuhan regulasi dan penerapan prinsip PDP di seluruh organisasi. Keamanan dan pengelolaan data dievaluasi secara berkala dan hasilnya dilaporkan kepada Direksi sebagai bagian dari tata kelola perusahaan yang baik.

Rapid technological advancements present both opportunities and risks for the healthcare sector. On the one hand, innovations in medical devices and clinical support systems continue to evolve and contribute to improving the quality and efficiency of care. On the other hand, the expansion of digitalization also increases vulnerability to cyber threats, particularly in hospital information systems that store and manage sensitive data.

Recognizing this, the Company has implemented a data protection policy that covers employee, partner/supplier, and patient data, as stipulated in the Governance Guidelines, Operating Procedures, and Personal Data Protection Guidelines. All data security processes are carried out in accordance with the provisions of Law No. 27 of 2022 concerning Personal Data Protection (PDP Law), Minister of Health Decree No. HK.01.07/MENKES/1559/2022 concerning the Implementation of Electronic-Based Government Systems in the Health Sector and the Health Digital Transformation Strategy.

The Company has implemented electronic medical records through the Hospital Management Information System (HMIS), which is integrated with patient applications, ERP, and CRM. The entire system is designed in accordance with the ISO/IEC 27001 information security standard and the principles of Personal Data Protection (PDP). The Directorate of Information and Technology ensures the systems are built securely (secure by design), while Operational Units, Corporate Functions, and system users collaborate to maintain data confidentiality.

Personal data protection is also supported by a structured PDP Task Force from the central level down to business units, ensuring regulatory compliance and the application of PDP principles throughout the organization. Data security and management are evaluated periodically, and the results are reported to the Board of Directors as part of good corporate governance.

Sosialisasi terkait keamanan dan kerahasiaan data turut diberikan kepada karyawan, mitra/pemasok, dan pasien melalui berbagai media, termasuk memo internal. Hal yang disosialisasikan antara lain mengenai pedoman penanganan insiden kebocoran data, standar etika penggunaan teknologi informasi, pengamanan email Perseroan, serta pemeriksaan perangkat komputer. Selain itu, pemangku kepentingan dapat menyampaikan dugaan pelanggaran atau indikasi kebocoran data melalui mekanisme WBS. Pada 2025, tidak terdapat pengaduan atau kasus pelanggaran terkait keamanan data yang menyebabkan kebocoran data. [418-1]

Information on data security and confidentiality is also socialized to employees, partners/suppliers, and patients through various media, including internal memos. The socialized information includes guidelines for handling data breach incidents, ethical standards on the use of information technology, securing the Company's emails, and checking computer devices. Stakeholders can also report suspected violations or indications of data breaches through the WBS mechanism. In 2025, there were no complaints or cases of data security violations that resulted in data leaks. [418-1]

Sebagai bagian dari penguatan tata kelola keamanan data, Perseroan menetapkan prosedur penanganan kebocoran data guna memastikan kesiapan menghadapi insiden dari faktor internal maupun eksternal. Prosedur tersebut meliputi identifikasi sumber, cakupan, dan dampak insiden, serta pemenuhan kewajiban pelaporan kepada otoritas dan pemangku kepentingan. Tahap penanganan dilakukan dengan mengisolasi sistem atau akun terdampak dan menghentikan transmisi data. Investigasi kemudian dilaksanakan, termasuk pengumpulan bukti, untuk menentukan perlunya tindakan disiplin atau hukum. Proses pemulihan dilakukan melalui pembaruan teknis dan perbaikan sistem, diikuti evaluasi atas efektivitas respons sebagai bagian dari peningkatan berkelanjutan.

As part of strengthening its data security governance, the Company has established data breach handling procedures to ensure readiness in dealing with incidents arising from internal and external factors. These procedures include identifying the source, scope, and impact of the incident, as well as fulfilling reporting obligations to authorities and stakeholders. The handling stage is carried out by isolating the affected system or account and stopping data transmission. To determine the need for disciplinary or legal action, an investigation is then conducted, including the collection of evidence. The recovery process is carried out through technical updates and system repairs, followed by an evaluation of the effectiveness of the response as part of continuous improvements.



Perseroan menerapkan berbagai inisiatif untuk menjaga prinsip *zero tolerance* terhadap kebocoran data serta meminimalkan potensi pelanggaran atau ancaman siber, antara lain:

1. Berkomitmen penuh untuk melindungi data pribadi dengan menerapkan kebijakan dan praktik yang selaras dengan Undang-Undang Pelindungan Data Pribadi Nomor 27 Tahun 2022.

The Company has implemented various initiatives to uphold a zero-tolerance policy regarding data breaches and to minimize the risk of cyber threats or breaches, including:

1. Committing fully to protecting personal data by implementing policies and practices in line with Law No. 27 of 2022 concerning Personal Data Protection.

2. Menstandarisasi aplikasi di seluruh rumah sakit untuk mendukung pertukaran data (*data exchange*) yang aman dan konsisten.
3. Meningkatkan keamanan jaringan dan aplikasi melalui penerapan kontrol teknis dan prosedur proteksi terkini.
4. Melakukan pengecekan kesehatan (*health check*) pada server dan jaringan aplikasi secara berkala.
5. Melaksanakan audit berkala terhadap sistem dan jaringan, melibatkan pihak ketiga independen untuk memastikan objektivitas dan kepatuhan terhadap standar keamanan.

2. Standardize applications across the hospital to support secure and consistent data exchange.
3. Enhance network and application security through the implementation of state-of-the-art technical controls and protective procedures.
4. Conducting regular health checks on servers and application networks.
5. Conducting periodic audits of systems and networks, involving independent third parties to ensure objectivity and compliance with security standards.

Pelibatan Pemangku Kepentingan [E.4][2-29]

Stakeholder Engagement

Perseroan telah mengidentifikasi kelompok pemangku kepentingan utama yang memiliki tingkat pengaruh signifikan terhadap kegiatan operasional dan pengambilan keputusan.

The Company has identified key stakeholder groups that have a significant level of influence on its operational activities and decision-making.

Pendekatan Pelibatan Pemangku Kepentingan Stakeholder Engagement Approach	
Topik Utama Main Topics	**Metode dan Frekuensi Pelibatan Pemangku Kepentingan** Stakeholder Engagement Method and Frequency
Pasien | Patients	
• Kesehatan dan keselamatan pasien • Ketersediaan informasi produk dan layanan kesehatan • Layanan kesehatan yang lengkap dan berkualitas • Etika dan integritas dokter dan perawat • Patient health and safety • Product information and healthcare services availability • Comprehensive and high quality healthcare services • Doctors and nurses ethics and integrity	• Survei kepuasan pasien • Menyediakan akses layanan pelanggan (*customer service*) • Meningkatkan inovasi dan teknologi • Menyediakan informasi layanan yang tersedia melalui situs web, brosur, dan media lainnya • Menegakkan etika kedokteran dan semua aturan layanan kesehatan • Patient satisfaction surveys • Providing access to customer services • Improving innovation and technology • Providing available healthcare services information via websites, brochure, and other media • Upholding medical ethics and all healthcare services regulations

Pendekatan Pelibatan Pemangku Kepentingan Stakeholder Engagement Approach	
Topik Utama Main Topics	**Metode dan Frekuensi Pelibatan Pemangku Kepentingan** Stakeholder Engagement Method and Frequency
Pemasok | Suppliers	
• Kualitas dan ketersediaan produk dan jasa tepat waktu • Seleksi pemasok berdasarkan ketentuan yang berlaku • Pembayaran tepat waktu • Quality and the availability of products and services in a timely manner • Supplier selection based on the applicable regulations • On-time payments	• Rapat rutin dengan pemasok • Negosiasi kontrak secara adil dan transparan • Holding regular meetings with suppliers • Carrying out fair and transparent contract negotiations
Perusahaan Asuransi dan Rekanan | Insurance Companies and Partners	
• Informasi produk dan layanan kesehatan • Proses administrasi yang baik dan terpercaya • Product and healthcare services information • Excellent and trustworthy administration process	• Rapat rutin dengan perusahaan asuransi kesehatan • Kontrak kerja yang transparan dan administrasi yang andal • Holding regular meetings with health insurance companies • Establishing an accountable contract and reliable administration
Masyarakat | Community	
• Kesehatan dan kesejahteraan masyarakat • Lingkungan yang sehat, bersih, dan nyaman • Dampak ekonomi tidak langsung dan akses kesehatan • Community's health and welfare • Healthy, clean, and comfortable environment • Indirect economic impacts and healthcare access	• Melaksanakan program Tanggung Jawab Sosial dan Lingkungan (TJSL) secara rutin untuk meningkatkan kesejahteraan masyarakat • Mengelola limbah sesuai peraturan • Mengembangkan usaha untuk memberikan layanan kesehatan lebih luas • Carrying out regular Corporate Social Responsibility (CSR) to improve community welfare • Implementing waste management according to the regulations • Developing business to provide a wide-ranging healthcare services
Regulator	
• Memenuhi ketentuan regulasi industri kesehatan dan profesi dokter • Memenuhi kewajiban sebagai perusahaan publik • Meet the regulatory requirements of the healthcare industry and the medical profession • Fulfilling obligations as a public company	• Partisipasi dalam pertemuan dengan pemerintah • Penyampaian laporan secara tepat waktu • Participating in meetings with the government • Submitting reports on-time
Asosiasi dan Lembaga Profesi | Associations and Professional Institutions	
• Kepatuhan pada etika profesi • Inovasi kesehatan • Compliance with professional ethics • Health innovations	• Mematuhi semua etika profesi • Aktif mengikuti pertemuan secara berkala • Meningkatkan riset berbasis inovasi dan teknologi • Complying with all professional ethics • Actively participating in regular meetings • Improving research based on innovation and technology

Pendekatan Pelibatan Pemangku Kepentingan Stakeholder Engagement Approach	
Topik Utama Main Topics	**Metode dan Frekuensi Pelibatan Pemangku Kepentingan** Stakeholder Engagement Method and Frequency
Pemegang Saham dan Investor | Shareholders and Investors	
• Pencapaian kinerja ekonomi • Pelaksanaan tata kelola yang baik • Pengelolaan risiko lingkungan, sosial, dan tata kelola • Economic performance achievement • Implementation of good governance • Management of environmental, social, and governance risks	• Pengembangan usaha • Rapat Umum Pemegang Saham (RUPS) • Publikasi laporan tahunan dan laporan keberlanjutan • Meningkatkan efisiensi energi dan air • Pertemuan berkala • Business development • General Meeting of Shareholders (GMS) • Issuing annual reports and sustainability reports • Improving energy and water efficiency • Holding regular meetings
Karyawan | Employees	
• Kesehatan dan keselamatan karyawan • Penilaian kinerja • Lingkungan kerja yang inklusif, layak, dan aman • Peningkatan kompetensi melalui pelatihan dan pendidikan • Employee occupational health and safety • Performance assessment • An inclusive, decent and safe work environment • Developing competency through training and education	• Pelatihan dan pendidikan • Forum komunikasi karyawan dan manajemen • Training and education • Employee and management communication forum

Menghasilkan Nilai Bersama yang Berkelanjutan

Generating Sustainable Shared Value

Pengelolaan kinerja keuangan berada di bawah tanggung jawab Direktorat Corporate Finance. Laporan kinerja keuangan disusun setiap bulan dan dievaluasi oleh auditor internal. Sementara itu, laporan keuangan tahunan konsolidasi diaudit oleh auditor eksternal. Pada periode pelaporan, laporan keuangan Perseroan memperoleh opini "Wajar Tanpa Modifikasian" dari auditor eksternal.

Pada 2025, Perseroan membukukan pendapatan Rp1,61 triliun dan laba tahun berjalan Rp29,67 miliar, mencerminkan pertumbuhan laba bersih 57% *year-on-year*. Dari sisi struktur permodalan, Perseroan menilai tetap seimbang sehingga tidak ada perubahan target pada tahun berjalan. Sepanjang tahun, Perseroan juga tidak menerima dukungan finansial dari Pemerintah, termasuk keringanan pajak, hibah, royalti, subsidi, maupun insentif lainnya. [F.2] [201-4]

Financial performance management is the responsibility of the Corporate Finance Directorate. Financial performance reports are prepared monthly and evaluated by internal auditors. While, consolidated annual financial statements are audited by external auditors. During the reporting period, the Company's financial statements received an "Unqualified Opinion" from the external auditors.

In 2025, the Company recorded revenue of IDR 1.61 trillion and profit for the year of IDR 29.67 billion, reflecting a 57% year-on-year increase in net profit. From a capital structure perspective, the Company considers it to be well-balanced; therefore, no changes to targets were made during the year. Throughout the year, the Company also did not receive any financial support from the Government, including tax relief, grants, royalties, subsidies, or other incentives. [F.2][201-4]

Kinerja positif tersebut merupakan hasil penerapan strategi di seluruh ekosistem rumah sakit. Fokus utama mencakup peningkatan keunggulan kompetitif melalui kualitas layanan dan hasil medis, pemanfaatan teknologi yang lebih maju, serta pengembangan peluang pertumbuhan secara selektif. Ke depan, Perseroan berencana memperkuat *Center of Excellence*, memperluas kemitraan dengan korporasi dan perusahaan asuransi, meningkatkan kinerja rumah sakit, serta mengembangkan fungsi-fungsi pendukung lainnya.

This positive performance reflects the effective implementation of strategies across the hospital ecosystem. Key priorities include strengthening competitive advantage through service quality and clinical outcomes, leveraging advanced technology, and selectively pursuing growth opportunities. Going forward, the Company plans to enhance Center of Excellence, expand partnerships with corporates and insurance providers, improve hospital performance, and further develop supporting functions.

Realisasi Kinerja Keuangan (Rp miliar) [F.2]
Financial Performance Realization (IDR billion)

Uraian Description	2025	2024	2023
Pendapatan Operasional Operational Revenue	1.614,34	1.554,69	1.488,20
Laba Bersih Net Profit	29,67	18,90	16,23

Nilai Ekonomi yang Dihasilkan dan Didistribusikan (Rp miliar) [201-1]
Economic Value Generated and Distributed (IDR billion)

Uraian Description	2025	2024	2023
Nilai Ekonomi Dihasilkan | Economic Value Generated			
Pendapatan Operasional Operating Revenue	1.614,34	1.554,69	1.488,20
Total Nilai Ekonomi Dihasilkan (a) Total Economic Value Generated (a)	1.614,34	1.554,69	1.488,20
Nilai Ekonomi Didistribusikan | Economic Value Distributed			
Biaya Operasional Operational Expenses	628,56	608,07	605,26
Biaya Gaji dan Tunjangan Karyawan Employee Salaries and Benefits	253,98	262,09	243,62
Dividen Dividends	5,59	4,82	12,91
Pembayaran kepada Pemerintah Payments to the Government	13,67	17,81	28,05
Biaya TJSL CSR Costs	0,84	1,07	0,50
Total Nilai Ekonomi Didistribusikan (b) Total Economic Value Distributed (b)	902,64	893,86	890,33
Nilai Ekonomi Disimpan (a-b) Economic Value Retained (a-b)	711,70	660,83	597,87

Investasi terkait pengelolaan lingkungan dilakukan melalui pengembangan ruang terbuka hijau (RTH) di area rumah sakit. Hingga tahun 2025, Perseroan telah mengalokasikan dana untuk penyediaan ruang terbuka hijau (RTH) guna memastikan ketersediaan dan pengembangan lahan RTH di setiap rumah sakit sebagai bagian dari komitmen terhadap pengelolaan lingkungan yang berkelanjutan. [F.3]

Environmental management investments are made by developing green open spaces (RTH) in the hospital areas. As of 2025, the Company has allocated funds for the provision of green open spaces (RTH) to ensure the availability and development of RTH in each hospital as part of its commitment to sustainable environmental management and environmental stewardship. [F.3]

Rantai Pasokan
Supply Chain

Sebagai bagian dari penguatan tata kelola rantai pasok, Perseroan melakukan seleksi terhadap calon pemasok untuk memastikan bahwa produk dan layanan yang diberikan sesuai dengan standar keselamatan, kesehatan, dan kualitas. Apabila ditemukan potensi atau indikasi dampak negatif terhadap lingkungan atau sosial, Perseroan akan mengambil langkah penanganan sesuai ketentuan yang berlaku.

As part of strengthening our supply chain governance, the Company selection potential suppliers to ensure that the products and services provided meet safety, health, and quality standards. If there are potential or indications of negative environmental or social impacts, the Company will take appropriate measures in accordance with applicable regulations.

Sejalan dengan penguatan praktik keberlanjutan di seluruh rantai nilai, pada 2025 Perseroan memperbarui instrumen penilaian LST bagi pemasok sebagai bagian dari penguatan *responsible supply chain management*. Instrumen ini mencakup aspek tata kelola dan etika bisnis (integritas, transparansi, kepatuhan, dan pencegahan korupsi), aspek sosial (larangan pekerja anak dan kerja paksa serta penghormatan terhadap hak ketenagakerjaan), serta aspek lingkungan (penerapan praktik pengelolaan lingkungan yang sehat dan aman).

In line with strengthening sustainability practices across the value chain, in 2025 the Company updated its ESG assessment tool for suppliers as part of enhancing responsible supply chain management. The tool covers governance and business ethics aspects (integrity, transparency, compliance, and anti-corruption), social aspects (prohibition of child and forced labor and respect for labor rights), and environmental aspects (the implementation of sound and safe environmental management practices).

Hasil penilaian ditelaah untuk mengidentifikasi potensi risiko dan area perbaikan, serta ditindaklanjuti melalui rekomendasi rencana aksi perbaikan. Pendekatan ini menegaskan komitmen Perseroan dalam meningkatkan kapasitas pemasok secara berkelanjutan sekaligus memastikan penerapan prinsip LST yang konsisten di seluruh rantai pasok. [308-1][414-1]

The assessment results are reviewed by the Company to identify potential risks and areas for improvement, and followed up with recommended corrective action plans. This approach underscores the Company's commitment to continuously enhancing supplier capacity while ensuring consistent implementation of ESG principles across the supply chain. [308-1][414-1]

Pada tahun 2025, Perseroan bermitra dengan 311 pemasok/mitra, dengan 87% di antaranya merupakan pemasok/mitra lokal, melampaui target 80% pada 2030. Pemasok/mitra lokal adalah penyedia barang dan jasa yang beroperasi di Indonesia serta memenuhi standar spesifikasi dan kualitas.

In 2025, the Company partnered with 311 suppliers/vendors, of which 87% were local, exceeding the 80% target set for 2030. Local suppliers/vendors are defined as providers of goods and services operating in Indonesia that meet the required specifications and quality standards.

Jumlah Pemasok [204-1]
Total of Suppliers

Jenis Pemasok Supplier Type		Persentase Pemasok (%) Supplier Percentage (%)	Nilai Transaksi (%) Transaction Value (%)
Supplier produk farmasi Pharmaceutical suppliers	Lokal | Local	95,3	85,64
	Non-lokal | Non-local	4,7	14,36
Supplier non-farmasi Non-pharmaceutical suppliers	Lokal | Local	75,9	83,93
	Non-lokal | Non-local	24,1	16,07
Total	Lokal | Local	86,5	85,3
	Non-lokal | Non-local	13,5	14,7





Bumi Lestari untuk Generasi Mendatang

A Sustainable Earth for Future Generations

BMHS meyakini mutu layanan kesehatan harus berjalan seiring dengan tanggung jawab lingkungan. Oleh karena itu, Perseroan mendorong praktik rumah sakit ramah lingkungan, efisiensi pemanfaatan sumber daya, serta pengelolaan dampak operasional secara menyeluruh.

BMHS believes healthcare quality must go hand in hand with environmental responsibility. We advance green hospital practices, resource efficiency, and comprehensive management of operational impacts.

Pengelolaan Lingkungan yang Berkelanjutan
Sustainable Environmental Management

Dalam menjalankan layanan kesehatan, Perseroan menerapkan pengelolaan lingkungan yang terstruktur untuk memastikan aktivitas operasional mempertimbangkan dampak terhadap ekosistem. Pendekatan ini mencakup strategi pengendalian emisi, tata kelola limbah medis yang sesuai standar, efisiensi konsumsi energi dan air, serta pemenuhan regulasi lingkungan. Melalui sistem pemantauan yang diperkuat dan penerapan praktik operasional yang bertanggung jawab, Perseroan berupaya mengurangi risiko lingkungan dan meningkatkan kualitas pengelolaan pada aspek-aspek yang diprioritaskan pemangku kepentingan.

When delivering healthcare services, the Company takes a structured environmental management approach to ensure that operational activities take into account their impact on the ecosystem. This approach includes emission control strategies, standardized medical waste governance, energy and water consumption efficiency, as well as compliance with environmental regulations. Through strengthened monitoring systems and responsible operational practices, the Company endeavors to mitigate environmental risks and enhance the quality of environmental management in aspects prioritized by stakeholders.

Pengelolaan Energi
Energy Management

Perseroan mengandalkan dua jenis energi utama dalam operasionalnya, yaitu listrik dan bahan bakar minyak (BBM). Listrik yang dibeli dari penyedia energi pihak ketiga mendukung kebutuhan operasional rumah sakit, klinik, dan unit usaha lainnya. Penggunaan BBM yaitu solar dan bensin ditujukan bagi operasional genset saat keadaan darurat serta kendaraan rumah sakit seperti ambulans. Pada 2025, total konsumsi energi tercatat sebesar 52.740,01 GJ. Dibandingkan tahun 2024, terjadi peningkatan sebesar 1,19%. [F.6][302-1][302-4]

The Company relies on two main types of energy in its operations, namely electricity and fuel (diesel and gasoline). Electricity purchased from third-party energy providers supports the operational needs of hospitals, clinics, and other business units. Fuel is used to operate generators during emergency conditions and hospital vehicles such as ambulances. In 2025, total energy consumption amounted to 52,740.01 GJ. Compared to 2024, there was a slight increase of 1.19%. [F.6][302-1][302-4]

Konsumsi Energi (GJ)
Energy Consumption (GJ)

Uraian Description	2025	2024*	2023*
Konsumsi Listrik Electricity Consumption	50.369,96	49.697,77	49.848,27
Konsumsi BBM Fuel Consumption	2.370,05	2.422,11	2.205,78
Total Konsumsi Energi Total Energy Consumption	52.740,01	52.119,88	52.054,05

Keterangan | Note
Data konsumsi energi mencakup rumah sakit, PT Morula Indonesia dan PT Diagnos Laboratorium Utama Tbk.
Energy consumption data includes hospitals, PT Morula Indonesia, and PT Diagnos Laboratorium Utama Tbk.

*Penyajian kembali data konsumsi energi disebabkan oleh perubahan metode perhitungan.
*Restatement of energy consumption data is due to changes in the calculation methodology.

Intensitas Energi [F.6][302-3]
Energy Intensity

Uraian Description	Satuan Unit	2025	2024*	2023*
Konsumsi Energi Energy Consumption	GJ	52.740,01	52.119,88	52.054,05
Jumlah Kunjungan Pasien Total of Patient Visits	Kunjungan Pasien Patient Visit	654.592	666.021	613.328
Intensitas Energi Energy Intensity	GJ/Kunjungan Pasien GJ/Patient Visit	0,08	0,08	0,08

Keterangan | Note
*Penyajian kembali data intensitas energi disebabkan oleh perubahan metode perhitungan.
*Restatement of energy intensity data is due to changes in the calculation methodology.

Perseroan menetapkan target pengelolaan energi untuk tahun 2026, yaitu menurunkan konsumsi bahan bakar sebesar 5% di kantor korporat. Untuk mencapai target tersebut, Perseroan melakukan sejumlah langkah, antara lain: [F.7][F.12]

1. Memastikan setiap rumah sakit memiliki/ mengembangkan lahan untuk ruang terbuka hijau (RTH).
2. Melakukan sosialisasi dalam efisiensi pemakaian listrik bagi seluruh karyawan rumah sakit.
3. Mengganti lampu penerangan dengan lampu hemat energi.
4. Pemasangan lampu tenaga surya untuk penerangan lampu parkir dengan penghematan mencapai lebih dari 10.000 kWh.

The Company has set an energy management target for 2026 to reduce fuel consumption by 5% at the corporate office. To achieve this target, the Company has instigated several initiatives, including: [F.7][F.12]

1. Ensuring that each hospital has or develops land as green open spaces (RTH).
2. Conducting awareness programs on electricity efficiency for all hospital employees.
3. Replacing conventional lighting with energy-efficient lamps.
4. Installing solar-powered lighting for parking areas, resulting in energy savings of over 10,000 kWh.



BMHS mulai menerapkan pemanfaatan energi terbarukan melalui pemasangan lampu tenaga surya pada area taman sebagai penerangan area parkir, taman dan area terbuka surya di RSIA Az Zahra Palembang dan RSU Bunda Padang.

BMHS has begun implementing the use of renewable energy through the installation of solar-powered lamps in landscape areas to provide lighting for parking areas, gardens, and open spaces at Az Zahra Palembang Women and Children Hospital and Bunda Padang Hospital.

Inisiatif ini bertujuan mengurangi konsumsi listrik berbasis energi fosil dan menurunkan emisi operasional di area fasilitas kesehatan. Implementasi mencakup pemasangan 10 titik lampu tenaga surya di RSIA Az Zahra Palembang dan 19 titik di RSU Bunda Padang, termasuk instalasi panel, baterai penyimpanan, serta pemantauan sistem. Program ini memberikan dampak awal berupa penghematan energi lebih dari 3.000 kWh per tahun di RSIA Az Zahra dan lebih dari 7.500 kWh per tahun di RSU Bunda Padang.

This initiative aims to reduce electricity consumption derived from fossil-based energy and lower operational emissions within healthcare facility areas. The implementation includes the installation of 10 solar-powered lighting points at Az Zahra Palembang Women and Children Hospital and 19 points at Bunda Padang Hospital, along with solar panels, battery storage systems, and system monitoring. The program has delivered initial impacts in the form of energy savings of more than 3,000 kWh per year at Az Zahra Women and Children Hospital and more than 7,500 kWh per year at Bunda Padang Hospital.

Pengelolaan Emisi
Emission Management

Aktivitas operasional Perseroan yang menggunakan listrik dan BBM menghasilkan emisi gas rumah kaca (GRK). Pada tahun pelaporan 2025, Perseroan melakukan inventarisasi emisi GRK Cakupan 1 dari konsumsi bahan bakar serta Cakupan 2 terkait penggunaan listrik pada seluruh unit rumah sakit. Perhitungan dilakukan dengan mengacu pada metodologi Greenhouse Gas Protocol (GHG Protocol). Sampai akhir periode pelaporan, Perseroan belum melaksanakan inventarisasi emisi GRK Cakupan 3 karena masih menelaah metode perhitungan yang paling sesuai dengan karakteristik kegiatan operasional. [F.11][305-1][305-2][305-3]

Selain emisi GRK, Perseroan juga mengidentifikasi potensi emisi non-GRK, seperti SOx, NOx, dan partikulat yang terutama berasal dari pengoperasian genset di beberapa rumah sakit pada saat terjadi gangguan pasokan listrik utama. Pengelolaan emisi non-GRK dilakukan dengan memastikan perawatan genset secara berkala, penggunaan bahan bakar sesuai spesifikasi, serta pengoperasian peralatan hanya bila diperlukan untuk menjaga keberlangsungan layanan kesehatan. Perseroan telah melakukan pengukuran emisi non-GRK pada tahun 2025. Hasilnya, tidak terdapat temuan signifikan terkait pelampauan baku mutu emisi udara dari kegiatan operasional Perseroan. [305-7]

Operational activities involving electricity and fuel consumption generate greenhouse gas (GHG) emissions. In the 2025 reporting year, the Company conducted an inventory of Scope 1 GHG emissions from fuel consumption and Scope 2 GHG emissions related to electricity usage across all hospital units. The calculations were carried out in accordance with the Greenhouse Gas Protocol (GHG Protocol). As of the end of the reporting period, the Company has not yet conducted an inventory of Scope 3 GHG emissions, as it is still reviewing the most appropriate calculation methodology based on the characteristics of its operational activities. [F.11][305-1][305-2][305-3]

In addition to GHG emissions, the Company has also identified potential non-GHG emissions, such as SOx, NOx, and particulate matter, primarily originating from generator operations at several hospitals during disruptions to the main electricity supply. Non-GHG emissions are managed by ensuring regular generator maintenance, the use of fuel that meets specifications, and operating equipment only when necessary to maintain healthcare service continuity. The Company conducted non-GHG emission measurements in 2025, with no significant findings related to exceedances of ambient air quality standards. [305-7]

Emisi Gas Rumah Kaca (GRK) (Ton CO_2e) [F.11] [305-1][305-2][305-3]
Greenhouse Gas (GHG) Emissions (Tons of CO_2e)

Uraian Description	2025	2024*	2023*
Emisi GRK Cakupan 1 GHG Emission Scope 1	172,41	154,61	141,28
Emisi GRK Cakupan 2 GHG Emission Scope 2	12.172,76	12.107,92	8.923,87
Total Emisi GRK Cakupan 1 dan 2 Total GHG Emission Scope 1 and 2	12.345,17	12.262,53	9.065,15

Keterangan | Note
Data emisi GRK mencakup rumah sakit, PT Morula Indonesia dan PT Diagnos Laboratorium Utama Tbk.
GHG emissions data includes hospitals, PT Morula Indonesia, and PT Diagnos Laboratorium Utama Tbk.

*Penyajian kembali data emisi GRK disebabkan oleh perubahan metode perhitungan.
*Restatement of GHG emissions data is due to changes in the calculation methodology.

Intensitas Emisi GRK [305-4]
GHG Emissions Intensity

Uraian Description	Satuan Unit	2025	2024*	2023*
Jumlah Emisi GRK Cakupan 1 dan 2 Total GHG Emission Scope 1 and 2	Ton CO_2e Tons of CO_2e	12.345,17	12.262,53	9.065,16
Jumlah Kunjungan Pasien Total of Patient Visits	Kunjungan Pasien Patient Visit	654.592	666.021	613.328
Intensitas Emisi GRK GHG Emission Intensity	Ton CO_2e/ Kunjungan Pasien Tons of CO_2e/ Patient Visit	0,019	0,018	0,015

Keterangan | Note
*Penyajian kembali data intensitas emisi GRK disebabkan oleh perubahan metode perhitungan.
*Restatement of GHG emisisons intensity data is due to changes in the calculation methodology.

Perseroan telah menetapkan target pengelolaan emisi untuk tahun 2026, yaitu menurunkan emisi GRK dari penggunaan AC dan listrik di kantor korporat sebesar 5%. Untuk mencapai target tersebut, Perseroan mengoptimalkan pengelolaan energi, khususnya pada sistem pendingin ruangan, melalui pengaturan suhu yang lebih efisien, perawatan berkala, serta penggantian peralatan yang kurang efisien. Dengan berbagai upaya tersebut, target pengurangan emisi GRK pada tahun 2025 telah tercapai.[F.12][302-5][305-5]

The Company has established an emission management target for 2026, which is to reduce GHG emissions from air conditioning and electricity use at the corporate office by 5%. To achieve this target, the Company has optimized energy management, particularly in cooling systems, through more efficient temperature settings, regular maintenance, and the replacement of inefficient equipment. Through these initiatives, the GHG emission reduction target for 2025 was achieved. [F.12][302-5][305-5]

Pengelolaan Limbah untuk Lingkungan yang Lebih Bersih

Waste Management for a Cleaner Environment

Perseroan menghasilkan limbah berbahaya dan beracun (B3) dalam bentuk padatan, cairan, serta limbah medis. Limbah medis tersebut memiliki karakteristik infeksius, patologis, maupun mengandung bahan kimia, sehingga memerlukan pengelolaan yang hati-hati untuk mencegah dampak terhadap lingkungan dan kesehatan masyarakat. Selain limbah B3, Perseroan juga menghasilkan limbah non-B3 dari berbagai kegiatan operasional lainnya. Seluruh proses pengelolaan limbah dilakukan sesuai dengan ketentuan regulator. [F.23]

Dalam pengelolaannya, Perseroan melakukan identifikasi dan pemilahan limbah di seluruh rumah sakit BMHS. Limbah B3 berupa cairan kimia sitotoksik dan limbah padat noninfeksius ditempatkan dalam kantong plastik kuning, sedangkan limbah medis tajam seperti jarum suntik dimasukkan ke dalam wadah tahan tusuk. Limbah tersebut kemudian disimpan dalam *medical waste container* sebelum diserahkan kepada pihak ketiga untuk dikelola melalui metode insinerasi.

Perseroan menerapkan pemilahan sejak awal untuk mengurangi sampah ke tempat pembuangan akhir (TPA) dan memastikan pengelolaan yang bertanggung jawab, dengan mengarahkan material bernilai guna ke pemulihan sumber daya (*resource recovery*) dan ekonomi sirkular melalui kerja sama dengan mitra seperti bank sampah dan pendaur ulang. Volume yang berhasil dialihkan mencapai 9 ton pada 2025, atau meningkat 16,73% dibandingkan 7,71 ton pada tahun sebelumnya. Selain itu, Perseroan melakukan daur ulang botol plastik menjadi media tanam, sementara limbah yang tidak dapat didaur ulang dikirim ke TPA. [F.5][F.13][F.14][306-1][306-2][306-3][306-4][306-5]

Pada 2025, volume limbah B3 mencapai 186,21 ton dan limbah non-B3 tercatat sebanyak 289,70 ton. Secara total, limbah yang ditimbulkan mencapai 475,91 ton, meningkat 9,18% dibandingkan tahun 2024. Peningkatan ini terutama dipengaruhi oleh cakupan pencatatan limbah yang semakin komprehensif.

The Company generates hazardous and toxic waste (B3) in the form of solid, liquid, and medical waste. Medical waste may exhibit infectious, pathological, or chemical characteristics, and therefore requires careful handling to prevent adverse impacts on the environment and public health. In addition to B3 waste, the Company also generates non-B3 waste from various other operational activities. All waste management processes are carried out in accordance with applicable regulatory requirements. [F.23]

In its waste management practices, the Company conducts waste identification and segregation across all BMHS hospitals. Hazardous waste in the form of cytotoxic chemical liquids and non-infectious solid waste is placed in yellow plastic bags, while sharp medical waste such as needles is stored in puncture-resistant containers. The waste is then stored in medical waste containers before being handed over to third parties for treatment through incineration.

The Company implements early-stage waste segregation to reduce waste sent to final disposal sites (TPA) and ensure responsible waste management by directing valuable materials to resource recovery and circular economy initiatives through partnerships with waste banks and recyclers. The volume diverted reached 9 tons in 2025, representing an increase of 16,73% compared to 7.71 tons in the previous year. In addition, the Company recycles plastic bottles into planting media, while non-recyclable waste is sent to TPA. [F.5][F.13][F.14][306-1][306-2][306-3][306-4][306-5]

In 2025, the volume of hazardous and toxic waste (B3) reached 186.21 tons, while non-B3 waste amounted to 289.70 tons. In total, the waste generated reached 475.91 tons, representing an increase of 9.18% compared to 2024. This increase was primarily influenced by more comprehensive waste recording practices.

Pemantauan pengelolaan limbah non-B3 dilaksanakan secara berkala melalui inspeksi langsung untuk memastikan kepatuhan terhadap standar yang berlaku. Upaya pengurangan limbah juga dilakukan dengan mendorong penggunaan alat makan dan minum pribadi, mengganti kantong plastik dengan alternatif ramah lingkungan, serta tidak menyediakan minuman dalam kemasan plastik di kantor manajemen.

Regular monitoring of non-B3 waste management is carried out through direct inspections to ensure compliance with applicable standards. Waste reduction efforts are also supported by encouraging the use of personal eating and drinking utensils, replacing plastic bags with environmentally friendly alternatives, and eliminating bottled plastic beverages at the management office.

Jenis dan Volume Limbah B3 dan Non-B3 (Ton)
Types and Volume of Hazardous and Non-Hazardous Waste (Tons)

Uraian Description	2025	2024	2023
Timbulan Limbah Non-B3 (Limbah Domestik) Non-Hazardous Waste (Domestic Waste) Generated	289,70	239,87	188,58
Timbulan Limbah B3 Hazardous Waste Generated	186,21	196,07	195,98
Limbah B3 Padat Solid Hazardous Waste	167,13	181,11	181,75
Limbah B3 Cair Liquid Hazardous Waste	7,02	5,78	6,13
Limbah B3 Jarum Hazardous Waste Needles	12,06	9,18	8,10

Keterangan | Note
Data timbulan limbah mencakup rumah sakit, PT Morula Indonesia, dan PT Diagnos Laboratorium Utama Tbk.
Waste generation data includes hospitals, PT Morula Indonesia, and PT Diagnos Laboratorium Utama Tbk.

Sepanjang 2025, tidak terdapat kasus penyalahgunaan limbah medis, insiden pencemaran, maupun tumpahan limbah B3 baik pada proses pemilahan, penyimpanan, maupun penyerahan kepada pihak ketiga. [F.15][2-27][306-2]

In 2025, there were no cases reported of medical waste misuse, pollution incidents, or hazardous waste spills during segregation, storage, or transfer to third parties. [F.15][2-27][306-2]

Pengelolaan Sumber Daya Air dan Air Limbah
Water Resources and Wastewater Management

Sebagai penyedia layanan kesehatan, Perseroan memerlukan pasokan air bersih dalam jumlah dan kualitas yang memadai untuk mendukung operasional. Untuk itu, Perseroan memastikan ketersediaan dan mutu air di seluruh rumah sakit. Sumber air yang digunakan berasal dari pembelian kepada penyedia pihak ketiga serta pemanfaatan air tanah, yang seluruhnya telah dilengkapi dengan perizinan yang diperlukan dari pemerintah.

As a healthcare service provider, the Company requires an adequate supply of clean water in both quantity and quality to support its operations, and the Company must ensure water availability and quality across all hospitals. Water sources include purchases from third-party providers and the use of groundwater, all of which are supported by the required government permits.

Pada tahun 2025, total konsumsi air tercatat sebesar 108.434 m^3, meningkat dibandingkan tahun 2024 karena dipengaruhi oleh pemantauan dan pencatatan penggunaan air yang semakin komprehensif, khususnya untuk sumber air tanah. [F.8][303-1][303-5]

In 2025, total water consumption reached 108,434 m^3, an increase compared to 2024, mainly driven by more comprehensive monitoring and recording of water usage, particularly from groundwater sources. [F.8][303-1][303-5]

Konsumsi Air (m^3) [303-3]
Water Consumption (m^3)

Uraian Description	2025	2024	2023
Air PDAM PDAM Water	65.745	64.442	155.887
Air Tanah Groundwater	42.689	33.903	27.258
Total Konsumsi Air Total Water Consumption	108.434	98.345	183.145

Keterangan | Note
Data konsumsi air mencakup rumah sakit, PT Morula Indonesia dan PT Diagnos Laboratorium Utama Tbk.
Water consumption data includes hospitals, PT Morula Indonesia, and PT Diagnos Laboratorium Utama Tbk.

Intensitas Air (m^3/pasien)
Water Intensity (m^3/ patient visit)

Uraian Description	Satuan Unit	2025	2024	2023
Total Konsumsi Air Total Water Consumption	m^3	108.434	98.345	183.145
Jumlah Kunjungan Pasien Total of Patient Visits	Kunjungan Pasien Patient Visit	654.592	666.021	613.328
Intensitas Air Water Intensity	m^3/Kunjungan Pasien (m^3/Patient Visit)	0,17	0,15	0,30

Pengelolaan Air Limbah [F.14][303-2]
Wastewater Management

Perseroan menghasilkan air limbah dari kegiatan operasional yang dapat mengandung mikroorganisme, bahan radioaktif, atau bahan kimia berbahaya. Untuk mencegah risiko lingkungan dan kesehatan, seluruh air limbah diproses terlebih dahulu melalui Instalasi Pengolahan Air Limbah (IPAL) sebelum dibuang ke badan air. IPAL mengelola limbah medis, seperti air bekas cucian luka dan darah, serta limbah domestik dari fasilitas dapur dan kamar mandi.

The Company generates wastewater during its operational activities that may contain microorganisms, radioactive substances, or hazardous chemicals. To mitigate environmental and health risks, all wastewater is treated at a Wastewater Treatment Plant (IPAL) prior to discharge into water bodies. The IPAL processes medical wastewater such as wound washing and blood-contaminated water, as well as domestic wastewater from kitchen and bathroom facilities.

Efektivitas proses pengolahan dipantau antara lain melalui pemeliharaan ikan sebagai indikator biologis dan pengujian baku mutu efluen secara berkala melalui pemeriksaan laboratorium bulanan. Hasil pemantauan dan pengelolaan air limbah dilaporkan dalam rapat manajemen rumah sakit dan disampaikan kepada Dinas Lingkungan Hidup sebagai bagian dari kewajiban pelaporan secara berkala yaitu setiap bulan/ triwulan. Seluruh efluen yang dihasilkan dibuang ke air permukaan.

Treatment effectiveness is monitored through biological indicators, including fish farming, and regular effluent quality testing conducted via monthly laboratory examinations. Wastewater management results are reported in hospital management meetings and submitted to the Environmental Agency as part of the periodic reporting obligations on a monthly or quarterly basis. All treated effluent is discharged into surface water.

Total Efluen yang Dihasilkan (m^3) [303-4]
Total Effluents Generated (m^3)

Uraian Description	2025	2024	2023
Total Efluen Total Effluents	149.140	129.914	254.128

Keterangan | Note
Data efluen yang dihasilkan mencakup rumah sakit, PT Morula Indonesia dan PT Diagnos Laboratorium Utama Tbk.
Effluent data includes hospitals, PT Morula Indonesia, and PT Diagnos Laboratorium Utama Tbk.

Upaya Pelestarian Keanekaragaman Hayati
Biodiversity Conservation Efforts

Perseroan tidak beroperasi di wilayah yang berdekatan dengan kawasan bernilai keanekaragaman hayati tinggi ataupun kawasan lindung. Walaupun demikian, kegiatan rumah sakit menghasilkan limbah medis yang memiliki risiko lingkungan dan kesehatan sehingga memerlukan pengelolaan yang ketat. Perseroan memastikan bahwa pengelolaan limbah padat dan cair dilakukan sesuai ketentuan dari Kementerian Kesehatan dan Kementerian Lingkungan Hidup. Sampai dengan akhir 2025, Perseroan tidak menerima pengaduan terkait isu lingkungan. [F.16][F.23]

Sebagai salah satu upaya penghijauan, Perseroan melanjutkan inisiatif program penanaman pohon, yang sekaligus menjadi upaya Perseroan dalam berkontribusi pada peningkatan kualitas udara di sekitar wilayah operasional kami. [F.9][F.10][304-1][304-2][304-3]

The Company does not operate in areas adjacent to regions with high biodiversity value or protected areas. Nevertheless, hospital activities generate medical waste that poses environmental and health risks, thereby requiring strict management. The Company ensures that solid and liquid waste management is conducted in accordance with the regulations stipulated by the Ministry of Health and the Ministry of Environment. During 2025, the Company did not receive any complaints related to environmental issues. [F.16][F.23]

As part of its greening initiatives, the Company continued its tree planting program, which also serves as an effort to contribute to improving air quality around its operational areas. [F.9][F.10][304-1][304-2][304-3]

Penanaman Pohon | Tree Planting



*) Data mencakup rumah sakit dan klinik yang telah beroperasi secara keseluruhan sejak tahun 2023
*) Data includes hospitals and clinics that have been fully operational since 2023

Investasi dan Biaya Pengelolaan Lingkungan
Environmental Investment and Expenditure

Pada 2025, Perseroan mengalokasikan biaya lingkungan untuk mendukung berbagai kegiatan pengelolaan lingkungan, meliputi operasional Instalasi Pengolahan Air Limbah (IPAL), pemenuhan Izin Pembuangan Limbah Cair (PLC), pengelolaan Kesehatan Lingkungan (Kesling), serta pengelolaan limbah B3 dan limbah domestik rumah sakit. [F.4]

In 2025, the Company allocated environmental expenditure to support its environmental management activities, including the operation of the Wastewater Treatment Plant (IPAL), compliance with Wastewater Discharge Permits (PLC), Environmental Health (Kesling) management, as well as the management of hazardous (B3) and domestic hospital waste. [F.4]





Menghadirkan Layanan Terbaik bagi Pasien dan Masyarakat

Delivering the Best Services for Patients and Communities

BMHS menghadirkan layanan kesehatan yang berfokus pada keselamatan pasien, peningkatan mutu klinis, dan perluasan akses layanan. Inisiatif kami dijalankan melalui kolaborasi lintas pemangku kepentingan, inovasi teknologi kesehatan, serta penguatan layanan preventif bagi masyarakat.

BMHS delivers healthcare centered on patient safety, clinical quality improvement, and broader access. We do this through stakeholder collaboration, healthcare technology innovation, and strengthening preventive services for communities.

Menjaga Keselamatan, Kepercayaan, dan Kepuasan Pasien

Safeguarding Patient Safety, Trust, and Satisfaction

Perseroan berupaya menyediakan layanan kesehatan yang berkualitas serta adil dan setara bagi seluruh masyarakat. Perseroan juga mendukung program pemerintah melalui partisipasi dalam Program Jaminan Kesehatan Nasional (JKN) yang diselenggarakan BPJS Kesehatan, dengan melayani peserta JKN di RSU Bunda Jakarta, RSU Bunda Margonda, RSU Bunda Padang, RSU Citra Harapan, serta RSIA Az Zahra Palembang. Selain itu, Perseroan berkolaborasi dengan Puskesmas dan Dinas Kesehatan untuk memperkuat pemantauan serta pelaksanaan program kesehatan secara lebih efektif dan terintegrasi. [F.17]

Upaya peningkatan kualitas pelayanan juga dilakukan dengan menjaga mutu layanan serta memastikan keamanan dan kenyamanan seluruh pasien di lingkungan rumah sakit dan klinik Perseroan. Untuk mendukung hal tersebut, Perseroan melaksanakan berbagai inisiatif, antara lain:

1. Nilai Net Promoter Score (NPS) pada tahun 2025 mencapai 86;
2. Terakreditasi Australian Council on Healthcare Standards (ACHS);
3. Terakreditasi Paripurna dari Komisi Akreditasi Rumah Sakit (KARS);
4. Tersertifikasi Reproductive Technology Accreditation Committee (RTAC);
5. Memiliki prosedur standar pelayanan medis (SOP);
6. Melaksanakan pengelolaan aset alat kesehatan secara terstruktur;
7. Melakukan evaluasi formulir procurement secara berkala;
8. Memastikan ketersediaan informasi publik terkait jaminan kesehatan.

Seluruh inisiatif ini dijalankan sebagai satu kesatuan sistem penjaminan mutu untuk memastikan pengalaman layanan yang aman, konsisten, dan berorientasi pada kebutuhan pasien.

The Company endeavors to provide high-quality healthcare services that are fair and equitable for all members of society. The Company also supports government programs through its participation in the National Health Insurance Program (Jaminan Kesehatan Nasional/JKN) administered by BPJS Kesehatan, by serving JKN participants at Bunda Jakarta Hospital, Bunda Margonda Hospital, Bunda Padang Hospital, Citra Harapan Hospital, and Az Zahra Palembang Women and Children Hospital. In addition, the Company collaborates with Community Health Centers (Puskesmas) and Regional Health Offices to strengthen monitoring and implementation of health programs in a more effective and integrated manner. [F.17]

Efforts to improve service quality are also carried out by maintaining service standards and ensuring the safety and comfort of all patients within the Company's hospitals and clinics. To support this, the Company implements various initiatives, including:

1. A Net Promoter Score (NPS) of 86 in 2025;
2. Accreditation from the Australian Council on Healthcare Standards (ACHS);
3. Paripurna (Full) Hospital Accreditation from Komisi Akreditasi Rumah Sakit (KARS);
4. Certification from the Reproductive Technology Accreditation Committee (RTAC);
5. Implementation of standard operating procedures (SOP) for medical services;
6. Structured management of medical equipment assets;
7. Regular evaluation of procurement forms;
8. Ensuring the availability of public information related to health insurance coverage.

All of these initiatives are implemented, as an integrated quality assurance system to ensure a safe, consistent service experience oriented towards patient needs.

Perseroan membentuk Komite Mutu yang melaksanakan evaluasi rutin setiap bulan untuk memastikan pencapaian indikator mutu nasional. Hasil evaluasi disampaikan kepada Direktur Rumah Sakit, kemudian diteruskan kepada Quality Corporate di Direktorat Medical, Nursing and Quality, dan selanjutnya kepada Chief of Medical and Nursing Quality Officer. Rangkaian pelaporan ini memastikan adanya tindak lanjut yang terstruktur terhadap temuan lapangan, mulai dari perbaikan proses klinis hingga peningkatan standar layanan di operasional BMHS.

Dari aspek keamanan lingkungan rumah sakit, Perseroan memiliki 102 petugas keamanan. Seluruh petugas telah memperoleh pengetahuan dasar mengenai hak asasi manusia melalui pendidikan dan sertifikasi satuan pengamanan sesuai Peraturan Kapolri No. Pol. 18 Tahun 2006 tentang Pelatihan dan Kurikulum Satuan Pengamanan. Penguatan kapasitas petugas keamanan ini mendukung terciptanya lingkungan rumah sakit yang aman sekaligus menghormati martabat dan hak pasien maupun pengunjung. [410-1]

Selain itu, guna mendukung keselamatan pasien, proses sterilisasi peralatan untuk tindakan operasi dan prosedur medis lainnya dilakukan melalui unit Central Sterile Supply Department (CSSD). Peralatan medis menjalani kalibrasi berkala oleh pihak ketiga, yang dipantau oleh elektromedis unit rumah sakit di bawah Divisi Facility Management and General Affairs. Pemantauan indikator keselamatan pasien dilakukan melalui monitoring kepatuhan yang dilaksanakan oleh komite-komite terkait di rumah sakit. Kegiatan laboratorium medis dijalankan berdasarkan standar ISO 15189, dan seluruh area pelayanan didesinfeksi setelah tindakan medis. [F.27][F.28][416-1]

Pada 2025, Perseroan memberikan sosialisasi dan pelatihan kepada seluruh tenaga medis dan nonmedis mengenai kesehatan dan keselamatan pasien, termasuk pemahaman terkait hak asasi manusia. Edukasi juga diberikan kepada pasien mengenai *informed consent*, penggunaan obat, praktik kebersihan tangan, perawatan bayi, pemberian ASI, dan materi lainnya. Selama tahun berjalan, seluruh laporan terkait kesehatan dan keselamatan pasien telah ditindaklanjuti secara tepat waktu dan melalui mekanisme penanganan yang sesuai dengan standar operasional Perseroan.

The Company has established a Quality Committee that conducts routine monthly evaluations to ensure the national quality indicators are achieved. Evaluation results are reported to the Hospital Director and subsequently forwarded to Corporate Quality under the Medical Nursing Quality Directorate and then to the Chief of Medical and Nursing Quality Officer. This reporting chain ensures structured follow-up on field findings, ranging from improvements in clinical processes to enhancements in service standards across BMHS operations.

For hospital environmental security, the Company employs 102 security personnel. All security personnel have received basic human rights knowledge through education and certification in accordance with Indonesian National Police Regulation No. 18 of 2006 concerning Security Guard Training and Curriculum. Strengthening the capacity of security personnel supports the creation of a safe hospital environment while respecting the dignity and rights of patients and visitors. [410-1]

In addition, to support patient safety, the sterilization of medical equipment for surgical procedures and other medical treatments is carried out through the Central Sterile Supply Department (CSSD). Medical equipment is periodically calibrated by third parties, and is monitored by biomedical engineering units under the Facility Management and General Affairs Division. Patient safety indicators are monitored through compliance oversight by the relevant hospital committees. Medical laboratory activities are carried out in accordance with ISO 15189 standards, and all service areas are disinfected following medical procedures. [F.27][F.28][416-1]

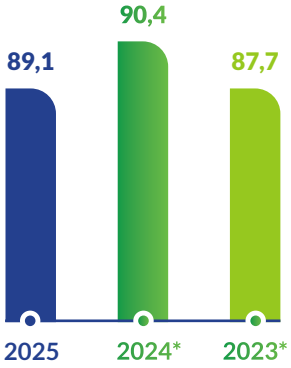
In 2025, the Company provided patient health and safety socialization and training to all medical and non-medical personnel, which, included awareness of human rights. Patients also received education on informed consent, medication use, hand hygiene practices, infant care, breastfeeding, and other related topics. During the year, all reports related to patient health and safety have been followed up in a timely manner through handling mechanisms in accordance with the Company's standard operating procedures.

Penilaian kualitas layanan dilakukan melalui survei kepuasan pasien, yang diisi secara digital melalui pemindaian *barcode* dan formulir daring. Hasil survei dikelola oleh Unit/Divisi Patient Experience di bawah Direktorat Digital & Teknologi, kemudian dilaporkan setiap bulan kepada Direktur Rumah Sakit sebagai dasar evaluasi operasional. Pada 2025, sebanyak 10.341 pasien mengikuti survei, dengan skor indeks kepuasan sebesar 89,1.

Service quality assessments are conducted through patient satisfaction surveys, which are completed digitally via barcode scanning and online forms. Survey results are managed by the Patient Experience Unit/Division under the Directorate of Digital & Technology, and are reported monthly to the Hospital Director as a basis for operational evaluation. In 2025, a total of 10,341 patients participated in the survey, with a satisfaction index score of 89.1.

Indeks Kepuasan Pasien (Skala 100) [F.30]
Patient Satisfaction Index (In 100 scale)





*) Pernyataan kembali karena perubahan metode perhitungan [2-4]
*) Restatement due to changes in calculation methodology

Pengembangan Sumber Daya Manusia untuk Mendukung Mutu Pelayanan
Human Capital Development to Support Service Quality

Pendidikan dan Pelatihan Berkelanjutan [F.22]
Continuous Education and Training

Perseroan berkomitmen meningkatkan kompetensi seluruh karyawan, baik tenaga medis maupun nonmedis, sebagai bagian dari penguatan kualitas layanan dan keberlanjutan organisasi. Peningkatan kompetensi dilakukan melalui program pelatihan terstruktur yang mencakup program induksi, pengembangan *soft skills*, *hard skills* sesuai bidang profesi, pelatihan kepemimpinan, serta sertifikasi profesional.

The Company is committed to enhancing the competencies of all employees, both medical and non-medical personnel, as part of strengthening service quality and ensuring organizational sustainability. Competency development is carried out through structured training programs that include induction programs, soft skills development, profession-specific hard skills training, leadership development, and professional certification.

Selain pengembangan kompetensi teknis dan manajerial, Perseroan juga menyelenggarakan pelatihan terkait aspek Lingkungan, Sosial, dan Tata Kelola (LST) beserta penerapannya di sektor layanan kesehatan. Pelatihan ini diberikan kepada karyawan serta jajaran manajemen, termasuk Direktur dan Sekretaris Perusahaan, guna memperkuat pemahaman dan implementasi prinsip keberlanjutan di seluruh unit dan anak usaha. [E.2][2-17][2-24]

In addition to developing technical and managerial competencies, the Company also organizes training related to Environmental, Social, and Governance (ESG) aspects and their implementation in the healthcare sector. This training is provided to employees as well as management, including the Directors and the Corporate Secretary, in order to strengthen the understanding and implementation of sustainability principles across all units and subsidiaries. [E.2][2-17][2-24]

Jumlah Pelatihan | Total Training



Induction
9



Soft Skill
436



Hard Skill
803



Leadership
17



Certification
391

Catatan | Note:
Pada tahun 2023 dan 2024 jumlah pelatihan secara keseluruhan yaitu 753 dan 883.
In 2023 and 2024, the total training conducted amounted to 753 and 883, respectively.

Jumlah Peserta Pelatihan [404-2]
Number of Training Participants

Jenis Pelatihan Type of Training	Gender	2025				
		Induction	Soft skill	Hard skill	Leadership	Certification
Medical	Laki-laki Male	14	644	943	89	206
	Perempuan Female	102	4.387	7.214	455	1.291
Non medical	Laki-laki Male	27	612	470	106	129
	Perempuan Female	43	1.701	1.197	217	314
Total	Laki-laki Male	41	1.256	1.413	195	335
	Perempuan Female	145	6.088	8.411	672	1.605

Rata-rata Jam Pelatihan per Karyawan Berdasarkan Gender (Jam) [404-1]
Average Training Hours per Employee by Gender (Hours)



Rata-rata jam pelatihan/karyawan
Average training hours/employee

2025

8,6

Rata-rata Jam Pelatihan per Karyawan Berdasarkan Tingkat Jabatan (Jam) [404-1]
Average Training Hours per Employee by Position Level (Hours)

Jabatan Position	2025	
	Laki-laki Male	**Perempuan** Female
Entry-level	3,7	3,7
Mid-level	4,2	4,3
Senior-level	12,9	11,2
Executive-level	12,8	16,0

Catatan | Note:
Pada tahun 2023 dan 2024 jumlah rata-rata jam pelatihan karyawan (jam pelatihan/karyawan) berdasarkan tingkat jabatan secara berturut-turut adalah Entry-level: 17,17 dan 18,87; Mid-level: 8,12 dan 8,21; Senior-level: 40,54 dan 20,32; Executive-level: 13,82 dan 11,7.
In 2023 and 2024, the average training hours per employee by position level was as follows Entry-level: 17.17 and 18.87; Mid-level: 8.12 and 8.21; Senior-level: 40.54 and 20.32; Executive-level: 13.82 and 11.7.

Budaya K3 untuk Lingkungan Kerja yang Aman dan Sehat [F.21]
OHS Culture for a Safe and Healthy Workplace

Menghadapi tingginya risiko K3 dalam kegiatan operasional, Perseroan mengambil langkah mitigasi untuk melindungi seluruh individu di area kerja. Perseroan menerapkan prosedur Keselamatan dan Kesehatan Kerja Rumah Sakit (K3RS) sesuai Permenkes Nomor 66 Tahun 2016. Prosedur ini berlaku bagi seluruh (100%) karyawan, pemasok, pasien, serta pemangku kepentingan lainnya di lingkungan rumah sakit. Perseroan juga menerapkan standar Penilaian Standar Akreditasi Rumah Sakit (STARKES) sebagai rujukan tambahan dalam penguatan keselamatan. Fasilitas keselamatan yang tersedia mencakup alat pelindung diri (APD), alat pemadam api ringan (APAR), pompa dan *hydrant*, sistem alarm kebakaran, rambu evakuasi, serta akses tangga dan pintu darurat. [403-1][403-8]

To face the high level of occupational health and safety (OHS) risks in operational activities, the Company has instigated mitigation measures to protect all individuals within the workplace. The Company applies Hospital Occupational Safety and Health (K3RS) procedures in accordance with the Ministry of Health Regulation No. 66 of 2016. These procedures apply to all (100%) of the employees, suppliers, patients, and other stakeholders within the hospital environment. The Company also applies the Indonesian Hospital Accreditation Standards (STARKES) as an additional reference to strengthen safety measures. Available safety facilities include personal protective equipment (PPE), fire extinguishers (APAR), pumps and hydrants, fire alarm systems, evacuation signage, and emergency stairways and exits. [403-1][403-8]

Untuk mengelola risiko K3RS, Perseroan membentuk Komite Keselamatan dan Kesehatan Kerja Rumah Sakit (K3RS) yang berada di bawah Komite K3 sebagai bagian dari koordinasi penanggulangan bencana di setiap rumah sakit. Komite K3 bertanggung jawab memantau dan mengevaluasi kinerja K3RS serta melaporkannya kepada Direktur Rumah Sakit. Karyawan dapat menyampaikan laporan atau melakukan konsultasi kepada Komite K3 terkait pelaksanaan, pengembangan, maupun evaluasi program K3RS, termasuk penyampaian laporan bahaya di tempat kerja. [403-2]

To manage K3RS risks, the Company has established a Hospital Occupational Safety and Health Committee (K3RS) under the OHS Committee as part of disaster management coordination at each hospital. The OHS Committee is responsible for monitoring and evaluating K3RS performance and reporting to the Hospital Director. Employees may submit reports or consultations to the OHS Committee concerning implementation, development, and evaluation of K3RS programs, including workplace hazard reporting. [403-2]

Komite K3 telah melakukan identifikasi dan pemetaan potensi bahaya, mencakup risiko kecelakaan lalu lintas dan kejadian tertusuk jarum yang umum terjadi pada tenaga kesehatan. Untuk mengurangi risiko tersebut, Perseroan menyediakan wadah khusus limbah jarum, memberikan imbauan kepatuhan terhadap aturan lalu lintas, serta melakukan perawatan kendaraan secara berkala. Pelatihan K3 juga dilaksanakan melalui berbagai program, seperti *safety induction*, simulasi bencana, pelatihan keselamatan kebakaran, awareness K3, *manual handling* dan ergonomi, *code red*, *code pink*, serta manajemen bencana. [403-2][403-4][403-5]

The OHS Committee has identified and mapped potential hazards, including traffic accident risks and needle-stick injuries commonly experienced by healthcare workers. To mitigate these risks, the Company provides dedicated needle waste containers, promotes compliance with traffic regulations, and conducts regular vehicle maintenance. OHS training is delivered through programs such as safety induction, disaster simulations, fire safety training, OHS awareness, manual handling and ergonomics, code red, code pink, and disaster management. [403-2][403-4][403-5]

Sepanjang 2025, tercatat 68 kasus kecelakaan kerja yang seluruhnya masuk dalam kategori penyembuhan/dapat kembali bekerja dalam waktu kurang dari 6 bulan. Jenis kejadian yang paling dominan adalah kecelakaan lalu lintas sebanyak 38 kasus. Di lingkungan operasional rumah sakit, tercatat 13 kasus terpeleset dan 11 kasus cedera akibat benda tajam (misalnya pisau, paku, atau jarum), serta 5 kasus kecelakaan kerja umum di area rumah sakit. Upaya mitigasi dilakukan melalui peningkatan intensitas pelatihan dan edukasi, khususnya pada orientasi karyawan baru. Tidak terdapat kasus kecelakaan kerja yang melibatkan karyawan alih daya di wilayah operasional Perseroan. Data kecelakaan kerja tersebut digunakan sebagai dasar untuk mengevaluasi efektivitas program K3 dan menyusun prioritas perbaikan di wilayah operasional Perseroan. [403-2][403-5][403-7][403-9]

Throughout 2025, the Company recorded 68 occupational accident cases, all of which were classified as recoverable, with employees able to return to work within less than six months. The most prevalent type of incident was traffic-related accidents, totaling 38 cases. Within hospital operations, there were 13 slip incidents and 11 injuries involving sharp objects (e.g., knives, nails, or needles), as well as 5 general workplace accidents within hospital premises. Mitigation efforts were implemented through increased training and education intensity, particularly during new employee orientation. There were no occupational accident cases involving outsourced employees within the Company's operational areas. Occupational accident data are used as a basis to evaluate the effectiveness of the OHS program and to set improvement priorities across the Company's operational areas. [403-2][403-5][403-7][403-9]

Kecelakaan Kerja [403-9]
Work-related Accidents

Keterangan Description	2025
Meninggal Dunia Fatality	0
Jumlah Kecelakaan Konsekuensi Tinggi Number of High Consequence Accidents	0
Jumlah Kecelakaan Tercatat Number of Recorded Accidents	68
Total	68

Tingkat Kecelakaan Kerja
Work Accident Rate

Keterangan Description	2025
Jam Kerja Total Working Hours	26.549.120
Jumlah Kecelakaan Kerja Tercatat Total Recorded Work Accidents	68
Tingkat Kecelakaan Kerja Recorded Work Accident Rate	0,52

Keterangan | Note:
Rumus penghitungan tingkat kecelakaan kerja menggunakan 200.000.
The formula for calculating the work accident rate uses 200,000.

Perseroan menyediakan layanan kesehatan bagi karyawan dan keluarga inti karyawan melalui pemeriksaan kesehatan rutin serta keikutsertaan dalam program BPJS. Seluruh karyawan terdaftar dalam program BPJS Ketenagakerjaan, yang mencakup Jaminan Kecelakaan Kerja (JKK), Jaminan Kematian (JK), dan Jaminan Hari Tua (JHT), dengan kontribusi pembayaran 4% oleh Perseroan dan 1% oleh karyawan. [201-3]

The Company provides healthcare services for employees and their immediate family members through routine medical check-ups and participation in the BPJS program. All employees are registered in the BPJS Employment program, which covers Work Accident Insurance (JKK), Death Insurance (JK), and Old-Age Security (JHT), with 4% paid by the Company and 1% by employees. [201-3]

Sepanjang 2025, tidak terdapat insiden kecelakaan kerja maupun penyakit akibat kerja (PAK) yang menyebabkan fatalitas. Hal ini menunjukkan bahwa upaya pencegahan, pemantauan kesehatan, dan penyediaan jaminan sosial ketenagakerjaan telah memberikan dampak yang positif terhadap perlindungan keselamatan dan kesehatan karyawan. [403-3][403-6][403-10]

During 2025, there were no occupational accidents or occupational diseases resulting in fatalities. This demonstrates that preventive measures, health monitoring, and the provision of social security benefits have had a positive impact on protecting employee health and safety. [403-3][403-6][403-10]

Kesetaraan Peluang Karier dan Remunerasi [405-1]
Equal Career Opportunities and Remuneration

Perseroan menjunjung tinggi prinsip HAM dalam seluruh kegiatan operasional, termasuk dalam perlakuan terhadap karyawan. Perseroan memastikan kesetaraan kesempatan dalam proses rekrutmen, pemberian remunerasi, penilaian kinerja, pengembangan kompetensi, serta menerapkan prinsip non-diskriminasi dalam seluruh keputusan ketenagakerjaan tanpa membedakan suku, agama, ras, jenis kelamin, usia, maupun latar belakang lainnya.

The Company upholds human rights principles across all operations, including in its treatment of employees. The Company ensures equal opportunity in recruitment, remuneration, performance evaluation, and competency development, and upholds non-discrimination in all employment-related decisions without distinction based on ethnicity, religion, race, gender, age, or other backgrounds.

Perseroan secara tegas melarang praktik kerja paksa dan mempekerjakan anak di seluruh unit rumah sakit. Ketentuan ini juga tercantum dalam Peraturan Perusahaan berdasarkan Surat Keputusan Nomor KEP.4/HI.00.00/00.0000.240205009/B/VII/2024 tanggal 16 Juli 2024.

The Company strictly prohibits forced labor and child labor across all hospital units. These provisions are also stipulated in the Company Regulation based on Decree No. KEP.4/HI.00.00/00.0000.240205009/B/VII/2024 dated July 16, 2024.

Sepanjang periode pelaporan, tidak terdapat pelanggaran terkait hak asasi manusia. Selain itu, proses rekrutmen mensyaratkan usia minimal 18 tahun bagi calon karyawan, serta ketentuan jam kerja diterapkan sesuai dengan regulasi yang berlaku. [F.18][F.19][408-1][409-1]

Throughout the reporting period, there were no reported violations related to human rights. In addition, the recruitment process requires a minimum age of 18 years for prospective employees, and working hours are implemented in accordance with applicable regulations. [F.18][F.19][408-1][409-1]

Pemberian remunerasi dilaksanakan sesuai ketentuan upah minimum, disesuaikan dengan jenjang jabatan serta dilakukan secara adil dengan rasio gaji pokok dan remunerasi 1:1 antara karyawan laki-laki dan perempuan. Pengawasan terhadap implementasi remunerasi berada di bawah Direktur Human Capital. [F.20][405-2]

Remuneration is provided in accordance with regional minimum wage regulations, adjusted based on job level and the ratio of basic salary and remuneration is 1:1 between male and female employees. The implementation of remuneration is supervised by the Director of Human Capital. [F.20] [405-2]

Perbandingan Remunerasi dan Upah Minimum [F.20]
Comparison of Remuneration and Minimum Wage

Lokasi Location	**Gaji Pokok di Level Terendah** Basic Salary at Lowest Level **(Rp/IDR)**	**Upah Minimum** Minimum Wage **2025 (Rp/IDR)**	**Persentase** Percentage **(%)**
Jakarta	5,396,761	5,396,761	100%
Bekasi	5,690,753	5,690,753	100%
Depok	5,195,722	5,195,722	100%
Tangerang Selatan	4,974,392	4,974,392	100%
Palembang	3,916,635	3,916,635	100%
Padang	2,994,193	2,994,193	100%

Lokasi Location	Gaji Pokok di Level Terendah Basic Salary at Lowest Level (Rp/IDR)	Upah Minimum Minimum Wage 2025 (Rp/IDR)	Persentase Percentage (%)
Denpasar	3,298,117	3,298,117	100%
Yogyakarta	2,655,041	2,655,041	100%
Surabaya	4,961,753	4,961,753	100%
Makassar	3,644,000	3,644,000	100%

Perseroan memberikan kesempatan kepada seluruh karyawan untuk memperoleh penilaian kinerja, sebagaimana diatur dalam Surat Keputusan President Director PT Bundamedik Tbk Nomor 092-I/SK/PD/BMHS/XII/2025 tentang Pedoman Performance Management yang diterbitkan tanggal 24 Desember 2025. Evaluasi dilakukan melalui indikator kinerja utama (KPI) yang disesuaikan dengan tanggung jawab masing-masing karyawan dan menjadi dasar pengembangan karier. Pada 2025, seluruh karyawan (100%) telah mengikuti proses penilaian kinerja. [404-3]

The Company carries out performance reviews for all employees, as stipulated in Decree of the President Director of PT Bundamedik Tbk No. 092-I/SK/PD/BMHS/XII/2025 concerning the Performance Management Guidelines, issued on 24 December 2025. Evaluations are conducted using key performance indicators (KPIs) aligned with each employee's responsibilities and serve as the basis for career development. In 2025, all employees (100%) participated in the performance review process. [404-3]

Perseroan menyediakan berbagai tunjangan dan hak cuti bagi karyawan, termasuk cuti tahunan, cuti haid, dan cuti orang tua. Karyawan perempuan berhak atas cuti melahirkan selama 3 bulan, sementara karyawan perempuan yang mengalami keguguran berhak atas cuti selama 1,5 bulan. Karyawan laki-laki berhak atas cuti selama 2 hari pada saat istrinya melahirkan. [401-3]

The Company provides various employee benefits and leave entitlements, including annual leave, menstrual leave, and parental leave. Female employees are entitled to 3 months of maternity leave, while those who experience a miscarriage are entitled to 1.5 months of leave. Male employees are entitled to 2 days of paternity leave upon the birth of their child. [401-3]

Cuti Orang Tua [401-3]
Parental Leave

Keterangan Description	2025		2024		2023	
	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female
Karyawan yang berhak mendapatkan cuti orang tua Employees eligible for parental leave	36	104	313	984	366	1.000
Karyawan yang mengambil cuti orang tua Employees who took parental leave	36	104	27	114	24	143
Karyawan yang kembali bekerja setelah mengambil cuti orang tua Employees who returned to work after taking parental leave	35	101	27	99	24	116

Keterangan Description	2025		2024		2023	
	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female	Laki-Laki Male	Perempuan Female
Karyawan yang dapat dipertahankan 12 bulan setelah kembali bekerja setelah mengambil cuti orang tua Employee retained 12 months after returning to work following parental leave	29	96	27	89	24	84
Tingkat karyawan yang kembali bekerja setelah mengambil cuti orang tua Rate of employees returning to work after taking parental leave	97,22%	97,12%	100%	87%	100%	81%
Tingkat karyawan yang dapat dipertahankan setelah mengambil cuti orang tua Retention rate of employees after taking parental leave	80,56%	92,32%	100%	78%	100%	59%

Selain imbal jasa, karyawan juga memperoleh berbagai tunjangan sesuai ketentuan perusahaan dan peraturan yang berlaku, mencakup THR, bonus, fasilitas kesehatan, serta hak cuti. Karyawan Perjanjian Kerja Waktu Tertentu (PKWT) menerima kompensasi dan manfaat sesuai ketentuan Undang-undang Nomor 6 Tahun 2023 tentang UU Cipta Kerja. [401-2]

In addition to remuneration, employees also receive various benefits in accordance with Company policies and applicable regulations, including the religious holiday allowance (THR), bonuses, healthcare facilities, and leave entitlements. Employees under fixed-term employment agreements (PKWT) receive compensation and benefits in accordance with Law No. 6 of 2023 on Job Creation (the Omnibus Law). [401-2]

Dukungan Perencanaan Masa Pensiun Karyawan [404-2]
Employee Retirement Planning Support

Perseroan memiliki program persiapan masa pensiun bagi karyawan. Batas usia pensiun adalah 60 tahun. Program pensiun yang diberikan mencakup berbagai bentuk dukungan, termasuk program pelatihan yang dirancang untuk membantu pekerja mempersiapkan masa purna tugas. Pelatihan tersebut meliputi pengelolaan keuangan, perencanaan aktivitas pascapensiun, serta pengembangan keterampilan yang dapat dimanfaatkan setelah tidak lagi aktif bekerja. Pada 2025, tidak terdapat karyawan yang memasuki masa pensiun. Walaupun belum terdapat karyawan yang pensiun pada periode pelaporan, Perseroan tetap mempertahankan program tersebut sebagai bagian dari komitmen jangka panjang untuk memastikan transisi karier yang tertib dan bermartabat bagi karyawan menjelang masa pensiun.

The Company has a retirement preparation program for employees, with a retirement age of 60 years. Retirement support benefits include training programs designed to help employees prepare for post-retirement life. Training covers financial management, post-retirement activity planning, and skill development that can be used after the employees are no longer actively working. In 2025, no employees entered retirement. Nevertheless, the Company continues to maintain this program as part of its long-term commitment to ensuring an orderly and dignified career transition for employees approaching retirement.

Tingkat Keterikatan dan Kepuasan Karyawan
Employee Engagement and Satisfaction Level

Setiap tahun, Perseroan melaksanakan survei keterikatan karyawan untuk memahami tingkat keterhubungan, motivasi, dan kepuasan karyawan. Pada 2025, skor keterikatan mencapai 77 dari skala 100, sementara perputaran karyawan menurun dari 17,7% pada 2024 menjadi 13,3%.

Each year, the Company conducts an employee engagement survey to understand the level of employee connection, motivation, and satisfaction. In 2025, the engagement score reached 77 out of 100, while employee turnover decreased from 17.7% in 2024 to 13.3%.

Perseroan juga menyediakan saluran bagi karyawan untuk menyampaikan masukan maupun pengaduan melalui HC Helpdesk yang dikelola oleh Direktorat Human Capital dan fungsi terkait, dengan jaminan kerahasiaan. Sepanjang 2025, seluruh masukan dan keluhan yang diterima telah ditangani.

The Company also provides a channel for employees to submit feedback and grievances through the HC Helpdesk, managed by the Human Capital Directorate and related functions, with guaranteed confidentiality. Throughout 2025, all feedback and complaints received were addressed.

Hasil survei dan masukan karyawan digunakan sebagai dasar penyusunan program peningkatan engagement, termasuk pengembangan kepemimpinan, penguatan budaya kerja kolaboratif, serta perbaikan sistem penghargaan dan pengakuan kinerja.

Survey results and employee feedback serve as the basis for developing engagement improvement programs, including leadership development, strengthening a collaborative work culture, and enhancing reward and recognition systems.

Membangun Harmoni dan Kolaborasi dengan Masyarakat [F.23][F.25][203-1][203-2][413-1]
Building Harmony and Collaboration with Communities

Penguatan Kesehatan dan Kesejahteraan Masyarakat
Strengthening Community Health and Well-being

Sepanjang tahun, Perseroan terus menghadirkan berbagai kegiatan bagi masyarakat sebagai wujud komitmen dalam menciptakan nilai tambah bagi para pemangku kepentingan. Untuk memastikan pelaksanaan program yang lebih terarah dan konsisten di seluruh entitas, pada Juli 2025, Perseroan menetapkan Pedoman Kegiatan CSR PT Bundamedik Tbk dan Anak Usaha sebagai acuan penyelarasan inisiatif CSR di lingkungan BMHS Group, termasuk definisi dan klasifikasi pilar CSR, tata kelola pelaksanaan, serta mekanisme pelaporan dan evaluasi, yang kemudian disosialisasikan kepada seluruh unit dan anak usaha.

Throughout the year, the Company continuously delivered community activities to show its commitment to creating shared value for stakeholders. To ensure more directed and consistent program implementation across all entities, in July 2025, the Company established the PT Bundamedik Tbk and Subsidiaries CSR Activity Guidelines as a reference for aligning CSR initiatives within the BMHS Group, which included definitions and classifications of CSR pillars, governance mechanisms, as well as reporting and evaluation processes, which were subsequently socialized to all units and subsidiaries.

Melalui pedoman tersebut, kegiatan CSR dikelompokkan ke dalam tiga pilar utama yaitu:

1. BMHS untuk Indonesia Hijau menitikberatkan kontribusi Perseroan dalam agenda keberlanjutan dengan mendorong praktik operasional yang lebih ramah lingkungan dan upaya pelestarian.
2. BMHS untuk Indonesia Sehat berfokus pada dukungan Perseroan terhadap peningkatan kualitas kesehatan masyarakat melalui perluasan akses dan layanan kesehatan yang relevan bagi komunitas.
3. BMHS untuk Indonesia Cerdas diarahkan untuk memperkuat kapasitas dan literasi melalui berbagi pengetahuan serta peningkatan keterampilan kelompok sasaran, termasuk dukungan pembelajaran bagi komunitas kesehatan dan anak usia sekolah.

Seluruh inisiatif ini sejalan dengan tagline Perseroan, Because Family Matters, yang menegaskan komitmen untuk mendukung kualitas hidup keluarga.

In these guidelines, CSR activities are grouped into three main pillars:

1. BMHS untuk Indonesia Hijau, focusing on the Company's contribution to sustainability agendas through environmentally friendly operational practices and conservation efforts.
2. BMHS untuk Indonesia Sehat, focusing on supporting improvements in public health quality through expanded access to, and delivery of relevant healthcare services for communities.
3. BMHS untuk Indonesia Cerdas focusing on strengthening capacity and literacy through knowledge sharing and skills development initiatives including educational support for healthcare communities and school-aged children.

All initiatives align with the Company's tagline, Because Family Matters, reaffirming its commitment to supporting family quality of life.



Dukungan Program CSR terhadap Tujuan Pembangunan Berkelanjutan (TPB)

Contribution of CSR Programs to the Sustainable Development Goals (SDGs)

Program Tanggung Jawab Sosial dan Lingkungan (CSR) Perseroan berkontribusi terhadap pencapaian Tujuan Pembangunan Berkelanjutan (TPB), dengan fokus utama pada TPB 3 (Kehidupan Sehat dan Sejahtera) dan TPB 4 (Pendidikan Berkualitas). Selain itu, program TJSL Perseroan juga mendukung TPB 5 (Kesetaraan Gender) dan TPB 12 (Konsumsi dan Produksi yang Bertanggung Jawab) melalui berbagai inisiatif kesehatan, edukasi, dan lingkungan bagi masyarakat.

The Company's Corporate Social Responsibility (CSR) programs contribute to the achievement of the Sustainable Development Goals (SDGs), with a primary focus on SDG 3 (Good Health and Well-being) and SDG 4 (Quality Education). In addition, the Company's CSR initiatives support SDG 5 (Gender Equality) and SDG 12 (Responsible Consumption and Production) through health, education, and environmental initiatives for the community.

BMHS UNTUK INDONESIA HIJAU



Edukasi Pemilahan Sampah, Penanaman Pohon dan Hidup Sehat

Dalam rangka mewujudkan pilar ini, BMHS melibatkan 40 siswa SMPN 2 Denpasar Barat. Pada kegiatan ini, BMHS mengundang Dinas Lingkungan Hidup Kota Denpasar untuk memberikan edukasi mengenai pentingnya pemilahan sampah dalam kehidupan sehari-hari sebagai upaya menjaga lingkungan sekaligus mencegah potensi bencana seperti banjir. Selain itu, para siswa juga memperoleh edukasi kesehatan pra-pubertas dari dokter RSIA Bunda Denpasar yang dilanjutkan dengan pemeriksaan kesehatan gratis.

Kegiatan ini turut dirangkai dengan sesi penanaman tanaman seperti jeruk bali, mangga, dan jambu yang selanjutnya dirawat langsung oleh para siswa di lingkungan sekolah. Melalui program ini, BMHS berharap dapat menumbuhkan kesadaran anak sejak dini untuk menjaga kesehatan diri, peduli terhadap lingkungan, serta menumbuhkan kecintaan terhadap bumi yang menjadi tempat mereka tumbuh dan berkembang.

Waste Segregation, Tree Planting, and Healthy Living Education Program

To support the implementation of this pillar, BMHS involving 40 students from SMPN 2 West Denpasar. For this activity, BMHS invited the Denpasar City Environmental Agency to provide education on the importance of waste segregation in daily life as an effort to protect the environment and prevent potential disasters such as flooding. In addition, students received pre-puberty health education from doctors at Bunda Denpasar Women and Children Hospital, followed by free health screenings.

The program also featured a tree planting session involving plants such as pomelo, mango, and guava, which would be subsequently cared for by the students within the school environment. Through this initiatives, BMHS aims to foster early awareness among children to maintain personal health, care for the environment, and develop a sense of responsibility towards the earth where they grow and thrive.

BMHS UNTUK INDONESIA SEHAT



Vaksin Influenza untuk Pekerja Rentan di Kawasan Marunda

Perseroan menunjukkan kepedulian terhadap kesehatan masyarakat, khususnya pekerja rentan di kawasan Marunda, Bekasi yang memiliki risiko kesehatan lebih tinggi akibat kondisi lingkungan kerja, cuaca pesisir yang ekstrem, serta tuntutan aktivitas fisik di kawasan industri dan pergudangan yang terhubung langsung dengan pelabuhan. Pada 5 Februari 2025, BMHS bersama RSU Citra Harapan telah menyelenggarakan program vaksinasi influenza gratis dan pemeriksaan kesehatan dasar bagi 60 pekerja rentan di wilayah tersebut.

Influenza Vaccination for Vulnerable Workers in the Marunda Area

The Company demonstrated its commitment to public health, particularly for vulnerable workers in the Marunda, Bekasi area, who face higher health risks due to challenging working environments, extreme coastal weather conditions, and physically demanding activities in industrial and warehousing areas connected directly to the port. On February 5, 2025, BMHS, in collaboration with Citra Harapan Hospital, organized a free influenza vaccination program and basic health screenings for 60 vulnerable workers in the area.

BMHS UNTUK INDONESIA SEHAT



Gebyar Kesehatan HUT DKI Jakarta

Perseroan bersama Bunda Homecare menyelenggarakan pemeriksaan kesehatan gratis, edukasi kesehatan, serta konsultasi laktasi bagi para ibu, disertai pendampingan langsung kepada lebih dari 300 warga Rusunawa Rawa Bebek, Pulo Gebang, Jakarta. Kegiatan ini merupakan bagian dari rangkaian Gebyar Kesehatan dalam rangka memperingati HUT DKI Jakarta ke-498, yang diinisiasi oleh Dinas Kesehatan DKI Jakarta sebagai bagian dari program Bakti Sosial Kesehatan Pemerintah Provinsi DKI Jakarta.

DKI Jakarta Anniversary Health Fair

The Company, together with Bunda Homecare, provided free health screenings, health education, and lactation consultations, to more than 300 residents of Rusunawa Rawa Bebek, Pulo Gebang, Jakarta. These activities are part of the Health Fair series commemorating the 498th Anniversary of DKI Jakarta, initiated by the DKI Jakarta Health Office as part of the DKI Jakarta Provincial Government Health Social Service Program.



Pemeriksaan USG Gratis untuk Komunitas Ibu

Kepedulian terhadap kesehatan ibu dan anak menjadi dasar pelaksanaan kegiatan Edukasi dan Pemeriksaan USG Gratis untuk Komunitas Ibu di Ciputat. Bekerja sama dengan RSIA Bunda Ciputat, BMHS menyelenggarakan edukasi kesehatan organ reproduksi wanita serta layanan pemeriksaan USG gratis bagi lebih dari 60 ibu. Dalam sesi edukasi, peserta memperoleh pemahaman mengenai pentingnya pemeriksaan kesehatan reproduksi secara rutin sejak masa pubertas. Setelah itu, peserta menjalani pemeriksaan USG dan berkesempatan berkonsultasi langsung dengan dokter spesialis obstetri dan ginekologi terkait hasil pemeriksaan, guna mendorong kesadaran dan kepedulian yang lebih berkelanjutan terhadap kesehatan reproduksi.

Free Ultrasound Examination for Mothers' Community

Concern for women and children formed the basis for the Education and Free Ultrasound Examination for the Mothers' Community in Ciputat. In collaboration with Bunda Ciputat Women and Children Hospital, BMHS provided education on women's reproductive health and free ultrasound examinations for more than 60 mothers. During the education session, participants gained an understanding of the importance of routine reproductive health screenings starting from puberty. This was followed by ultrasound examinations and opportunities for direct consultation with obstetrics and gynecology specialist regarding examination results, aimed at encouraging sustained awareness and proactive reproductive health management.

BMHS UNTUK INDONESIA SEHAT



Edukasi dan Pemeriksaan Kesehatan untuk Anak dan Guru

Perseroan bersama RSU Bunda Margonda melaksanakan kegiatan ini dengan partisipasi lebih dari 90 peserta, yang terdiri atas anak-anak tingkat TK dan SD serta para guru dari 45 sekolah di wilayah Depok. Rangkaian kegiatan mencakup edukasi mengenai pola hidup sehat yang disampaikan oleh dokter dan ahli gizi (dietisian) RSU Bunda Margonda. Setelah sesi edukasi, setiap anak mendapatkan pemeriksaan kesehatan gigi, sementara para guru memperoleh layanan pemeriksaan kesehatan berupa pemeriksaan darah yang difasilitasi oleh PT Diagnos Laboratorium Utama Tbk, anak usaha BMHS di bidang laboratorium patologi dan genomik.

Health Education and Screenings for Children and Teachers

The Company, together with Bunda Margonda Hospital carried out this activity for more than 90 participants, consisting of kindergarten and elementary school students as well as teachers from 45 schools in the Depok area. The program included education on healthy lifestyle practices delivered by doctors and dietitians from Bunda Margonda Hospital. Following the education session, each child received a dental health examination, while teachers were provided with blood tests facilitated by PT Diagnos Laboratorium Utama Tbk, a BMHS subsidiary engaged in pathology and genomic laboratory services.

BMHS UNTUK INDONESIA SEHAT



Khitanan Massal & Pemeriksaan Kesehatan untuk Komunitas Keluarga Indonesia

Didukung dokter spesialis dan tenaga kesehatan profesional RS Bunda Group, BMHS mengadakan khitanan massal bagi anak dari keluarga kurang mampu, edukasi deteksi dini kanker serviks, serta pemeriksaan HPV DNA bagi karyawan dan komunitas wanita.

Sepanjang tahun 2025, BMHS juga telah menyelenggarakan berbagai pemeriksaan kesehatan, antara lain pemeriksaan kesehatan umum (kolesterol, asam urat, gula darah sewaktu, dan anemia), tes HPV DNA melalui urin, pemeriksaan USG, pemeriksaan kesehatan gigi, pemantauan kesehatan dan tumbuh kembang anak.

Melalui kolaborasi dengan unit RS Bunda Group dan PT Diagnos Laboratorium Utama Tbk, program ini telah menjangkau lebih dari 1.200 penerima manfaat dari berbagai kelompok usia, mulai dari anak, ibu, hingga lanjut usia.

Mass Circumcision & Health Check-ups for Indonesian Family Communities

Supported by specialist doctors and healthcare professionals from RS Bunda Group, BMHS conducted mass circumcisions for children from underprivileged families, cervical cancer early detection education, and HPV DNA screening for employees and women's communities.

Throughout 2025, BMHS also carried out various health screenings, including general health checks (cholesterol, uric acid, random blood glucose, and anemia), HPV DNA testing through urine samples, ultrasound examinations, dental check-ups, as well as child health and growth monitoring.

Through collaboration with Bunda Group Hospital units and PT Diagnos Laboratorium Utama Tbk, the program has reached more than 1,200 beneficiaries from various age groups, ranging from children and mothers to the elderly.

BMHS UNTUK INDONESIA SEHAT



Cegah Stunting Dimulai Dari 1.000 Hari Pertama Kehidupan

Berkolaborasi dengan RSU Bunda Padang, BMHS menyelenggarakan inisiatif Corporate Social Responsibility (CSR) Cegah Stunting Dimulai dari 1.000 Hari Pertama Kehidupan (HPK). Kegiatan ini dilakukan sebagai program percontohan yang dilaksanakan sepanjang 2025–2027 di Kecamatan Bungus, Kota Padang, Sumatera Barat yang merupakan wilayah pesisir dengan tantangan kesehatan masyarakat yang masih signifikan.

Selama pelaksanaan program, BMHS secara berkala menyelenggarakan kegiatan edukasi dan pemeriksaan kesehatan yang dilakukan langsung oleh dokter dan dokter spesialis RSU Bunda Padang, serta pemberian makanan tambahan (PMT). BMHS juga memberdayakan puluhan bidan dan kader untuk mendampingi 100 ibu hamil secara komprehensif sejak masa kehamilan hingga melewati periode 1.000 HPK. PMT yang diberikan berupa telur sebagai sumber protein hewani bernutrisi sebagai upaya mendukung pencegahan stunting secara berkelanjutan.

Stunting Prevention Starting from the First 1,000 Days of Life

In collaboration with Bunda Padang Hospital, BMHS implemented the Corporate Social Responsibility (CSR) initiative Stunting Prevention Starting from the First 1,000 Days of Life (1,000 HPK). This initiative was carried out as a pilot for a program, to be fully implemented throughout 2025–2027, in Bungus, Padang, West Sumatra, a coastal area that facing significant public health challenges.

During the program, BMHS conducted regular health education and medical check-ups delivered directly by doctors and specialists from Bunda Padang Hospital, and also provide supplementary food (PMT). BMHS also empowered dozens of midwives and community health health volunteers to provide comprehensive assistance to 100 pregnant women through the completion of the 1,000 HPK period. The supplementary food provided consisted of eggs as a nutritious source of protein to support sustainable stunting prevention efforts.

BMHS UNTUK INDONESIA CERDAS



Edukasi Gizi untuk Generasi Emas Indonesia

Perseroan bekerja sama dengan RSIA Az Zahra Palembang menyelenggarakan kegiatan edukasi nutrisi dan gizi yang diikuti oleh 30 anak usia sekolah dasar beserta tenaga pendidik di Palembang, Sumatera Selatan. Kegiatan ini memberikan pemahaman mengenai kebutuhan nutrisi dan gizi penting bagi anak usia sekolah dasar untuk mendukung tumbuh kembang yang optimal. Selain itu, peserta juga dibekali edukasi mengenai kebiasaan hidup sehat, seperti pentingnya olahraga rutin, etika batuk, serta praktik cuci tangan yang benar sesuai panduan World Health Organization (WHO). Setiap anak dan pendamping turut diberikan kesempatan untuk berkonsultasi terkait kecukupan gizi dan perkembangan fisik, sebagai bagian dari dukungan BMHS terhadap program pemerintah dan institusi pendidikan dalam mempersiapkan generasi emas Indonesia.

Nutrition and Dietary Education for Indonesia's Golden Generation

The Company, in collaboration with Az Zahra Palembang Women and Children Hospital, organized a nutrition and dietary education program attended by 30 elementary school-aged children and teachers in Palembang, South Sumatra. The program provided an insight into essential nutritional and dietary needs to support optimal child growth and development. Participants also received education on healthy lifestyle habits, including the importance of regular exercise, proper coughing etiquette, and correct handwashing practices in line with World Health Organization (WHO) guidelines. Each participants was given the opportunity to understand nutritional adequacy and physical development, as part of BMHS' support for government and educational institutions in preparing Indonesia's golden generation.

BMHS UNTUK INDONESIA CERDAS



Dokter Kecil Andalan Bunda

Perseroan bersama RSIA Bunda Jakarta dan RSU Bunda Jakarta menyelenggarakan program Dokter Kecil Andalan Bunda pada 11 Desember 2025, yang diikuti oleh 30 guru dan anak sekolah dasar dari berbagai sekolah di Jakarta. Edukasi disampaikan oleh dokter Spesialis Anak dengan pendampingan dokter umum dan tenaga kesehatan dari RS Bunda Group. Program ini membekali peserta dengan pengetahuan dasar kesehatan, seperti etika batuk dan bersin, prosedur mencuci tangan yang benar, serta pertolongan pertama pada kondisi darurat di lingkungan sekolah. Peserta juga mengikuti praktik langsung untuk memastikan pengetahuan yang diperoleh dapat dipahami dan diterapkan dalam kehidupan sehari-hari.

Dokter Kecil Andalan Bunda

The Company, together with Bunda Jakarta Women and Children Hospital and Bunda Jakarta Hospital, organized the Dokter Kecil Andalan Bunda program on December 11, 2025, attended by 30 teachers and elementary school students from schools in Jakarta. Education sessions were delivered by ptediatrician, and supported by general practitioners and healthcare personnel from the Bunda Hospital Group. The program provides participants with basic health knowledge, including proper coughing etiquette, correct handwashing procedures, and first aid for emergencies in the school environment. Participants also take part in hands-on practice to ensure the knowledge gained is well understood and effectively applied.

BMHS UNTUK INDONESIA CERDAS



Edukasi dan Wicara Kesehatan

Sebagai ekosistem layanan kesehatan yang holistik, BMHS berkomitmen untuk secara berkelanjutan menyelenggarakan program edukasi dan wicara kesehatan bagi masyarakat. Melalui pelibatan dokter spesialis serta tenaga kesehatan yang kompeten sebagai pakar dan pembicara, BMHS membuka ruang kolaborasi dengan berbagai komunitas untuk meningkatkan literasi kesehatan, mendorong kesadaran preventif, serta memperluas pemahaman publik terhadap isu-isu kesehatan yang relevan dan berbasis ilmu pengetahuan.

Health Education and Talks

As a holistic healthcare ecosystem, BMHS is committed to continuously organizing health education and talk programs for the community. By involving medical specialists and competent healthcare professionals as experts and speakers, BMHS fosters collaboration with many communities to enhance health literacy, encourage preventive awareness, and broaden public understanding of relevant, evidence-based health issues.

WUJUD KEPEDULIAN UNTUK SESAMA



Donasi untuk Korban Kebakaran di Kemayoran

BMHS Group menyalurkan bantuan kepada para korban kebakaran di kawasan Gempol, Kemayoran, Jakarta Pusat. Peristiwa kebakaran yang terjadi pada 21 Januari 2025 tersebut berdampak pada lebih dari 1.800 warga, atau sekitar 600 kepala keluarga dari 11 Rukun Tetangga (RT) di wilayah tersebut. Bantuan yang diberikan mencakup kebutuhan dasar seperti makanan, popok dan perlengkapan anak, masker, serta perlengkapan ibadah. Selain itu, karyawan BMHS Group turut berpartisipasi melalui pengumpulan pakaian layak pakai untuk didonasikan kepada para korban, sebagai bentuk solidaritas dan dukungan bagi masyarakat yang terdampak.

Donations for Fire Victims in Kemayoran

The BMHS Group provided assistance to victims of the fire incident in the Gempol area, Kemayoran, Central Jakarta that occurred on January 21, 2025, and affected more than 1,800 residents, or approximately 600 households across 11 neighborhoods. The assistance included basic necessities such as food, diapers and children's supplies, masks, and religious items. In addition, BMHS Group employees participated by donating usable clothing, as an expression of solidarity and support for affected communities.

WUJUD KEPEDULIAN UNTUK SESAMA



Peduli Korban Bencana Alam di Padang

Sebagai wujud kepedulian terhadap keluarga Indonesia, BMHS mendukung korban bencana di Kota Padang dan sekitarnya melalui donasi bersama Bunda Global Pharma, entitas anak usaha PT Bundamedik Tbk yang bergerak di bidang distribusi obat dan alat kesehatan yang disalurkan lewat Dinas Kesehatan setempat, serta menyediakan pemeriksaan USG gratis bagi ibu hamil di wilayah terdampak.

Perseroan berharap rangkaian inisiatif kegiatan Corporate Social Responsibility yang dijalankan dapat memberikan dampak langsung bagi keluarga Indonesia dan masyarakat luas. Ke depan, Perseroan akan terus memperkuat kolaborasi dengan berbagai pemangku kepentingan agar keberadaan BMHS Group tidak hanya berfokus pada penyediaan layanan kesehatan yang berkualitas, tetapi juga berkontribusi positif bagi lingkungan dan komunitas. Semangat ini sejalan dengan nilai-nilai yang diwariskan oleh Alm. dr. Rizal Sini, pendiri Perseroan, yang menginginkan Perseroan tumbuh menjadi institusi kesehatan yang kokoh dan berkelanjutan hingga puluhan bahkan ratusan tahun ke depan.

Peduli Korban Bencana Alam di Padang

As a tangible manifestation of its commitment to Indonesian families, BMHS supports disaster victims in Padang and surrounding areas through donations in collaboration with Bunda Global Pharma, a subsidiary of PT Bundamedik Tbk engaged in the distribution of pharmaceuticals and medical devices, channeled through the local Health Office, as well as providing free ultrasound examinations for pregnant women in affected areas.

The Company hopes that these Corporate Social Responsibility initiatives will deliver direct positive impacts for Indonesian families and the wider community. Moving forward, the Company will continue to strengthen collaboration with stakeholders to ensure the presence of the BMHS Group not only focuses on providing high-quality healthcare services but also contributes positively to the environment and communities. This spirit supports the values passed down by the late dr. Rizal Sini, Founder of the Company, who envisioned the Company growing into a resilient and sustainable healthcare institution in the decades, even generations, to come.

Sistem Penanganan Keluhan dan Masukan Masyarakat
Community Feedback and Complaint Handling System

Perseroan menyediakan kanal pengaduan yang dapat digunakan oleh pasien, masyarakat, serta pemangku kepentingan lainnya melalui *call center* 1500799. Setiap laporan yang diterima dicatat, diverifikasi, dan ditindaklanjuti oleh tim Patient Relations. Sepanjang 2025, kategori pengaduan yang paling sering diterima berkaitan dengan kualitas layanan rumah sakit. Seluruh pengaduan tersebut berhasil ditangani dan diselesaikan secara keseluruhan (100%). Upaya perbaikan layanan dilakukan dengan menerapkan standar waktu penanganan pengaduan berdasarkan tingkat keparahannya, yaitu 7×24 jam untuk kategori ringan, 3×24 jam untuk kategori sedang, dan 1×24 jam untuk kategori berat. Selain menjadi sarana penyelesaian keluhan, kanal pengaduan ini juga dimanfaatkan sebagai sumber insight untuk mengidentifikasi area perbaikan prioritas dan meningkatkan kualitas interaksi Perseroan dengan pasien dan masyarakat. [F.24][2-25]

The Company provides complaint channels accessible to patients, communities, and other stakeholders through a call center at 1500799. Each report received is recorded, verified, and followed up by the Patient Relations team. During 2025, the most frequently received complaints were related to hospital service quality. All complaints were successfully handled and resolved in full (100%). Service improvement efforts are carried out by applying complaint handling time standards based on severity levels, namely 7×24 hours for minor cases, 3×24 hours for moderate cases, and 1×24 hours for major cases. In addition to serving as a complaint resolution mechanism, this channel also serves as a source of insights to identify priority improvement areas and enhance the Company's interaction quality with patients and communities. [F.24][2-25]

Jumlah Pengaduan Masyarakat
Number of Community Complaints



Surat Pernyataan Dewan Komisaris tentang Tanggung Jawab atas Laporan Keberlanjutan 2025 PT Bundamedik Tbk [2-14]

Statement of the Board of Commissioners on Responsibility for the 2025 Sustainability Report of PT Bundamedik Tbk

Kami yang bertanda tangan di bawah ini, Dewan Komisaris PT Bundamedik Tbk menyatakan bahwa kami telah memeriksa dan menyetujui Laporan Keberlanjutan PT Bundamedik Tbk tahun 2025 dan menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Bundamedik Tbk tahun 2025 telah dimuat secara lengkap, dan kami bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan dimaksud.

Demikian pernyataan ini dibuat dengan sebenarnya.

We, the undersigned members of the Board of Commissioners of PT Bundamedik Tbk, hereby declare that we have reviewed and approved the 2025 Sustainability Report of PT Bundamedik Tbk and affirm that all information contained in the 2025 Sustainability Report of PT Bundamedik Tbk has been fully disclosed. We take full responsibility for the accuracy of the contents of the Sustainability Report.

This statement is made in all truthfulness.

Jakarta, April 2026

Dewan Komisaris | Board of Commissioners

Ivan Rizal Sini
Komisaris Utama
President Commissioner

Shubhasish Chattoraj
Wakil Komisaris Utama
Vice President Commissioner

Mesha Rizal Sini
Komisaris
Commissioner

Retno L.P. Marsudi
Komisaris Independen
Independent Commissioner

Arianti Anaya
Komisaris Independen
Independent Commissioner

Surat Pernyataan Dewan Direksi tentang Tanggung Jawab atas Laporan Keberlanjutan 2025 PT Bundamedik Tbk [2-14]

Statement of the Board of Directors on Responsibility for the 2025 Sustainability Report of PT Bundamedik Tbk

Kami yang bertanda tangan di bawah ini, Dewan Direksi PT Bundamedik Tbk menyatakan bahwa kami telah memeriksa dan menyetujui Laporan Keberlanjutan PT Bundamedik Tbk tahun 2025 dan menyatakan bahwa semua informasi dalam Laporan Keberlanjutan PT Bundamedik Tbk tahun 2025 telah dimuat secara lengkap, dan kami bertanggung jawab penuh atas kebenaran isi Laporan Keberlanjutan dimaksud.

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This statement is made in all truthfulness.

Jakarta, April 2026

Direksi | Board of Directors



Agus Heru Darjono
Direktur Utama
President Director



Cuncun Wijaya
Direktur
Director



Emilia Rouli
Direktur
Director

Referensi POJK No. 51/POJK.03/2017
Reference to POJK No.51/POJK.03/2017

Daftar Pengungkapan Sesuai Peraturan Otoritas Jasa Keuangan Nomor 51/POJK.03/2017 tentang Penerapan Keuangan Berkelanjutan bagi Lembaga Jasa Keuangan, Emiten, dan Perusahaan Publik - Surat Edaran Otoritas Jasa Keuangan (SEOJK) Nomor 16/SEOJK.04/2021.

List of Disclosure in accordance with Financial Services Authority Regulation Number 51/POJK.03/2017 concerning thecmentation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies - Circular Letter of the Financial Services Authority (SEOJK) Number 16/SEOJK.04/2021.

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GRI Content Index

Pernyataan Penggunaan Statement of use	PT Bundamedik Tbk telah melaporkan informasi yang terdapat dalam indeks konten GRI ini untuk periode 1 Januari sampai dengan 31 Desember 2025 dengan mengacu pada Standar GRI. PT Bundamedik Tbk has reported the information cited in this GRI content index for the period January 1 to December 31, 2025 with reference to the GRI Standards.
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GRI 304: Keanekaragaman Hayati 2016 Biodiversity 2016	304-1	Lokasi operasional yang dimiliki, disewa, dikelola, atau berdekatan dengan kawasan lindung dan kawasan dengan nilai keanekaragaman hayati tinggi di luar kawasan lindung Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	69

Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
	304-2	Dampak signifkan dari aktivitas, produk, dan jasa pada keanekaragaman hayati Significant impacts of activities, products and services on biodiversity	69
	304-3	Habitat yang dilindungi atau direstorasi Habitats protected or restored	69
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	305-2	Emisi energi GRK (cakupan 2) tidak langsung Energy indirect (scope 2) GHG emissions	64, 65
	305-3	Emisi GRK (cakupan 3) tidak langsung lainnya Other indirect (scope 3) GHG emissions	64, 65
	305-4	Intensitas emisi GRK GHG emissions intensity	65
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	306-2	Manajemen dampak signifikan terkait limbah Management of significant waste-related impacts	66, 67
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	401-3	Cuti melahirkan Parental leave	80
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Standar GRI GRI Standard	Indikator Indicators	Pengungkapan Disclosure	Lokasi Location
GRI 403: Kesehatan dan Keselamatan Kerja 2018 Occupational Health and Safety 2018	403-1	Sistem manajemen kesehatan dan keselamatan kerja Occupational health and safety management system	76
	403-2	Pengidentifikasi bahaya, penilaian risiko, dan investigasi insiden Hazard identification, risk assessment, and incident investigation	77
	403-3	Layanan kesehatan kerja Occupational health services	78
	403-4	Partisipasi, konsultasi, dan komunikasi pekerja tentang keselamatan dan kesehatan kerja Worker participation, consultation, and communication on occupational health and safety	77
	403-5	Pelatihan pekerja mengenai keselamatan dan kesehatan kerja Worker training on occupational health and safety	77
	403-6	Peningkatan kualitas kesehatan pekerja Promotion of worker health	78
	403-7	Pencegahan dan mitigasi dampak-dampak kesehatan dan keselamatan kerja yang secara langsung terkait hubungan bisnis Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	77
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	405-2	Rasio gaji pokok dan remunerasi perempuan dibandingkan laki-laki Ratio of basic salary and remuneration	79
GRI 408: Pekerja Anak 2016 Child Labor 2016	408-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden pekerja anak Operations and suppliers at significant risk for incidents of child labor	79

Standar GRI GRI Standard	**Indikator** Indicators	**Pengungkapan** Disclosure	**Lokasi** Location
GRI 409: Kerja Paksa atau Wajib Kerja 2016 Forced or Compulsory Labor 2016	409-1	Operasi dan pemasok yang berisiko signifikan terhadap insiden kerja paksa atau wajib kerja Operations and suppliers at significant risk for incidents of forced or compulsory labor	79
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GRI 416: Kesehatan dan Keselamatan Kerja Pelanggan 2016 Customer Health and Safety 2016	416-1	Penilaian dampak kesehatan dan keselamatan dari berbagai kategori produk dan jasa Assessment of the health and safety impacts of product and service categories	73
GRI 418: Privasi Pelanggan 2016 Customer Privacy 2016	418-1	Pengaduan yang berdasar mengenai pelanggaran terhadap privasi pelanggan dan hilangnya data pelanggan Substantiated complaints concerning breaches of customer privacy and losses of customer data	54

Lembar Umpan Balik [G-2]

Feedback Sheet

Untuk meningkatkan pelaporan keberlanjutan BMHS, kami mengharapkan masukan dari Bapak/Ibu/Saudara sekalian atas Laporan Keberlanjutan ini.
To improve BMHS sustainability reporting, we expect input from you for this Sustainability Report.

Profil Anda | Your Profile

Nama (bila berkenan) :
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Golongan Pemangku Kepentingan :
Stakeholders Category

- ☐ Pemegang Saham | Shareholders
- ☐ Karyawan | Employee
- ☐ Pelanggan | Customer
- ☐ Mitra Bisnis | Business Partner
- ☐ Pemerintah | Government
- ☐ Masyarakat | Public
- ☐ Media
- ☐ Lainnya, mohon sebutkan | Others, please state

.....

Mohon pilih jawaban yang paling sesuai
Please choose the most appropriate answer

1. Laporan ini mudah dimengerti.
   This report is easy to understand.
   - ☐ Tidak setuju | Disagree
   - ☐ Netral | Neutral
   - ☐ Setuju | Agree

2. Laporan ini sudah menggambarkan informasi topik material yang sesuai dengan kegiatan usaha Perusahaan.
   This report has described material topic information corresponding to the Company's business activities.
   - ☐ Tidak setuju | Disagree
   - ☐ Netral | Neutral
   - ☐ Setuju | Agree

3. Saran atau informasi terkait laporan.
   Suggestions or information related to the report.
   .....
   .....

Terima kasih atas masukan anda. Mohon lembar umpan balik ini dapat dikirim melalui surat elektronik kepada kontak yang tertera di laporan ini atau ke:
Thank you for your input. Please send this feedback sheet by e-mail to the contact listed in this report or to:

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