



FIRESIDE CHAT WITH PATRICK CAO

LOGISTICS

PAYMENT

GOJEK + TOKOPEDIA = **GoTo**
(MERGED IN 2021)

3 KEY AREAS & FOCUS:

1 CROSS-POLLINATION



A LOT of
CROSS-MARKETING
& REWARDS
BETWEEN
GOJACK &
TOKOPEDIA

2 HYPER-LOCAL

A 'JAKARTA' LIKE
EXPERIENCE
ACROSS INDONESIA



3 FINTECH

BETTER DATA,
BETTER SCORING,
BETTER LENDING



NEXT
STEP:
RAMP UP
LENDING
THOUGHT-
FULLY

WE WERE
FRENEMIES
AT FIRST...

DURING the PANDEMIC,
WE REALISED
HOW POWERFUL
WE WERE TOGETHER

ESG
IS AT OUR
CORE

BUILT
OXYGEN
HOSPITALS
& DELIVERED
OXYGEN CANISTERS
COUNTRYWIDE



LAUNCHED
4-HOUR
DELIVERY
NETWORK
for ESSENTIAL
GOODS/SERVICES

THE 3 0's

EMISSIONS
By 2030



WASTE-
REDUCE &
RECYCLE



BARRIERS-
TRANSPARENT
UPDATES ON
PROGRESS & ESG
PERFORMANCE

CHALLENGES:

EVERY PROBLEM
IS A PEOPLE
PROBLEM

COMMUNICATION

CLEAR
GOALS IS KEY



ON-DEMAND
CULTURE: FASTER
MORE AGGRESSIVE

CREATE MORE ALIGNMENT
& LEADERSHIP

DIVERSITY & INCLUSION:

- EMPLOYEES:
LEVERAGE WORK
for THE DISABLED
VIA CUSTOMER CARE
- PRODUCT:
- VERY SIMPLE & CLEAN
- LOW MEMORY STORAGE



PROTECTING DATA:



- CREATED AN
INFORMATION
SECURITY COUNCIL
- CONSTANTLY IMPROVING
SECURITY & INFRASTRUCTURE

PATRICK CAO
PRESIDENT,
GOTO GROUP

INTRODUCER:
NURUL IMAN
MOHD ZAMAN
SENIOR VICE PRESIDENT,
INVESTMENTS,
KHAZANAH NASIONAL BERHAD

