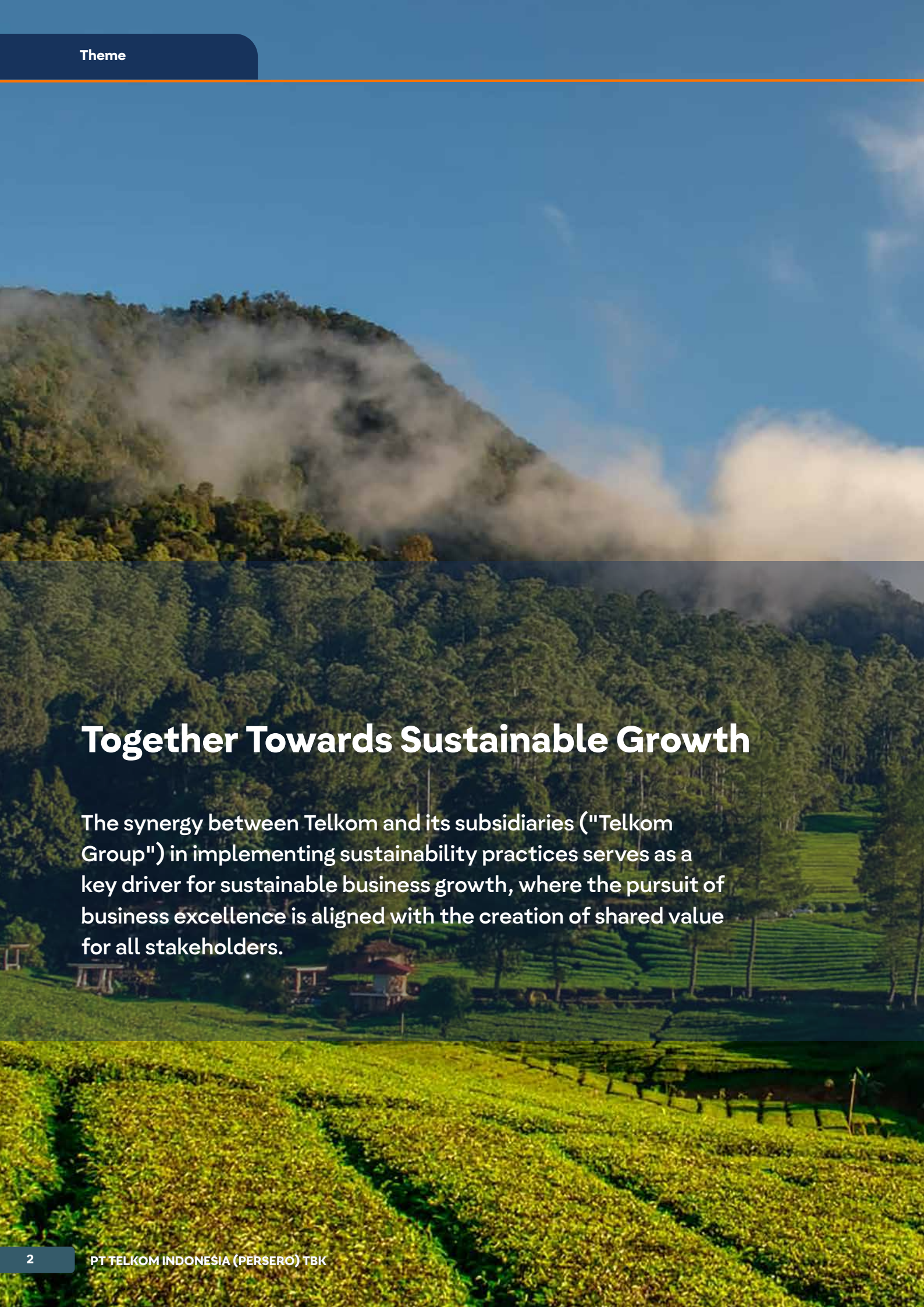
BUMN UNTUK INDONESIA

Telkom Indonesia

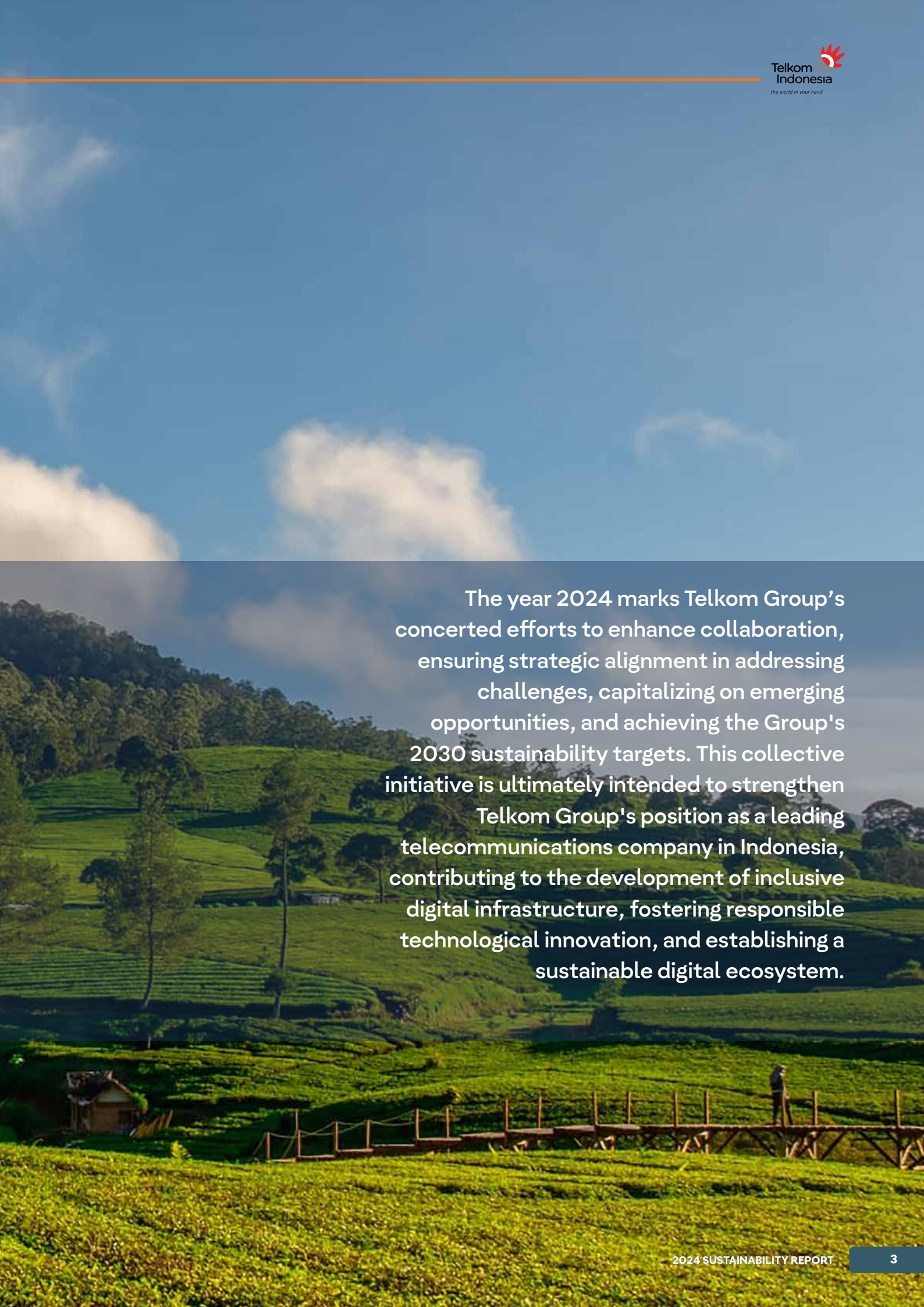
Together Towards SUSTAINABLE GROWTH

2024
SUSTAINABILITY REPORT



Together Towards Sustainable Growth

The synergy between Telkom and its subsidiaries ("Telkom Group") in implementing sustainability practices serves as a key driver for sustainable business growth, where the pursuit of business excellence is aligned with the creation of shared value for all stakeholders.



The year 2024 marks Telkom Group's concerted efforts to enhance collaboration, ensuring strategic alignment in addressing challenges, capitalizing on emerging opportunities, and achieving the Group's 2030 sustainability targets. This collective initiative is ultimately intended to strengthen Telkom Group's position as a leading telecommunications company in Indonesia, contributing to the development of inclusive digital infrastructure, fostering responsible technological innovation, and establishing a sustainable digital ecosystem.

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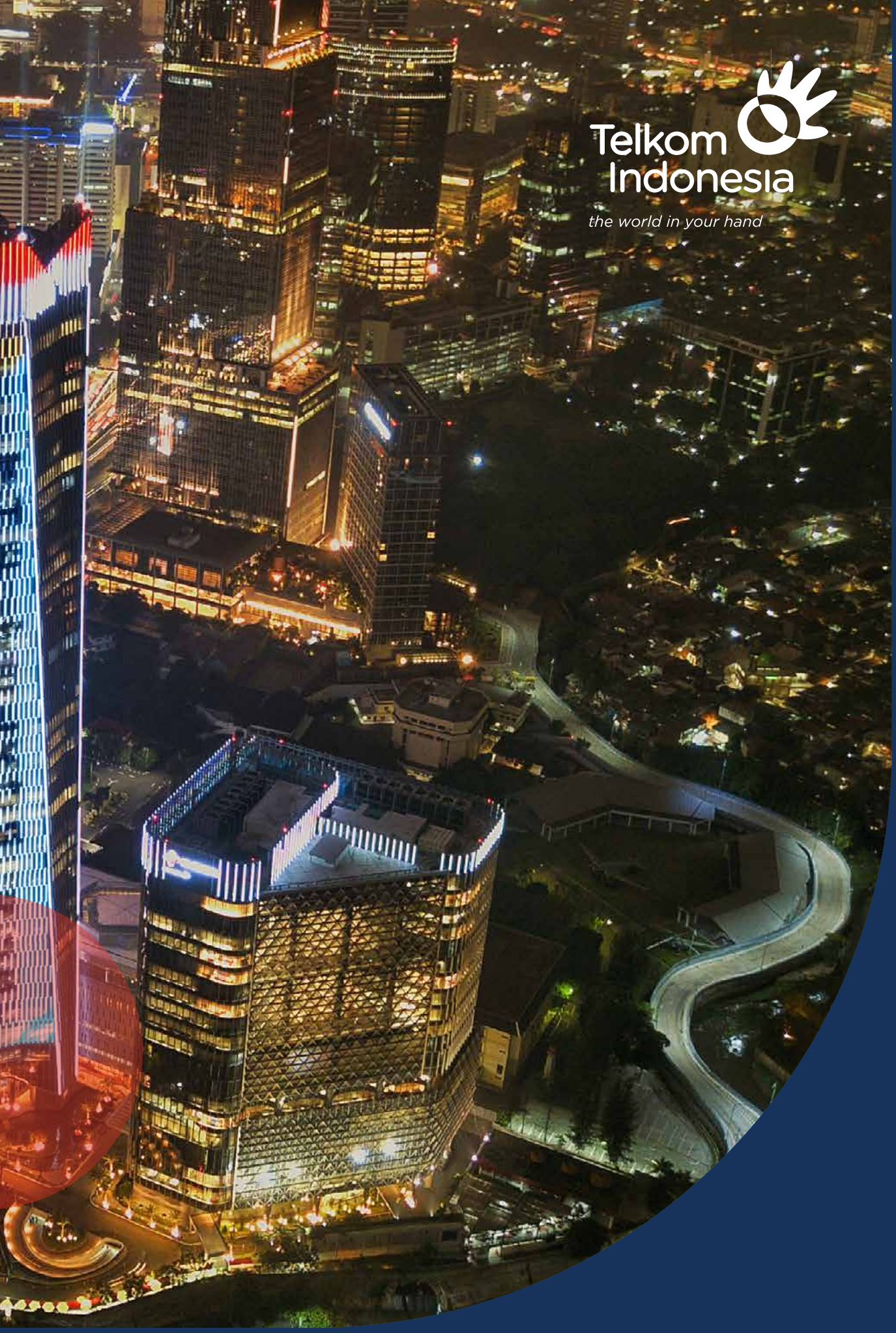
01 Introduction


Telkom Indonesia
the world in your hand

Introduction

About Sustainability Report

PT Telkom Indonesia (Persero) Tbk ("Telkom") reaffirms its commitment to sustainability through the annual publication of its Sustainability Report, scheduled for release on April 21, 2025. This report outlines the company's strategy, targets, and environmental, social, and governance (ESG) performance, covering Telkom and its 13 directly owned subsidiaries unless otherwise specified. The reporting period covers January 1, 2024, to December 31, 2024, in alignment with the company's consolidated financial reporting period. [GRI 2-2] [GRI 2-3]

Readers are encouraged to review this report alongside Telkom's 2024 Annual Report, Telkom's 2023 Climate Risk Report, and Telkom's sustainability page for a comprehensive understanding of sustainability initiatives within the Telkom Group.

Reporting Standards

This report adheres to Financial Services Authority Regulation (POJK) No. 51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies (POJK51) and OJK Circular Letter No. 16/SEOJK.04/2021 on the Form and Content of Annual Reports of Issuers or Public Companies. It also follows the Global Reporting Initiative (GRI) 2021 standards and aligns with the 17 United Nations Sustainable Development Goals (UN SDGs).

Additionally, the report incorporates recommendations from the Sustainability Accounting Standards Board (SASB) for the telecommunications industry, specifically referencing the 2023-12 version of the Telecommunication Services Sustainability Accounting Standard. Furthermore, as part of Telkom's initial adoption of International Sustainability Standards Board (ISSB) guidelines, this report includes disclosures in accordance with the International Financial Reporting Standards (IFRS) S1 and S2.

Restatement of Information

Telkom continually enhances the accuracy and comprehensiveness of its data collection and verification processes. As part of this effort, this report presents restatement of information on Greenhouse Gas (GHG) emissions, waste management, and water consumption. [GRI 2-4]

External Assurance

To ensure compliance with the GRI 2021 standards, an independent external party, TUV Rheinland Indonesia, has been engaged to provide external assurance on the 2024 Sustainability Report. The results of this external verification are included in the appendix of this report. [POJK. G.1] [GRI 2-5]

Forward-Looking Statements

This report contains forward-looking statements, including targets, expectations, estimates, and projections. These statements are based on assumptions and information available to Telkom at the time of report preparation. However, Telkom acknowledges the inherent uncertainties that may affect these statements and does not guarantee their full realization.

Readers should interpret these statements cautiously and assume full responsibility for any decisions made based on the information contained in this report.

Additional Information

All references to currency values are in Indonesian Rupiah (Rp), unless stated otherwise. The terms "Telkom" and "the Company" in this report refer to the parent entity, while the term "Telkom and its Subsidiaries" or "Telkom Group" refers to the parent company along with its subsidiaries and affiliated entities. However, the use of the term "Telkom" does not eliminate subsidiaries and affiliates in the scope of the content and discussion of the report.

Report-Related Contacts

Telkom welcomes feedback to enhance future sustainability reports. For inquiries, suggestions, or comments regarding this report, readers may contact:

Sustainability Unit
PT Telkom Indonesia (Persero) Tbk
The Telkom Hub, Telkom Landmark Tower, 39th Floor
Jl. Jend Gatot Subroto Kav. 52, Indonesia
Email : sustainability@telkom.co.id

Telkom also appreciates the feedback received on the 2023 Sustainability Report. The management has taken into account input from rating agencies and incorporated the results of its Environmental, Social, and Governance (ESG) assessments. In the 2024 Sustainability Report, Telkom continues to refine its ESG management and sustainability performance.

Message from the President Commissioner

> We view positively the Telkom Group's sustainability performance which has consistently experienced development, as evidenced by various awards and achievements in environmental, social and governance aspects.

Bambang Permadi Soemantri Brodjonegoro
President Commissioner/Independent Commissioner

Esteemed stakeholders,

We begin by expressing gratitude to God Almighty for Telkom's ability to sustain its performance and strengthen its foundation for long-term business growth throughout 2024. This year presented various challenges, including macroeconomic conditions, competitive dynamics, technological advancements, and sustainability issues. Recognizing the increasing relevance of sustainability to the telecommunications industry, Telkom has made significant efforts to enhance both operational and financial performance, thereby generating positive impacts and long-term value for all stakeholders.

Throughout 2024, we have observed the Board of Directors concrete steps in reinforcing sustainability strategies and initiatives across the Telkom Group. The leadership of the Board of Directors, supported by all subsidiaries, has effectively synchronized sustainability initiatives across the organization. In 2024, Telkom established the Telkom Group Sustainability Strategy and 2030 Targets as a strategic roadmap to integrate sustainability measures across environmental, social, and governance dimensions.

Telkom has also demonstrated its commitment to transparency and accountability by engaging an independent external party, TUV Rheinland Indonesia, to conduct external assurance on the 2024 Sustainability Report. This step reinforces the company's dedication to enhancing the quality and credibility of its sustainability disclosures.

The Telkom Group's sustainability performance has shown continuous improvement, as evidenced by various achievements in environmental, social, and governance (ESG) aspects. Notably, Telkom has received multiple awards, including Outstanding Leadership in Sustainability (CNBC Indonesia), first place in MSEs and SOE House Development (BCOMSS Ministry of SOEs), Integrated Sustainability Initiatives – Education, Decent Work and Technology (IDX Channel), Gender-Inclusive Workplace (UN Indonesia WEPs), and Best Companies to Work for and Sustainable Workplace (HR Asia).

Additionally, Telkom's ESG ratings have improved, with its Sustainalytics rating advancing from 27.1 to 25.6 (Medium Risk), its ESG rating from BPKP increasing from 74.02 (Fair) to 91.23 (Very Good), and earned a B rating from the Carbon Disclosure Project (CDP) for climate change readiness. This achievement continues to encourage Telkom's spirit and consistency in improving sustainability performance, not only focusing on increasing the number of awards and rating numbers but more importantly, on enhancing the quality of company management that impacts all aspects of sustainability.

As part of improving the quality of the company's management, we note that Telkom needs to continue to mitigate global risks and challenges that have the potential to disrupt Telkom Group's business and service operations, including cybersecurity risks, extreme weather, and disasters due to climate change, as well as the quality of human resources in line with the Company's digital transformation. The development of products and equitable distribution of telecommunication services through the use of technology and innovation needs to be carried out by prioritizing aspects of usefulness and responsibility, while still taking into account the investment value and reasonable price so that Telkom can maintain its sustainability in the long term. In facing these challenges, it is essential to be supported by a strong governance foundation so that every strategic and operational step taken not only drives business growth but also contributes to long-term sustainability and value creation for all Telkom Group stakeholders. Strengthening governance entails enforcing discipline, including in the areas of rewards and sanctions, reinforcing integrity and ethics, and fostering a corporate culture that supports governance principles.

Finally, on behalf of the Board of Commissioners, I extend my gratitude for the support in implementing sustainability practices in the Telkom Group and hope to strengthen collaboration and synergy to continue the partnership and realize a sustainable future. In addition, as part of our gratitude, we would like to thank the Board of Directors, partners, and all Telkom stakeholders for their contributions in realizing sustainable growth.

Jakarta, April 21, 2025

Bambang Permadi Soemantri Brodjonegoro

President Commissioner/Independent Commissioner

Message from the President Director

[POJK. D-1]

> Telkom's commitment is demonstrated through strategic actions undertaken in 2024, where the company has achieved several key milestones in its sustainability journey.

Ririek Adriansyah
President Director

Esteemed stakeholders,

In recent years, the global telecommunications industry has been faced with various sustainability opportunities and challenges, including increasing demand for digital services, artificial intelligence-based innovation opportunities, and increasingly real impacts of climate change. Amid this dynamic, Telkom remains committed to realizing sustainable business growth and creating added value for all stakeholders.

An independent external party has been appointed to assure the 2024 Sustainability Report, which has been declared compliant with AA1000AP Accountability Principles, Type 2 Moderate Assurance Level according to AA1000AS v3 standards, and follows the reporting requirements referenced in the 2021 GRI. Telkom has made notable improvements in its ESG ratings from several agencies, including a Sustainalytics ESG score of 25.6 (Medium Risk), a BPKP ESG score of 91.23 (Very Good), an ACGS governance score of 103.31 (Leadership in Corporate Governance), and a CDP climate category rating of B.

Telkom also updated its sustainability targets and strategies that highlight the GoZero% program as a form of our seriousness to make sustainable improvements and respond to the inputs and expectations of key stakeholders. Telkom's sustainability strategy is aligned with the Sustainable Development Goals and includes three main pillars of sustainability.

The **Save Our Planet** pillar reflects Telkom's commitment to reducing the environmental impacts of business operations, particularly in areas that have significant impact, such as emissions and waste management. In 2024, Telkom Group initiated the calculation of emissions for all scopes (scopes 1,2, and 3), where scope 3 covers 9 categories, and has set 2023 as the base year in determining the emission reduction target. Greenhouse gas (GHG) emissions were calculated using the GHG Protocol standard, and verification of scope 1 and 2 GHG emissions were verified by an independent party using the ISO 14064-1:2018 standard. This initiative aims to enhance the confidence and credibility of the GHG emissions as a basis for determining the strategy to achieve Net Zero 2060 and preparation to fulfill IFRS S2 standards. The total GHG emissions of Telkom Group scopes 1, 2, and 3 is 2.417.474 tons of CO_2e, with 84% of emissions coming from scope 2. Scope 2 emissions rose by 2.8% due to the expansion of Telkomsel's BTS infrastructure, while scope 1 emissions decreased by 2% as a result of reduced operational vehicle use, and scope 3 emissions decreased by 8.1% owing to capital expenditure efficiency initiatives. In terms of energy management, Telkom Group has incorporated renewable energy sources, including solar PV and microhydro, into its energy mix. The Group also utilizes Electric Vehicles (EVs) for operational purposes and pursues energy efficiency through procurement and upgrades of environmentally friendly equipment.

In addition, Telkom Group managed to reduce the total office waste generated by 6,387 tons and divert as much as 176,046 kg or 80% of fiber optic cable waste from disposal. The diverted fiber optic waste can be reused to support customer service. Telkom Group has also advanced biodiversity conservation efforts and enhanced the carrying capacity of ecosystems, including mangrove planting, forest revegetation, and coral reef transplantation.

The **Empower Our People** pillar signifies Telkom Group's dedication to empowering employees, customers, and the community through the creation of an inclusive digital ecosystem as the foundation for capability development and sustainable innovation. Throughout 2024, 22% of managerial positions in Telkom Group are filled by female employees, supported by initiatives at Telkom that promote gender equality in the work environment. For digital skills development, the Digital Talent program has upskilled 20.6% of Telkom's digital talents through Telkom Athon and various other digital trainings. Telkom also prioritizes occupational safety by implementing an occupational health and safety management system (SMK3) aligned with international standards, such as ISO 45001, while ensuring compliance with applicable national regulations.

From a customer perspective, Telkom Group is focused on enhancing service quality by prioritizing customer satisfaction. This is evidenced by an increase in the Net Promoter Score (NPS) to 58 points from the previous year, placing the company in the "Excellent" category based on Bain & Company's evaluation. This improvement is driven by enhanced service quality and more attractive promotional strategies. Telkom Group continues to play an active role in expanding digital access across Indonesia while accelerating infrastructure development

and network expansion to reach all regions. Our infrastructure covers Introduction 99% of Indonesia's population and supports access to data (internet) services in underdeveloped, remote, frontier (3T) areas, and border regions. Finally, from a social standpoint, Telkom is committed to empowering Small and Micro Enterprises (SMEs) through initiatives such as the Go Modern, Go Digital, Go Online, and Go Global programs. Telkom has provided support to 21,500 SMEs, and in 2024, a total of 2,298 mentored SMEs, or 10.64%, as indicated by increases in turnover, employee numbers, and assets.

The **Elevate Our Business** pillar reflects Telkom's commitment to conducting ethical and responsible business practices, particularly concerning to data privacy in the face of cybersecurity threats. Throughout 2024, Telkom complied with all applicable legal and regulatory requirements. Telkom enforces strict measures against any legal violations, cooperates with legal processes, and implements preventive actions to ensure 100% compliance. All complaints received through the whistleblowing system are addressed promptly, reinforcing Telkom's culture of ethical conduct and respect in alignment with corporate values, which embody the core values of AKHLAK. We ensure compliance with regulations and internal policies related to cybersecurity and data privacy through Telkom Group's Data Protection Governance. Telkom has implemented policies related to data privacy protection and information security, including the establishment of a Data Protection sub-department and the appointment of a Data Protection Officer (DPO) responsible for ensuring the protection of personal data and information security across Telkom Group. In terms of data security, there have been no significant data breaches, and all data processing activities have been carried out following established policies. This achievement underscores Telkom's dedication to strong governance, reinforcing trust, fostering innovation, and contributing to Indonesia's digital future in a sustainable manner.

Telkom actively identifies and manages sustainability risks that could affect the company. In addition, Telkom will continue to innovate to unlock and optimize new strategic sustainability opportunities. The integration of sustainability across all business lines is progressing in alignment with the Company's digital transformation. This essential step is further supported by synergies among sustainability initiatives within Telkom Group to ensure the attainment of Telkom Group's 2030 sustainability goals.

We extend our gratitude to all stakeholders for their continued support in the implementation of sustainability practices. We are confident that Telkom will continue to innovate amidst the challenges and opportunities of the digital era, ensuring its sustained growth as the digital telco of choice for the public.

Jakarta, April 21, 2025

Ririek Adriansyah

President Director

2024 Sustainability Reporting Responsibilities

Statement of the Members of the Board of Commissioners on Responsibility for the 2024 Sustainability Report of PT Telkom Indonesia (Persero) Tbk

We the undersigned hereby declare that all the information in the PT Telkom Indonesia (Persero) Tbk 2024 Sustainability Report has been presented in its entirety and that we assume full responsibility for the accuracy of the content of the Company's Sustainability Report.

This statement is made in all truthfulness.

Jakarta, April 21, 2025

Board of Commissioners

Bambang Permadi Soemantri Brodjonegoro
President Commissioner/Independent Commissioner

Wawan Iriawan
Independent Commissioner

Bono Daru Adji
Independent Commissioner

Marcelino Rumambo Pandin
Commissioner

Ismail
Commissioner

Rizal Mallarangeng
Commissioner

Isa Rachmatarwata
Commissioner

Arya Mahendra Sinulingga
Commissioner

Silmy Karim
Commissioner

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This statement is made in all truthfulness.

Jakarta, April 21, 2025

Board of Directors

Ririek Adriansyah
President Director

Heri Supriadi
Director of Finance & Risk Management

FM Venusiana R
Director of Enterprise & Business Service

Herlan Wijanarko
Director of Network & IT Solution

Muhamad Fajrin Rasyid
Director of Digital Business

Budi Setyawan Wijaya
Director of Strategic Portfolio

Afriwandi
Director of Human Capital Management

Honesti Basyir
Director of Group Business Development

Bogi Witjaksono
Director of Wholesale & International Service

Sustainability Overview in 2024

[POJK. B-1] [POJK. B-2] [POJK. B-3]

Economic performance

- **Rp 149,967 Billion** in operating income
- **0.5%** increase in operating income
- **Rp 18,437 Billion** spent on local suppliers
- **15.8%** Net Income Margin
- **Rp 23,649 Billion** Net profit
- **61.5%** spent on local suppliers

Sustainability Rating 2024

- **Sustainalytics** — **25.6** Medium risk
- **MSCI** — **A** ESG Ratings
- **S&P** — **40** *Medium*
- **IDX ESG Leaders** — Telkom is a constituent of the IDX ESG Leaders Index
- **CDP** — B for Climate, C for Water
- **BPKP** — **91.23** Very Good
- **ASEAN Corporate Governance Scorecard** — **103.31** Leadership in Corporate Governance
- **KEHATI Index** — Telkom is included in ESGSKehati, ESGQKehati, and SRI-Kehati

Environmental performance – Save Our Planet

- **Initiated Greenhouse Gas (GHG) emission verification**
- Initiated **scope 3** GHG emissions calculation
- Expanded climate risk analysis coverage to include disaster-prone areas identified in the BNPB Disaster Risk Index
- **6,387 tons** office waste reduction compared to 2023
- **80%** or **176,046 kg** of **fiber optic** cable waste diverted from landfill
- **275** Base Transceiver Stations (BTS) utilizing solar and microhydro panels
- **587 electric vehicle (EV)** units and **33 EV charging stations** ownership
- **77 units** of solar-powered public street lighting installation within the Telkom Hub area
- **149,433** modem units repaired or reused
- **2 Reverse Vending Machine** (RVM) units, processing 48.1 kg or 2,572 plastic bottles
- **Rp 57 Billion** spent for energy efficiency initiatives
- **Rp 11 Billion** spent to support environmental programs

Social performance – Empower Our People

22%
Female employee representation at **managerial** level in Telkom Group

31.96%
female employees in Telkom Group

84.41%
Score of Telkom's Employee Engagement Index

88
employees with **disabilities** empowered in Telkom Group

58 NPS score (Excellent category*) for Telkom Group

Rp 144.8 Billion
investment for **community empowerment** through the TJSL program at Telkom

21,500 SMEs gained access to assistance, development support, and business sustainability

More than **98% network reach of Indonesian population** to foster digital inclusivity

*By Bain & Company category

Governance performance – Elevate Our Business

SNI ISO 37001:2016 Anti-Bribery Management System (SMAP)
Telkom and its 13 directly owned subsidiaries have been certified with ISO 37001 Anti-Bribery Management System

0 critical data leak incidents

Implementation of **Personal Data Protection Policy**

100%
participation of employees in **cybersecurity** training

Establishment of a **Data Protection** Unit

100%
compliance with applicable regulations, with no proven major violations

100%
participation of **Board of Directors and employees** in **anti-corruption** training and awareness programs

Awards in 2024

- **Investor Daily ESG Appreciation Night** by Investor Daily in the Appreciated Governance ESG Report 2023 category

- **Nusantara Sustainability Communications Award** by Nusantara TV in the category of the Most Sustainable Communication Company in Digital & Telecommunication Sector

February

BCOMSS 2024 by the Ministry of SOEs in the categories of Sustainability (first ranking in the development of Small and Medium Enterprises, and getting the title of Facilitator of the SOE House of the Year) and Communications (first ranking in SOE Crisis Handling and second in Media Relations Management)

March

HR Asia Awards 2024 for Telkomsel in the Best Companies to Work for and Sustainable Workplace category

May

CSR Brand Equity Awards 2024 in the Telecommunication category at the Indonesia CSR Awards 2024

June

ESG Award 2024 by KEHATI in the Best Pension Fund Investor category in the Capital Market sector

July

Detailed information about sustainability awards at Telkom Group is available on the Telkom Profile page.

NAKER Awards 2024 by the Ministry of Manpower in the SOE category for Telkom's commitment to employing Workers with Disabilities

August

Marketeers Editor's Choice Awards 2024 for Telkomsel in the categories of Creative Content Marketing of the Year (Jokes of the Middle Room), Immersive Marketing Program of the Year (Telkomsel Awards 2024), and Customer Service Campaign of the Year (Teman Tuli)

September

UN Women 2024 Indonesia Women's Empowerment Principles (WEPs) Awards in the Gender-Inclusive Workplace category

October

Tempo Sustainable Business Integrity Index for Telkom's commitment to implementing Environmental, Social, and Governance (ESG) aspects

November

- **IDX Channel Indonesia Innovation Award 2024** in the category of Integrated Sustainability Initiatives - Education, Decent Work and Technology in the field of Sustainability

- **CNBC Indonesia Award 2024** in the category of Outstanding Leadership in the field of Sustainability

December

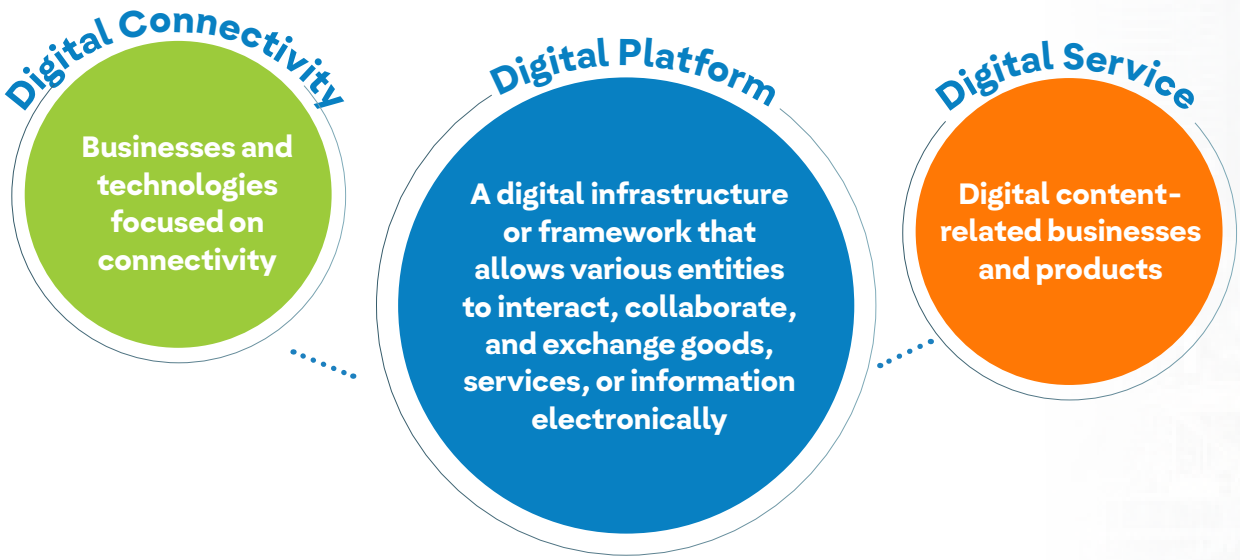
About Telkom

Telkom is a State-Owned Enterprise (SOE) engaged in information and communication technology services and digital telecommunications in Indonesia. Since its establishment in 1991, Telkom has provided a wide range of digital services for individual and corporate customers.

As the largest telecommunications company in Indonesia, Telkom has 45 subsidiaries with direct and indirect ownership, holding a majority stake of more than 50%, resulting in the consolidation of financial statements under Telkom as the Parent Company. Additionally, Telkom has nine unconsolidated subsidiaries (affiliates). Detailed information regarding the company's structure and subsidiary profiles is available in the Telkom 2024 Annual Report.

In 2024, Telkom formally transferred the management of Telkom Group's fiber network infrastructure operations to its subsidiary, PT Telkom Infrastruktur Indonesia (TIF). TIF now provides wholesale fiber connectivity services through a shared network to telecommunications operators. This strategic initiative is intended to enhance Telkom's focus on the fiber infrastructure business, unlocking revenue growth potential, increasing Telkom Group's valuation, and accelerating digital connectivity and adoption in Indonesia. [POJK. C-6]

Telkom operates across three primary digital business domains. Detailed information regarding these business domains, as well as the company's products and services, is available on Telkom's official website. [POJK. C-4] [GRI 2-6]



Company Profile

[POJK. C-2] [POJK. C-3] [GRI 2-1]

Name	Status	Year of Establishment
PT Telkom Indonesia (Persero) Tbk	Public Company (Tbk)	November 19, 1991

Business Field	Head Office Address
Information and Communication Technology (ICT) services and telecommunication networks.	Jalan Japati No. 1 Bandung

Stock Code	Share Ownership
TLKM – Bursa Efek Indonesia (BEI) TLK – New York Stock Exchange (NYSE)	• State of the Republic of Indonesia 52.09% • Public 47.91%

Purpose, Vision, Mission, and Corporate Value

[POJK. C-1]

Purpose

To build a more prosperous and competitive nation as well as deliver the best value to our stakeholders.

Vision

To be the most preferred digital telco to empower the society

Mission

1. Advance rapid buildout of sustainable intelligent digital infrastructure and platforms that is affordable and accessible to all.
2. Nurture best-in-class digital talent that helps develop nation's digital capabilities and increase digital adoption.
3. Orchestrate digital ecosystem to deliver superior customer experience.

Value

AKHLAK

AMANAH KOMPETEN HARMONIS
LOYAL ADAPTIF KOLABORATIF

Financial Position as of December 31, 2024 (consolidated)

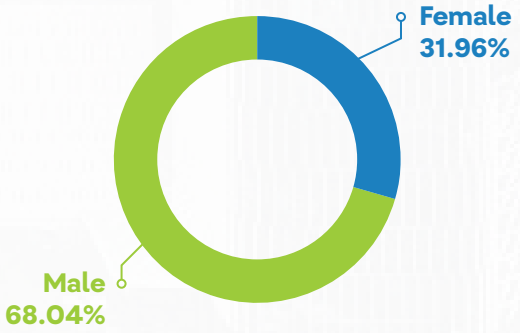
Assets:
Rp299,675 Billion

Liabilities:
Rp137,185 Billion

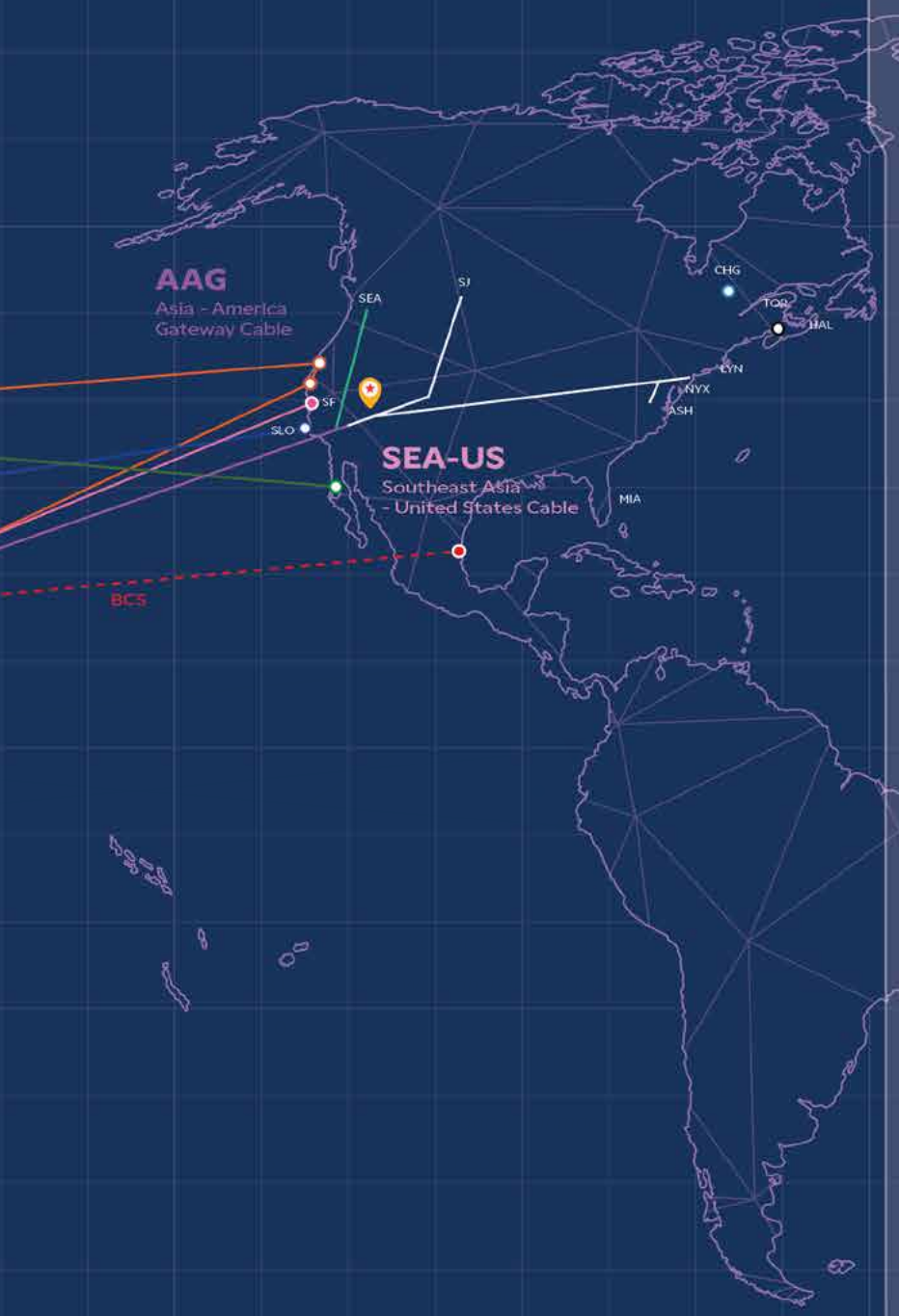
Equity:
Rp162,490 Billion

Number of Telkom Group Employees

Total employees 21,673



Operational Area and Services



5 Telkom Regional Offices

31 Telecommunications areas

10 Global Offices in Indonesia, Singapore, Hong Kong, Australia, Malaysia, Taiwan, United States, Timor Leste, United Arab Emirates, and Myanmar

5 Global Sales Representatives in Canada, United Kingdom, Philippines, India, and Vietnam

1 Global Sales Representative Telkomsel in Saudi Arabia

486 GraPARI in Indonesia (which includes Plasa Telkom outlets that are currently also recognized as GraPARI)

35 Data Centers

- **5** data centers (overseas)
- **26** neuCentrIX in 18 locations (domestic)
- **3** data centers enterprise tier 3 and 4 (domestic)
- **1** data center hyperscale tier 3 and 4 (domestic)

Internet of Thing (IoT)/Machine to Machine (M2M) Security

To prevent cyber-attacks on systems and applications, Vulnerability Assessments are routinely conducted on the applications and network elements that we operate. The testing process is carried out using Vulnerability Assessment Tools to ensure the accuracy of the test results.

177,443 km Fiber Optic Backbone Network

- **112,743 km** domestic fiber optic
- **64,700 km** international fiber optic

122 Point of Presence (PoP)

- **64 PoP** in the domestic network
- **58 PoP** in the international network

3 Satellites

- ***Merah Putih*-2 Satellite (32.4 Gbps)**
- ***Merah Putih* Satellite (5.4 Gbps)**
- **Telkom 3S (4.4 Gbps)**

271,040 BTS Mobile Network

- **48,775** BTS 2G
- **221,290** BTS 4G
- **975** BTS 5G

43,472 Towers

- **4,068** Telkomsel towers
- **39,404** Mitratel towers

Fiber Optic Access Network

- **39 million** Homes Passed
- **16.7 million** Optical Port

376,212 Wi-Fi Access Point

- **106,836** Managed Access Point
- **221,000** Homespot
- **48,376** ONT Premium

02 Sustainability at Telkom

Telkom Indonesia
the world in your hand
mandiri
ility Action
Indonesia

Sustainability at Telkom

Sustainability Governance

Telkom recognizes that robust governance is the cornerstone for achieving Telkom Group's sustainability objectives. Telkom implements Good Corporate Governance principles through effective oversight and a structured management framework, ensuring the comprehensive execution of sustainability strategies and initiatives within the Telkom Group.

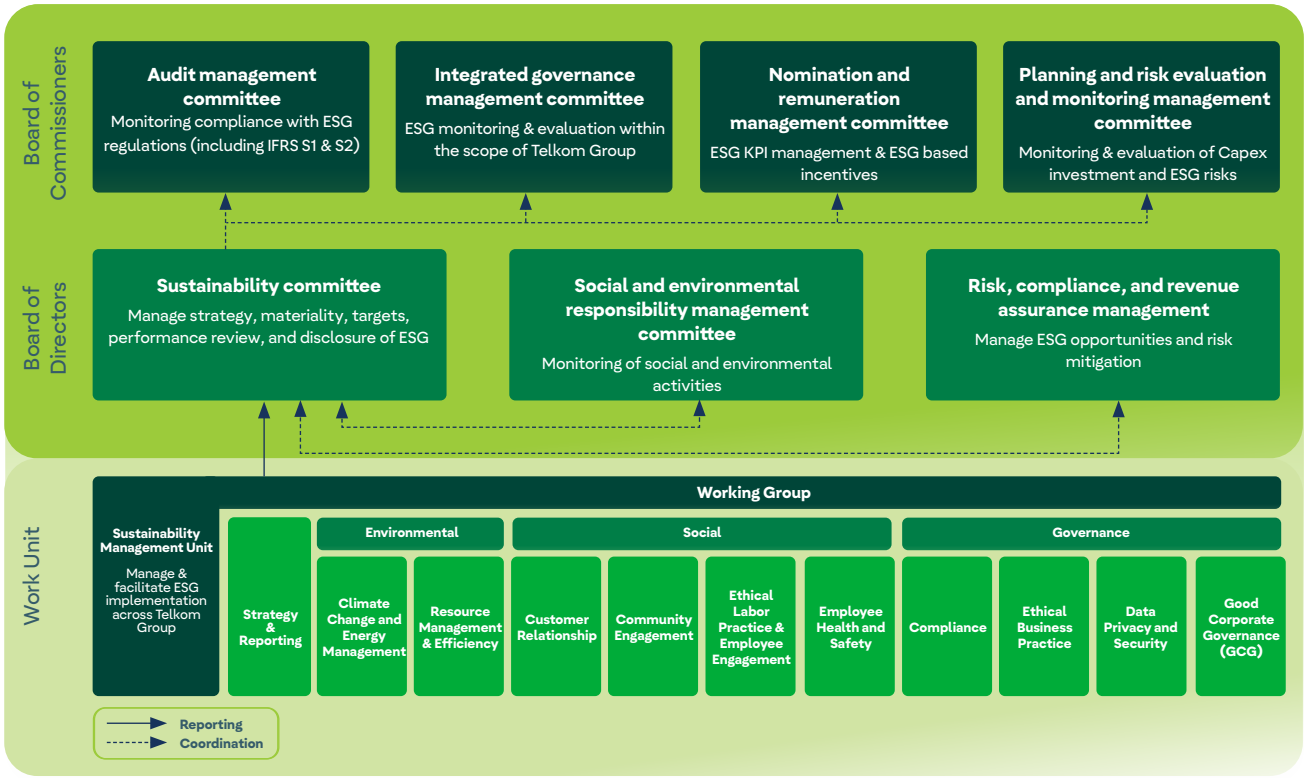
Telkom's governance structure comprises the main governing bodies: the General Meeting of Shareholders (GMS), the Board of Commissioners, and the Board of Directors. The Board of Commissioners and the Board of Directors are supported by several committees and working groups, including the Corporate Secretary, Internal Audit Department, Audit Committee, Nomination and Remuneration Committee, and the Evaluation, Monitoring, Planning, and Risk Committee. Further details regarding the roles and responsibilities of these governance bodies are available in Telkom's 2024 Annual Report.

In 2024, Telkom enhanced its sustainability governance framework by formalizing the roles and responsibilities of the Board of Commissioners and Board of Directors regarding sustainability matters, including climate change. Furthermore, Telkom established a Sustainability Committee responsible for managing Environmental, Social, and Governance (ESG) aspects within the Telkom Group. [GRI 2-11]

The Sustainability Committee is tasked with overseeing strategy implementation, monitoring progress toward sustainability targets, managing ESG-related risks and opportunities, and ensuring transparent sustainability disclosures to stakeholders. The committee is chaired by the President Director and consists of directors overseeing risk management, network and IT, and human capital, supported by an ESG working group comprising heads of relevant work units. [GRI 2-12] [GRI 2-13] [GRI 2-14]

To fulfill its duties, the Sustainability Committee collaborates with other committees under the Board of Commissioners and the Board of Directors. These include the Social and Environmental Responsibility Management Committee (TJSL), the Risk, Compliance, and Revenue Assurance Management Committee, the Audit Management Committee, the Integrated Governance Management Committee, the Nomination and Remuneration Management Committee, and the Planning and Risk Evaluation and Monitoring Management Committee. The Sustainability Committee regularly receives updates on ESG implementation from the sustainability management work unit. [POJK. E-1] [GRI 2-16]

Figure 1. Sustainability Governance Structure at Telkom



In addition, Telkom has restructured its ESG management framework by establishing the Group Sustainability & Corporate Communication Department, led by the Senior Vice President (SVP) of Group Sustainability & Corporate Communication, who reports directly to the President Director. This department oversees the Sustainability Management Work Unit, specifically the Sustainability Sub-Department, which is responsible for orchestrating and managing ESG initiatives across the Telkom Group. This includes coordinating ESG strategies and reporting.

Figure 2. Organizational Structure of the Sustainability Sub-Department at Telkom

Telkom adopts a decentralized approach that enables subsidiaries to independently develop and implement sustainability initiatives while maintaining alignment with the strategic direction set by the Sustainability Sub-Department. The organizational transformation undertaken in 2024 is expected to strengthen governance, coordination, and the synergy of sustainability initiatives within the Telkom Group while improving engagement with external stakeholders.

Recognizing that the successful execution of sustainability strategies and the achievement of sustainability targets require robust internal ESG capabilities, Telkom is committed to enhancing the expertise of the Board of Commissioners, Board of Directors, and ESG management teams. This is accomplished through a series of training programs covering sustainability, climate change risk management, and evolving disclosure standards such as IFRS S1 and S2. Detailed information on training programs for the Board of Commissioners and Board of Directors is available in Telkom's 2024 Annual Report. Meanwhile, details on employee competency development programs are outlined in the Empower Our People section. [POJK. E-2] [GRI 2-17]

Composition of the Board of Commissioners and Board of Directors

Telkom is committed to fostering a corporate culture that values diversity, which is reflected in the composition of its Board of Commissioners and Board of Directors. Telkom believes that diverse backgrounds within leadership contribute to broader perspectives and drive innovation, supporting the company's long-term sustainable growth. The composition of Telkom's Board of Commissioners and Board of Directors as of December 31, 2024, is outlined below. [GRI 2-9]

Table 1. Composition of the Board of Commissioners

Name	Position	Basis of Appointment	Duration of Tenure	Gender	Age	Skill
Bambang Permadi Soemantri Brodjonegoro	President Commissioner/ Independent Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) on May 28, 2021	3 years 7 months	Male	58 years old	Digitalization strategy and telecommunication technology innovation, smart city implementation and sustainable connectivity
Wawan Iriawan	Independent Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	61 years old	Legal compliance and litigation handling in the telecommunications industry, nomination governance and remuneration in the telecommunications sector
Bono Daru Adji	Independent Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) on May 28, 2021	3 years 7 months	Male	56 years old	Business law and governance in the telecommunications and digital sectors, accounting and auditing as well as capital market regulations, especially regarding ESG and telecommunications
Marcelino Rumambo Pandin	Commissioner	First Period: Telkom Annual General Meeting of Shareholders (AGMS) on May 24, 2019 Second Period: Telkom Annual General Meeting of Shareholders (AGMS) on May 3, 2024	5 years 7 months	Male	59 years old	Management of financial and financial accounting aspects and sustainability of telecommunications business, governance and sound business practices

Name	Position	Basis of Appointment	Duration of Tenure	Gender	Age	Skill
Ismail	Commissioner	First Period: Telkom Annual General Meeting of Shareholders (AGMS) on May 24, 2019 Second Period: Telkom Annual General Meeting of Shareholders (AGMS) on May 3, 2024	5 years 7 months	Male	55 years old	Regulations and policies in the field of telecommunications and digital, telecommunication network infrastructure and 5G development, telecommunications regulatory policies for sustainability
Rizal Mallarangeng	Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	60 years old	Public communication and telecommunications branding strategy
Isa Rachmatarwata	Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) on May 28, 2021	3 years 7 months	Male	58 years old	Public policy and governance with stakeholders, as well as financial management in the telecommunications sector
Arya Mahendra Sinulingga	Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) on May 28, 2021	3 years 7 months	Male	54 years old	Telecommunications communication and marketing strategy, governance and stakeholder relations
Silmy Karim	Commissioner	Telkom Annual General Meeting of Shareholders (AGMS) on May 30, 2023	1 year 7 months	Male	50 years old	Business, technology and organizational development of the telecommunications industry

Table 2. Composition of Telkom's Board of Directors

Name	Position	Basis of Appointment	Duration of Tenure	Gender	Age	Skill
Ririek Adriansyah	President Director	Telkom Annual General Meeting of Shareholders (AGMS) on May 24 ,2019 and May 3, 2024	5 years 7 months	Male	61 years old	Digital transformation, telecommunication infrastructure development, and ESG implementation at Telkom
Heri Supriadi	Director of Finance & Risk Management	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	59 years old	Finance & risk management, including aspects of sustainability and corporate governance
FM Venusiana R	1. Director of Consumer Services 2. Director of Enterprise & Business Service	Telkom Annual General Meeting of Shareholders (AGMS) on June 19, 2020 and May 30, 2023	4 years 6 months	Female	58 years old	Enterprise & business services, as well as eco-friendly telecommunications solutions
Herlan Wijanarko	Director of Network & IT Solution	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	59 years old	Network & IT solutions, infrastructure efficiency, and ESG implementation in network operations

Name	Position	Basis of Appointment	Duration of Tenure	Gender	Age	Skill
Muhamad Fajrin Rasyid	Director of Digital Business	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	38 years old	Digital business, technological innovation, and ESG integration in digitalization
Budi Setyawan Wijaya	Director of Strategic Portfolio	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	52 years old	Management of strategic portfolios, sustainable investments and ESG initiatives
Afriwandi	Director of Human Capital Management	Telkom Annual General Meeting of Shareholders (AGMS) held on June 19, 2020	4 years 6 months	Male	53 years old	Human resource development, workforce inclusivity, and sustainability culture
Bogi Witjaksono	Director of Wholesale & International Service	Telkom Annual General Meeting of Shareholders (AGMS) on May 28, 2021	3 years 7 months	Male	57 years old	Wholesale & international services, global ESG standards in operations
Honesti Basyir	Director of Group Business Development	Telkom Annual General Meeting of Shareholders (AGMS) on May 30, 2023	1 year 7 months	Male	56 years old	Group business development, sustainable growth, and ESG implementation at Telkom Group

Election and Appointment Process of the Board of Commissioners and Board of Directors

The appointment process for the Board of Commissioners and Board of Directors at Telkom adheres to the principles of human rights, non-discrimination, and equality. The selection of Board of Commissioners members considers integrity, dedication, comprehension of corporate management, industry expertise, availability to perform duties, and regulatory requirements. Appointments are finalized through the General Meeting of Shareholders (GMS). Similarly, the selection and appointment of the Board of Directors are conducted through the GMS, based on the competencies, expertise, and background required by the Company. Prospective members must meet the established criteria and undergo a fit and proper test. [GRI 2-10]

Conflict of Interest

All corporate governance bodies are committed to maintaining integrity and preventing conflicts of interest in the execution of their duties. The Work Procedures Guidelines for the Board of Commissioners and Board of Directors (Board Manual) explicitly regulate conflicts of interest as part of ethical governance. Board members who encounter a conflict of interest must disclose their circumstances and recuse themselves from the relevant decision-making process.

All members of Telkom's Board of Commissioners and Board of Directors do not hold any financial or familial affiliations with other members or Controlling Shareholders. Throughout the reporting period, no conflicts of interest were identified regarding share ownership in suppliers or transactions that could result in conflicts of interest. [GRI 2-15]

Performance Evaluation of the Board of Commissioners and Board of Directors

Telkom implements a self-assessment policy for evaluating the performance of the Board of Commissioners. The Nomination and Remuneration Committee (KNR) conducts the assessment based on collegial key performance indicators (KPIs), which are derived from the core responsibilities of the Board of Commissioners. These responsibilities include supervising the Company's management policies and operations executed by the Board of Directors, providing guidance, and ensuring compliance with the Company's Long-Term Plan (RJPP), Annual Work Plan and Budget (RKAP), Corporate Strategic Scenario (CSS), and applicable laws and regulations. The performance evaluation results are subsequently reported to Shareholders at the GMS.

Unlike the evaluation of Board of Commissioners, the Board of Directors' performance evaluation is conducted through a self-assessment by each member, measuring both individual and collegial KPI achievements. These results are reviewed annually by a Public Accounting Firm that audits Telkom's financial statements. The achievement report is presented to the Board of Commissioners and the Ministry of SOEs. The Public Accounting Firm review encompasses the methodology and consistency of KPI assessments for the Board of Directors. In 2024, the review confirmed no inconsistencies. [GRI 2-18]

Remuneration Policy

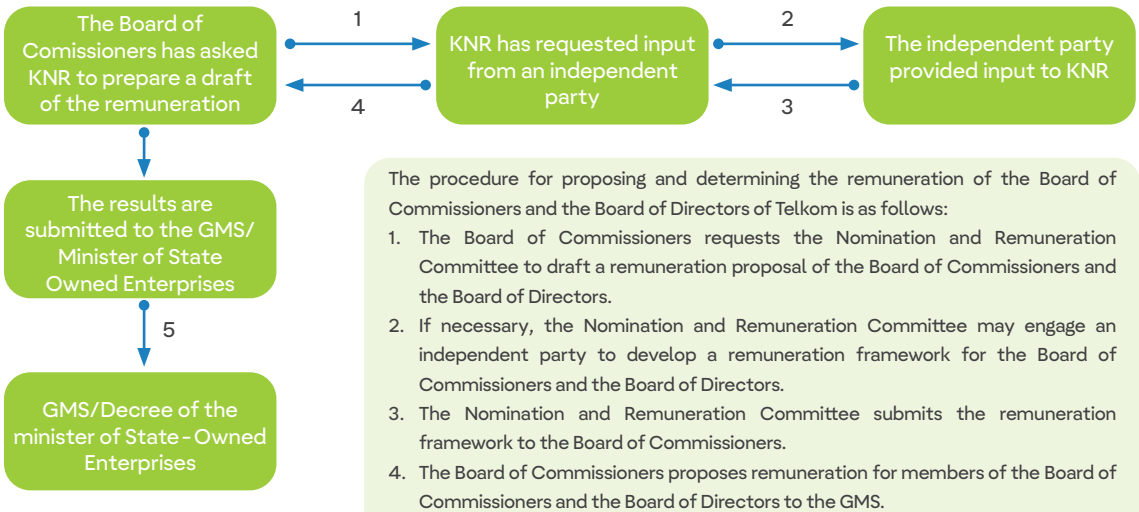
The remuneration framework for Telkom's Board of Commissioners and Board of Directors is established in accordance with the Regulation of the Minister of State-Owned Enterprises Number PER-3/MBU/03/2023 concerning SOE Organs and Human Resources. This is further reinforced by the Board of Commissioners' Decree Number 03/KEP/DK/2024 regarding remuneration entitlements.

The remuneration components for the Board of Commissioners include:

1. Honorarium
2. Allowances, including:
   a. Religious Festival allowance;
   b. Transportation allowance; and
   c. Retirement insurance.
3. Facilities, including:
   a. Health facilities; and
   b. Legal aid facilities
4. Tantiem/Performance Incentives/Special Incentives
5. Long-Term Incentive (LTI) from the companies following performance and governance standards and aligned with international best practices

The remuneration components for members of the Board of Directors consists of:

1. Salary
2. Allowances, including:
   a. Religious Festival allowance;
   b. Housing allowance; and
   c. Retirement insurance.
3. Facilities, including:
   a. Health facilities;
   b. Vehicle facilities; and
   c. Legal aid facilities
4. Tantiem/Performance Incentives/Special Incentives
5. Long-Term Incentive (LTI) from the companies following performance and governance standards and aligned with international best practices [GRI 2-19]



The procedure for proposing and determining the remuneration of the Board of Commissioners and the Board of Directors of Telkom is as follows:

1. The Board of Commissioners requests the Nomination and Remuneration Committee to draft a remuneration proposal of the Board of Commissioners and the Board of Directors.
2. If necessary, the Nomination and Remuneration Committee may engage an independent party to develop a remuneration framework for the Board of Commissioners and the Board of Directors.
3. The Nomination and Remuneration Committee submits the remuneration framework to the Board of Commissioners.
4. The Board of Commissioners proposes remuneration for members of the Board of Commissioners and the Board of Directors to the GMS.
5. The GMS may delegate authority and power to the Board of Commissioners, with prior approval from Shareholders of Series A Dwiwarna to determine the remuneration for the members of the Board of Commissioners and the Board of Directors. [GRI 2-20]

Figure 3. Procedure and Mechanism of Remuneration of the Board of Commissioners and Board of Directors

In 2023, the Ministry of SOEs issued Regulation Number PER-3/MBU/03/2023 concerning SOE Organs and Human Resources (Permen 3 BUMN). Telkom has confirmed the implementation of this regulation through the GMS resolution for the 2022 financial year. One of the provisions under Permen 3 BUMN pertains to the suspension of partial payments of tantiem for the Board of Directors and Board of Commissioners.

Telkom also enforces a clawback policy, which mandates the recovery of incentive-based compensation from current and former Board members if the Company is required to restate financial statements submitted to the United States Securities and Exchange Commission (SEC) under the Exchange Act. This restatement is necessary to correct material errors in previously issued financial statements or to address errors that could result in material misrepresentation if not rectified in the current reporting period. The Ministry of SOEs has incorporated this policy into the tantiem framework, stipulating a three-year suspension of tantiem payments for the Board of Commissioners and Board of Directors.

Stakeholder Engagement

Telkom acknowledges that the success of its sustainability strategy is highly dependent on strong relationships with key stakeholders. This approach ensures that Telkom's sustainability strategy and programs effectively address the most impactful issues for its primary stakeholders. Telkom actively engages with internal and external stakeholders, fosters mutually beneficial relationships, and considers their perspectives and expectations through various communication channels. [POJK. E-4] [GRI 2-29]

Stakeholders	Engagement Methods	Main Topics and Concerns
Shareholders and Investors	• Annual General Meeting of Shareholders (GMS), Extraordinary GMS, and quarterly performance explanation • Investor Conference and/or Non-Deal Roadshows	• Achievement of operational and financial KPIs • Business development • Sustainability practices and climate risks • Good corporate governance practices
Employee	• Periodic meetings with management • Telkom Indonesia Employees Union (SEKAR TELKOM) • Trainings • Employee complaint center	• Career path • Clarity of rights and obligations • Remuneration and other benefits • Increased competence
Customer	• Customer satisfaction survey • Customer complaint center	• Network connection and coverage • Excellent service • Ease of complaint resolution • Data security and confidentiality
Government	• Bipartite meetings • Hearing Meeting with the House of Representatives (DPR) and working visit	• Legal compliance and reporting • Ethical business practices • Cybersecurity
Partners	• Meetings during the procurement process, supervision of the implementation of work, supplier forums/gatherings, supplier satisfaction surveys, anti-bribery feasibility tests for suppliers	• Fair and transparent procurement process • Objective selection and evaluation process • Implementation of work that meets occupational health and safety standards • Legal compliance and ethical business practices
Community	• Deliberation in planning of community empowerment activities, implementing activities and supervising program realization	• Harmonious relationship • Positive contribution to economic and social life • Participation in other programs including environmental conservation activities
Media	• Press release • Media gathering • Press conference, as well as press briefing	• Accuracy of the object reporting • Latest information • Transparency of operational, financial, and non-financial conditions

Materiality Assessment

Telkom conducted a review of material topics for the 2023 financial year to assess their relevance and alignment with stakeholder expectations. This process was facilitated by independent consultants, with the 2021 GRI Standard serving as the primary reference. [GRI 3-1]

Understand the organization's context » **Identify actual and potential impacts** » **Assess the significance of the impacts** » **Prioritize the most significant impacts for reporting**

Understand the organization's context

Conduct a review to gain a comprehensive understanding of the ESG context in Telkom Group related to the following components:

- The value chain, business activities, and strategic initiatives of Telkom and its subsidiaries.
- Relevant sustainability standards, including disclosure frameworks (GRI, SASB, UN SDGs, IFRS S1 and S2) and ESG assessment criteria (MSCI, Sustainalytics, S&P, CDP).
- Stakeholder feedback, incorporating ESG assessment results from the Financial and Development Supervisory Agency (BPKP), rating agencies, and input from investors.
- ESG trends and best practices within the telecommunications industry.

Identify actual and potential impacts

Stakeholders are actively engaged to assess Telkom Group's operational impact, with significance determined based on severity and likelihood of occurrence. This is carried out through:

- Workshops with Telkom Group work units responsible for managing ESG material topics in 2023, facilitated by independent consultants.
- Interviews with external stakeholders, including regulators, investors, and rating agencies, facilitated by Telkom's Investor Relations Unit and Sustainability Sub-Department.

Prioritize the most significant impacts for reporting

Impacts are prioritized using internal criteria based on the results of the organizational context review and stakeholder engagement process, led by Telkom's Sustainability Sub-Department. The prioritized findings are subsequently submitted to management for approval.

Compared to 2023, material topics for the 2024 reporting period have been adjusted to enhance focus on specific issues, with the addition of a new material topic related to employee health and safety. These updates reflect industry trends in telecommunications as well as feedback from both internal and external stakeholders. The identified material topics are categorized under the three main pillars of Telkom Group's sustainability framework. [GRI 3-2]

Pillar	Material Topics	Relevant GRI standards	Alignment with the SDGs
Save Our Planet	Climate Change and Energy Management	• GRI 302 • GRI 305	07 Affordable and Clean Energy; 13 Climate Action; 14 Life Bellow Water; 15 Life on Land
	Resource Management	• GRI 306	06 Clean Water and Sanitation; 11 Sustainable Cities and Communities; 12 Responsible Consumption and Production
Empower Our People	Diversity, Equity, and Inclusion (DEI)	• GRI 401 • GRI 404 • GRI 405 • GRI 406	04 Quality Education; 05 Gender Equality; 09 Industry, Innovation and Infrastructure
	Employee Health and Safety	• GRI 403	03 Good Health & Well-Being

Pillar	Material Topics	Relevant GRI standards	Alignment with the SDGs
	Customer Experience	• GRI 416	09 INDUSTRY, INNOVATION AND INFRASTRUCTURE; 10 REDUCED INEQUALITIES; 17 PARTNERSHIPS FORTHE GOALS
	Digital Inclusion and Community Engagement	• GRI 413	01 NO POVERTY; 02 ZERO HUNGER; 03 GOOD HEALTH & WELL-BEING; 04 QUALITY EDUCATION; 05 GENDER EQUALITY; 08 DECENT WORK AND ECONOMIC CROWTH; 10 REDUCED INEQUALITIES; 17 PARTNERSHIPS FORTHE GOALS
Elevate Our Business	Regulation Compliance	• GRI 206 • GRI 417	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
	Ethical Business Practice	• GRI 205	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
	Cyber Security and Data Privacy	• GRI 418	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Figure 4. Telkom's Sustainability Framework

While the perspectives of Telkom's subsidiaries were considered in the materiality assessment, each subsidiary may have distinct material topics due to variations in business activities. These activities range from telecommunications network provision to infrastructure management, each with different environmental and social impacts. One of Telkom's subsidiaries, PT Telekomunikasi Seluler (Telkomsel), has conducted its own materiality assessment, identifying seven material topics categorized within its sustainability framework.

Figure 5. Telkomsel's Sustainability Framework

Risk Management and Sustainability Opportunities

Holistically, Telkom's risk management framework is aligned with ISO 31000:2018 – Risk Management: Principles and Guidelines. This framework provides guidance for identifying and managing ESG risks, an initiative that Telkom has implemented since 2023. In 2024, Telkom will conduct a comprehensive review of ESG risks, incorporating the company's risk profile and International Sustainability Standards Board (ISSB) guidance for identifying sustainability risks and opportunities, as introduced in November 2024. The ISSB framework is based on four key concepts for identifying sustainability risks and opportunities.

Concepts Underlying Sustainability Risks and Opportunities

- **Value chain** coverage and interaction with society, economy, and environment
- **Resources and relationships** along the value chain
- **Dependencies and impacts** of resources and relationships
- **Sustainability-related risks and opportunities** that can be expected **to impact prospects**

Source: ISSB, 2024

This review is led by Telkom's Sustainability Sub-Department in coordination with relevant work units, particularly those involved in preparing IFRS S1 and S2-based reports. The review process generates a list of sustainability risks and opportunities with potential financial impacts, along with estimated impact timelines. This list will be continuously reviewed to ensure its relevance to business development, with active involvement from Telkom's subsidiaries. [POJK. E-3]

Recognizing the significance of identified risks and opportunities, Telkom has undertaken various initiatives to manage those risks. These initiatives are reflected in Telkom's material topic programs and strategies, detailed in the relevant sections of this report. Furthermore, Telkom has implemented strategic risk mitigation measures as part of its Enterprise Risk Management (ERM) framework, further discussed in Telkom's 2024 Annual Report. Telkom's ERM system has been developed and is accessible via ermonline.telkom.co.id.

Table 3. Telkom's Sustainability Risks and Opportunities

Climate Change and Energy Management*	
[R] Asset damage and service disruption caused by increasing extreme weather, such as heavy rainfall and temperature rise due to climate change	
Period	Short to long term
Mitigation/management actions	Telkom's approach to managing risks associated with extreme weather events is outlined in the Save Our Planet section, under Climate Adaptation. This includes conducting climate risk assessments on land and building assets to evaluate climate exposure in 2030 and 2050, followed by adaptation measures such as infrastructure enhancements to address risks related to flooding and rising temperatures.
[R] Increasingly stringent regulations on the management of Greenhouse Gas (GHG) emissions due to increasing stakeholder expectations can have an impact on increasing costs	
Period	Medium to long term
Mitigation/management actions	Telkom's GHG emissions management strategies are detailed in the Save Our Planet section,under Climate Mitigation. These include strengthening emissions inventory management practices and implementing independent verification of Telkom Group's GHG emissions calculations.

[O] Use of renewable energy to reduce emissions and optimize operational costs	
Period	Medium to long term
Mitigation/management actions	Telkom's renewable energy strategies are presented in the Save Our Planet section, under Climate Mitigation. This includes expanding the use of renewable energy sources such as solar photovoltaic (Solar PV) systems for Base Transceiver Station (BTS) towers.
Resource Management	
[R] Increasingly stringent waste management regulations (e.g., e-waste) due to increased stakeholder expectations may have an impact on stricter supervision and sanctions	
Period	Short to long term
Mitigation/management actions	Telkom's waste management initiatives are outlined in the Save Our Planet section, under Waste Management. These initiatives include the implementation of hazardous and non-hazardous waste monitoring and partnerships with government-approved third-party waste management providers.
Diversity, Equity, and Inclusion	
[R] Failure to meet the needs of talent diversity according to business needs due to a competitive labor market can have an impact on meeting company targets	
Period	Medium to long term
Mitigation/management actions	Telkom's talent diversity strategies are presented in the Empower Our People section, under Diversity, Equity, and Inclusion. These include recruiting individuals with disabilities, fostering an inclusive environment to retain female talent, and upholding human rights principles to ensure a supportive workplace for all employees.
Employee Health and Safety	
[R] Inability to ensure the health, safety, security, and well-being of employees	
Period	Short to long term
Mitigation/management actions	Telkom's strategies for managing employee health, safety, and well-being are detailed in the Empower Our People section, under Employee Health and Safety. These include the implementation of the Occupational Health and Safety Management System (HSE) and various well-being initiatives aligned with Telkom's Wellbeing Wheels framework.
Customer Experience	
[R] Inability to meet customer needs and expectations related to products and services	
Period	Medium to long term
Mitigation/management actions	Telkom's approach to managing customer satisfaction risks is outlined in the Empower Our People section, under Customer Experience. This includes providing multiple customer feedback channels and ensuring inclusive services for individuals with disabilities.
[O] Innovative product and service development opportunities as customer needs evolve in the digital era	
Period	Medium to long term
Mitigation/management actions	Telkom's strategy for capitalizing on product development opportunities is detailed in the Empower Our People section, under Customer Experience. This includes leveraging AI technology responsibly to drive innovation in product development.

Digital Inclusion and Community Engagement	
[O] Improved brand image and company reputation due to the performance of social responsibility programs	
Period	Short to long term
Mitigation/management actions	Telkom's efforts to optimize reputation-building opportunities through social responsibility initiatives are presented in the Empower Our People section, under Community Involvement. These initiatives include expanding network coverage across Indonesia and implementing various community engagement programs that leverage Telkom's digital capabilities.
Regulation Compliance	
[R] Changes in regulations and reporting requirements that are increasingly stringent due to increased stakeholder expectations related to sustainability may have an impact on increasing operational costs	
Period	Short to long term
Mitigation/management actions	Telkom's approach to managing regulatory compliance risks is outlined in the Elevate Our Business section, under Regulatory Compliance. This includes systematically identifying new regulatory provisions and conducting legal reviews of corporate actions and third-party partnerships.
[O] Increased credibility and reputation of the company driven by compliance performance	
Period	Short to long term
Mitigation actions	Telkom's strategy for leveraging compliance performance to strengthen its reputation is detailed in the Elevate Our Business section, under Regulatory Compliance. This involves enhancing the internal team's capacity to effectively fulfill compliance responsibilities.
Ethical Business Practice	
[R] Corruption and conflicts of interest, especially related to cooperation with third parties	
Period	Short to long term
Mitigation/management actions	Telkom's measures to mitigate corruption and conflict of interest risks are presented in the Elevate Our Business section, under Ethical Business Practices. These include the implementation of the SNI ISO 37001:2016 Anti-Bribery Management System (SMAP), regular awareness campaigns, and training programs aimed at fostering an anti-corruption culture.
Cyber Security and Data Privacy	
[R] Cyber incidents that may disrupt business operations and/or have an impact on personal data leakage and a decrease in customer trust	
Period	Short to long term
Mitigation/management actions	Telkom's cybersecurity risk management strategies are outlined in the Elevate Our Business section, under Cybersecurity and Data Privacy. These include the implementation of policies on personal data protection and information governance to enhance employee awareness.
[O] Business opportunities to provide secure digital services amid cybersecurity threats can enhance Telkom's position as the top choice for customers	
Period	Medium to long term
Mitigation/management actions	Telkom's strategy to capitalize on secure digital service opportunities is detailed in the Elevate Our Business section, under Cybersecurity and Data Privacy. This includes investments in IT infrastructure to enhance customer service security.

* Climate-related risks and opportunities have been comprehensively identified using the recommendations of the TCFD framework and IFRS S2, and are presented in the Save Our Planet section
** [R] risk, [O] opportunity
***Short-term is defined as the next 5 years, medium term = 5 to 15 years, and long term = 15+ years

Sustainability Strategy

In 2024, Telkom updated its sustainability strategy to align with evolving sustainability challenges and stakeholder expectations, as reflected in the revised material topics. Additionally, Telkom has conducted a review of its 2023 targets, considering national regulations, international standards, independent consultant validations, and internal capability assessments. This process has resulted in the establishment of a new set of targets for 2030, integrated into the company's sustainability strategy. Telkom's sustainability strategy is represented by the GoZero% brand, reflecting the company's commitment to responsible business growth guided by ESG principles. [POJK. A.1] [POJK. E.5]

Figure 6. GoZero% Logo Philosophy

To ensure the effective implementation of its strategy and the achievement of sustainability targets across Telkom Group, Telkom has developed and disseminated the Telkom Group Sustainability Master Plan 2024–2030 to work units and subsidiaries. This initiative is part of Telkom's broader efforts to enhance awareness and cultivate a sustainability-oriented corporate culture within the organization. [POJK. F.1]

Telkom Group's 2030 Sustainability Target

GoZero% Sustainability Action by Telkom Indonesia
Telkom Indonesia is committed to building a sustainable future through the application of ESG principles, with a focus on creating long-term value that fosters positive impact on society and the environment through innovative solutions and services.

Save Our Planet

Climate change and energy management
- 20% reduction in Telkom Group's GHG emissions in scope 1 and 2 compared to 2023 base year

Resource management
- 70% of office waste is diverted from landfill
- A minimum of 70% of fiber optic cable waste is diverted from landfill

Empower Our People

Diversity, equity, and inclusion
- 32% of female employees
- 27% of female employee representation at managerial level
- 1.5% of employees have disabilities
- 25% digital talent

Employee health and safety
- Ensuring 0 deaths due to work accidents every year
- Employee engagement index at the 'highly engaged' level / score > 80"

Customer experience
- Achieved an NPS score in the **Excellent** category with a score above 62 points

Digital inclusivity and community engagement
- 10% of Small and Micro Enterprises (SMEs) supported by Telkom to upgrade every year

Elevate Our Business

Regulation compliance
- 100% compliance rate with applicable regulations without any major cases proven every year

Ethical business practices
- 100% of employees sign an integrity pact
- 100% of Telkom and 13 directly owned subsidiaries are certified SNI ISO 37001:2016 Anti-Bribery Management System
- 100% of complaints through the WBS (Whistleblowing System) that are eligible are followed up every year
- 100% of complaints related to human rights violations are followed up every year

Cybersecurity and data privacy
- Ensure 0 critical data leaks per year
- 100% employee completion rate in cybersecurity awareness training

Support for the Sustainable Development Goals

Telkom has identified seven priority Sustainable Development Goals (SDGs) where Telkom Group can generate the most significant environmental and social impact. These priority SDGs align with Telkom's material topics and commitments. Telkom actively collaborates with stakeholders to implement sustainability initiatives that contribute to achieving all 17 SDGs. In addition, through its Social and Environmental Responsibility (TJSL) program, Telkom consistently expands its contributions toward achieving the SDGs in Indonesia. Detailed information on the implementation of Telkom's TJSL program can be found in the Save Our Planet section for environmental programs, Empower Our People for social initiatives, and Telkom's 2024 Annual Report. [GRI 2-22]

SDG	Description	Telkom Group's Commitment	Initiative*
04 QUALITY EDUCATION	Ensure Inclusive and Equitable Equality Education and Promote Lifelong Learning Opportunities for All	Telkom Group as a driver of equity and improvement of the quality of digitalization in the education sector, and actively contributes to developing outstanding digital talent	• Capacity building and scholarship programs to encourage long-term learning of employees (p. 87) • Improving access and quality of education in an integrated manner through programs that provide access to learning applications, internet and computers to schools and digital training targeting students, teachers, groups of persons with disabilities and in the context of women's empowerment (pp. 104-107)
05 GENDER EQUALITY	Achieve Gender Equality and Empower All Women and Girls	Telkom Group strives to promote gender equality in the workplace	• Setting a target for the percentage of female employee representation at the managerial level in Telkom Group (p.82) • Creating an inclusive work environment (provision of lactation room, and employee resource group (Srikandi Telkom) (pp. 89-90)
08 DECENT WORK AND ECONOMIC GROWTH	Promote Sustained, Inclusive and Sustainable Economic Growth, Full and Productive Employment and Decent Work for All	Telkom Group creates an equitable digital ecosystem to support various economic activities in every segment and level of society	• The SMEs development program is integrated through the provision of access to funding and coaching that aims to strengthen the digital capabilities and capacity of SMEs including Go Modern, Go Digital, Go Online and Go Global towards a resilient and independent SMEs (pp. 108-111)
09 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build Resilient Infrastructure, Promote Inclusive and Sustainable Industrialization and Foster Innovation	Telkom Group accelerates the development of reliable and equitable telecommunication infrastructure, as well as providing the best service for customers	• Accelerating network equity in remote, outermost, and underdeveloped areas (p. 102) • Running a sociodigipreneurship program in collaboration with students from universities in Indonesia by facilitating the innovation of technology-based solutions to social and economic challenges in society (p. 106)
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure Sustainable Consumption and Production Patterns	Telkom Group continues to innovate to realize sustainable resource and waste management and in line with circular economy principles	• Setting targets to reduce the amount of waste discharged directly into landfill (p.48) • Using eco-friendly materials in product packaging development (p. 64)

SDG	Description	Telkom Group's Commitment	Initiative*
13 CLIMATE ACTION	Take Urgent Action to Combat Climate Change and Its Impacts	Telkom Group is committed to reducing carbon footprint from business operations and value chain in line with the Indonesian government's net zero emission target	• Conducting external verification for the calculation of GHG emissions as the basis for setting decarbonization targets (p. 49-51) • Running the *Gerakan Peduli Efisiensi Energi* (GePEE) as an energy efficiency initiative (p. 52)
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Promote Peaceful and Inclusive Societies for Sustainable Development, Provide Access to Justice for All and Build Effective, Accountable and Inclusive Institutions at All Levels	Telkom Group always implements good corporate governance and upholds the principles of transparency and accountability as the foundation of responsible business practices	• Implementing an anti-bribery management system, as well as socialization and training to all Directors and employees (p. 127-129) • Provide access and channels for all stakeholders to submit complaints through the Telkom Integrity Line (p. 129-130)

** This initiative is non-exhaustive and is only intended to provide examples of initiatives carried out by Telkom Group.*

03 Save Our Planet

Telkom Indonesia
the world in your hand

Save Our Planet

Telkom is committed to taking a role in realizing a greener ecosystem through sustainable business practices, by reducing the environmental impact that may result from the company's business operations. Telkom focuses on climate-related risk and waste management efforts. In addition to these two material topics, Telkom also reported on two other environmental topics, including water management and biodiversity conservation to meet national disclosure standards.

Material Topics	2030 Target	2024 Performance
Climate change and energy management	20% reduction in Telkom Group's GHG emissions in scope 1 and 2 compared to 2023 base year	2.6% increase in Telkom Group's scope 1 and 2 GHG emissions compared to the 2023 base year. - 2.0% reduction in scope 1 emissions due to efficiency improvements in operational vehicles use. - 2.8% increase in scope 2 emissions due to addition of 3,531 Telkomsel BTS. - 8.1% reduction in scope 3 emissions due to efficiency improvement in company's capital expenditure.
Resource management	70% of office waste is diverted from landfill	Telkom has not formally documented waste management efforts, but office waste generation decreased by 6,387 tons this year.
	A minimum of 70% of fiber optic cable waste is diverted from landfill	80%* of fiber optic cable waste is diverted from final disposal.

*This figure is calculated by comparing the amount of cable waste that can and has been reused to the cable waste collected by TIF.

Save Our Planet

Climate change and energy management
- Climate mitigation
- Climate adaptation

Resource management
- Waste management

Other environmental management
- Water management
- Biodiversity

Climate Change and Energy Management

Management Approach

Telkom has established a formal policy governing sustainability practices, outlined in the Board of Directors Regulation. This policy defines the sustainability governance structure and management guidelines for material topics including climate change and energy management. Telkom also complies with national environmental and climate regulations, including Minister of Energy and Mineral Resources Regulation No. 14 of 2012 on Energy Management and Minister of SOEs Regulation No. PER-1/MBU/03/2023 on Special Assignments and Social and Environmental Responsibility Programs for SOEs. Furthermore, Telkom has set quantitative targets to reduce Scope 1 and 2 GHG emissions by 2030 and has redefined its base year to 2023. Telkom also has developed a master plan for infrastructure development (Future State Architecture) which comprises of policies on the use of renewable energy to support emission reduction goals.

To track progress, Telkom has developed a GHG inventory dashboard covering the entire Telkom Group and conducted its first GHG emission verification this year. In addressing climate-related risks, Telkom collaborated with an independent party to publish the 2023 Climate Risk Report, aligning with the TCFD/IFRS S2 guidelines. The report details governance of climate-related issues, strategy, risk management, and performance metrics for measuring Telkom's climate-related performance.

Climate Mitigation

Climate change presents a significant global challenge that demands collective action across industries. Recognizing this, Telkom Group is committed to implementing mitigation efforts with a primary focus on energy management, aligning with its emission profile, which is largely driven by electricity consumption. In 2024, Telkom Group redefined its GHG inventory base year to 2023 to enhance data coverage and ensure comprehensive reporting across all subsidiaries. Consequently, Telkom Group has also adjusted its GHG reduction targets to reflect this broader scope.

Emissions Inventory Management

Since 2020, Telkom has consistently measured Scope 1 and 2 GHG emissions from its operational activities. In 2024, Telkom marks a key milestone by expanding its inventory to include Scope 3 emissions to provide a more complete assessment of emissions across its value chain. GHG emissions calculations conducted for Scope 1, 2, and 3 adhere to the GHG Protocol Corporate Accounting & Reporting Standard, which cover Telkom, 13 directly owned subsidiaries, 29 indirectly owned subsidiaries, and 8 affiliated entities, all consolidated in Telkom's financial statements. For this Sustainability Report, detailed emissions data is limited for Telkom and 13 direct subsidiaries, in line with the defined reporting scope.

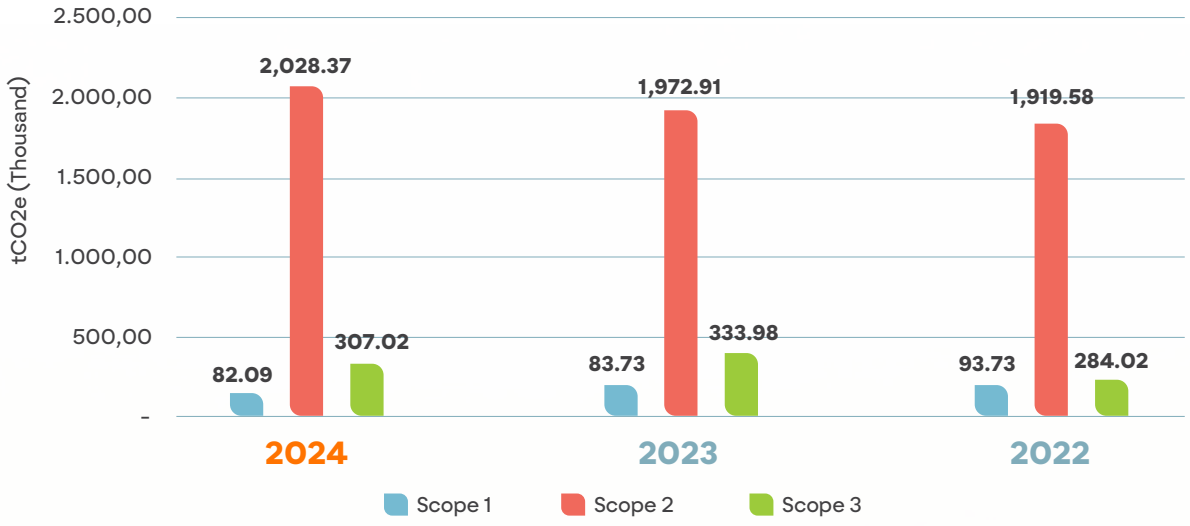


Figure 7. Telkom Group's Scope 1, 2, and 3 GHG Emissions

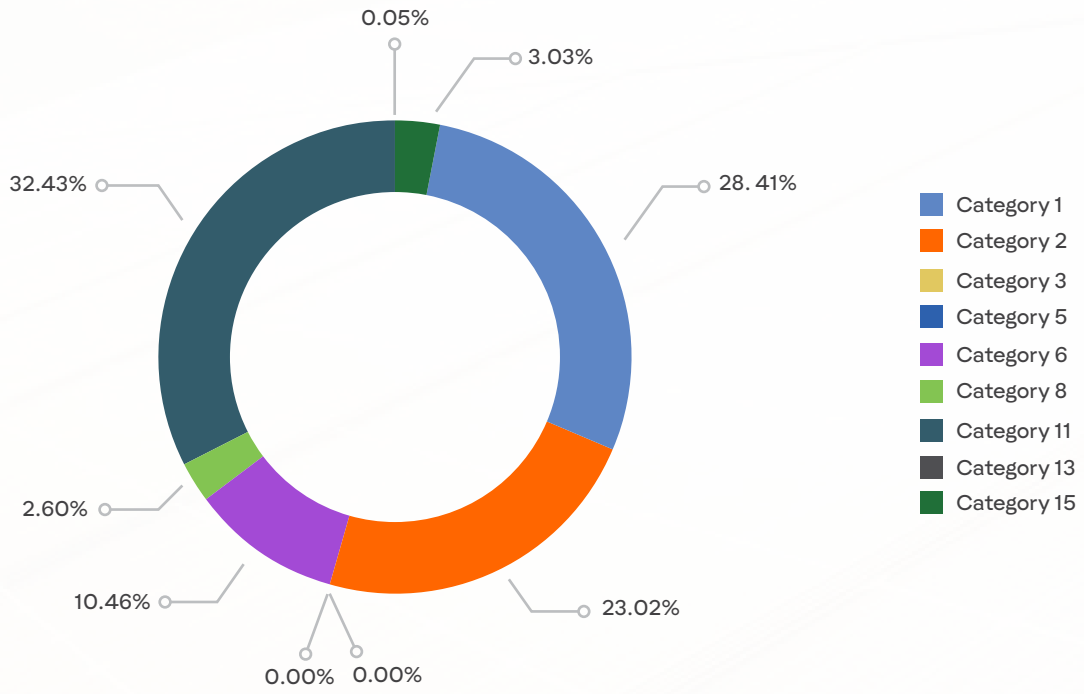


Figure 8. Telkom Group's Scope 3 GHG emissions FY2024 disaggregated by category

Table 4. Telkom Group's GHG Emissions Scope 3 FY2024 by Category

Category		tCO2e	Percentage
Upstream Categories			
Category 1	Purchased goods and services	87,218	28.41%
Category 2	Capital goods	70,677	23.02%
Category 3	Fuel and energy-related activities (not covered by Scope 1 or Scope 2)	0.3	0.00%
Category 5	Waste generated in operation	0.7	0.00%
Category 6	Business travel	32,119	10.46%
Category 8	Assets leased upstream	7,986	2.60%
Downstream Categories			
Category 11	Use of sold products	99,559	32.43%
Category 13	Downstream leased assets	148	0.05%
Category 15	Investments	9,308	3.03%
	Total	**307,017**	**100.00%**

Telkom Group identifies pollutants from its operations within its GHG inventory, including carbon dioxide (CO_2), methane (CH_4), non-fossil methane (CH_4), nitrous oxide (N_2O), and hydrofluorocarbons (weighted average) (HFCs). In 2024, there were no recorded cases of air pollution from Telkom Group's operations that had an environmental impact. Telkom Group's total GHG emissions in 2024 amounted to 2,417,474 tons of CO_2e, covering direct Scope 1 emissions from fuel combustion, indirect Scope 2 emissions from electricity use, and Scope 3 emissions from value chain activities. A detailed explanation of the source of each emission is elaborated in Appendix 5.

The primary contributor of Telkom Group's emission is coming from Scope 2 emissions, accounting for 84% (2,028,372 tons CO_2e) of total emissions, followed by Scope 3 at 13% (307,017 tons CO_2e) and Scope 1 at 3% (82,085 tons CO_2e). Compared to the 2023 base year, Scope 2 emissions increased by 55,460 tons CO_2e, primarily due to the expansion of Telkomsel BTS infrastructure by 3,531 units.

Conversely, Scope 3 emissions decreased by 8.1%, reaching 307,017 tons CO_2e, attributed to efficiency improvement in company's capital expenditure. Telkom conducted prioritization of relevant Scope 3 categories to be disclosed based on emission significance, data availability, and industry benchmarking. This results in nine categories of Scope 3 emission sources across the value chain detailed in Table 4. A full breakdown of Scope 1, 2, and 3 emissions is presented in the Environmental Performance Table.

The calculation above is also documented in the 2024 GHG Inventory Report, followed by a verification process conducted by an independent party for the first time in 2024. This process aims to ensure the completeness of the calculation and enhance data credibility and transparency. GHG emission information for each Subsidiary is presented in Appendix 1.

To improve emissions management, Telkom is formalizing procedures and governance for its GHG inventory in 2024. The procedures and governance aim to build the foundation of structured and systematic GHG emission inventory and reporting practices. The formalization of the GHG governance in 2024 is reflected in the clear division of roles and responsibilities between parties. Data Managers are assigned at Telkom and its subsidiaries to ensure data accuracy, completeness, and quality. The coordination role with the Data Manager is carried out by the Sustainability Management Unit.

Decarbonize our Operation

Telkom has set a 2030 decarbonization target of a 20% reduction in Scope 1 and 2 emissions from the 2023 base year. In support of this target, Telkom aims to develop a strategy that includes key initiatives to reduce emissions from the company's operational activities. Some of these initiatives have been carried out, mainly related to energy efficiency efforts and the use of renewable energy.
[POJK F.7] [POJK F.12]

Energy Efficiency

Telkom Group continues to enhance energy efficiency measures, particularly involving lighting and cooling systems in the building. In 2024, Telkom continued the energy efficiency awareness movement, also known as the *Gerakan Peduli Efisiensi Energi* (GePEE) initiative, introduced in 2023. This program integrates energy saving initiative (e.g., turning off unused lights and air conditioning) and adoption of Internet of Things (e.g., smart offices). For lighting system, Telkom maintains the use of LED lights, zoning-based lighting controls, and optimized operation schedules to balance energy savings with user comfort.

Additionally, Telkom maintains several initiatives on cooling systems, including the implementation of elevator zoning in office buildings in Surabaya and Jakarta, utilization of 6mm reflective glass to reduce heat absorption, temperature regulation at 25–27° C, and adoption of environmentally friendly refrigerants.

Telkom Group's commitment to energy efficiency is reflected in its investment, with expenditures from 2022-2024 detailed in the Environmental Costs table. These investments cover the procurement and retrofitting of LED lights, energy-efficient refrigerants, batteries, and low-energy monitors.

Innovation of Green Data Center

Figure 9. Green Data Center by NeutraDC, Left: front view, Right: top view

NeutraDC, a Telkom subsidiary specializing in data center management, is developing green data centers in Cikarang and Batam with capacities of 121.5 MW and 51 MW, respectively. The development of the Hyperscale Data Center (HDC) in Batam is being carried out through a joint venture with renewable energy provider Medco Energy. These green data centers are designed to enhance energy efficiency through the implementation of high-density racks, specialized cooling systems, and optimized data distribution. If the necessary system requirements are met, this approach is expected to improve energy efficiency while simultaneously reducing operational costs.

Utilization of Renewable Energy

As part of its commitment to transitioning toward a net zero emission, Telkom Group has deployed renewable energy at BTS and public facilities. Key initiatives are outlined in the Highlight Box below.

Solar and Microhydro Power Plants

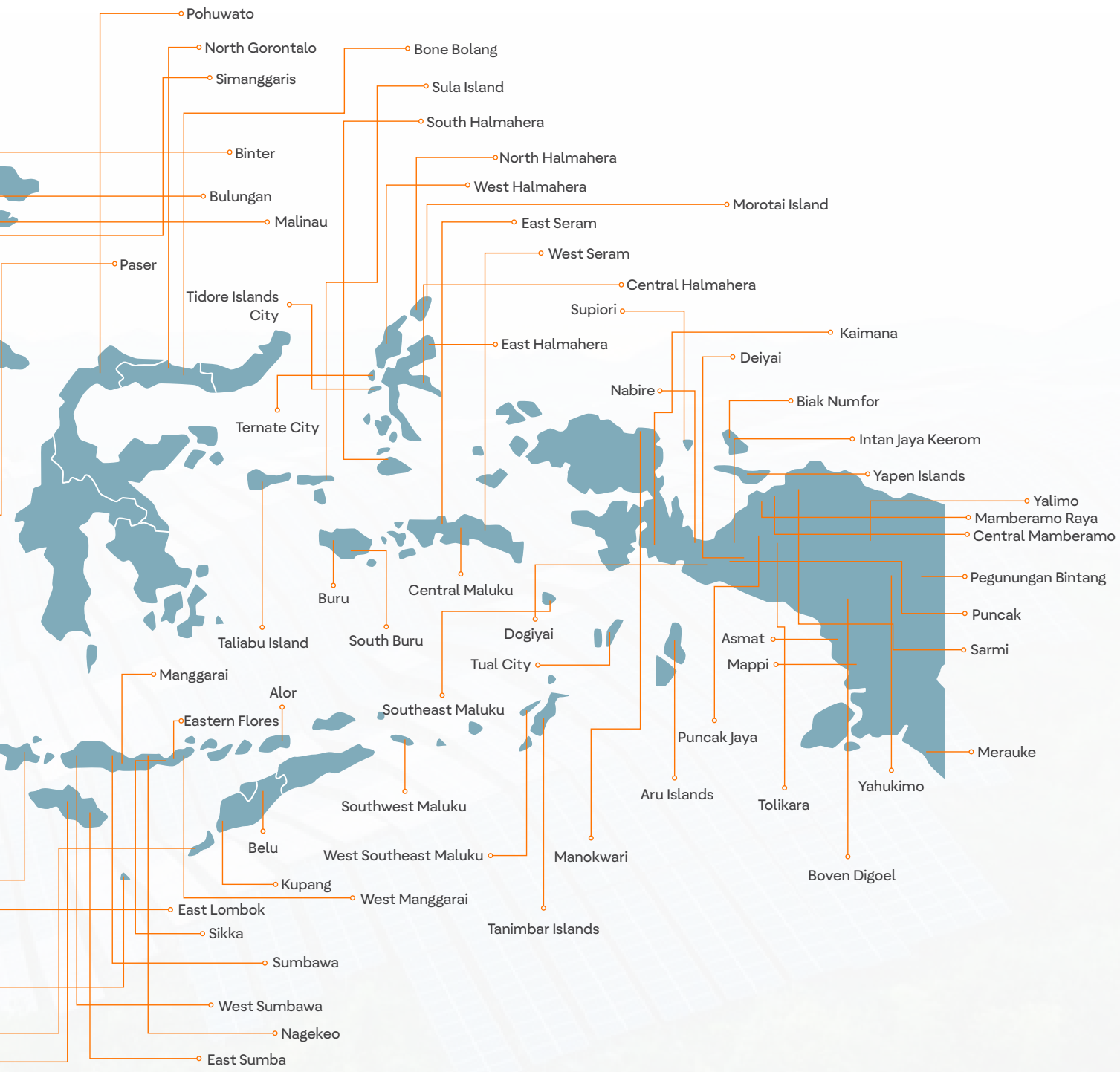
Figure 10. BTS tower with solar PV

Telkom subsidiaries have used renewable energy sources in their energy mix. By 2024, Telkomsel has utilized 9,559 GJ of energy from solar panels and microhydro sources to support its operations. Telkomsel operates 274 BTS units powered by solar panels and one BTS unit utilizing microhydro energy. These BTS units are deployed not only in major urban areas but also in underdeveloped, and outermost regions of Indonesia to ensure reliable connectivity.

The BTS utilizing microhydro energy is located in Sijunjung Regency, West Sumatra. In addition, PT Dayamitra Telekomunikasi (Mitratel) – a subsidiary responsible for Telkom BTS operations—is gradually electrifying BTS units in rural areas by replacing fossil-fueled genset with solar panel technology. As of 2024, 1.6% of Mitratel's total energy consumption, equivalent to 3,590 GJ, is derived from renewable sources, specifically solar energy. [POJK F.7]

Distribution of BTS Tower equipped with Solar PV

Figure 11. Distribution of BTS tower with solar PV owned by Telkom Group across Indonesia


Pohuwato
North Gorontalo
Simanggaris
Bone Bolang
Sula Island
South Halmahera
Binter
North Halmahera
West Halmahera
Bulungan
Morotai Island
Malinau
East Seram
West Seram
Paser
Central Halmahera
Tidore Islands City
Supiori
Kaimana
East Halmahera
Deiyai
Nabire
Biak Numfor
Ternate City
Intan Jaya Keerom
Yapen Islands
Yalimo
Mamberamo Raya
Central Mamberamo
Pegunungan Bintang
Buru
Central Maluku
Puncak
Dogiyai
Taliabu Island
South Buru
Asmat
Sarmi
Tual City
Mappi
Manggarai
Alor
Southeast Maluku
Eastern Flores
Puncak Jaya
Merauke
Aru Islands
Yahukimo
Southwest Maluku
Tolikara
Belu
West Southeast Maluku
Manokwari
Boven Digoel
Kupang
West Manggarai
East Lombok
Tanimbar Islands
Sikka
Sumbawa
West Sumbawa
Nagekeo
East Sumba

Solar-powered Public Street Lighting Innovation

Figure 12. Street lighting with solar PV technology

Telkom Group has also deployed solar-powered public street lighting as part of its renewable energy initiatives. In The Telkom Hub area, 77 units of solar-powered public street lighting (PJUTS) have been installed, with a solar charging duration of 5-6 hours and an operational capacity of up to 12 hours per day. The system's daily energy consumption is recorded at 55.44 kWh, contributing to an estimated annual energy savings of 20,235.6 kWh for the Telkom Landmark Tower (TLT). This translates to potential cost savings of approximately Rp29,234,371 per year, based on an electricity rate of Rp1,444.7/kWh.

Other initiatives

Telkom Group has expanded its use of electric vehicles (EVs) to support operational activities, complemented by providing EV charging station points. Currently, 17% of Telkom's total operational vehicle fleet consists of EVs. This includes four EVs used for operational support and eight EVs designated as official vehicles for Telkom's board of directors. Furthermore, Telkom's subsidiary, TLT as a subsidiary of PT Graha Sarana Duta, has incorporated 157 EVs into its fleet and installed 18 EV charging stations. By 2024, Telkom Property has also deployed 418 electric motorcycles for operational use. Other Telkom subsidiaries have installed additional EV charging stations, with Telkomsat operating 1 charging point and Telkom Property operating 14 charging points.

Sustainable Material Innovation: Glass Fiber Reinforced Polymer Tower

Figure 13. Glass Fiber Reinforced Polymer Tower

In 2024, Mitratel, a subsidiary of Telkom, launched a pilot initiative to reduce carbon emissions at telecommunications tower sites. This initiative involved replacing steel telecommunication tower poles with Glass Fiber Reinforced Polymer (GFRP) structures at a site in Balikpapan. The project was conducted in collaboration with multiple research institutions, including ORITEC, the University of Indonesia, the Bandung Institute of Technology (ITB), and the Telkom Test House (TTH). Research and testing on GFRP materials began in 2023, and the material was officially certified in March 2024 by *Yayasan Lembaga Afiliasi Penelitian dan Industri* – ITB.

Initial findings from the pilot initiative indicate an estimated reduction of 0.119 tons of CO_2 emissions per tower. If scaled to 265 towers, this initiative could potentially reduce carbon emissions by 856.96 tons of CO_2, based on the reduced embedded emissions from the material production process. In addition to lowering the carbon footprint, GFRP offers advantages such as reduced maintenance costs and enhanced safety during installation. This initiative aligns with Telkom Group's ESG principles by prioritizing environmental impact reduction, occupational safety improvements, and a commitment to innovation and transparency in business sustainability.

Climate Adaptation

Telkom Group acknowledges the increasing risk of climate change and its potential impact on all business lines, including service quality for customers. In response, Telkom initiated a climate risk assessment in 2023, incorporating the identification of climate risks and opportunities, as well as climate scenario analysis, to guide adaptation strategies. The methodologies, processes, results, limitations, and assumptions are detailed in the 2023 Climate Risk Report, in alignment with the IFRS S2 disclosure framework.

Climate Risk Assessment

Identification of climate-related risks and opportunities

Telkom identifies climate-related risks and opportunities for two categories, namely physical and transition risks, assessed over short-term (next 5 years), medium-term (5–15 years), and long-term (beyond 15 years) horizons. The methodology for identifying these risks and opportunities is detailed in the 2023 Climate Risk Report.

Physical [R] risks:

1. Acute:
   - [R] Increased intensity and frequency of extreme rainfall that may cause flooding.
   - [R] Increased intensity and frequency of cyclones that may disrupt company operations.
   - [R] Increased frequency of forest fires that may disrupt company operations.
   - [R] Increased heatwave frequency that may disrupt company operations.
2. Chronic:
   - [R] Rising temperatures, leading to asset damage, infrastructure degradation, and decreased productivity of field workers.
   - [R] Increased rainfall that may cause flood.
   - [R] Rising sea levels that may lead to infrastructure damage.
   - [R] Increased drought that may disrupt company operations.

Transition risks [R] and opportunities [O]:

1. Policy and legal: [R/O] An increase in carbon prices driven by increasingly stringent carbon tax regulations to encourage decarbonization.
2. Technology: [O] Use of renewable energy to reduce emissions and optimize operational costs; [O] Technological developments to drive energy efficiency.
3. Market: [R/O] Increased energy and electricity costs from rising supply chain energy tariffs; [R/O] Increasing demand for ecological/climate-friendly products from consumers.
4. Reputation: [R/O] Reputational impact based on company's success or inability to meet stakeholder expectations of climate action.

Climate scenario analysis

In 2023, Telkom conducted a climate scenario analysis focusing on extreme rainfall and temperature rise to assess exposure risks to land and building assets. The analysis employed Shared Socioeconomic Pathways (SSP) scenarios SSP1-2.6 and SSP5-8.5 from the Intergovernmental Panel on Climate Change (IPCC) for physical climate risks and utilized the Network for Greening the Financial System (NGFS) Current Policy and Net Zero scenarios for transition risks. A subsequent analysis in 2024 expanded asset mapping to identify locations in disaster-prone areas, referencing the 2023 Indonesian Disaster Risk Index issued by the National Disaster Management Agency (BNPB). This enhanced analysis supports Telkom prioritization of at-risk areas for adaptation measures. The results of this process are shown in the two images below.

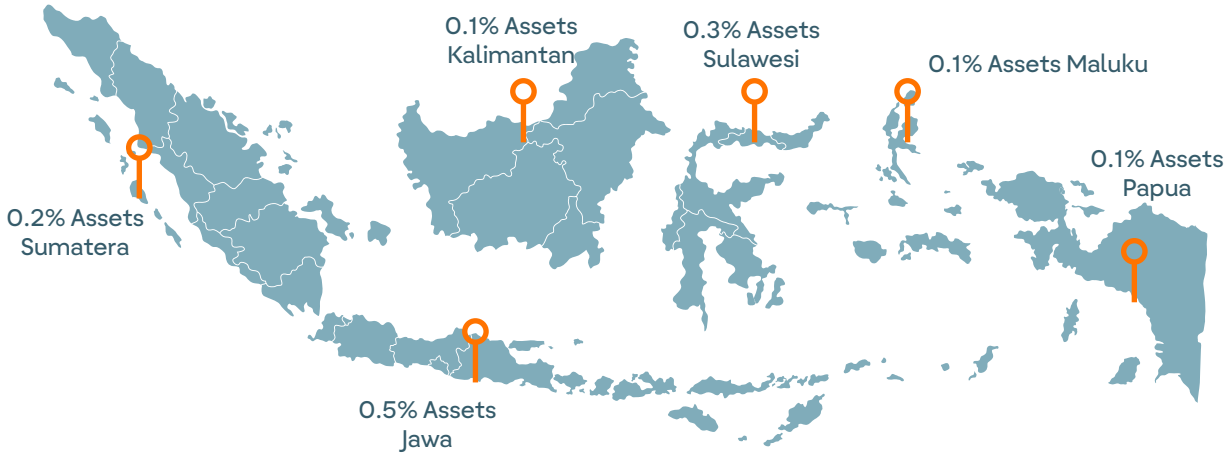


Figure 14. Percentage of land and building assets exposed to extreme rainfall and temperature rise in the SSP5-8.5 scenario in 2030

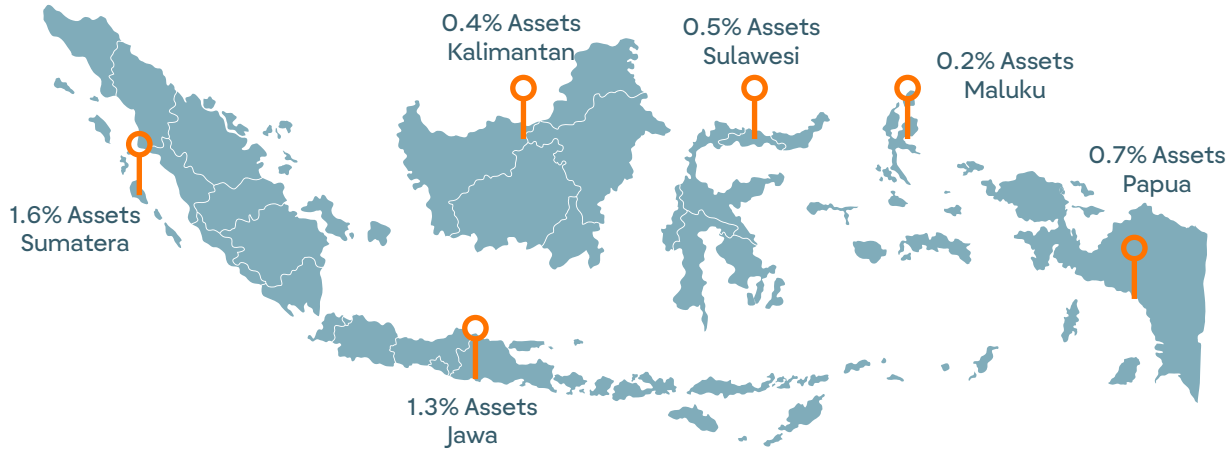


Figure 15. Percentage of land and building assets exposed to extreme rainfall and temperature rise in the SSP5-8.5 scenario in 2050

Figures 14 and 15 show the number and distribution of land and building assets in disaster-prone locations based on BNPB that are exposed to extreme rain/flood in 2030 and 2050. The mapping of these locations serves to assist Telkom in determining priority areas in the planning and implementation of the company's adaptation efforts. The highest number of exposed assets is consistently represented by assets on Java and Sumatra, followed by Sulawesi. Going forward, Telkom will use the results of this analysis as input to strengthen its business resilience.

Telkom also assesses transition risks, which includes 1) carbon pricing, 2) renewable energy adoption, 3) increasing energy costs, 4) reputational impact in meeting stakeholder's expectations. This analysis uses the NGFS Net Zero and Current Policy scenarios and aims to identify the exposure from carbon pricing enforcement, solar panel investment costs, and energy costs.

The findings indicate potential exposure to carbon costs of approximately Rp2.7 trillion by 2050 under the NGFS Net Zero scenario. Additionally, solar panel investment costs are projected to decrease from Rp229 billion in 2030 to Rp140 billion in 2050 due to global low-carbon transition efforts. Energy costs, including electricity and fuel, are expected to grow at a compound annual rate of 4.4–4.5% until 2050 under the same scenario. The full assessment results and methodology are available in the 2023 Climate Risk Report.

Climate adaptation measures

Telkom has established a strategy to enhance business resilience to climate risks, including setting key metrics and targets, with GHG emissions as a main metric which will be continuously monitored. Telkom's target includes Scope 1 and 2 emissions reduction by 20% by 2030, compared to the 2023 base year, and achieve net zero for Scope 1 and 2 emissions by 2030. In responding to physical risks, Telkom has implemented various mitigation measures, such as upgrading building infrastructure to improve flood resilience by incorporating climate projections into infrastructure installation and new building construction. The company also conducts regular flood risk assessments, particularly for critical assets like Automatic Telephone Centers (STO) and outdoor equipment. In addition, the company ensures optimal cooling systems in buildings to prevent overheating and equipment damage due to high temperatures, while also maintaining field worker productivity through the Finance & Asset Operation Unit.

Telkom has established flood disaster response guidelines and a Business Continuity Management system in place since 2010, applicable across all organizational levels. It has also formed a Crisis Management Team responsible for ensuring effective emergency response and ongoing monitoring to prevent secondary incident impacts. Telkom is also certified with ISO 22301:2019 for its Business Continuity Management System (BCMS), ensuring operational continuity and mitigation of business disruption risks. To anticipate flood risks, Telkom has also provided flood mitigation equipment and facilities, such as water pumps, particularly in areas identified as flood prone. These measures have helped minimize the impact of past flooding events in Telkom Group, during which production tools and network equipment were secured and no casualties occurred. In cases where floods cause power outages, the affected telecommunications network remains operational through the activation of backup generators.

In addition to implementing disaster management systems, Telkom also considers the results of climate risk assessments when making decisions related to planning, construction, and facility upgrades. Moving forward, Telkom aims to continue taking proactive steps in climate adaptation, including building partnerships with research institutions, government agencies, and other third parties. Telkom is also committed to complying with international climate disclosure standards. In 2024, Telkom has submitted a response to the Carbon Disclosure Project (CDP) to enhance transparency in disclosing initiatives related to specific environmental topics, including climate change. Telkom received a score of B for CDP Climate and C for CDP Water.

Climate Risk Assessment by Telkomsel

In 2024, Telkomsel, a subsidiary of Telkom, has initiated its climate risk assessment process. In alignment with Telkom, Telkomsel identifies climate-related risks (R) and opportunities (O) that may impact its business operations. These risks are categorized into physical and transition risks. Physical climate risks include both acute and chronic risks. Acute risks encompass extreme heat (R) and extreme rainfall (R), while chronic risks involve long-term temperature rise (R). For transition risks, Telkomsel has identified climate-related risks and opportunities across four themes, as outlined in IFRS S2. Policy and legal risks arise from increasing carbon prices (R) and the tightening of climate-related regulations (R). Technological opportunities includes advancements in green technology (O) and the adoption of renewable energy (O) present potential benefits. Market risks and opportunities covers rising fuel prices and fluctuations in electricity costs (R), as well as increasing demand for climate-friendly products and services (O). Reputational considerations highlights how climate change issues may influence the company's reputation (R/O), depending on its ability to meet stakeholder expectations. A more detailed analysis of the identified risks, opportunities, and the methodologies used will be provided in Telkomsel climate risk report.

Table 5. Summary of Telkom's Climate Disclosure in accordance with IFRS S2

Information disclosed	Description
Governance	
Description of the board of directors' oversight of climate-related risks and opportunities	In 2024, Telkom established a Sustainability Committee, chaired by the President Director and comprising directors responsible for risk, network & IT, and human capital. The committee is supported by a working group that includes heads of work units, the Sustainability & Corporate Communication Group Manager (acting as secretary), and representatives from relevant departments, including sustainability, network & IT, assets, human capital, social responsibility, risk, legal & compliance, investor relations, and financial accounting. The Sustainability Committee is responsible for overseeing, formulating, and providing guidance ESG performance plans, targets, and metrics, including climate-related initiatives. Additionally, the committee ensures the implementation of sustainability programs and compliance with regulatory requirements, including the publication of the Sustainability Report.
Description of management's role in assessing and managing climate-related risks and opportunities	The primary responsibility for sustainability and climate-related matters is assigned to the SVP of Group Sustainability & Corporate Communication. This role encompasses policy development, management, and governance of sustainability and climate-related initiatives. The SVP is supported by the Corporate Communication Sub-Department and the Sustainability Sub-Department. The Sustainability Sub-Department is responsible for managing and directing sustainability initiatives across the organization. Led by the VP of Sustainability, this department oversees the formulation and execution of sustainability strategies and policies, including climate-related initiatives such as GHG emissions inventory management, ESG communications, and sustainability reporting. The VP of Sustainability is supported by the AVPs of Sustainability Strategy & Programs, Sustainability Execution & Monitoring, and Sustainability Branding & Reporting. Key responsibilities include setting GHG emission reduction targets, consolidating data on emission sources, and reviewing GHG inventory reports before submission to stakeholders.

Information disclosed	Description
Strategy	
A description of climate-related risks and opportunities that the organization has identified in the short, medium, or long term	Telkom has identified climate-related risks and opportunities that may impact the company over the short (within the next five years), medium (5–15 years), and long term (beyond 15 years). These risks are detailed in the Climate Risk Assessment section. The methodology for identifying climate-related risks and opportunities is elaborated in the 2023 Climate Risk Report.
A description of the impact of climate-related risks and opportunities that have been identified on the organization's business, strategy, and financial planning	The identified risks include increased intensity and frequency of extreme rainfall, which can lead to flooding, infrastructure damage, operational disruptions, and service quality deterioration, ultimately impacting customer satisfaction. Rising temperatures also pose additional risks, such as increased energy demand for cooling, overheating of equipment, and reduced employee productivity due to heat stress. These risks contribute to higher operating costs, increased insurance premiums, and additional capital expenditures for asset replacement and investments.
A description of the resilience of the organisation's strategy, taking into account different climate scenarios, including the 2°C scenario	Telkom has outlined the organization's efforts and strategies to adapt to physical climate risks in the Climate Risk Assessment section. Telkom's resilience to transition risks is pursued through the implementation of various climate initiatives, including decarbonization through carbon offset, reforestation, and energy efficiency programs. The use of renewable energy, such as solar panels and solar fuel cells in green BTS and green data centers also supports emission reduction. Telkom also implements energy efficiency programs to reduce the risk of fluctuations in energy and electricity costs, such as Gerakan Peduli Efisiensi Energi (GePEE). To maintain its reputation, the company regularly communicates ESG initiatives and collaborates with ESG ratings to improve the quality of reporting and climate action.
Risk Management	
A description of the associated processes and policies that organizations use to identify, assess, prioritize, and monitor climate-related risks and opportunities	Telkom employs a combination of top-down and bottom-up approaches to identify climate-related risks and opportunities through document reviews and cross-unit workshops. These risks are categorized as either physical or transition risks. A more detailed analysis is conducted using climate scenario modeling for priority risks, with coordination led by the Sustainability Sub-Department. Risk monitoring is an ongoing process aimed at tracking developments, evaluating mitigation effectiveness, and identifying emerging risks. Risk management strategies include acceptance, avoidance, mitigation, and risk transfer, which are integrated into the company's overall management framework. Additionally, Telkom has developed a Business Continuity Plan (BCP) to manage risks associated with natural disasters such as floods, droughts, and extreme weather. This plan incorporates Business Impact Analysis and disaster recovery measures.
Metrics and Targets	
Performance and climate targets defined by the organization	Telkom has established climate-related metrics and targets, with GHG emissions serving as a primary performance indicator. The company aims to achieve a 20% reduction in Scope 1 and Scope 2 GHG emissions by 2030 compared to the 2023 base year, with a long-term goal of achieving net-zero emissions for Scope 1 and Scope 2 by 2060. In 2024, the company recorded a 2,6% increase in Scope 1 and Scope 2 GHG emissions compared to the 2023 base year. The breakdown of XXX Group's GHG emissions performance by scope is as follows: • Scope 1 emissions: 2,0% reduction due to operational vehicle efficiency initiatives. • Scope 2 emissions: 2,8% increase due to the addition of 3,531 Telkomsel BTS sites. • Scope 3 emissions: 8.1% reduction due to capital expenditure efficiencies activities.

Resource Management

Management Approach

Resource management at Telkom is governed by the Regulation of the Board of Directors on sustainability governance. This formal policy serves as a guideline for the governance of both resource management and climate change and energy management. Telkom has set a 2030 target to minimize environmental impact by diverting office and fiber optic cable waste from disposal. Telkom has conducted annual performance monitoring and evaluation through recording and responsible waste management. [GRI 3-3]

Waste Management

Telkom's core operations rely on material resources, such as communication support equipment, to ensure the seamless delivery of services to customers. In the process, these activities produce waste that requires responsible management following sustainability principles. Telkom has implemented office waste sorting through trash bin facilities spread throughout Telkom office buildings. In the future, Telkom will continue to strive to enrich its responsible waste management and documentation initiatives. [POJK F.14]

E-waste management

One of the wastes generated by Telkom Group's operational activities is fiber optic cable waste. Telkom targets a minimum of 70% of fiber optic cable waste to be diverted from final disposal by 2030. Until 2024, it is recorded that the amount of fiber optic cable waste diverted from final disposal by TIF is 176,046 kg or 80% of the total cable waste. This figure is calculated by comparing the amount of cable waste that can and has been reused to the cable waste collected by TIF.

The procedure for sorting and recycling fiber optic cable waste carried out by TIF involves cooperation with third parties. Partners involved are including Alfa-spark, Haidong, KSP, Pandawa, Semitech, Tio Putra Sulung, Yifeng, TMS, Mukti Mandiri Lestari, Griyo Asri 45, Airmas Tanjung, Devina Mandiri Sejahtera, Margo Mulyo Logam, and Triado Jayano Abadi. In addition, Telkom Group also separates e-waste from non-electronic waste. This e-waste generally comes from outdated and unused devices.

Telkom has also implemented product end-of-life management for IT hardware such as computers, servers, and routers, which are included in Customer Premises Equipment (CPE) through its subsidiaries, namely PINS and Telkomsel. The collected CPE devices are then separated by category based on the treatment required. The categories are ready-to-use refurbished devices, devices as a backup for employee work tools, devices sold to third parties, and devices to be written off. In addition, Telkom's subsidiary, Telkomsel, has also carried out modem waste management. By 2024, a total of 149,433 units of modem devices (including ONT or Optical Network Terminals and STB or Set Top Box) will be repaired or reused.

Telkom partners with certified hazardous and electronic waste processors, one of which is PT Triguna Abadi, to support the implementation of the Eduvice program (see Highlight Box). Telkom conducts partner selection to ensure that waste management procedures by partners run in accordance with Local Regulations. In the future, Telkom is committed to ensuring the implementation of responsible waste management practices.

Reduction of Paper Use through Digitalization

Telkom promotes digitalization by implementing a policy on the use and distribution of information through online system, such as online official memo, virtual meetings, joint files, online surveys, and IT-based HR services. This aims to maximize the digitalization efforts and IT adoption to reduce use of paper. Paperless system is also enforced in sending bills to customers. This practice also be found in Telkom Subsidiaries. PT Infrastruktur Telekomunikasi Indonesia (Telkom Infra), a subsidiary of Telkom, for example, in 2024 has managed to reduce its paper use by 35% compared to 2023.

Use of Environmentally Friendly Materials

Figure 16. Paving block and phone holder from SIM card and its casing waste

Although Telkom does not produce physical products, its subsidiaries, Telkomsel, have used environmentally friendly materials for product manufacturing and packaging. In 2024, Telkomsel has replaced the packaging of 32,034,250 SIM cards from PET (Polyethylene terephthalate) to paper for regular products including Telkomsel Lite and byU. [POJK F.5]

Telkomsel also recycles SIM card wastes along with their casing into paving blocks and phone holders. The wastes are collected from Telkomsel's partners throughout Indonesia and then managed by a third party called PlusTik who have been active in the waste management field. As of 2024, Telkomsel has produced 75,000 paving blocks and 20,000 phone holders. In the future, the recycled paving blocks will be used for new building construction materials at Telkomsel Smart Office (TSO), while phone holders will be redistributed to outlets for various purposes.

Supporting Waste Reduction Actions

eduvice: A Joint Movement to Reduce E-Waste

Figure 17. Distribution of Eduvice electronic equipment donation

In 2024, Telkom continued the Electronic Device Donation for Education (eduvice) program, initially launched in 2022. The program encourages Telkom employees to donate electronic devices such as smartphones, laptops, and tablets. Employees can contribute their donations through two designated channels: donation boxes placed in Telkom office buildings across Indonesia and the eduvice website. The collected electronic devices are then sorted and refurbished before being distributed as educational support tools.

The program follows the Reduce, Recycle, and Reuse approach in managing electronic waste. The reduce stage includes raising awareness among employees about environmental issues and the importance of minimizing electronic waste. The Recycle stage includes sorting and repairing damaged devices to restore their functionality. The Reuse stage includes distributing refurbished devices to underprivileged communities, with priority given to educational institutions. Electronic devices that cannot be repaired or reused are processed through certified electronic waste disposal facilities. One of Telkom's waste management partners, PT Triguna Abadi, is a certified hazardous waste (B3) management provider specializing in environmentally friendly e-waste disposal.

Since its launch in 2022, the Eduvice program has successfully processed 516 devices, with 313 units distributed to 89 institutions, including orphanages, schools, and other educational organizations across Indonesia. Some of the beneficiary schools include:

- SMKN 5 Bandung
- SDN Citere
- SMA Pasundan 2 Cianjur
- SMK Mandiri Bersemi Cianjur
- SMPN 51 Bandung
- SMPN 1 Cileunyi Bandung
- MIN 2 Bandung
- MTs Al-Hasan Bandung
- SMPN 9 Cirebon
- SDN 054 Tikukur Bandung
- SDN 265 Griya Bumi Antapani Bandung
- SDN 087 Bina Harapan Bandung
- SD Ibnu Rusyd Bandung
- SMKN 7 Bandung
- SMAN 3 Cirebon
- SMA PGRI 1 Bandung
- MA Assawiyah Bandung
- SDN Sukalilah Sumedang

Moving forward, Telkom plans to expand the scope of the program, including increasing employee participation across its subsidiaries.

Provision of Reverse Vending Machine (RVM)

As part of its commitment to fostering an environmentally responsible work culture, Telkom promotes waste management awareness and sustainable habits among employees. In the Telkom Hub workplace, 2 reverse vending machine (RVM) units have been installed, allowing employees to exchange plastic bottles for redeemable points. **In 2024, Telkom have processed 48.1 kg or 2,572 plastic bottle waste**. The collected plastic waste is processed into various recycled products, including tote bags, pouches, laptop bags, and other reusable items. To facilitate the provision and management of RVMs, Telkom collaborates with a third-party recycling partner, named PlasticPay.

Figure 18. Reverse Vending Machine located in the Telkom Hub area

Other Environmental Management

Water Management

Telkom Group sources its water supply from the Regional Drinking Water Company (PDAM). Recognizing the potential environmental impacts associated with water use, Telkom Group is committed to implementing responsible water management practices across its operational buildings. To support this initiative, Telkom Group operates Sewage Treatment Plant (STP) facilities that process liquid waste through filtration stages. This ensures that wastewater discharged into urban sewer systems or recycled for reuse meets safety standards and does not contain grey or black water. [POJK F.14]

The liquid waste output standards from Telkom Group's STP facilities comply with Ministry of Environment and Forestry Regulation No. 68 of 2016. As of 2024, these facilities are operational in several Telkom Group buildings, including Graha Merah Putih (GMP) Pekanbaru Telkomsel Telecommunication Centre (TTC) Pekanbaru II, East North Sumatra Regional Area, Telkom Sigma District, West Jakarta Regional Area, West Jakarta OPMC and North Jakarta, Graha Telkom Property, Multimedia Tower, Telkom Landmark Tower (TLT) Jakarta, GMP Bubat, TTC Solo Baru, GMP Pahlawan, and TLT Manyar. Although Telkom has not yet established a quantitative target for liquid waste reduction or recorded the composition of substances in treated wastewater, Telkom will conduct data collection and monitoring to enhance water management practices in the future.

Water Conservation Initiatives Inside and Outside the Telkom Group Environment

Wastewater Recycling for Landscaping Irrigation

Figure 19. Telkom Group's Sewage Treatment Plant (STP) facilities

In addition to STP facilities, Telkom Group has implemented wastewater recycling initiatives by repurposing condensed wastewater from Air Handling Units (AHU) for cooling systems and irrigation of building landscapes. This conservation effort utilizes water from STP facilities and is managed by the Telkom Shared Service Center (TSSC) at the Telkom Hub operational area. Moving forward, TSSC aims to expand wastewater recycling for additional purposes.

Enhancing Community Access to Clean Water and Sanitation

Figure 20. Clean water distribution by Telkom to community

As an effort to support the achievement of SDG 6, Telkom actively contributes to providing access to clean water and proper sanitation for the community, especially in areas that still face limited water infrastructure. Telkom participates in building and repairing clean water facilities, such as borewells, water treatment plants, and water distribution systems in various regions. In addition, Telkom also takes a role through the construction of proper bathing, washing, and toilet facilities as well as education and training related to a clean and healthy lifestyle in the community.

In 2024, these programs were implemented in 19 provinces, covering 70 locations and benefiting over 35,000 individuals. Key target areas include Mantingan Tengah Village, Jakenan District, Pati Regency, Central Java; Ciladaeun Village, Muhara Village, Lebak Regency, Banten; and Billa Village, East Nusa Tenggara. Other targeted provinces include East Java, Banten, Central Java, DKI Jakarta, South Sulawesi, and West Nusa Tenggara. These initiatives are conducted in collaboration with local governments, communities, and strategic partners to ensure long-term effectiveness and sustainability. One such partnership is with the Amil Zakat Harapan Duafa Institute (LAZ Harfa) in Cikeusal Village, Serang, Banten. Impact assessments indicate that the Social Return on Investment (SROI) for this program in 2024 is 1:3.51.

Biodiversity Conservation

Telkom Group recognizes the environmental impact of its business operations, including GHG emissions and waste, as outlined in the previous section. As part of its commitment to environmental responsibility, Telkom actively participates in biodiversity conservation, despite not having operational areas directly in the conservation zones. Our responsibility is further reflected in the absence of public complaints related to environmental issues arising from Telkom's operations in 2024. [POJK F.9] [POJK F.16]

Through collaboration with institutions and local communities, Telkom contributes to ecosystem preservation. The Telkom Social Responsibility Center (SRC), in coordination with subsidiaries and third-party partners, is responsible for implementing environmental programs that support carbon sequestration and environmental sustainability. In 2024, these initiatives included reforestation, conservation of terrestrial and marine ecosystems (mangrove planting and coral reef rehabilitation), and community engagement programs aimed

at reducing carbon emissions and raising awareness at the community level. [POJK F.10] [POJK F.16]

In 2024, Telkom facilitated the planting of 102,450 trees across a total area of 4.6 hectares, in partnership with local communities through Telkom's Hutan Binaan Digital program. The reforestation efforts were implemented in various villages, including Sukanagara and Simpang in Cianjur Regency; Balekembang, Mangunjaya, Sukajadi in Sukabumi Regency; Kulur in Majalengka Regency; Bukit Siregol in Purbalingga Regency; Selo in Boyolali Regency; Madenan and Les Buleleng in Bali; and Pasempe Village in Bone Regency.

The species planted include mango (Mangifera indica), avocado (Persea americana), palm (Arenga pinnata), resin (Agathis dammara), durian (Durio zibethinus Murr), cacao (Theobroma cacao), mahogany (Swietenia mahagoni), petai (Parkia speciosa), guava (Psidium guajava), and sonokeling (Dalbergia latifolia). To enhance transparency and monitoring, Telkom developed a WebGIS (Web Geographic Information System) visualization platform, providing real-time tracking of conservation areas and tree locations. This platform is accessible through the Telkom Green Digital website.

Figure 21. WebGIS Dashboard showing the area of planting by SRC Telkom

In addition to terrestrial ecosystem conservation, Telkom is actively engaged in marine ecosystem restoration initiatives. In 2024, Telkom planted 62,250 mangrove trees (Rhizophora mucronata) and transplanted 896 coral reef substrates (Acropora sp and Porites sp) across multiple coastal areas in Indonesia. These activities were conducted in locations including Lebak and Tunda Island (Serang Regency), Mayangan Village (North Coast of Subang), Pantai Bahagia Village (Bekasi), Tambak Bulusan Karang Tengah Village (Demak Regency), Panggungrejo Village (Pasuruan Regency), Bungah (Gresik Regency), Karimunjawa National Park, Morella Village (Central Maluku Regency), and Lanjukang Island (Makassar City).

To ensure the sustainability of these efforts, Telkom collaborates with academic institutions, community groups, and environmental foundations for post-planting maintenance and monitoring. In Tambak Bulusan Demak Village, Telkom partners with the SDGs Center of Diponegoro University on Aksi Restorasi Bumi initiatives. In North Sumatra, Telkom works with local organizations such as Baitulmaal Muamalat (BMM) and the Tanjung Rejo Mangrove Group to oversee mangrove conservation efforts. Monitoring for the coral reef transplantation program in Lanjukang is carried out in collaboration with the Gusung Tallasa Community (Gustalkom) and Hasanuddin University.

Mr. Irawan Marhadi
(Beneficiary representative, President Director of the Wanadri Foundation)

We appreciate PT Telkom Indonesia's participation in the Green Belt Mangrove Wali Planting program in Mayangan Village, Subang Regency. This initiative plays a crucial role in preserving mangrove ecosystems and promoting environmentally sustainable aquaculture practices. Through this collaboration, we are making a tangible contribution to the restoration of degraded coastal forests, fostering healthier and more sustainable ecosystems.

Ariady Arsal
(Beneficiary representative, Chairman of the Gustalkom Community)

The Coral Reef Restoration Program in the Lanjukang Island area is a significant initiative in protecting our marine ecosystem. This program involves multiple stakeholders, including the local community of Lanjukang Island, the Gustalkom Community, academic representatives, and other partners, working together to preserve the marine biodiversity of Makassar City.

In collaboration with Diponegoro University and Telkom University, Telkom has begun measuring carbon stock levels resulting from its Corporate Social Responsibility progrsm, especially in the environment sector. In 2024, measurements were conducted across 10 locations, recording an average above-ground biomass carbon stock of 1.38 tons C/hectare in mangrove planting areas and 0.11 tons C/hectare in reforestation and revegetation areas. With a total conservation area of 105.8 hectares, the estimated total carbon stock in the soil is 69.18 tons. Moving forward, Telkom will expand its mangrove planting and revegetation initiatives as part of its commitment to biodiversity conservation and climate resilience.

Collective Action for Environmental Conservation

Aksi Restorasi Bumi

Figure 22. ***Aksi Restorasi Bumi***

To support the Sustainable Development Goals (SDGs), particularly climate action, Telkom launched the Aksi Restorasi Bumi in November 2024 in Tambak Bulusan Village, Demak Regency, Central Java. This program, integrated into the Digiland 2024 running event, enables participants to convert every 5 km run into one mangrove seedling. As a result, 18,000 mangrove seedlings have been collected and planted to aid in the rehabilitation of coastal areas affected by erosion. To ensure the long-term survival of the planted mangroves, Telkom is collaborating with the SDGs Center of Diponegoro University for ongoing maintenance and monitoring.

Bumi Berseru Festival

Figure 23. ***Bumi Berseru Festival*** **activity poster**

Community participation is a key factor in the success of Telkom's environmental initiatives. In 2024, Telkom launched the Bumi Berseru Festival, serving as a platform for collaboration among community organizations and environmental advocacy groups. The event was attended by 2,318 participants from 527 communities across 227 cities and districts, resulting in the development of 236 Eco Product innovations across three categories, recycled and upcycled products (e.g., miniature motorcycles made from cans), eco-friendly materials (e.g., clothing dyes derived from mangrove waste), and circular economy products (e.g., organic trays from dry leaf waste and woven pandan waste bags).

Telkomsel *Aksi Jaga Bumi*

Figure 24. Tree planting activity by Telkomsel

As part of its sustainability commitment, Telkomsel, one of Telkom's subsidiaries, has introduced several environmental initiatives under the Telkomsel Jaga Bumi campaign, in partnership with Plustik and Jejakin. One of these initiatives, implemented via the MyTelkomsel app, allows users to calculate their carbon footprint and redeem Telkomsel Poin for tree planting. In October – November 2024, this initiative facilitated the planting of 10,600 mangrove trees in conservation areas across Angke Kapuk Nature Park and Pantai Indah Kapuk Mangrove Ecotourism, Jakarta, Kendal Regency, Demak Regency, Semarang City, and Cilacap Regency, Tanjung, Karawang, and Tanjung Kait, Tangerang City.

Other Telkomsel Jaga Bumi programs include Public Clean-Up in Maros, South Sulawesi, which covers the Puteh River to Ramang Ramang village pier, and also disaster response training through the PANJI Volunteer Disaster Response drill in the Telkomsel Emergency Response and Recovery Activity (TERRA) program, designed to raise public awareness and preparedness for potential disasters. In addition to the public clean-up, education on waste sorting and recycling was also carried out as part of this series of activities, involving environmental student communities, river communities, local residents, and Telkomsel employees through the Employee Volunteering Program (EVP).

To strengthen disaster resilience, Telkomsel initiated the TERRA Emergency Response and Recovery Activity (TERRA) program, which includes PANJI Volunteer Disaster Response Training. This program empowers students and youth groups from environmental and disaster preparedness communities with training in risk mapping and resource allocation, early warning systems and safe evacuation networks, also emergency management integration. Participants are encouraged to enhance their disaster awareness and contribute to conservation efforts, particularly in the Maros-Pangkep Karst Area.

Mangrove Planting in the Cable Landing Area by Telin

Figure 25. Mangrove Planting in the Cable Landing Area by Telin

As of 2024, Telin, through its #TelinforCOMMUNITY initiative, has planted 15,000 mangroves and empowered 19 local farmers around Telin's cable landing site in Tanjung Pakis, Karawang. As one of the areas most severely affected by coastal erosion in West Java, Telin is committed to ensuring the healthy growth of the planted mangroves. The latest monitoring results show a survival rate of 97%, well above the global average.

Community Assistance in Integrated Waste Management by NeutraDC

Figure 26. Community Assistance in Integrated Waste Management by NeutraDC

NeutraDC has supported the community in Jambidan Village, Yogyakarta, in developing waste management facilities, providing waste processing machines, and distributing separated waste bins to 10,450 residents. This initiative began in March 2024. NeutraDC partnered with the Omah Nyantrik Community to assist residents in managing waste within the village. The facility is capable of processing organic waste into pulp for maggot bioponds, which can then be utilized in the local livestock industry.

Environmental Costs

Telkom and its subsidiaries allocate resources annually to support environmental initiatives. These funds are used for energy efficiency improvements and supporting ecosystem conservation and climate action initiatives. Details of Telkom Group's environmental cost over the past three years are presented in Table 5. [POJK F.4]

Table 6. Telkom Group's environmental costs for 2022-2024 (in Rupiah)

Details	2024	2023	2022
Costs for energy efficiency*	57,443,772,856	26,083,011,122	23,495,000,000
Costs to support Environmental initiative programs**	11,199,138,467	5,571,836,437	8,076,562,399

* Environmental costs related to energy efficiency are based on expenses incurred for the procurement and maintenance of environmentally friendly equipment such as LED lighting, refrigerants, energy-efficient batteries, and eco-friendly monitors. The figures in the table are represented by Mitratel, NeutraDC, and TelkomSigma.

** Environmental costs for other environmental initiative programs are calculated based on costs incurred for the conservation and revegetation of Hutan Binaan Digital, mangrove planting, coral reef transplantation, and IoT-enabled climate actions. The numbers in the table are represented by Telkom and Mitratel.

Environmental Performance

Table 7. Resource Management Performance

Metric	Telkom Group		
	2024	2023	2022
Waste management*			
Total waste generated (tons)	285,480	291,867	293,397
Non-hazardous waste (tons)	277,591	285,570	285,225
Hazardous waste (tons)	7,890	6,297	8,172
Water management**			
Water consumption (m^3)	8,270,437	9,202,221	6,974,490

* Non-hazardous waste data includes TLT organic and inorganic waste, as well as non-electronic solid waste Telkom Akses, NeutraDC, Telkomsat, and Telkom Property. Hazardous waste data includes Telkomsel, Telkomsat, and Telkom Property's electronic waste data, as well as medical waste data from Telkom entities in the health sector, namely Telkomedika and Yakes (Yayasan Kesehatan) Telkom. These two entities are also included in the calculation considering the specific circumstances on the nature of their business. TLT waste data in 2022 is converted from m_3 with a conversion constant based on the DKI Jakarta standard waste conversion units. Adjustments have been made to the disclosed information in response to changes in the reporting scope. This year, the reporting coverage includes Telkom and its subsidiaries, aligning with the availability of verifiable data. Moving forward, improvements will be implemented in the data collection process to enhance the representativeness of information across all Telkom Group entities.

** Adjustments have been made to the disclosed information due to changes in the reporting scope from previous years. The 2024 reporting scope now includes Telkom and its subsidiaries, ensuring that disclosed data aligns with the availability of accountable information. Telkom Group's data is represented by Telkom Property, Mitratel, NeutraDC, PINS, TelkomSigma, Metranet, Telkomsat, and Telkom Infra office buildings across Indonesia.

Fluctuations in recorded waste and water data are attributed to multiple factors. Telkom Group has introduced waste management initiatives, including the sorting domestic and electronic waste, the provision of categorized waste bins, and the reuse of fiber optic cables. Additionally, in 2024, a reduction in the number of employees occurred due to the early retirement program, contributing to lower waste generation.

The increase in water usage from 2022 can be attributed to the transition to post-pandemic conditions, coinciding with broader economic recovery efforts. Conversely, the reduction in water consumption in 2024 reflects the impact of environmental initiatives and workforce reductions, which have contributed to overall efficiency in resource usage.
[POJK F.8] [POJK F.13] [GRI 306-3]

Table 8. GHG Emissions Performance (in tonnes of Co_2 equivalent/ tCO_2e)*

Metric	Telkom Group			PT Telkom Indonesia Tbk			PT Telekomunikasi Selular (Telkomsel)		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
Total GHG emissions (tCO_2e)	**2,417,474**	**2,390,618**	**2,297,331**	**412,716**	**410,215**	**394,461**	**1,665,409**	**1,596,979**	**1,537,940**
Scope 1 dan 2	2,110,457	2,056,642	2,013,307	349,735	351,856	349,273	1,530,403	1,454,709	1,407,652
Scope 1	82,085	83,730	93,727	25,087	25,429	25,561	19,337	19,866	19,314
Fugitive emission – refrigerant	27,522	26,981	26,041	12,925	12,793	12,749	6,833	7,301	6,559
Fuel combustion – stationary	27,381	28,045	28,628	8,035	8,510	8,512	8,179	8,240	8,239
Fuel combustion – mobile	27,182	28,705	39,057	4,126	4,126	4,300	4,325	4,325	4,517
Scope 2	2,028,372	1,972,912	1,919,580	324,648	326,426	323,713	1,511,066	1,434,842	1,388,338
Scope 3	307,017	333,976	284,024	62,981	58,360	45,188	135,006	142,271	130,288
Category 1	87,218	72,727	84,823	31,983	5,117	6,623	4,177	10,491	22,126
Category 2	70,677	102,673	49,300	16,665	37,983	10,589	22,366	20,624	13,831
Category 3	0	0	3	0	0	0	0	0	0
Category 5	1	81	71	0	0	0	1	73	63
Category 6	32,119	30,240	36,346	14,233	15,102	27,813	8,873	3,927	657
Category 8	7,986	7,750	6,379	0	0	0	0	0	0
Category 11	99,559	99,421	86,473	0	0	0	99,559	99,421	86,473
Category 13	148	107	32	0	0	0	0	0	0
Category 15	9,308	20,978	20,597	101	157	163	30	7,735	7,138
Emission intensity (tonnes CO_2/Rp billion revenue)	14.07	13.78	13.67	7.61	6.86	6.23	13.50	14.21	12.29
Energy management									
Total energy use (GJ)	9,153,835	9,055,129	8,979,190	1,430,271	1,444,698	1,434,309	6,374,794	6,067,332	5,882,005
Electricity consumption (GJ)	8,399,996	8,270,986	8,073,290	1,263,090	1,271,084	1,262,648	6,203,011	5,894,719	5,711,360
Purchased electricity consumption from total energy consumption (%)	91.8%	91.3%	89.9%	88.3%	88.0%	88.0%	97.3%	97.2%	97.1%
Fuel consumption (GJ)	753,838	784,143	905,900	167,181	173,614	171,662	171,783	172,613	170,645
Reduced energy use (GJ)**	98,705	75,939	679,835	-14,427	10,389	2,576	307,462	185,328	564,985
Reduced energy use (%)**	1.09%	0.8%	8.2%	-1.0%	0.7%	0.2%	5.1%	3.2%	10.6%
Energy intensity (GJ/Rp billion revenue)	61.04	60.68	60.96	31.10	28.16	25.60	56.25	59.27	51.34
Total electricity usage (kWh)	2,333,332,275	2,297,496,081	2,242,580,551	350,858,393	353,078,972	350,735,460	1,723,058,613	1,637,421,993	1,586,488,807

*Emission calculation figures across Subsidiaries may vary due to differences in emission factors and calculation methodologies.
**The minus sign (-) indicates that there has been an increase in energy use compared to the previous year.

	PT Dayamitra Telekomunikasi Tbk (Mitratel)			PT Telekomunikasi Indonesia International (Telin)			PT Telkom Data Ekosistem (NeutraDC)			Other Subsidiaries		
	2024	2023	2022	2024	2023	2022	2024	2023	2022	2024	2023	2022
	53,706	62,743	61,109	65,356	111,117	112,284	105,844	89,398	22,695	114,443	120,166	168,842
	37,896	38,588	42,733	12,120	60,054	64,008	105,233	76,081	22,695	75,071	75,355	126,946
	3,446	3,848	4,284	833	3,273	2,598	3,311	360	90	30,072	30,954	41,880
	49	48	48	152	2,532	2,382	3,129	280	74	4,434	4,026	4,230
	1,262	1,535	2,041	401	504	92	143	54	15	9,361	9,201	9,728
	2,135	2,265	2,194	280	237	123	39	26	0	16,277	17,727	27,923
	34,450	34,740	38,449	11,287	56,781	61,410	101,922	75,721	22,605	44,999	44,401	85,066
	15,810	24,155	18,377	53,236	51,063	48,276	612	13,317	0	39,372	44,811	41,896
	440	400	359	45,804	44,454	43,696	0	0	0	4,815	12,265	12,018
	15,252	22,785	17,923	4,576	6,110	4,580	184	13,173	0	11,635	1,999	2,376
	0	0	0	0	0	0	0	0	0	0	0	3
	0	0	0	0	0	0	0	0	0	0	8	8
	106	963	94	2,857	499	0	428	144	0	5,623	9,604	7,783
	12	8	0	0	0	0	0	0	0	7,974	7,742	6,379
	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	148	107	32
	0	0	0	0	0	0	0	0	0	9,177	13,086	13,296
	4,11	4,49	5,53	1,00	5,27	5,61	89,47	140,25	46,89	2,20	2,16	2,40
	175,481	183,467	203,583	85,460	488,100	510,553	546,293	314,425	93,744	541,535	557,107	854,996
	128,226	130,680	146,788	76,226	478,090	507,665	543,813	313,328	93,537	185,629	183,084	351,292
	96.8%	96.7%	96.1%	89.2%	98.0%	99.4%	99.6%	99.7%	99.8%	56.9%	56.0%	57.7%
	47,255	52,786	56,794	9,234	10,010	2,888	2,480	1,097	206	355,905	374,023	503,704
	-7,986	-20,116	-14,967	-402,640	-22,453	12,632	231,868	220,681	93,744	-15,573	-297,889	20,866
	-4.4%	-9.9%	-6.8%	-82.5%	-4.4%	2.5%	73.7%	235.4%	0%	15.9%	10.3%	6.2%
	19.04	21.35	26.34	7.05	42.82	44.71	464.45	579.64	193.68	15.09	15.01	17.47
	35,618,327	36,300,030	40,774,581	21,174,012	132,802,909	141,018,083	151,059,230	87,035,600	25,982,570	51,563,700	50,856,577	97,581,051

Table 9. Performance to reduce GHG emissions in 2024 compared to base year of 2023*

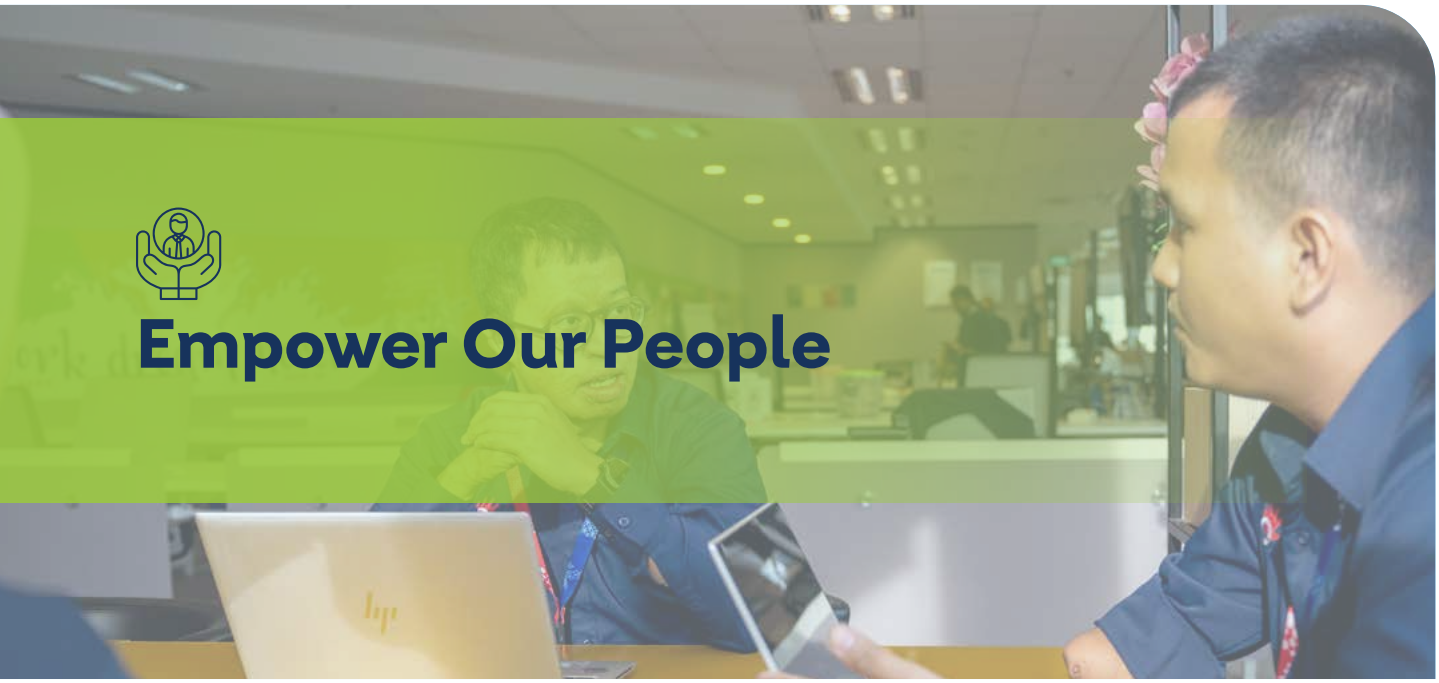
Metric	Telkom Group	PT Telkom Indonesia Tbk	PT Telekomunikasi Selular (Telkomsel)	PT Dayamitra Telekomunikasi Tbk (Mitratel)	PT Telekomunikasi Indonesia Internationaal (Telin)	PT Telkom Data Ekosis-tem (Neu-traDC)	Other Subsidiaries
Reduction in Scope 1 emissions compared to base year 2023 (tCO_2)	1,645	342	529	402	2,440	-2,951	882
Reduction in Scope 1 emissions compared to base year 2023 (%)	2.0%	1.3%	2.7%	10.4%	74.6%	-819.7%	-8.6%
Reduction in Scope 2 emissions compared to base year 2023 (tCO_2)	-55,460	1779	-76,223	290	45,495	-26,201	-598
Reduction in Scope 2 emissions compared to base year 2023 (%)	-2.8%	0.5%	-5.3%	0.8%	80.1%	-34.6%	-31.0%
Reduction in Scope 3 emissions compared to base year 2023 (tCO_2)	26,959	-4,622	7,264	8,345	-2174	12,705	5,440
Reduction in Scope 3 emissions compared to base year 2023 (%)	8.1%	-7.9%	5.1%	34.5%	-4.3%	95.4%	9.2%
Reduction in Scope 1 & 2 emissions compared to base year 2023 (tCO_2)	-53,815	2,121	-75,694	692	47,935	-29,152	284
Reduction in Scope 1 & 2 emissions compared to base year 2023 (%)	-2.6%	0.6%	-5.2%	1.8%	79.8%	-38.3%	0.4%
Total emission reduction compared to base year 2023 (tCO_2)	-26,856	-2,501	-68,430	9,036	45,761	-16,447	5,723
Total emission reduction compared to base year 2023 (%)	-1.1%	-0.6%	-4.3%	14.4%	41.2%	-18.4%	7.8%

* The minus sign (-) indicates that in 2024, there is an increase in emissions compared to 2023. An explanation of the reasons for this increase and decrease is elaborated in the Climate Mitigation section.

Detailed emissions of each Subsidiary performance are presented in Appendix 1. [POJK F.6] [POJK F.11] [GRI 302-1] [GRI 302-4] [GRI 305-1] [GRI 305-2] [GRI 305-3] [GRI 305-4] [GRI 305-5] [SASB TC-TL-130a.1]

04 Empower Our People

Telkom Indonesia
the world in your hand



Empower Our People

Telkom Group is committed to empowering employees, customers, and the community as part of its responsible business practices. Telkom Group's efforts begin with creating an inclusive and safe work environment for employees as a prerequisite for fostering innovation and delivering superior service to customers. In turn, Telkom Group's digital capabilities can generate a positive impact across broader society.

Material Topics	2030 Target	2024 Performance
Diversity, Equity, and Inclusion	32% of female employees (Telkom Group)	31.96% of employees are women in Telkom Group
	27% of female employee representation at managerial level (Telkom Group)	22% of female employees at the managerial level in Telkom Group
	1.5% of employees with disabilities (Telkom Group)	0.4% of employees with disabilities in Telkom Group
	25% digital talent (Telkom Group)	20.6% of digital talent in Telkom Group
Employee Health and Safety	Ensuring 0 deaths due to work accidents every year (Telkom Group)	0 cases in Telkom Group
	Employee engagement index at the "highly engaged" level/score > 80	Telkom's employee engagement has achieved "highly engaged" level/score 84.41.
Customer relations	Achieved an NPS score falling within the Excellent category based on the Bain&Company category with a score above 62 (Telkom Group)	58 NPS points for Telkom Group, categorized as 'Excellent' according to Bain & Company's classification.
Digital Inclusivity and Community Engagement	Increase in the number of SMEs Upgraded by 10% (Telkom)	10.64% of SMEs Upgrade

Empower Our People

Diversity, equity, and inclusion
- Inclusivity in Telkom employee recruitment
- Compensation and benefits
- Talent development
- Inclusive work environment

Employee health and safety
- Occupational health and safety
- Employee well-being

Customer experience
- Excellent service for all customers
- Responsible product innovation

Digital inclusivity and community engagement
- Digital inclusivity
- Community engagement

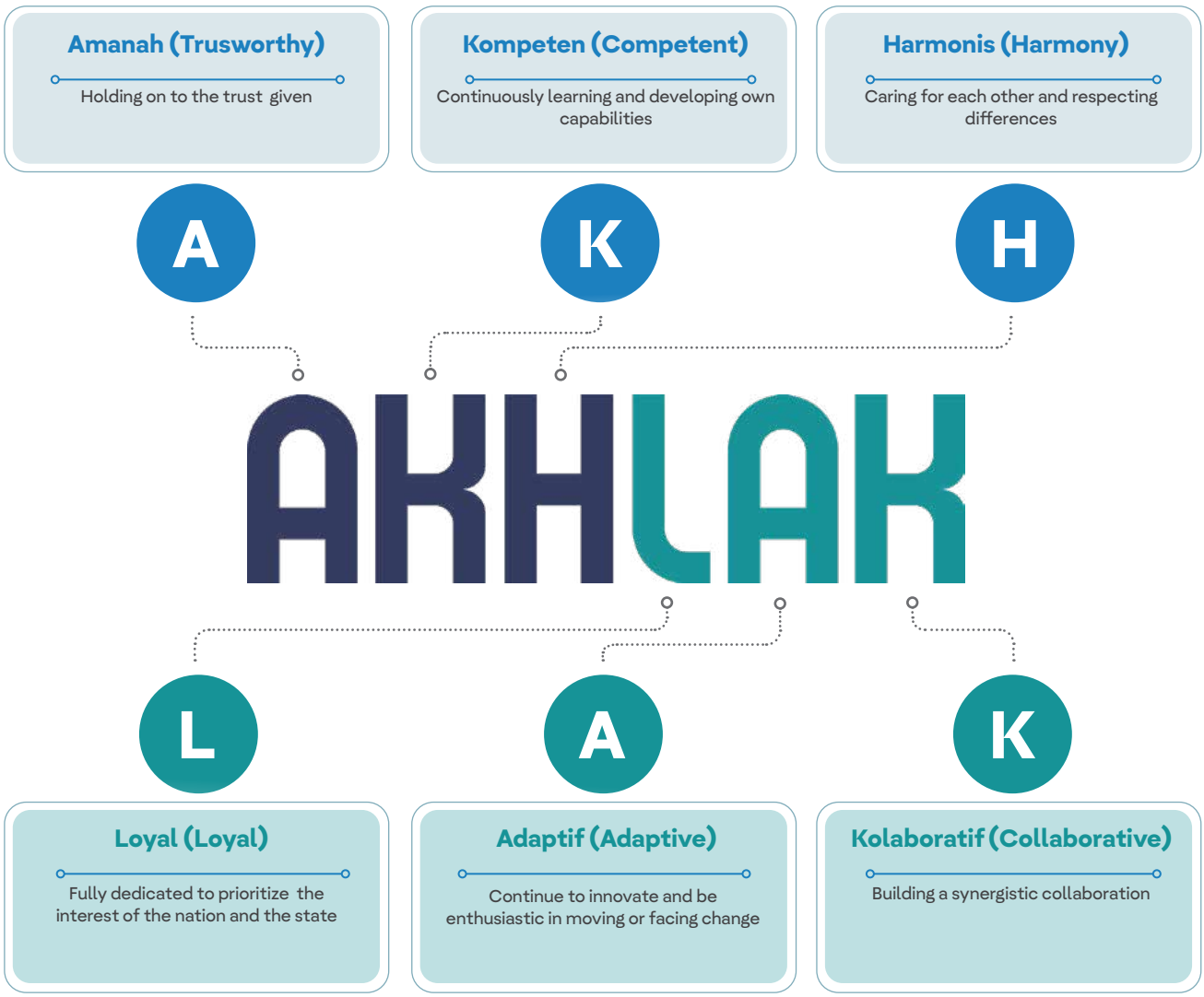
Diversity, Equity, and Inclusion

Management Approach

In general, Telkom has developed an umbrella policy that regulates the management and supervision of all Telkom material topics. The specific approaches for each topic is contained in separate policies and strategies. Employment practices at Telkom are comprehensively regulated in the 2023-2025 *Perjanjian Kerja Bersama* (PKB) which applies to all Telkom employees. This PKB regulates the rights and obligations of Telkom and its employees, working hours, as well as compensation and benefits for employees, including social benefits, and employee competency development programs. In addition, there is a Human Capital (HC) management team that is responsible for program implementation and monitoring from the recruitment process to retirement/ last day as a Telkom employee. [GRI 2-30]

Telkom consistently builds a corporate culture and values based on the main values of AKHLAK, which values are mandated for all State-Owned Enterprises (SOEs) in Indonesia.

These values serve as the foundation for Telkom to integrate the principles of diversity and equality in all employment practices and create an inclusive work environment.



Telkom's Inclusive Employee Recruitment

Telkom Group provides equal opportunities without distinction between ethnicity, religion, race, social status, and gender as a form of fair recruitment. The employee recruitment process is formally regulated in the PKB which also ensures Telkom's compliance with national labor regulations, including the Job Creation Act No. 6 of 2023 and Law No. 8 of 2016, these laws prohibit the use of child labor or forced labor and promote the inclusion of people with disabilities. Each Subsidiary has its own recruitment policy, which is generally outlined in the company-specific regulations. [POJK. F.18] [POJK. F.19]

As an effort to provide equal employment opportunities for the local community, Telkom conducts recruitment through various programs, including recruitment based on placement location or regional recruitment.

Telkom has consistently opened job opportunities for people with disabilities since 2019. By 2024, there are 88 employees with disabilities are employed across the Telkom Group working in a variety of roles including call center positions, admin, finance and human capital, sales, teachers, access network, planning and performance, IT platform, and digital business.

Telkom Group has made several efforts to support employees with disabilities to work safely and comfortably through the provision of various accessibility facilities, such as elevator access, room access, workspace access, as well as streets and parking. In addition, Telkom Group also provides customized training and mentoring to support professional development of employee with disabilities.

For Telkom Group, hiring people with disabilities is not only a form of corporate social responsibility but also provide strategic value for the company, especially to encourage innovation in developing inclusive digital solutions - which are able to meet the needs of all segments of society, including those with disabilities.

Figure 27. Activities of disable employee at Telkom

Compensation and Benefits

Telkom Group provides remuneration following applicable company regulations, including salary, holiday allowances, position related facilities, health facilities, and retirement benefits. Employees are also entitled to performance-based incentives and bonuses, which are aligned with the company's internal regulations. This remuneration is given transparently and fairly to all employees, regardless of gender. Thus, there is no pay gap in remuneration between male and female employees.
[GRI 401-2] [GRI 405-2]

Telkom applies the 3P principle in determining remuneration, namely pay for the person (according to the required competencies), pay for the position (according to the level of responsibility and accountability), and pay for the performance (according to performance in achieving targets, including ESG performance achievements). Through this process, Telkom ensures employee remuneration at the lowest level remains above the Provincial Minimum Wage (UMP) in each province [POJK F.20].

In addition to providing competitive compensation and benefits, Telkom Group also provides various types of leave rights to its employees including parental leave consisting of 7 (seven) days of paternity leave and 3 (three) months of fully paid maternity leave for female employees, extendable up to six (6) months under certain medical conditions. Employees are also entitled to 12 days of annual leave, 45 days of Hajj Pilgrimage leave, up to 45 days of sabbatical leave every three years, up to 7 (seven) days of special leave for important personal matters, and 1 (one) day of "Moments That Matter" (MTM) leave per year for celebrating personal milestones such as birthdays. This is a tangible form of Telkom Group's commitment to valuing and supporting its employees. [GRI 401-3]

Talent Development [POJK F.22]

Telkom Group believes that talent development is the key to building an innovative and competitive organization. Telkom has various competency improvement programs for all employees, enabling them to reach their maximum potential. As a result, employees can contribute optimally to support the achievement of the company's vision and mission.

Competency Development

Telkom runs a regular competency development program, which includes the provision of e-learning modules, internal and external training, certification, scholarships, and talent development. In the future, Telkom will continue to evaluate these programs to provide optimal benefits for employees and the company. Telkom implements the Learning Impact Measurement or Learning Evaluation approach to measure the impact of learning by searching, collecting, and analyzing the necessary data and interpreting it to assess learning objectives with outcomes that are expected. Learning evaluations can be divided into several levels, each with distinct focus and objective.

Here are some levels of learning evaluation used:

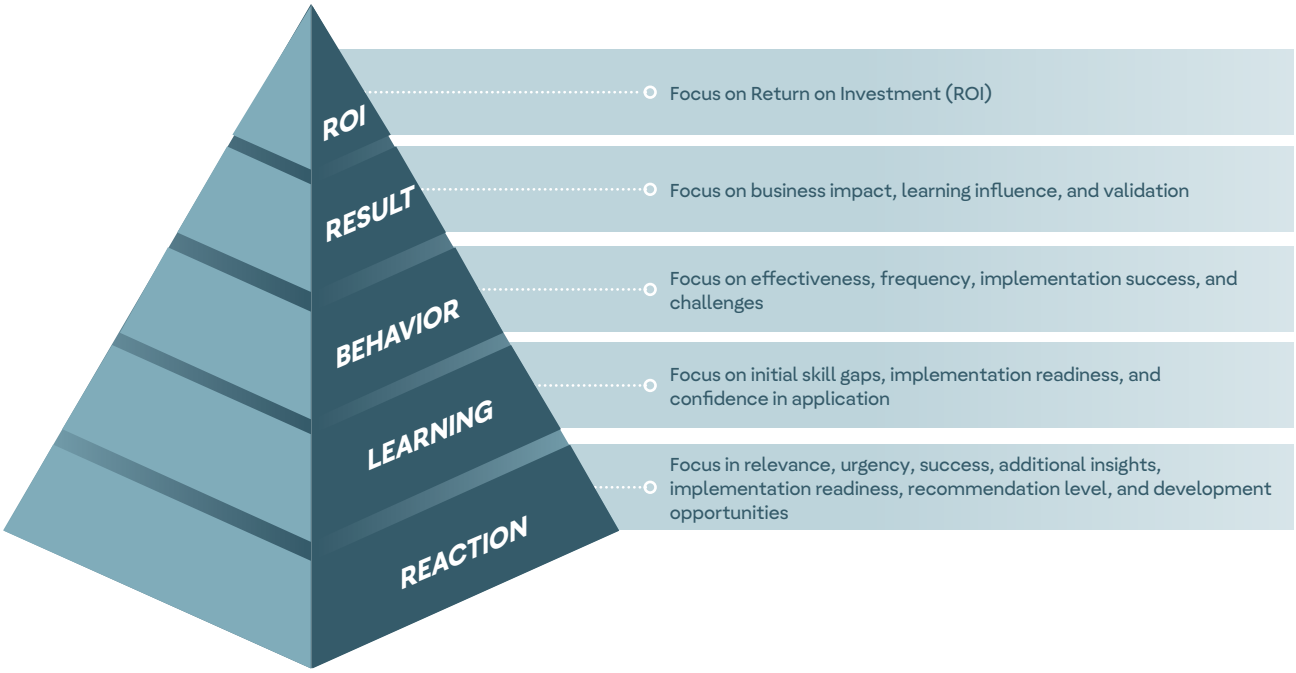


Figure 28. Competency improvement evaluation level

Telkom's achievements related to the implementation of competency development programs are comprehensively presented in the social performance table.

The training programs implemented by Telkom have had a significant positive impact on improving employee competence and performance. Through structured training based on the People Development Program (PDP), Telkom has successfully improved the technical skills and soft skills of its employees, which is reflected in increased productivity and innovation in daily operations. In addition, this program also encourages the creation of a sustainable learning culture, supports adaptation to industry changes, helps accelerate company transformation, and strengthens employee engagement. Overall, all training programs implemented ultimately contribute to the achievement of the company's strategic goals.

Preparing Digital Talent through the Digital Talent Readiness Program

In line with the company's digital transformation spirit, Telkom is improving employees' digital capabilities through the Digital Talent Readiness program. This program includes the development of soft skills, especially related to Digital Mindset & Behavior, as well as technical skills through various initiatives such as innovation programs, digital-based projects, and certifications according to digital skills needs.

Until the end of 2024, Telkom Group has 4,480 digital talents, or equivalent to 20.6% of the total employees. Now Telkom is designing a program that allows digital talents within the Telkom Group to share knowledge with each other. This is seen as important to build adaptive and competitive talent in the dynamic digital era.

Angi Imaduddin
Off 3 Customer Care Pasuruan Stream UI/UX

"My impression of participating in Telkom Athon Batch 5 is that it has been challenging. Amidst the ongoing organizational transformation, especially in Telkom Regional, we had to manage our time effectively—balancing learning new operational aspects while also upgrading our skills in Telkom Athon. Nevertheless, I am truly grateful and thankful to the entire Telkom Athon team for guiding us throughout these three months, preparing us to become digital talents. Telkom Athon is simply awesome!"

Supporting Continuous Learning through the Great People Scholarship Program

Since 2014, Telkom has been running the Great People Scholarship Program (GPSP) as part of its talent development and employee retention efforts. The program aims to cultivate excellent future leaders, expand global networks and support both business strategies and Employee Value Proposition (EVPs).

GPSP intake 2024 and 2025 are focused on graduate level (S-2) studies abroad at 10 campuses in the United States, University of Oxford, University of Cambridge, or the 10 best campuses in the world based on the field of study/major (10 best-ranked campuses based on majors out of the world's 50 best campuses) according to Quacquarelli Symonds and Times Higher Education. As for the doctoral level (S-3), the program is designed to prepare employees to play the role of independent researchers to strengthen company's research capabilities which aims to support the company's business strategy withinthe field of Informatics Engineering and Electrical Engineering at Telkom University. Currently, 34 employees have been selected for GPSP S-2 and are undergoing an administrative process at the university. Meanwhile, 10 GPSP S-3 employees have already commenced their studies.

Satria Arief Wicaksono
Columbia University, USA

"Expanding knowledge and global insights that there are many opportunities for development that can be implemented within Telkom Group"

Nadia Shafira N
University of Cambridge, UK

"The experience is very valuable because you can meet new people, live outside your comfort zone, and of course learn a lot of things (not only hard skills, but most importantly soft skills) "

Career Development

Telkom has a framework that can systematically help the professional growth of its employees. Regular performance assessments are conducted for all staff, focusing on the achievement of unit-level KPIs, individual competencies, and behavioral performance. The assessment of individual competencies and behaviors is mainly carried out through the 360-degree method, superior evaluations, knowledge tests, and other established parameters. The results of this employee performance assessment will be used as one of the bases in career management, competency development, and reward allocation at Telkom. [GRI 404-3]

Telkom also specifically has a commitment to support female leadership by setting a target for the representation of women in managerial positions. In addition to creating an inclusive work environment, Telkom through its employee resource group – Srikandi Telkom Group, which aims to foster mutual support in working and achieving achievements, it also actively organizing various seminars and webinars with the theme of women's dual roles, namely the webinar "Balancing Dual Roles in the Digital Era" to commemorate Kartini Day 2024.

Transition to Retirement

Since 2014, Telkom Group has included all of its employees, except the Board of Directors, in the Definite Benefit Pension Program (PPMP) or the Definite Contribution Pension Program (PPIP) depending on the year the employee joins the Telkom Group. In addition, Telkom also provides retirement training for employees who are entering retirement. This training program is related to psychological, spiritual, and welfare program aspects, as well as workshops with specific themes. [GRI 404-2]

> "Good, in general, the material for this Retirement Debriefing is very good, as an illustration/preparation for those of us who will undergo retirement. However, in the future it would be better to hold it offline. Many benefits besides material things also get positive energy if you get together with friends. Thank you U/Team LC Makassar"
>
> one of the participants of the 2024 retirement

Inclusive Work Environment

Telkom Group continues to strive to embrace employees with diverse backgrounds and needs through the creation of an inclusive work environment. In 2024, Telkom consistently implemented a Flexible Working Arrangement (FWA) to support work-life balance for all employees. Telkom also ensures that the condition of childcare facilities (Telkom Daycare) and lactation rooms are well maintained to support work peace of mind for employees of productive age.

Figure 29. Telkom Daycare

Aneta Indra
Officer Telkom Indonesia

"At first, I had my doubts about the quality. But after trying it out, I was really impressed! Telkom DayCare has complete facilities, and the staff are professional and certified. It gives me peace of mind while working.

Plus, every afternoon, we get daily activity reports when picking up our kids. We can even check in on them throughout the day from work, so we're always updated on their progress.

Telkom DayCare has been a huge help, especially for working mmoms like me. It lets us stay focused at work without worrying about our little ones' growth and development."

Telkom upholds business practices and human rights with mutual respect, and is free from discrimination, violence, physical and mental harassment. This commitment is reflectedthrough the Respectful Workplace Policy (RWP) policy which comprehensively regulates the mechanism for preventing, handling, and reporting discrimination, violence, and harassment within Telkom.

Employees can submit complaints, especially related to discriminatory actions, through various channels, such as Telkom Integrity Line which is a whistle blowing system channel with an integrated reporting channel and managed by an independent external party, RWP manager's email, and human capital management work unit. In 2024, there was no reports of discrimination recorded at Telkom. [GRI 406-1]

Telkom also provides various channels for employees to convey broader feedback to the Human Capital Work Unit, namely through email, phone, WhatsApp Chat, and Telegram.

HC Help Desk

E-mail-in service
hr_helpdesk@telkom.co.id

Phone-in service
1500305

Chat-in WhatsApp
08111-900-305

Telegram
@hchelpdesk_bot

In addition, employees can convey their aspirations through unions. Until the end of 2024, there are 6 (six) labor unions that serves as forums for employee aspirations within the Telkom Group. The existence of these unions is clear evidence of guaranteeing freedom of opinion and association in the Telkom Group. [GRI 407-1] The following is a list of labor unions within the scope of the Telkom Group:

a. Telkom Indonesia Employees Union (SEKAR TELKOM)
b. Telkomsel Workers Union (SEPAKAT)
c. Infomedia Nusantara Workers Union (SPIN)
d. Metra Digital Media Labor Union (Digital Workers Union or SPMD)
e. Graha Sarana Duta Employee Union (Graha Sarana Duta Workers Union or SKATA)
f. Telkomsigma Employees Union (SERASI)

Employee Health and Safety [POJK F.21]

Protecting employees and ensuring they can work in a safe and comfortable environment is a priority for Telkom Group. Therefore, Telkom Group continues to strive to manage occupational safety and health while improving employee well-being. As a form of commitment, Telkom has set a target for its employee engagement index to reach the highly engaged level. In 2024, based on the assessment of the employee engagement index, Telkom's employee engagement has achieved "highly engaged" level.

Table 10. Telkom Employee Engagement Index

2024	2023	2022
84.41	89.79	88.15

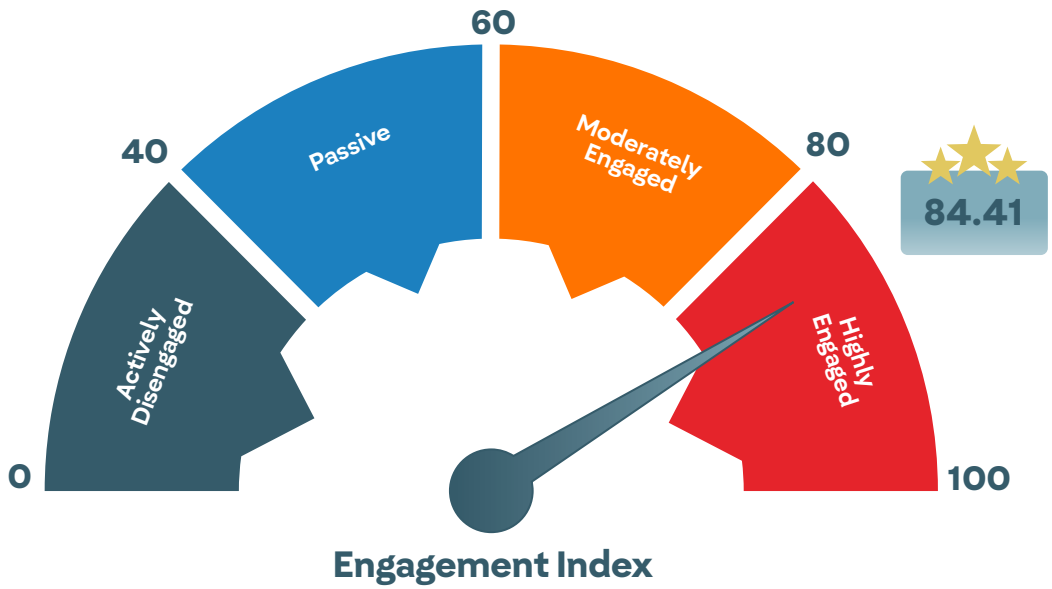


Figure 30. Employee Engagement Index

Management Approach

Telkom is committed to creating a healthy, safe, and supportive work environment as part of its sustainability strategy through the establishment of the Corporate Security and Safety Management policy, as outlined in the Board of Directors' Decree No. 37 of 2010. This policy applies to all employees and stakeholders within its operational areas. Serving as a reference for the implementation of Telkom's Occupational Health and Safety Management System (SMK3), the policy is designed aligning with international standards such as ISO 45001 and ensures compliance with applicable national regulations through regular audits and routine inspections.

In addition, Telkom has an Occupational Health and Safety Advisory Committee (P2K3) which is responsible for:

1. Providing advice and recommendations on Occupational Health and Safety (OHS)
2. Suppoting the development of management policies and work guidelines in an effort to improve work safety, company hygiene, occupational health, ergonomics and workforce nutrition
3. Preventing and reducing the occurrence of work accidents, fires, explosions, poisoning, occupational diseases, and environmental pollution [GRI 403-1] [GRI 403-8]

To support employee well-being, Telkom has internal regulations in place that act as the overarching framework of its employee well-being program, which covers 7 dimensions (mental, physical, financial, social, intellectual, spiritual, and social), such as access to medical services, fitness programs, and psychological support. To assess the effectiveness of this approach, companies routinely conduct audits, and employee engagement surveys. [GRI 3-3]

Occupational Health and Safety

Telkom implements a comprehensive Occupational Health and Safety (OHS) policy, which includes risk identification, hazard mitigation, and continuous training for all employees and contractors. The implementation of SMK3 at Telkom complies with the guidelines mandated by national regulations. [GRI 403-2]

Figure 31. OHS Management Application Framework

In planning OHS, Telkom primarily considers potential hazards. Telkom has identified the types of high-risk jobs, including 1) work carried out at heights; 2) tasks that involves exposure to high voltage risks; 3) ground tank related works; 4) work conducted in manholes; and 5) optical splicing work. In addition, Telkom has identified several occupational-related diseases that are relevant to the company's business activities. [GRI 403-10]

Physics	Chemistry	Biology	Ergonomics	Psychological
Extreme temperatures, noise, lighting, vibration, ionizing and non-ionizing radiation, and changes in air pressure (e.g., heatstroke due to prolonged exposure to sunlight, tired eyes due to lack of lighting)	All chemicals in solid, liquid, and gaseous forms (e.g. floor cleaners that can cause skin diseases such as dermatitis)	Bacteria, viruses, fungi, mammalian parasites, fauna, and other flora (e.g. covid-19 virus, sexually transmitted diseases)	Heavy lifting, awkward working positions, static working positions, repetitive motion, lighting, Visual Display Terminal (VDT) and others (e.g.: low back pain due to sitting for too long and poor sitting position)	Qualitative and quantitative workloads, work organization, monotonous work, interpersonal relationships, shift work, work location, etc. (e.g.: burnout due to monotonous work, high workload)

Table 32. Occupational Diseases

To ensure the comprehensive implementation of OHS, Telkom has prepared security & safety procedures and guidelines, that serve as an extensive operation manual with detailed guidance on safety protocols, especially at project sites and towers, a Safe Work Readiness checklist, and an incident reporting mechanism. Additionaly, Telkom ensures that our vendors, especially those involved in high-risk work, have OHS certification and comply with the applicable regulations. This effort has yielded positive results, where Telkom has consistently been able to maintain zero cases of deaths due to work accidents. [GRI 403-7]

Telkom also provides health facilities as a tangible form of our commitment to employee health, including 1) General and dental polyclinics; 2) Fitness center; 3) Lactation room; 4) Basic life support simulation room; 5) Midwifery examination facility. The operation of these polyclinics, especially those located in office areas, is under the responsibility of the Health Foundation (YAKES), whose duties and responsibilities include planning, controlling, and maintaining the health of employees, retirees, and families, counseling, physical promotion, and workplace hygiene management. [GRI 403-3] [GRI 403-6]

To foster a safety-first culture, Telkom Group continues to promote OHS awareness through communication, socialization, and consultation with employees and partners. The initiatives include Safety Talk, Safety Risk Observation Round (SROT), HSE Patrol, and Management Visit. Telkom Group believes that the implementation of OHS needs to be supported by qualified and competent human resources. Therefore, various OHS training and certification programs were carried out. As of 2024, there are 25 employees within the Telkom Group who have received OHS Auditor certification. [GRI 403-4] [GRI 403-5]

Table 11. OHS Training Data for 2022-2024

Types of Training	Number of Employees (people)			Number of Training Hours (Hours)		
	2024	2023	2022	2024	2023	2022
General OHS Expert	37	62	66	1,776	65	568
OHS Type D Fire Officer	50	39	16	744	39	12
OHS Auditor Certification	25	14	26	504	14	27
OHS Training	126	118	607	2,456	9	5,938,6

In 2024, the Regional Office and Regional Telecommunication Office (Witel) have also been certified with Golden Flag certification from the Ministry of Manpower of the Republic of Indonesia

Employee Well-Being

Telkom uses a holistic approach in supporting employee welfare, which is packaged in the 4R concept: (1) *Olah* ***Rasa***, every activity related to developing and understanding a person's emotions, feelings, and inner sensitivity to foster a deeper awareness of life, the environment, and social relationships, (2) *Olah* ***Raga***, any physical activity aimed at enhancing fitness, mental health, and physical ability, while also improving motor skills, strength, and endurance, (3) *Olah* ***Rasio***, any activity focuses on developing and using ratio or reasoning skills, referring to human cognitive ability to analyze information, make judgments, and draw conclusions based on facts and logic, to think logically, analytically and rationally in solving problems and decision making., and (4) *Olah* ***Ruh***, any activity aimed at nurturing and purifying spiritual or inner aspects to achieve peace, self-awareness, and a deeper relationship with God or the spiritual dimension. This 4R concept was further developed into seven dimensions called the Telkom Employee Well-being Diagram.

Figure 33. Telkom Employee Well-being Diagram

Mental Well-being

One of Telkom's flagship initiatives is Mental Readiness Support called With-U, which includes counseling, coaching, mentoring, and training services to help employees face challenges in the work and personal life environment. Through With-U, employees can schedule either video conference or in-person 1-on-1 counseling sessions. To strengthen these efforts, Telkom conducts annual surveys and organizes mental health-themed webinars to enhance employees' psychological well-being.

Physical Well-being

Telkom ran programs covering prevention, treatment, and fitness to support employee health. These include regular health check-ups, healthy lifestyle education, and access to workplace medical services and comprehensive health insurance. Additionally, Telkom supports physical wellness through employee sports communities, fostering a healthy and active work environment.

Financial Well-being

Telkom held various webinars on financial literacy, such as "Financial Planning for Millennials" targeted at employees under 35 years old. Financial planning materials are also provided in retirement debriefing trainings for employees nearing retirement. All employees also have access to e-learning materials on financial well-being.

Social Well-being

Through Telkom Employee Corner, Telkom provides facilities that employees can use to unwind and gather with colleagues, such as a band room and karaoke venue. In addition, Telkom has a "Moments that Matter" leave program that employees can use when celebrating birthdays or wedding anniversaries.

Intellectual Well-being

Employees can access training via myDigiLearn, an online learning platform. Telkom also facilitates innovation through open year-round initiatives like Idea Box, as well as internal hackathons organized by CFU/FU units to encourage the creation of digital business solutions.

Spiritual Well-being

Telkom provides spiritual coaching in line with an annually developed religious syllabus, which guides lectures and coaching via e-learning and webinars across all religions. The company also supports zakat management through its Zakat Management Unit (UPZ) in collaboration with Baznas RI.

Environmental Well-being

Telkom initiated the Telkom Employee Social Activities (TESA) program, an initiative to invite employees to participate in TJSL activities and broader sustainability initiatives. This program not only aims to support the local community, but also boosts social awareness among employees.

To evaluate the effectiveness of employee welfare programs, Telkom conducts an annual survey that produces employee well-being scores. In 2024, the employee well-being score reached 75.70 (good), with the lowest score in the financial, physical, and intellectual well-being aspects. In the future, Telkom Group will focus more on these three aspects, while maintaining strength in the spiritual aspect.

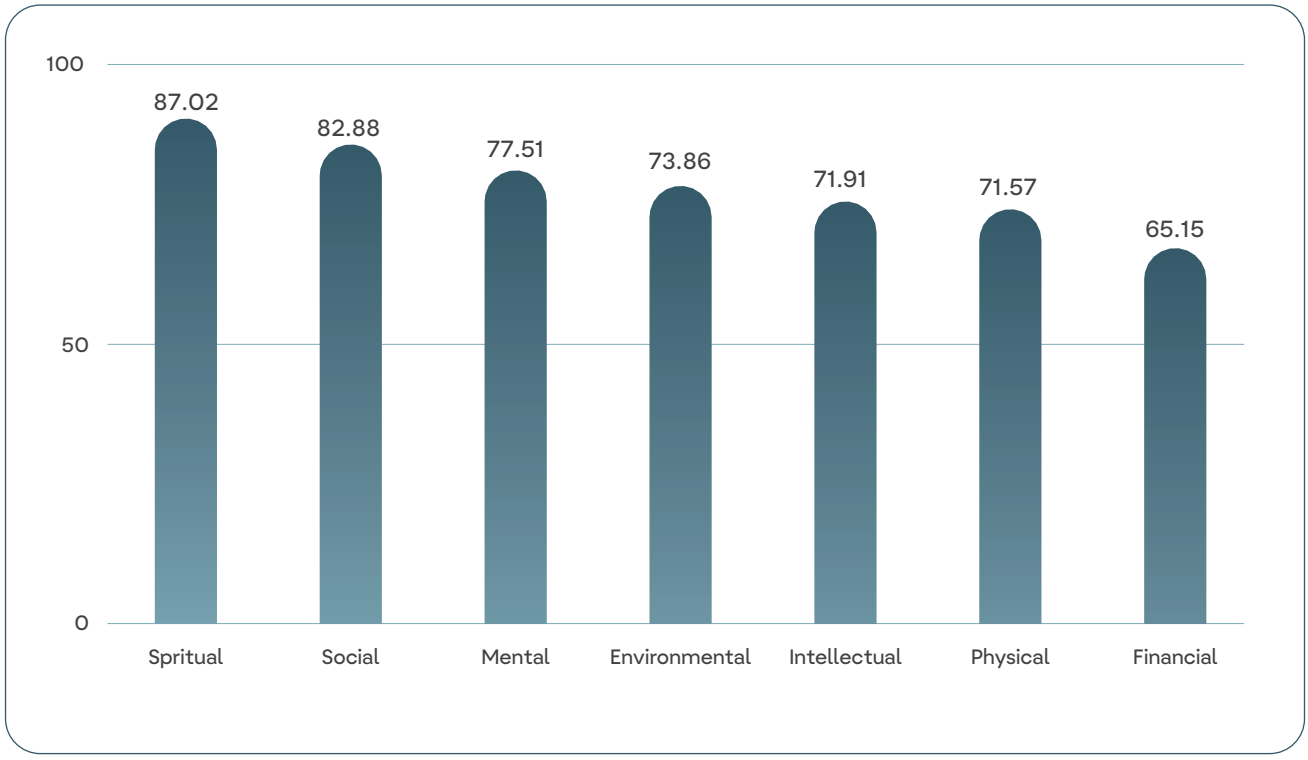


Figure 34. Employee well-being score

Customer Experience

Telkom Group is committed to providing superior and inclusive digital services so that all customers with diverse backgrounds get an equal customer experience. In addition, Telkom Group also continues to innovate to produce digital solutions by utilizing technological developments responsibly.

Management Approach

In an effort to maintain customer satisfaction, Telkom places customer interests as a top priority. Therefore, Telkom continues to strive to provide an easy and efficient experience for customers, starting from the first time they come into contact with Telkom to every touchpoint that follows. Telkom has taken preventive steps to reduce disruptions, accelerate resolution times, and ensure similar problems do not recur before customers file complaints. [GRI 3-3]

Proactive	Preventive	Predictive
improvement or issue resolution before customers experienced problem by utilizing Big Data.	minimize the potential for interference from the beginning of several indications that appear.	preventing disruptions through design and leveraging Big Data, Artificial Intelligence, and Robotic Process Automation (RPA).

In addition, Telkom Group has customer service for customers to submit complaints through:

Tabel 12. Customer service channel based on cutomer's segmentation

Customer Segments	Description
Mobile and Indihome Customers	Telkomsel Virtual Assistant in tsel.me/veronika Twitter & Instagram @telkomsel Email: cs@telkomsel.co.id Call center "Caroline" at the number: • 188 (24 hours x 7 days) for postpaid (free) and prepaid (Rp300) customers • +628110000333 from Overseas • GraPARI Nearby
SME Customers	0800-1835566 and e-mail: tele-am@telkom.co.id Social Media: @Smart_Bisnis (Twitter) and Smartbisnis (Facebook)
Corporate Customers and Government Institutions	08001 Telkom or 08001035566 Email: c4@telkom.co.id Social Media: @TelkomSolution (Twitter) and TelkomSolutionID (Facebook)
Wholesale and International Customers	OLO Care Center: 0800-1444-777 Email: occ@telkom.co.id LinkedIn: Telkom DWS Official Facebook: @dwstelkom @neucentrix Instagram: @dws_tekom @neucentrix Twitter: @neucentrix

[POJK. F.24] [GRI 3-3]

Excellent Service for All Customers

Telkom Group continues to provide the best service for customers by prioritizing innovation, reliability, and accessibility. A key aspect of this commitment is to measure the customer experience across the board to ensure that every customer can access and use the best products and services whenever and wherever they need them.

Telkom Group adopts Net Promoter Score (NPS) as a metric to gain insights into customer satisfaction and experience across all stages of the customer journey, as well as a foundation for continuous improvement in improving customer experience. For the NPS classification, Bain & Company divides the NPS value category into 4 categories:

Table 13. NPS categorization according to Bain & Company

Category	Score
Good	NPS > 0
Favorable	NPS > 20
Excellence	NPS > 50
World Class	NPS > 80

By the end of 2024, Telkom Group's NPS increased to 58 points. These NPS points are categorized as "Excellence" based on the above categories. The main reasondriving the increase in NPS include improving the quality of services. [POJK F.30]

Table 14. NPS Telkom Group 2023-2024

Customer Experience	2024		2023	
Net Promoter Score	2H 2024	1H 2024	2H 2023	1H 2023
Telkom Group	58	58	56	57
Points Increase	0	2	-1	2

Table 15. NPS Enterprise 2023-2024

Customer Experience	2024		2023	
Net Promoter Score	2H 2024	1H 2024	2H 2023	1H 2023
Telkom (Enterprise)	68	68	65	73
Points Increase	0	3	-8	7

Table 16. NPS Wholesale 2023-2024

Customer Experience	2024		2023	
Net Promoter Score	2H 2024	1H 2024	2H 2023	1H 2023
Telkom (Wholesale)	72	73		73
Points Increase	-1	0		9

Table 17. NPS Consumer Fixed Broadband (Telkomsel-Indihome) 2023-2024

Customer Experience	2024		2023	
Net Promoter Score	2H 2024	1H 2024	2H 2023	1H 2023
Telkom (Fixed broadband)	56	51	47	35
Points Increase	5	4	12	5

Table 18. NPS Consumer Mobile Broadband (Telkomsel-Mobile) 2023-2024

Customer Experience	2024		2023	
Net Promoter Score	2H 2024	1H 2024	2H 2023	1H 2023
Telkom (mobile broadband)	48	49	49	53
Points Increase	-1	0	-4	-1

Table 19. NPS Digital Business 2024

Customer Experience	2024	2023
Net Promoter Score	2H 2024	2H 2023
Telkom (Digital Business)	43	44
Points Increase	-1	-

Telkom Group also upholds a commitment that goes beyond the number. We believe that all customers have rights to a fair experience. Therefore, we remain dedicated to providing inclusive services. Since 2023, Telkomsel has provided services for customers with disabilities in submitting complaints. Telkomsel now offers "Teman Tuli" at 19 GraPARI points across Indonesia that allow customers with hearing impairments to communicate with GraPARI staff.

To support this initiative, Telkomsel collaborated with Silang.id in providing Indonesian Sign Language (Bisindo) training to service officers. With these skills, staff can communicate more effectively with customers with disabilities, creating a more comfortable and inclusive experience.

Figure 35. ***Teman Tuli GraPARI***

In addition, service facilities have been adapted to the needs of people with disabilities, including access for wheelchair users, inclusive toilets, and comfortable waiting rooms. We also provide priority access, allowing customers with disabilities to get service without long queues for a more efficient experience. [POJK. F.17]

Responsible Product Innovation [POJK F.26]

Telkom ensures that each product not only meets quality standards, but also has a positive impact on customers' daily lives, from the planning stage to the launch. Telkom also continues to innovate by delivering smart solutions that improve customer experience. Most importantly, we ensure that every product sold, such as optical network terminals (ONTs), has gone through a thorough safety testing and evaluation process. This is done to ensure customer safety and ensure compliance with applicable standards in Indonesia. Comprehensive product and services information is made available through accompanying electronic materials and can be accessed via Telkom's official website.

As part of its commitment to quality, Telkom has implemented the Telkom Integrated Quality Assurance (TIQA) program to ensure the quality of products and services for customers. TIQA focuses on the after-sales aspect and customer service policy, ensuring the best experience for users. Until now, Telkom has never recalled products due to safety reasons.
[GRI 416-1][GRI 416-2] [POJK F.27][POJK F.28][POJK F.29]

Utilization of Artificial Intelligence (AI) for Innovative Solutions

Telkom Group focuses on leveraging artificial intelligence AI technology to deliver more personalized, fast, and relevant services. However, Telkom Group is also committed to implementing AI responsibly to maximize impact for customers. To achieve this, Telkom has established an AI Task Force which is tasked with formulating AI development strategies within the company. This technology is not only used to improve operational efficiency, but also to bring innovative solutions to customers.

Telkom's AI development strategy aims to increase productivity and efficiency both internally and externally, as well innovating to support businesses and open up new business opportunities. The implementation of AI in Telkom Group includes the use of Chatbots for Veronica Agent customer service at Telkomsel and Indibiz at Telkom. With the integration of Chatbots in both services, users can now not only ask questions about their problems, but also available services and browse products more easily. A chatbot called Bizy in the myIndibiz ecosystem helps Small and Medium Enterprises (SMEs) in Indonesia to get tailored solutions based on their needs in digital products and services.

To meet market needs related to the use of Artificial Intelligence (AI) technology, Telkom has transformed BigBox into a comprehensive AI solution provider platform. BigBox's solutions help companies and agencies to adopt AI and data analytics with ease. AI from BigBox can support smarter and simpler work processes, ultimately enhancing the productivity of companies and agencies.

Telkom's AI services offer six comprehensive AI solutions designed to improve the operational efficiency of its users:
- Natural Language Processing (NLP) analyzes data and text in human language through machine learning technology.
- AI Predictive Analytics enables forecasting various business opportunities by utilizing modeling and statistics from historical data.
- AI Data Analytics and Management, supports users in managing and maintaining data quality to ensure that business decisions are based on accurate and quality information.
- Generative AI that transforms text into different types of conversational content to data visualization.
- Computer Vision analyzes visual data by identifying objects using cameras, to improve security to optimize public services.
- BigVision's AI-based Object Detection solution presented by BigBox is capable of vehicle counting, crowd detection, and people counting, which can monitor conditions in the field in real time.

As part of quality assurance, the implementation of AI at Telkom is also within the scope of TIQA, which includes cyber patrols, vulnerability assessments, and rigorous testing to ensure that the system meets security standards and protects the privacy of customers and employees.

> "We have leveraged AI internally to enhance efficiency and productivity, not only in business but also in human capital management, finance, and various operational processes. AI has proven to streamline and optimize processes, making them leaner and more efficient, especially in areas that previously required technological enhancement."
>
> **Komang Budi Aryasa**
> EVP Digital Business and Tecnology Telkom
> (at the INFINITE Conference 2024, held at Telkom Landmark Tower, Jakarta, on Wednesday (October 30)

Collaboration with the Ministry of SOEs in Recruitment Efficiency

In 2024, Telkom collaborated with the Ministry of SOEs to improve the efficiency of the recruitment system through the implementation of the "Dokumen AI". This technology allows for automatic and accurate evaluation of participants' uploaded documents, ensuring compliance with the requirements that have been set. Before the launch of the "Dokumen AI", Telkom implemented TIQA, including cyber threat monitoring, vulnerability assessment, and system testing to ensure the security and reliability of the solution. With this step, "Dokumen AI" not only improves the efficiency of the hiring process, but also guarantees a secure and reliable system for all users.

Digital Inclusivity and Community Engagement

By providing affordable telecommunication services and digital-based empowerment programs, Telkom Group ensures that all levels of society, including in remote areas, can experience the benefits of connectivity. This initiative not only promotes equal access to information and economic opportunities, but also strengthens community engagement in sustainable digital transformation.

Management Approach

Telkom Group is committed to enhancing digital inclusivity and empowering communities as part of our sustainability strategy. We ensure that access to digital technology and services reaches vulnerable groups, including people in remote areas, people with disabilities, and micro and small businesses. Through its community engagement program, under the responsibility of the Social Responsibility Center (SRC), Telkom initiated digital skills training, technology-based talent development, and strategic partnerships to expand access to the digital economy. The effectiveness of this approach is measured through the level of community participation, project sustainability indicators, and the socio-economic impact produced. With this step, Telkom contributes to the creation of an inclusive, equitable, and sustainable digital ecosystem for all levels of society. [GRI 3-3]

Digital Inclusivity

As a major player in the telecommunications industry, Telkom Group is fully aware of its responsibility to play an active role in equitable digital access in Indonesia. Therefore, we continue to accelerate infrastructure development and network expansion that reaches all over Indonesia to provide optimal impact on various elements of society.

By 2024, Telkomsel's network has reached 99% of Indonesia's population. In addition, Telkomsel has operated thousands of BTS, including Regular BTS, Merah Putih BTS, and Broadband BTS, to support access to data (internet) services in the 3T area and border areas with Singapore, Malaysia, Vietnam, Timor Leste, Australia, the Philippines, and Papua New Guinea. In collaboration with the government through BAKTI Kominfo, Telkomsel has also built BTS Universal Service Obligation (USO) in villages without communication services to enhance productivity and the community's economy.

Building Connectivity for Equitable Access in Jayapura Regency

PT. Telkom Akses Indonesia and Diskominfo Jayapura Regency held a meeting with the Demoutru Indigenous Peoples (MA) in Nimboran District to solve the problem of obstruction on Telkom's fiber cable withdrawal route. The community highlighted the lack of coordination in the installation of telecommunication infrastructure in customary lands, while the government emphasized the importance of telecommunication services in customary lands for equitable development.

The Head of the Communication and Information Service, Gustaf Griapon, emphasized that telecommunication access must be evenly distributed, not only in the city of Sentani, but also in remote areas such as Depapre, Nimboran, and Nimbokrang. This infrastructure is considered crucial for connectivity and regional economic growth.

Through this dialogue, it is hoped that an agreement will be reached that supports the development of telecommunications in an inclusive manner, provides benefits to the community, and ensures wider connectivity in Jayapura Regency.

In the other hand, Telkomsat through "Telkomsat Berbagi" provides MangoStar satellite internet services to support BNPB's response after floods and landslides in Luwu Regency, South Sulawesi. Communication disruptions that occurred at the BNPB Post at the Luwu Regent Office can now be overcome with reliable connectivity, allowing officers to stay connected and coordinate more effectively.

MangoStar delivers low-latency, satellite-based true unlimited broadband, ideal for real-time communication. This service is also a solution for remote areas that are difficult to reach by conventional networks, supporting the SMEs, enterprise, government, and maritime sectors. This initiative accelerates post-disaster recovery and affirms Telkomsat's commitment to providing technology that supports critical needs. In the future, we will continue to expand communication access to strengthen Indonesia's digital resilience.
[POJK. F.23][GRI 413-1]

Figure 36. MangoStar services from Telkomsat, connectivity solution for underdeveloped areas

Community Engagement

[POJK F.25]

Telkom Group also believes that our digital capabilities can be optimized to have a positive impact on the wider community. Therefore, Telkom consistently runs the TJSL program by collaborating with various parties, including the government, state-owned enterprises, academics, the community, the media, and employees through the employee volunteering program. In 2024, Telkom's TJSL program focussed on investments in four pillars: environment Rp 48.3 billion, social Rp 61.25 billion, economic Rp 34.8 billion, and law & governance Rp 0.36 billion, with a total of Rp 144.8 billion. This section only describes programs in the education and economic sectors, while environmental programs have been discussed in the Save Our Planet section.

Table 20. Purpose and intiative of Telkom TJSL

Sector	Education Uplift Impactful Social Empowerment	Economics Strengthen Excellent SMEs Digital Capacity
Purpose	Encouraging the digitalization of the education sector	Strengthening the digital capabilities of SMEs
Initiative	• Digital learning school and cyber security awareness • Digital skills for vocational and teacher certification • Digital empowerment program for woman • Digital skill for disabilities • Sociodigipreneurship	• The SMEs development program is integrated through: • Increasing SMEs Business Capacity through SMEs **Go Modern** • Supporting the process of digitizing SMEs management (Social Media Marketing & packaging grants) through SMEs **Go Digital** • Accelerating Online Market Expansion (e-commerce/online stores) through SMEs **Go Online** • Expanding International Market Access through SMEs **Go Global**

Encouraging the Digitalization of the Education Sector

04 QUALITY EDUCATION
05 GENDER EQUALITY
09 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Digital Learning School dan Cybersecurity Awareness

Telkom is committed to supporting schools and students in gaining access to learning applications, internet and computers as well as improving ICT skills for learning purposes as well as supporting digital education in Indonesia, especially in 3T areas. The Digital Learning School has been implemented since 2021 and Cybersecurity Awareness was introduced in 2024. In 2024, digital infrastructure support expanded to 472 schools, up from 435 schools in 2023, covering 19 provinces and 49 districts/cities. This increase had a significant impact, with the number of beneficiaries reaching 30,100 students, compared to 15,810 students in the previous year

DigiUp: Digital Skills Training for High School/Vocational Students

Figure 37. Telkom DigiUp

Telkom DigiUp is an initiative to support the development of young digital talents for high school/vocational high school students who are nationally certified in accordance with the digital industry since 2022. This program is in collaboration with the Provincial Regency/City National Education, Universities and Certification Institutions as well as the results of collaboration between the SRC Unit and the Telkom Education Foundation (YPT). By 2024, Telkom provided 11 training topics for students, including cybersecurity, web programming, and UI/UX design. The number of trainees reached 1,150 students, with 1,007 of them successfully graduating.

Indonesia Digital Learning: Teacher Certification

Figure 38. Indonesia Digital Learning for Great Teacher

Telkom provides teacher competency improvement training assistance that includes training and certification. Telkom has collaborated with Regency/City, Provincial, PGRI, and Higher Education to improve teacher competency based on digitalization since 2014. In 2024, the teacher training program covered two training scopes for teachers, namely Information and Communication Technology-based learning and the use of digitalization to support education. A total of 1,602 teachers participated in the training spread across Malang, Serang, and West Java, an increase from 1,150 participants in 2023.

Bootcamp Digital Empowering for Women

Figure 39. Digital Empower Women Bootcamp women

Telkom is committed to supporting women, housewives, and the women's community in entrepreneurship to improve the family economies through training and mentoring programs. In 2024, for the first time, 484 participants received assistance in various programs, including the Digital Literacy Women Empowering Women Bootcamp for housewives in Donggala, Digital Empowerment for Women in Jatimalang, as well as similar trainings in Medan and Denpasar. Telkom Witel Magelang also collaborated with Rumah BUMN through the Digital Empowerment Program for Women, which supports the community of Kalaju fishermen's wives in Purworejo. This program equips participants with digital skills, from ideation to marketing strategies, therefore they can be more independent in digitizing their businesses and increasing competitiveness in the market.

ICT Skills Training and Certification and Device Assistance for Disabled Groups

Telkom has regularly held ICT training for groups with disabilities to support education, work, and communication since 2021. In 2024, as many as 675 people with disabilities in Palembang, Purbalingga, Yogyakarta, Central Java, and West Java received ICT infrastructure training and assistance. Telkom also distributed Personal Computer (PC) Multimedia and i-Chat applications to 11 Special Schools (SLB), helping more than 300 deaf-speech students communicate more effectively.

Figure 40. ICT training for persons with disabilities groups

Sociodigipreneurship

Figure 41. Innovilage award

Telkom consistently supports the use of digital science and technology through funding for social projects in the Innovillage program, as a tangible manifestation of the implementation of the Tri Dharma of Higher Education. Since its inception, Telkom has funded more than 163 social projects with a total budget of Rp5.5 billion.

In addition, Telkom also distributed Innovillage social assistance in all Telkom Regional areas amounting to Rp3.9 billion, covering 30 locations with 1,500 beneficiaries. Since it has started, as many as 60 student social project groups had participate, with an allocation of Rp4.8 billion, providing benefits to 12,000 villagers in various provinces and districts/cities.

Digistar

Figure 42. DIGISTAR 2024 participants

As part of its commitment to develop the digital talent ecosystem in Indonesia, Telkom Indonesia presents Digistar, a strategic initiative that also serves as the company's employer branding program, to develop the potential of young talents end-to-end, by involving the collaboration of various parties, including universities, agencies, institutions and the edu-tech community and digital since 2022. This program is designed to accelerate digital transformation, particularly in human resources, by shaping and nurturing future digital talent to be ready for the workforce while bridging the gap between the supply of digital talent and industry demands. This is implemented by providing access to learning and work experiences that align with the telecommunications and technology industries.

Digistar consists five main sub-programs designed to accelerate the development of future talent potential. The Digistar Class offers an intensive mentoring program that hones participants' digital and soft skills, supported by experienced professionals. This program is open to university students, fresh graduates, and digital communities to ensure that Indonesian digital talent can compete globally. Digistar Connect is a roadshow and campus visit program, including engagement with the diaspora.

In addition, Digistar Internship provides internship opportunities for students and students who gain practical experience in a real work environment, apply the knowledge that has been learned and understand the dynamics of the digital industry directly.

To build synergy to accelerate digital transformation, Digistar Community and Digistar Connect serve as collaboration platforms with communities engaged in educational technology (edu-tech), digital skills, and youth that are in line with Telkom's values. In addition, there are roadshows and networking events that open opportunities for students to get to know the professional world better from an early age.

Furthermore, to strengthen collaboration and innovation, Telkom also presents Digistar Club, a community where digital talent can share knowledge, network, and grow together. Complementing this initiative, Digistar Story serves as a source of inspiration and insight, helping participants understand digital trends, innovations, and the diversity of industries.

Through its various activities and initiatives, the Digistar program contributes to shaping top-tier digital human resources capable of driving sustainable economic growth and supporting Indonesia's national digital transformation agenda. Over four years, Digistar has engaged more than 60,000 young Indonesian talents, enhancing their digital competencies to remain competitive, unlocking digitalization opportunities across industries, and strengthening the digital ecosystem.

Strengthening the Digital Capabilities of SMEs

08 DECENT WORK AND ECONOMIC GROWTH

SMEs Empowerment Program

Figure 43. SMEs empowerment by Telkom

Telkom targets a 10% growth in the number of "UMK Naik Kelas" under Telkom's guidance every year. In 2024, Telkom exceeded this target with a 10.6% increase in SMEs advancing, measured by revenue growth, workforce expansion, and asset improvement. To achieve this target, Telkom organized the SMEs Business Capacity Strengthening program, which includes the **Go Modern** and **Go Digital** initiatives as well as penetration into digital and global markets through the **Go Online** and **Go Global** programs.

Go Modern

Figure 44. Indibiz Training for SMEs

This program aims to improve the quality of SMEs products by providing assistance in registering Business Identification Numbers (NIB) through the Online Single Submission (OSS) institution. Additionally, Telkom support SMEs in obtaining Household Industry Food Production Certification (SPP-IRT) and Halal Certification to ensure product quality standards and competitiveness in the market.

Beyond the certification, Telkom also provides digital marketing training for beginners, technical skill development for SMEs, and the Packfest Packaging House program to help SMEs increase the attractiveness of products through more professional packaging. According to Social Return on Investment (SROI) measurement, the Packfest program shows a ratio of 1:2.23.

Throughout 2024, more and more SMEs have received support to develop through the Go Modern program. From year to year, these efforts have shown tangible results, with 18,102 SMEs receiving coaching, an increase from 11,180 SMEs in 2023.

For many SMEs, obtaining business legality is the first step towards greater growth. This year, 5,647 SMEs managed to obtain NIB certification, more than 4,578 SMEs in the previous year. In addition, 3,756 MSEs received halal certificates and SPP-IRT, up from 2,107 MSEs in 2023.

Beyond legal compliance, skill development remains a key focus. A total of 2,581 SMEs participated in technical training to improve their product and service quality, a significant increase from just 320 SMEs the previous year. Moreover, 615 SMEs showcased their products in mini bazaars and exhibitions, expanding their market reach.

With more SMEs advancing to higher business levels, this program continues to pave the way for small business owners to become more independent, competitive, and ready to thrive in the digital era.

> "Every day, I make traditional *timphan* cakes to sell, with me joining this RKB, I know that packaging affects sales levels, such as brand packaging design."
>
> **Rika**
> a member of the RKB Sabang UKM

Go Digital

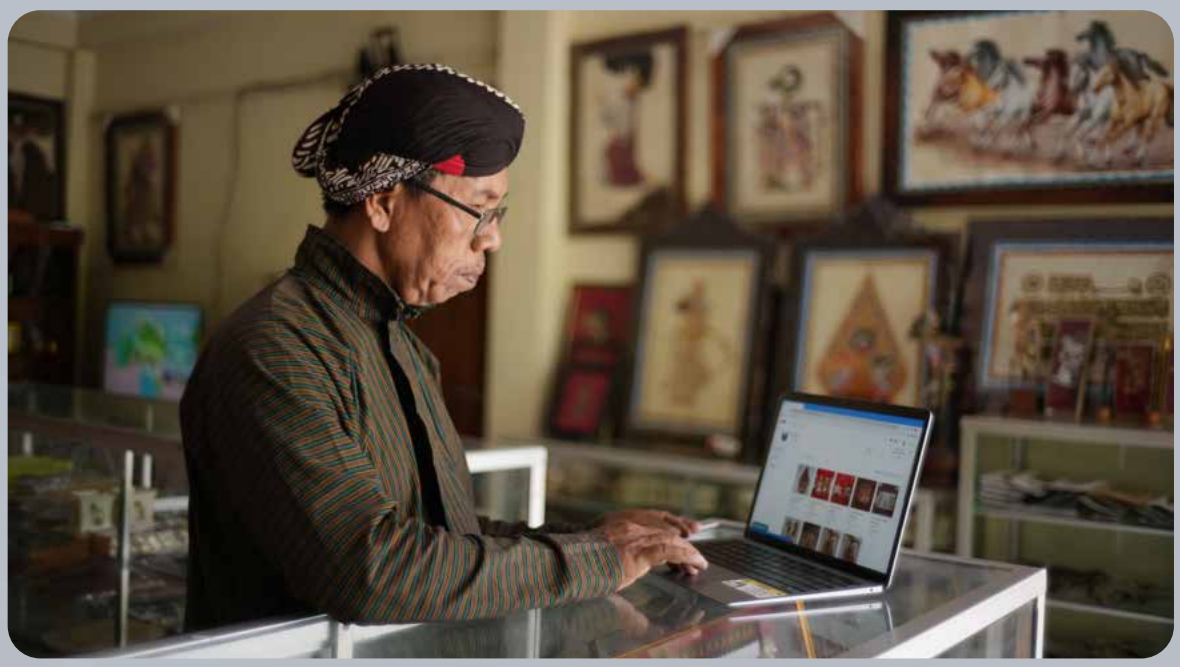


Figure 45. *PadiUMKM utilization by SMEs*

This program aims to drive business digitalization. In 2024, Telkom has conducted various trainings to accelerate the digital transformation of SMEs. The digitalization training creates shared value (CSV) is carried out with the utilization of KasirAja, PadiUMKM, and Indibiz, which helps to improve operational efficiency and expand market access for business actors. Additionally, Telkom also held digital and content marketing training in Makassar to strengthen online marketing strategies for SMEs.

Telkom supports SMEs in expanding access to the digital market through training at Rumah BUMN (RB) accross various regions, helping them market products in e-commerce such as Tokopedia. To increase visual appeal, Telkom also held product photography training and launched the **Go Digital** program through TikTok Jalin Nusantara, thus SMEs can more effectively utilize social media.

In 2024, as many as 16,845 SMEs benefited from this program, an increase from 10,844 in 2023. This support strengthens the competitiveness of SMEs in the digital era.

"Since adopting the santri card, we feel very helped. We can understand the preferences of students when transacting in canteens or cooperatives, making it easier to determine the stock of snacks needed. In addition, classic problems such as lost student money have also been drastically reduced."

Hani Buntari

Squad Leader of Telkom Go Digital Islamic Boarding School

Go Online

This program aims to support the digitalization of SMEs to increase online sales. In 2024, Telkom held Ramadha Fest Online to encourage transactions during Ramadan as well as Shopee marketplace optimization training to increase the competitiveness of digital businesses.

In addition, Telkom held **Go Online** training roadshows at various Telkom SOEs in Indonesia, collaborating with Tokopedia to help SMEs take advantage of marketplace features to increase traffic and sales. Throughout 2024, as many as 5,216 SMEs benefited from the **Go Online** program, a significant increase from 4,060 SMEs in 2023. This program helps SMEs adapt to the digital ecosystem, expand their market reach, and increase their competitiveness online.

"After participating in the **Go Online** training from *Rumah BUMN Telkom*, I learned how to market products more effectively. As a result, sales increased from 10% to 30%"

Ni Putu Sekaryati
a Balinese sandal craftsman

Go Global

In addition to domestic marketing, Telkom supports its fostered SMEs to **Go Global** through the Go Global program. In 2024, as many as 96 SMEs participated in international exhibitions such as Celebration of Nature's Palette (Japan), Gayeng Bugis (Singapore), Malay Day, and Malaysia International Tourism Expo. This number increased significantly compared to 2023 which only reached 22 SMEs, expanding export opportunities and global exposure for local business actors.

"Participating in international exhibitions and business matching is a strategic step to encourage SMEs to Go Global, expand the market, and increase their horizons to be able to compete at the international level"

Helmy Fadly
CEO Rumah BUMN Aceh
at the 2024 Malaysia International Tourism (MIT) Expo Pahang.

Summary of Social Community Engagement Support and Achievements

Table 21. Achievements of Sustainable Projects/Activities in 2022–2024

SDGs Indicator Code	Sustainable Projects/ Activities	Metrics	2024	2023	2022
04 QUALITY EDUCATION; 05 GENDER EQUALITY; 09 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Digital Learning School and Cybersecurity Awareness	Number of Schools	472	435	364
		Number of Students	30,100	15,810	18,200
	Digi Up: Digital Skills Debriefing for High School/ Vocational Students	Number of registrants	1,150	2,170	4,917
		Number of participants passed	1,007	1,397	1,040
	Indonesia Digital Learning: Teacher Certification	Number of Participants	1,602	1,150	
		Number of locations	4 location points	3 Location points	
	ICT Skills Training and Certification and Device Assistance for Disabled Groups	Number of Registrants	675	980	326
	Bootcamp Digital Empowering for Women	Number of Participants	484		
	Digistar Class	Number of Participants	18,394	21,183	12,453
08 DECENT WORK AND ECONOMIC GROWTH	Go Modern	Beneficiaries	18,102	11,180	15,261
		SMEs obtain NIB certification	5,647	4,578	3,785
		SMEs get SPP - IRT	2,127	2,107	1,362
		SMEs obtain Halal Certification	1,629		
		SMEs participate in technical skills training	2,581	320	
	Go Digital	SMEs beneficiaries of the program	16,845	10,844	15,135
	Go Online	SMEs beneficiaries of the program	5,793	4,060	5,216
	Go Global	SMEs beneficiaries of the program	96	22	21

Social Performance Indicators

Table 22. Performance of Diversity, Equity, and Inclusion at Telkom

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Employees by gender			
Male employees	2,703	4,709	5,887
Female employees	2,227	2,760	3,032
Total employees	**4,930**	**7,469**	**8,919**
Employees by status and gender			
Permanent employees (male)	2,571	4,535	5,373
Contract employees (male)	132	174	514
Permanent employees (female)	2,135	2,635	2,858
Contract employees (female)	92	125	174
Non-Employee Status Workers			
Interns	2,265	1,475	1,915
Employees by region			
Regional I	261	488	679
Regional II	407	904	2,045
Regional III	493	937	1,288
Regional IV	202	362	478
Regional V	204	361	512
Non Regional	3,363	4,417	3,917
Employees by age			
>50 years old	1,028	2,300	2,892
30 – 50 years old	2,470	3,044	3,457
<30 years old	1,432	2,125	2,570
Employees by education level			
Pre-Lecture	175	779	2,570
Diploma	129	437	637
Bachelor	3,175	4,628	5,485
Postgraduate	1,451	1,625	1,791

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Age profile by level of staffing (Senior management)			
>50 years old	67.3%	50%	50.4%
30 – 50 years old	32.7%	50%	49.6%
<30 years old	-	-	-
Age profile by level of employment (Intermediate management)			
>50 years old	39.3%	35.3%	32.7%
30 – 50 years old	60.7%	64.6%	67.3%
<30 years old	0.1%	-	-
Age profile by level of employment (Supervisor)			
>50 years old	10.4%	35.6%	41.5%
30 – 50 years old	55.2%	32.2%	28.4%
<30 years old	34.4%	32.2%	30.1%
Age profile by staffing level (Staff and others)			
>50 years old	-	0.4%	0.3%
30 – 50 years old	16.3%	9.4%	8.4%
<30 years old	83.7%	90.2%	91.3%
Gender profile by level of employment (% female)			
Senior management	15%	14.8%	9.4%
Associate management	36.4%	30.7%	28.2%
Supervisor	50.7%	38.7%	33.9%
Staff and others	54.8%	49.3%	49.9%
Employees with disabilities by gender			
Male employees	14	13	6
Female employees	8	6	5
Recruitment by gender			
Male employees	85	62	154
Female employees	77	50	153
Recruitment by age			
>30 years old	60	22	31
26 – 30 years old	40	34	113
18 - 25 years old	62	56	163

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Recruitment by placement			
Regional 1	7	5	20
Regional 2	5	4	39
Regional 3	13	6	37
Regional 4	2	2	22
Regional 5	7	4	17
Non Regional	128	91	172
Employees with contract status based on region			
Regional 1	7	12	46
Regional 2	13	16	88
Regional 3	21	22	159
Regional 4	4	6	36
Regional 5	9	13	50
Non Regional	170	230	309
Turnover by gender			
Male employees	2,096	1,452	936
Female employees	604	418	339
Turnover rate based on reason			
Voluntary (self-request)	1%	0.6%	3.5%
Involuntary (i.e., being a director in a state-owned enterprise, disciplinary violation)	0.1%	0%	0.2%
Others (i.e., retirement, death)	98.9%	94%	96.3%
Employees who have maternity leave rights			
Male employees	2,485	3,902	5,330
Female employees	2,090	1,810	2,843
Employees who take maternity leave rights			
Male employees	99	90	106
Female employees	132	174	30
Employees who return to work after maternity leave			
Male employees	107	90	75
Female employees	130	145	21
Employees who are still working after 12 months after returning to work			
Total employees	167	74	33
Employees who receive gender-based training			
Certification training (male)	871	549	620

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Certification training (female)	572	313	334
Leadership Development Program (male)	256	140	428
Leadership Development Program (female)	148	51	231
Regular training (male)	2,525	2,870	7,216
Regular training (female)	1,735	1,657	3,886
Average training hours in a year			
Total employees	265.96	65.16	53.27
Basic salary ratio			
Ratio of basic salary and remuneration of female employees to male employees for each position	1:1	1:1	1:1
Number of incidents of discrimination			
Total number of incidents	0	0	0
Employee feedback			
Employee feedback related to administration and service	7,982	6,364	4,626
Total employee feedback	30,124	26,656	17,033

[GRI 2-7] [GRI 2-8] [GRI 401-1] [GRI 401-3] [GRI 404-1] [GRI 404-3] [GRI 405-1] [405-2]

Table 23. Telkom's Occupational Health and Safety Performance

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Number of deaths due to work accidents in employees	0	0	0
Number of work accidents with high consequences	0	0	0
Work Accident Rate	0	0	0

[GRI 403-9]

Table 24. Systemic Disruption Risk Performance of Telkom Group

Metric	PT Telkom Indonesia Tbk		
	2024	2023	2022
Fiber Optic Backbone Disruptions			
Average Disruption Frequency	4.652	3.811	3.927
Submarine Cable System (SCS) Disruptions			
Average Disruption Frequency – Wet Plant*	19	6	19
Average Disruption Frequency – Dry Plant**	1	0	4
Customer Service Disruptions			
Q Disruptions ***	2,30	2,88	3,59
Average Disruption Repair Time (hours)	5,9	6,18	6,2

Description
* Wet Plant (OSP - Outside Plant): Refers to the components or equipment of the Submarine Cable Communication System (SCCS) located in marine or underwater environments. These include submarine optical fiber cables, repeaters, equalizers, and branching units.
** Dry Plant (ISP - Inside Plant): Refers to the components or equipment of the Submarine Cable Communication System (SCCS) located onshore or within station facilities. These include optical fiber cables, SLTE (Submarine Line Terminal Equipment), DWDM (Dense Wavelength Division Multiplexing), PFE (Power Feeding Equipment), and others.
***Q Disruption: Represents the number of affected customers per 100 customers within a 30-day measurement period.

[TC-TL-550a.1]

Table 25. Telkom Group's Diversity, Equity, and Inclusion Performance

Metric	PT Telkom Selular (Telkomsel)			PT Dayamitra Telekomunikasi Tbk (Mitratel)			Other Subsidiaries**			Telkom Group		
	2024	2023	2022	2024	2023	2022	2024	2023	2022	2024	2023	2022
Employees by gender												
Male employees	4,796	4,856	4,289	410	373	379	6,837	6,081	6,099	14,746	16,109	16,654
Female employees	1,420	1,453	1,166	193	164	158	3,087	2,668	2,783	6,927	7,045	7,139
Total employees	6,216	6,309	5,455	603	537	537	9,924	8,749	8,882	21,673	23,064	23,793
Employees by status and gender												
Permanent employees (male)	4,732	4,765	4,245	394	285	262	5,898	4,922	4,980	13,595	14,507	14,860
Contract employees (male)	64	91	44	16	88	117	939	1,159	1,119	1,151	1,512	1,794
Permanent employees (female)	1,313	1,301	1,076	185	128	101	2,467	2,034	2,056	6,100	6,098	6,091
Contract employees (female)	107	152	90	8	36	57	620	634	727	827	947	1,048
Gender profile by level of employment (% female)												
Senior management	16%	12%	12%	0%	0%	0%	4%	7%	9%	13%	12%	10%
Associate management	14%	13%	12%	6%	5%	8%	19%	20%	19%	23%	22%	22%
Supervisor	22%	22%	20%	22%	2%	17%	31%	29%	28%	28%	30%	28%
Staff and others	34%	34%	31%	36%	36%	33%	49%	57%	59%	44%	45%	47%
Employee recruitment												
Total rekrutmen	141	389	210	114	67	32	423	392	354	840	960	903

Metric	PT Telkom Selular (Telkomsel)			PT Dayamitra Telekomunikasi Tbk (Mitratel)			Other Subsidiaries**			Telkom Group		
	2024	2023	2022	2024	2023	2022	2024	2023	2022	2024	2023	2022
Employee turnover rate												
Total turnover rate	4%	2%	4%	8%	12%	6%	6%	8%	8%	19%	7%	9%
Turnover (% of total turnover)												
Voluntary	15%	26%	19%	63%	85%	70%	38%	34%	54%	33%	35%	44%
Involuntary	48%	26%	16%	0%	0%	0%	12%	18%	2%	14%	14%	3%
Other	38%	48%	65%	37%	15%	30%	50%	48%	45%	50%	51%	53%
Employees who take maternity leave rights												
Male employees	243	75	246	19	18	17	64	51	43	424	234	412
Female employees	83	301	51	7	10	4	27	29	27	249	514	112
Employees who return to work after maternity leave												
Male employees	243	75	246	19	18	17	64	51	43	432	234	381
Female employees	82	301	51	7	10	4	27	29	27	246	485	103
Employees who are still working after 12 months after returning to work												
Total employees	325	376	297	26	28	21	30	80	70	548	558	421
Average training hours in a year												
Male employees	69	47	38	16	12	15	595	954	521	411	646	356
Female employees	27	33	33	8	5	7	612	513	357	414	346	245
Total employees	60	44	37	24	17	22	1,207	1,467	878	825	992	601

* Other Subsidiaries are represented by all Telkom subsidiaries except Telkomsel and Mitratel.
[GRI 401-1] [GRI 401-3] [GRI 404-1] [GRI 405-1]

Table 26. Telkom Group's Health and Safety

Metric	PT Telkomunikasi Seluler (Telkomsel)			PT Dayamitra Telekomunikasi Tbk (Mitratel)			Other Subsidiaries**			Telkom Group		
	2024	2023	2022	2024	2023	2022	2024	2023	2022	2024	2023	2022
Number of deaths due to employee accidents	0	0	0	0	0	0	0	0	0	0	0	0
Number of work accidents with high consequences	0	0	0	0	0	0	0	0	2	0	0	2
Rate of work accidents	0	0	0	0	0	0	4,725	4,735	NA	4,725	4,735	NA

*Other subsidiaries are represented by PT PINS Indonesia (PINS), PT Telekomunikasi Indonesia International (Telin), PT Sigma Cipta Caraka (Telkom Sigma), PT Telkom Akses (Telkom Akses), PT Graha Sarana Duta (Telkom Property), and PT Telkom Satelit Indonesia (Telkomsat). [GRI 403-9]

EXIT

05 Elevate Our Business

Telkom Indonesia
the world in your hand

Elevate Our Business

Strong governance enables Telkom Group to *Elevate Our Business* by enhancing competitiveness, strengthening stakeholder trust, and ensuring long-term sustainability. By upholding the principles of transparency, accountability, and compliance, Telkom does not only meets regulatory requirements but also fosters an innovative and sustainable business ecosystem.

For Telkom, effective governance supports better risk management, operational optimization, and the creation of growth opportunities aligned with the evolving telecommunications industry. Telkom ensures every initiative is designed not only to drive short-term performance, but also to ensure that stakeholders can grow and thrive alongside Telkom sustainably.

Telkom Group's governance is built on three key pillars: Regulatory Compliance, Ethical Business Practices, and Cyber Security & Data Privacy — ensuring legal adherence, operational integrity, and robust data protection. Beyond these core areas, Telkom also addresses non-material aspects, such as supply chain management.

Material Topics	2030 Target	2024 Performance
Regulatory compliance	100% compliance with applicable regulations, with no proven major cases.	100%
Ethical business practices	Compliance with business ethics, with 100% of employees signing integrity pacts.	100%
	SNI ISO 37001:2016 SMAP certification for Telkom and its directly owned subsidiaries.	100%
	100% of whistleblowing complaints are followed-up	100% of whistleblowing complaints are followed up
	100% of human rights-related complaints are followed up.	100% followed up, 0 complaints proven related to human rights (respectful workplace)
Cyber security and data privacy	No critical data leaks have occured	0 critical incidents
	100% employee passing rate in cybersecurity awareness training.	95.63%

In general, Telkom has established a policy for managing and overseeing all material topics. Specific approaches for each topic are defined in separate policies and strategies. Cyber security, data privacy, ethical business practices, and regulation compliance are top priorities for Telkom in safeguarding customer trust and ensuring business sustainability.

As a vital telecommunications infrastructure provider, Telkom ensures secure data management and compliance with regulations and business ethics standards. Through robust information security governance, anti-corruption policies, whistleblowing systems, and periodic audits, Telkom is committed to fostering a transparent, ethical, and sustainable business ecosystem.

Telkom's sustainability policies are outlined on the ESG policy page, covering the following areas:

1. **Board of Directors' Function and Management's Role in ESG and Climate Aspects**
2. **Risk Management System Framework and Policy**
3. **Corporate ESG Umbrella Policy**
4. **Respectful Workplace Policy**
5. **Disaster Management Policy**
6. **Roles and Responsibilities of Committees or Divisions responsible for ESG and Climate Aspects**
7. **Scope of Telkom Group's Business Ethics Guidelines**
8. **ESG and Climate Governance Structure**
9. **Information Security Governance**
10. **Personal Data Protection Governance**
11. **Corporate Management, Security, and Safety Policy**

Elevate Our Business

Regulatory compliance
- Ethical product marketing
- Fair business conduct

Ethical business practices
- Anti-corruption
- Whistleblowing

Cyber security and Data privacy
- Personal data protection
- Cyber security

Responsible Supply Chain
- Responsible procurement process
- Local parties involvement

Regulatory Compliance

Telkom is committed to conducting business in full compliance with applicable regulations and industry standards in the telecommunications sector. Regulatory compliance is not just a legal obligation but a fundamental pillar in ensuring business sustainability and maintaining stakeholder trust. To uphold optimal compliance, Telkom implements robust policies and procedures aligned with regulatory requirements. Additionally, a stringent compliance system is in place to identify, manage, and mitigate legal risks that could impact the company's operations. [GRI 2-27]

Management Approach

Telkom is committed to conducting its business sustainably by ensuring regulatory compliance through the principles of transparency, risk mitigation, and continuous improvement. This approach ensures that all operational and corporate governance processes align with both internal policies and legal regulations.

To safeguard the company and its stakeholders, Telkom employs a systematic approach to identifying, assessing, and managing legal risks. Telkom has implemented the following measures

- **Conducting legal reviews of corporate action plans and business contracts.**
- **Coordinating and providing legal assistance across all relevant units to resolve litigation cases in accordance with internal and external regulations.**
- **Reviewing internal regulations before their issuance to ensure compliance.**
- **Strengthening competencies in handling business disputes, both litigation and non-litigation**

In marketing, Telkom prioritizes clear, fair, and responsible communication, in compliance with consumer protection regulations and high business ethics standards. Additionally, in business competition, Telkom upholds the principles of fairness and antitrust compliance to foster a healthy and competitive business environment.

Ethical Product Marketing

For Telkom, responsible product marketing is fundamental to building customer loyalty and trust. The company is committed to fair, transparent, and ethical marketing practices, ensuring that every message reflects a strong dedication to corporate compliance and social responsibility.

Telkom is committed to provide a transparent and fair customer experience by providing clear and accessible information about its products and services. Protecting customer rights is a top priority, as reflected in subscription contracts governed by the Company Regulation on Business Ethics within the Telkom Group and the Company Regulation on Guidelines for the Preparation and Management of Subscription Contracts. These internal regulations ensure that every customer understands their rights and obligations, fostering a transparent and sustainable relationship between a company and its customers.

Telkom upholds strict compliance in marketing activities and consumer rights protection. This is attained through establishing practices that adheres to Law Number 8 of 1999 concerning Consumer Protection and Law Number 11 of 2008 jo. Law Number 1 of 2024 related to Information and Electronic Transactions.

The results of the evaluation in the reporting period showed that there were no incidents of non-compliance with product labeling regulations resulting in fines, sanctions, or official warnings, and no violations of product labeling standards. In addition, there were no incidents of non-compliance in marketing communications that led to fines, sanctions, official warnings, or violations of voluntary standards of marketing communication. This reflects full compliance with applicable regulations and standards in terms of product labeling and marketing communication. [GRI 417-1] [GRI 417-2] [GRI 417-3]

Fair Business Conduct

In the 5G era, competition in the telecommunications industry extends beyond just internet speed—it also encompasses service coverage, affordability, innovative features, reliable IT systems, and quality customer service. As Indonesia's market leader, Telkom is committed to competing fairly by delivering high-quality products and services while ensuring full compliance with applicable regulations.

Telkom operates in strict adherence to Law No. 5 of 1999 on the Prohibition of Monopoly Practices and Unfair Business Competition, as well as other relevant regulations, to promote healthy competition, drive innovation, and maximize benefits for society. Upholding this principle, Telkom consistently prioritizes ethical competition practices, with no recorded violations related to monopolistic behavior or unfair business practices under Law No. 5 of 1999. [GRI 206-1]

During the 2024 reporting period, there were no legal actions experienced by Telkom related to alleged violations of business competition and monopoly regulations, and no financial losses resulting from regulatory violations. Telkom always ensures that every business activity carried out is in line with the principles of fairness, transparency, and compliance with applicable regulations. [SASB TC-TL-520a.1]

Equal Access to The Internet

Telkom Group is dedicated to providing high-quality, transparent, and fully compliant telecommunications services. Adherence to industry standards and regulations is fundamental in ensuring that every customer has access to safe, fair, and reliable internet connectivity. In alignment with the principle of open internet (net neutrality), Telkom Group continuously enhances network accessibility and service quality, fostering a more inclusive digital ecosystem. Key performance indicators for telecommunications services include network speed and stability, particularly download speeds. In 2024, Telkom Group achieved an average download speed of 39.36 Mbps, representing a 17.9% increase compared to 2023. [SASB TC-TL-520a.2]

Table 27. Average Download Speed

Description	Megabits per second (Mbps)		
	2024	2023	2022
Telkom Server	39.36	33.39	28.09
All Server	37.4	31.44	25.79
All Server (Exclude Telkom)	35	28.88	22.37

This improvement reflects Telkom Group's commitment to delivering more equitable and high-quality connectivity, aligned with its vision of making the internet an inclusive platform that supports the growth of Indonesia's digital economy.

The variation in download speed quality between Telkom Server, All Server, and All Server (excluding Telkom) may be attributed to differences in the quality and capacity of internet services provided by Telkom compared to those offered by other internet service providers.

Ethical Business Practices

Telkom Group believes that sustainability is not only about business growth but also about ensuring that growth is achieved with strong ethical principles within the bounds of regulatory compliance, and the protection of consumer rights and privacy in every service offered. To uphold the principles of sustainability, Telkom is committed to maintaining high ethical standards in collaboration with all partners within its business ecosystem. In conducting a sustainable business, Telkom prioritizes integrity and responsibility across all operations, with a strong focus on the following key areas:

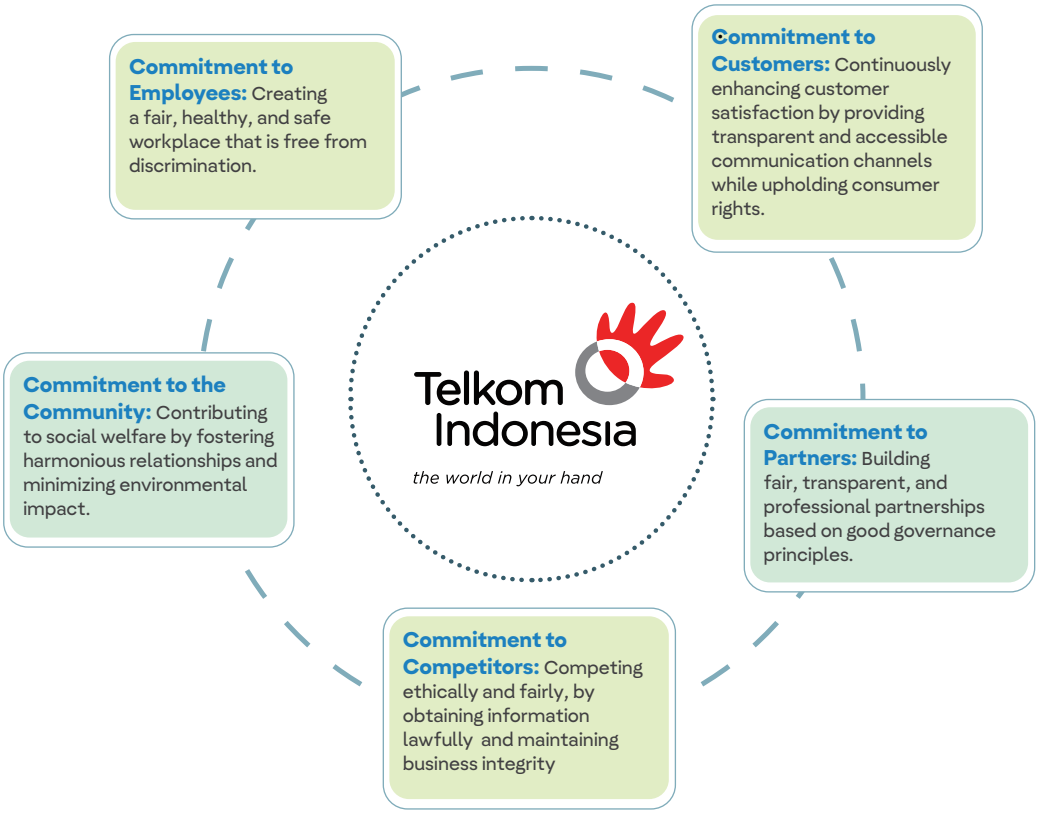


Figure 46. Telkom's Commitment to Ethical Business Practices

Management Approach

Telkom Group upholds integrity as the cornerstone of its sustainable business operations. The company is fully committed to fostering a clean and transparent business ecosystem by enforcing a zero-tolerance policy against all forms of corruption, collusion, nepotism, bribery, fraud, and other unethical business practices. Strict mitigation measures have been implemented, including enhanced supervision, policy socialization, and comprehensive training for relevant personnel. This commitment is formally outlined in the Company Regulation on Ethical Business Practices within the Telkom Group.

Corruption, Bribery and Fraud Prevention Policy

To enforce this commitment, Telkom implements the SNI ISO 37001:2016 Anti-Bribery Management System (SMAP), which is overseen by the Anti-Bribery Compliance Function Committee (FKAP) in collaboration with top management. The following is the structure of the FKAP committee at Telkom. [GRI 2-23]

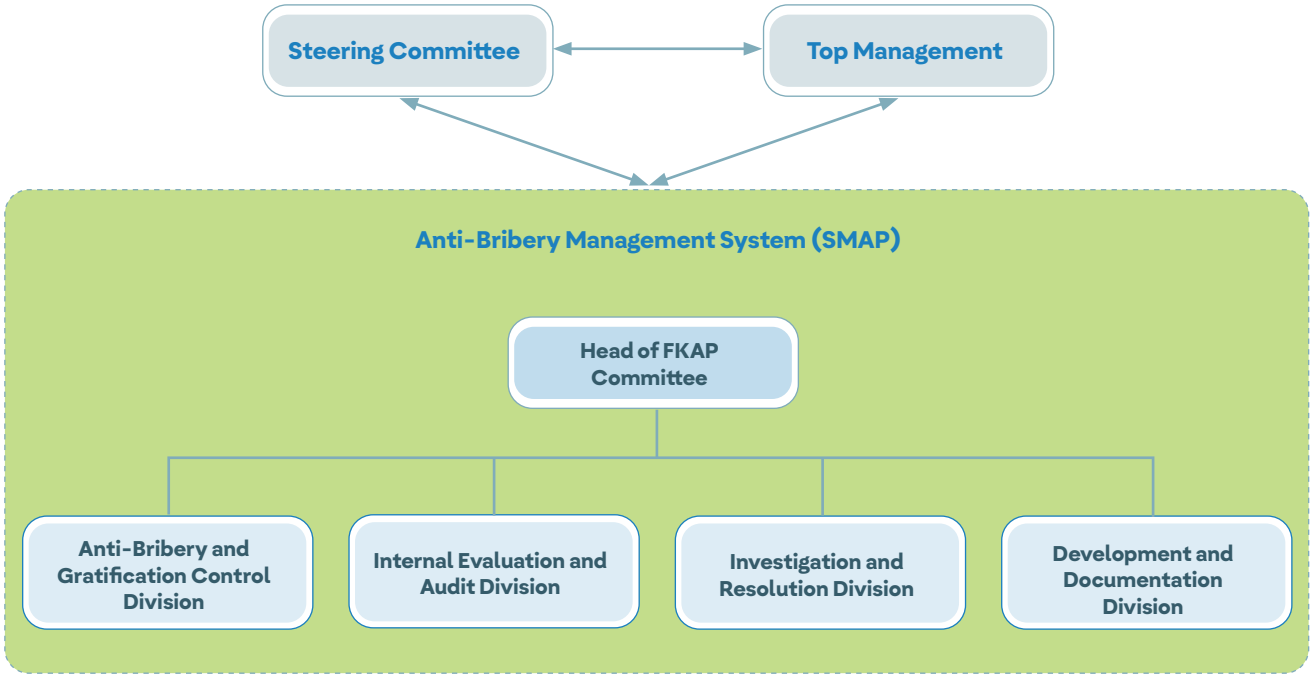


Figure 47. Telkom FKAP Committee

FKAP routinely conducts risk evaluations related to bribery across its operations, identifying potential risks in various business areas within the organization. In 2024, the company conducted a bribery risk assessment under the scope of ISO 37001:2016 SMAP for 100% of units classified as high-risk for bribery, namely within the Recruitment and Procurement functions. [GRI 205-1]

Declaration of Anti-Corruption Commitment

In the lead-up to World Anti-Corruption Day (Hakordia) on December 9, 2024, Telkom reaffirmed its commitment to conducting clean and corruption-free business practices. On November 14, 2024, Telkom's President Director, Ririek Adriansyah, along with the Board of Directors and all senior leaders of TelkomGroup, formally declared the Anti-Corruption Commitment during a Leadership Meeting held in Jakarta. This declaration is being extended to all Telkom Group subsidiaries, serving as a collective commitment by both management and employees to prevent corruption within the workplace and to foster a culture of integrity across the organization.

Telkom's efforts to prevent fraud and corruption are further reinforced by the mandatory submission of the State Administrator's Wealth Report (LKHPN) for members of the Board of Directors, Board of Commissioners, and employees at Band I–III levels (particularly at Head Office). In addition, anti-corruption and anti-fraud awareness programs, as well as SMAP e-learning, are regularly conducted in accordance with the SNI ISO 37001:2016 SMAP. These programs are mandatory and must be completed by all Telkom employees. In this year, 100% of Telkom employees and 100% of the Board of Directors successfully participated in socialization and training programs related to anti-corruption, anti-fraud, and SNI ISO 37001:2016 SMAP. [GRI 2-24] [GRI 205-2]

IIn 2024, as a result of its internal control process, Telkom identified one case of corruption at the parent company level, along with several similar incidents within its subsidiaries. Some of these cases have resulted in court decisions with permanent legal status (inkracht). In response, Telkom conducted internal investigations, implemented corrective actions, and imposed sanctions aligned with the company's compliance policy. No termination of partnership contracts occurred as a result of these incidents.

To prevent recurrence, Telkom has strengthened its supervisory policies and enhanced compliance training programs for employees across the Telkom Group. The company ensures full compliance with applicable laws and regulations in every operational jurisdiction. All incidents identified through internal control mechanisms are handled promptly and appropriately, in line with Telkom's zero-tolerance policy toward integrity violations.

Telkom remains firmly committed to maintaining integrity through the implementation of strict anti-corruption policies, an effective whistleblowing system, and regular training for employees and business partners. In handling these cases, Telkom fully supports the legal process and enforces firm action against any parties proven to be in violation. Additionally, the company is intensifying internal controls—particularly through the adoption of SMAP based on SNI ISO 37001:2016 across all business lines—to ensure alignment with good governance principles and to mitigate potential corruption risks in the future. [GRI 205-3].

Telkom Integrity Line

Telkom is committed to upholding high and transparent business ethics standards across all its operations. One of the key initiatives to enhance transparency and prevent fraud or other ethical violations is the implementation of Telkom's complaint submission system, known as the "Telkom Integrity Line."

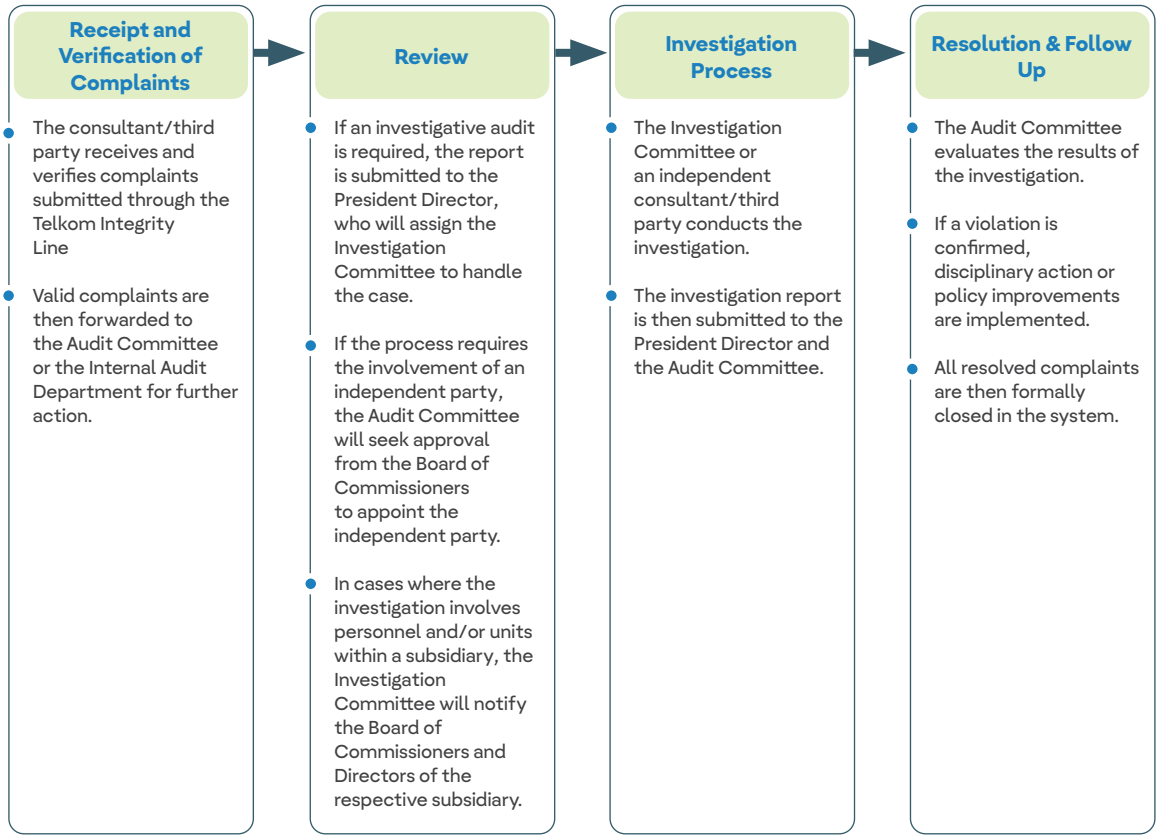
Telkom's Whistleblowing System (WBS) operates under the supervision of the Audit Committee and is aligned with OJK Regulation No. 55/POJK.04/2015 as well as Section 301 of the Sarbanes-Oxley Act of 2002. This system serves as a secure and confidential channel for employees and stakeholders to report any suspected violations—such as fraud, corruption, human rights violations, or unethical business practices—within the Telkom Group, including actions by third parties affiliated with Telkom. The system also accommodates reports related to labor regulation violations, whether committed by Telkom or its partners. Telkom ensures that all reports are handled carefully and responsibly, based on the principle of presumption of innocence, to maintain fairness and integrity throughout the investigative process.

Table 28. Complaint Data received by WBS

Description	Telkom Group			Information
	2024 (Deloitte)	2023 (Deloitte)	2022 (Deloitte)	
Number of complaints:	56	59	44	Complaints received
Qualified:	46	28	26	Complaints that warant action
Follow-up:				
Closed	33	19	16	-
Additional Data Needed	12	9	9	-
Further study according to the procedure	1	0	1	-

Throughout 2024, Telkom received 56 complaints through the Integrity Line. From these reports, a total of 46 complaints, or 82% of the total complaints received wmet the criteria to be followed-up, 33 complaints were declared closed, 9 of the 33 complaints were proven to have violations, while the other 13 complaints are still waiting for additional data and/or further assessment. Telkom protects the confidentiality of the whistleblower's identity throughout the investigation process, provides protection of anonymity by using a trusted third-party service provider, and ensures that the whistleblower will not face retaliation. [POJK. F.24] [GRI 2-25] [GRI 2-26]

The complaint categories handled through the Telkom Integrity Line include: accounting and internal control over financial reporting, audit-related issues, violations of laws and regulations, breaches of internal policies, fraud, unethical behavior, harassment, as well as gratuities and bribery. The reporting channels available to whistleblowers include website, email, P.O. Box, fax, hotline, WhatsApp, and SMS. In 2024, the majority of complaints were submitted via WhatsApp (24 reports), followed by email (14 reports) and the website (15 reports). The following outlines the process for handling complaints received through the Telkom Integrity Line.



Telkom is committed to conducting regular evaluations of investigation outcomes and taking corrective actions as well as implementing system improvements to prevent similar violations in the future. Reports related to the whistleblowing system are disclosed in the Annual Report and Sustainability Report as a demonstration of Telkom's accountability and transparency to stakeholders.

Cyber security & Data Privacy

In today's rapidly evolving digital era, cyber security and data privacy have become fundamental to maintaining customer trust and ensuring business continuity. As a telecommunications company serving millions of customers and managing data on a large scale, Telkom is fully committed to safeguarding the information of its customers, partners, and all stakeholders in accordance with the highest security standards.

Throughout 2024, no violations related to personal data processing—such as data breaches, theft, or loss of customer data—and no sanctions, fines, or legal proceedings related to customer privacy. Telkom ensures full compliance with applicable regulations, including Indonesia's Personal Data Protection Law No. 27 of 2022, as well as international information security standards such as ISO 27001:2013 and ISO 27001:2022. Overall, Telkom remains committed to robust data protection through strict security policies and proactive monitoring, reinforcing trust with customers and stakeholders. [SASB TC-TL-220a.3] [SASB TC-TL-230a.1]

Management Approach

Cyber security and Data Privacy Policy

Telkom ensures compliance with both regulatory requirements and internal policies related to cyber security and personal data protection through the implementation of the Telkom Group Personal Data Protection Governance, issued on August 27, 2024, and the Information Security Governance, issued on December 18, 2024. To support the implementation of these policies, Telkom has established a Data Protection sub-department and appointed a Data Protection Officer (DPO). The DPO is responsible for monitoring privacy compliance, coordinating audits, and managing risk mitigation efforts. The Data Protection sub-department plays a key role in overseeing adherence to data protection policies, raising awareness across the organization, and ensuring that all data management processes comply with applicable standards. These initiatives represent Telkom Group's comprehensive internal policy framework for personal data protection and information security.

Throughout 2024, Telkom Group undertook the following efforts in relation to personal data protection:

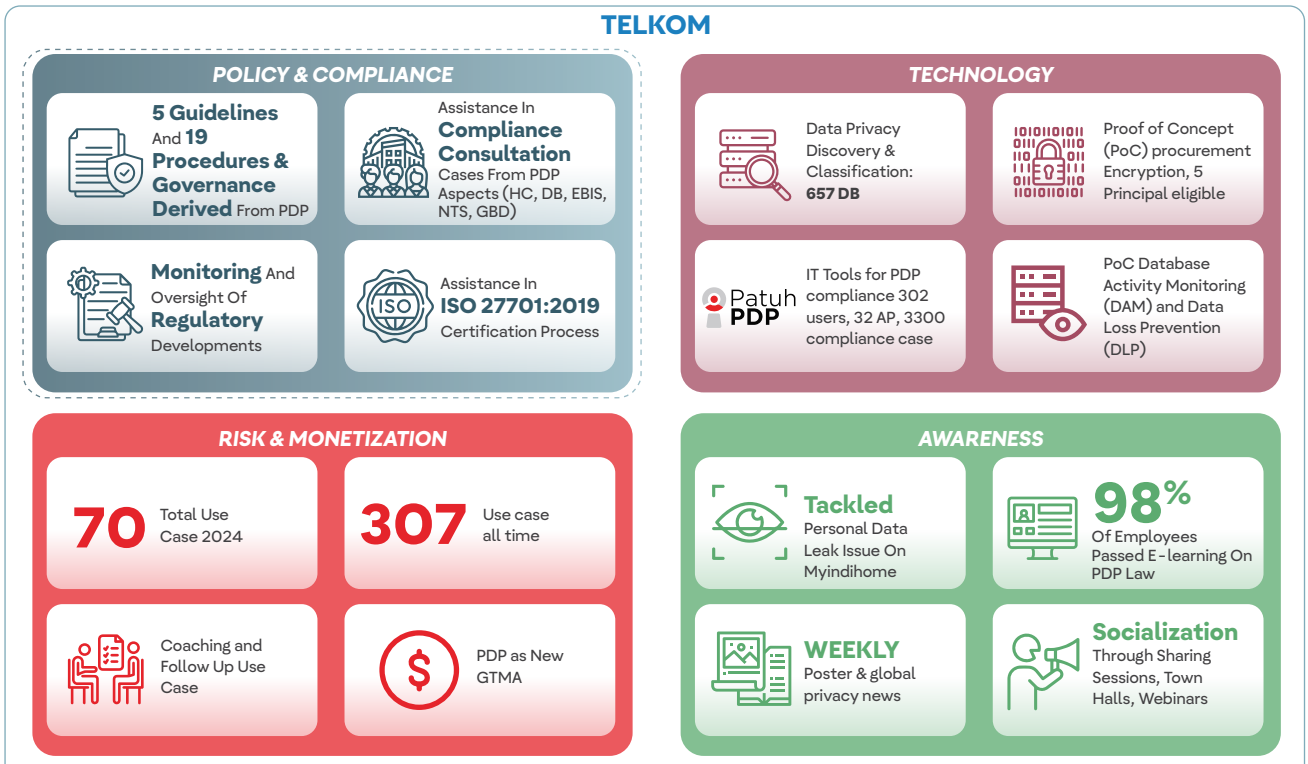


Figure 48. Personal Data Protection Efforts in Telkom

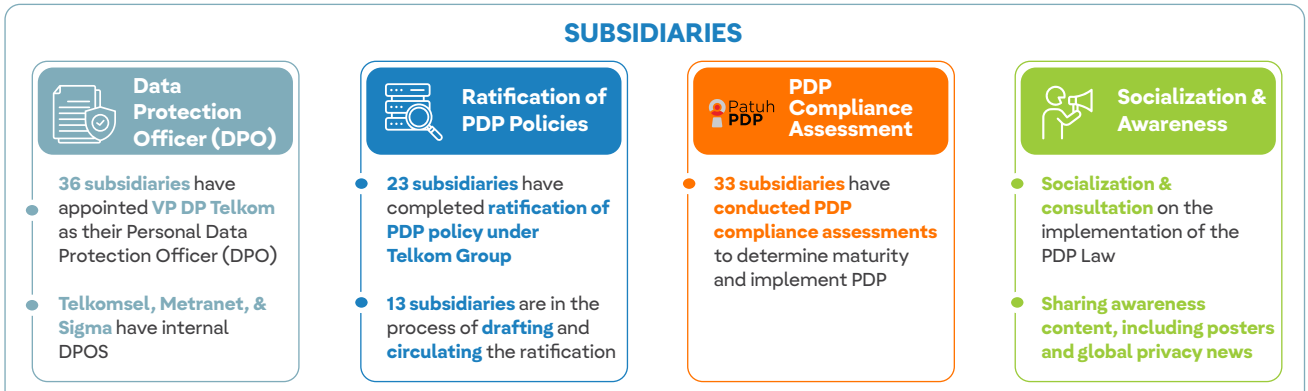


Figure 49. Personal Data Protection Efforts in Telkom Subsidiaries

These policies and programs are designed to ensure strong data governance and security across the Telkom Group ecosystem, including in subsidiaries. In the event of a data leak incident, the delivery of information to customers and regulators will be carried out in accordance with existing best practices [SASB TC-TL-220a.1]

Telkom Group Data Governance

Telkom has a Data Governance Framework to manage data assets comprehensively, including data planning, use, control, protection, and destruction. The framework is designed to support more effective analysis and decision-making. In its implementation, the Director of Network & IT Solutions (NITS) is responsible for the strategic management of this framework, while the Chief of Technology Officer appoints a Data Owner who has authority over the utilization of data assets. The Data Owner is responsible for ensuring that the use of data follows the established governance principles.

As part of the data protection mechanism, this framework regulates key aspects such as data owner consent, data architecture, metadata, data control, data quality, encryption (cryptography), access control, and audit trail management. These measures are implemented to ensure the security and integrity of data during the process of storage and use.

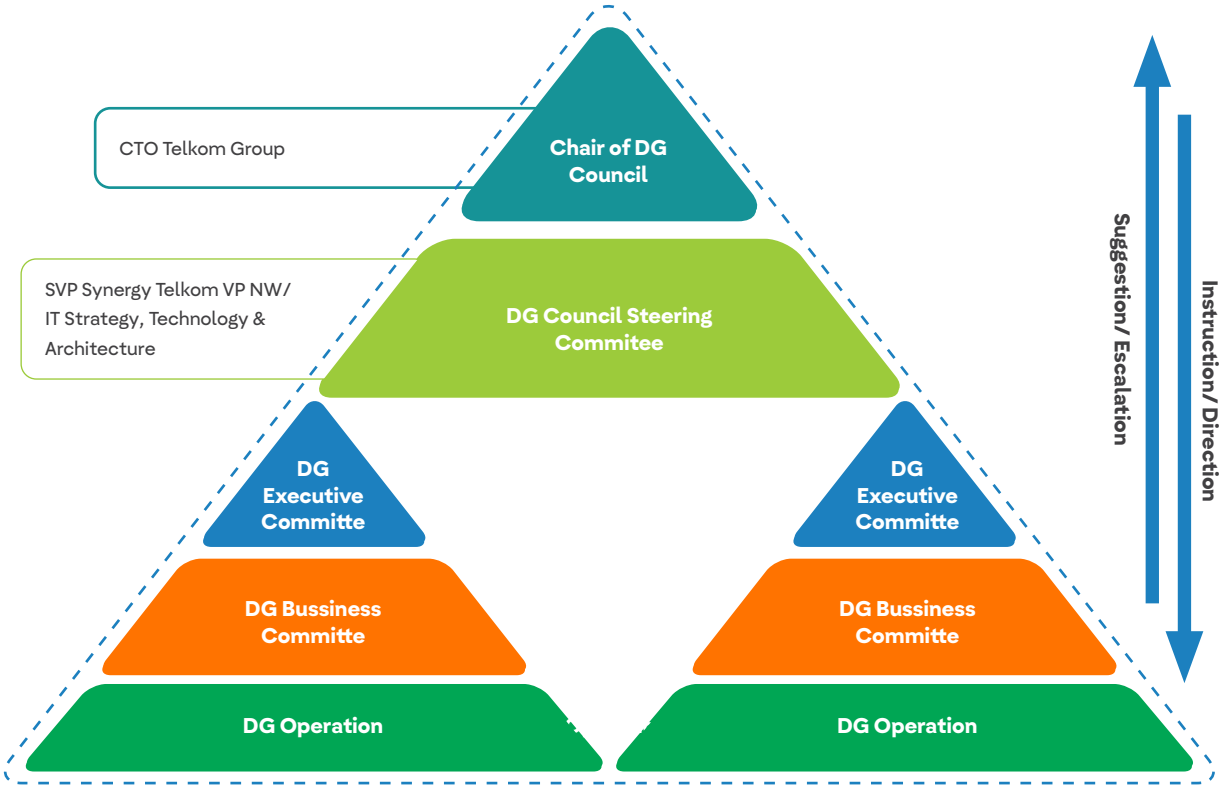


Figure 50. Data Governance Structure of Telkom Group

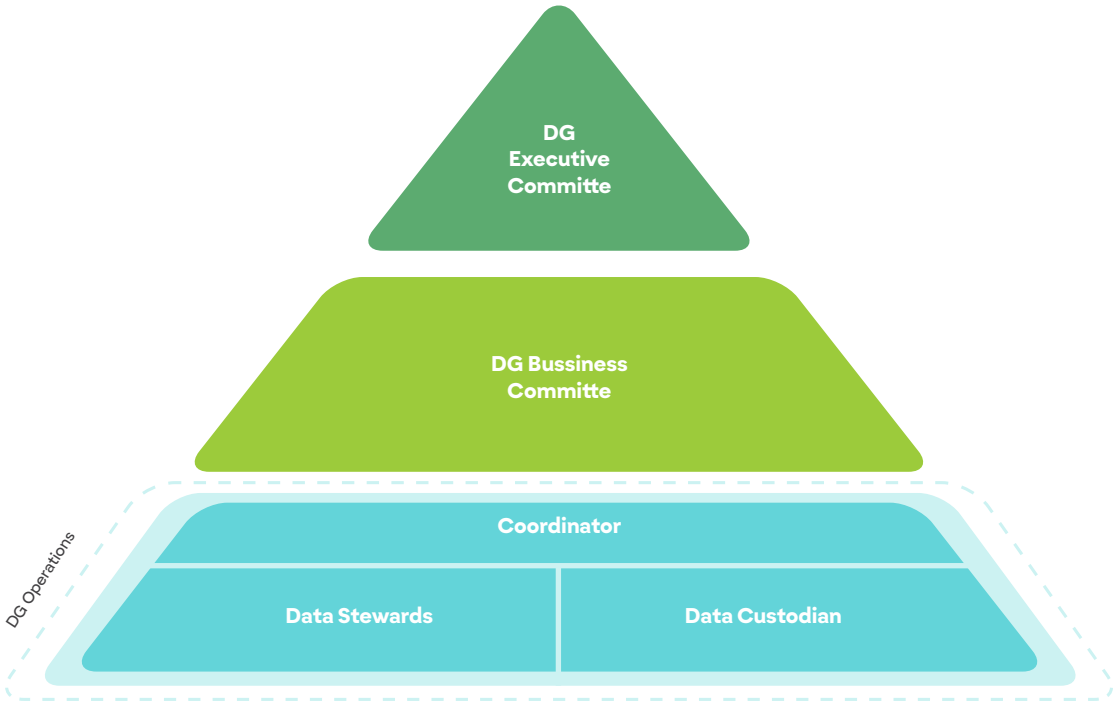


Figure 51. Telkom Data Governance Committee

In addition to implementing data governance policies, Telkom actively educates employees through socialization, training, and certification programs related to data management, security, and privacy. Telkom also ensures compliance and effectiveness of data governance through routine audits by Internal Audits across all Telkom Group entities. This audit assesses compliance with standards as well as overall data governance performance. In addition, the Data Governance Maturity Level Assessment is carried out to determine the strategy for developing and optimizing data governance in the company.

Data Use and Retention Policy to Protect Customer Rights

As a Data Controller and Data Processor, Telkom is committed to ensuring that every processing of personal data is carried out with the principles of transparency, accountability, and compliance with applicable regulations. In line with personal data protection regulations, Telkom has a basis for processing personal data, including legal and explicit consent. Valid and explicit consent means that the customer gives direct and unequivocal consent, whether by electronic or non-electronic means, to the processing of their data.

With the current personal data protection mechanism, Telkom ensures that customers' personal data remains protected, used ethically, and in accordance with applicable legal provisions. Throughout 2024, Telkom has managed to protect 100% of customer data without critical data leaks.

In addition, to ensure responsible data governance, any request for the release or use of personal data by external parties must first go through the Data Governance (DG) Council hearing process. In addition, Telkom has also paid attention to the aspect of data privacy by design, where every application that Telkom develops has paid attention to the aspect of data privacy since the initial design of the application.

Telkom is committed to deleting customer data that is no longer subscribed to according to the provisions, with a minimum retention of 3 months based on the Telkom Group Data Operations Management Standard and Government Regulation No. 52 of 2000. Telkom also does not collect personal data from third parties unless required by law.

Telkom Respects Customers' Rights to Data Access

As the owner of the data, the customer has full rights to their personal data. Telkom provides a special service center for customers who have complaints or requests related to personal data protection. This hotline service is a new initiative from Telkom as a special channel to handle issues related to Personal Data Protection. Customers can contact Telkom through the following numbers to get assistance or further information:

Hotline number +62 811-254-737

Telkomsel customers can also access information related to the privacy policy through the official website at the following link **https://www.telkomsel.com/privacy-policy** or contact customer service via email cs@telkomsel.co.id and phone number 188.

Meanwhile, IndiHome customers can find the privacy terms and conditions at **https://indihome.co.id/syarat-ketentuan#** or contact customer service via email customercare@telkom.co.id and phone number 147.

For customers of other digital products under Telkom Group, information regarding privacy terms and conditions can be accessed through the website of each product.

In this year's reporting period, there were no complaints from external parties regarding alleged violations of customer privacy. [GRI 2-25] [GRI 2-26] [GRI 418-1] [POJK F.24]

Controlled Secondary Data Management

In accordance with Law No. 27 of 2022 concerning Personal Data Protection, Telkom Group is committed to managing customers' personal data responsibly, including the acquisition and collection, processing, and analysis; storage; repair and renewal; appearance, announcement, transfer, dissemination, or disclosure; and/or deletion or destruction of data. Telkom does not process personal data without a proper processing basis, except for service completion, legal compliance, or compliance with applicable regulations.

The entire basis for the processing of customer personal data is processed in accordance with the principles of personal data processing and is managed systematically and legally, ensuring transparency and compliance in any data processing. As the Controller and Processor of Personal Data, Telkom also ensures that data processing by third parties is only used for the improvement of services and products, with responsibilities stipulated in transparent data protection agreements, to maintain customer security and privacy.

By 2024, 100% of data requests from the Government and Law Enforcement Authorities have been fulfilled following compliance principles, while there are no requests from third parties for monetization or business consulting purposes. If there is a request for data from a third party, the entire data disclosure process is carried out with strict protection through a Non-Disclosure Agreement (NDA) which is in line with the Data Governance policy, Data Control Standards, and the PDP Law. [SASB TC-TL-230a.2] [SASB TC-TL-220a.4]

In 2024, there were 70 use cases of data transfer that were handled securely, encrypted, and in accordance with procedures within the Telkom Group.

Each data request must go through the DG Council, a hearing process to ensure compliance with data management, from the purpose of processing to data transfer methods, to data encryption. This is done because of Telkom's commitment to maintain transparency, security, and compliance in every customer data management activity.

Facing Cyber Threats

In an increasingly connected digital era, cyber threats continue to increase and become a serious challenge for companies, especially in the telecommunications sector that manages vital infrastructure. Information security is now not only a necessity but also a strategic priority. Realizing this, Telkom is taking proactive steps in anticipating cyber risks with preventive strategies that include identifying and mapping threats, ranging from lack of stakeholder awareness, various motives for cyberattacks, and to potential weaknesses in the technology supply chain.

As a mitigation effort, Telkom increases information security awareness through regular cybersecurity awareness programs for employees, vulnerability evaluations, periodic penetration tests, and daily security monitoring of IT infrastructure. Telkom has also formed a CSIRT (Computer Security Incident Response Team) and has been registered with the State Cyber and Cryptography Agency (BSSN) since 2023, to strengthen its protection system, coordinate in handling cyber incidents, obtain the latest threat information, and increase Telkom's cybersecurity capacity through guidance and collaboration with BSSN and other CSIRTs.

Increased Awareness and Quick Response

Figure 52. Cyber Security Operation Center (CSOC)

In an effort to provide a rapid response to cyber incidents, the Cyber Security Operation Center (CSOC) operates 24/7 to proactively detect, monitor, and handle threats. In addition, security awareness programs are carried out every month through various media, such as posters, podcasts, and webinars, as well as mandatory Cyber Security Training for all employees in the form of awareness and training. By 2024, as many as 4,933 Telkom employees have passed cyber security awareness training, equivalent to 95.63% of the total employees at that time. In terms of governance, Telkom refers to a strict cybersecurity policy, with reference to ISO/IEC 27001:2022, and establishes a Cyber Security unit at the BoD-1 level (VP Level) consisting of a governance team, security services, operations, and security engineering. [SASB TC-TL-230.a.2]

Through this strategy, Telkom is committed to creating a safe and reliable digital ecosystem for all stakeholders. Maintaining digital resilience is a priority for Telkom amid increasing cyber threats. Throughout 2024, Telkom faces cyber threats, but there have been no incidents that disrupt operations. However, vigilance and monitoring continue to be carried out to ensure information security and maintain the continuity of service for customers.

Telkom has obtained ISO 27001:2013 Information Security Management System (ISMS) certification since 2022, which remains valid until April 11, 2025. As a continuation of existing certifications, by the end of 2024, the company has undergone an ISO 27001:2022 certification process to update and harmonize the information security standards applied.

Table 29. Frequency of Cyberattacks

Description	Years		
	2024	2023	2022
Brute Force Attack on network elements (frequency)	879	366,732	9,579
Longest Distributed Denial of Service Attack (minutes)	4,407	1.818	6,779
Attacks with the largest volume (Gbps)	537.1	199.1	210.7

Throughout 2024, there were 879 Brute Force Attack attempts against network elements. The longest Distributed Denial of Service (DDoS) attack occurred in January 2024 with a duration of 4,407 minutes, while the attack with the largest volume reached 537.1 Gbps in March 2024. In terms of the frequency of attacks, it was significantly lower compared to 2023, but in terms of volume and duration, the attacks were much greater. The cyber-attacks did not disrupt the company's operations, confirming that Telkom's security system demonstrated strong resilience in facing evolving cyber threats.

Telkom remains committed to maintaining vigilance and security of the information system by strengthening its monitoring and prevention strategy. This effort is made to identify and respond to potential threats to the server quickly, ensuring the integrity and security of the system are maintained.

AI Governance and Security at Telkom Group

Telkom Group is committed to adopting and developing artificial intelligence (AI) in a responsible, safe, and customers and stakeholders-oriented manner. In the ever-evolving digital ecosystem, we prioritize data privacy, system security, transparency, and fairness as key principles in the application of AI.

Responsible Supply Chain

Telkom Group is committed to establishing professional relationships with partners based on the principles of fairness, transparency, and good governance. As a leader in the Indonesian telecommunications industry, Telkom Group has an extensive supply chain network. Telkom Group recognizes that the company and its entire supply chain have a significant impact and reach. Therefore, in managing the supply chain, Telkom aims to create a responsible ecosystem with reference to procurement guidelines. Each partner is also required to sign an Integrity Pact, stating a commitment not to engage in corrupt practices, price collusion, or conflicts of interest during the procurement process. [GRI 2-6]

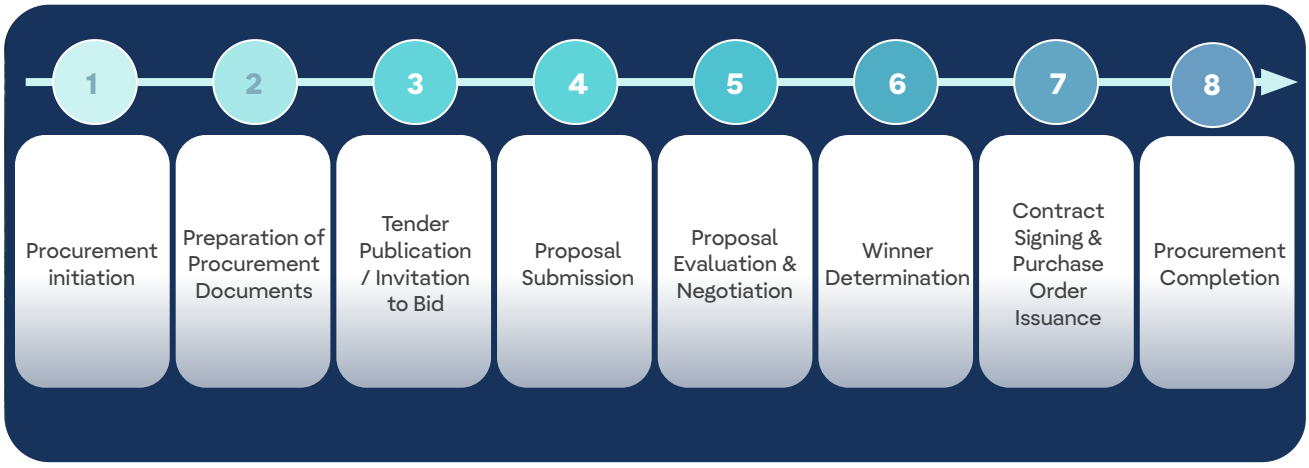


Figure 53. Overview of the Procurement Process at Telkom Group

The procurement process begins with the identification of needs, the preparation of a Purchase Requisition (PR), and internal approval. This is followed by the preparation of procurement documents, such as the Work Plan and Conditions and Self-Estimated Price or Owner's Estimate (OE), along with the determination of the procurement method (Tender, Direct Appointment, or Direct Selection). An announcement or invitation to participants is made, followed by the collection of procurement documents and, if necessary, a clarification meeting. Participants then submit administrative, technical, and pricing proposals, which are evaluated, and negotiations are conducted if required. After the determination of the winner and the rebuttal period (if any), the contract is prepared and signed, and a Purchase Order (PO) is issued. The process concludes with the delivery of goods/services, verification, payment, and a post-procurement evaluation. For new suppliers involved in infrastructure facility services, transportation, access, switching & routing, and IT projects, an additional process is required through Telkom Group R&D prior to engagement with Telkom or Telkom Group. Meanwhile, professional consulting services, leases, and General & Administration categories can engage directly with the relevant business units.

Responsible Procurement Process

During the reporting period, Telkom collaborated with 405 suppliers to support the smooth operation of its business. As part of its commitment to responsible business practices, each supplier is required to sign an Integrity Pact, which affirms that the procurement of goods and services is carried out independently, transparently, and in compliance with regulations—free from corruption, collusion, and nepotism practices or conflicts of interest. The pact also includes commitments to legal compliance, prudence, anti-bribery, Domestic Component Level (TKDN) compliance, and the prohibition of transactions with Telkom's active employees. In line with its anti-bribery efforts, Telkom has implemented the SNI ISO 37001:2016 SMAP in its procurement process.

This initiative ensures that the entire Telkom Group supply chain adheres to the principles of sustainability and business ethics, and in the future, it will be expanded to include occupational safety considerations.

To support a more transparent, competitive, and accountable procurement process, Telkom Group has adopted an e-procurement system through the SMILE application. Through this platform, supplier selection is conducted systematically, considering key factors—Quality, Cost, Delivery, and Service (QCDS). The procurement process at Telkom is rigorously implemented to ensure selected suppliers meet the company's standards. All e-procurement mechanisms are carried out in accordance with the Regulation of the Director of Finance and Risk Management regarding Supplier Management Guidelines.

Telkom requires each supplier to comply with the Integrity Pact throughout the entire duration of the cooperation period. To support this, Telkom provides annual socialization sessions on SMAP for its partners as part of capacity-building efforts.

Telkom also regularly evaluates supplier performance and works closely with them to ensure compliance with human rights principles, avoidance of hazardous materials, and maintenance of integrity and transparency by preventing fraudulent practices. If non-compliance is identified, Telkom reserves the right to terminate the business relationship in order to uphold ethical standards and ensure business sustainability. In 2024, no partners had their contracts terminated due to such compliance violations.

Local Parties Involvement

The involvement of local parties, including local suppliers, plays a significant role in supporting economic growth in Indonesia. Telkom is committed to prioritizing local suppliers in the procurement of goods and services, as well as the use of domestically produced components. Telkom defines local partners as companies that are legally incorporated in Indonesia and have operational offices within the country. [GRI 204-1]

As a SOE, Telkom Group is committed to supporting the increase of the local content. In 2024, Telkom's TKDN achievement reached 61.47%. In every procurement process, Telkom Group continues to consider the quality and economic feasibility of the goods and/or services obtained, even while prioritizing domestic products. By the end of 2024, Telkom had spent IDR 18.3 trillion on the procurement of goods and services, in collaboration with 100% local suppliers. Of this amount, 42.91% was allocated to IBL Operating Expenses (OPEX), 41.07% to IBL Capital Expenditures (CAPEX), and 16.02% to OBL.

06 Appendix

Telkom Indonesia
the world in your hand

Appendix 1. Greenhouse Gas (GHG) Emissions per Entity

Metric	Telkom Group			PT Telkom Indonesia, Tbk		
	2024	2023	2022	2024	2023	2022
Total GHG (tCO2) emissions)	2,417,474.17	2,390,617.97	2,297,330.87	412,716.06	410,215.41	394,461.10
Scope 1 dan 2 (tCO_2)	**2,110,456.91**	**2,056,641.75**	**2,013,306.69**	**349,734.62**	**351,855.56**	**349,273.09**
Scope 1 (tCO_2)	**82,085.39**	**83,730.04**	**93,726.59**	**25,087.04**	**25,429.08**	**25,560.55**
Fugitive emission – refrigerant	27,521.91	26,980.54	26,041.38	12,925.21	12,792.99	12,748.60
Fuel combustion – stationary	27,381.47	28,044.63	28,628.06	8,035.41	8,509.67	8,512.44
Fuel combustion – mobile	27,182.01	28,704.87	39,057.15	4,126.42	4,126.42	4,299.51
Scope 2	**2,028,371.52**	**1,972,911.71**	**1,919,580.10**	**324,647.58**	**326,426.48**	**323,712.54**
Scope 3	**307,017.26**	**333,976.22**	**284,024.18**	**62,981.44**	**58,359.85**	**45,188.01**
Category 1	87,218.14	72,727.06	84,822.85	31,982.91	5,117.33	6,623.25
Category 2	70,677.03	102,672.62	49,299.96	16,664.70	37,982.89	10,589.41
Category 3	0.33	0.06	2.83	-	-	-
Category 5	0.66	80.65	71.01	-	-	-
Category 6	32,119.47	30,239.81	36,345.77	14,232.50	15,102.41	27,812.61
Category 8	7,985.91	7,749.54	6,379.30	-	-	-
Category 11	99,559.37	99,421.13	86,473.29	-	-	-
Category 13	148.05	107.34	31.83	-	-	-
Category 15	9,308.30	20,978.01	20,597.34	101.33	157.22	162.74
Emission intensity (tonnes CO2/Rp billion revenue)	14.07	13.78	13.67	7.61	6.86	6.23

Metric	PT Telkom Data Ekosistem (TDE)			PT Multimedia Nusantara (TelkomMetra)		
	2024	2023	2022	2024	2023	2022
Total GHG (tCO2) emissions)	105,844.33	89,397.74	22,694.56	6,978.64	7,111.42	53,745.08
Scope 1 dan 2 (tCO_2)	**105,232.77**	**76,080.93**	**22,694.56**	**6,965.66**	**7,080.76**	**51,772.30**
Scope 1 (tCO_2)	**3,310.52**	**359.96**	**89.72**	**1,203.43**	**1,274.41**	**1,347.38**
Fugitive emission – refrigerant	3,128.64	280.07	74.30	516.74	618.24	688.10
Fuel combustion – stationary	143.20	54.11	15.42	10.00	7.93	9.09
Fuel combustion – mobile	38.68	25.78	-	676.69	648.24	650.19
Scope 2	**101,922.25**	**75,720.97**	**22,604.84**	**5,762.23**	**5,806.35**	**50,424.92**
Scope 3	**611.56**	**13,316.81**	**-**	**12.98**	**30.66**	**1,972.78**
Category 1	-	-	-	-	6.20	1.01

	PT Telekomunikasi Selular (Telkomsel)			PT Dayamitra Telekomunikasi Tbk (Mitratel)			PT Telekomunikasi Indonesia International (Telin)		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
	1,665,409.07	1,596,979.46	1,537,940.08	53,706.33	62,742.81	61,109.21	65,355.77	111,116.61	112,283.76
	1,530,402.95	**1,454,708.89**	**1,407,652.25**	**37,896.02**	**38,587.69**	**42,732.62**	**12,119.50**	**60,054.11**	**64,008.07**
	19,337.30	**19,866.45**	**19,314.35**	**3,445.86**	**3,847.92**	**4,283.58**	**832.89**	**3,272.90**	**2,597.95**
	6,833.44	7,301.40	6,558.75	49.15	47.74	47.99	151.92	2,532.36	2,382.08
	8,179.14	8,240.33	8,238.82	1,261.79	1,535.33	2,041.44	400.55	503.98	92.41
	4,324.72	4,324.72	4,516.78	2,134.92	2,264.85	2,194.15	280.42	236.56	123.46
	1,511,065.65	**1,434,842.44**	**1,388,337.90**	**34,450.16**	**34,739.77**	**38,449.04**	**11,286.61**	**56,781.21**	**61,410.12**
	135,006.12	**142,270.57**	**130,287.83**	**15,810.31**	**24,155.12**	**18,376.59**	**53,236.27**	**51,062.50**	**48,275.69**
	4,176.53	10,490.74	22,125.93	440.11	399.50	359.48	45,803.80	44,454.09	43,695.78
	22,366.16	20,623.57	13,831.15	15,251.53	22,784.70	17,923.37	4,575.87	6,109.90	4,579.91
	-	-	-	-	-	-	-	-	-
	0.51	72.73	62.80	-	-	-	-	-	-
	8,873.21	3,927.44	656.54	106.44	963.42	93.66	2,856.60	498.51	-
	-	-	-	12.23	7.50	0.08	-	-	-
	99,559.37	99,421.13	86,473.29	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
	30.34	7,734.96	7,138.12	-	-	-	-	-	-
	13.50	14.21	12.29	4.11	4.49	5.53	1.00	5.27	5.61

	PT PINS Indonesia (PINS)			PT Sigma Cipta Caraka (TelkomSigma)			PT Telkom Akses (Telkom Akses)		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
	10,106.01	13,463.97	13,571.65	7,375.83	9,994.11	1,897.59	16,096.57	17,719.08	28,952.09
	103.77	**103.41**	**94.79**	**3,111.26**	**1,068.43**	**352.12**	**15,368.84**	**16,825.71**	**27,054.56**
	-	**-**	**-**	**115.63**	**65.60**	**23.59**	**15,368.84**	**16,825.71**	**27,054.56**
	-	-	-	72.65	40.20	12.57	1,764.85	1,764.85	1,779.74
	-	-	-	1.67	1.67	0.55	-	-	-
	-	-	-	41.31	23.73	10.47	13,603.99	15,060.86	25,274.82
	103.77	**103.41**	**94.79**	**2,995.63**	**1,002.83**	**328.53**	**-**	**-**	**-**
	10,002.24	**13,360.56**	**13,476.86**	**4,264.57**	**8,925.68**	**1,545.47**	**727.73**	**893.37**	**1,897.53**
	0.51	2.77	20.18	-	-	-	81.63	361.59	-

Metric	PT Telkom Data Ekosistem (TDE)			PT Multimedia Nusantara (TelkomMetra)		
	2024	2023	2022	2024	2023	2022
Category 2	183.68	13,172.53	-	12.50	20.25	42.81
Category 3	-	-	-	-	-	-
Category 5	-	-	-	-	-	-
Category 6	427.88	144.28	-	-	3.13	1,928.96
Category 8	-	-	-	-	-	-
Category 11	-	-	-	-	-	-
Category 13	-	-	-	-	-	-
Category 15	-	-	-	0.48	1.08	-
Emission intensity (tonnes CO2/Rp billion revenue)	89.47	140.25	46.89	0.24	0.24	1.81

Metric	PT Metra Net (Metranet)			PT Telkom Satelit Indonesia (Telkomsat)		
	2024	2023	2022	2024	2023	2022
Total GHG (tCO2) emissions)	279.52	307.11	333.59	18,890.86	18,511.07	19,461.76
Scope 1 and 2 (tCO_2)	**265.58**	**286.99**	**306.89**	**5,819.81**	**8,137.38**	**7,863.81**
Scope 1 (tCO_2)	**73.28**	**82.02**	**114.80**	**397.55**	**433.20**	**371.49**
Fugitive emission – refrigerant	47.33	45.40	67.34	163.57	163.55	163.47
Fuel combustion – stationary	-	-	-	5.12	5.49	3.98
Fuel combustion – mobile	25.95	36.62	47.46	228.86	264.16	204.04
Scope 2	**192.30**	**204.97**	**192.09**	**5,422.26**	**7,704.18**	**7,492.32**
Scope 3	**13.94**	**20.12**	**26.70**	**13,071.05**	**10,373.69**	**11,597.95**
Category 1	-	-	-	2,036.52	9,198.71	9,776.53
Category 2	-	-	-	11,004.83	1,139.77	1,773.58
Category 3	-	-	-	-	-	-
Category 5	-	-	-	-	-	-
Category 6	0.47	4.13	6.93	18.98	22.87	33.71
Category 8	13.47	15.99	17.01	10.72	12.34	14.13
Category 11	-	-	-	-	-	-
Category 13	-	-	-	-	-	-
Category 15	-	-	2.76	-	-	-
Emission intensity (tonnes CO2/Rp billion revenue)	0.10	0.12	0.11	2.46	3.72	3.63

	PT PINS Indonesia (PINS)			PT Sigma Cipta Caraka (TelkomSigma)			PT Telkom Akses (Telkom Akses)		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
	471.73	9.69	3.30	-	479.91	0.98	130.95	265.03	347.18
	-	-	-	-	-	0.97	-	-	-
	-	-	-	-	-	-	-	7.92	8.21
	64.59	22.46	17.11	4,264.57	8,445.77	1,543.52	515.15	258.83	1,542.14
	141.21	133.55	110.72	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
	148.05	107.34	31.83	-	-	-	-	-	-
	9,176.15	13,084.75	13,293.72	-	-	-	-	-	-
	0.14	0.14	0.12	0.95	0.30	0.10	2.54	2.30	3.10

	PT Graha Sarana Duta (Telkom Property)			PT Infrastruktur Telekomunikasi Indonesia (Telkom Infra)			PT Telkom Infrastruktur Indonesia (TIF)		
	2024	2023	2022	2024	2023	2022	2024	2023	2022
	32,355.31	31,458.22	31,168.59	22,345.48	21,600.96	19,711.81	14.39	-	-
	31,702.03	31,109.01	28,660.06	11,734.10	10,742.88	10,841.57	-	-	-
	3,528.69	3,057.79	3,158.22	9,384.36	9,215.00	9,810.40	-	-	-
	1,864.28	1,389.61	1,514.31	4.13	4.13	4.13	-	-	-
	65.91	62.61	-	9,278.68	9,123.51	9,713.91	-	-	-
	1,598.50	1,605.57	1,643.91	101.55	87.36	92.36	-	-	-
	28,173.34	28,051.22	25,501.84	2,349.74	1,527.88	1,031.17	-	-	-
	653.28	349.21	2,508.53	10,611.38	10,858.08	8,870.24	14.39	-	-
	-	-	-	2,696.13	2,696.13	2,220.69	-	-	-
	0.20	1.13	80.54	14.88	83.25	127.73	-	-	-
	0.33	0.06	1.86	-	-	-	-	-	-
	-	-	-	-	-	-	0.15	-	-
	652.75	348.02	2,426.13	92.09	498.54	284.46	14.24	-	-
	-	-	-	7,808.28	7,580.16	6,237.36	-	-	-
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-
	9.41	8.80	8.13	3.93	3.84	4.63	-	-	-

Appendix 2. POJK Disclosure Index 51/2017 and SEOJK 16/2021

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F.2	Comparison of Production Targets and Performance, Portfolio, Financing Targets, or Investments, Income, and Profit and Loss	Annual Report
F.3	Comparison of Portfolio Targets and Performance, Financing Targets or Investment in Financial Instruments or Projects that In line with Sustainable Finance	Annual Report
Environmental Performance		
General Aspects		
F.4	Environmental Costs	p. 74
Material Aspects		
F.5	Use of Environmentally Friendly Materials	p. 64
Energy Aspects		
F.6	Amount and Intensity of Energy Used	Pp. 76 - 77
F.7	Energy Efficiency Efforts and Achievements and Renewable Energy Use	Pp. 52 - 56
Water Aspect		
F.8	Water Usage	p. 75

No Index	Index Name	Page
Aspects of Biodiversity		
F.9	Impacts of Operational Areas Close to or in Conservation Areas or Have Biodiversity	p. 68
F.10	Biodiversity Conservation Efforts	p. 69
Emission Aspects		
F.11	Amount and Intensity of Emissions Produced by Type	pp. 76-77
F.12	Efforts and Achievements of Emission Reductions Made	pp. 52-56
Aspects of Waste and Effluent		
F.13	Amount of Waste and Effluent Generated by Type	Pp. 75
F.14	Waste and Effluent Management Mechanism	pp. 63, 66
F.15	Spills That Occurred (if any)	Irrelevant
Aspects of Complaints Related to the Environment		
F.16	Number and Materials of Environmental Complaints Received and Resolved	p. 68
Social Performance		
F.17	Commitment to Provide Equivalent Services for Products and/or Services to Consumers	p. 99
Employment Aspects		
F.18	Equal Employment Opportunity	p. 84
F.19	Child Labour and Forced Labour	p. 84
F.20	Regional Minimum Wage	p. 85
F.21	Decent and Safe Work Environment	p. 90-97
F.22	Employee Training and Capability Development	pp. 85-87
Community Aspects		
F.23	Impact of the Operation on the Surrounding Community	p. 102
F.24	Community Complaints	p. 97, 129, 134
F.25	Environmental Social Responsibility Activities (TJSL)	pp. 103-112
Responsibility for Sustainable Product/Service Development		
F.26	Innovation and Development of Sustainable Financial Products/Services	p. 100-101
F.27	Products/Services That Have Been Evaluated for Safety for Customers	p. 100
F.28	Product/Service Impact	p. 100
F.29	Number of Products Recalled	p. 100
F.30	Customer Satisfaction Survey for Sustainable Financial Products and/or Services	pp. 97-98
Miscellaneous		
G.1	Independent Written Verification	pp. 157-160
G.2	Feedback Sheet	p. 161
G.3	Responses to Previous Year's Sustainability Report Feedback	Irrelevant
G.4	List of Disclosures in accordance with Financial Services Authority Regulation Number 51/POJK.03/2017 concerning the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies	pp. 146-147

Appendix 3. GRI Disclosure Index

Usage Statement	PT Telkom Indonesia (Persero) Tbk has reported the information cited in the GRI content index for the period January 1 to December 31, 2024 with reference to the GRI 2021
GRI Used	GRI 2021

GRI Standards	Indicators	Disclosure	Page
	2-1	Organizational details	p. 22
	2-2	Entities on organizational sustainability reporting	p. 8
	2-3	Reporting periods, frequency, and contacts	p. 8
	2-4	Representation of information	p. 8
	2-5	External Warranty	p. 8
	2-6	Activities, value chains, and other business relationships	p. 22
	2-7	Workforce	p. 116
	2-8	Non-direct employees	p. 116
	2-9	Governance structure and composition	pp. 30-32
	2-10	Nomination and election of the highest governance body	p. 32
	2-11	Chairman of the highest governance body	p. 28
	2-12	The role of the highest governance body in overseeing impact management	p. 28
	2-13	Delegate responsibility to manage impact	p. 28
	2-14	The role of the highest governance body in sustainability reporting	p. 28
	2-15	Conflict of interest	p. 32
	2-16	Communication of important issues	p. 28
	2-17	Collective knowledge of the highest governance officials	p. 30
	2-18	Evaluation of the performance of the highest governance body	p. 33
	2-19	Remuneration policy	pp. 33-34
	2-20	The process of determining remuneration	p. 34
	2-21	Total annual compensation ratio	98.2 : 1
	2-22	Statement on sustainable development strategy	pp. 44-45
	2-23	Policy commitment	pp. 127-129
	2-24	Instilling policy commitment	p. 128
	2-25	Process to remedy negative impacts	p. 129, 134
	2-26	Mechanisms for seeking advice and submitting problem	p. 129, 134
	2-27	Compliance with laws and regulations	p. 124
	2-28	Membership associations	pp. 155-156
	2-29	Approaches to stakeholder engagement	p. 35
	2-30	Collective bargaining agreements	p. 84
GRI 3: Material Topics 2021	3-1	The process of determining the topic of the material	pp. 36-37
	3-2	List of material topics	pp. 36-37

GRI Standards	Indicators	Disclosure	Page
Climate Change and Energy Management			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 49
GRI 302: Energy 2016	302-1	Energy consumption within the organization	pp. 76-77
	302-4	Reduced energy consumption	pp. 76-77
GRI 305: Emissions 2016	305-1	Direct GHG emissions (Scope 1)	pp. 76-77
	305-2	Indirect GHG energy emissions (Scope 2)	pp. 76-77
	305-3	Other indirect GHG emissions (Scope 3)	pp. 76-77
	305-4	GHG emission intensity	pp. 76-77
	305-5	Reduction of GHG emissions	pp. 76-77
Resource Management			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 63
GRI 306: Waste 2020	306-3	Waste generation	p. 75
Equality, Diversity, and Inclusion			
GRI 3: Material Topics 2021	3-3	Material topic management	p.84
GRI 401: Staffing 2016	401-1	Employee recruitment and turnover	pp. 113-118
	401-2	Benefits given to full-time employees that are not given to temporary or part-time employees	p. 85
	401-3	Parental leave	p. 85, pp. 113-118
GRI 404: Training and Education 2016	404-1	Average annual training hours per employee	pp. 113-118
	404-2	Programs to upskill employees	p. 88
	404-3	Percentage of employees who receive regular reviews of performance and career development	p. 88, pp 113-118
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	pp. 113-118
	405-2	Ratio of basic salary and remuneration of women to men	p. 113-118
GRI 406: Nondiskrimin-ation	406-1	Incidents of discrimination and corrective actions taken	p. 90
Employee Health and Safety			
GRI 3: Material Topics 2021	3-3	Material topic management	p.91
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	p.91
	403-2	Pengidentifikasian bahaya, penilaian risiko, dan investigasi insiden	p. 92
	403-3	Occupational health services	pp. 93
	403-4	Employee participation, consultation, and communication	pp. 93
	403-5	About occupational health and safety	pp. 93
	403-6	Improving the quality of workers' health	pp. 93

GRI Standards	Indicators	Disclosure	Page
	403-7	Prevention and mitigation of occupational health and safety impacts related to business relationships	p. 93
	403-8	Workers covered by theoccupational health and safety management system	p. 91
	403-9	Work accidents	p. 116
	403-10	Occupational Diseases	p. 92
Customer Experience			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 96
GRI 416: Customer Safety and Health 2016	416-1	Safety and health impact assessment of products and services	p. 100
	416-2	Incidents of non-compliance related to the safety and health impacts of products and services	p. 100
Digital Inclusivity and Community Engagement			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 101
GRI 413 : Local Community 2016	413-1	Operations with local community involvement, impact assessment, and development programs	p. 102
Regulatory Compliance			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 124
GRI 206: Anticompetitive Behavior 2016	206-1	Legal measures for anticompetitive behavior, antitrust practices, and monopolies	p. 125
GRI 417: Marketing and Labeling 2016	417-1	Marketing and Marketing Communication	p. 126
	417-2	Product and Service Labeling	p. 126
	417-3	Non-Compliance with Marketing Laws and Regulations	p. 126
Ethical Business Practices			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 126
GRI 205: Anti-Corruption 2016	205-1	Operations that are considered to have a risk of corruption	p. 127
	205-2	Communication and training on anti-corruption policies and procedures	p. 128
	205-3	Proven incidents of corruption and actions taken	p. 128
Cybersecurity and Data Privacy			
GRI 3: Material Topics 2021	3-3	Material topic management	p. 131
GRI 418: Customer Privacy 2016	418-1	Customer complaints related to customer privacy and loss of customer data	p. 134

Appendix 4. SASB Disclosure Index – Telecommunications Industry

Topic	Standard	Information disclosed	Pages/ Notes
Operating environment footprint	TC-TL-130a.1	1. The amount of energy consumed 2. Percentage of power grid purchased 3. Percentage of renewable energy	pp. 76-77
Product end-of-life management	TC-TL-440a.1	1. Total weight of materials recovered through recycling product and service take-back programs 2. The percentage of material recovered, by weight, that is reused 3. The percentage of material recovered, by weight, that is recycled or remanufactured 4. The percentage of material recovered, based on its weight, that is stockpiled	1. 52.582 kg 2. 3,281 kg (6%) 3. 24,138 kg (46%) 4. 28,444 kg (54%)
Managing the Systemic Risks of Technological Disruption	TC-TL-550a.1	1. Average duration of system interruption 2. Average frequency of system interruptions 3. Average interruption duration per customer	1. p. 116 2. p. 116 3. No calculation is done
Competitive behaviour and open internet	TC-TL-520a.1	The total amount of financial losses due to legal proceedings related to violations of anti-competitive conduct regulations	No financial losses p.125
	TC-TL-520a.2	Average download speeds achieved in real terms for (1) commercially owned and related content and (2) unrelated content	Telkom does not disclose based on these metrics but only discloses the average download speed p.125
	TC-TL-520a.3	A description of the risks and opportunities associated with net neutrality, paid peering, zero rating, and other related practices.	No disclosure has been made

Topic	Standard	Information disclosed	Pages/ Notes
Data Privacy	TC-TL-220a.1	A description of policies and practices related to customer behavior-based and privacy-based advertising.	Telkom's Personal Data Protection Governance Information Security Governance p.132
	TC-TL-220a.2	Number of customers whose information is used for secondary purposes	It does not calculate this metric but how the data is processed and managed is described in Telkom's Personal Data Protection Governance Information Security Governance
	TC-TL-220a.3	Total financial losses due to legal proceedings related to customer privacy	No financial losses p. 130
	TC-TL-220a.4	(1) The number of customer information requests from law enforcement, (2) the number of customers whose information is requested, (3) the percentage that leads to data disclosure.	Telkom does not disclose unless it is necessary for law enforcement purposes
Data Security	TC-TL-230a.1	(1) The number of data breaches, (2) the percentage that constitutes a personal data breach, (3) the number of customers affected.	p. 130
	TC-TL-230a.2	A description of approaches to identifying and addressing data security risks, including the use of third-party cybersecurity standards.	p. 135

Appendix 5. Greenhouse Gas (GHG) Emission Calculation Method

The calculation of GHG emissions follows the GHG Protocol Corporate Accounting & Reporting Standard. The consolidation process is based on operational control approach.

GHG Emissions	Method	Exception
Scope 1	Emissions include: a. Fuel for genset b. Fuel of the company's operational vehicles c. Sewage Treatment Plant d. Refrigerant used e. CO_2 fire extinguisher	-
Scope 2	Indirect emissions from electricity purchased from the State Electricity Company (PLN) are calculated using the location-based method.	-
Scope 3		
Categories 1 and 2	Emissions related to products and services purchased and calculated using the following methods: a. Average-based method b. Spend-based method	
Category 3	Emissions from other fuel purchases recorded in the internal business management system	
Category 5	Emissions from waste generated by the company's operational activities are calculated using the waste-type specific method	
Category 6	Emissions from business travel are calculated using the distance-based method	
Categories 8 and 13	Emissions from asset leasing (upstream and downstream) are calculated using the average-data method	
Category 11	Emissions from total electricity consumption from the use of the product produced	
Category 15	Emissions from investors, calculated based on investor emissions data or emissions based on economic activity	

Reference sources:
Source of emission factors:

- IPCC Guidelines for National Greenhouse Gas Inventories (2006) (Intergovernmental Panel on Climate Change)
- IPCC Sixth Assessment Report (AR6) (Intergovernmental Panel on Climate Change
- DEFRA (2023) (UK Department for Environment, Food & Rural Affairs)
- Annex 4 Guidelines for Calculating and Reporting Greenhouse Gas Inventories of the Directorate General of Electricity in the Energy Sector - Sub-Sector of Electricity (2018) (Ministry of Energy and Mineral Resources)
- Inventory of GHG Emissions in the Energy Sector (2020) (Ministry of Energy and Mineral Resources)
- Electricity Emission Factors of the Ministry of Energy and Mineral Resources (2019) (Ministry of Energy and Mineral Resources)
- Fuel Oil and Coal Emission Factors of the Ministry of Energy and Mineral Resources (2023) (Ministry of Energy and Mineral Resources)
- Exiobase and Climatiq (Consortium proxies and Artificial Intelligence-driven data providers)

Source of Global Warming Potential (GWP):

- IPCC Sixth Assessment Report (AR6) (Intergovernmental Panel on Climate Change

Source of Net Calorific Value (NCV):

- Annex 4 Guidelines for Calculating and Reporting Greenhouse Gas Inventories of the Directorate General of Electricity in the Energy Sector - Sub-Sector of Electricity (2018) (Ministry of Energy and Mineral Resources)
- Electricity Emission Factors of the Ministry of Energy and Mineral Resources (2019) (Ministry of Energy and Mineral Resources)
- Fuel Oil and Coal Emission Factors of the Ministry of Energy and Mineral Resources (2023) (Ministry of Energy and Mineral Resources)
- IPCC Guidelines for National Greenhouse Gas Inventories (2006) (Intergovernmental Panel on Climate Change)

Sources of Methane Producing Capacity and Methane Correction Factor (MCF):

- 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (2019) (Intergovernmental Panel on Climate Change)
- Methodology for Calculating GHG Emissions in the Waste Treatment Sector of the Ministry of Environment and Forestry (2012) (Ministry of Environment and Forestry)

Appendix 6. Association Membership

[POJK. C.5] [GRI 2-28]

No.	National	Participants
1.	Indonesian Telematics Society (MASTEL)	Telkom, Telkomsat, TelkomMetra, Infomedia, AdMedika, Mitratel, Telkomsel, Telkominfra
2.	Telecommunication Traffic Clearing Association (ASKITEL)	Telkom, Telkomsel
3.	Indonesian Internet Network Operators Association (APJII)	Telkom, Telkomsat, TelkomMetra, Telkomsel
4.	Indonesian Telecommunication Association (ATSI)	Telkom, Telkomsel
5.	Indonesia Telecommunication Users Group (IDTUG)	Telkom
6.	Indonesian Money Transfer Operators Association (APPUI)	Telkom, Finnet, Telkomsel
7.	Indonesian Payment System Association (ASPI)	Telkom, Finnet, Telkomsel
8.	Association of SKKL Organizers of All Indonesia (ASKALSI)	Telkom
9.	Indonesia Mobile Content Association (IMOCA)	Telkom
10.	Indonesian Private Television Association (ATVSI)	Telkom
11.	Indonesian Satellite Association (ASSI)	Telkom, Telkomsat
12.	Internal Supervisory Unit Communication Forum (FKSPI)	Telkom
13.	Association of Indonesian National Construction Implementers Association (GAPENSI)	Graha Sarana Duta, Telkomsat, Mitratel, Telkominfra
14.	Membership of Green Building Council Indonesia (GBCI)	Telkom Property
15.	Membership of the Association of Indonesian Real Estate Companies (REI)	Telkom Property
16.	Association of Indonesian Construction Partners Association (WARRANTY)	Telkom Property
17	Association of Indonesian Security Services Business Entities (ABUJAPI)	Telkom Property
18.	Association of Indonesian Service Coating Companies (APKLINDO)	Telkom Property
19.	Chamber of Commerce and Industry (KADIN)	Telkom, Telkom Property, Telkomsat, Infomedia, Nutech, AdMedika, Bosnet, Swadharma Sarana Informatika (SSI), Telkominfra
20.	Indonesian Building Maintenance Association (APBI)	Telkom Property
21.	Indonesian Electricity Contractors Association (AKLINDO)	Telkom Property
22.	Association of Building Management of State-Owned Enterprises (APG BUMN)	Telkom Property
23.	Indonesia Cyber Security Forum (ICSF)	Telkom
24.	Indonesian Business Incubator Association (AIBI)	Indigo Creative Nation
25.	National Association of Telecommunications Companies (APNATEL)	Telkom, Telkom Access
26.	Association of Electrical Mechanical Engineering Companies (APTEK)	Nutech, Swadharma Sarana Informatika (SSI)
27.	Association of Indonesian Computer and Telematics Procurement Companies (ASPEKMI)	Nutech, Infomedia, Swadharma Sarana Informatika (SSI), Telkomsat
28.	Indonesian Employers Association (APINDO)	Infomedia

No.	National	Participants
29.	Indonesian Outsourcing Business Association (ABADI)	Infomedia
30.	Indonesia Contact Center Association (ICCA)	Infomedia
31.	Indonesian Cloud Computing Association	Telkomsigma
32.	Indonesian Data Center Association (IDPRO)	Telkomsigma
33.	Association of Indonesian Security Services Business Entities (ABUJAPI)	Swadharma Sarana Informatika (SSI)
34.	Association of Indonesian Cash Processing Services Companies (APJATIN)	Swadharma Sarana Informatika (SSI)
35.	Association of Indonesian Telematics Companies and Consultants (ASPEKTI)	Swadharma Sarana Informatika (SSI)
36.	Association of Distributors, Agencies and Industry Trading Companies (ARDIN)	Swadharma Sarana Informatika (SSI), Telkomsat
37.	Fintech Association (AFTECH)	Finnet, Telkomsel
38.	Indonesian E-Commerce Association (idEA)	Finnet
39.	Association of Indonesian Islamic Economists (IAEI)	Telkom
40.	Sharia Economic Community (MES)	Telkom
41.	Young SOEs	Telkom
42.	Business 20 (B20)	Telkom
43.	Indonesian Human Capital Forum (FHCI)	Telkom
44.	Telecommunication Tower Developers Association (ASPIMTEL)	Mitratel
45.	Indonesian IoT Association (ASIOTI)	Telkomsel
46.	Indonesian Issuers Association (AEI)	Telkom, Mitratel
47.	Indonesian Construction Services Association (HJKI)	Telkom Access
48.	Indonesian Institute of Accountants (IAI)	Telkom
49.	Indonesia Corporate Secretary Association (ICSA)	Mitratel
50.	Cyber Defense Indonesia (CDEF ID)	Telkom, Telkomsel
51.	SOE Digital Forum (Fordigi BUMN)	Telkom, Telkomsigma

Appendix 7. External Warranty Statement

[POJK. G.1]

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INDEPENDENT ASSURANCE STATEMENT

The 2024 Sustainability Report of PT Telkom Indonesia (Persero) Tbk
Statement No: 366/TRID/BS-A02/3/2025

PT TUV Rheinland Indonesia (hereinafter "TÜV Rheinland" or "we") has been engaged by the management of PT Telkom Indonesia (Persero) Tbk (hereinafter "Telkom" or "the Reporting Company") to provide an independent assurance of the PT Telkom Indonesia (Persero) Tbk Sustainability Report 2024 (hereinafter, "the Report"). TÜV Rheinland, headquartered in Germany, is a global independent Environmental, Social, and Governance ("ESG") & Sustainability Assurance service provider with qualified ESG practitioners worldwide.

This assurance statement applies only to the relevant information included in the scope of the assurance. The entire content and information of the Report is in the responsibility of Telkom. The responsibility of the assurance team (the "Assurance Team" or the "Assurer") is to provide Telkom and its stakeholder with an independent assurance statement based on our expert opinions by applying the verification methodology for the specified assurance scope. The overall objective is to provide Telkom's stakeholders with assurance on the reliability and objectivity of the information contained in the Report. The intended users of this assurance statement are stakeholders who are interested in Telkom's overall sustainability performance and the impacts of its business activities.

SCOPE OF ASSURANCE AND SUBJECT MATTER

The scope of assurance engagement agreed upon with Telkom includes the following:

1. The reporting period: 1st January 2024 to 31st December 2024.
2. The assurance covers the Report against the reporting criteria including evaluation of quality, accuracy and reliability of performance information, and all entities under the control of the reporting company which includes 13 subdiaries with direct ownership including PT Telekomunikasi Selular (Telkomsel), PT Dayamitra Telekomunikasi Tbk (Miratel), PT Telekomunikasi Indonesia Internasional (Telin), PT Telkom Data Ekosistem (NeutraDC), PT Multimedia Nusantara (TelkomMetra), PT PINS Indonesia, PT Sigma Cipta Caraka (TelkomSigma), PT Telkom Akses, PT Metra-Net, PT Telkom Satelit Indonesia (Telkomsat), PT Graha Sarana Duta (Telkom Property), PT Infarastruktur Telekomunikasi Indonesia (Telkom Infra) and PT Telkom Infrastruktur Indonesia (TIF).
3. Material topics identified and reported by Telkom consist of 9 material topics (the "Subject Matter"). These material topics include the following:
    - Climate Change and Energy Management.
    - Resource Management
    - Diversity, Equality, and Inclusion
    - Employee Health and Safety
    - Customer Experience
    - Digital Inclusivity and Community Engagement
    - Regulatory Compliance
    - Ethical Business Practices
    - Cybersecurity and Data Protection

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REPORTING CRITERIA AND FRAMEWORK

- Reporting with reference to the Global Reporting Initiative Standards 2021 ("GRI 2021").
- The Regulation of Financial Services Authority Number 51/POJK.03/2017 on the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies.
- The Circular Letter of The Financial Services Authority Number 16/SEOJK.04/2021 on the Form and Content of the Annual Report of Issuers or Public Companies.
- Seventeen Sustainable Development Goals of the United Nations.
- Sustainability Accounting Standards Board (Telecommunication Services Version 2023-12).
- International Financial Reporting Standard (IFRS) S1 dan S2.

ASSURANCE STANDARD AND LEVEL OF ASSURANCE

The independent assurance was conducted in accordance:

- AA1000AP (2018) Principles, covering the accountability principles of inclusivity, materiality, responsiveness, and impact (the "AA1000AP (2018) Principles").
- AA1000AS v3 with assurance engagement: **Type 2** and level of assurance: **Moderate.**

LIMITATIONS

The assurance was performed at a moderate assurance level in accordance with AA1000AS. The information and performance data subject to assurance is limited to the content of the Report and supporting data provided by the reporting organization. It implies that no significant errors were found during the assurance process and that there are limitations related to the unavoidable risks that may exist.

ASSURANCE METHODOLOGY

We have evaluated the overall sustainability strategy, targets and commitments disclosed in the Report. We have performed an objective review of the reported information and evidence gathered against the criteria defined in the assurance standards, i.e. the accountability principles of inclusivity, materiality, responsiveness and impact. The processes and system controls applied by the Reporting Company in the disclosure of quantitative and qualitative information on sustainability performance, from source to aggregation, were evaluated. Analytical procedures, interviews, and data testing were performed on a sample basis to test the generation and collection of data for defined sustainability key performance indicators in accordance with Telkom's corporate sustainability strategy, governance, and management systems as disclosed in the Report. Our work included interviews with Telkom representatives, including senior management at the executive and functional levels, as well as relevant employees responsible for collecting, aggregating and reporting the data. The assurance work was performed by our multidisciplinary team of experienced professionals in the areas of corporate sustainability, climate change, environmental, social, governance and stakeholder engagement. The opinion expressed is based on a moderate level of assurance and at the level of materiality of the Assurer's professional judgment.

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ADHERENCE TO THE AA1000AS v3

Inclusivity:

Telkom ensures inclusiveness by proactively identifying and engaging with diverse stakeholder groups, whose concerns are systematically addressed throughout the Report. Its approach to stakeholder engagement is supported by formal strategies designed to foster ongoing communication and collaboration. This commitment comes from the highest levels of leadership within the organization. Engagement activities include a variety of formats, including customer and employee surveys, meetings, and group discussions. Each interaction is carefully documented, and dedicated personnel are responsible for managing the feedback received. In addition, Telkom is transparent in communicating sustainability goals and commitments to stakeholders. This ensures that stakeholders are well-informed about initiatives and progress toward its sustainability goals.

Materiality:

Telkom has systematically conducted a materiality assessment of sustainability issues, taking into account the industry landscape, due diligence findings, risk assessments and stakeholder engagement. This assessment, which has become an annual practice, is a cornerstone of their commitment to sustainability. The Sustainability Steering Group reflecting the commitment of top management, carefully reviews and approves the list of material issues. The materiality assessment provides a comprehensive understanding of the relevant issues. These material issues are then methodically addressed in specific sections, each outlined by measurable metrics. Telkom's senior management and cross-functional teams are well versed in these processes, which are informed by extensive documentation and interviews.

Responsiveness:

Telkom is committed to addressing stakeholder concerns through a multi-faceted approach embedded in the sustainability strategy, policies, procedures, code of conduct and established sustainability goals. Telkom actively promotes stakeholder engagement through various channels, including multi-stakeholder platforms and customer interfaces. In particular, the dialog-driven approach is exemplified throughout the Report.

Impact:

Telkom adheres to the GRI 2021, which prioritize the assessment of internal and external impacts. Telkom has systematically identified the impacts associated with its operations and products. Their commitment to impact assessment is reflected in careful documentation and tracking of impacts through internal processes and systems. Impact analysis covering environmental, economic, social, people and its human rights. In addition, their commitment to identifying and mitigating negative impacts is evident in their annual risk and materiality assessment.

STATEMENT OF RESPONSIBILITY OF THE MANAGEMENT OF TELKOM

The Management of Telkom has sole responsibility for preparing and presenting the Subject Matter (material topics) with reference to GRI 2021 and preparing the Report in adherence to the AA1000AP (2018) Principles. Telkom's responsibilities also include maintaining effective internal controls over the

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information and data, resulting in the preparation of the Subject Matter in a way that is free from material misstatements.

STATEMENT OF RESPONSIBILITY, COMPETENCY, INDEPENDENCY AND IMPARTIALITY OF ASSURANCE PROVIDER

TÜV Rheinland ensures that appropriately qualified individuals are selected based on their qualifications, training and experience. We have maintained complete impartiality and independence throughout the assurance engagement and have not been involved in the preparation of the content of the Report or provided any related information. The assurance statement is only valid if it is published in its entirety with the Report. TÜV Rheinland does not accept any liability or responsibility to any third party for any perception or decision regarding Telkom based on this assurance statement.

CONCLUSION DAN OPINION

In conclusion, we can mention that no instances or information came to our attention that would be contrary to the statement made below:

- The Report 2024 **meets** the requirements of the AA1000AP Accountability Principles.
- The Report **meets** the requirements of **Type 2, Moderate Assurance Level** according to the AA1000AS v3 and follows the requirements of reporting **with reference to** GRI 2021.
- The Report contains statements and claims that reflect Telkom's sustainability achievements and challenges, supported by documentary evidence and internal records.
- The Assurer concludes that the Report for all the performance indicators related to the material topics are **reasonably represented**, and nothing has come to our attention that would cause us to believe that Telkom has not presented accurate and not reliable data.

For and on behalf of PT TUV Rheinland
Indonesia

Jakarta, 26 March 2025

PT TUV Rheinland INDONESIA

Nyoman Susila
President Director

www.tuv.com

Appendix 8. Feedback Sheet

[POJK. G.2]

FEEDBACK ON PT TELKOM INDONESIA (PERSERO) TBK'S 2024 SUSTAINABILITY REPORT

Thank you for your willingness to read this Sustainability Report. As part of efforts to improve the content of the next year's reporting. We hope that you will be willing to provide feedback by answering some of the questions below.

Question

1. According to you, this Sustainability Report has provided useful information about various activities that have been carried out by PT Telkom Indonesia (Persero) Tbk.
   ◯ **SS** ◯ **S** ◯ **RR** ◯ **TS** ◯ **STS**
2. In your opinion, the material in this Sustainability Report including the data and information presented is easy to understand and understand.
   ◯ **SS** ◯ **S** ◯ **RR** ◯ **TS** ◯ **STS**
3. In your opinion, the material in this Sustainability Report including the data and information presented is quite complete, covering all sustainability issues.
   ◯ **SS** ◯ **S** ◯ **RR** ◯ **TS** ◯ **STS**
4. In your opinion, the material in this Sustainability Report including the data and information presented is reliable for decision-making.
   ◯ **SS** ◯ **S** ◯ **RR** ◯ **TS** ◯ **STS**

Information:

Notes:

SS: Strongly Agree S: Agree RR: Average TS: Disagree STS: Strongly Disagree

5. What information do you think has been conveyed in this Sustainability Report and found useful?

a. .....

b. .....

c. .....

6. What information do you think has been conveyed in this Sustainability Report that you feel is less useful?

a. .....

b. .....

c. .....

7. What do you think the Sustainability Report looks like in terms of content, design, and layout, as well as the photos included?

a. .....

b. .....

c. .....

8. What information do you think is lacking and should be completed in the upcoming Sustainability Report?

a. .....

b. .....

c. .....

Your Profile

Full Name :

Age and Gender : ..... Yr L/P (unnecessary scribble)

Institution/Company :

Type of InstitutionCompany : ◯ Government ◯ Industry ◯ Media ◯ NGO ◯ Community ◯ Other

Return forms and other matters related to the Sustainability Report can be submitted to:

Sustainability Unit

PT Telkom Indonesia (Persero) Tbk

The Telkom Hub, Telkom Landmark Tower II, Lantai 39

Jl. Jend Gatot Subroto Kav. 52, Indonesia

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Telkom Indonesia

the world in your hand

Unit Sustainability

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