



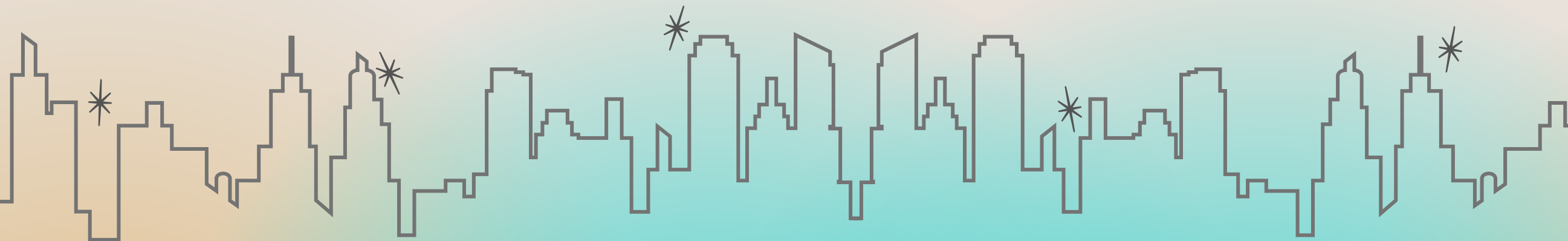
*We Care with Passion*



# **PUBLIC EXPOSE**

# **PT SARANA MEDITAMA**

# **METROPOLITAN Tbk**



**11 JUNI 2024**

# Agenda

**Company Overview**

**Initiative Highlights**

**Performance Review**



# The Board



**DR. Robert Pakpahan, Ak**  
*President Commissioner &  
Independent Commissioner*



**Komjen Pol (Purn) Drs.  
Unggung Cahyono**  
*Independent Commissioner*



**Jusup Halimi**  
*President Director*



**dr. Juniwati Gunawan, M.M.**  
*Vice President Director*



**dr. Meta Dewi Thedja, Ph.D.**  
*Director*



**Heru Kristiyana, S.H., M.M.**  
*Independent Commissioner*



**Alexander Tedja**  
*Commissioner*



**drg. Nailufar, MARS**  
*Director*



**dr. G.A. Kusmiati, MARS, FISQua**  
*Director*



**Armen Antonius Djan**  
*Director*

Providing healthcare to the community since **1972**

**8** hospital units have been **fully accredited** by



**3** of **8**

hospital units have been **accredited** by

**JCI**



Moved to **The IDX Main Listing Board**

after initially listing its shares in 2013

Medical bed capacity up to

**1,397** beds

**892** doctors were hired

- 716 specialists
- 165 general practitioners
- 11 medical psychologist





*We Care with Passion*

# Our Vision, Mission & Values

## VISION.

EMC aspires to provide the most trusted and accessible healthcare for the advancement of the nation's healthcare quality.

## MISSION.

- Putting patients' needs and safety as our utmost priority.
- Promoting culture of continuous learning and innovation.
- Building healthcare centers of excellence with international standard quality.

## VALUES.



Empathy  
& Integrity



Meaningful  
& Respect



Competence  
& Innovation

# 2023 Awards



The Best Indonesia Finance Public Company in 2023

On 26 January 2023, SAME received an award from the **Economic Review** as **1st The Best Indonesia Finance 2023** in the category of public company-hospital with asset values ranging from IDR 1 trillion to IDR 5 trillion.



The Best Indonesia Company in HSE Implementation 2023

For its efforts in implementing HSE at EMC Healthcare, SAME received an award from **SWA Media** as **The Best Indonesian Company in Implementing HSE** with the title Very Good.



The Champion Corporate Secretary in Compliance

Based on the jury assessment in Corporate Secretary Champion 2023, SAME was ranked 5th among the 11 Best Corporate Secretary Teams for the 2022 Financial Year. As a result, SAME has been awarded as **The Champion Corporate Secretary in Compliance** by **SWA Media** on 30 March 2023.

# 2023 Awards



**HR Excellence Award 2023  
for Reward Management &  
Talent Retention Strategy**

At the 2023 HR Excellence Award event held by **SWA** and **LMFEB UI**, SAME was proud to receive an award in the **Reward Management & Talent Retention Strategy** category titled Very Good.



**Top 50 Mid-Cap Public Companies  
with Best Practice for GCG**

SAME has been recognized as one of the **Top 50 Medium Capitalization Public Companies with Best Practices for Good Corporate Governance** for the second consecutive year at The 14th GCG Corporate and Award, hosted by the **Indonesia Institute for Corporate Directorship** on 18 September 2023.



**The Indonesia  
Customer Satisfaction  
Champion 2023**

On 31 October 2023, SAME was honored by **SWA** for its outstanding performance in the **2023 Indonesia Customer Satisfaction Champion in Healthcare Services**, achieving the "Very Good" rating in the product category.

# 2023 Awards



The ACHS International Quality Improvement Award 2023

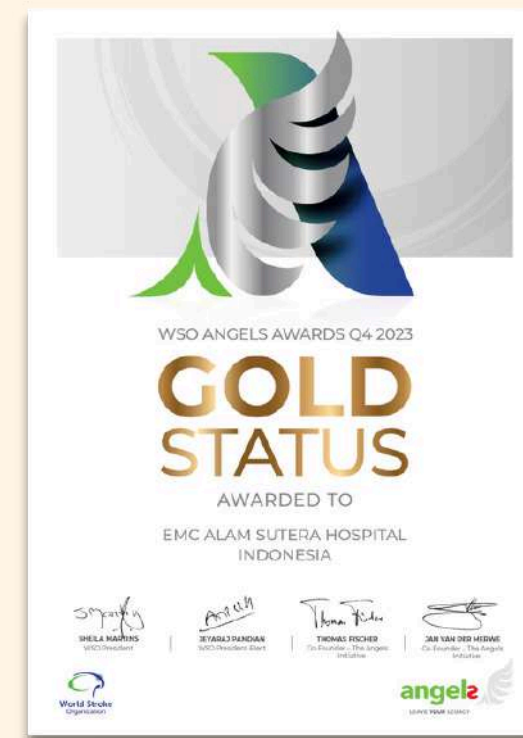
ACHS International has highly commended RS EMC Alam Sutera Hospital for its contribution to the **YourVOICE** project, submitted for the **2023 ACHS International Quality Improvement Award** in the Non-Clinical Service Delivery category. YourVOICE aims to assess patient experiences during hospital treatment.



The WSO Angels Awards

Recognized as hospitals that have demonstrated clear commitments to quality stroke care, in the **WSO Angels Awards 2023** organized by the **World Stroke Organization (WSO)** in collaboration with the **Angels Initiative**:

- RS EMC Alam Sutera was awarded the WSO Angels Awards **Platinum** for Q3 2023 & WSO Angels Awards **Gold** for Q4 2023;
- RS Grha Kedoya was awarded the WSO Angels Awards **Platinum** for Q3 2023.



# 2023 Initiative Strategies

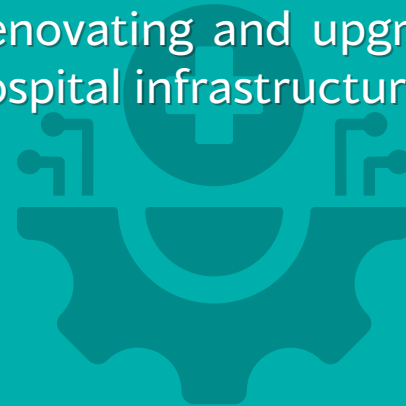
## Maximizing HR Potential

- Hiring qualified employees
- Providing training and scholarships
- Showing appreciation through recognition programs



## Transforming into Digital Hospital Group

- Implementing an integrated digital hospital information system
- Launching integrated contact center & mobile apps to enhance the patient experience
- Renovating and upgrading hospital infrastructure



## Caring for the Local Community

- Social projects providing medical services
- Health promotion through social events
- Health education programs

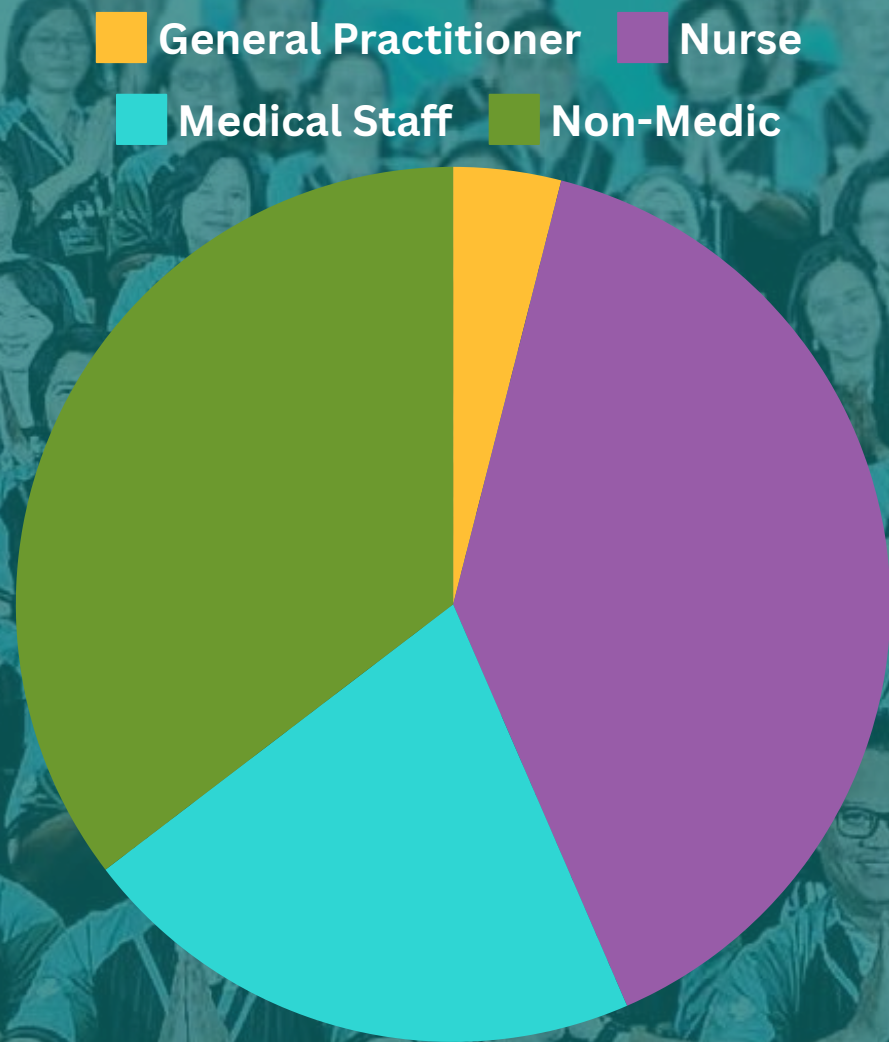


## Engaging in the Eco-Friendly Movement

- Social projects providing medical services
- Health promotion through social events
- Health education programs



As of 2023, SAME Group has employed **3,141 people** which **increased** by **1.98%** compared to the number of SAME employees in 2022.



## Employee Benefits

- Fixed & Non-Fixed Allowance
- Religious Holidays Allowance
- Health Benefits (including outpatient & inpatient)
- Government Social Security Program / BPJS Employment
- Regular Employee Medical Check-Up
- Government Social Security Program / BPJS Health
- 2022 2021 Incentive Program
- Provided Meals
- Annual Leave
- Medical Expenses Discount for Employees and their Family

# Employees' Composition & Benefits



## 1,258 Sessions

of training and development programs has been held for SAME employees in 2023.

## 146 Employees

have been awarded scholarships by SAME in the EMC Healthcare Scholarship Program for the Year 2023 in particular programs as follows:

Type of Development Program	Training, Workshop, Dissemination, Certification, e-Learning
Total Participants	37,498
Total Training Hours	160,797.5

- S1 / Bachelor of Nursing
- S1 / Bachelor of Nursing and Professional Nurse
- Professional Nurse
- S1 / Bachelor of Economy (Management)
- S1 / Bachelor of Industrial Engineering
- S1 / Bachelor of Nutrition
- S1 / Bachelor of Midwifery
- S2 / Master of Clinical Embryology
- S2 / Master of Hospital Administration
- Physiotherapy (Professional Qualification)

# Employees' Training & Development

# MESOP Implementation

## Grant Phase I of MESOP

has been executed by SAME on 31 March 2023, with details as follows: \*

Number of the New Issued Shares	8,750,0000 new shares
Shares Exercise Price	IDR 267
Shares Nominal Price	IDR 20 per share
Total Issued & Paid-Up Capital	17,138,382,545 shares

\*Sourced from SAME's Public Announcement on the Executed MESOP for the Grant Phase I.

SAME obtained approval from GMS to increase its capital without pre-emptive rights (PMTMETD) by issuing up to 35,000,000 new shares to implement the Management and Employee Shares Ownership Program (MESOP), as stated in the EGMS Resolution dated 14 December 2022.

SAME has carried out the PMTMETD and the MESOP:

- for **Grant Phase I** in early 2023; and
- for **Grant Phase II** in early 2024.

Following the MESOP for Grant Phase II, SAME can continue the MESOP Program by issuing a **maximum of 17,500,000 shares** from the company's portfolio.



## Grant Phase II of MESOP

has been executed by SAME on 28 March 2024, with details as follows: \*\*

Number of the New Issued Shares	8,750,0000 new shares
Shares Exercise Price	IDR 277
Shares Nominal Price	IDR 20 per share
Total Issued & Paid-Up Capital	17,147,132,545 shares

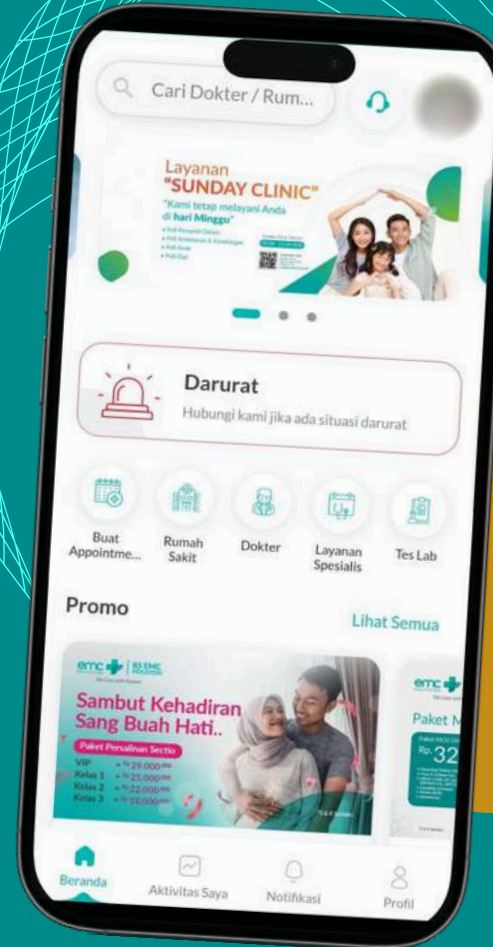
\*\*Sourced from SAME's Public Announcement on the Executed MESOP for the Grant Phase II.

TRANSFORMING INTO DIGITAL HOSPITAL GROUP

# The Integrated Information System & Mobile Application

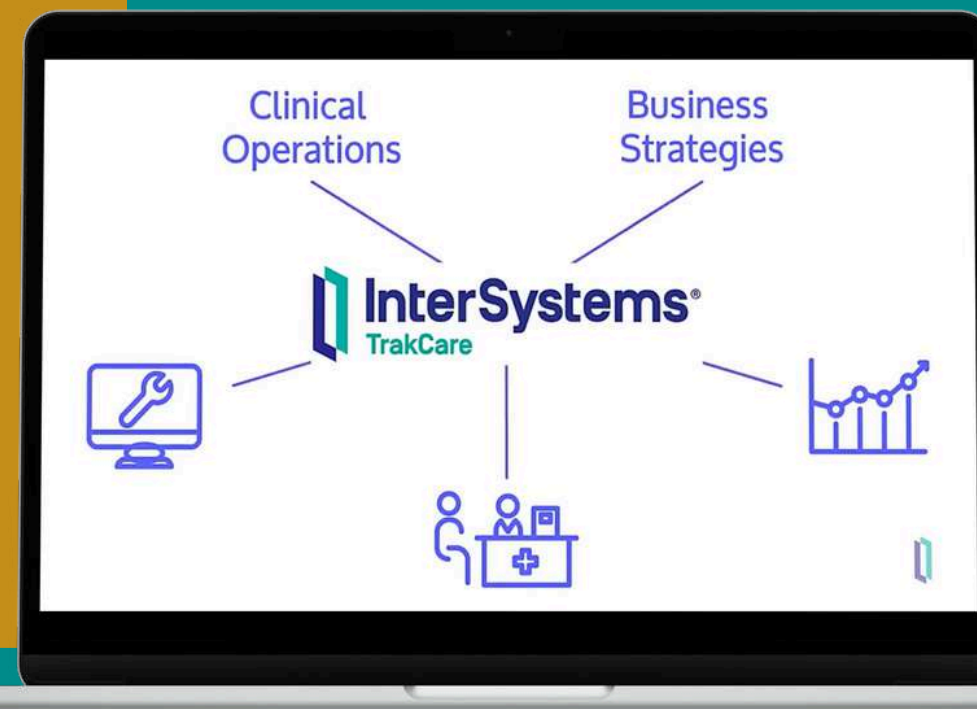
Since 2022, EMC Healthcare has implemented a digital healthcare information system with a single, world-class electronic medical record (EMR) system known as **InterSystems TrakCare**, as well as a cloud-based back office service used for financial and inventory systems called **Microsoft Dynamics 365**.

As of 1 June 2024, the implementation has been completed in all hospital units, **officially transforming** EMC Healthcare into a Digital Hospital Group.



In early 2024, EMC Healthcare launched a mobile application called **EMCare**. This app allows patients to schedule appointments with doctors, consult with doctors virtually through telehealth, and access their medical records.

With these features, EMC Healthcare aims to enhance the patient experience.



# The Integrated Contact Center

TRANSFORMING INTO DIGITAL HOSPITAL GROUP

As of 1 February 2023, the patients are welcome to contact the new Integrated Contact Center, a 24/7 service available from EMC Healthcare.

Call: **150 789**

WhatsApp: **021 2977 9977**

In May 2023, EMC Healthcare conducted a comparative study at the Information and Complaints Services Office of the Directorate General of Taxes.

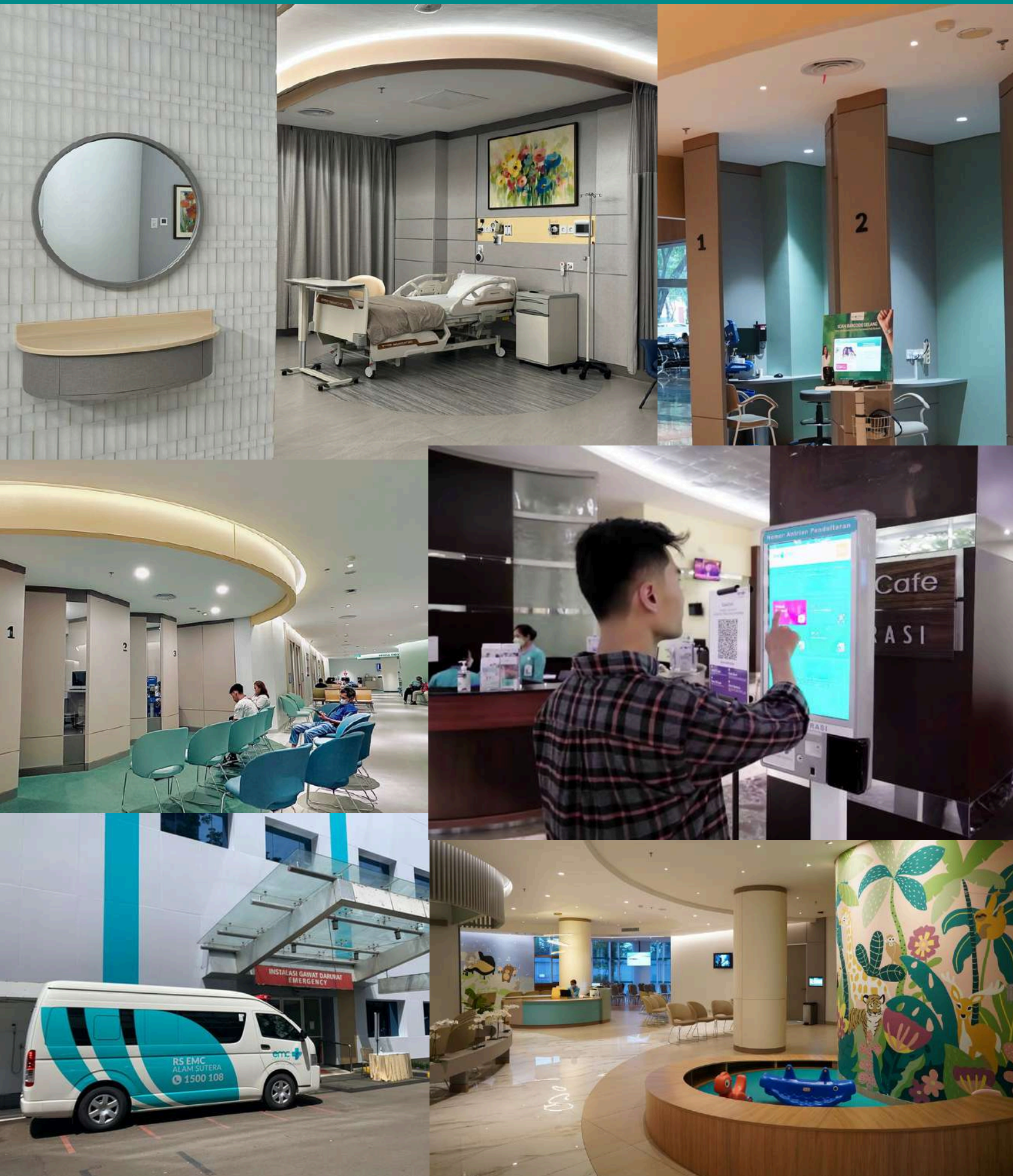


TRANSFORMING INTO DIGITAL HOSPITAL GROUP

# Hospital Renovation & Infrastructure Upgrade

Throughout 2023, EMC Healthcare has renovated several parts/areas of hospital buildings according to the needs of each hospital unit.

In addition to the operation of the digital healthcare information system, EMC Healthcare also upgraded the hospital infrastructure, such as installing digital features in outpatient equipment and installing smart-room features in inpatient rooms.



# Protecting & Improving Community's Health

## Providing Medical Services

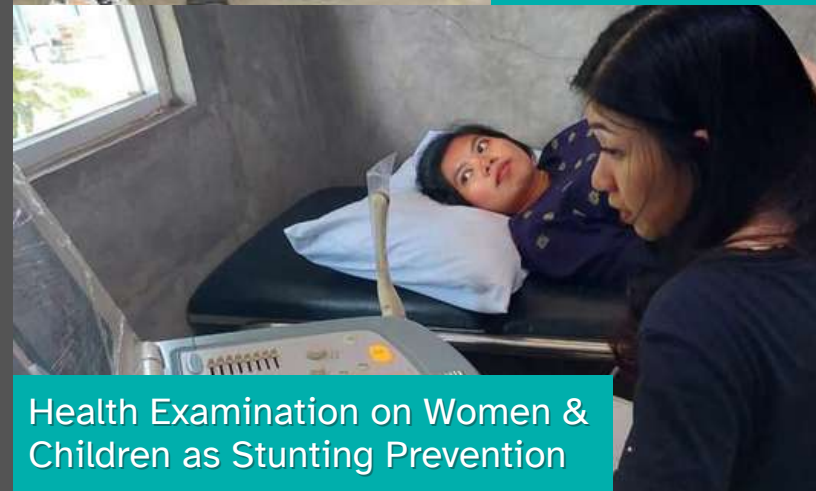
In 2023, SAME implemented various programs to improve public access to healthcare. Developed in collaboration with multiple vendors and stakeholders, these programs include health examinations, medical check-ups, blood donations, extensive surgeries, ultrasound sonography sessions, and dental check-ups.



Cataract Surgery Social Services for Bekasi Residents



Cleft Lip Repair Surgery Social Services



Health Examination on Women & Children as Stunting Prevention



Financial Support for Vulnerable Workers in JKK & JKM of BPJS Employment



Cataract Surgery Social Services for Babakan Madang Residents

# Protecting & Improving Community's Health

## Promoting Health Awareness

In 2023, SAME implemented various routine programs to promote health awareness, which consist of **Health Talk** workshops and webinars, **EMC Podcast Corner**, and **Healthy Monday** live-streaming talk show (collaborated with Liputan6.com and Vidio.com). These programs aim to promote public health, prevent illnesses, and encourage healthy lifestyles.





We Care with Passion

# Protecting & Improving Community's Health

## Connecting with Community

The commitment to promoting health awareness is also reflected through innovative strategies and various platforms. Throughout 2023, SAME has been involved in local community events by sponsoring the events, providing ambulance and medical teams, conducting medical training, and more.



# Caring for the Environment

## 1 Waste Management

- implemented strict standards and procedures for **medical waste management** based on Permenkes 18/2020.
- **recycled non-medical waste** to the maximum extent by collecting data and monitoring the materials to be recycled.
- reduced **paper use**.
- reduced **plastic use** by implementing a plastic recycling program and using a few substitutions, such as paper bags and spun-bound bags.

Based on the proper waste management in 2023, there were no spills of waste and therefore, no corrective actions should be taken by the Company.

## 2 Water Management

- consuming clean water **responsibly**;
- monitor and record **daily water consumption** and leaks.
- conducted regular examinations at the **laboratory**.
- implemented a **clean water recycling strategy** by utilizing Ultrafiltration and Reverse Osmosis systems.
- tracked clean water consumption to ensure the operations **do not contribute to water scarcity**.
- manage wastewater by operating the **Wastewater Treatment Plant (IPAL)**, conducting routine quality inspection and reporting to the Department of Environmental and Health, and utilizing the operational wastewater for recycling.

In 2023, the water discharge at IPAL amounted to **179.831 m3**.

SAME is committed to continuously innovating to enhance the efficiency of the wastewater management process.

## 3 Energy & Emission Saving

- implemented a **tracking system for monitoring energy consumption**.
- conducted **routine examinations on generator emissions** every 6 months.
- switched to **LED lamps**.
- **upgraded ambulances** regularly to improve energy efficiency and patients' comfort during their trips.
- implemented a smart room system in inpatient rooms which is recommended for energy efficiency.

In 2023, SAME has consumed **91.5% of electricity** obtained from third parties and is used to meet the **daily operational needs** of the hospitals.

As a corrective action, SAME is considering using renewable energy for EMC Healthcare hospital operations, becoming green hospitals in the future.

# REVENUE PERFORMANCE

for the 3 months of 2024 compared to the 3 months of 2023

■ 3 months of 2024 ■ 3 months of 2023



IDR 435.772.363.984 IDR 364.587.894.298

+19,52%

**REVENUES - NET**

Expressed in Indonesia Rupiah

FINANCE

ACCOUNT

SOLUTION

COST



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# PROFIT/LOSS PERFORMANCE

for the 3 months of 2024 compared to the 3 months of 2023

Expressed in Indonesia Rupiah

INFORMATION	3 MONTHS OF 2024	3 MONTHS OF 2023	INFORMATION	3 MONTHS OF 2024	3 MONTHS OF 2023	INCREASE (DECREASE)	
Margin of Gross Profit	33,62%	35,75%	<b>REVENUES -NET</b>	<b>435.772.363.984</b>	<b>364.587.894.298</b>	<b>71.184.469.686</b>	<b>19,52%</b>
Margin of Operating Profit	6,06%	2,05%	COST OF REVENUES	289.264.018.475	234.250.369.659	55.013.648.816	23,48%
Margin of Net Profit	1,07%	0,95%	<b>GROSS PROFIT</b>	<b>146.508.345.509</b>	<b>130.337.524.639</b>	<b>16.170.820.870</b>	<b>12,41%</b>
Earnings per share (full amount)	0,27	0,20	Selling expenses	(4.875.786.788)	(4.348.779.310)	527.007.478	12,12%
			General and administrative expenses	(114.163.719.516)	(119.439.847.143)	(5.276.127.627)	(4,42%)
			Other operating income - net	(1.057.302.589)	907.198.497	(1.964.501.086)	(216,55%)
			<b>OPERATING INCOME</b>	<b>26.411.536.616</b>	<b>7.456.096.682</b>	<b>18.955.439.934</b>	<b>254,23%</b>
			Finance cost	(22.089.612.403)	(16.869.765.338)	5.219.847.065	30,94%
			Finance income	1.231.733.272	1.916.087.981	(684.354.709)	(35,72%)
			Share profit from associate	4.161.625.418	10.795.533.515	(6.633.908.097)	(61,45%)
			<b>PROFIT BEFORE TAX</b>	<b>9.715.282.903</b>	<b>3.297.952.840</b>	<b>6.417.330.063</b>	<b>194,59%</b>
			Income Tax Benefit (Expenses)	(5.039.034.935)	173.031.473	(5.212.066.408)	(3012,21%)
			<b>PROFIT FOR THE PERIOD</b>	<b>4.676.247.968</b>	<b>3.470.984.313</b>	<b>1.205.263.655</b>	<b>34,72%</b>
			<b>Profit for the period attributable to:</b>				
			Owners of the Parent Entity	1.430.456.503	1.747.257.283	(316.800.779)	(18,13%)
			Non-controlling interest	3.245.791.465	1.723.727.030	1.522.064.434	88,30%



# FINANCIAL POSITION

As of 31 March 2024

Expressed in Indonesia Rupiah

INFORMATION	31 MARCH 2024	31 DECEMBER 2023	INCREASE (DECREASE)	
<b>ASSETS</b>				
Total Current Assets	544.554.065.516	472.302.328.504	72.251.737.012	15,30%
Total Non-Current Assets	4.889.858.506.007	4.892.475.752.476	(2.617.246.469)	(0,05%)
<b>Total Assets</b>	<b>5.434.412.571.523</b>	<b>5.364.778.080.980</b>	<b>69.634.490.543</b>	<b>1,30%</b>
<b>LIABILITIES</b>				
Total Current Liabilities	607.908.775.172	541.781.779.995	66.012.268.814	12,18%
Total Non-current Liabilities	835.385.540.873	839.377.782.633	(3.877.515.397)	(8,88%)
<b>Total Liabilities</b>	<b>1.443.294.316.045</b>	<b>1.381.159.562.628</b>	<b>62.134.753.417</b>	<b>4,50%</b>
<b>EQUITY</b>				
Total Equity attributable to Owners of the Company	3.640.258.688.476	3.636.004.742.815	4.253.945.661	0,12%
Non-controlling interests	350.859.567.002	347.613.775.537	3.245.791.465	0,19%
<b>Total Equity</b>	<b>3.991.118.255.478</b>	<b>3.983.618.518.352</b>	<b>7.499.737.126</b>	<b>1,30%</b>

# CASH FLOW

for the 3 months of 2024 compared to the 3 months of 2023

Expressed in Indonesia Rupiah

INFORMATION	3 MONTHS OF 2024	3 MONTHS OF 2023	INCREASE (DECREASE)	
Cash Flows From Operating Activities	89.519.958.967	31.320.883.344	58.199.075.623	185,82%
Cash Flows From Investing Activities	(67.810.221.703)	(35.116.338.763)	32.693.882.940	93,10%
Cash Flows From Financing Activities	12.810.263.270	(20.939.737.462)	33.750.000.732	161,18%
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	<b>34.520.000.534</b>	<b>(24.735.192.881)</b>	<b>59.255.193.415</b>	<b>239,56%</b>
Cash and Cash Equivalent at Beginning of the Period	128.285.007.028	302.136.976.920	(173.851.969.892)	(57,54%)
Cash and Cash Equivalent at Ending of the Period	162.805.007.562	277.401.784.039	(114.596.776.477)	(41,31%)



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THANK  
YOU



150 789



[www.emc.id](http://www.emc.id)



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