



SUSTAINABILITY TO ACCELERATE A BETTER FUTURE

2023 Sustainability Report

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SUSTAINABILITY TO ACCELERATE A BETTER FUTURE

XL Axiata, one of the leading telecommunications companies in Indonesia, has made significant strides in implementing sustainability initiatives to accelerate a better future. The Company has demonstrated a strong commitment to environmental conservation, community development, and good governance practices.

Through various initiatives, XL Axiata has been actively reducing its carbon footprint and set the target to achieve net zero carbon emission by 2050. Additionally, XL Axiata has been actively involved in fostering digital literacy and skills development among the women, MSMEs, and the youth, aiming to bridge the digital divide and empower them with the necessary tools for success in the digital economy. Moreover, XL Axiata has established impactful community projects focused on education, healthcare, and disaster reliefs. Through these programs, the Company has been able to make a positive difference in the lives of individuals and communities across Indonesia. In line with its commitment to GCG practices, XL Axiata has implemented robust corporate governance frameworks to ensure ethical standards of behaviour, transparency, accountability, and sustainability in its operations.

The Company's efforts towards sustainability not only reflect its dedication to social and environmental responsibility but also contribute to building a more sustainable and resilient future for Indonesia. As XL Axiata continues to accelerate its sustainability efforts, it is poised to become a benchmark for responsible and impactful business practices in the telecommunications industry.

With a clear vision and strong determination, XL Axiata is paving the way towards a sustainable future, driving positive change and creating lasting value for the environment and society.



ABOUT THIS REPORT

THIS REPORT HAS BEEN PREPARED WITH REFERENCE TO THE GRI STANDARDS 2021.

Frameworks applied

- › POJK No. 51/OJK.03/2017
- › SEOJK No. 16/SEOJK.04/2021
- › GRI Standards 2021

GRI 1: Foundation 2021

We have taken into account all requirements and standards from GRI 1: Foundation in the preparation of our sustainability report, especially the GRI's reporting principles for defining report content and quality.

Reporting principles for defining report content

- › Sustainability context
- › Completeness

Reporting principles for defining report quality

- › Accuracy
- › Balance
- › Clarity
- › Comparability
- › Timeliness
- › Verifiability

SCOPE AND REPORTING PERIOD

This report is published annually and an integrated part of annual report that is published in separate book. [\[GRI 2-3\]](#)

In line with the financial reporting, the reporting period is 1 January to 31 December. [\[GRI 2-3\]](#)

The scope for the financial, environmental and social performance reporting includes PT XL AXIATA Tbk and subsidiaries. [\[GRI 2-2\]](#)

There is no restatement of information in this report. [\[GRI 2-4\]](#)

This 2023 Sustainability Report has not been assured. [\[GRI 2-5\]](#)[\[OJK G.1\]](#)

Internal verification is carried out to ensure the credibility and quality of the information contained in this Report through the Highest Governance Body consisting of the Board of Commissioners, Board of Directors and Sustainability Responsibility Unit which also plays an important role in making this report, including validating the material topics. Reviews of the data presented in this report are also conducted quarterly (BRCC and RBCC) with a special BRCC taking place on 15 February 2024.

Further information or inquiries about this Report may be directed to: [\[GRI 2-3\]](#)

LIST OF MATERIAL TOPICS

[\[GRI 3-1, 3-2\]](#)[3-2\]](#)

The Company has conducted a materiality assessment to determine relevant material topics by conducting internal stakeholder interviews across departments to exchange opinions in determining the following material topics:

MATERIAL TOPIC	REASON	DISCLOSURE NUMBER	BOUNDARY	
			INSIDE THE COMPANY	OUTSIDE THE COMPANY
Digitization	Describe digital transformation in the Company's operational activities and in community activities in the context of reducing emissions	305-1, 305-2, 305-4, 305-4, 305-5, 305-6, 305-7	✓	✓
Energy	Illustrate the Company's concern for energy management whose availability is increasingly limited	302-1, 302-2, 302-3, 302-4, 302-5	✓	
Economic Performance	To describe the Company's achievements and performance during the reporting year	201-1, 201-2, 201-3, 201-4	✓	✓
Market Presence	Describe the existence of a market for the Company	202-1, 202-2	✓	✓
Diversity and Equal Opportunity	Describe the Company's policy to ensure diversity and provide equal opportunities for all employees	405-1, 405-2	✓	
OHS	Describe the Company's OHS performance to realize a safe and comfortable work environment	403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10	✓	
Customer Health and Safety	Describe the Company's efforts to maintain customer health and safety	416-1, 416-2	✓	✓

PT XL AXIATA TBK

Head Office
Corporate Communication Department

XL Axiata Tower

Jl. H.R Rasuna Said X5 Kav. 11-12
Kuningan Timur, Setiabudi, Jakarta Selatan 12950

☎ (62-21) 576 1881
📠 (62-21) 579 59928
✉ corpcomm@xl.co.id ; corpsec@xl.co.id



CREATING VALUES FOR STAKEHOLDERS

ENVIRONMENT

- › Targeting net zero carbon emissions by 2050 and joined Kadin Net Zero Hub
- › Recorded a reduction in GHG emissions intensity of 19.94 tCO₂e/Petabyte or 24.36% in 2023 (exceeding the 2023 GHG emissions intensity reduction target of 125 kg CO₂e/Terabyte)
- › Obtained Carbon Disclosure Project (CDP) Certification with Score B on the first submission
- › Integration of ESG risk assessment into risk management system
- › Efficiency of 6.45% energy use
- › Recording of scope 3 GHG emissions generated

CUSTOMERS

- › Customer general complaint service standard in 2023: 98.99%, decreased from 99.41% in 2022
- › XL Axiata successfully exceeded NPS Global Telco Benchmark (Source: Kantar & Medallia) with a 35% increase in TNPS (Q4'22 vs Q4'23)

INVESTORS

- › Dividend payment amounted to Rp549,023 million
- › Up-to-date and regular information disclosure that can be accessed through XL Axiata websites



CREATING VALUES FOR STAKEHOLDERS

EMPLOYEES

- › Has 1,495 employees across Indonesia
- › Defined benefits program and other pension plan obligations amounted to Rp222,847 million
- › 39 hours/employee - total average training hours per employee
- › Zero fatal accident



COMMUNITIES

- › CSR Fund Program amounted to Rp20,735 million
- › More than total 949,000 (accumulatively) people in Sisternet female empowerment program
- › More than total 447,000 (accumulatively) young leaders empowered through XL Axiata Future Leaders program
- › In average, more than 52,000GB quota donated per month in 2023 through Gerakan Donasi Kuota
- › More than 124,000 fishermen benefited from Laut Nusantara program (accumulatively)
- › distributed aid in 33 locations with more than 500 beneficiaries through XL Axiata Baik

SUPPLIER

- › 431 local suppliers, 97% out of total suppliers
- › Contribution to local suppliers with total work contract value amounted to Rp13.931.814.569.602

GOVERNMENT AND REGULATORS

- › Support to achieve the government target towards net zero carbon emission by 2060
- › Support to the Implementation of Sustainable Finance in accordance to POJK No. 51/POJK.03/2017



NET ZERO CARBON BY 2050

NET ZERO CARBON BY 2050

Realizing that climate change and all the disasters it causes are one of the threats to the sustainability of its business, encourages XL Axiata to commit to Net Zero by 2050. Climate change issues require immediate action and active participation from many parties, including the business sector. For this reason, XL Axiata has undertaken various initiatives to transition towards Net Zero.

XL AXIATA'S JOURNEY TOWARDS NET ZERO

The following is XL Axiata's journey progress towards Net Zero by the end of 2023:



TARGETS AND INITIATIVES IN THE FUTURE

XL Axiata has set targets and initiatives going forward in order to measure the progress and ensure to achieve the Net Zero target by 2050:

	TARGET	INITIATIVES
2025	Reduce its emission up to 80 kg CO ₂ /TB	Increase the development of digital solutions based on Artificial Intelligence (AI), Internet of Things (IoT), and Connectivity.
2030	Reduce its emission up to 45%	Engage 100% of top spenders both suppliers and partners to support the net zero emission target.



REPORT FROM THE BOARD OF DIRECTORS [D.1, 2-22]



XL Axiata has demonstrated a strong commitment to sustainability in the telecommunication industry by making significant strides in reducing its environmental impact, promoting social responsibility, and ensuring economic viability. By prioritizing sustainable practices and innovative solutions, XL Axiata continues to set industry benchmarks and lead by example in integrating sustainability into its core business operations.

Dian Siswarini
President Director

Dear Distinguished Stakeholders,

We recognize the pressing global issue of climate change and its significant impact on the environment, society, and economy. Furthermore, we understand the urgency of the situation and are dedicated to contributing to global efforts to mitigate climate change and build a more sustainable future for the generations to come. For the past couple of years, we remain steadfast in our commitment to addressing climate change and integrating sustainable practices into our business operations.

Transparency is integral to our sustainability approach. We are committed to regularly reporting our progress through this sustainability report in addressing climate change, including our carbon emissions, energy consumption, and initiatives to promote environmental sustainability. Not only that, we also monitor our progress in economic, social and governance aspects, such as indirect economic impact, community engagement, employee well-being, and ethical business practices. This transparent reporting allows stakeholders to track our performance and

hold us accountable for our environmental and social impact.

Sustainability Response Strategy

XL Axiata has demonstrated a strong commitment to sustainability in the telecommunication industry through its comprehensive response strategy. The Company has made significant strides in reducing its environmental impact, promoting social responsibility, and ensuring economic viability. By prioritizing sustainable practices and innovative solutions, XL Axiata continues to set industry benchmarks and lead by example in integrating sustainability into its core business operations.

XL Axiata has a sustainability policy that clearly outlines our commitment to sustainable practices, through 4P Pillars of Building Prosperity, Nurturing People, Process Excellence, and Planet and Society. The policy serves as a framework for our sustainability efforts and guides our decision-making processes.

Furthermore, we have set the target for our ESG (sustainability) goals as follows:

- › **Environment**
XL Axiata is committed to reach halfway emissions by 2030 with a near term target to reduce operational carbon emissions by 45% from a 2020 baseline.
 - Short-terms target:
Obtain CDP Certified and maintain carbon intensity target to 125 Kg CO₂e/TB per 2023
 - Medium-terms target:
Add more sustainability ratings/certifications and verify GHG data inventory. In 2025, XL Axiata targets to reduce its emissions intensity by 80 Kg CO₂e/TB
 - Long-terms target:
Achieve net zero carbon emissions no later than 2050.
- › **Social**
Our target reflected through the mission of Sisternet which is to make 1 million Indonesian women Go-Digital by 2025. This target is aligned with the Indonesian government mission to digitized 30 million MSME. For the long-term target, we aim to score higher in terms of social programs success measurement such as CSR Index, SROI and Beneficiary



Satisfaction Level. In addition, we also aim to strengthen our relationships with our current partners, improve beneficiaries of our SDG's related program and improve DE&I program result within the Company.

› Governance

We are committed to continuing the implementation of GCG practices according to the local and regional (ASEAN) practices and going forward and accelerating full implementation of digital records.

Sustainability Achievements

In 2023, XL Axiata achieved significant milestones in its sustainability journey, further solidifying its position as a trailblazer in the industry. The Company's dedication to reducing its environmental impact resulted in a notable reduction in carbon emissions and energy consumption across its operations. In 2023, The Company's emission intensity in 2023 was recorded at 61.90 tons CO₂e/Petabyte, lower than last year's 81.84 tons CO₂e/Petabyte, and achieved the 2023 GHG emission target of 125 Kg CO₂e/Terabyte. Starting in 2023, we have measured the Scope 3 GHG emission, covering six categories. Recently, we obtained Carbon Disclosure Project (CDP) Certification with a score of B on the first submission, as a recognition of our commitment towards environmental transparency and sustainability initiatives.

In line with its sustainability goals, XL Axiata's focus on economic viability remained unwavering. The Company's persistent efforts to drive operational efficiency and sustainable growth have yielded positive outcomes, ensuring its long-term success and value creation for stakeholders while upholding financial prudence. In 2023, we recorded revenue growth of 10.91% to Rp32.32 trillion compared to the previous year's Rp29.14 trillion with total direct economic gains of Rp32.59 trillion in 2023, increased by 10.04% compared to previous year. This increase allows us to distribute higher economic value of Rp31.87 trillion compared to Rp29.04 trillion in previous year. We also recorded an increase in our data production to 11,402 Petabyte in 2023.

Furthermore, XL Axiata's social responsibility initiatives made a meaningful impact on the communities it serves, including its employees and also society. In the Occupational Health and Safety (OHS) aspect, we managed to maintain zero fatality in the Company's work environment. In the employment aspect, we recorded training hours of 40 hours of training/employee. In the community empower program, the Company's continued investment in Sisternet, XLFL, Pesantren Digital, Gerakan Donasi Kuota and Laut Nusantara programs has contributed to enhancing the overall well-being of the society, creating a ripple effect of positive change. By prioritizing the interests of its local communities, XL Axiata has strengthened its role and exemplified the

convergence of business success with societal progress.

As a responsible corporate citizen, XL Axiata is committed to upholding the highest standards of corporate governance and ethical business practices. We actively oversee the Company's adherence to these principles, ensuring transparency, accountability, and integrity in our operations. We have implemented robust compliance frameworks and internal controls to mitigate risks and uphold the trust and confidence of our stakeholders.

Target Achievement Strategy

In order to continue achieving its sustainability targets, XL Axiata has outlined a comprehensive strategy that encompasses several key areas of focus for further improvements. Firstly, the Company is dedicated to further reducing its carbon emissions and energy consumption by implementing even more advanced energy-efficient technologies such as Green BTS and increasing its utilization of renewable energy sources through self-designed Solar Panels. We have set the target to reduce the emission intensity to 100 Kg CO₂e/TB in 2024 and net zero by 2050.

Additionally, XL Axiata plans to expand and enhance its community engagement initiatives and support for its employees through competency development, and education and empowerment programs for the communities. By identifying and

addressing the specific needs of the communities it serves, the Company aims to create even greater positive social impact and foster stronger, more sustainable relationships. Further investment in these areas is expected to not only benefit local communities but also align with XL Axiata's core sustainability goals and contribute to the holistic well-being of society.

Furthermore, the Company will continue its focus on driving operational efficiency and sustainable growth to ensure economic viability. This will involve ongoing evaluation and optimization of its business practices to ensure the Company operates in a financially prudent

and sustainable manner. By doing so, XL Axiata will continue to secure its long-term success and further enhance value creation for its stakeholders.

Conclusion

We are grateful to our stakeholders for their invaluable support and collaboration in our sustainability journey. Their unwavering commitment to our shared goals and their feedback have been instrumental in driving our sustainable business practices and achieving remarkable outcomes.

Our stakeholders, including employees, customers, partners, and the communities we serve,

have played a pivotal role in shaping our sustainability strategy and ensuring its successful implementation. Their engagement and trust have empowered us to push boundaries, innovate, and create a positive impact that extends beyond our organization.

As we express our appreciation, we also reaffirm our commitment to continued collaboration and transparency. By working together, we can further accelerate our progress towards a sustainable future and make a lasting difference in the world we live in.

Jakarta, 4 April 2024

Dian Siswarini
President Director



STATEMENT OF ACCOUNTABILITY OF 2023 SUSTAINABILITY REPORT BY THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

We, the signatories, hereby stated that all information contained in the 2023 Sustainability Report of PT XL Axiata Tbk has been comprehensively presented and that we are fully accountable for the accuracy of the content of PT XL Axiata Tbk Sustainability Report.

This statement is made truthfully.

Jakarta, 4 April 2024

BOARD OF COMMISSIONERS

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President Commissioner

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Commissioner

Vivek Sood
Commissioner

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Independent Commissioner

Muliadi Rahardja
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Feiruz Ikhwan
Director

I Gede Darmayusa
Director

Yessie D. Yosetya
Director





SUSTAINABILITY APPROACH

XL Axiata has initiated a comprehensive range of measures encompassing carbon footprint reduction strategies, and sustainable supply chain practices to progress towards Net Zero goals. To achieve this target, XL Axiata has been calculating carbon emissions for Scope 1 and 2 since 2019 and starting in 2023, XL Axiata is baselining Scope 3 for several categories.



SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

SUSTAINABILITY COMMITMENT OF XL AXIATA

XL Axiata is a leading telecommunications company that has demonstrated a strong commitment to implementing environmental, social, and governance practices to support the United (UN) Sustainable Development Goals (SDGs). As a responsible corporate citizen, XL Axiata recognizes the importance of integrating ESG principles into its business operations to create long-term value for its stakeholders and the communities it serves. With a focus on sustainability and social impact, XL Axiata strives to contribute to the achievement of the SDGs while also driving positive change in the telecommunications industry.

Recognizing the serious impact of climate change and its associated disasters on business sustainability, XL Axiata is dedicated to achieving Net Zero emissions by 2050. Addressing climate change demands swift and collective efforts from all sectors, including businesses, governments, and individuals. Consequently, XL Axiata has initiated a comprehensive range of measures encompassing carbon footprint reduction strategies, and sustainable supply chain practices to progress towards Net Zero goals. To achieve this target, XL Axiata has been calculating carbon emissions for Scope 1 and 2 since 2019 and starting in 2023, XL Axiata is baselining Scope 3 for several categories. To realize this commitment, several initiatives focusing on energy use efficiency continue to be driven by the company to reduce emissions, especially in Scope 2. In 2025, XL Axiata targets to reduce intensity emissions by 80 Kg/TB and in 2030 XL Axiata targets to reduce 45% of its carbon emissions. Additionally, in 2023, the Company joined Kadin Net Zero Hub to create a low emission business ecosystem that enables information exchange, knowledge sharing, and resources to realize a low emission ecosystem in Indonesia.

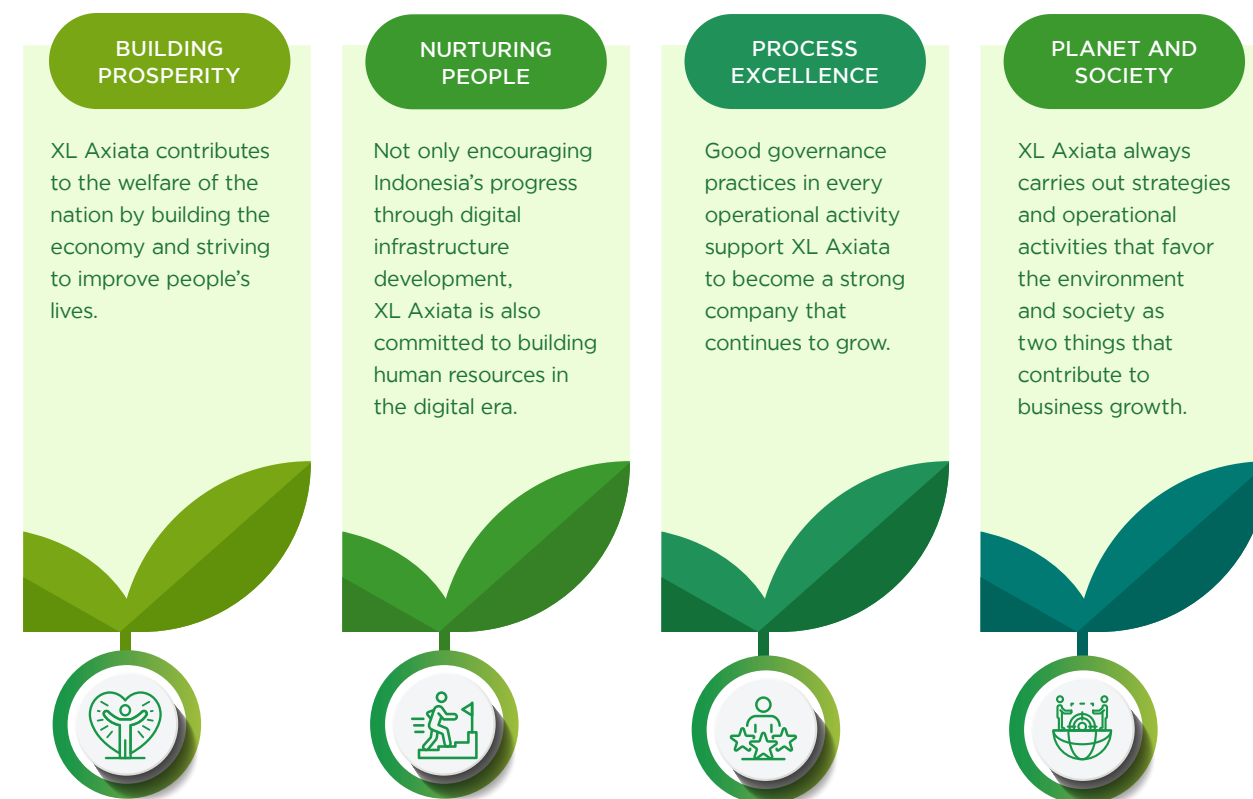
SUSTAINABILITY POLICY OF XL AXIATA

XL Axiata has a sustainability policy that is implemented through the 4P pillars, namely Building Prosperity, Nurturing People, Process Excellence, and Planet and Society. XL Axiata's Sustainability Policy aims to build an innovative digital ecosystem to bridge the digital gap by considering economic, environmental, social and governance aspects. XL Axiata also has an integrated environmental management policy in POL - FIN-002 HSE Policy.

SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

XL AXIATA SUSTAINABILITY PILLARS



XL Axiata's Sustainability Policy regulates the implementation of the Company's due diligence for responsible business, the application of the precautionary principle in making business decisions, and the respect for human rights. This sustainability policy is then developed by establishing the Company's sustainability strategy moving forward. XL Axiata has itself drafted an ESG strategy document for the 2022-2025 period with three initiatives for each component of ESG, namely:





SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

These three components are implemented through ESG strategy planning for the 2022-2025 period, where XL Axiata focuses on ESG management through the establishment of an XL Sustainability Committee to regulate all policies and decisions on ESG efforts in the Company.

Roadmap ESG XL Axiata

PLAN FOCUS	MATRIX FOCUS	2023	2024
Environment Accelerate energy efficiency efforts and adopt clean and renewable energy	Climate Action › Renewable and clean energies › Energi efficiency Energy and Emission (Green Gas House/GHG) Management › GHG inventory scope 1, 2, and 3 › Obtainment of environmental-based certification Environmental Managemnet › Water usage data monitoring › Water efficiency consumption › Inventory waste data and improve Reduce, Reuse, and Recycle (3R) actions	Site Plan: › GHG inventory scope 1, 2 and baselining Scope 3 emission (category 4, 5, 6, 7, 9, and 13) › Map renewable energi sources › Carbon Disclosure Project (CDP) certification Target: › Having at least five categories for Scope 3 baselining › CDP Certified (Scored B-)	Site Plan: › Verify Scope 1, 2, and 3 emission › Scope 3: Adding inventory GHG emission sources › Purchase renewable energi to support our network activities › Energi efficiency by piloting energi saving initiatives with partners Target: › GHG emission is verified by third party verifactory › Purchasing renewable enrgy source (REC)
SOCIAL Advance social empowerment through a digitally Advancement of inclusive social approach	Community Development › Community partnership › Social empowerment impact Digitization and Innovation › Digitalization for society in need › Program innovation in relation to support society well-being	Site Plan: › Develop sustainability performance tracking › Increase awareness for diversity, equality, inclusivity (DEI) and #PersonwithDisability › Advancing digital inclusion solution and collaboration with partners cross industry Target: › Sisternet 1 million users › Advancement of CSR Beneficiaries › Increase the number of beneficiaries of social programs › - Social program initiatives to support persons with disabilities	Site Plan: › Improve impact for beneficiaries in relation with SDG values › Obtain validation and scoring impact for social programs › Advancing digital inclusion solution & collaboration with partners csross industry Target: › Sisternet 1 million users › Enhancing impact and number of beneficiaries through capabilities and skills development › Achieving a good SROI (Social Return on Investment) value for both internal and external parties › Increasing partnerships in social programs

SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

PLAN FOCUS	MATRIX FOCUS	2023	2024
GOVERNANCE Strengthening Good Corporate Governance (GCG) practices and data security to increase accountability	Ethics Compliance › Anti bribery anti corruption › Risk management Privacy security › Data privacy › Cyber security	Site Plan: › Increase awareness and understanding of XL Axiata GCG and update data privacy notice › Comply and up to date to all regulations from governance and ASEAN policies Target: › GCG comply with governance and ASEAN policies › Update XL Axiata privacy notice, in line with the laws and regulations relating to personal data protection	Site Plan: › Mastering awareness and understanding of XL Axiata GCG and data privacy ISO 27701 › Comply and up to date to all regulations from governance and ASEAN policies Target: › GCG comply with governance and ASEAN policies › Trusted data ecosystem and obtain ISO 27001

XL Axiata's Sustainability Policy governs the integration of sustainability into business operations with a focus on Environmental, Social, and Governance (ESG) aspects. The policy is periodically reviewed to ensure it stays current with industry trends. The Company has also shared its sustainability policies with all stakeholders, particularly XL Axiata employees. This is because XL Axiata recognizes the importance of aligning the Company's growth with sustainability principles, which involve maintaining a balance between development, the well-being of the local community, environmental sustainability, and a skilled workforce.

XL Axiata is committed to mitigating the impact of its operational activities by offering a complaint center. Details regarding the complaint center are available in the report's sustainability performance section, in regards to product and customer responsibility. To address the adverse effects, XL Axiata has implemented the following measures:

1. Respond to follow-up customer complaints, for first level handling. Implement an internal escalation system for quick problem resolution
2. Regular evaluation of all business processes, project implementation and results
3. Open for feedback
4. Open for discussion and compensate for any inconvenience caused to the customer



SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

BUILDING A CULTURE OF SUSTAINABILITY

[OJK F.1, GRI 2-24]



The development of corporate culture is aimed at facilitating the attainment of company objectives, motivating and guiding each employee. It serves as a standard for every individual within the organization, outlining how they should conduct themselves, interact with others, and perform their duties on a daily basis.

XL Axiata recognizes the significance of fostering a culture of sustainability to bolster its business

operations and ensure sustainability in the future. To this end, the company has made it a priority to instill a sustainability culture into every business activity and raise awareness among all its employees. The development of a sustainability culture within XL Axiata is carried out in various ways, such as:

1. Using online media to communicate about sustainability such as educational posts through social media, introduction posters about

SUSTAINABILITY POLICIES AND STRATEGIES

[OJK A.1, GRI 2-22, 2-23, 2-24, 2-25]

Environment, Social, and Governance (ESG) in the form of attractive illustrations via email, and creating a sustainability newsletter.

2. Organizing face-to-face activities to discuss sustainability topics by inviting internal and external resource persons through Sustainability Talk and Carbon Talk events.
3. Conducting activation activities such as providing recycle dropboxes in several office floors, providing educational content about sustainability on XL Axiata's social media, playing audio announcements of progress in reducing energy emissions during lunch hours, creating backgrounds on laptop and computer screens with ESG themes.
4. Campaign on Sustainability in XL Axiata internal employees (example: call for digitalization to reduce paper consumption, water saving campaign)
5. Implementation of digitalization in the process of work
6. Training and learning to employees for matters related to Sustainability

XL Axiata's sustainability culture development activities are functioned to build stakeholder awareness, with a particular focus on promoting responsible business practices among its employees. The sustainability program and training activities scheduled for 2023 include:

1. XL Axiata implements ABAC (Anti Bribery Anti-Corruption) procedures
2. XL Axiata conducts training on anti-corruption policies and procedures for regulatory agencies and employees
3. 100% of XL Axiata employees have signed the ABAC & Gift Donation Sponsorship (GDS) Declaration.
4. Conducting Basic safety training via e-learning to all employees
5. Organizing Health & Wellness themed Webinars for employees and families
6. Organizing Mandatory training for all employees to improve Data Privacy, Data Governance & Cybersecurity
7. Organizing Sustainability Talk and Carbon Talk that highlight sustainability topics



SUPPORT TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

To strengthen sustainability commitment while supporting the achievement of 17 Sustainable Development Goals (SDGs), the Company has implemented various sustainability initiatives and programs that contribute to 15 (fifteen) out of 17 (seventeen) SDGs. The following are the Company's contribution to SDGs.

TPB SDGS	SDGS EXPLANATION	XL AXIATA CONTRIBUTION
	No Poverty	› XL Axiata Baik › Quota Donation Movement
	Zero Hunger	› XL Axiata Peduli › XL Axiata Baik
	Good Health and Well-Being	› XL Axiata Peduli › XL Axiata Baik
	Quality Education	› XL Future Leaders › Pesantren Digital › Sisternet › Quota Donation Movement
	Gender Equality	Sisternet
	Clean Water and Sanitation	Water and Waste Management
	Affordable and Clean Energy	› Green BTS › Energy Usage Efficiency
	Decent Work and Economic Growth	› Employee Benefit Policy

SUPPORT TO THE SUSTAINABLE DEVELOPMENT GOALS (SDGS)

TPB SDGS	SDGS EXPLANATION	XL AXIATA CONTRIBUTION
	Industry, Innovation and Infrastructure	XL IoT Camp
	Reduced Inequalities	Sisternet
	Sustainable Cities and Communities	› Sisternet › Laut Nusantara › Pesantren Digital
	Responsible Consumption and Production	› Paper, Plastic and Waste Management
	Climate Action	› Green BTS › Energy Usage Efficiency › Carbon Warrior
	Life Below Water	› Mangrove Planting Initiative
	Life on Land	-
	Peace, Justice and Strong Institutions	› GCG Policy › ABAC Policy › Data Privacy and Security
	Partnership for the Goals	› Sisternet › Pesantren Digital



SUSTAINABILITY PERFORMANCE HIGHLIGHTS

In 2023, XL Axiata achieved significant milestones in its sustainability journey, further solidifying its position as a trailblazer in the industry. The Company's dedication to reducing its environmental impact resulted in a notable reduction in carbon emissions and energy consumption across its operations. In 2023, The Company's emission intensity was recorded at 61.90 tons CO₂e/Petabyte, lower than last year's 81.84 tons CO₂e/Petabyte, and achieved the 2023 GHG emission target of 125 Kg CO₂e/Terabyte.



SUSTAINABILITY PERFORMANCE HIGHLIGHTS [B.1, B.2, B.3]

ECONOMIC PERFORMANCE [B.1]

ECONOMIC PERFORMANCE	UNIT	2023	2022	2021
Production				
BTS Tower	Unit	160,124	146,023	162,282
Data traffic (data production)	Petabyte	11.402	7,991	6,549
Sales				
Mobile Cards sold	Unit	25,091,110	19,639,296	22,790,121
Total Revenue	Rp in Billion	32,323	29,142	26,754
Net Profit/Loss	Rp in Million	1,284,448	1,121,188	1,287,807
Number of Customers	Million	57,52	57,48	57,90
Quantity of Products/ Services	Product/ Service Unit	8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed	8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed	8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed
Eco-Friendly Products				
Panel Solar	Total	48	202	-
Number of Local Workers	Person	1,480	1,485	1,557
Number of Local Suppliers	Entity	431	464	490
Local Supplier Contract Value	Rp in Million	13,708,703,727,958	10,491,116	18,005,684

GOVERNANCE PERFORMANCE

GOVERNANCE PERFORMANCE	Unit	2023	2022	2021
Number of Corruption Incidents	Incident	2	-	1
Number of Fraud Incidents	Incident	2	3	6
Number of WBS Complaints	Case	3	9	25

ENVIRONMENTAL PERFORMANCE [B.2]

ENVIRONMENTAL PERFORMANCE	UNIT	2023	2022	2021*
Total Water Consumption				
PDAM	m ³	7,382.32	7,487.126	7,466.476
Non Renewable Energy Consumption				
Fuel (Pertalite)	Liter	228,001.34	242,090.78	238,152.00
	Gigajoule	7,797.65	7,988.99	7,859.016
Solar (Diesel)	Liter	1,393,829.51	1,971,499.44	2,471.627
	Gigajoule	47,668.97	70,973.98	88,978.57
Electricity from PLN	Kwh	902,853,187.65	840,667,225.92	804,373,707.25
	Gigajoule	3,250,271.48	3,026,402.01	2,895,745.34
Total Energy Consumption	GigaJoule	3,305,738	3,105,364.98	2,997,993
Energy Intensity	Gigajoule/Petabyte	290	389	458
Scope 1 Emissions	TonCO ₂ eq	4,255.54	5,834.11	7,164
Scope 2 Emissions	TonCO ₂ eq	695,828.95	648,260.92	620,274
Scope 3 Emissions	TonCO ₂ eq	5,743.82	-	-
Total Emissions	TonCO ₂ eq	705,828.32	654,095.03	627,438
Emission Intensity	TonCO ₂ eq/Petabyte	61.90	81.84	95.81
Environmental Cost	Rp in Million	20	150	18.17

SOCIAL PERFORMANCE [B.3]

SOCIAL PERFORMANCE	UNIT	2023	2022	2021
Number of Employees	Person	1,495	1,501	1,575
Number of Female Employees	Person	448	443	477
Number of Male Employees	Person	1,047	1,058	1,098
Number of Female as President Director and Director	Person/Total	2	2	2
Number of local people occupying senior manager positions	Person	6	3	3
Number of Training Hours	Hours	59,156,04	76,518,4422	76,518,4422
Number of Employees Receiving Training	Person	1,502	1,491	1,565
Average number of training hours	Hours/Person	39.38	63.34	48.89
Training Fees	Rp in Million	8,314	7,690	3,503
Employee Turnover Rate	%	11.1	14.1	12.9
Number of Work Accidents	Times	3	1	6
Occupational death	Times	-	-	-
Total CSR Funds	Rp in Billion	20.73	10.42	18.98
Number of women empowered	Person	949,261	57,000	53,000
Number of Young Leaders built through XL Axiata Future Leaders	Person	447,755	1,500	1,310
Number of fishermen benefiting from the Laut Nusantara application	Person	124,024	57,500	60,250
Router/modem donation amount	Unit	71	358	13
Quota donation amount	Terabyte	689,397	7.68	9.34



AWARDS & CERTIFICATES 2023

AWARDS 2023



1 MATA LOKAL AWARD

XL Axiata received an award through Sispreneur program. The program dedicated to women's empowerment earned an award for its commitment to women's empowerment. XL Axiata received an award for **the Best Mixed Media Campaign category with the theme of Entrepreneurship** at the Tribun Network Mata Lokal Award event

2 BEST PERFORMING VENDOR 2022

XL Axiata Business Solutions received **the Best Performing Vendor 2022** award from DANA. XL Axiata Business Solutions is considered to have strengthened DANA's business by providing effective and efficient ICT solutions for DANA's business.

3 STRONG PARTNER

XL Axiata Business Solutions received the **"Strong Partner"** award from Home Credit Indonesia.

4 ICIO AWARDS 2023

Yessie D. Yosetya, Director & Chief Digital Transformation & Business Enterprise of XL Axiata, was named **The Most Influential CIO 2023** at the iCIO Awards 2023 in Jakarta. The honour was received as a result of the jury's valuation that she was among the CIOs who successfully became an innovator in the adoption and utilisation of digital technology that aim to enhance value and best performance in alignment with business objectives.

5 CUSTOMER CONTACT CENTER SERVICE EXCELLENCE AWARD 2023

Through the Customer Contact Center (CCC) at the Customer Contact Center Service Excellence Award 2023 event held by Marketing Magazine, XL Axiata received the **"Excellence Service Performance"** award for 2 categories, namely:

- Call Center Telecommunication
- Email Center non-Banking-Financing-Insurance

6 INDONESIA HUMAN RESOURCES AWARD 2023

At the Indonesian Human Resources Awards 2023 held by Warta Ekonomi Group, XL Axiata through its subsidiary, PT Kuadran Satu Komunika (Kuadran1 Komunika), received an award in the category of **"The Best HR Management for The Outstanding HR Transformation Initiatives to Maintain Company Agility and Productivity"**.

7 ASIAN TELECOM AWARDS 2023

XL HOME services received the prestigious Asian Telecom Awards 2023 which took place in Singapore. In the event initiated by Asia Telecom magazine, XL HOME received two categories, namely **Broadband Telecom Company of the Year - Indonesia and Marketing & Brand Initiative of the Year - Indonesia**.

8 INDONESIA WOW BRAND 2023

XL Axiata through XL Prepaid and Live.On service products again recognised at the WOW Brand Festive Day 2023. In this event, XL Prabayar received **the Celular Operator and Live.On categories for the Digital Operator category**.

AWARDS & CERTIFICATES 2023

9 APRESIASI INDEX TEMPO-IDNFINANCIALS 52

The Main Index, High Growth and High Market Capitalization Award - INDEX TEMPO-IDNFinancials 52 was held by Tempo IDN in conjunction with the Issuer Appreciation Night. This award was presented to XL Axiata since it was deemed to have improved its financial performance portfolio in the last five years to March 2023 by becoming a constituent of the Tempo Index - IDN Financials 52.

10 SELULAR AWARDS 2023

XL Axiata received the "Best Fixed Mobile Convergence: XL SATU and Most Engaging Brand in Social Media for Telco" awards at the Selular Awards 2023 "Moving To The Next Level".

Chief Corporate Affairs of XL Axiata, Marwan O.Baasir, achieved the award for Excellence in Performance. The award was given to Marwan O. Baasir based on the jury's assessment of him as an individual who has successfully innovated in driving the implementation and utilization of digital technology, thereby enhancing value and performance in line with business objectives.

11 HR ASIA BEST COMPANIES TO WORK FOR IN ASIA AWARD 2023

XL Axiata received an award for the **"Best Companies to Work for in Asia - Indonesia Chapter, and Digital Transformation"** from the HR Asia Best Companies to Work for in Asia Awards 2023.

12 MARKETEERS SUSTAINABLE MARKETING EXCELLENCE AWARD

In the Marketeers Sustainable Marketing Excellence Award event held by Marketing magazine, XL Axiata received an award for the Corporate Social Responsibility of The Year category. This event is a competition and award for companies and organisations that are considered successful in implementing sustainable marketing that has an impact on strengthening the economy, community empowerment, and environmental conservation. The award was presented online.



AWARDS & CERTIFICATES 2023

AWARDS & CERTIFICATES 2023

CERTIFICATES 2023

13 TOP GRC AWARDS 2023

The public has once again recognised XL Axiata's commitment to applying ESG principles in its business operations. XL Axiata received the **"Very Good"** award at the TOP GRC (Governance, Risk, and Compliance) Awards 2023 for successfully applying ESG and GRC approaches in managing the company.

14 14TH IICD CORPORATE GOVERNANCE AWARD 2023

XL Axiata once again received a public award at "The 14th IICD Corporate Governance Awards" held by the Indonesian Institute for Corporate Directorship (IICD) at the Financial Hall, Graha CIMB Niaga Building, Jakarta. XL Axiata received two awards for two categories, namely:

- Top 50 Big Capitalization Public Listed Company
- Best Role of Stakeholders

15 ASIAN TECHNOLOGY EXCELLENCE AWARDS

XL Axiata through XL Axiata Business Solutions (XLABS) received the international Asian Technology Excellence Awards for the category of **"Indonesia Technology Excellence Award for ICT Telecommunication"** in Bangkok. This award recognises XLABS' commitment to becoming a trusted ICT service provider in Indonesia.

16 ANUGERAH INOVASI INDONESIA 2023

XL Axiata through XL Axiata Business Solutions (XLABS) received the **"Indonesia Innovation Award 2023"** for the **External Relations category with Smart Mining: Digitalisation for Greener Future innovation**. This award was initiated by IDX Channel with the theme 'Advancing Agile Innovation for Sustainable Growth'.

17 SERVICE QUALITY (SQ) AWARD UNTUK XL CENTER

XL Axiata received an award for its customer service center. The Grade Diamond Service Quality Award in the Cellular Telecommunication category through the XL Center was achieved by XL Axiata at the Service Quality (SQ) Award 2023, organized by Marketing Magazine.

18 SPEX2 AWARD 2023 UNTUK KATEGORI THE BEST SPEX2 COMPANY IN TELECOMMUNICATION INDUSTRY

XL Axiata is the only operator to receive the award as The Best SPEX2 Company in the telecommunications category, as it is considered to have successfully implemented a digital transformation strategy that provides added value to the company and stakeholders.

19 LIPUTAN6.COM ANUGERAH INSPIRATIF AWARDS AT THE FESTIVAL 6 2023 (8-9 JULI 2023)

The first award, 'Telco Inspiratif Pengembangan Kemajuan Digital Perempuan Indonesia,' was presented to XL PRIORITAS service. XL Axiata Business Solutions received the second award, 'Provider Inspiratif Akselerasi Kemajuan UMKM Indonesia

20 EXCELLENCE IN INNOVATION VIDEO AWARD ON DIGITAL NATION AWARD 2023 FROM M360 APAC (7-8 SEPTEMBER 2023)

Sisternet received Digital Nation Award 2023 category Excellence in Innovation Video Award. The category include best demonstration of Innovation in mobile technology in the advancement of digital transformation of a nation (50% of the score) and best narrative about the company's innovative products, services or programs that are being used to support the digital transformation of a nation (50% of the score).

21 TECHNOLOGUE AWARD 2023 (SEPTEMBER 2023)

XL Axiata received the Best Telco Brand category. A total of 9 companies in the telecommunications and technology sector were involved in the nomination. In selecting the nominees, the Technologue.id team conducted an evaluation through an editor's choice who are experienced in their field.

22 MOST LOVED RAMADAN ADS 2023 BY KANTAR

Corporate Brand and Segment Brands created a collaborative campaign during Ramadan, "Ada Untuk Kebajikan", which proved effective in improving Brand Linkage and Reputation. The campaign also received Most Loved Ramadan Ads 2023 from Kantar.

NAMA SERTIFIKASI	MASA BERLAKU	PENERBIT
ISO 9001:2015 Quality Management System (Resertifikasi)	5 Januari 2027	British Standards Institute
ISO 20000-1:2018 IT Service Management System (Resertifikasi)	14 Januari 2027	British Standards Institute
Sustainalytics (Medium Risk score at 28,3)	1 Tahun (April 2023 - April 2024)	Morningstar Sustainalytics
ISO 22301:2019 Business Continuity Management System (Surveillance)	11 Desember 2024	British Standards Institute
ISO 14001:2015 Environmental Management System (Surveillance)	1 September 2025	British Standards Institute
ISO 45001:2018 Occupational Health and Safety Management System (Surveillance)	1 September 2025	British Standards Institute
ISO 27001:2013 Information Security Management System (Resertifikasi)	25 November 2026	British Standards Institute
Sistem Manajemen Keselamatan dan Kesehatan Kerja	Desember 2026	Kementerian Ketenagakerjaan
Contractor Safety Management System High Risk Project	Maret 2024	Eni Muara Bakau
Contractor Safety Management System High Risk Project	September 2025	PT Pertamina Persero
ICA Certificate in Compliance	-	International Compliance Association
Ahli Manajemen Kelangsungan Usaha/BCMP	30 Agustus 2025	Badan Nasional Sertifikasi Profesi
Certified Information Systems Auditor	31 Januari 2023	Certified Information Systems Auditor - An ISACA Certification
Ahli Manajemen Risiko Organisasi Terintegrasi/CRMP	30 Agustus 2025	Badan Nasional Sertifikasi Profesi
Meraih sertifikasi Carbon Disclosure Project (CDP) dengan nilai B pada submisi pertama	December 2023	Carbon Disclosure Project (CDP)
Sustainalytics (Medium Risk score at 28,3)	1 Tahun (April 2023 - April 2024)	Morningstar Sustainalytics
ESG Disclosure Transparency Awards 2023 (Predikat Commitment)	1 Tahun	Investor Trust
Corporate Social Responsibility of the Year	1 Tahun	Marketeers
Corporate Social Responsibility Award	1 Tahun	Pemerintah Kabupaten Pamekasan



2023 EVENT HIGHLIGHTS



Jakarta, 2 Januari 2023

XL Axiata launched the “Full Year Double Quota Bonus” promotion for the XL Xtra Combo Flex Starter Pack in early 2023 which can only be purchased and activated in January 2023. Offered as the best choice, this promotion is suitable for new customers in 2023.

Jakarta, 3 January 2023

XL Axiata was able to manage and maintain an increase of consumer data needs during Christmas and New Year 2023. Observation between 24 December 2022 and 2 January 2023 indicated that service traffic increased by 8% compared to usual days and 29% compared to the prior Christmas and New Year period. On New Year’s Eve, service traffic was 50% higher than usual.

Belitung, 4 January 2023

The Regent of Belitung, H Sahani Saleh, S.Sos, and the Vice Regent, Isyak Meirobie, awarded XL Axiata for its support and collaboration with the Belitung Regency Government in the success of the G-20 Development Ministerial Meeting (DMM) global event, 7-9 September 2022, and the World Ocean Assessment (WOA), 12-15 December 2022 in Belitung. The Regent of Belitung, H Sahani Saleh, S.Sos, presented the “Best International Event Collaboration Category” award to XL Axiata’s representative, Belitung Territory Sales Manager, Sinta Dewi Sujana, at the Satam Belitung Roundabout.

Jakarta, 7 January 2023

XL Axiata expands its “Sisternet” program benefits for Indonesian women. One of the initiatives is to continue to promote digital literacy among female owners and managers of micro, small, and medium enterprises (MSMEs) across Indonesia. The utilisation of digital facilities and technology will help empower, productive, and “move up” women MSMEs. Organising the 2023 Being Smart Competition is one strategy to foster an increase in digital literacy.

Jakarta, 12 January 2023

G20 EMPOWER was successful in bringing women’s issues and gender equality to the G20 summit during the Indonesian Presidency in 2022. At its peak, the topic was also successfully incorporated into the G20 Leaders’ Declaration during the Indonesian Presidency. The Ministry of Women’s Empowerment and Child Protection (KPPPA) of the Republic of Indonesia awarded and appreciated all G20 EMPOWER Indonesia stakeholders who contributed for their success in elevating the topic of women and gender equality.

Padang, 12 January 2023

In partnership with Andalas University (Unand) Padang, XL Axiata trained 1,200 graduates to be more equipped for the workplace. They were introduced to varied information and skills that they may employ after graduating from college and beginning their careers through the XL Axiata Future Leaders (XLFL) program. The workshop event, which began with a welcome speech by Vice Rector 1 Unand, Prof. Dr. Mansyurdin, MS, took place at Convention Hall of Andalas University, Padang.

Jakarta, 13 January 2023

XL Axiata Business Solutions, an integrated ICT service provider, supports PT VALE Indonesia achieve industry 4.0 by deploying intelligent mining using private network and IoT technology at the mine site. Industry 4.0 automation across all lines and interconnectedness requires a strong network infrastructure. This contribution supports XL Axiata’s vision of becoming

Indonesia’s leading convergence operator and a digital enabler for enterprises and society, “XL Axiata Ada Untuk Indonesia”.

Jakarta, 18 January 2023

Granting Pre-emptive Rights III (“PMHMETD III”) or right issue on schedule and raising Rp5 trillion concluded the successful Capital Increase process for XL Axiata. XL Axiata achieved the right issue’s initial purpose of strengthening the company’s capital structure by paying off obligations. With prompt fulfilment of this right issue, XL Axiata is able to settle its debts earlier in December 2022 and by early January 2023.

Jakarta, 20 January 2023

XL Axiata launches a new XL SATU bundle deal starting at Rp276 thousand per month. This promotion is designed to be the best option for new customers who wish to explore the home and mobile internet convergence service. This attractive offer is valid until 28 February 2023 and has been accessible from 9 January 2023.

Balikpapan, 22 January 2023

To provide an excellent customer experience, XL Axiata continues to expand its network and improve the quality of data services throughout Kalimantan’s five provinces. This strategic action is required considering the increasing demand of communities for data services from XL Axiata, with XL Axiata’s traffic throughout Kalimantan increasing by 29% in a year. XL Axiata added more than 1,100 4G BTS in Kalimantan in the same year, reflecting a 42% YoY increase.



2023 EVENT HIGHLIGHTS

**Banyuasin, 24 January 2023**

XL Axiata supports Banyuasin Regency stunting prevention programs, by providing healthy meal packets distributed to children to prevent stunting. In Talang Lubuk Village, Sumber Marga Telang District, Banyuasin Regency, XL Axiata Territory Sales Manager Hendra Salman personally handed over the humanitarian package, which includes rice, green beans, eggs, frying oil, sugar, and more.

**Medan, 26 January 2023**

To commemorate World Cancer Day, XL Axiata conducts blood donation as a regular activity. Partnered with Medan journalist community, who also participated as donors, the event took place at Grha XL Medan. The proceeds from this social activity will then be contributed to the Medan Children's Oncology Foundation (YOAM) for distribution to children with cancer in need.

**Pidie, 30 January 2023**

Donations for flood victims were distributed by XL Axiata in Pidie Regency, Aceh Province, which include essential daily supplies such as rice, eggs, cooking oil, fish, bottled drinking water, instant noodles, disposable baby diapers, and other items. Jaka Rahmatsyah, XL Axiata Territory Sales Manager for the Banda Aceh area, personally handed over the donations to Muhajir, the Secretary of Cot Teungoh Village in Pidie District, who represented the local victims.

**Jakarta, 2 February 2023**

XL Axiata switched customer service USSD Menu Browser (UMB) access from *123# to *808#. This UMB update takes effect 1 February 2023. XL Axiata continues to socialise its customers between 1 February to 1 April 2023, using various channels as UMB users are still substantial. This migration refers to Ministerial Regulation (PM Kominfo) No. 5 of 2021, which requires customer service USSD access via USSD *8XY#.

**Sidoarjo, 4 February 2023**

XL Axiata develops telecommunications and data networks to serve the peak agenda of the 1st Century Nahdlatul Ulama (NU) grand celebration at Delta Sidoarjo Stadium on Tuesday, 7 February 2023. XL Axiata has the network capacity in Sidoarjo Regency and its surrounds to accommodate millions of nahdliyin residents from across Indonesia for this celebration. NU's 1st Century commemoration at Delta Sidoarjo Stadium will be attended by Indonesian President Joko Widodo.

**Pontianak, 10 February 2023**

XL Axiata keeps improving its Kalimantan 4G network. Rural and border areas undergo network expansion. XL Axiata has added 1,100 4G BTS in Kalimantan last year, a 42% YoY increase. Over 50% of XL Axiata BTS are currently fiberized. Over 9,300 kilometres of fibre optic connections bolster XL Axiata's Kalimantan network. XL Axiata's infrastructure network connects Sumatra, Java, Bali, Lombok, and Sulawesi with a fibre optic route that spans five Kalimantan provinces.

**Jakarta, 14 February 2023**

Yessie D Yosetya, Director & Chief Digital Transformation & Enterprise Business Officer of XL Axiata, was named CIO100 ASEAN 2022. This award is granted to the 100 top ASEAN technology leaders who are capable of bringing about improvements via the use of technology. Yessie is seen as competent of directing XL Axiata's development and implementation of corporate strategies for developing and using information technology for digitalisation. The award's ceremony was held on December 2022 at Marina Bay Sands in Singapore.

**Jakarta, 15 February 2023**

XL Axiata launched a latest product of a long-term double quota bonus in early 2023. Customers who buy and activate XL starter packs beginning in January 2023 will be eligible for a double quota bonus each time they top up a data package for an entire year.



2023 EVENT HIGHLIGHTS

**Medan, 17 February 2023**

XL Axiata continues to strengthen its 4G network in the Lake Toba Area of North Sumatra in response to the growing number of international events held on Indonesia's largest lake, such as F1 Powerboat World Championship (F1 H2O), which takes place on 24-26 February 2023. XL Axiata's 4G network has reached 489 villages and 35 districts in Simalungun Regency, Toba Samosir Regency, North Tapanuli Regency, Humbang Hasunduta Regency, Dairi Regency, Karo Regency, and Samosir Regency, including Samosir Island. Around 430 4G BTS serve customers in these areas. XL Axiata specifically deployed two mobile BTS units.

**Sangatta, 21 February 2023**

XL Axiata Business Solutions collaborates with PT Pamapersada Nusantara (PAMA), to provide a Hybrid LTE Network and the use of CPE (Customer Premises Equipment) devices for coal mining fleets in Sangatta, East Kutai Regency, East Kalimantan Province. As a Preferred Integrated ICT Provider, XL Axiata Business Solutions deploys the first LTE Hybrid Network in an open pit mine in Indonesia. XL Axiata provides both a private network and a public internet network. EWACSPRO is the private network that supports critical applications, combined with a public network that supports employee communication needs.

**Jakarta, 23 February 2023**

To achieve sustainable business, XL Axiata continues to employ Environment, Social, and Governance (ESG) principles in all lines of business. One of them is the adoption of environmental aspects into network infrastructure, particularly the Base Transceiver Station (BTS), which can also lower energy use by up to 50%. Since 2014, XL Axiata has been implementing Green BTS, which now covers more than 90% of BTS. Since the end of 2022, XL Axiata has also begun to use lithium batteries as a generator substitute.

**Jakarta, 27 February 2023**

XL Axiata supports the government in stunting prevention programs to remote areas, by distributing stunting prevention healthy food packages for mothers and children, such as rice, green beans, eggs, cooking oil, and sugar. The team Benihbaik.com distributed the stunting prevention food packages to a number of target areas spread across four provinces. The distribution takes place between January - February 2023. This program is a tangible engagement of XL Axiata on social issues that occur in the community.

**Jakarta, 1 March 2023**

A Memorandum of Understanding (MoU) was signed between XL Axiata and Cisco to prepare 5G networks and cloud infrastructure for IoT solutions. The partnership will improve XL Axiata's network capabilities by leveraging end-to-end automation and optical networks to support companies in transforming existing networks into 5G-ready networks, while also strengthening Internet of Things (IoT) connectivity services.

**Jakarta, 2 March 2023**

XL Axiata established a partnership with PT Indonesia Comnets Plus (PLN Icon Plus) at the Mobile World Congress 2023 arena in Barcelona. This collaboration is part of efforts to improve services to customers and the community, accelerate, and expand access to services including the adoption of new technologies such as 5G, Internet of Things (IoT), and digitalisation that can drive the local economy. Faster, more efficient, and more precisely targeted infrastructure and technological solutions are now available to both XL Axiata and PLN Icon Plus as a result of this partnership.

**Barcelona, 3 March 2023**

The mobile analytics industry has recognised XL Axiata's efforts in providing the best customer experience. XL Axiata was declared successful in four categories in the December 2022 Opensignal Report in December 2022. Dian Siswarini, President Director & CEO of XL Axiata, received a trophy of appreciation for this success from Opensignal CEO, Dave Isenberg, on the sidelines of the Mobile World Congress 2023 event in Barcelona, Spain.

**Mataram, 3 March 2023**

In preparation for the 3-5 March 2023 World Superbike (WSBK) event at the Mandalika Circuit in the West Lombok Regency of West Nusa Tenggara (NTB), XL Axiata ensures that the 4G network in Lombok is in excellent form. At least 12 4G BTS have been prepared to cover the entire Mandalika, including the circuit and surrounding areas with dozens of major and small hotels, restaurants, beaches, and other tourism supports. XL Axiata also supplies a 5G network around the circuit area by utilising dynamic spectrum sharing (DSS) and alerting three mobile BTS units to anticipate traffic spikes during the world racing event.

**Jakarta, 8 March 2023**

Budi Pramantika's resignation as Director & Chief Financial Officer (CFO) on 6 March 2023 was accepted by the Company. After serving as Finance Director since October 2020, Budi Pramantika has resigned as Director due to personal reasons.



2023 EVENT HIGHLIGHTS

 **Jakarta, 8 March 2023**

A number of opportunities identified by XL Axiata have the potential to spur business growth in 2023. Consequently, XL Axiata will focus on three growth pillars: convergence services, network expansion, and strengthening customer experience. For this year target, XL Axiata strives to achieve mid to high single digit revenue growth, EBITDA margin of around 49%, and capex of around Rp8 trillion.

 Jakarta, 11 March 2023

Yessie D. Yosetya, Director & Chief Digital Transformation & Business Enterprise of XL Axiata, was named The Most Influential CIO 2023 at the iCIO Awards 2023 in Jakarta. The honour was received as a result of the jury's valuation that she was among the CIOs who successfully became an innovator in the adoption and utilisation of digital technology that aim to enhance value and best performance in alignment with business objectives.

 Palembang, 13 March 2023

Ahead of Ramadan and Eid 2023, XL Axiata has prepared a strong and reliable telecommunications network, which must be strengthened in anticipation of expected spikes in data usage traffic during Ramadan, particularly over the extended Eid holiday. XL Axiata has also carried out network tests on the main route back home in several regions, including Sumatra.

 Depok, 13 March 2023

XL Axiata continues to implement Internet of Things (IoT)-based digital solutions in Islamic boarding schools. The latest product facilitates maggot and hydroponic cultivation at Ponpes Hidayattullah, Depok, West Java. The same method will be implemented in Tasikmalaya, West Java, and several East Java and Central Java Islamic boarding schools.

 Luwuk, 17 March 2023

XL Axiata continues to support the government's vision of accelerating national growth in Indonesia through equitable distribution of telecommunications and data network infrastructure. XL Axiata has spent the last two years extensively building a 4G network, particularly on Sulawesi Island, with the addition of over 2,700 4G BTS to previously unreachable distant rural locations. Around 645 of the total sub-districts in Sulawesi have been served by 4G networks.

 Luwuk, 17 March 2023

Dian Siswarini, President Director & CEO of XL Axiata, inaugurated the mosque construction project and its supporting facilities in Banggai Regency, Central Sulawesi. The mosque construction project is ready to use and is located in Luwuk Village, Luwuk District. This project was completed in December 2022 with funds provided by XL Axiata management and employees.

 Jakarta, 20 March 2023

XL Axiata promotes a culture that fosters a deeper comprehension of customer experience (CX) among all employees, with the aim of consistently delivering excellent customer experiences. As such, through the AKBAR (Akab Bareng Retail Outlet) program, XL Axiata requires all employees, including its management to participate in face-to-face meetings with customers and product retailers (retail outlets/RO) to get input from them.

 Jakarta, 21 March 2023

XL Axiata continues to advocate for national private industries to accelerate gender equality. Yessie D. Yosetya, Director & Chief Digital Transformation & Enterprise Business Officer of XL Axiata, stated that for 2023,

2023 EVENT HIGHLIGHTS

the main skills that women need to master are digital skills, as well as a number of non-technical skills such as storytelling, which corresponds to the hobby of women who fond to tell stories. XL Axiata's current trait and commitment to gender equality is also a result of XL Axiata's participation in the G20 Empowerment and Progression of Women's Economic Representation (Empower) international forum.

 Palembang, 21 March 2023

XL Axiata provided assistance to flood victims in Lahat and West Lampung Regencies. People in flood-affected areas urgently require assistance in the form of basic daily essentials such as rice, cooking oil, tea, sugar, instant noodles, and soy sauce.

 Jakarta, 24 March 2023

Welcoming the month of Ramadan and Eid al-Fitr this year, XL Axiata presents eSIM and various attractive offers in almost all service products with the theme #AdaUntukKebaikan. One of them is a promo offer for purchasing XL and AXIS prepaid products through the myXL and AXISNet applications, such as internet packages discounts of up to 70% and quota bonuses for games, social media, and streaming.

 Jakarta, 31 March 2023

Through XL Axiata Business Solutions, XL Axiata continues to develop integrated ICT solutions for corporate customers that benefit the community. Currently, the Smart Water Metre, an Internet of Things (IoT)-based solution that can accommodate business players from multiple segments, has been successfully developed. The NB-IoT Smart Water Metre is one of the most recent IoT-based solutions from XL Axiata Business Solutions, which was implemented in collaboration with PT Berkas Air Laut (BAL) to monitor the distribution of clean water to residents of Gili Terawangan and Gili Meno in North Lombok.



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 Pontianak, 3 April 2023

XL Axiata, through the XL Axiata Taklim Council (MTXL Axiata), once again held community social programs. This time, by assisting with the renovation of Pontianak City's oldest madrasah, Madrasah Ibtidaiyah Al Raudhatul Islamiyah, which is the first madrasah to be established in Pontianak since 1948. The Mayor of Pontianak, represented by Pontianak City's Expert Staff for Legal and Political Affairs, Yusnaldi, S.IP, M.Si, and XL Axiata's Chief Corporate Affairs, Marwan O.Baasir, jointly inaugurated the new building at Tambelan Sampit Village, Pontianak.

 Jakarta, 3 April 2023

XL Axiata officially launched the e-SIM service. With e-SIM, customers do not need to use a physical SIM card in their smartphone. This also means that by using an e-SIM, customers do not have to buy a physical SIM card at the store. In addition, according to XL Axiata Group Head Mass Segment, Lyra Filiola, the use of e-SIM is more seamless process because when making purchases through store.xl.co.id, starter packs can be immediately registered and activated from anywhere easily using a QR code.

 Yogyakarta, 4 April 2023

XL Axiata's data network in Special Region of Yogyakarta (DIY) and Central Java can withstand traffic increases ahead of homecoming and the extended Eid holiday. In DIY, XL Axiata's 4G network reaches 420 villages/districts, 7 sub-districts, and 5 cities/regencies, while in Central Java, it has reached over 7,900, 547, and 35. Of 1.1 million data subscribers in DIY, 91% of whom are data customers. Meanwhile, data subscribers in Central Java have reached 93% of the total of around 6.4 million subscribers. In the last two years, data traffic has surged 51% in DIY and 65% in Central Java.

 Surabaya, 5 April 2023

XL Axiata ensures 4G networks performance throughout East Java area. To provide optimal customer service, XL Axiata conducts ongoing data network enhancements throughout the year, including during the Long Eid holiday season. At present, XL Axiata's 4G network has reached to over 2,800 villages/districts across 620 sub-districts in East Java Province.

2023 EVENT HIGHLIGHTS

 Bandung, 6 April 2023

XL Axiata's data network in West Java is prepared to manage a surge in data traffic ahead of Eid homecoming. XL Axiata is ready to serve all customers in this province, including travellers who may arrive soon, during the Eid homecoming flow. In West Java, XL Axiata's total 4G network has reached more than 4,100 villages/districts, 420 sub-districts, and 19 cities/regencies.

 Jakarta, 13 April 2023

XL Axiata's commitment to providing excellent customer service and experience has been recognised once again by the public. XL Axiata received two awards through the Customer Contact Center (CCC) in the first quarter of 2023 at the Customer Contact Centre Service Excellence Award 2023 event hosted by Marketing Magazine.

 Jakarta, 14 April 2023

XL Axiata has received various awards for its achievements and business success. XL Axiata's Director & Chief Enterprise Business and Corporate Affairs Officer, Yessie D. Yosetya, was named The Most Influential CIO 2023 at the iCIO Awards 2023. Then, at the 2023 Asian Telecom Awards, XL HOME received two awards: Broadband Telecom Company of the Year and Marketing & Brand Initiative of the Year.

 Jakarta, 17 April 2023

The final round of the 2023 Modal Pintar Competition, organised by XL Axiata through Sisternet, has begun. At this stage, the eight best female-led MSMEs were announced. Nasta Rofika of Mojokerto, Dini Fuadillah Sofyan of Bekasi, Khatarine Paula of Surabaya, Sani Sandyani of Bandung, Miranda Warokka of Tangerang, Hesti Adillah of Bekasi, Eni Mahmudah of Malang, and Shinta Aviyani of Cileungsi are the eight MSMEs. The best eight MSMEs will share a total capital reward of Rp200 million. The final judgement and the winner's announcement were taking place in Jakarta.

 Jakarta, 19 April 2023

XL Axiata again organised the Joint Homecoming programme for Greater Jakarta service product sales partners. This programme brought 600 participants to Central Java, Yogyakarta, and East Java. XL Axiata prepared 13 big buses, 5 Inovas, and 5 Alphards. XL Axiata management and Director & Chief Technology Officer I Gede Darmayusa announced the joint homecoming group's departure from Cibis Park, Cilandak, South Jakarta.

 **Jakarta, 5 May 2023**

XL Axiata held the 2023 Annual General Meeting of Shareholders (Meeting). The Meeting which took place online has six agenda items that have been approved at the Meeting, including approval of changes to the composition of the Board of Directors and dividends sharing for shareholders amounted to Rp551.7 billion or 50% of profits after adjustments.

 Jakarta, 10 May 2023

XL Axiata successfully navigated the first quarter of 2023 with strong financial performance. XL Axiata also continues to spur convergence services as a promising future product. In terms of revenue achievement during the first quarter of 2023, XL Axiata managed to achieve total revenue of Rp7.55 trillion, grew by 12% higher than the same period of previous year (YoY). Data and digital services revenue reached Rp6.91 trillion, or around 91.5% of total revenue.

 Jakarta, 10 May 2023

Responding to the high market demand opportunity for the availability of FBB and FMC services, Link Net will accelerate the provision of around 8 million home passes for the next five years which will be utilized by XL Axiata to provide FBB and FMC services to all customers. This is a manifestation of the commitment of both entities to customers in providing more diverse digital services and experiences, with better quality, and as an effort to realise XL Axiata's vision as the leading convergence operator in Indonesia.

 Jakarta, 12 May 2023

Through XL Axiata Business Solutions, XL Axiata continues to develop Software-Defined Wide Area Network (SD-WAN) solutions, enabling corporate customers to build a strong, reliable, and cost-effective IT infrastructure network. The SD-WAN solution was first introduced by XL Axiata at the end of 2020, with Dexa Medica as the first corporate customer to benefit from it.

 Padang, 17 May 2023

Through the XL Axiata Future Leaders (XLFL) programme, XL Axiata provides workshops to students on how to prepare for the world of employment. Workshops took place in Padang and Bandung. Aztia Pertiwi Damukuto, XL Axiata's Head of Talent Acquisition, and the XLFL Team provided training material on Professional Communication for job applicants.

 Medan, 23 May 2023

XL Axiata customers in Medan, North Sumatra, and Pidie Jaya, Aceh, won tens of millions of rupiah for their tenacity in participating in the quiz program with prizes, Xtravaganza/ FantAXIS and Spextakuler/ TriviAXIS, respectively. The quiz program with hundreds of millions of rupiah rewards held from 8 October 2022 to 5 January 2023 (Xtravaganza/ FantAXIS Session 24), and 20 January 2023 to 19 April 2023 (Spextakuler/ TriviAXIS Session 21).

 Jakarta, 24 May 2023

The Hajj season is just around the corner. XL Axiata has again prepared a special package for Indonesian Hajj pilgrims while in the Holy Land. This special package, including starter packs, can be obtained by customers at very competitive prices. This package also provides a large data quota option, long validity period. The connection while in the Holy Land also received network support from all operators in Saudi Arabia, namely STC, Mobily and Zain. Indonesian Hajj pilgrims can get special offers for XL Hajj Starter Pack at Hajj Embarkation from 23 May 2023, and for XL Prepaid, AXIS, and XL PRIORITAS customers, they can get special Hajj internet packages through the myXL App, and AXISNET.

 Medan, 25 May 2023

Through XL Axiata Business Solutions, XL Axiata provides fast internet access solutions to Indonesian Small and Medium Enterprises (SMEs). The solution, which comes in XL SATU BIZ package, provides features such

as high-speed Wi-Fi internet access of up to 300Mbps, a huge quota of up to 100 GB that may be distributed to 10 employees, and a free Majoo membership. SME managers can enjoy additional benefits to boost business efficiency and productivity by using the XL SATU BIZ package, which includes ERP software for SMEs with complete features, such as online cashiers and inventory, accounting, online stores, and employee management, including attendance and commission tracking

 Jakarta, 26 May 2023

XL Axiata ensures that its 4G network in North Jakarta is in prime condition and ready to welcome the electric formula car racing event, 3-4 June 2023 in Jakarta. At the grand celebration of the world electric car racing series, XL Axiata has prepared at least 20 units of 4G BTS to cover all racing areas in the Ancol area, including circuits and supporting areas around them, which include hotels, restaurants, beaches, and various other tourism supports.

 Mataram, 25 May 2023

XL Axiata inaugurated the new XL Center Mataram customer service center. XL Center, which is now located at Epicentrum Mall, Mataram City, West Nusa Tenggara, comes with wider capacity and better facilities and accommodates digital services. As the most widely used telecommunications operator by the public in Lombok, the opening of XL Center in the shopping center for all digital service needs that are well known by the people of Lombok is part of an effort to improve service to customers.



2023 EVENT HIGHLIGHTS

JUNE 2023

 Temanggung, 5 June 2023

XL Axiata through the XL Axiata Peduli program strives to improve the digital competence of people with disabilities. As such, digital literacy training for this community was held simultaneously in Temanggung and Yogyakarta in early June 2023. The training was attended by a total of around 60 participants from Temanggung, Magelang, and Yogyakarta.

 Balikpapan, 9 June 2023

XL Axiata is strongly committed to supporting the development of the Archipelago Capital City (IKN). This support was implemented by building fast internet network infrastructure around the future capital of the new country. In June 2023, XL Axiata has placed 4 4G Mobile BTS (MBTS) units at the construction project area of the Presidential Palace, Vice Presidential Palace, and around the employees' mess. XL Axiata has also prepared fibre optic networks, which will be connected to backbone networks across Kalimantan.

 Bandar Lampung, 11 June 2023

The AXIS Go To School Program awarded more than Rp30 million to SMA Yayasan Pembina Unila (University of Lampung), Bandar Lampung. The prize is the outcome of their achievement in competitions or video production competitions. Students from the Enggal District school won more than Rp30 million in prizes for the best video, AXIS video, most unique video, and video with the most likes, as well as rewards for hosting an Art Week at their school.

 Jakarta, 14 June 2023

XL Axiata strives to explore opportunities and benefits for digital-based technology and solutions to maximise services for the industry. As such, XL Axiata hosted an event, "XL Axiata Technology Days 2023" for two days, 14-15 June 2023, by inviting several leading companies engaging in technology and digital solutions. The event was also attended by representatives from universities with great vision and attention to the use of digital solutions. The event introduced the theme "Reinvent Humanity" which has the spirit to continue to expand the use and digital-based solutions through 5G technology, Internet of Things (IoT), and Artificial Intelligence (AI) in supporting social sectors such as industry, education, smart cities, and others.

 Kuburaya, 15 June 2023

SMKN 2 Jeruju Besar, Kuburaya Regency, West Kalimantan, received a prize of more than Rp25 million from the AXIS Go To School Program. The prize is the outcome of their achievement in competitions or video production competitions. The students from the Sungai Kakap District school received more than Rp25 million in rewards for the best movie and the most unique video, as well as the prize of organising an Art Week at their school.

2023 EVENT HIGHLIGHTS

 Bandung, 16 June 2023

XL Axiata is committed to boosting the share of women's roles in the workplace and business through the Sisternet program. Consequently, Sisternet again hosted a "Sistertalk" talk program with the theme "Breaking the Glass Ceiling: Women on Economic Empowerment". The event, which took place at XL Centre Bandung and was attended by over 200 people, featured Axiata Group's Group Chief People Officer, Norlida Azmi, as one of the presenters.

 Mahabalipuram, 18 June 2023

The Women20 (W20) Summit was hosted by India's G20 Presidency at Mahabalipuram, India, from 14-17 June 2023. With the topic of Women Led Development Transform, Thrive, and Transcend, this meeting attended by delegates from G20 member countries discussed several issues connected to women's empowerment. On this event, delegates from the Indonesian Women20 (W20) Committee specifically conveyed best practises on the Sispreneur Program, which is carried out sustainably in Indonesia.

 Mataram, 22 June 2023

XL Axiata ensures that the 4G network is in top condition and ready to support the 2023 motocross world event in two locations in West Nusa Tenggara (NTB). The locations are at the Samota Circuit, Sumbawa Regency, 23-25 June 2023, then continue to the Selaparang Circuit, Mataram City, 1-2 July 2023. XL Axiata's support for this extreme motorcycle racing event also supports the government's diligent efforts in growing the tourism industry, particularly in NTB.

 Bandung, 26 June 2023

XL Axiata secures the availability of 4G networks along the Cileunyi-Sumedang-Dawuan (Cisumdawu) toll road ahead of its completion. The toll road section is being built to facilitate community mobility along the Bandung-Sumedang-Dawuan corridor, and it is linked to Kertajati Airport. There are currently 190 4G Base Transceiver Station (BTS) units that will support services along this new toll road.

 Jakarta, 27 June 2023

In today's digital era, internet access has become an essential necessity for Indonesian families and individuals. Families are able to connect with loved ones, acquire information, study, work, and even entertain themselves through the Internet. XL Axiata sees this as a great opportunity to provide an interesting experience for customers, specifically by introducing the "XL SATU" converged family internet bundle.

 Jakarta, 28 June 2023

With its success in winning several awards from various prestigious events, both domestically and internationally, XL Axiata has once again garnered recognition for its achievements and performance. The Company has been awarded at least seven accolades in several categories, including: "Best Companies to Work for in Asia - Indonesia Chapter, and Digital Transformation from the HR Asia Best Companies to Work for in Asia Awards 2023, Main Index, High Growth and High Market Capitalization - INDEX TEMPO-IDNFinancials 52, Best Fixed Mobile Convergence: XL SATU and Most Engaging Brand in Social Media for Telco.

 Jakarta, 30 June 2023

XL Axiata and Link Net are strengthening synergy to achieve faster market penetration of Fixed Broadband (FBB) and Fixed Mobile Convergence (FMC) services in Indonesia. The next stage of synergy between the two parties is implemented once more with the signing of the Fibre to the Home Network Development and Operation Agreement on 28 June 2023, which regulates the development cooperation and operation of 1 million homes passed networks in several cities/regencies across Indonesia.



2023 EVENT HIGHLIGHTS

2023 EVENT HIGHLIGHTS

JULY 2023

**Jakarta, 1 July 2023**

The XL Axiata Taklim Council (MTXL Axiata) once again facilitated all employees including XL Axiata management to distribute sacrificial animals on Eid al-Adha 1444 H. On this event, MTXL Axiata distributed sacrificial animals in Pasar Manggis Village, Setiabudi District, South Jakarta. President Director & CEO of XL Axiata, Dian Siswarini also witnessed the handover and slaughter of sacrificial animals. The same activity was also carried out in several other areas such as in Jabodetabek, Banten, Lampung, Garut, Palu, as well as at MTXL Axiata assisted mosques in Bandung - West Java, Magetan - East Java, Aceh, and Luwuk - Central Sulawesi.

**Batam, 1 July 2023**

The Axiata Ta'lim Council (MTXL Axiata) and XL Axiata Peduli for Disasters provided assistance to tornado victims in Kasu Island, Batam, Riau Islands Province. Basic daily necessities such as rice, cooking oil, tea, sugar, instant noodles, soy sauce, and medicines that have been required by tornado victims were distributed.

**Denpasar, 2 July 2023**

Through the XL Axiata Future Leaders (XLFL) program, XL Axiata organised a workshop for Balinese students on how to prepare for the workplace. The session was held in Denpasar, with XLFL Programme Leader, Dwi Kartika Sari, and the XLFL team delivering presentation material on Corporate Culture and How We Can Prepare for It. Human Capital (HC) also took part in this event, providing Find The Right Opportunities material provided by XL Axiata's Senior Talent Acquisition, Yosepha Sistine. This activity seeks to provide students with basic knowledge and better preparation prior to joining the world of professionalism.

**Batam, 5 July 2023**

XL Axiata continues to strengthen its position as the first operator to introduce convergence services through XL SATU products. To maximize XL SATU Fibre services, XL Axiata continues to expand its service convergence network to various regions, and is now present in 59 cities, with Batam being the newest area.

**Jakarta, 12 July 2023**

The public has once again recognised XL Axiata's performance in developing its business and services by awarding the prestigious SPEX2 Award 2023 in the category of The Best SPEX2 Company in the Telecommunication Industry. SPEX Awards 2023 recognises businesses who have successfully adopted digital transformation initiatives that benefit customers, employees, and shareholders. XL Axiata is the only operator to have received this coveted award. Dian Siswarini, President Director & CEO of XL Axiata, accepted the honour in Jakarta

**Jakarta, 13 July 2023**

XL Axiata attained yet another achievement. XL Axiata received two awards from Anugrah Inspiratif Liputan6.com: 'Provider Inspiratif Acceleration of Indonesian MSME Progress' for XL Axiata Business Solutions and 'Telco Inspiratif Development of Indonesian Women's Digital Progress' for XL PRIORITAS.

**Denpasar, 16 July 2023**

XL Axiata provides assistance to flood and landslide victims in Bali. Basic daily necessities such as rice, cooking oil, quick noodles, eggs, foodstuffs, and medicines that are urgently needed by the afflicted communities were delivered.

**Jakarta, 17 July 2023**

XL Axiata maintains its position as the first operator to deliver convergence services through XL SATU products. To maximise services, XL SATU has adopted Fibre To The Room (FTTR) technology, which will be launched soon and will be available to customers to boost the convenience of surfing at home. Furthermore, service coverage continues to expand, with the city currently present in 63 cities and regencies, with Batam being the newest location.

**Surakarta, 21 July 2023**

As part of its support for the Ministry of Communication and Information (Ministry of Communication and Information), particularly the Directorate of Post and Information Administration, XL Axiata Business Solutions attended a seminar titled Journey To 5G Smart City, which was organised by the Ministry of Communication and Information through the Government Relations team. XL Axiata Business Solutions presented a Showcase Booth in conjunction with Xcamp at this event in Surakarta, which featured Smart PJU (Public Street Lighting) integrated with the dashboard interface and could operate PJU remotely and provide real-time data analysis.



2023 EVENT HIGHLIGHTS

 **Jakarta, 21 July 2023**

XL Axiata, through XL SATU, established a strategic partnership with VISION+, one of Indonesia's leading entertainment providers. The cooperation agreement was signed in Jakarta by XL Axiata's Chief Home Officer, Bernard Ho Swee Keong, and VISION+'s Managing Director, Clarissa Tanoesoedibjo. Customers of XL SATU are now able to enjoy a variety of entertainment shows from the MNC Group's television channels, including popular Indonesian and international sports, movies, and soap operas.

Bengkulu, 23 July 2023

XL Axiata continues to strengthen its 4G network in Bengkulu Province. This network expansion has resulted in the supply of 4G networks to 935 villages/districts and 105 sub-districts throughout all districts/cities. The number of villages served by XL Axiata's 4G network increased to 12% of villages/district in the last two years. A total of 480 4G BTS support telecommunication and data services throughout the province's villages and districts.

Medan, 24 July 2023

XL Axiata provided donations to victims of a fire that destroyed 9 houses in Belawan I Village, Medan Belawan District, Medan City, North Sumatra, resulting in 11 heads of families or 47 people losing property and shelter. Basic necessities such as rice, cooking oil, soy sauce, and instant noodles were donated.

Jakarta, 26 July 2023

XL Axiata collaborates with Nokia Indonesia to implement ESG (Environment, Social, and Governance) principles. The collaboration under the topic Women Leadership and Environmental Social Governance Programme exemplifies XL Axiata and Nokia Indonesia's commitment to accelerating ESG targets through the implementation of sustainable programs. XL Axiata continues to strive to adopt ESG principles by supporting Indonesia's aim of decreasing carbon emissions by 43.2% by 2030, and reducing carbon emissions by 45% from the 2020 baseline in 2030 in the company's operational scope.

2023 EVENT HIGHLIGHTS

Jakarta, 2 August 2023

The "AXIS Nation Cup 2023" futsal event was hosted by XL Axiata for high school students in Indonesia. The tournament, which offers a total reward of Rp270 million, will be attended by 1,200 schools from 30 cities around Indonesia. Through this competition, XL Axiata hopes to contribute to elevate sports achievements among students while also strengthening AXIS' positioning in the youth segment. The tournament will begin on 11 August 2023 and conclude on 15 October 2023.

Cianjur, 3 August 2023

XL Axiata employees engage in social actions (XL Axiata Baik) in Cianjur Regency. Participants in the series of events distributed assistance to elderly social welfare facilities, tahfidz homes, as well as the elderly and orphans. Cash funds for operations, renovation and construction of tahfidz houses, and basic food assistance were supplied.

Jakarta, 7 August 2023

XL Axiata is the first operator in Indonesia to offer Fixed Mobile Convergence (FMC) services to Indonesians since 2021. This was marked by the launch of a product called XL SATU, which combines internet services at home (fixed broadband) and mobile (mobile broadband) into a single package, allowing consumers to access the internet both at home and outside the home in one easy step.

Purwokerto, 11 August 2023

Through XL Axiata Business Solutions (XLABS), XL Axiata has again established partnerships with universities. Jenderal Soedirman University (UNSOED), Purwokerto, is the partner university this time. The two parties will collaborate to develop a digital learning ecosystem and smart campus solutions for the Faculty of Medicine. As a trusted Information and Communication Technology service provider, XL Axiata Business Solutions develops and updates several technologies that have previously been used in UNSOED. The partnership will run for the next five years and will include many services such as Learning Management System Solutions, which include tablets, data packages, and infrastructure.

Jakarta, 13 August 2023

XL Axiata employees through the XL Axiata Ta'lim Council (MTXL Axiata) organised the "Semarak Muharram - Merdeka Beramal" program which was carried out in various cities in Indonesia, such as mass circumcision for 50 children in Jakarta, as well as caring for duaafa orphans in Medan, Palembang, Lebak, Bandung, Banjarmasin, Makassar, and Banyuwangi. Similar activities were also held at MTXL Mentored Mosques in Aceh, East Java, and Central Sulawesi.



2023 EVENT HIGHLIGHTS

 Jakarta, 13 August 2023

A total of 200 school teams from Jabodetabek are vying for tickets to the “AXIS Nation Cup 2023” Futsal Tournament Grand Final. The preliminary round will be held in five regions, namely Jakarta, Bogor, Bekasi, Tangerang, and Serang, from 11-13 August 2023. 40 high school teams competed in each region.

MSME communities, particularly women-owned MSME entrepreneurs. Sisternet’s engagement has been recognised by international forums such as the G20, G20 EMPOWER, W20, The UN Women 2020 Asia Pacific WEP’s Award, and APEC. Sisternet is recognised as one of the impactful practises of women’s empowerment programs.

 Jakarta, 15 August 2023

As part of the Indonesian community, XL Axiata welcomes the 78th Independence Day of the Republic of Indonesia (RI) this year and celebrates the event by presenting a variety of special promotions to all XL Prepaid, AXIS, and XL PRIORITAS subscribers. Customers can take advantage of several attractive promotions starting at Rp17, which are exclusively accessible on the myXL and AXISnet applications from 16-18 August 2023.

 Medan, 21 August 2023

XL Axiata has previously launched an electronic SIM card or e-SIM service. Customers may avoid purchasing a physical SIM card at an outlet by using an e-SIM. To make it easier for subscribers who prefer e-SIM services, all Sumatra XL Centres can replace physical cards to e-SIM.

 Surakarta, 16 August 2023

XL Axiata is committed to continue to establish a digital ecosystem for Micro, Small, and Medium Enterprises (MSMEs) in Indonesia through its women’s empowerment program, Sisternet. The commitment was conveyed directly at the workshop “Acceleration of Digital Transformation of Cooperatives and MSMEs - Road to Indonesia Start-up Ecosystem Summit (ISES) 2023” in Solo. XL Axiata’s Sisternet program continues to foster innovation and open digital opportunities for

 Kupang, 28 August 2023

XL Axiata continues supporting the government’s aim of accelerating national growth in Indonesia through equitable distribution of telecommunications and data network infrastructure. Within the last one year, XL Axiata has intensively built a 4G network, including the deployment of more than 120 4G BTS, to remote rural areas and small islands that were previously unreachable, particularly in East Nusa Tenggara (NTT) Province. Alor Island is one of them. More than 850 4G BTS units now service XL Axiata’s 4G network in NTT. Around 188 sub-districts in 22 cities/regencies, or 60% of NTT’s total sub-districts, are serviced by 4G networks.

 Bandung, 1 September 2023

Indonesia’s first high-speed rail transportation service, connecting Jakarta and Bandung, will soon be officially operational. The fast train will take 30-45 minutes travel time between Jakarta and Bandung. XL Axiata is committed to providing a network along the path. XL Axiata also ensures that services are available at all stop stations, including Halim Station in East Jakarta, Karawang Station in Karawang Regency, Padalarang Station in West Bandung, and Tegalluar Station in Bandung Regency.

 Jakarta, 4 September 2023

On National Customer Day 2023, XL Axiata reaffirms its commitment to improving the quality of customer experience (CX). On this memorable event, XL Axiata presents special promotions as a token of appreciation for customers, in keeping with XL Axiata’s commitment to “Customer Friendly, Environmentally Friendly, Indonesia Prospers”.

 Jakarta, 5 September 2023

To mark the 78th Postel Bhakti Day, celebrated on 27 September 2023, ATSI (Association of Telecommunication Providers in Indonesia) hosted a blood donation event at XL Axiata Tower in collaboration with the Indonesian Red Cross Unit (PMI) South Jakarta. This activity is meant to strengthen ties and improve relations among members of the postal, telecommunications, and broadcasting sectors, including well-established regulators.

 Jakarta, 8 September 2023

XL Axiata’s commitment to applying ESG principles in its business operations has again received public recognition. XL Axiata received the “Very Good” award at the TOP GRC (Governance, Risk, and Compliance) Awards 2023 for successfully implementing ESG and GRC approaches in company management. Retno Wulan, XL Axiata Group Head Corporate Communication, accepted the prize in person at the Raffles Hotel in South Jakarta.

 Jakarta, 9 September 2023

The Menkominfo Rotating Cup Futsal Tournament was held once again at Grand Futsal Kuningan in South Jakarta to celebrate the 78th Post and Telecommunication Service Day (Harbak Postel). Mr. Wayan Toni Supriyanto, Director General of PPI Ministry of Communication and Information, opened the event, which was also attended by Yessie D. Yosetya, Director & Chief Enterprise Business and Corporate Affairs of XL Axiata, and representatives from telecommunication service providers and media.



2023 EVENT HIGHLIGHTS

**Surabaya, 10 September 2023**

Through XL Future Leaders (XLFL) program, XL Axiata has completed Sinergi (Incubation of Organisational Reform), a revolutionary incubation program for all student organisations (Ormawa) in Indonesia. This program is the outcome of a collaboration between XL Axiata and the #UangKita Community from the Republic of Indonesia's Ministry of Finance. This program, which builds on the previous year's REACT (House of Innovation Acceleration) program, focuses on improving organisational skills. Starting May 2023 to August 2023, from around 263 student organisations, 50 student organisations from 30 universities around Indonesia participated in this program.

**Mataram, 13 September 2023**

XL Axiata continues expanding its Fixed Mobile Convergence (FMC) service network in order to boost XL SATU Fibre service penetration. Mataram, West Nusa Tenggara, is one of the cities that has just received XL SATU Fibre service. The deployment of XL SATU in Mataram will help the company accomplish its aim of being Indonesia's leading convergence operator. XL SATU Fibre is currently available in 70 cities/regencies, and this expansion will continue.

**Brebes, 14 September 2023**

XL Axiata promotes the use of IoT (Internet of Things) solutions in Islamic boarding schools (ponpes), specifically KH Mas Mansur Madrasah Boarding School (MBS) in Brebes, Central Java. The students learned on how to use IoT solutions for maggot cultivation in this educational program, and XL Axiata collaborates with PT Xekar, Benihbaik.com, the XL Axiata Taklim Council (MTXL), and the Bloggercrony community.

**Jakarta, 15 September 2023**

XL Axiata has improved service quality for customers who also use MRT Jakarta public transport. Since mid-August 2023, XL Axiata has expanded its 4G LTE network on all MRT Jakarta subterranean lines, both along the line and at all stations, allowing customers to access the XL Axiata network while underground, both at each station and along the Jakarta MRT line. Customers can therefore remain connected and productive while using MRT Jakarta services.

**Jakarta, 18 September 2023**

The adoption of ESG (Environmental, Social, and Governance) principles in business has also begun in the Indonesian Mining Industry. XL Axiata Business Solutions (XLABS) provides unique solutions that may enable mining businesses implement "green mining" in their operations with a Private Network. The adoption of this solution has the potential to boost the efficiency of the use of electrical and gas energy, potentially reducing carbon emissions by up to 20%.

**Makassar, 19 September 2023**

XL Axiata management and employees continue to help overcome social issues in the service region. In South Sulawesi, XL Axiata personnel worked with Majelis Taklim (MTXL) to build clean water facilities in Makassar City and mosques in Maros Regency. Infaq, zakat, and waqf funds from XL Axiata management and employees are used to finance these projects.

**Jakarta, 20 September 2023**

XL Axiata and CIMB Niaga established a strategic partnership to synergise banking and telecommunications services to provide added value to customers/consumers and support sustainable business. Through this partnership, both companies will optimise their network and infrastructure to provide convenience and comfort for customers/consumers in banking transactions and accessing digital services.

**Semarang, 25 September 2023**

XL Axiata, through XL Axiata Business Solutions (XLABS), is committed to continuing to foster the digitalisation and transformation of Small and Medium Enterprises (SMEs) in Indonesia. Following the recent presentation of XL SATU BIZ services with Hypernet Technologies (Hypernet), XLABS released the latest innovations from this service, namely Open WiFi and Managed Service WiFi. This feature is thought to facilitate industry drivers to grow their businesses, particularly SMEs.

**Jakarta, 30 September 2023**

XL Axiata and PT PLN (Persero) established a strategic partnership to integrate product services of both parties and explore the potential to create sustainable business solutions. With this partnership, both companies will optimise the use of digitalisation and automation technology aim at improving public services as well as delivering positive impact on the company's business. Through this collaboration, XL Axiata will implement smart metering using Advanced Metering Infrastructure (AMI), Automatic Meter Reading (AMR) which will be able to monitor usage and increase the efficiency of electricity consumption in all XL Axiata BTS towers.



2023 EVENT HIGHLIGHTS

OCTOBER 2023

**Banda Aceh, 2 October 2023**

XL Axiata continues to expand and strengthen the quality of its 4G networks in Aceh Province. The XL Axiata network currently serves around 3,980 villages/districts in 188 sub-districts, including those on remote islands in the province located in the Republic of Indonesia's westernmost coast. The total BTS that support XL Axiata services in Aceh is around 2,300 BTS, the majority of which are 4G BTS.

**Jakarta, 4 October 2023**

XL Axiata through XL Axiata Business Solutions (XLABS) received the international Asian Technology Excellence Awards in the category "Indonesia Technology Excellence Award for ICT Telecommunication" in Bangkok, and the "Anugerah Inovasi Indonesia 2023" award from IDX Channel was awarded to XLABS for the category of External Relations with Smart Mining innovation: Digitalization for Greener Future in Jakarta.

**Jakarta, 5 October 2023**

The AXIS Nation Cup 2023, Indonesia's biggest high school championship, will enter the grand finals. Ten teams have advanced to the tournament's final round and will compete for a total prize of Rp435 million. This grand final event will take place on 15 October 2023 at Istora Senayan in Jakarta, and will feature music performances by JKT48 and Diskoria, as well as influencer Fun Match matches between the Shafira Ika Putri team (National Team) and Aganta VS Vonny Felicia and Ciccio Manassero (Actor) teams.

**Jakarta, 5 October 2023**

In "The 14th IICD Corporate Governance Awards" held by The Indonesian Institute for Corporate Directorship (IICD) on 18 September at the Financial Hall, Graha CIMB Niaga Building in Jakarta, XL Axiata once again recognised with the awards. XL Axiata received two accolades at the 14th IICD Corporate Governance awards ceremony, for Top 50 Big Capitalization Public Listed Company and Best Role of Stakeholders. Ranty Astari Rachman, Group Head Corporate Secretary of XL Axiata, accepted the prize personally.

**Jakarta, 7 October 2023**

Celebrating 27 years of XL Axiata's efforts for Indonesia's #JadiLebihBaik, XL Axiata once again presents bonuses and promotions to all loyal customer segments. This special program applies to XL Prepaid, XL PRIORITAS, AXIS, XL SATU Fibre, and XL Axiata Business Solutions. During October 2023, subscribers can get attractive deals and benefits through myXL, AXISNet, and sales channels such as Tokopedia, Shopee, blibli, Dana, OVO, Grab, Gojek, and Gopay.

**Banjarmasin, 13 October 2023**

Responding to the ongoing haze crisis in South Kalimantan, XL Axiata provides assistance to affected communities. In collaboration with Yayasan Benih Baik (Benihbaik.com), aid packages were distributed such as masks, vitamins, and milk.

**Jakarta, 16 October 2023**

The AXIS Nation Cup 2023, Indonesia's biggest high school event, had a champion: SMAN 8 Makassar, South Sulawesi, which defeated SMK Nusantara West Jakarta 6-1 in the final round at Istora Senayan in Jakarta. The SMAN 8 Makassar Team was awarded Rp75 million for their efforts. Yessie D. Yosetya, Director & Chief Enterprise Business & Corporate Affairs Officer of XL Axiata, presented trophies and prizes to the champions during an exuberant celebration.

**Palembang, 18 October 2023**

XL Axiata through the XL Axiata Peduli program provides assistance to communities affected by haze in South Sumatra and Jambi. In collaboration with Yayasan Benih Baik (Benihbaik.com), XL Axiata distributes healthy food packages to community living in Lubuk Rumpai Village, Rubit District, North Musi Rawas Regency, in RSS Bhakti Guna Housing, Tj. Seketo Village, and in Alam Indralaya Lestari Housing, Indralaya District, Ogan Ilir Regency, South Sumatra. The aid packages included masks, vitamins, eye drops, and milk.

**Jakarta, 20 October 2023**

XL Axiata launched an e-SIM service for all customers and Indonesian earlier this year. This latest innovative service from XL Axiata provides several benefits that can support customers communication needs. Furthermore,

2023 EVENT HIGHLIGHTS

e-SIM activation is simple. Customers that utilise e-SIM do not need to use a real SIM card in their smartphone. Additionally, the use of e-SIM is more seamless process as starter packs may be immediately registered and activated from anywhere using a QR code when purchased through store.xl.co.id.

**Jakarta, 24 October 2023**

To meet the interests of XL customers and the general public, XL Axiata launches the latest data package "Star Series" through XL Prepaid (XL) products, a data package with four choices: Lifestyle Beauty, Music, Online Games, and Culinary. This latest data bundle is available to XL customers via the myXL App, and those who are not currently XL customers can purchase the Star Series Starter Pack at the www.xl.co.id/star-series webstore starting July 2023.

**Pekanbaru, 31 October 2023**

XL Axiata continues to expand its Fixed Mobile Convergence (FMC) service network in Sumatra. XL SATU Fibre is now available in Bandar Lampung City - Lampung, Padang - West Sumatra, and Pekanbaru - Riau as of 4 August 2023. As a result, XL SATU Fibre currently serves nine cities/regencies, having previously reached Medan, Binjai, Deli Serdang, Palembang, Banyuasin, and Batam. This expansion will also continue in response to many public requests received via the XL HOME satu.xl.co.id website and social media. XL Axiata is expanding its FMC network throughout Sumatra, which has reached more than 235,000 homepasses and will continue to expand in various regions.

**Jakarta, 1 November 2023**

AXIS continues to strengthen its position as a youth brand by presenting the first new innovation in Indonesia. The latest innovation is "Teng-Go" package, which allows customers to access social media easily and simply. The Teng-Go package provides social media access services based on usage time, not quota. Time purchased will not be wasted, because customers are given Play and Pause features. This innovative Teng-Go package can be purchased through AXISNet app.

**Jakarta, 2 November 2023**

XL Axiata through XL Axiata Business Solutions (XLABS) continues to enlarge its contribution in the development of digitisation in the rail transportation and manufacturing industries. In early November 2023, XLABS established a strategic partnership in the implementation of digital solutions with PT Moda Integrasi Transportasi Jabodetabek (MITJ). The collaboration includes reliable connectivity to support the implementation of digital solutions through the use of Information and Communication Technology to improve services for the community and support sustainable business. Through this collaboration, both companies will optimise their networks, infrastructure and technology to provide convenience for users of integrated railway transportation modes.

**Jakarta, 4 November 2023**

The big event FIFA U-17 World Cup in Indonesia will be held soon. XL Axiata has prepared a strengthened telecommunications and data network in all cities hosting the FIFA U-17 World Cup. There are four cities that will be the location of the matches, namely Jakarta, Bandung, Surakarta and Surabaya. For this reason, XL Axiata has strengthened its network in advance, including by adding capacity and deploying mobile BTS (base transceiver station). This network strengthening step targets at least 16,000 BTS in four cities, including by deploying 3 units of mobile BTS.

**Malang, 7 November 2023**

Entering its 27th year serving Indonesia, XL Axiata continues to strengthen its support for social programs. Among others, this support targets three areas, namely Women MSMEs through the Sisternet program, Islamic boarding schools, and people with disabilities. For MSMEs, XL Axiata organises training for MSMEs that are started and managed by women. Through Sisternet, this program includes comprehensive training and capital assistance. Malang City, East Java is the first place to hold this program, which will be implemented starting 6 November 2023. With the theme "Supporting the Effectiveness of Capital Utilisation for Women MSMEs", XL Axiata is working with partners namely Huawei, PT Tower Bersama, PT Solusindo Kreasi Pratama, PT Era Bangun Telecomindo, Fiberhome, Mitratel, Alita, Dentsu International Indonesia, PT Pura Barutama as well as Benihbaik Foundation, Bloggercrony Indonesia Community, Peak Performance Indonesia, Resellerun, Amangtiwi Malang, and Mom Digipreneur.

**Pamekasan, 10 November 2023**

XL Axiata always ensures network quality in Madura. This is necessary as on this Salt Island, XL Axiata holds the largest market share, with a total of 1 million customers spread across nearly 500 villages/urban villages, 65 sub-districts, and four districts. In addition to the continuously increasing number of customers, the traffic of XL Axiata's service usage has also been increasing. In the last two years, traffic has increased by up to 83%. XL Axiata has also introduced the XL SATU Fiber service in Madura.

**Jakarta, 13 November 2023**

XL Axiata is now a member of Kadin Net Zero Hub. The purpose of this collaboration is as a forum for XL Axiata to exchange knowledge and information, broaden its horizons, and also share resources in order to realise a low emission ecosystem in Indonesia. XL Axiata's participation in this community is in line with its goal to become a telecommunications company in Indonesia that pays attention to the principles of sustainability in business.

**Pamekasan, 13 November 2023**

XL Axiata continues to encourage the application of digital technology among Islamic boarding schools. One of them is at Miftahul Ulum Sekar Anyar Islamic Boarding School, Pamekasan, Madura. At this Islamic boarding school, XL Axiata teaches students to utilize Internet of Things (IoT) based solutions for maggot cultivation. In this educational project, XL Axiata also collaborated with partners of Benihbaik Foundation at the inauguration event for the operation of the Maggot cultivation facility which took place on 9 November 2023.

**Pontianak, 14 November 2023**

XL Axiata held a "Sisternet Goes To Campus" program at Tanjungpura University, Pontianak, West Kalimantan. With the theme "Recognise, Realise and Overcome Bullying", XL Axiata invited more than 2,000 Tanjungpura University female students to open their horizons and together discuss a number of women's issues, and find solutions. Chief Corporate Affairs Officer of XL Axiata, Marwan O. Baasir together with the Vice Rector for Cooperation of Tanjungpura University, Dr. rer. nat. Ir. R. M. Rustamaji, M.T., IPU opened the event at Tanjungpura University Auditorium.

**Jakarta, 16 November 2023**

AXIS' commitment to support various programs to develop the characteristics of Indonesian youth continues. This time, AXIS presents AXISLABS 2023 which invites students to collaborate to express creative ideas and ideas and develop them into innovative works. So far, the AXISLABS program has resulted in two new feature developments from AXISNET. AXIS is committed to launching both feature development ideas.

**Simalungun, 19 November 2023**

XL Axiata through the XL Axiata Taklim Council (MTXL Axiata) inaugurated the clean water facilities project in Dairi Regency, Saturday (18/11) and Simalungun Regency, Sunday (19/11). The clean water facility project is ready for use, located at the Al-Asma Mosque, Kuta Padang Village, Sidikalang District, Dairi Regency, and at the Taqwa Mosque, Limag Raya Dusun II Village, Raya District, Simalungun Regency, North Sumatra Province. Present at the inauguration included the Director of Finance & Solution at MTXL Axiata Central, Cartesius Nugroho Victorianto, Chairman of MTXL Axiata West Region, Maf'ul Taufiq, and local community leaders.



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**Medan, 22 November 2023**

To commemorate World Children's Day, XL Axiata together with the journalist community in Medan held a routine blood donation at the Grha XL Medan office, Jalan Diponegoro No. 5 Medan. The results of this social action will be channeled to the Medan Children's Oncology Foundation (YOAM) for further distribution to children suffering from cancer.

Garut, 24 November 2023

Garut Resort Police (Polres) managed to arrest a group of fraudsters who pretended to be XL Home service officers in Karangpawitan District, Garut Regency, on Monday afternoon (November 21). In the arrest operation, the police managed to secure two suspected perpetrators who posed as XL Home officers, namely DR (29 years old), a resident of Cikole Sukabumi, and GO (28 years old), a resident of Baros Sukabumi. From the two of them, several pieces of evidence were also secured in the form of cash amounting to Rp 306,500, a 1-unit gold Yamaha NMAX motorcycle, five STB chargers, three XL Home brand STBs, and six iForte routers.

Jakarta, 27 November 2023

XL Axiata succeeded in winning the SMK3 Gold Flag (Occupational Safety and Health Management System) from the Ministry of Manpower (Kemenaker) of the Republic of Indonesia. Director & Chief Technology Officer of XL Axiata as well as Chairman of the XL Axiata Occupational Safety and Health (P2K3) Advisory Committee, I Gede Darmayusa received the award in Jakarta, on Wednesday (22/11). The Gold Flag is an award, in addition to a certificate for companies that have implemented SMK3. This is regulated in Government Regulation Number 50 of 2012 to determine whether a company passes the SMK3 audit or not. The SMK3 gold flag is awarded to companies with a score between 85-100% of the selected company category (initial/transitional/ advanced).

2023 EVENT HIGHLIGHTS

Garut, 4 December 2023

In its 27th year of serving Indonesia, XL Axiata through XL Axiata Baik program continues to strengthen support for people with disabilities. During the first weekend of December 2023, Chief Human Capital Officer of XL Axiata, Hira Kurnia led a dozen XL Axiata employees who are members of the Bikers of XL Axiata and MTXL to hold a series of activities in the form of donations of supporting facilities for teaching and learning activities at SLB C Yayasan Karya Bakti, to teaching activities at SLB C Nusantara Kita, Garut. In addition, the group of XL Axiata employees also provided donation for the homeless community and the poor around the Raudhatul Faizin Mosque, Jonggol District, Bogor Regency.

Jakarta, 6 December 2023

Axiata Group Berhad ("Axiata" or "the Group") today announced that it is driving forward the structural transformation of its Indonesian subsidiaries, XL Axiata and Link Net, to accelerate the strategic shift towards becoming a ServeCo and a FibreCo. This strategic move aims to bolster the position in optimising the opportunities within Indonesia's underpenetrated Fixed Broadband ("FBB") and Fixed Mobile Convergence ("FMC") markets. XL Axiata and Link Net have reached non-binding agreements, encompassing the transfer of Link Net's FBB business including its 750,000 customers to XL Axiata and the roll out of an additional 2 million new homes passed by Link Net, which will enable XL Axiata to deliver FBB and FMC services for its growing customers and the wider Indonesian community. Upon completion of the additional 2 million roll-out, Link Net will enable nearly 6.5 million access to home passes as a leading wholesale FibreCo.

Surabaya, 8 December 2023

XL Axiata's sustainable social responsibility program (CSR) has once again received public appreciation. This time, XL Axiata received the Corporate Social Responsibility (CSR) Award 2023 from the Pamekasan Regency Government, Madura, as one of the companies that have helped realize development programs in Pamekasan Regency, which took place at the Azana Frontone Hotel, Pamekasan, last Monday (4/12).

Surabaya, 8 December 2023

XL Axiata held "XL Axiata Goes To Campus - Early Career Coach" program at the Faculty of Computer Science, Brawijaya University, Malang, East Java. With the theme "Mastering Data Analytics in Telecommunications Company", XL Axiata in collaboration with the faculty and lecturers of FILKOM Brawijaya University, invited more than 100 students of Brawijaya University to open their insights in terms of the role of data analysts in maximising company performance in the telecommunications industry. In addition, in this event XL Axiata provided career coaching material to students and new graduates, especially on Data Analytics career path as one of the most needed careers in the future.



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 Jakarta, 12 December 2023

Coinciding with a decade of the student character development program, XL Axiata Future Leaders (XLFL) 2023 held another National Conference 2023. A total of 190 awardee students who have completed the 10th batch of the XLFL program for two years graduated in Jakarta on Sunday (10/12). In its one-decade journey, the program has also produced around 75 social innovation projects initiated by the awardees based on social problems from time to time. The 10th batch of graduates came from various campuses located in six provinces, such as Bandung Institute of Technology (ITB), Brawijaya University (UB), Gadjah Mada University (UGM), and so on. Just like in previous years, XL Axiata also mentored and even facilitated training on the utilization of Internet of Things (IoT) technology for the awardees, which began in 2019. This project also served as a requirement for their graduation from the XL Axiata Future Leaders program.

 Jakarta, 13 December 2023

XL Axiata has partnered with CATCHPLAY+ to deliver premium quality content seamlessly. Through this collaboration, XL Axiata customers can now access a variety of premium Blockbuster movies and popular series through the website or download the CATCHPLAY+ application via smartphones starting 7 December 2023 with bundled data packages, making it easy to watch family favourite content anywhere and anytime. The signing of the collaboration was carried out by Chief Marketing Officer of XL Axiata, Alfons Bosch Sansa and Country Manager of CATCHPLAY+ Indonesia, Dhini W Prayogo in Jakarta, Wednesday (13/12).

 Tapak Tuan, 14 December 2023

XL Axiata distributed donations to flood victims in South Aceh Regency and Southeast Aceh Regency, Aceh Province. Donations sent packages of basic daily necessities in the form of rice, eggs, sugar, cooking oil, packaged fish, bottled drinking water, medicines, and others. Donations were handed over to local residents in Ladang Rimba Village, Central Trumon District, South Aceh Regency, and Rikit Bur Village, Bukit Tusam District, Southeast Aceh Regency, Aceh Province, Wednesday (13/12).

 Surabaya, 16 December 2023

AXIS is again holding a talent and creativity search program for retail outlets and customers, namely AXISELEB 2023. As in previous years, through this event, AXIS wants to show support for customers and the community to be able to develop their talents and interests by utilizing digital media. AXISELEB 2023 was attended by participants from the provinces of East Java, Bali, and Nusa Tenggara. After going through several judging phases, 12 finalists were selected and presented to show their talent directly in front of the jury which was held in Surabaya, Saturday (16/12).

 Medan, 17 December 2023

XL Axiata continues to strengthen customer service as one of the spearheads of efforts to improve the customer experience. One of the strategic steps that has been realized is the launch of customer service in a new concept called "XL AXIS Service Point". Since its introduction to customers and the public in September 2023, 100 XL AXIS Service Points have been available in more than 70 cities/regencies throughout Indonesia. This new concept of customer service outlets, among others, is to help customers activate forfeited cards, card replacement services, and XL Priority lists.

 Jakarta, 18 December 2023

Ahead of the Christmas and New Year (Nataru) holidays, XL Axiata has ensured network readiness in the face of possible traffic spikes in all services. Based on traffic spikes in previous years, XL Axiata predicts that there will be 2-3 times increase in traffic compared to average traffic on normal weekdays and an increase of around 20% compared to last year's Nataru traffic.

 Jakarta, 19 December 2023

XL Axiata through XL PRIORITAS has established a strategic collaboration with PT Bank Negara Indonesia Tbk (BNI) to launch the BNI - XL PRIORITAS credit card Co-Branding product for all BNI customers and XL PRIORITAS customers. Through this collaboration, BNI-XL PRIORITAS card holders including XL PRIORITAS customers can enjoy various attractive offers starting with a 20% discount on PRIORITAS bills for up to 5 months and various other attractive offers. Offers can be obtained starting December 19, 2023.

 Jakarta, 20 December 2023

XL Axiata continues to increase its contribution to women's empowerment. One of its efforts is promoting the #PerempuanNaikKelas campaign by continuing to improve the benefits of the Sisternet application to become the #1 upskilling application for Indonesian women. For this reason, the features in the Sisternet application are also continuously reviewed and evaluated to ensure that the needs of Indonesian women are accommodated in various aspects. At the end of 2023, the Sisternet application again introduced several new features, whose creation was based on input from some parties. The introduction of Sisternet's new features was carried out directly by the Director & Chief Enterprise Business and Corporate Affairs Officer of XL Axiata, Yessie D. Yosetya, and Independent Commissioner of XL Axiata, Yasmin Wirjawan, in a special event in Jakarta on Wednesday (11/20).

 Sidoarjo, 21 December 2023

XL Axiata continues to expand the application of digital Internet of Things (IoT) solutions among Islamic boarding schools (ponpes). After previously in Pamekasan, this time XL Axiata implemented this solution at the Madrasatul Quran At Tauhid Islamic Boarding School, Sidoarjo, East Java. XL Axiata teaches students to use IoT for maggot cultivation and social entrepreneurship together with partners of the Benihbaik Foundation, XL Axiata inaugurated this digital facility in Sidoarjo, on Thursday (21/12).

 Jakarta, 21 December 2023

XL Axiata consistently presents various services and innovations to improve customer satisfaction and experience. For all loyal XL PRIORITAS customers, XL Axiata presents the latest service, PRIO Club, as a form of appreciation and customer trust in XL PRIORITAS. This new service can be enjoyed by all XL PRIORITAS customers on 12 December 2023. Every XL PRIORITAS customer will automatically join PRIO Club and can immediately enjoy the various benefits provided from the first day the card is activated, without having to collect or redeem points first.

 Jakarta, 22 December 2023

Indosat Ooredoo Hutchison (Indosat or IOH), XL Axiata, Axiata Digital Labs (ADL), and Amazon Web Services (AWS) proudly introduce the SinergiAPI Portal, the first API portal in Indonesia based upon GSMA's Open Gateway initiative which aims to empower developers and enterprises by offering universal access to network operator APIs. GSMA Open Gateway APIs are defined, developed, and published in CAMARA, the open-source project driven by the Linux Foundation.

 Jakarta, 22 December 2023

Indosat Ooredoo Hutchison (Indosat or IOH), XL Axiata, Axiata Digital Labs (ADL), and Amazon Web Services (AWS) introduced SinergiAPI, which is the first API Portal in Indonesia as a follow-up to the GSMA Open Gateway initiative. This collaboration is conducted to empower application developers and companies by offering universal access to API services provided by network operators. The GSMA Open Gateway API was formulated and developed by CAMARA, which is an open-source project supported by the Linux Foundation.

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ABOUT XL AXIATA

XL Axiata has a sustainability policy that clearly outlines our commitment to sustainable practices, through 4P Pillars of Building Prosperity, Nurturing People, Process Excellence, and Planet and Society. The policy serves as a framework for our sustainability efforts and guides our decision-making processes.



CORPORATE INFORMATION

[GRI 2-1]

COMPANY NAME	PT XL Axiata Tbk (formerly PT Excelcomindo Pratama, and PT Grahame metropolitan Lestari)		
LEGAL STATUS	Deed of establishment No. 55 dated October 6, 1989, as amended by Deed No. 79 dated January 17, 1991, both of which were drawn up before Rachmat Santoso, S.H., Notary in Jakarta, and have been ratified by the Minister of Justice of the Republic of Indonesia by virtue of his Decree No. C2-515. HT.01.01.TH.91 dated February 19, 1991, and registered in Company Register maintained by the Registry Office of South Jakarta District court under No. 670/not/1991/pn.JKT.SeL and No. 671/not/1991/pn.JKT.SeL, both dated August 21, 1991, and published in the State Gazette of the Republic of Indonesia No. 90 dated November 8, 1991, Supplement No. 4070.		
SHARE OWNERSHIP [OJK C.3]	Axiata Investment Indonesia is a company that is part of the Axiata Group Berhad, the largest telecommunications company in Asia with subsidiaries: Celcom (Malaysia), Dialog (Sri Lanka), Robi (Bangladesh), Smart (Cambodia), Ncell (Nepal), Idea (India), and M1 (Singapore). Shareholding Percentage › Axiata Investments (Indonesia): 66.25% › Treasury Shares: 0.43% › Public: 33.32%		
TICKER CODE	EXCL		
CORPORATE BRAND	XL Axiata		
SEGMENT BRAND	› XL › Axis › XL Axiata Business Solutions › XL SATU › XL Prioritas		
ACTIVITIES, PRODUCT BRANDS, AND SERVICES [GRI 2-6] [OJK C.4]	XL Axiata is a telecommunications company that dominates the second largest market in Indonesia. XL Axiata's customer segment includes individuals with low, middle, and high incomes, as well as micro to corporate businesses. XL Axiata provides the following services: › Cellular Services (2G, IMT-2000/3G) › Internet Access Services › Public Internet Telephone Services › Content Provider Services › Money Delivery Services for Non-Bank Businesses › Electronic Money Issuance Services › Internet Interconnection Services › Closed Fixed Network Services		
SUPPLY CHAIN [GRI 2-6]	XL Axiata partners with a diverse range of suppliers for the procurement of goods and services. The company ensures that its suppliers adhere to sustainability practices outlined in its procurement policy. Here are the top three largest supply chains/vendors (by PO) of XL Axiata for 2023: 1. PT Huawei Tech Investment 2. PT Ericsson Indonesia 3. PT Nokia Solutions and Networks Indonesia		
SIGNIFICANT CHANGES IN THE COMPANY [OJK C.6]	There were no significant changes, whether it is a change in the company's name, supply chain, or ownership of XL Axiata shares compared to the previous year's share ownership composition.		
ADDRESS [OJK C.2]	XL Axiata Tower Jl. H.R. Rasuna Said X5 Kavling 11-12 Kuningan Timur, Setiabudi, Jakarta Selatan, 12950 Indonesia		
PHONE NUMBER	+62215761881, +62215761880		
EMAIL	corpsec@xl.co.id	WEBSITE	https://www.xlaxiata.co.id/
MEDIA SOSIAL	f XL Axiata Tbk		xlaxiata_tbk
	XLAxiataTbk		PT XL Axiata Tbk

COMPANY IN BRIEF



Initially starting business as a trading and general services company established on 6 October 1989 under the name of PT Grahame metropolitan Lestari. In 1996, the company entered the telecommunications field after obtaining a GSM 900 operating license and officially launching its GSM services, becoming the first private company in Indonesia to provide cellular mobile telephony services.

Later on, following a cooperation agreement with the Rajawali group and three foreign investors (NyNEX, AIF and mitsui), the Company name was changed to PT Excelcomindo Pratama. In September 2005, the Company launched an Initial Public Offering (IPO) and listed its shares on the Jakarta Stock exchange now known as the Indonesia Stock Exchange (IDX). At that time, the Company was a subsidiary of Indocel Holding Sdn. Bhd., which is now known as Axiata Investment (Indonesia) Sdn. Bhd., which all shares owned by TM International Sdn. Bhd., ("TMI") through TM International (L) Limited.

In 2009, TMI changed its name to Axiata group Berhad ("Axiata") which later in the same year PT Excelcomindo Pratama Tbk. also changed its name to PT XL Axiata Tbk for synergy purpose. Currently, the majority of XL Axiata's shares are owned by Axiata through Axiata Investments (Indonesia) Sdn. Bhd. (66.25%), Treasury Shares (0.43%) and public (33.32%). Therefore, XL Axiata is part of the Axiata group ("Group"), one of Asia's largest telecommunications groups.

The Group's mobile subsidiaries and associates operate under the brand name 'Celcom' in Malaysia, 'Dialog' in Sri Lanka, 'Robi' in Bangladesh, 'Smart' in Cambodia, 'Ncell' in Nepal. As a leading market player in Indonesia, XL Axiata provides services for retail customers and offers business solutions to corporate customers with wide network and service coverage throughout Indonesia. The services include Data, Voice, SMS and other value-added digital services.

XL Axiata operates its network on GSM 900/DCS 1800, IMT-2000/3G, and is the first telecommunications operator in Indonesia to commercially launch 4.5G Ready on the 1,800 MHz spectrum. XL Axiata also holds a content provider License, Internet Services Provider (ISP), Internet Interconnection Services License, voice Over Internet protocol License, Leased Line License. XL Axiata also received a Certificate of Operational Eligibility (SKLO) to deploy a 5G network in Indonesia in August 2018.

XL Axiata continues to ensure top-notch quality of data experience to its customers with continued roll-out and upgrades of its network. XL Axiata is continuously committed to offer faster and stable connection by implementing 4.9G technologies - Massive MIMO, especially catered to outside Java Island. This technology accelerates data transfer to provide a more convenience connection to customers.



BUSINESS ACTIVITIES [OJK C.4][GRI 2-6]

In 2023, the Company Business Activities based on Article 3 of the Articles of Associations is to carry out activities in the sectors of organizing telecommunications, programming activities and computer consulting, information services activities, wholesale trade, management consulting activities, and financial activities.

In order to achieve abovementioned purpose, the Company may carry out the following main business activities:

1. Telecommunications business activities:
 - a. Administration of telecommunications networks including but not limited to:
 - Wired Telecommunication Activities;
 - Wireless Telecommunications Activities.
 - b. The operations of telecommunications services including but not limited to:
 - Internet Service Provider;
 - Communication System Services (Data Communication System Services);
 - Internet Telephony Services for Public Use (VOIP);
 - Internet Interconnection Services (IIS);
 - Content Provider Services through Cellular Mobile Networks or Local fixed Wireless Networks with Limited Mobility (Premium SMS Content Services).
2. Other Monetary Intermediaries.
3. Wholesale Trade;
 - a. Wholesale Trade of computers and computer equipment;
 - b. Wholesale Trade of Software;
 - c. Wholesale Trade of Telecommunication Equipment.
4. Programming activities, computer consulting, and related activities:
 - a. Other computer programming activities.
5. Computer consulting activities and computer facilities management:
 - a. Information Security Consulting Activities;
 - b. Computer Consulting Activities and Other Computer Facility Management;
 - c. Internet of Things (IoT) Consulting and Design Activities.

6. Information Services Activities;
 - a. Data Processing Activities
 - b. Hosting and related activities;
 - c. Web portals and/or digital platform without commercial objectives;
 - d. Web portals and/or digital platforms with commercial objectives.
7. Other management consulting activities.

In order to achieve the above mentioned purposes, as well as to support the above mentioned main business activities of the Company, the Company may carry out supporting business activities as following:

- a. Planning, engineering, building, providing, developing and operating, leasing, maintaining as well as procuring means/facilities of telecommunication, including the procurement of resources to support the businesses of the Company in the administration of telecommunication services and/or networks;
- b. Improving to the maximum extent, the relevant business for the administration of services and telecommunication networks, therefore, it reaches the capacity which is desired and required by the public in the framework of improving services to the public at large;
- c. Carrying out businesses and operational activities (which also cover the marketing as well as the sales of telecommunication networks and/or services which are organized by the Company), carrying out the maintenance, research, and development, means and/or facilities of the telecommunication, organizing non-formal education and training in telecommunication sector both domestic and overseas;
- d. Organizing other telecommunication services and networks including information technology services and/or networks; and
- e. Organizing other activities which are considered necessary to support and/or which are related to the organizing of telecommunications, programming activities and computer consulting activities, information service activities, wholesale trade activities, management consulting activities, and financial activities.

BUSINESS SCALE [OJK C.3]



DESCRIPTION	UNIT	2023	2022	2021
Total Employees	People	1,495	1,501	1,575
Total Revenues	Rp-Billion	32,323	29,142	26,754
Total Assets	Rp-Billion	87,688	87,278	72,753
Total Liabilities	Rp-Billion	61,183	61,504	52,665
Total Equity	Rp-Billion	26,505	25,774	20,089
Number of Products/Services Provided	Petabyte	11,402	7,991	6,549
Number of Customers	Million-people	57.52	57.48	57.90
Product Quality Sold (cellular card)	Unit	25,091,110	19,639,296	22,790,121

Shareholders

Axiata Investments (Energi) Sdn. Bhd.		66.25%	66.25%	61.16%
Treasury Shares	%	0.43%	0.43%	0.53%
Public Less than 5%		33.32%	33.32%	38.31%



VISION, PURPOSE & CORE VALUES

[OJK C.1]

VISION

#1 Converged Operator in Indonesia



Our vision is to become a converged digital service provider, which can combine mobile & fixed business/services, in a new, better, and customer-focused so that customers can enjoy the convenience and flexibility of our services and generate the highest NPS value.

VISION AND PURPOSE REVIEW

The Board of Directors regularly reviews the Company's Vision and Objectives to ensure that the Company's Vision and Purpose are still in line with the Company's current condition and strategy.

PURPOSE

We bring the world closer in a simple way for a brighter life

- › This promise cannot be done alone by ourselves
- › Only through internal & external collaboration/togetherness, we can make this happen.
- › We enable and empower people to stay in touch or connect with their environment and create new possibilities.
- › We are always close by to fulfill daily needs in people's life.
- › Life is getting more and more complex for people, and we are here to simplify it by providing seamless experiences for all our stakeholders (The world at your fingertips).
- › Simplifying adds value to people's life by saving their time, energi and money, which allow them to get more out of their life
- › We are committed to help people to continuously improve their lives in terms of welfare (economically) and wellbeing (fun, excitement, energi, inspiration and unleashing people's potential)

CORE VALUES



Acronym for communication:
(read: I triple C)



Uncompromising Integrity

- › I only do the right things, align with the team and seek for advice if unclear.
- › I am courageous to make bold decision and speak up when needed.



Obsession for Customers

- › I am curious about my customers and genuinely care for them.
- › I proactively take ownership to deliver beyond customers expectation.



Courage for Change

- › I think big and fearlessly step outside my comfort zone to take risks.
- › I embrace mistakes to learn, adapt and improve.



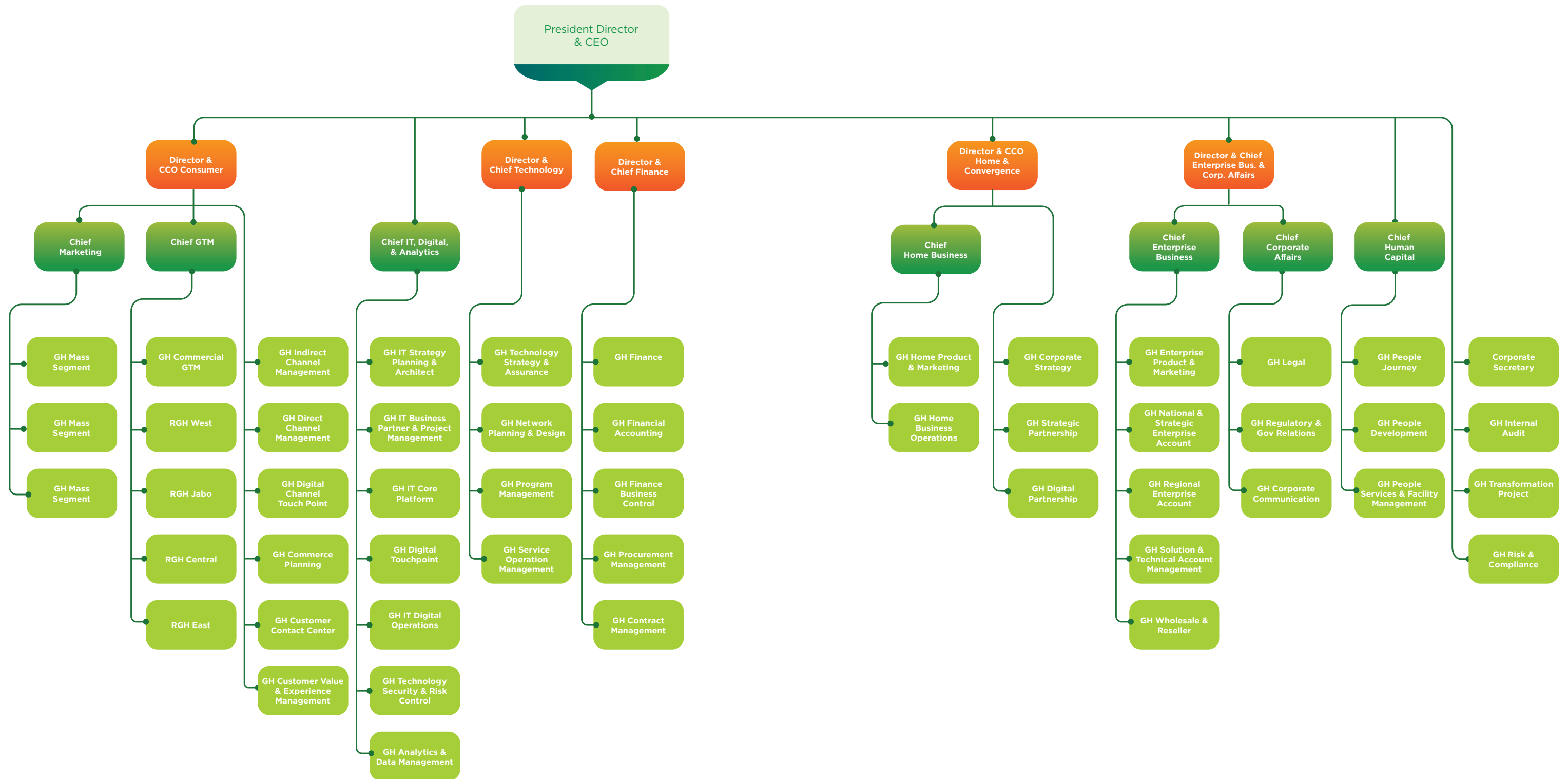
Passion for Collaboration

- › I welcome ideas that are different from my own and learn from them.
- › I am open and curious to explore possibilities to create synergies.



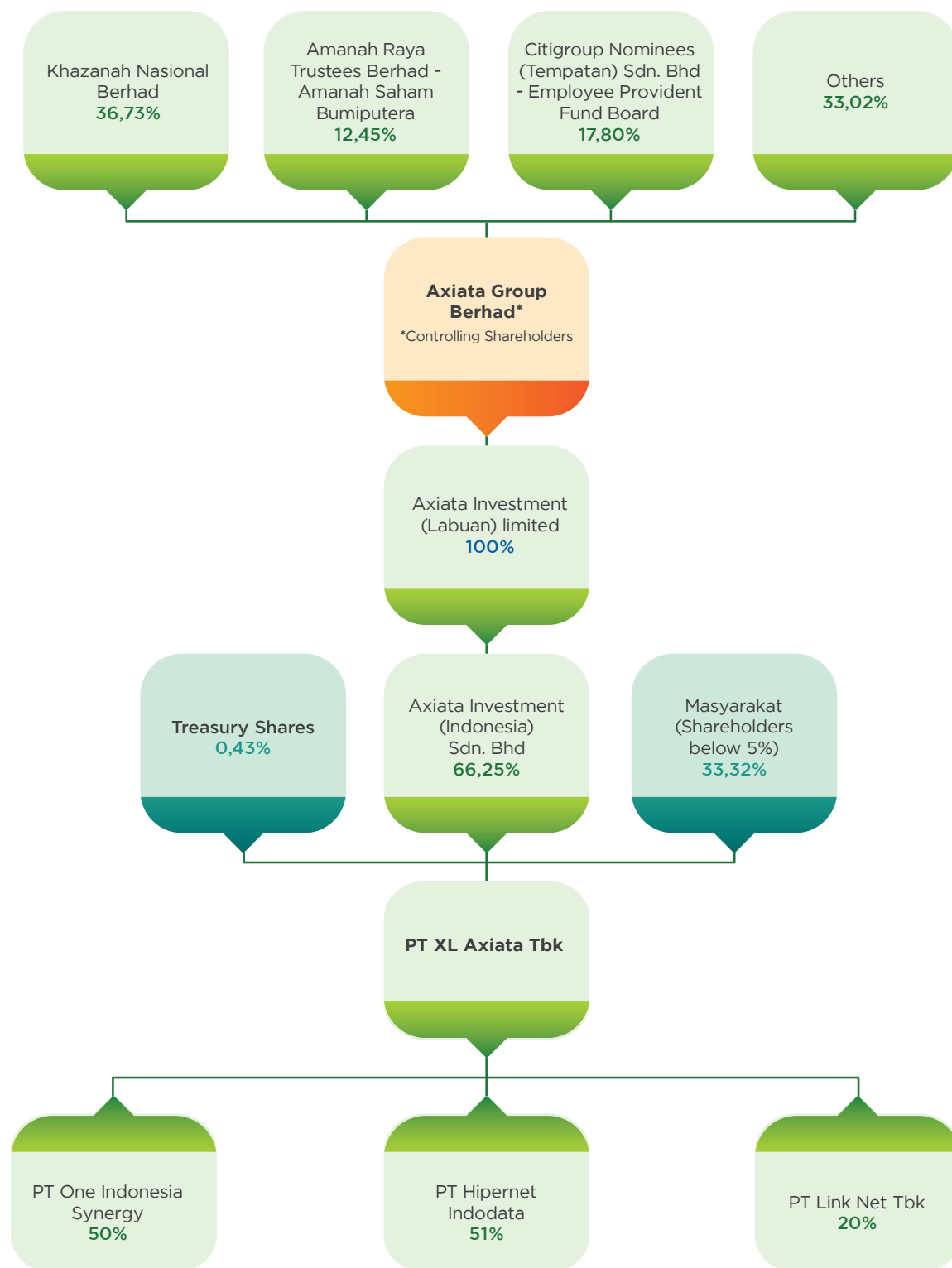
ORGANIZATION STRUCTURE

ORGANIZATION STRUCTURE





CORPORATE GROUP STRUCTURE



SUBSIDIARIES [GRI 2-2]

NAME	ADDRESS	SHARE OWNERSHIP PERCENTAGE	LINE OF BUSINESS	TOTAL ASSETS AS OF 31 DECEMBER 2023	OPERATIONS STATUS
PT Hipernet Indodata	Graha Hyper, Jl. Makaliwe Ray a No. 24-24A Jakarta Barat, DKI Jakarta	51%	Managed Service Provider and Information Technology Service	285,597	Operating
PT Link Net Tbk	Centennial Tower Lt. 26 Unit D, Jl. Jenderal Gatot Subroto Kav. 24-25 Jakarta Selatan, DKI Jakarta	20%	Internet Services Provider and Cable TV	12,636,280	Operating
PT Princeton Digital Group Data Centres	Menara Astra, Jalan Jenderal Sudirman Kaveling P&K V Nomor 6 Jakarta Pusat, DKI Jakarta	10,71%	Activities relating to hosting and managing data centres	2,884,827	Operating
PT One Indonesia Synergy	Gedung Indosat Lantai 9 Jl. Medan Merdeka Barat No. 21 Gambir, Jakarta Pusat	50%	Computer consultancy and facility management	0	Not Operating

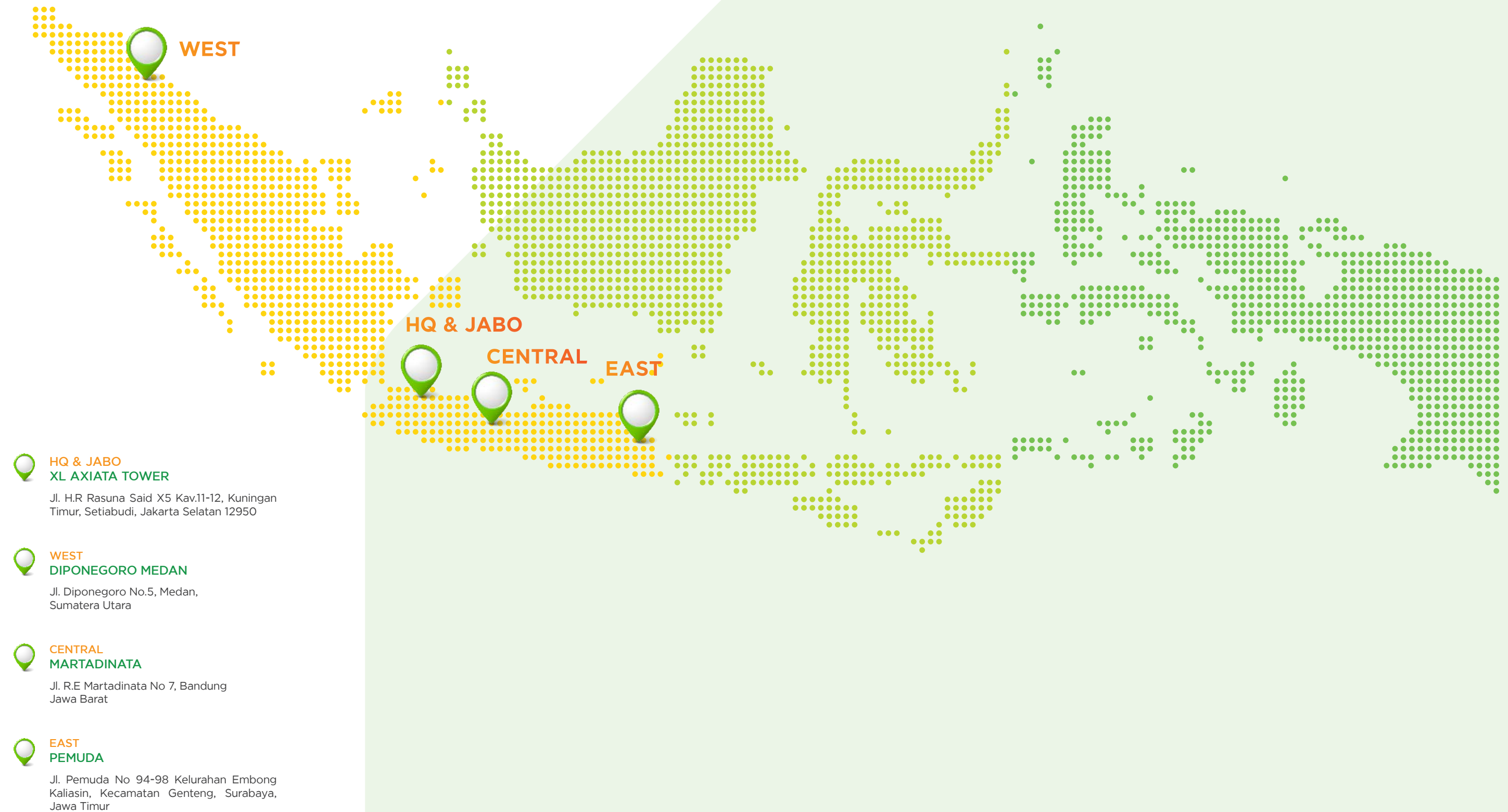
ASSOCIATION MEMBERSHIP [GRI 2-28][OJK C.5]

NO	ORGANIZATION NAME	ROLE AND CONTRIBUTION OF THE COMPANY
1	Global Mobile Suppliers Association (GSA)	Member
2	Submarine Cable Association (ASKALSI)	Supervisory Board; Inter-Institutional Relationship, Training; Event & Certification; Legal & Regulatory; Restoration & Facility Management; Member
3	Indonesia Service Dialogue (ISD Council)	Member
4	Association of Indonesian Telecommunications Operator (ATSI)	Supervisory Board; Secretary General; Member
5	Indonesian Telematics Society (MASTEL)	Member and Manager
6	Telecommunications Interconnection Clearing Association (ASKITEL)	Supervisory Board; Member
7	Kamar Dagang dan Industri Indonesia (KADIN Pusat)	Member
8	Kamar Dagang dan Industri Indonesia (KADIN DKI Jakarta)	Member
9	Asosiasi Penyelenggara Jasa Internet Indonesia (APJII)	Member
10	Metro Ethernet Forum (MEF)	Member
11	Indonesian Corporate Secretary Association (ICSA)	Member
12	Dewan TIK Nasional (Wantiknas)	Advisory Team Member
13	KADIN NET ZERO Hub	Member



OPERATIONS AREA [OJK C.3]

OPERATIONS AREA [OJK C.3]





OUR COMMITMENT TO THE ENVIRONMENT

XL Axiata is committed to continually improving its environmental performance by integrating environmental considerations into its business strategies and operations in order to achieve net zero by 2050.



OUR COMMITMENT TO THE ENVIRONMENT



The environmental management of XL Axiata focuses on implementing sustainable practices to minimize the company's ecological footprint and contribute to a greener future. By incorporating environmental considerations into its business strategies and operations, XL Axiata is dedicated to steadily enhancing its environmental performance. The Company is dedicated to reducing its energy consumption to lower its carbon footprints and aim to achieve net zero by 2050.

To achieve these goals, XL Axiata has implemented various initiatives such as energy-efficient technology adoption, recycling programs, and the promotion of environmentally friendly practices among its employees. The Company also regularly monitors and reports its environmental performance to track progress and identify areas for further improvement.

Moreover, XL Axiata actively engages with stakeholders, including customers, suppliers, and local communities, to raise awareness about environmental issues and foster collaboration in environmental conservation efforts. By incorporating environmental management into its core business operations, XL Axiata is not only contributing to a greener future but also setting an example for other companies in the telecommunications industry to follow.

XL Axiata has an integrated environmental management policy of POL - FIN-002 HSE Policy signed by Dian Siswarini on 11 February 2022. XL Axiata implements its environmental management policy by leveraging digital transformation as the company is convinced that technology has the potential to decrease emissions and improve energy utilization, leading to enhanced energy efficiency.

In addition to digitalization, XL Axiata has also carried out environmental management in accordance with prevailing laws and regulations such as carrying out the following procedures:

- › Environmental Aspect and Impact Identification (IADL)
- › Hygiene management
- › Waste management
- › Greening and plant maintenance
- › 4R (Reduce, Replace, Reuse dan Recovery)

In managing environmental impact, the Company carries out the following procedures:

- › Perform periodic maintenance to company vehicles
- › Using company vehicles that are not more than 3 years old
- › Dispose of printer toner in accordance with applicable regulations
- › Separating organic and inorganic waste
- › Communicate to employees to use reusable shopping bags. [GRI 3-3]



NET ZERO CARBON IN 2050: XL Axiata Joins Kadin Net Zero Hub

XL Axiata signed a memorandum of cooperation with Kadin Net Zero Hub on November 8, 2023. The purpose of this collaboration is to serve as a forum for XL Axiata to exchange knowledge and information, broaden its horizons, and also share resources in order to realize a low-emission ecosystem in Indonesia. XL Axiata's participation in this community is in line with its goal to become a telecommunications company in Indonesia that pays attention to sustainability principles in business.

As a developing country, Indonesia is faced with the challenge of finding a balance between economic growth and environmental sustainability. All parties, including XL Axiata, have an important role to play in this regard, particularly by conducting low-carbon operations. XL Axiata is strongly committed to reducing its carbon footprint in all business operations. Through various initiatives such as emission accounting and technology adoption for business efficiency and environmental friendliness, the Company is determined to achieve net-zero carbon emissions by 2050.



OUR COMMITMENT TO THE ENVIRONMENT

OUR COMMITMENT TO THE ENVIRONMENT

ENVIRONMENTAL COST [OJK F.4]

XL Axiata allocated funds for environmental management in 2023 of Rp20,000,000 which were used for waste management and environmental monitoring in accordance with UKL/UPL (Environmental Management Business/Environmental Monitoring Business). The following details the costs of environmental management by the Company.

ACTIVITY	2023	2022	DESCRIPTION OF THE SCOPE OF USE OF ENVIRONMENTAL COSTS
UKL/UPL Report Fee (Environmental Management Business/Environmental Monitoring Business)	20.000.000	20.000.000	UKL/UPL (Environmental Management Business/Environmental Monitoring Business) Report Cost for Tanjung Morawa (Opex)
Cost of Making Temporary Storage Area (TPS) Hazardous Waste		130.000.000	Cost of Making Temporary Storage Area (TPS) Hazardous Waste in Tanjung Morawa (Capex)

USE OF ENVIRONMENTALLY FRIENDLY MATERIALS [GRI 301-1, 301-2][OJK F.5]

To support its operational activities, the Company uses various materials, one of which is paper used to print important documents, as well as for other purposes. Paper is one of raw materials that need to be used efficiently to preserve valuable resources.

To avoid excessive use of raw materials and reduce the use of raw materials that are not environmentally friendly, XL Axiata takes the following measures:

1. Implementing an environmentally friendly raw material procurement policy where in obtaining operational raw materials, XL Axiata requires the use of environmentally certified raw materials, such as the use of FSC or PEFC certified paper.
2. Efficiently use paper by optimizing the use of digital technology in every business and operational activity of the Company such as using email for correspondence, using applications for attendance, applying for leave, and so forth.
3. If paper printing is absolutely necessary, the Company endeavours to perform a thorough

review to eliminate any spelling mistakes in the written documents. This will ensure that printing is a one-time event. Additionally, efficiency can be achieved by printing on both sides of the paper or reusing waste paper that still has blank pages for draft recordings.

4. At the time of vendor registration, XL Axiata applies requirements that vendors must comply with sustainability missions.
5. In terms of products, XL Axiata's 3in1 voucher is one example of paper usage optimization for physical vouchers.

ENERGY CONSUMPTION [GRI 302-1, 302-2, 302-3, 302-4, 302-5][OJK F.6, F.7]

The Company's operational activities rely on nonrenewable energy sources such as electrical energy and diesel fuel for BTS that lack access to electricity, as well as pertalite type fuel oil for transportation. To promote sustainability, the Company has replaced non-renewable energy with renewable energy sources, such as solar energy. This involves the installation of solar panels in 250 BTS locations across Indonesia.



XL Axiata's commitment to environmental sustainability is demonstrated through its implementation of eco-friendly business operations. This involves the efficient management of paper materials, electrical energy, fuel oil, emissions, water, and waste. To achieve the best outcomes, the management is guided by the 4R principle, which emphasizes reduce, replace, reuse and recovery resources.

Some of XL Axiata's programs related to the environment are as follows:

1. Control and manage energy and emissions.
2. Sorting office domestic waste by providing trash cans with adequate amount.
3. Reduce the use of plastics such as plastic cups, plastic bottles, and plastic cutlery in office space, canteen, pantry and meeting rooms.
4. Reduce paper usage by implementing digitization systems in various processes operations, such as the process of procurement, approval, and others.
5. Replacing copper cables to fibre optics that are more environmentally friendly.
6. By utilizing COUPA as an integrated digital procurement system, the generation of paper waste is reduced, consequently supporting the Go Green initiative.

XL Axiata also launched an energy-saving program in BTS commonly referred to as "Green BTS", such as:

1. Intelligent Ventilation Cooling System (IVS), use of DC fans and Air Conditioning.
2. Implementing PLNization and outdoorizing a number of sites to eliminate the use of air conditioning as a coolant.
3. The use of BTS Single RAN is to combine several types of BTS into one. The utilization of Green BTS through network modernization with the latest technological devices, can save up to 50% of energy use.
4. The use of Hybrid System Charge Discharge Battery (CDC) in BTS in remote non-electric areas to reduce diesel consumption by an average of 54%.
5. Reduction in the use of new refrigerants for BTS cooling and XL Axiata offices.
6. Descope generator, disable the generator and switch the power backup function completely to the battery.
7. Increase the use of Solar Panels and Lithium Batteries.

The following details XL Axiata's energy consumption in 2023, in light of the aforementioned initiatives:



OUR COMMITMENT TO THE ENVIRONMENT

Energy Consumption Within the Company

ENERGY CONSUMPTION ACTIVITIES	ENERGY SOURCE	TYPE OF ENERGY (RENEWABLE OR NON-RENEWABLE)	2023		2022	
			ENERGY CONSUMPTION	ENERGY INTENSITY	ENERGY CONSUMPTION	ENERGY INTENSITY
Energy consumption for building lighting and operations	Listrik PLN	Non-Renewable	902,853,187.65 Kwh	290 Gj/ Petabyte	840,667,225.93 Kwh	388 Gj/ Petabyte
			3,250,271.48 Gj		3,026,402.01 Gj	
Energy consumption for Gasoline	Bensin (Pertalite)	Non-Renewable	228,001.34 Liter		242,090.78 Liter	
			7,797.65 Gj		7,988.99 Gj	
Energy consumption for Solar (Diesel)	Solar	Non-Renewable	1,393,829.51 Liter		1,971,499.44 Liter	
			47,668.97 Gj		70,973.98 Gj	
Total Energy Use			3,305,738 Gj	3,105,365 Gj		

Description:
› Fuel consumption from liters is converted to Gjoules using The Greenhouse Gas Protocol Initiative, 2004.
› Electricity consumption from kWh is converted to Gjoules using The Greenhouse Gas Protocol Initiative, 2004.

From the table above, the Company's energy consumption in 2023 increased by 6.45% from 3,105,365 Gj to 3,305,738 Gj. This increase is in line with the data production/traffic generated in 2023 that is higher from previous year. However the Company's energy intensity was lower at 290 Gj/Petabyte.

Energy Consumption by Operational Area

LOCATION	NON-RENEWABLE ENERGY CONSUMPTION	GIGAJOULE
WEST		
Listrik (Kwh)	196,604,370.95	707,775.74
Solar – Diesel (Liter)	415,436.26	14,207.92
Bensin (Liter)	52,222.16	1,786.00
JABO & HQ		
Listrik (Kwh)	186,669,206.83	672,009.14
Solar – Diesel (Liter)	44,794.14	1,531.96
Bensin (Liter)	54,075	1,849.37
CENTRAL		
Listrik (Kwh)	255,244,240.44	918,879.27
Solar – Diesel (Liter)	67,369.11	2,304.02
Bensin (Liter)	57,953	1,981.99
EAST		
Listrik (Kwh)	162,316,387.03	584,338.99
Solar – Diesel (Liter)	401,054.37	13,716.06
Bensin (Liter)	63,751.18	2,180.29
NORTH		
Listrik (Kwh)	102,018,980.40	367,268.33
Solar – Diesel (Liter)	465,175.63	15,909.01
Total (2023)	3,305,738	

OUR COMMITMENT TO THE ENVIRONMENT

EMISSION [GRI 305-1, 305-2, 305-3, 305-4, 305-5][OJK F.11, F.12]

XL Axiata is committed to achieving net zero by 2050. The Company has carried out various initiatives such as efforts to reduce energy use as previously described so as to reduce Scope 1 and 2 emissions. The Company has also calculated the Scope 3 carbon emissions in 2023 as the first step to determine the emission reduction target in Scope 3.

In 2023, the Company also joined Kadin Net Zero Hub to contribute in creating a sustainable business ecosystem in realizing net zero commitment.

The Company's operational activities produce emissions from stationary energy combustion, mobile energy combustion, electricity consumption, and so forth.

In an effort to control its emissions, the Company conducts comprehensive emission monitoring and management by carrying out the following:

1. Developed Energy Monitoring System – multiplatform to monitor energy consumption.
2. Realtime Network Monitoring System – to monitor operations, including monitoring sites.
3. X-Camp launched 'Xinergis', a smart energy solution to meet the needs of real-time monitoring of electricity consumption, amount of clean water usage, and generator fuel consumption in buildings or offices.
4. Regular evaluation and coordination between departments to discuss initiatives that can be carried out for improvement regarding Emissions.
5. Executing more implementation for Solar Panels (Renewable Energy).
6. Conducting communication campaigns to save energy and electricity among XL Axiata employees.

GHG Emission

GHG EMISSION COVERAGE	UNIT	2023		2022	
		TOTAL EMISSION	EMISSION INTENSITY (TCO ₂ E/ PETABYTE)	TOTAL EMISSION	EMISSION INTENSITY (TCO ₂ E/ PETABYTE)
Total Emission Scope 1	tCO ₂ e	4,255.54	0.37	5,834.11	0.73
Total Emission Scope 2		695,828.95	61.06	648,260.92	81.12
Total Emission Scope 3		5,743.82	0.50	-	-
Total Emission Scope 1, Scope 2 and Scope 3		705,828.32	61.90	654,095.03	81.84

Note: GHG Emission Calculation using IPCC 2006 Guidelines, and Oil and Gas Research and Development Center 2017.



OUR COMMITMENT TO THE ENVIRONMENT

Category Detail of Emission Scope 3 in 2023

CATEGORY	TOTAL EMISSION
Category 4: Upstream transportation and distribution	299.35
Category 5: Waste generated in operations	1,316.13
Category 6: Business travel	596.05
Category 7: Employee commute	702.45
Category 9: Downstream transportation and distribution	2,785.93
Category 13: Downstream leased assets	43.91

The Company's emission intensity in 2023 was recorded at 61.90 tons CO₂e/Petabyte, higher than last year's 81.84 tons CO₂e/Petabyte. The decrease in the Company's emission intensity figure is the result of the emission reduction initiatives taken by the Company.

The Company continuously strives to manage emissions generated from business operations in order to continue to reduce emissions and achieve net zero by 2050.

WATER [QJK F.8]

In its operations, the Company uses water from the Public Water Supply Company (PDAM) and groundwater managed by third parties or building owners for domestic activities. The Company utilizes water wisely and strives to increase employee

awareness regarding water consumption through water conservation campaigns.

In 2023, the water consumption taken from the Company's water consumption bills received from PDAM was 7,382.32 m³.

The Company is currently improving the way it monitors continuous water consumption, including by attempting to create a more comprehensive monitoring methodology.

For wastewater disposal, the Company uses a Wastewater Treatment Plant (WWTP) also managed by third parties or building owners. Wastewater management through the WWTP is carried out to produce waste that meets environmental quality standards when discharged into water bodies or city channels.

OUR COMMITMENT TO THE ENVIRONMENT

**WASTE MANAGEMENT** [QJK F.13, F.14, F.15]

In carrying out its operations, XL Axiata produces several kinds of waste, namely hazardous and Non-hazardous waste, both in solid and liquid form. Non-hazardous solid waste is obtained from daily waste, both food waste, paper, leaves and plastic. Solid hazardous waste is obtained from used lamps and electronic waste. While liquid non-hazardous waste is obtained from the use of oil.

To reduce ecological impacts and prevent pollution of the surrounding environment, the Company implements several processes to manage its production waste based on the type of waste. For Non-hazardous solid waste, the Company manages it by providing a disaggregated trash can provided in the office. Meanwhile, non-hazardous waste is managed by providing temporary shelter. All waste generated, both non-hazardous and hazardous waste is handed over by third parties and entered into building services. For these efforts, the Company did not find any spills or waste leaks, both hazardous waste and non-hazardous waste.

BIODIVERSITY [QJK F.9, F.10]

The Company engages in the information and communication technology industry, where its operations do not involve direct interaction with the environment. However, the Company takes measures to ensure that its BTS towers are not located in proximity to nature reserves or protected forests, to prevent any potential threat to biodiversity arising from its operations.

ENVIRONMENTAL COMPLAINTS [QJK F.16]

During the reporting period, the Company did not attain any public complaints related to the environment.



OUR COMMITMENT TO ECONOMIC GROWTH

In line with its sustainability goals, XL Axiata's focus on economic viability remained unwavering. The Company's persistent efforts to drive operational efficiency and sustainable growth have yielded positive outcomes, ensuring its long-term success and value creation for stakeholders while upholding financial prudence.





OUR COMMITMENT TO ECONOMIC GROWTH



“ XL Axiata, a leading telecommunications company in Indonesia, has shown a strong commitment to economic performance growth. Over the years, XL Axiata has consistently invested in improving its infrastructure and expanding its network coverage, leading to significant economic contributions to the country. By providing reliable telecommunications services, XL Axiata has played a crucial role in enhancing connectivity and facilitating economic activities across Indonesia. Furthermore, XL Axiata’s focus on sustainable business practices and corporate social responsibility initiatives has not only benefited the local communities but has also positioned the Company as a responsible corporate citizen. This steadfast commitment to economic performance growth reflects XL Axiata’s dedication to driving positive change and fostering sustainable development in Indonesia. [GRI 3-3]

OUR COMMITMENT TO ECONOMIC GROWTH

The Company demonstrated positive economic performance in 2023, with a direct economic income of Rp32,587 billion, 10.04% increase or the equivalent of Rp2,973 billion from the preceding year. The Company re-distributes this direct economic value to its stakeholders by way of operating expenses, employee benefits, dividend disbursements, tax

payments, and CSR fund allocations. Consequently, the Company’s total economic value distribution in 2023 amounted to Rp31,873 billion, an increase of 9.77% from Rp29,037 billion in 2022. Below is a table showing the distribution of the Company’s economic value.

ECONOMIC VALUE ACQUISITION DISTRIBUTION [GRI 201-1]

(In Rp Million)

ECONOMIC PERFORMANCE	2023	2022
ECONOMIC VALUE ACQUISITION		
Revenues	32,322,651	29,141,994
Profit (loss) exchange difference - net	12,977	(61,295)
Gain from the sale and leaseback of tower	424,062	446,805
Others	(80,900)	(28,807)
Finance income	100,096	111,718
Share of profit/(loss) from Associate Entity	(191,493)	3,838
Total Direct Economic Acquisition	32,587,393	29,614,253
ECONOMIC VALUE DISTRIBUTION		
Depreciation expenses	11,347,758	10,569,622
Infrastructure expenses	8,995,646	7,733,947
Sales and marketing expenses	2,454,775	2,617,998
Interconnection and other direct expenses	3,172,220	2,876,477
Salaries and employee benefits expenses	1,402,242	1,325,529
General and administrative expenses	413,040	352,698
Amortisation expenses	157,216	7,567
Finance cost	2,939,979	2,777,385
Income tax expense/(benefit)	420,069	231,842
Cash dividends paid	549,023	544,078
Community expenditure	20,735	10,419
Total Economic Value Distribution	31,872,703	29,047,562
Retained Economic Value	714,690	566,691



OUR COMMITMENT TO ECONOMIC GROWTH

THE EFFECT OF CLIMATE CHANGE ON BUSINESS [GRI 201-2]

XL Axiata recognizes that climate change is a pressing issue and acknowledges its responsibility to contribute to the reduction of greenhouse gas emissions. XL Axiata understands that tackling climate change is a collective effort that requires businesses to take responsibility and implement sustainable practices. XL Axiata is taking significant steps to address the challenges of climate change. Through various initiatives and partnerships, XL Axiata is committed to reducing its carbon footprint and promoting sustainable practices.

In 2023, the Company became the member of Kadin Net Zero Hub and aims to achieve net zero by 2050. Additionally, the Company also implementing energy-efficient solutions, such as using renewable energy sources and optimizing resource utilization, and other initiatives to minimize its impact on the environment. These efforts align with the global transition towards cleaner and greener energy systems.

In addition, the Company also began conducting Scope 3 emission calculations in 2023, covering the categories of upstream transportation and distribution, waste generated from operations, official travel, employee commute, downstream transportation and distribution, and leased downstream assets. Thus, the Company has conducted an inventory of Scope 1, 2 and 3 emission calculations and can monitor its efforts in reducing emissions and achieving the net zero target by 2050.

DEFINED BENEFITS PROGRAM AND OTHER PENSION PLAN OBLIGATIONS [GRI 201-3]

In accordance with the Manpower Law, the Company has a policy of providing employee benefits and pensions by providing facilities for employee participation in pension plans. The pension program within XL Axiata consists of:

1. DPLK (Financial Institution Pension Fund) in the form of definite contributions with the Company's contribution of 7% of wages and contributions from employees of 3% of wages.
2. JP (Pension Guarantee) from BPJAMSOSTEK in the form of a definite contribution of 3% of wages where 2% of contributions are paid by the Company and 1% of contributions from employees.

The maximum wage limit will be adjusted periodically based on Government Regulation (PP) No. 45 of 2015.

The estimated actuarial liabilities as of 31 December 2023 and 2022, are based on actuarial assessments by independent actuaries, as stated in their reports dated 20 January 2024 and 24 January 2023, respectively.

Assuming the calculation of benefit payments based on pension funds, as of 31 December 2023, the funds allocated reached Rp222,847 million, a decreased compared to 2022 of Rp183,030 million.

In accordance with the Company Regulations and Collective Labour Agreement (CLA), it is determined that the normal retirement age of employees is 56 years. During the reporting period there were 5 employees who retired. The Company has paid obligations to the employees who retire. [GRI 2-30]

OUR COMMITMENT TO ECONOMIC GROWTH

FINANCIAL ASSISTANCE FROM THE GOVERNMENT [GRI 201-4]

In 2023, XL Axiata did not receive financial assistance from the government.

Comparison of Target and Realization of Production Performance, Portfolio, Financing, or Investment, Income and Profit and Loss [OJK F.2]

DESCRIPTION	UNIT	REALIZATION 2023	REALIZATION 2022
Number of BTS	Unit	160,124	146,023
Quantity of Products Sold (mobile card)	Unit	25,091,110	19,639,296
Number of Customers	Million People	57.52	57.48
Total Data Traffic	Petabyte	11,402	7,991
Income	IDR-Billion	32,323	29,142
Net Profit/Loss	IDR-Million	1,284,448	1,121,188

TAX PAYMENT CONTRIBUTION

[GRI 207-1, 207-2, 207-3, 207-4]

One form of economic value distribution to stakeholders, namely the government, is by contributing tax payments. This is a form of the Company's commitment to participate in assisting the Government, both at the national and local levels through tax contributions to be utilized for the achievement of Sustainable Development Goals (SDGs). In terms of tax, the Company follows the Indonesian tax jurisdiction. The Company will utilize international tax provisions when necessary.

To address the challenges and dynamics in the telecommunications industry, the Company implements all mitigations and monitoring of taxation and non-tax revenues carried out by the Tax Division Head under the auspices of the Finance Director (CFO). In addition, the Company also routinely conducts socialization and training in the internal environment attended by all employees to increase awareness of taxation and PNBP. The Company also provides counseling/notification to partners, employees or related stakeholders on the latest regulations that have tax implications for cooperation between the Company and these parties both in terms of business and employment.

The strategy applied is a conservative taxation approach by considering risk factors and existing business opportunities. For all new business schemes, the Company will conduct a joint review with several parties, one of which is the taxation team to review and analyze the tax implications.

Evaluation of the Company's tax strategy is conducted annually and based on the results of tax audits conducted by the DGT as the tax authority in Indonesia. The Company also verifies tax and PNBP compliance through an audit process conducted by internal and external auditors, such as financial statement audits and tax audits. In the event of violations or unethical behavior in connection with taxes and PNBP, the Company has a violation reporting mechanism.

Based on current conditions, the Board of Directors feels that the taxation strategy implemented by the Company is appropriate, but the Company will continue to conduct continuous review and improvement in accordance with changes in existing tax regulations.



OUR COMMITMENT TO ECONOMIC GROWTH



COMPARISON OF TARGETS AND INVESTMENT REALIZATION IN ENVIRONMENTALLY SOUND PROJECTS [OJK F.3]

The Company's commitment to sustainability is manifested in the form of sustainable investment, where the Company makes investments by paying attention to environmental aspects. In 2023, the Company has invested in the following environmentally sound projects:

YEAR	TARGET	REALISATION
2023	Adding Solar Panel Site	There are 48 additional solar panels installed in 2023.
2022	250 Solar Panel Site	a. Solar panel designed by XL Axiata and integrated in 2022. Plan to integrate 48 site more in 2023 b. UKL/UPL (Environmental Management Business/Environmental Monitoring Business) Report Fee of Rp20,000,000/year for Tanjung Morawa (Opex) c. Cost of Making Temporary Storage Place (TPS) B3 of Rp130,000,000 (Capex) in Tanjung Morawa

OUR COMMITMENT TO ECONOMIC GROWTH

PROPORTION OF SENIOR MANAGEMENT FROM LOCAL COMMUNITIES [GRI 202-2]

XL Axiata provides opportunities for local communities to work and develop with the Company, including providing opportunities for local employees to develop themselves by occupying positions at the senior management level.

In 2023, the proportion of senior management from the local community is 3 personnel. The following is a table of the proportion of senior management coming from local communities:

DESCRIPTION	2023	2022
Number of Employees	1,495	1,501
Number of Local Employees	1,480	1,485
Number of Local Employees Occupying Senior Manager Positions	3	3
Number of Female Employees	448	443
By Region		
Jabodetabek	1,267	1,346
Outside Jabodetabek	228	155

SUPPLY CHAIN AND USE OF LOCAL SUPPLIERS [GRI 204-1]

The Company's supply chain is strictly selected, with suppliers of goods and services being selected through direct selection and appointment methods that adhere to all applicable laws and regulations, ensuring that no party is negatively affected. Below is a table of the suppliers that have provided goods and services to the Company in 2023.

DESCRIPTION	TOTAL VENDORS		WORK CONTRACT VALUE	
	2023	2022	2023	2022
Local (Indonesia)	431	464	13,554,399,750,237	10,491,116,341,698
Foreign (Overseas)	48	50	377,414,819,365	382,971,987,548
Total	479	514	13,931,814,569,602	10,874,088,329,246



SUSTAINABLE PERFORMANCE - SOCIAL

XL Axiata's responsibility in the social aspect can be seen in the working relationship between management (the Company) and employees and the relationship between management (the Company) and the community. The working relationship between management and employees is carried out through HR and HSE management programs, while XL Axiata's relationship with the community is carried out through CSR programs.



OCCUPATIONAL HEALTH AND SAFETY



“The Company’s most valuable asset is its Human Resources (HR), which requires prudent management and development. It is the Company’s responsibility to ensure proper employee management, a safe and healthy work environment, and work protection to enhance productivity and the quality of employee performance.”

The Company’s most valuable asset is its Human Resources (HR), which requires prudent management and development. It is the Company’s responsibility to ensure proper employee management, a safe and healthy work environment, and work protection to enhance productivity and the quality of employee performance.

The Company has a strong commitment to incorporate Health, Safety, and Environment (HSE) aspects in all of its activities, aiming to achieve zero accidents and no occupational diseases. To achieve the best possible work environment, the Company implements the HSE Management System (HSEMS) which follows Government Regulation No. 50 of 2012 on the Implementation of Occupational

Safety and Health Management System, ISO 45001: 2018 (Occupational Health and Safety Management System), and ISO 14001: 2015 (Environmental System Management). [GRI 3-3, 403-1]

The following are the goals to be attained through the implementation of HSEMS:

1. Improve the efficiency of planned, measurable, and integrated occupational safety and health measures.
2. Involve management, workers/ laborers, and/ or trade unions/ trade unions to prevent and decrease occupational accidents and diseases.
3. Establish a secure, pleasant, eco-friendly, and productive workplace to enhance productivity.

LEGAL REFERENCES

The application of HSE within XL Axiata refers to a number of laws and regulations governing occupational health and safety and its derivatives, as follows:

1. Law No. 1 of 1970 on Occupational Safety
2. Law No. 13 of 2003 concerning Manpower
3. Law No. 11 of 2020 on Job Creation has been updated with Law No. 6 of 2023 on the Ratification of Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation into Law.
4. Government Regulation of the Republic of Indonesia No. 50 of 2012 on the Implementation of Occupational Health and Safety Management System (HSEMS)
5. Presidential Decree No. 22 of 1993 concerning Diseases Arising from Employment Relations
6. Occupational Health, Safety and Environment Policy (HSE) of XL Axiata
7. HSEMS Policy Manual XL Axiata

APPLICATION OF HSE WITHIN XL AXIATA

On 11 February 2022, XL Axiata’s HSE Policy was signed by Mrs. Dian Siswarini, which reflects the Company’s dedication to enhancing customer satisfaction and delivering an efficient, healthy, secure, and eco-friendly workplace for both employees and customers. This is accomplished by adopting a continuous improvement program through the Health, Safety, and Environment Management System (HSEMS) and by prioritizing and implementing HSE aspects in operational activities.

XL Axiata has established company regulations regarding sexual harassment, in addition to HSE policy. The regulations are outlined in Article 51, which specifies certain behaviours that can result in termination of employment, including committing immoral acts or engaging in gambling within the Company (point f), as well as attacking, molesting, threatening, or intimidating co-workers or entrepreneurs in the Company’s environment (point g).

The implementation of HSE in the XL Axiata environment is carried out by all XL employees and is managed by the Facility Compliance and HSE Assurance unit under the Facility Operation and HSE Department, which has the following duties and responsibilities:

- › As Enterprises Business Partner
- › Conducting Hazard Identification and Risk Control (IBPR)
- › Identifying Environmental Aspects and Impacts (IADL)
- › Conducting Compliance Tests for Laws and Regulations concerning HSE
- › Setting Goals, Objectives and Programs for Occupational Health, Safety and Environment (HSE)
- › Perform Documentation (HSE Policy, HSE Procedure, HSE Work Instructions, HSE Parameter Standards, and HSE Forms)
- › Applying Contractor Safety Management System (CSMS)
- › Organizing HSE Monthly Meetings
- › Conducting HSE Competency Training
- › Measuring HSE Performance
- › Organizing HSE Inspections
- › Conducting HSE Audits; Internal Audit at least once a year, second party Audit (Vendors and Partners) at least once a year and External Audit (3rd Party) at least once every 3 (three) years
- › Conducting HSE Management Review Meetings at least once a year
- › Improvement and Corrective Action.

The following is the Organization Structure of Facility Operation & HSE – Facility Compliance and HSE Assurance Department:





OCCUPATIONAL HEALTH AND SAFETY

OCCUPATIONAL HEALTH AND SAFETY

HSE WORK PROGRAM IN 2023

The Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have implemented the following HSE work programs in 2023:

1. Identifying HSE

In 2023, the Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have identified HSE as shown in the table below: [GRI 403-2]

ACTIVITY TYPES	LOCATION	POTENTIAL HAZARDS	MITIGATION
Work at heights	All XL Offices and XL Sites	Falling from a Height	› The procedure of working at height › Emergency Preparation Procedure › PPE Procedure › Hygiene Procedures › Secure Work Permit › Working Methods › Job Safety Analysis (JSA) › HSE Induction › Work at height Competency Certification and a valid License › First Aid Competency Certification in Accidents (First Aid) › First Aid Box › Protective Equipment (Helmet, body harness, stair gloves, safety shoes) › Work Accident Emergency Preparation Plan
Working with Electricity	All XL Offices and XL Sites	Electrocuted	› Lock Out and Tag Out › Emergency Preparation Procedure › PPE Procedure › Hygiene Procedures › Secure Work Permit › Working Methods › Job Safety Analysis (JSA) › HSE Induction › Certificate of Competence of K3 Technicians and or Electrical HSE Experts and a valid License › Certification of First Aid Competencies in Accidents (First Aid) › First Aid Box › APPEAR › Protective Equipment (Helmets, Electric Gloves, safety shoes) › Work Accident Emergency Preparation Plan
Working with Hazardous and Toxic Materials and Materials (B3)	All XL Offices and XL Sites	Skin irritation	› Procedures for Handling the Transportation and Storage of Hazardous and Toxic Materials and Materials (B3) › Personal Protective Equipment (PPE) Procedures › Emergency Preparation Procedure › HSE Induction › Safety Data Sheet (SDS) according to the Material and Material used › Personal Protective Equipment according to the characteristics of the Material (Eye Protection, Mask, Rubber Gloves, Safety Shoes, etc.) › Work Accident Emergency Preparation Plan

ACTIVITY TYPES	LOCATION	POTENTIAL HAZARDS	MITIGATION
Driving	All XL Offices and Sites	Crash	› Driving Procedures › Have a valid driver's license and vehicle number certificate › Daily and periodic maintenance of the vehicle
Lifting	All XL Offices and Sites	Ergonomics	› Material and or material lifting procedure › Personal Protective Equipment (PPE) Procedures › Emergency Preparation Procedure › HSE Induction › Personal Protective Equipment (Helmet, Work Gloves, Safety Shoes) › First Aid Box › Emergency Preparation Plan

Based on the HSE identification results mentioned above, it has been determined that the rate of work-related accidents in 2023 was as follows: [GRI 403-9, 403-10]

OPERATIONAL AREA	2023				2022				2021			
	MINOR	MAJOR	FATAL	TOTAL	MINOR	MAJOR	FATAL	TOTAL	MINOR	MAJOR	FATAL	TOTAL
By Number of Employees (person)												
Head Office	2	-	-	2	-	-	-	-	1	-	-	1
Region-West	-	-	-	-	1	-	-	1	1	-	-	1
Region-Jabo	-	-	-	-	-	-	-	-	-	-	-	-
Region-Central	-	-	-	-	-	-	-	-	1	-	-	1
Region-East	1	-	-	1	-	-	-	-	3	-	-	3
Region-North	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	3	-	-	3	1	-	-	1	6	-	-	6
Based on Number of Working Days (days)												
Head Office	-	-	-	-	-	-	-	-	-	-	-	-
Region-West	-	-	-	-	-	-	-	-	-	-	-	-
Region-Jabo	-	-	-	-	-	-	-	-	-	-	-	-
Region-Central	-	-	-	-	-	-	-	-	-	-	-	-
Region-East	-	-	-	-	-	-	-	-	-	-	-	-
Region-North	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	-	-	-	-	-	-	-	-	-	-	-	-

2. HSEMS Audit [GRI 403-6]

XL Axiata conducts periodic audits or assessments of their HSEMS implementation within the Company, which are carried out by third-parties. The assessment includes the creation and documentation of the HSE plan, adherence to HSEMS-based work safety protocols, monitoring standards, development of skills and capabilities, and other relevant factors. In the most recent audit, the Company received a conformity score of 93.37% (Satisfactory) in accordance with Government Regulation No. 50 of 2012 concerning the Implementation of Occupational Safety and Health Management System. This score is valid for a period of three years, specifically from 2023 to 2026.



OCCUPATIONAL HEALTH AND SAFETY

In addition, XL Axiata also has ISO 45001: 2018 for Occupational Safety and Health Management System and ISO 14001: 2015 for Environmental Management System.

3. Remedial and Precautionary Measures [GRI 403-7]
The corrective actions for unsafe conditions, unsafe actions, and work accident investigations have resulted in a 95% correction rate of existing sources of hazard.

4. Contractor Safety Management System (CSMS)
A HSE assessment is performed on contractors working within the XL Axiata environment to ensure that the objectives of the company's Safety, Health, and Environmental Management System are met.

5. Management Review Meeting (RTM)
In December 2023, the Chairman of P2K3 led a Management Review Meeting, which was attended by all P2K3 members. During this meeting, the HSE XL Axiata performance for 2023 was reviewed, and it was noted that all work programs had been implemented 100% and zero accidents had occurred. The meeting also involved discussions regarding the HSE goals and programs that are to be implemented in 2024.

6. Improving the Quality of Health at Work [GRI 403-6]
XL Axiata provides healthcare facilities to improve the health care of employees that can be accessed free of charge and at any time by all XL employees. Health facilities include fitness centers, day care and lactation rooms for breastfeeding mothers, XL Axiata sports communities such as XL Axiata Da Bikes, XL Axiata Runner, XL Axiata Basketball, XL Axiata Futsal&Football, MTXL (Majlis Taklim XL) and XL Axiata Music.

7. Occupational Health Services [GRI 403-3]
In an effort to improve the health of employees, XL Axiata has a health clinic that provides free occupational health services that can be accessed by all employees in the office during working hours. The clinic has competent medical workers who will identify the health of the employees.

OCCUPATIONAL HEALTH AND SAFETY ADVISORY COMMITTEE (P2K3) [GRI 403-4]

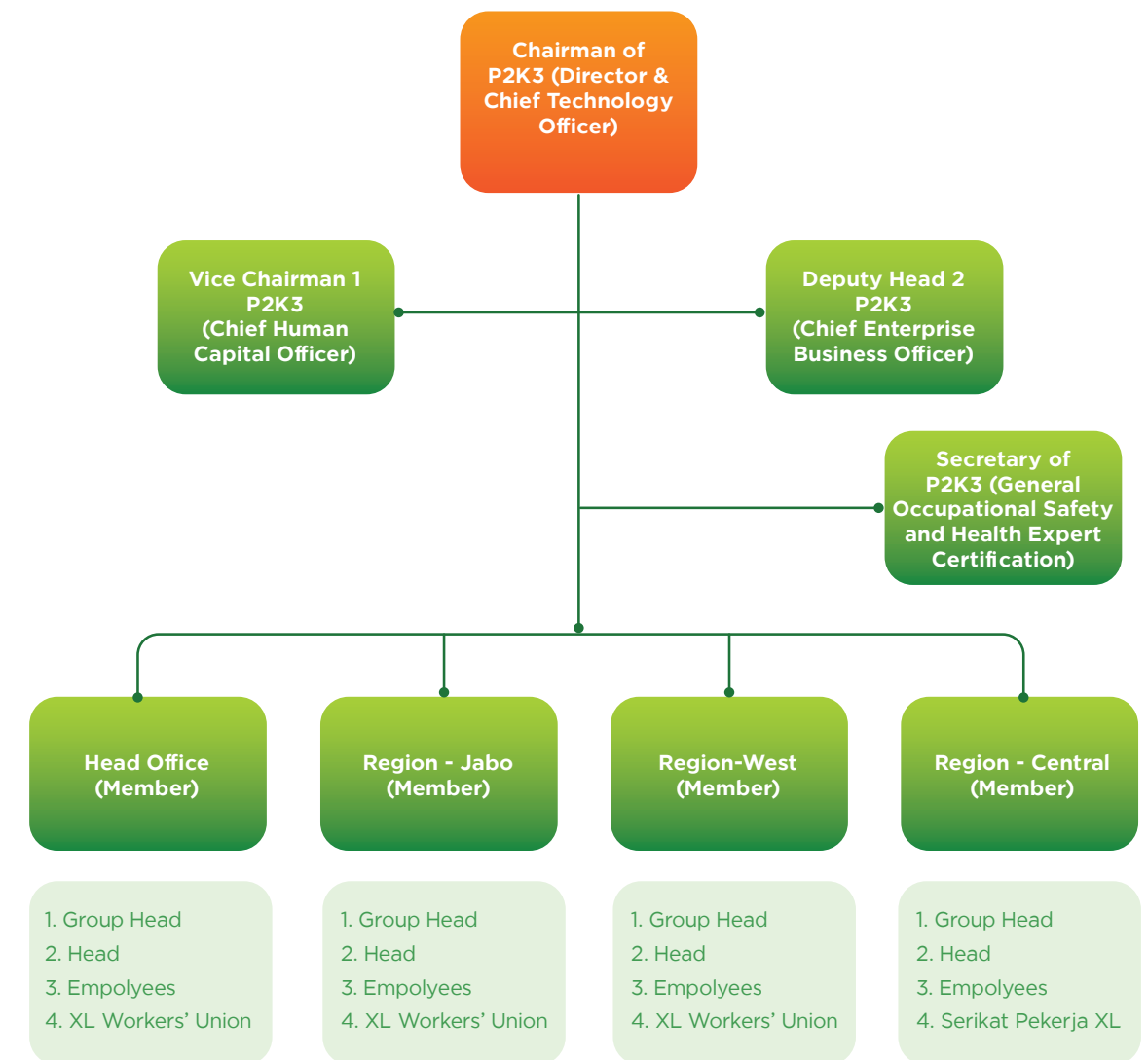
XL Axiata has established the Occupational Health and Safety Advisory Committee (P2K3) to oversee the HSE aspect, as well as to serve as a forum for cooperation between employers and employees for the development of mutual understanding and effective participation in the implementation of HSE. The P2K3 has been officially recognized by the DKI Jakarta Provincial Disnakertrans & Energy with No. 2866 of 2022, dated 20 December 2022, and Directors' Decree dated 15 Nov 2023 regarding the Formation of the P2K3 Team.

The Organizational Structure of the Occupational Safety and Health Advisory Committee (P2K3) has the following structure and composition:

- Chairman of P2K3: I Gede Darmayusa (Director of Technology)
- Vice Chairman 1 P2K3: M. Hira Kurnia (Chief Human Capital Officer)
- Deputy Head 2 P2K3: Feby Sallyanto (Chief Enterprise & SME Officer)
- Secretary of P2K3: Andi Chandra (General Occupational Safety and Health Expert Certification)
- Member:
 - Group Head
 - Head
 - Employees
 - XL Workers' Union

OCCUPATIONAL HEALTH AND SAFETY

P2K3 ORGANIZATIONAL STRUCTURE





OCCUPATIONAL HEALTH AND SAFETY



P2K3 represents all employees who are members of XL Axiata with the following duties: [GRI 403-8]

1. Building an HSE conscious culture
2. Provide XL Axiata safety performance reports every quarter to the Manpower Office
3. Socializing HSE to employees Chairman of P2K3 (Director & Chief Technology Officer) Region - Jabodetabek (Member) Head Office (Member) Region-West (Member) Region - Central (Member)
4. Implementing various HSE aspect trainings
5. Ensuring HSE programs and monitoring the effectiveness of their implementation
6. Develop risk control measures against HSE hazards in the work environment
7. Organizing management reviews held once a year.

IMPLEMENTATION OF P2K3 DUTIES IN 2023

During 2022, XL Axiata's P2K3 has carried out its duties by organizing various activities including:

1. ISO 45001:2018 Certification of Occupational Safety and Health Management System
2. ISO 14001:2015 Certification of Environmental Management System
3. Socialization of HSE Culture in employees

OCCUPATIONAL HEALTH AND SAFETY

HSE TRAINING [GRI 403-5]

Throughout 2022, the Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have organized HSE training to increase employee competence and awareness of the importance of HSE. HSE training in 2023 is as follows:

TRAINING NAME	MATERIAL	ORGANIZERS	PLACE AND TIME OF IMPLEMENTATION
Internal Audit	Menaker Certification	Phitagoras Training and Consulting (PJK3)	31 July - 4 August 2023
First Aid	Internal	Mandiri in Health	XL Axiata Tower Lantai 36, R. Jayawijaya 1-2 date 5 & 7 July 2023
Interpretation of Occupational Safety and Health Management Systems	Internal	PQM Consultant	XL Axiata Tower Lantai 36 R. Jayawijaya 1 - 2 date 21 September 2023
Incident Investigation	NSP Certification	Phitagoras Training and Consulting	Hotel Kristal, Cilandak Barat, South Jakarta date 20 - 22 September 2023
Hazard Identification Risk Assessment and Determining Control (HIRADC)	Internal	PQM Consultant	XL Axiata Tower Lantai 36 R. Jayawijaya 3 date 13 October 2023
Executive Briefing SMK3 PP No.50 Thn 2012	Internal	PQM Consultant	XL Axiata Tower Lantai 36, R. Semeru 2 date 17 October 2023
Firefighter Role Officer of Class D	Menaker Certification	PT. Garuda Systrain Interindo (PJK3)	Garuda Office dan Zoom date 25 - 27 October 2023
Work Accident Investigations	Internal	PQM Consultant	XL Axiata Tower Lantai 36, R. Semeru 1 date 03 November 2023
Internal Audit	Internal	PQM Consultant	XL Axiata Tower Lantai 36, R. Semeru 1 date 10 November 2023
Basic Life Support	Internal	Mandiri in Health	XL Axiata Tower Lantai 36, R. Jayawijaya 1-2 date 11 December 2023

HSE TARGET

XL Axiata is continually enhancing the implementation of HSE to reach the goal of achieving Zero Work Accident Fatalities.



EMPLOYMENT ASPECTS

EMPLOYMENT ASPECTS

XL Axiata enforces a Human Resources (HR) management policy that is founded on the principles of equality and equal opportunity. The committed is devoted to providing equal chances to all individuals, irrespective of their ethnicity, religion, race, social status, physical condition, or gender, to participate in employee recruitment and development programs, including offering remuneration and other benefits. [GRI 3-3]

The responsibility for managing employees at XL Axiata rests with the Human Capital Committee (HC Committee), which was established by the Board of Directors on 12 July 2019. The committee carries out its responsibilities by adhering to Law No. 13 of 2003 on Manpower and its related regulations, which have been updated to include Law No. 11 of 2020 concerning Job Creation.

In 2023, the Human Capital Committee is in the process of implementing a new work method by digitalizing the Human Capital management system. One such measure is the introduction of the Human Capital Super App (XLife), which acts as an integrated touch point for employees.

XL Axiata oversees employee management from recruitment to retirement while adhering to all relevant labour regulations in Indonesia. The company has a policy of managing employees in compliance with these regulations.

RECRUITMENT

XL Axiata has developed a talent management system to foster a highly competent work team. This structured system is designed to identify, develop, motivate, retain, and place the most exceptional talent within the Company. The talent management system at XL Axiata begins with a recruitment process aimed at acquiring the best candidates. XL Axiata ensures that the recruitment process is conducted transparently and equitably, with an emphasis on gender equality based on the required qualifications. The principle of equal work opportunities serves as the foundation for the Company's approach to selecting the most suitable candidates to become part of XL Axiata's workforce. [OJK F.18]

XL AXIATA RECRUITMENT PROCESS



XL Axiata's recruitment process involves third-party recruitment companies, both domestic and international, as well as platforms such as LinkedIn, Jobstreet, job fairs, and others. Throughout the process, XL Axiata takes into account several factors when evaluating candidates, including:

1. Competence is evaluated based on the candidate's ability, expertise, and knowledge relevant to the intended position. This includes functional competencies related to the candidate's job responsibilities, as well as leadership and pivotal duties obtained through their work experience. Functional and leadership competencies are categorized into various levels corresponding to the different responsibilities of each position.
2. Cultural alignment is assessed based on the candidate's personal values and how well they align with XL Axiata's values, which are further divided into values and management leadership models.

3. Commitment is evaluated based on the candidate's professional drive and career aspirations towards the intended position.
4. Agility refers to the candidate's capability to adapt to and navigate the challenges posed by rapid change (volatility), unforeseen issues and events (uncertainty), organizational complexity (complexity), and unclear situations or conditions (ambiguity), commonly known as VUCA.

In 2023, XL Axiata recruited 166 new employees consisting of 112 male employees and 54 female employees. Data on employee recruitment results for the last 2 (two) years are presented in the table below: [GRI 401-1]

DESCRIPTION	EMPLOYEE RECRUITMENT			
	2023		2022	
	MALE	FEMALE	MALE	FEMALE
Employees By Age				
<25 years old	2	5	2	6
25-30 years old	34	23	35	47
30-35 years old	39	17	34	45
35-40 years old	20	4	17	21
40-45 years old	9	5	13	16
45-50 years old	7	-	1	1
>50 years old	1	-	2	2
Total	112	54	104	138
Based on Regions				
Head Office	73	46	88	122
Region-West	4	-	1	1
Region-Jabo	7	3	9	9
Region-Central	10	1	4	4
Region-East	8	-	2	2
Kalimantan Area	6	3	-	-
Sulawesi Area	4	1	-	-
Region-North	-	-	-	-
Total	112	54	104	138

Meanwhile, the number of employees leaving in 2023 was 23 employees, consisting of 17 male employees and 6 female employees. This number decreased by 89.09% from previous year of 211 employees.



EMPLOYMENT ASPECTS

EMPLOYEE TURNOVER

The level of employee turnover serves as an indicator of the working conditions within a company. A work environment that is comfortable, healthy, and safe typically experiences lower turnover rates. The Company remains committed to providing a comfortable, healthy, and safe work environment in order to retain its top talent. In 2023, the employee turnover rate decreased to 11.2%, from 14.1% in 2022. The table below outlines the employee turnover rates for 2023. [OJK F.21]

EMPLOYEE TURNOVER	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Incoming employees (recruitment)*	112	54	166	104	34	138
Outgoing Employees						
Natural retirement	119	49	168	42	26	68
Passed Away	49	14	63	3	0	3
Resigned**	2	0	2	52	28	90
Dismissed For Misconduct	45	29	74	7	5	12
Expired Contract	6	0	6	29	9	38
Total	17	6	23	143	68	211
Head Office	119	49	168	1	0	0
Persentase	11.4%	10.9%	11.2%	13.5%	15.3%	14.1%
**Reasons for Resigning						
At Own Request	44	29	73	65	28	93
Not at Own Request	74	20	94	78	40	118

EMPLOYEE DEMOGRAPHICS [OJK C.3, GRI 2-7]

The Company currently has 1,495 employees, reflecting a decrease of 0.40% compared to the previous year's total of 1,501 employees. The demographic data of the Company's workforce is categorized according to gender, age, business unit, education level, position level, and employment status, as shown below.

Employee Composition by Operational Area and Gender

OPERATIONAL AREA	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Head Office	812	408	1,220	883	422	1,305
Region-West	45	8	53	39	6	45
Region-Jabo	36	11	47	37	4	41
Region-Central	53	9	62	44	4	48
Region-East	62	6	68	55	7	62
Kalimantan Area	21	4	25	-	-	-
Sulawesi Area	18	2	20	-	-	-
Region-North	0	0	0	-	-	-
Total	1,047	448	1,495	1,058	443	1,501

EMPLOYMENT ASPECTS

Employee Composition by Operational Area and Employment Status

OPERATIONAL AREA	2023			2022		
	PERMANENT	CONTRACT	TOTAL	PERMANENT	CONTRACT	TOTAL
Head Office	1,113	107	1,220	1,166	139	1,305
Region-West	33	20	53	31	14	45
Region-Jabo	18	29	47	14	27	41
Region-Central	28	34	62	23	25	48
Region-East	36	32	68	37	25	62
Kalimantan Area	5	20	25	-	-	-
Sulawesi Area	9	11	20	-	-	-
Region-North	0	0	0	-	-	-
Total	1,242	253	1,495	1,271	230	1,501

Employee Composition by Employment Status and Gender

DESCRIPTION	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
Permanent	843	399	1,242	875	396	1,271
Contract	204	49	253	183	47	230
Temporary	0	0	0	0	0	0
Honoror	0	0	0	0	0	0
Grand Total	1,047	448	1,495	1,058	443	1,501

Employee Composition by Job Title and Gender

JOB LEVEL	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
President Director	0	1	1	0	1	1
Management	4	1	5	4	1	5
Chief	7	0	7	6	0	6
Group Head	34	15	49	15	32	47
Head	126	47	173	45	124	169
Staff/Individual Contributor	876	384	1,260	892	381	1,273
Total	1,047	448	1,495	962	539	1,501



EMPLOYMENT ASPECTS

Composition of Employees by Age and Gender

EMPLOYMENT STATUS	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
<25 years old	3	6	9	3	7	10
25-30 years old	87	59	146	99	60	159
30-35 years old	232	112	344	222	117	339
35-40 years old	235	94	329	245	90	335
40-45 years old	256	87	343	268	85	353
45-50 years old	172	58	230	164	55	219
>50 years old	62	32	94	57	29	86
Total	1,047	448	1,495	1,058	443	1,501

Composition of Employees by Education and Gender

EMPLOYMENT STATUS	2023			2022		
	MALE	FEMALE	TOTAL	MALE	FEMALE	TOTAL
S2/S3	59	29	88	96	34	130
S1	855	367	1,222	887	367	1,254
Diploma	133	52	185	75	42	117
High School Equivalent	0	0	0	-	-	-
Total	1,047	448	1,495	1,058	443	1,501

As of the end of 2023, the Company has non-employee workers in the form of interns. The number of interns in 2023 reached 346, as indicated in the table below: [GRI 2-8]

Interns

INFORMATION	2023		2022	
	MALE	FEMALE	MALE	FEMALE
Interns	167	179	167	179

Based on Internship Location

Head Office	159	160	144	114
Region-West	3	2	1	1
Region-Jabo	2	1	-	1
Region-Central	-	4	1	3
Region-East	3	12	3	1
Kalimantan Area	-	-	-	-
Sulawesi Area	-	-	-	-
Region-North	-	-	-	-

EMPLOYMENT ASPECTS

EMPLOYEE DIVERSITY [GRI 405-1]

The diversity of employees is shown based on the age and gender composition that can be seen from the level of the Board of Commissioners, Directors, to employees. The following is a table of the diversity of the Company's employees for the last 2 (two) years.

PROPORTIONS		2023	2022
Board of Commissioners and Board of Directors			
By Age			
<25 years old	-	-	-
25-30 years old	-	-	-
30-35 years old	-	-	-
35-40 years old	-	-	-
40-45 years old	-	-	-
45-50 years old	4	4	4
>50 years old	9	9	9
By Gender			
Male	10	10	10
Female	3	3	3
Employees			
By Age			
<25 years old	8	10	10
25-30 years old	156	154	154
30-35 years old	353	339	339
35-40 years old	343	336	336
40-45 years old	351	351	351
45-50 years old	231	217	217
>50 years old	109	88	88
By Gender			
Male	1,047	1,058	1,058
Female	448	443	443



EMPLOYMENT ASPECTS

REMUNERATION AND EMPLOYEE WELFARE [GRI 202-1, 405-2]

The employee remuneration system is implemented competitively in accordance with the minimum wage level applicable in the operational area, as regulated by the Law on Manpower, Law No. 11 of 2020 concerning Job Creation, and Government Regulation No. 36 of 2021 Wage Policy.

The provision of minimum wage is directed to the achievement of decent living needs for employees by taking into account the price of basic necessities, inflation rate, standard of living, and other variables in accordance with the company's operational area. XL Axiata does not distinguish between the provision of minimum wages to men and women, this is in accordance with the spirit of ILO Convention No: 100/1951 on Equal Remuneration for Men and Women Workers for Work of Equal Value. [OJK F.20]

In addition to providing remuneration, the Company also provides facilities and benefits for employees whose type and amount are adjusted to the employee's position level. The following are the facilities and benefits provided to XL Axiata employees: [GRI 401-2]

REMUNERATION/FACILITY TYPE	2023	
	PERMANENT EMPLOYEES	NON-PERMANENT EMPLOYEES
Basic Salary	✓	✓
Long-term incentives in the form of cash or stocks	✓	✓
Allowances		
Holiday Allowance	✓	✓
Income Tax Allowance	✓	✓
Leave allowance	✓	✓
Transportation allowance	✓	✓
Communication allowance	✓	✓
Education allowance	✓	✓
Leave		
Annual Leave	✓	✓
Maternity Leave	✓	✓
Menstrual Leave	✓	✓
Leave of Worship	✓	✓
Progressive Leave	✓	✓
Others		
Healthcare	✓	✓
Life insurance	✓	✓

Description:
v : provided x : not provided

EMPLOYMENT ASPECTS

XL Axiata also provides rewards given to support employee welfare in the form of:

- › My Flexpro is the development of a one-fits-all employee non-cash program (i.e. Medical Plan Benefits, Let's Learn Program, annual leave) that not only covers health benefit programs and educational purposes, but also includes travel, health, additional leave purchases, and pension programs.
- › Provision of tuition fees
- › Opening up opportunities for a variety of other individual development programs
- › Travel for Employees as an appreciation of performance and achievement of targets
- › Token Appreciation is a non-cash appreciation given to employees who have actively contributed to the company's strategic initiatives programs

MATERNITY LEAVE [GRI 401-3]

XL Axiata grants its employees annual leave and special leave in accordance with regulations to enable them to spend quality time with their families. Female employees are entitled to three months of maternity leave without any adverse impact on their job rights or positions. Additionally, fathers are granted two days of leave when their wives give birth as a means of supporting families in preparing for the birth process effectively.

Throughout 2023, a total of 84 XL Axiata employees applied for maternity and paternity leave, consisting of 25 female employees and 59 male employees. Of these, 77 employees confirmed that they returned to work for the Company after their leave period had ended, as outlined in the table below.

DESCRIPTION	2023		2022	
	MALE	FEMALE	MALE	FEMALE
Number of employees eligible for maternity leave	917	296	-	290
Number of employees taking maternity leave	59	25	50	31
Number of employees returning to work	53	24	42	28
Total number of employees returning to work after maternity leave ends, who are still employed 12 months after returning to work	53	24	42	27
The rate of employees taking maternity leave who return to work and can be maintained	53	24	42	27



EMPLOYMENT ASPECTS

CHILD LABOUR AND FORCED LABOUR [OJK F.19, GRI 408-1, 409-1]

Child Labour and Forced Labour In carrying out the Company's operations, XL Axiata has a clear policy regarding the minimum age of employees and employee working hours. The policy was taken as a concrete form of the Company's support for the elimination of child labour and forced labour. To this end, in accordance with the Company Regulations, XL Axiata has regulated the requirements for recruitment, including the final education which indicates that each candidate belongs to the adult category, while the agreed working hours are 8 (eight) hours 1 (one) day and 40 (forty) hours 1 (one) week for 5 (five) working days in 1 (one) week, in accordance with article 77 of Law No. 13 of 2003 concerning Manpower. As for employees who for some reason work beyond working hours, they will get overtime pay in accordance with the applicable provisions at XL Axiata. The clear policy on employee age and working hours as mentioned above, in addition to being an implementation of labour laws and internal Company regulations, is also in line with Law of the Republic of Indonesia No. 20 of 1999 on the Ratification of ILO Convention No. 138 Concerning Minimum Age for Admission to Employment, and Law of the Republic of Indonesia No. 1 of 2000 on the Ratification of the ILO Convention No. 182 Concerning The Prohibition and Immediate Action for The Elimination of The Worst Forms of Child Labour. Meanwhile, the implementation of working hours with clear time limits, to avoid the occurrence of forced labour is in line with Law of the Republic of Indonesia No. 19 of 1999 on the Ratification of ILO Convention No. 105 Concerning the Abolition of Forced Labour. The Company's compliance with regulations on the prohibition of child labour and forced labour resulted in no incidents or findings of cases of child labour and forced labour in the Company during the reporting year.

EMPLOYEE COMPETENCY DEVELOPMENT [GRI 3-3]

The role of Human Resources is integral to the Company's business continuity. Employees, as the

Company's most vital asset, play a significant role in maintaining job stability and enhancing performance. This is particularly crucial in the current era where businesses must swiftly adapt to evolving conditions. Hence, the Company requires employees who can promptly adapt to all changes by prioritizing comprehensive employee development.

For 2023 our development and training focus on 10 key Capabilities that support the XL Strategy. The key capabilities are as follows:

1. Convergence mindset and understanding
2. Partnership, Collaboration, Creativity
3. Agility
4. Change Leadership (Transformation leader)
5. Customer Experience (CX)
6. Advance Analytic, AI/ML
7. Digital Savvy
8. Cloud Technology
9. 5G
10. Enterprise Business

COMPETENCY DEVELOPMENT COSTS

Every year the Company provides a budget which amount is determined based on needs while taking into account the Company's financial capabilities. In 2023, the Company incurred training and development program costs of Rp8,000,000,000. The cost of realizing this development increased by 4.03% from 2022 which amounted to Rp7,690,000,000. The increase in the realization of training costs is due to:

1. Change of training method from previously online to offline (refreshment)
2. Expanding training, related to digitization and convergence
3. Supporting training activities in the region
Examples: internalization of CX in Palembang and Surabaya branch offices, training convergence in Kalimantan).

DESCRIPTION	UNIT	2023	2022
Training Fee	Rp	8,314,806,611	7,690,000,000

TRAINING PROGRAM [OJK F.22, GRI 404-2]

In 2023, the number of employees who took part in the training was 1,502 employees with an average training hour of 39.38 hours per employee. The training program are consisted of the following:

THE KEY TRAINING PROGRAM PROVIDED TO EMPLOYEES WITHIN FY2023:



The following is a table of employee training programs in 2023. [GRI 404-1]

DESCRIPTION	NUMBER OF EMPLOYEES RECEIVING TRAINING (A)			TRAINING HOURS(B)	AVERAGE TRAINING HOURS EACH EMPLOYEE (C = B/A)
	M	F	TOTAL		
2023					
Overall	1,047	448	1,495	59,156.04	39.38
2022					
Overall	1,058	443	1,501	94,441.76174	63.3



EMPLOYMENT ASPECTS

EMPLOYEE PERFORMANCE
ASSESSMENT [GRI 404-3]

The performance assessment process of XL Axiata employees is carried out objectively, transparently, and minimizes bias to prevent the emergence of unfair treatment that causes discomfort and loss of trust in the workplace as well as ineffective individual development that harms both parties.

The employee performance assessment process is based on the Company's Key Performance Indicators (KPIs), which are then aligned with CEO KPIs and KPIs per Directorate, and followed by the establishment of individual employee KPIs. This

approach guarantees that the Company's KPIs are aligned with individual employees' goals. Employee individual KPI assessments are conducted twice a year or every semester, taking into consideration the mid-year performance review aspects. This ensures that management can intervene if performance issues arise at the end of the year or if results deviate from expectations.

In 2023, the number of employees who received year-end performance assessments was 1,478 employees, consisting of 1,031 male employees and 447 female employees. Here is the performance assessment of XL Axiata employees in 2023.

EMPLOYEE LEVEL	NUMBER OF EMPLOYEES ASSESSED			ASSESSMENT RESULTS AND RELEVANCE OF CAREER DEVELOPMENT		
	M	F	TOTAL	PROMOTION	MUTATION/ ROTATION	DEMOSI
2023						
Chief	7	-	7	-	-	-
Group Head	34	15	49	1	7	-
Head	125	45	170	4	15	-
Staff/Individual Contributor	865	387	1,252	11	64	-
Total	1,031	447	1,478	16	87	-

EMPLOYEE ENGAGEMENT SURVEY

XL Axiata conducts regular employee engagement surveys to evaluate the effectiveness of its human resource management practices. The 2023 employee engagement survey uses different platforms and methods than the previous year. The engagement results were very good, with a score of 83% (relatively higher compared to the Company's benchmark of similar types in Asia in 2023).

LOCAL COMMUNITY ASPECTS

The Company manages sustainable community development programs through its CSR programs. This commitment is a reflection of the Company's awareness as a business entity that has attention to sustainable development. The Company believes that business performance must be in line with a positive contribution to the development of the country. [GRI 3-3]

XL Axiata's CSR strategies and programs strive to provide practical solutions for the community to meet their needs. As such, XL Axiata conducts an assessment of the impact of operational activities on local communities. The following are the results of the assessment conducted by XL Axiata.

Impact of Operational Activities on Local Communities [OJK F.23, GRI 413-1, 413-2]

OPERATIONAL AREA	IMPACT	MITIGATION	CSR PROGRAM
Spread throughout Indonesia	The Quota Donation Movement (GDK) is a program initiated by XL Axiata to mobilize the participation of customers and the public in general to voluntarily donate their quota, which is then distributed to improve the quality of education in schools in various corners of Indonesia	In the midst of the Covid-19 pandemic, XL Axiata fully supports the policy of the Government of the Republic of Indonesia through the Ministry of Education and Culture of the Republic of Indonesia regarding the implementation of internet data quota assistance policies for students and educators at the PAUD, primary and secondary levels, students and lecturers, in supporting students and lecturers, in supporting the implementation of distance learning during the COVID-19 pandemic.	Gerakan Donasi Kuota (GDK) / Quota Donation Movement
Java Island and Medan	XL Axiata is committed to continue developing program for people with disabilities, even bigger than what is currently happening. The company wants more sectors to provide opportunities for people with disabilities to develop their potential despite their limitations.	XL Axiata through the XL Axiata Peduli program seeks to improve the digital competence of people with disabilities. For this reason, digital literacy training for the disability community was held simultaneously in Temanggung and Yogyakarta in early June 2023. The training was attended by a total of around 60 participants from Temanggung, Magelang and Yogyakarta. XL Axiata has provided internship opportunities to people with disabilities. There are 5 disabled apprentices currently working at XL Axiata's representative office in Medan. They are people with hearing, speech, visual and physical disabilities. Working since 8 May 2023 and planned until 8 August 2023, they get tasks that are not physically related.	XL Axiata Peduli Disabilitas



LOCAL COMMUNITY ASPECTS

OPERATIONAL AREA	IMPACT	MITIGATION	CSR PROGRAM
Java Island	Empowerment of women SME and creating new entrepreneurs among Islamic boarding Schools' students	Training programs on Digitalization, and utilizing IoT (on Waste Management) for Economic Empowerment of Islamic Boarding Schools	Pesantren Digital
Spread throughout Indonesia	Supporting activities to reduce the impact of climate change and supports underwater life (SDG #14 Life Below Water), as well as preventing seawater intrusion.	XL Future Leaders - SINERGI program, launch 'Preserving Mangroves in Realizing Blue Carbon' event. It is a sustainable pilot - project where university students plant mangrove trees in East Java, with a total of 300+ new trees (in first event). This activity involved 250+ participants. It is hoped that 1 mangrove tree can grow to a radius of 5-10 square meters, so this activity has the potential to create mangrove land cover of 1500 m ² to 3000 m ² .	XL Axiata Peduli - XL Future Leaders
Spread throughout Indonesia	Impact for Sisternet Beneficiaries (based on survey and interview) : > Increase 13% Business Revenue > 75% Widen Digital Marketing > Increase 30% of Productivity	Modal Pintar Competition: Indonesian Women MSME incubation program that will take part in the kick-off event, test, and 4 incubation classes. Final presentation determine 8 winners who will get capital prizes worth a total of Rp200.000.000. The mentor classes provided are Product & Market Segment Innovation Class; Business Roadmap Class; Financial Class; and Digital Marketing Class	Sisternet

The findings from the impact assessment serve as a basis for the Company to devise its CSR programs. For 2023, XL Axiata has developed six primary CSR initiatives, which are:

1. Sisternet
2. XL Axiata Future Leaders
3. Quota Donation Movement
4. Pesantren Digital
5. Laut Nusantara
6. XL Axiata Baik

BUDGET REALIZATION

During 2023, actual costs until the end of 2023 reached Rp20.73 billion. The following is a table of CSR program budget realization for 2023. [OUK F.25]

LOCAL COMMUNITY ASPECTS

TYPES OF ACTIVITIES	EVENT DESCRIPTION	SUSTAINABLE DEVELOPMENT GOALS	ACHIEVED	REALIZATION 2023	REALIZATION 2022
SISTERNET	a program to support women empowerment through technology by providing digital ecosystem for women to share and inspire in order to live in a more meaningful life		Good practices for women empowerment programs with various events and collaboration with community, banking partners, universities, government and private sectors and the launch of Sisternet new features such as Sister Point, Competition, Sister Code Referral, Writing, Tier&Mission and many more	6,334,464,371	4,794,701,172
XLFL	Student soft skills and leadership development programs to produce excellent human resources		Program beneficiaries of 447,755 people in 2023 (accumulatively)	7,346,940,234	3,088,605,849
PESANTREN DIGITAL	Training programs around digitalization are aimed at Santri & Santriwati		Program beneficiaries of 3,0003 santri and santriwati (accumulatively)	1,627,848,000	30,834,876
GERAKAN DONASI KUOTA	The quota donation program is distributed to improve the quality of education in schools in various corners of Indonesia.		Program beneficiaries of 5,000 people (accumulatively)	20,160,000	75,000,000
LAUT NUSANTARA	Application that synergizes with the Marine Research and Observation Institute (Ministry of Marine Affairs and Fisheries) and XL Axiata. The presence of this application is intended as a driver of fishermen's cultural transformation.		Program beneficiaries reach more than 124.000 fishermen in 2023 (accumulatively)	803,136,000	880,220,623



LOCAL COMMUNITY ASPECTS

TYPES OF ACTIVITIES	EVENT DESCRIPTION	SUSTAINABLE DEVELOPMENT GOALS	ACHIEVED	REALIZATION 2023	REALIZATION 2022
XL AXIATA BAIK	XL Axiata employees and partners help employees' families and surrounding communities	   	Program beneficiaries of 507 people in 2023	148,164,080	119,127,020
XL AXIATA PEDULI	Emergency response assistance programs	   	Assistance and donation for disaster and other social aid for 123,814 beneficiaries.	4,454,260,257	

XL Axiata's CSR performance for three consecutive years is as follows:

DESCRIPTION	UNIT	2023	2022	2021
Total CSR Funds Disbursed	Rp-Billion	20.73	10.41	18.98

LOCAL COMMUNITY ASPECTS

CSR PROGRAMS 2023

CSR programs carried out by the Company in 2023 for the development of local communities, were as follows:

XL FUTURE LEADERS (XLFL)

XL Axiata strives to producing exceptional human resources (HR) capable of advancing Indonesia forward. The Company prioritizes the development of students' soft skills and leadership abilities, and collaborates with various educational institutions to enhance these efforts.

The XLFL program is designed to equip Indonesia's youth with the necessary skills to mitigate future challenges, including effective communication, adaptability, and creative problem-solving. Entering a decade, the XLFL program has produced 1,310 alumni, many of whom have entered the professional world and pursued various career paths.

From October to December 2023, a total of 190 students benefited from XLFL Batch 10 Regular e-Workshop programs, as well as other workshop activities catered to non-XLFL scholarship recipients. These initiatives included elearn.id Workshops, Soft Skills & Leadership classes conducted by XLFL and UGM, and other related activities. Overall, XL Axiata Future Leaders successfully developed a total of 1.500 young leaders in 2023.

During the Covid-19 pandemic, the Regular Workshop was held online using Zoom for XLFL Batch 10 participants. There are a total of 8 classes for this Batch. This workshop class represents various cities including Jakarta, Bandung, Surabaya, Yogyakarta and Medan. Topics include leadership, communication, entrepreneurship, and others.

› **XLFL Provides Training to Andalas University Graduates**

The XL Axiata Future Leaders (XLFL) program offers training to Andalas Padang University (UNAND) graduates, primarily focused on preparing them with the essential skills needed to enter the workforce after graduation. Around 5,400 students from various faculties and departments attended the XLFL and UNAND collaboration event held at the Andalas Padang Convention Hall, with a total of 5 events throughout 2023.

The program offered includes workshops on crafting resumes and tips for facing interviews, particularly beneficial for graduating students in search of employment opportunities. Such provisions equip students with the necessary skills to apply for various job positions.

› **XLFL Holds National Conference Meeting 2023**

This year's XLFL held an offline National Deliberation event for XLFL Batch 10 participants. The event, which was held in Jakarta on 9-10 December 2023, was filled with a series of events in the form of an exhibition of AIoT solutions by XLFL participants, war games, and graduation of 90 awardee Batch 10 and closing ceremony for XL Axiata Future Leaders program. The event was attended by XL Axiata management and representatives from the Ministry of Education and Culture also attended by Mr. Dino Patti Jalal as talkshow spokesperson.



LOCAL COMMUNITY ASPECTS

LOCAL COMMUNITY ASPECTS

SISTERNET

Since its launch on 23 April 2015, Sisternet has now helped more than 500,000 women and more than 3,000 women MSMEs. In order for Sisternet to continue to improve and expand the value of benefits for Indonesian women, Sisternet works closely with various women's communities and organizations, as well as with many social activists in various regions. In addition, Sisternet also actively collaborates with a number of government agencies such as the Ministry of PPPA, Ministry of Communication and Information, Ministry of Transportation, Ministry of Villages, Development of Disadvantaged Regions and Transmigration, Ministry of Health, G20 and W20 Indonesia.

Sisternet is a digital-based women's empowerment program that aims to increase the capacity of Indonesian women, both for women business owners or women who focus on careers and education by providing a variety of smart webinars, activities, articles and application features that can be accessed for free.

The following activities and events were held throughout 2023:

- › **Kompetisi Modal Pintar Sistermet 2023**
Indonesian Women MSME incubation program that will take part in the kick-off event, test and 4 incubation classes. After the semifinal process, 26 finalists proceeded to an individual advisory session with Ms. Yasmin Wirjawan as independent commissioner of PT, XL, Axiata, Tbk and the final presentation to determine 8 winners who will get capital prizes worth a total of Rp200,000,000. The 4 mentor classes provided are:
 - Product & Market Segment Innovation Class: Creative Product Innovation in Digital Ecosystem for Hot-Selling Business with Sarita Sutedja, Co-founder of Foodizz id
 - Business Roadmap Class: Strategy to Determine Goals for Digital Transformation Roadmap Business in 2023 with Yessie

Natasia Mareti, founder @myfashionistas @yorrieatery 1st Champion of Smart Capital Competition 2021

- Financial Class: Financial Management Strategies for a Brilliant Business in the Digital Era with Roswitha Jassin MBA, C.F.P.QLP, financial planner, financial educator, womenpreneur
- Digital Marketing Class: Optimizing Digital Marketing for Viral Business in 2023 with Sylvia Surya, CEO of Kopi Soe & Co-founder of Menantea Group

› **Instagram Quiz January 2023**

One of the digital activations on social media for sisternet members by holding a social media quiz in the framework of the beginning of 2023

› **Webinar Pintar January 2023, "Abundant Business Turnover with Digital Marketing Techniques" with Dr. Dwi Purnomo, S.T.P., M.T., Founder of The Local Enablers**

The first webinar class in 2023 which aims to educate female MSME players to increase turnover by applying the right digital marketing techniques on social media in accordance with the target market and products sold.

› **February 2023 Photo Competition "Sister Bercerita"**

In order to welcome International Women's Day, Sisternet invites Indonesian women to take part in a photo competition through the sisternet application that tells personal inspirational stories that want to be shared to inspire other women.

› **Webinar Pintar February 2023 "techniques for Designing a Unique and Creative Product Branding Strategy with Symmas Phinastika Syarbini, Content Creator**

The second webinar class in 2023 which aims

to educate female MSME players to develop a comprehensive branding strategy to increase product sales.

› **IG Live Special International Women's Day, Let's Dare to Speak Up & Share on Social Media with Puty Nurul, Content Creator Parenting**

The first Digital Activation on Social Media that presents speakers to educate women not to feel shy about sharing on social media, not to worry about oversharing or overthinking.

› **International Women's Day, Accelerating Indonesian Women's Digital Equality**

An event organized for internal employees of PT XL Axiata in the framework of International Women's Day which held a talk show by presenting 3 inspirational speakers, namely:

- Yessie D. Yosetya, Director & Chief Digital Transformation & Enterprise Business Officer and Chair of G20 Empower Indonesia
- Willy Salean, HR Director of PT Unilever, Tbk.
- Coach Lika Satvarini, Chief Executive Officer of Lively Training Academy, Certified Master Trainer, Career Coach.

› **Webinar Pintar March 2023, Strategies to Get Investors to Fund Your More Advanced Business with Lailatul Himmi, Founder of Himni Academic Institute Foundation @haischool_@haischool.kids**

The third webinar class in 2023 which aims to educate women MSMEs who are ready to escalate their business level by strategizing to attract investors' attention and interest for business funding.

› **Instagram Quiz March 2023**

One of the digital activations on social media for sisternet members by holding a social media quiz in order to celebrate fasting.

› **Instagram Quiz April 2023**

One of the digital activations on social media for sisternet members by holding a social media quiz in order to celebrate Ramadan

› **IG Live "It's Okay Not To Be Okay, Sis!" with Offie Dwi Natalie, M.Psi, Psychologist and Puteri Indonesia Jambi 2019**

Digital Activation on Social Media that presents speakers to educate women to be able to grow into mentally healthy women by being able to control negative emotions within themselves into positive energy.

› **Webinar Pintar May 2023 "Becoming a Guilt-Free Parent While Doing Business" with Sheyla Taradia Habib, Founder @beeme.official**

The fourth webinar in 2023 which aims to educate women who are already mothers and have businesses at home not to feel guilty if they are faced with business or family priorities.

› **The Founder Fest Sisternet x USS Feed**

One of the big events that brought thousands of offline audiences, where Sisternet became one of the supports through Mrs. Yessie D. Yosetya as director & chief digital transformation and enterprise business officer, PT XL Axiata, Tbk, who became one of the speakers in the talk show session to voice Sisternet.

› **Instagram Quiz May 2023**

One of the digital activations on social media for sisternet members by holding a social media quiz in order to enter the month of May

› **Webinar Pintar May 2023 "Increase Your Business Turnover Only With Reels" with Minni Gunawan, S.E., DIY MSME mentor and photographer practitioner**

The fifth webinar in 2023 that aims to educate female MSME players to start escalating brands on social media and portfolios with attractive and appropriate visual images to attract attention and interest from customers and investors.

› **Instagram Quiz May 2023**

One of the digital activations on social media for sisternet members by holding a social media quiz in order to introduce the new UI/UX of the sisternet application.



LOCAL COMMUNITY ASPECTS

- › **Sisternet Cooking Class, “Mabar With Sis Ade” Gluten Free Chocolate Mille Feuille Cake**
One of sisternet’s offline activations that invited 20 lucky sisternet members to join a free cooking class with one of Sisternet’s Big Sisters.
- › **Instagram Quiz June 2023**
One of the digital activations on social media for sisternet members by holding a social media quiz.
- › **Instagram Quiz July 2023**
One of the digital activations on social media for sisternet members by holding the first social media quiz in July.
- › **Auto Product Webinar Class with Free Photo Edit Tricks with Astrid Febrina Rizal**
The sixth webinar in 2023 which aims to educate women MSMEs to be able to maximize portfolios and product photos using free photo editing applications to maximize product and store branding.
- › **Sisternet at XL Axiata Technology days 2023**
One of the go to market activities for Sisternet Fostered MSMEs where slots are provided for 2 Sisternet MSMEs to open a booth to sell their products for free in 2 days at the big technology days event organized by XL Axiata offline.
- › **Instagram Quiz July 2023**
One of the digital activations on social media for sisternet members by holding the second social media quiz in July.
- › **Instagram Quiz July 2023**
One of the digital activations on social media for sisternet members by holding a third social media quiz in July.
- › **Live IG “Mom and Her Inner Child” with Melisa Kusnadi, Momfluencer**
Digital Activation on Social Media that presents speakers to educate women on how to nurture children who please their mother’s inner child in commemoration of National Children’s Day.
- › **Instagram Quiz July 2023 National Children’s Day**
One of the digital activations on social media for sisternet members by holding the fourth social media quiz in July and in commemoration of National Children’s Day.
- › **Instagram Quiz July 2023**
One of the digital activations on social media for sisternet members by holding the fifth social media quiz in July
- › **Instagram Quiz August 2023**
One of the digital activations on social media for sisternet members by holding the first social media quiz in August.
- › **Reels Empowering Local Competition**
One of the social media activations for women who have their own business or business can tell their excitement or inspirational stories with the reels feature on Instagram.
- › **Indonesia Start Up Ecocystem Summit 2023, KemenkopUMKM x Sisternet**
One of Sisternet’s collaborative activations with KemenkopUMKM which provides access to go to market for Sisternet-fostered MSMEs in Solo for 1 full day for free.
- › **Instagram Quiz August 2023**
One of the digital activations on social media for sisternet members by holding a second social media quiz in August.
- › **Instagram Quiz September 2023**
One of the digital activations on social media for sisternet members by holding the first social media quiz in September.

LOCAL COMMUNITY ASPECTS

- › **Instagram Quiz September 2023**
One of the digital activations on social media for sisternet members by holding a second social media quiz in September in order to communicate the new features of the Sisternet application.
- › **Instagram Quiz October 2023**
One of the digital activations on social media for sisternet members by holding the first social media quiz in October.
- › **Instagram Quiz October 2023**
One of the digital activations on social media for sisternet members by holding a second social media quiz in October.
- › **Effectiveness of Capital Utilization for Sisternet x XL Axiata Peduli Women MSMEs**
Sisternet and XL Axiata care collaboration program that provides training for 27 women MSMEs in Malang City for 4 months in the period 2023-2024. In addition to the training program, online assistance and mentoring is also provided throughout November 2023 - February 2024 in collaboration with the Benih Baik Foundation and the Bloggercrony community, BCC Bloggerpreneur, ReselleRun, Mom Digipreneur and Amangtiwi Malang City.
- › **Sisternet Goes To Campus Pontianak**
One of Sisternet’s biggest offline events which brought together 2,800 female students in Pontianak with an exciting talk show and seminar on the issue of bullying in collaboration with UPT Bahasa Tanjungpura University Pontianak which presented 20 local female MSMEs in Pontianak.
- › **Instagram Quiz December 2023**
One of the digital activations on social media for sisternet members by holding the first social media quiz in December 2023.
- › **Realizing Opportunities for 1 Million Indonesian Women**
The first phase of launching new features of the sisternet application with the Ibu Hebat community. The new features launched are:
 - A new user friendly look
 - Sister Menulis: a blogging tool that contains inspirational stories by Indonesian women.
 - Referral code: a member get member code to invite friends or closest people to become part of Sisternet.
 - Poin Sister: collecting points to get various rewards from Sisternet. Rewards can be redeemed in January 2024.
 - Competition: this feature presents a variety of competitions with prizes of millions of Rupiah.
 - Tier & Mission to Daily Checkin, a loyalty program with various benefits.
 - Agenda Berbagi is a series of online and offline classes.
- › **Health Anniversary Ibu Hebat x Sisternet**
One of the offline event activations in collaboration with the Ibu Hebat community which presents 200 female participants to exercise pound fit together at XL Axiata Tower.
- › **IG Live “New Year, New Opportunity: Talking about Business Trends 2024” with Yessie Natasha**
Digital Activation on Social Media that presents speakers to educate women to get ready for business opportunities in 2024.
- › **Webinar Pintar and Live Cooking Healthy Cuisine Creation with 30 Thousand Capital**
The seventh webinar in 2023 which aims to educate women to start a healthy life with healthy dishes that are pocket-friendly and affordable. This webinar collaborated with the Ibu Hebat community which brought 200 women to the webinar.



LOCAL COMMUNITY ASPECTS

LOCAL COMMUNITY ASPECTS

QUOTA DONATION
MOVEMENT (GDK)

Quota Donation Movement (GDK) is a program initiated by XL Axiata to encourage the participation of customers and the public in general to voluntarily donate their quota, which is then distributed to improve the quality of education in schools in various corners of Indonesia.

In the midst of the Covid-19 pandemic, XL Axiata fully supports the policies of the Government of Indonesia through the Ministry of Education and Culture of the Republic of Indonesia regarding the implementation of internet data quota assistance policies for students and educators at the PAUD, elementary and secondary levels, students and lecturers, in supporting the implementation of distance learning during the COVID-19 pandemic.

Throughout 2023, the GDK program focused on donating routers and free data, benefiting more than 1,900 individuals, with an average monthly donated data quota of more than 52,000GB.

PESANTREN DIGITAL

Pesantren Digital is one of XL Axiata's commitments to support the government's program in the equal distribution and improvement of digital literacy towards the Society 5.0 era, especially in informal educational institutions such as pesantren (boarding schools). The training is intended for male and female students (Santri & Santriwati) according to the required skills, which in this case is training on Youtube Principal, Content Planning, Content Execution, Content Editing, Content Review, Optimization of YouTube Channel and YouTube On Air, introduction to Website and Website Building. This training program is in collaboration with Benihbaik.com, ngalup.co, and also TV9. Additionally, the Digital Pesantren activities also include the utilization of IoT for the economic empowerment of pesantren. An example is the cultivation of Maggots for organic waste management in several pesantren. In 2023, Digital Pesantren has benefited more than 2,600 male and female students in Indonesia.

LAUT
NUSANTARA

Laut Nusantara is an innovative technology for catching fish in the form of an Android-based application that works in collaboration with the Marine Research and Observation Center (Ministry of Marine Affairs and Fisheries) and XL Axiata. The aim of this application is to drive a cultural transformation among fishermen, from simply "searching for fish" to "catching fish," through the utilization of information technology. With this single application, fishermen can plan their fishing activities more efficiently, independently identify the nearest fishing locations, estimate fuel requirements, anticipate selling prices, and consider weather and sea conditions while working at sea.

Since its launch in 2018, the Laut Nusantara application has been downloaded more than 62,000 times with 57,213 active users, and has been socialized in more than 500 fishing villages throughout Indonesia.

Throughout 2023, Laut Nusantara focused on the development of new features and cooperation opportunities. In addition, socialisation efforts were carried out in Wakatobi, Natuna, Suak Gual (Belitung), and Bali, benefiting more than 124,000 individuals since the beginning of its operation.

XL AXIATA BAIK

XL Axiata is committed to continuously enlarging its contribution to society through useful and sustainable programs, one of which is through social sharing actions that have been carried out for years through company programs.

XL Axiata Baik is a program launched by the Company since February 2021 and carried out independently by employees and with the contribution of the company, which does not only focus on the work area but can contribute more to the country. Management also wants to create a culture of employees to care about the surrounding environment and hopes that this program can inspire and create domino effects for other good things that are beneficial, both internally and externally.

The four pillars of activities carried by XL Axiata Baik are:

- 1) Donate cash or non-cash
- 2) Healing, entertaining activities
- 3) Sharing, sharing knowledge based on employee expertise or hobbies
- 4) Environment, activities to clean the surrounding environment including places of worship

Until 2023, XL Axiata Baik has implemented the following programs:

- a. XL Axiata Baik in Luwuk, February 2023. XL Axiata also implemented the XL Axiata Baik program at SMK Negeri 1 Luwuk and Yayasan Pesantren Alkhairaat. On this occasion, employees taught to SMK Negeri 1 Luwuk which was carried out since February 2023 and monitored for 1 month until March 2023. The materials given to students at SMKN 1 include healthy internet, content writers for blogs and how to make interesting photos.
- b. XL Axiata Baik in Kalimantan, April 2023, Teaching activities, providing cash and routers were carried out at Haruniyah Pontianak High School.

- c. XL Axiata Baik was conducted at Saung Angklung Udjo, Bandung, West Java, June 2023, distributing a number of donations to the Kurnia Asih Children's Orphanage. Not only in the form of financial donations to support the needs of the orphanage, this program also held literacy on the importance of reading from an early age, to education on the variety of Sundanese culture to the orphanage children who attended. In addition, there was also an introduction to literacy and education on Sundanese cultural diversity.

- d. XL Axiata Baik Cianjur, August 2023, XL Axiata employees distributed assistance in the form of basic necessities for the Pangeran Hidayatullah social welfare institution, assistance in optimizing learning facilities, renovation assistance for Rumah Tahfidz Baitul Qur'an Al Karim, to basic food assistance for the elderly and compensation for orphans around Lampegan Station.

- e. XL Axiata Baik Citorek, September 2023, XL Axiata's Chief Human Capital Officer, Hira Kurnia led dozens of XL Axiata employees who were members of the Bikers of XL Axiata and MTXL to distribute cash assistance to the Zaenatul Muta'alimin Islamic Boarding School.

- f. XL Axiata Baik Tangerang, Banten, November 2023, XL Axiata employees conducted teaching activities at SMK Jaya Buana in addition to providing cash, wifi, learning devices and free data packages for a year.

- g. XL Axiata Baik, December 2023, XL Axiata's Chief Human Capital Officer, Hira Kurnia led dozens of XL Axiata employees who are members of the Bikers of XL Axiata and MTXL to hold a series of activities in the form of donating supporting facilities for teaching and learning activities at SLB C Yayasan Karya Bakti, to teaching activities at SLB C Nusantara Kita, Garut. In addition, the group of XL Axiata employees also provided compensation for the homeless community and the poor around the Raudhatul Faizin Mosque, Jonggol District, Bogor Regency.



PRODUCT AND CUSTOMER RESPONSIBILITIES

XL Axiata believes that quality products and services not only provide more added value to customers, but also able to increase competitiveness, which enables the Company to outperform our competitors.”



PRODUCT AND CUSTOMER RESPONSIBILITIES

PRODUCT AND CUSTOMER RESPONSIBILITIES

XL AXIATA'S COMMITMENT TO CONSUMERS

XL Axiata considers consumers to be its stakeholders, and recognizes their influence on the Company's business continuity in the future. This significant role of consumers drives XL Axiata to make utmost efforts in providing the best products and services.

XL Axiata is committed to delivering excellent service by treating all consumers equally, without any discrimination based on ethnicity, religion, race, gender, skin colour, political views, and so forth. Treating consumers with equality is a way for the Company to comply with the Consumer Protection Law. [OJK F.17]

Moreover, to offer high-quality products and services, XL Axiata consistently strives to develop products and services that align with the changing market trends and requirements by:

- › Benchmarking products, promos, prices, journeys and other benefits with other operators
- › Conducting regular customer satisfaction surveys and making improvements based on the results of these surveys
- › Conducting "market knowledge insight" to be able to get supporting information about market/consumer perceptions of products, brands, market competition and consumer purchasing power capabilities
- › Monitoring and analyzing performance to be able to make the necessary improvements or corrections. [GRI 3-3]

In addition to that, we also have the following commitments:

- › XL Axiata offers environmentally friendly and sustainable products and services
- › XL Axiata prioritizes customer privacy and uses data responsibly
- › XL AXIATA provides responsive and easily accessible customer service
- › XL AXIATA is committed to social initiatives and sustainable development

PRODUCT INNOVATION [OJK F.26]

XL Axiata holds the belief that excellent quality products and services not only offer added value to customers but also serve as a means to elevate competitiveness and gain an advantage over other industry players.

As an effort to develop products and product quality, XL Axiata undertakes the following steps:

- › Evaluation with NPS
- › Brainstorming to get new product ideas and innovations
- › Benchmarking with local and foreign operators and similar businesses
- › Keep up with technological developments and build products tailored to new technologies and market needs
- › Conducting market research with the Market Intelligence team to be able to find out updates and trends in the telco world in the community
- › Discuss internally with the IT & Network team to utilize new features, as part of the product development mission
- › Regular reviews and evaluations of existing products, to define features that can be further developed

The following were innovations carried out by XL Axiata throughout 2023, both through product innovation and work innovation to further improve the quality and efficiency of work:

- Focusing on personalized experience & pricing
- Sustainable improvement in both network and digital app quality
- Implementing digital 'self-troubleshoot' feature on apps for easier handling
- Building centralized omnichannel capabilities in customer service areas
- Monetization programs based on customer feedback
- Personalized pricing to digital touchpoints
- Building a digital ecosystem and collaborating with other brands that also prioritize digitalization.

IMPACT OF PRODUCTS/ SERVICES

[OJK F.28]

XL Axiata conducts an assessment of the potential impact of its products and services prior to their public release. This impact assessment is performed by the IT team to ensure quality control.

In assessing the impact of products/services, XL Axiata also pays attention to the safety of products and services provided to consumers by making the following efforts:

- Design and build products tailored to market needs
- Testing "quality assurance" of products and features before being sold to the market
- Build a customer journey supported by SOPs, policies and systems that support the security of customer data such as registration, activation, purchase, payment to deactivation.

XL Axiata is committed to mitigating any negative impact resulting from its operational activities through the establishment of a complaint center. The Company's sustainability performance report includes information about this complaint center in relation to product and customer responsibility aspects. Additionally, XL Axiata has taken the following measures to rectify any negative impact:

1. Respond to follow up customer complaints, for first level handling. Implement an internal escalation system for handling
2. Regular evaluations
3. Open for feedback
4. Open for discussion and compensate if it causes inconvenience to the customer

Moreover, XL Axiata ensures adherence to regulations governing customer data privacy. The Company has adopted ISO 27001 for the Information Security Management System (ISMS) and has formulated a strategy to ensure customer satisfaction through the following approaches:

1. Provide products that are safe and meet applicable standards and regulations, including compliance with ICNIRP (International Commission on Non-Ionizing Radio Protection) rules
2. Establish intensive relationships through marketing communications and direct service media with customers.
3. Provide clear product information and guarantee consumer protection of customer data privacy
4. Provide understanding to potential customers and customers about matters related to the product.
5. Realizing investment in the development of main and supporting infrastructure and implementing product development programs according to the development of information technology.
6. Provide customer service facilities and resolve all customer complaints.
7. Carry out regular customer satisfaction surveys as a means of quality improvement.

By the end of 2023, all XL Axiata products have been evaluated for safety and impact, allowing consumers to safely utilize them. Consequently, there are no incidences of noncompliance concerning the health and safety impacts of products and services. [OJK F.27, GRI 416-1, 416-2]



PRODUCT AND CUSTOMER RESPONSIBILITIES

RECALLED PRODUCTS [OJK F.29, GRI 301-1]

This sustainability report does not include any information on product recalls as there have been none as of December 2023.

CUSTOMER SERVICE

XL Axiata has identified five key elements to deliver quality customer service, which include:

1. Providing a Call center through Integrated Customer Service
2. Building Customer Experience & Service Operation Center (CE & SOC)
3. Maintaining Customer Privacy
4. Conducting customer satisfaction surveys
5. Providing appreciation to customers

1. Integrated Customer Service

XL Axiata has a designated team, the Service Management Directorate, that focuses on customer service. This Directorate includes a Customer Service Center (call center) that operates 24/7, providing customers and potential customers with a means to contact the Company for information about its products and services or to file complaints. The Customer Service Center handles all incoming calls and ensures that customers' concerns are addressed promptly with effective solutions.

XL Axiata Customer Service Center (call center) provides integrated customer service by providing various customer service channels, such as:



ready to respond to customer needs 24 hours a day, 7 days a week.
5 Call Center touch points:
› 817 via Nomor XL (Customer Regular)
› (021) 57959817 via Nomor Non XL
› 818 via Nomor XL (Customer Prioritas)
› 820 via Nomor XL (Customer Home)
› 08170123442 via Nomor non XL (Customer Home)



12 customer messaging service and contact customer service through digital touch points:
› Livechat via MyXL App
› Livechat Prioritas via MyXL Prioritas apps
› Livechat via web xl.co.id
› Social Media via Facebook (@myxlcare)
› Correspondence via email Customerservice@xl.co.id
› Livechat via Axisnet App
› Livechat via Axis web axis.co.id
› Livechat via MyXL Home App
› Social media via Facebook @Xlhomeid (XL Satu)
› Correspondence via email to xlhomecs@xl.co.id (XL Satu)
› Messenger via Whatsapp 08170010820 (XL Satu)
› Livechat via web xlaxiata.co.id



Visit to 96 XL Centers spread throughout Indonesia.



Handling of customer complaints is carried out in accordance with the Standard Operation Procedure for Handling Customer Service Complaints based on the Company's Customer Priorities.

2. Customer Experience & Service Operation Center (CE & SOC)

XL Axiata has established a Customer Experience & Service Operation Center (CE & SOC) to enhance customers' positive experience. Through CE & SOC, XL Axiata ensures customers receive the best possible experience when resolving issues, as it closely monitors the quality of service provided in addressing customer concerns.

NO	CE & SOC FUNCTION	ADVANTAGES OF CE & SOC
1.	Become an integrated service quality monitoring center. For this reason, the Company developed an integrated monitoring room for 4 NOCs (Network Operation Centers), namely: Telco Network, IT Infrastructure, IT apps, and Billing.	Built with network elements consisting of hundreds of thousands of alarms powered by machines, rather than manually, thus successfully increasing the speed and accuracy of services.
2.	Facilitate coordination in overcoming potential problems related to network performance and service quality.	Can anticipate future needs, especially regarding network development plans and the adoption of the latest technology.
3.	Memantau dinamika layanan, termasuk penggunaan fasilitas layanan oleh pelanggan.	



PRODUCT AND CUSTOMER RESPONSIBILITIES

To measure Customer Service (CS) performance, XL Axiata takes measurements using criteria set by the KOMINFO Standards as shown in the following table:

SERVICE PERFORMANCE	PARAMETER	KOMINFO STANDARDS	2023*	2022	2021
Customer Complaint Handling Standards	Percentage of customer complaint management	>95%	98.99%	99.41	99.55
Standard Service Interruption Report	Number of service interruption reports per 1000 customers	<20	0.6	0.6	1.0

*) For 2023, it has not been validated by the Ministry of Communication and Information Technology (Kominfo)

As per the table provided, XL Axiata responded to 98.99% of general customer complaints, a slight decrease from 99.41% in 2022. Nonetheless, this demonstrates the Company's ongoing dedication to addressing customer issues effectively. Furthermore, the number of service disruption reports per 1,000 customers in 2023 remained the same as in 2022 at 0.6. [OJK F.24]

Furthermore, XL Axiata also monitors public complaints report to improve its service.

In addition, XL Axiata also monitors public complaint reports to improve services.

REPORT STATUS	2023		2022		2021	
	TOTAL	PERCENTAGE	TOTAL	PERCENTAGE	TOTAL	PERCENTAGE
Resolved	1,181,139	99.93 %	1,808,086	100.00 %	2,673,700	100.00 %
In Process	882	0.07 %	0	0 %	0	0 %
Unresolved	0	0	0	0	0	0
Total	1,182,021	100.00 %	1,808,086	100.00 %	2,673,700	100.00 %

Public Complaint Reports based on complaint mechanism

REPORT MECHANISM	2023		2022		2021	
	TOTAL	PERCENTAGE	TOTAL	PERCENTAGE	TOTAL	PERCENTAGE
WBS	N/A	N/A	N/A	N/A	N/A	N/A
Email	274,835	23.25 %	281,204	15.55 %	294,887	11.03 %
Telepon (hotline), digital, walk in	907,186	76.75 %	1,526,882	84.45 %	2,378,813	88.97 %
Total	1,182,021	100.00 %	1,808,086	100.00 %	2,673,700	100.00 %

PRODUCT AND CUSTOMER RESPONSIBILITIES

Total Complaints based on Complaint Topic

COMPLAINT TOPIC	RESOLVED		IN PROCESS		UNRESOLVED		TOTAL
	TOTAL	%	TOTAL	%	TOTAL	%	
Mobile Internet	328,609	99.94 %	213	0.06 %	0	0	328,822
Charging	183,620	99.81 %	355	0.19 %	0	0	183,975
Registration	138,767	99.92 %	112	0.08 %	0	0	138,879
Others	530,143	99.96 %	202	0.04 %	0	0	530,345
Total	1,181,139	99.93 %	882	0.07 %	0	0	1,182,021

3. Customer Privacy

XL Axiata upholds customer data privacy and security by implementing the ISO 27001 standard for the Information Security Management System (ISMS). This certification attests to the Company's capability to plan, manage, evaluate, and enhance measures to safeguard customer data and information. XL Axiata's commitment to complying with customer privacy regulations has yielded positive outcomes, with no complaints reported regarding customer privacy violations.

4. Customer Satisfaction Survey [OJK F.30]

To determine customer satisfaction levels with the products and services offered as well as feedback for improvement, the Company regularly organizes customer satisfaction surveys. These surveys are conducted by collecting information on product quality, identifying factors driving customer satisfaction, and customer experience through the Net Promoter Survey (NPS) conducted every month to measure customer experience and customer perceptions of the XL Axiata brand.

The TNPS performance in 2023 achieved commendable results, where XL AXIATA's NPS surpassed the Global Telco Benchmark NPS (Source: Kantar & Medallia) with a TNPS increase of 35% (Q4'22 vs Q4'23). This is the standard for the company that aims to focus on the customer, which will have a positive impact on the company's sustainability.

5. Customer Appreciation

In establishing good relationships and communication with consumers/customers, XL Axiata organizes an appreciation program for customer loyalty. During 2023, the activities held by XL Axiata for customer appreciation are as follows:

- XL Axiata reinforces its commitment to prioritize customer satisfaction through several established programs. Firstly, by introducing Customer Experience (CX) Initiatives aimed at providing the best digital telecommunications service experience in Indonesia. Secondly, by fostering a culture that consistently prioritizes customer satisfaction. Thirdly, by presenting special offers as a token of appreciation on Customer Day. Fourthly, by offering direct service from the board of directors and representatives at various XL Center outlets.

XL Axiata is committed to delivering the best possible digital experience to customers by implementing various Customer Experience (CX) initiatives. These initiatives include collecting real-time feedback from customers through the Net Promoter Score, which measures customer loyalty, and soliciting feedback to develop innovative solutions that address customer needs.



PRODUCT AND CUSTOMER RESPONSIBILITIES

XL Axiata leverages customer feedback to fuel its innovation efforts aimed at enhancing customer satisfaction and experience. The outcome of this innovation drive is evident in the myXL and AXISNet applications, which offer customers practical solutions such as a quick fix for network problems and an easy-to-use feature for finding internet packages that align with their preferences. XL PRIORITAS customers can also lock bills for services they do not require, while AXIS customers can protect their credit through the credit lock feature. These features are a concrete reflection of XL Axiata's execution of Customer Experience (CX).

XL Axiata has introduced "Xcel from the Heart" as a pledge and assurance to its customers, which also reflects the company's goal of becoming the leading convergence operator in Indonesia. "Xcel from the Heart" is a tangible expression of XL Axiata's vision, and it requires every employee to be transparent, compassionate, grateful for all feedback, and attentive to their duties. This commitment implies that XL Axiata will persist in innovating to deliver the finest service.

During Customer Day, several Directors and management representatives from XL Axiata visited various XL Center outlets to greet customers and provide both in-person and virtual services to families. At XL Center Ciputra World Jakarta, the Director and Chief Commercial Officer of XL Axiata, David Arcelus Oses, was accompanied by

Junius Khoestadi, the Group Head of Indirect Channel Management, Retno Wulan, the Group Head of Customer Contact Center, and Muhamad Novan Adilandy, the Group Head of Direct Channel Management. XL Axiata management representatives also visited other XL Center outlets besides Jakarta to serve customers directly

- On National Customer Day, the Premium team grants a quota bonus reward that can be redeemed in the application.
- Gifts/Merchandise given to Priority customers who visit XL Center during National Customer Day.
- Package price discounts to customers on special days (example: XL Birthday, Ramadhan Program, and End of Year).
- Celebrating 27 years of XL Axiata's work for Indonesia #JadiLebihBaik, XL Axiata spreads various bonuses and promos for all loyal customer segments. This special program applies to XL Prepaid, XL PRIORITAS, AXIS, XL SATU Fiber, and XL Axiata Business Solutions services. Customers can get attractive promos and bonuses during October 2023 through myXL application, AXISNet, and sales channels such as Tokopedia, Shopee, blibli, Dana, OVO, Grab, Gojek and Gopay.

Below is a selection of 27th anniversary promos that customers can choose from:

PRODUCT AND CUSTOMER RESPONSIBILITIES




PROMO XL PRABAYAR

For XL prepaid customers, there are several attractive XL Axiata birthday promos available in the form of :

Data package promo on myXL app (October 8 - 10):

- Special Anniversary Package 2.7GB valid for 27 hours + choice of MAP/Tokopedia/GoFood/MCD vouchers starting from Rp2,700, 1x purchase/customer
- Get up to 2.7GB bonus valid for 27 hours by purchasing the package on myXL Special For You with minimum Rp27,000 for selected customers
- Special Happy Hour Quota starting from Rp1,000s
- Social Media & Streaming Quota Flash Sale

Data package promotions on online sales channels such as Tokopedia, shopee, blibli, Gojek-Gopay, OVO, Grab, Dana (October 6 - 8).

- Xtra Combo Flex XL 15GB + up to 30GB area quota and flex bonus for 93k discounted to 85k
- Xtra Combo Flex XL 60GB + up to 120GB area quota and flex bonus for 156k discounted to 129k

For those who don't have an XL number yet, also get the following XL starter pack and eSIM promos:

- Purchase eSIM through xl.co.id website get 27% Gopay cashback up to 27k (October 8 - 10)
- 27% discount for starter packs at XL official stores Tokopedia, Shopee, and Blibli from (October 3 - 15)



PRODUCT AND CUSTOMER RESPONSIBILITIES

**PROMO AXIS**

For AXIS services, here are the birthday promo options that AXIS customers can choose from:

- › Teng-go Youtube Package 7 Hours, Special Price of Rp 2,700 for the first 8,000 transactions on the AXISNET app on October 8.
- › Warnet Unlimited 7Jam, Special Price of Rp 2,700 for the first 8,000 transactions on the AXISNET app on October 8th
- › Buy packages with main quota (Bronet, Suka-Suka, OWSEM min 7hr) on AXISNET and use promo code ULTAHXLAXIS27, get 2.7GB Tiktok Quota Bonus valid for 27 hours, limited to first 8,000 transactions on October 8.
- › Up to 2.7GB bonus valid for 27 hours by purchasing a package on the AXISNET Hanya Untukmu app with a minimum of Rp 27,000 for selected customers from October 8 - 10

Data package promotions on online sales channels such as Tokopedia, shopee, blibli, Gojek-Gopay, OVO, Grab, Dana (October 6 - 8).

- › AXIS Bronet 24 Hours 5GB 60 days for 54,900 discounted to 46,900

For those who don't have an AXIS number yet, also get the following AXIS starter pack and eSIM promos:

- › Purchase eSIM via axis.co.id website get 27% Gopay cashback up to 27k (October 8 - 10)

**PROMO XL SATU**

In celebration of XL Axiata's 27th anniversary, XL SATU is offering a special VALUE package promo for new XL SATU customers.

By subscribing via satu.xl.co.id 259k per month (discounted from the normal price of 304k per month), customers will get:

- › Unlimited super-fast home WiFi up to 75Mbps (bonus speed booster from normal speed up to 30Mbps) for the first 6 months
- › Shared HP quota for XL and PRIORITAS number users of 8GB
- › Free installation fee
- › This promo is valid from October 8, 2023 to October 31, 2023.

Also enjoy the Pay Direct Extra Profit promo for a discount of 281k in selected cities, where customers pay 3 months in advance to subscribe to XL SATU Fiber for 4 months. Other Pay Direct Extra Profit promo packages are also available. For more information, contact our Customer Service at 820 (XL number) and 08170123442 (all operators).

PRODUCT AND CUSTOMER RESPONSIBILITIES

**PROMO XL PRIORITAS**

Celebrating XL Axiata's 27th anniversary, XL PRIORITAS provides various special promos that can be enjoyed by customers:

- › Special on October 8, 2023, there is an 8GB Youtube Quota Bonus for 3 days that can be claimed by all XL PRIORITAS customers through myXL application.
- › Enjoy Upgrade Plan Discount up to 30% for 6 months + Extra Quota 8GB for 30 days, special for customers who upgrade their plan on myXL app from October 8-15, 2023.
- › For new customers, Get Exclusive Merchandise by registering PRIORITAS starting from Gold plan and above on October 8-15, 2023. Registration can be done at XL Center, website prioritas.xl.co.id, via whatsapp XL PRIORITAS 0818-800-055, or XL PRIORITAS official store at Shopee and Tokopedia.
- › For selected customers, enjoy 2-day 3GB Youtube Quota Bonus by purchasing PRIO Booster on myXL Special for You app on October 8, 2023.

**PROMO XL AXIATA BUSINESS SOLUTIONS**

XL Axiata Business Solutions, a part of XL Axiata that focuses on providing integrated ICT solutions for corporations and SMEs, also offers a special XL Axiata anniversary promo for customers.

- › Rp 27 million discount for the purchase of 27TB Digital Reward until October 31, 2023.
- › Get the opportunity to get a free 27 extender for the purchase of XL SATU BIZ Bundling Open WiFi until October 31, 2023.



SUSTAINABLE GOVERNANCE

XL Axiata is committed to implementing Good Corporate Governance (GCG) consistently and with quality in every aspect of the Company's operational business activities. The implementation of GCG practices helps XL Axiata in detecting potential business risks and taking mitigation measures, as well as ensuring the Company's prudent management.



COMMITMENT TO IMPLEMENTING SUSTAINABLE GOVERNANCE

XL Axiata's sustainability targets can be realized by being driven by sustainable governance that prioritizes GCG principles and sustainability principles, allowing XL Axiata to practice responsible corporate management

To achieve sustainability, businesses require governance that guides them toward responsible business practices. As such, XL Axiata is committed to implementing sustainable governance practices in accordance with GCG principles (transparency, accountability, responsibility, independence, equality, and fairness), as well as paying attention to various aspects such as economy, environment, social, and governance.

Transparent, accountable, responsible, independent, equal, and fair governance is one component of improving the Company's reputation and credibility among stakeholders. This sustainable governance practice is expected to ensure business sustainability that has a positive impact on the Company while adding value to the business, social, and environmental pace.

The Company believes that transparent sustainable governance practices will result in measurable performance, allowing it to meet its sustainability targets. Furthermore, investors will consider sustainable governance practices when making investment decisions.

BASIC IMPLEMENTATION OF SUSTAINABLE GOVERNANCE

As a Public Company, the implementation of sustainable governance within the Company is based on Law of the Republic of Indonesia No. 40 of 2007 on Limited Liability Companies and its implementing regulations as well as Law of the Republic of Indonesia No. 8 of 1995 on Capital Market, OJK Regulation No. 51/POJK.03/2017 on the Application of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies, and SEOJK No. 16/ SEOJK.04/2021 on the Formats and Contents of the Issuers or Public Companies Annual Report.

There were no violations in the social, economic, and financial fields as a result of the Company's prudence in conducting its business in accordance with applicable laws and regulations during the reporting year. [\[GRI 2-27, 419-1\]](#)

APPLICATION OF GCG PRINCIPLES AT XL AXIATA

XL Axiata applies GCG principles in the company management. The following is the implementation of GCG within the company:

COMMITMENT TO IMPLEMENTING SUSTAINABLE GOVERNANCE

ETHICAL CONDUCT

In making decisions, XL Axiata always avoids conflicts of interest and any corporate action that contains conflicts of interest must be carried out in accordance with applicable regulations. XL Axiata always treats all shareholders and other stakeholders equally and each organ of the Company carries out its duties and responsibilities independently.

ACCOUNTABLE

XL Axiata applies accountable principles by clarifying the scope of duties, authorities, and responsibilities of each organ of the Company, allowing the company's management to be held accountable based on the duties and authorities of each organ.

TRANSPARENCY

XL Axiata applies the principle of transparency in company management by providing information to stakeholders via various channels, including digital channels. The Company presently distributes various reports, announcements, and other materials not only through newspapers, but also through digital technology such as websites, which stakeholders can access at any time and from any location.

XL Axiata believes that digitalization is part of efforts to increase transparency while also accelerating business growth, improving efficiency and quality, and protecting the environment.

SUSTAINABILITY

XL Axiata is dedicated to upholding the principles of Environmental, Social, and Corporate Governance in all aspects of its operations. With a strong focus on sustainability and responsible business practices, XL Axiata strives to create a positive impact on the environment and society, while maintaining high corporate governance standards, reflecting the Company's dedication to long-term value creation and ethical business conduct.

DIGITALIZATION

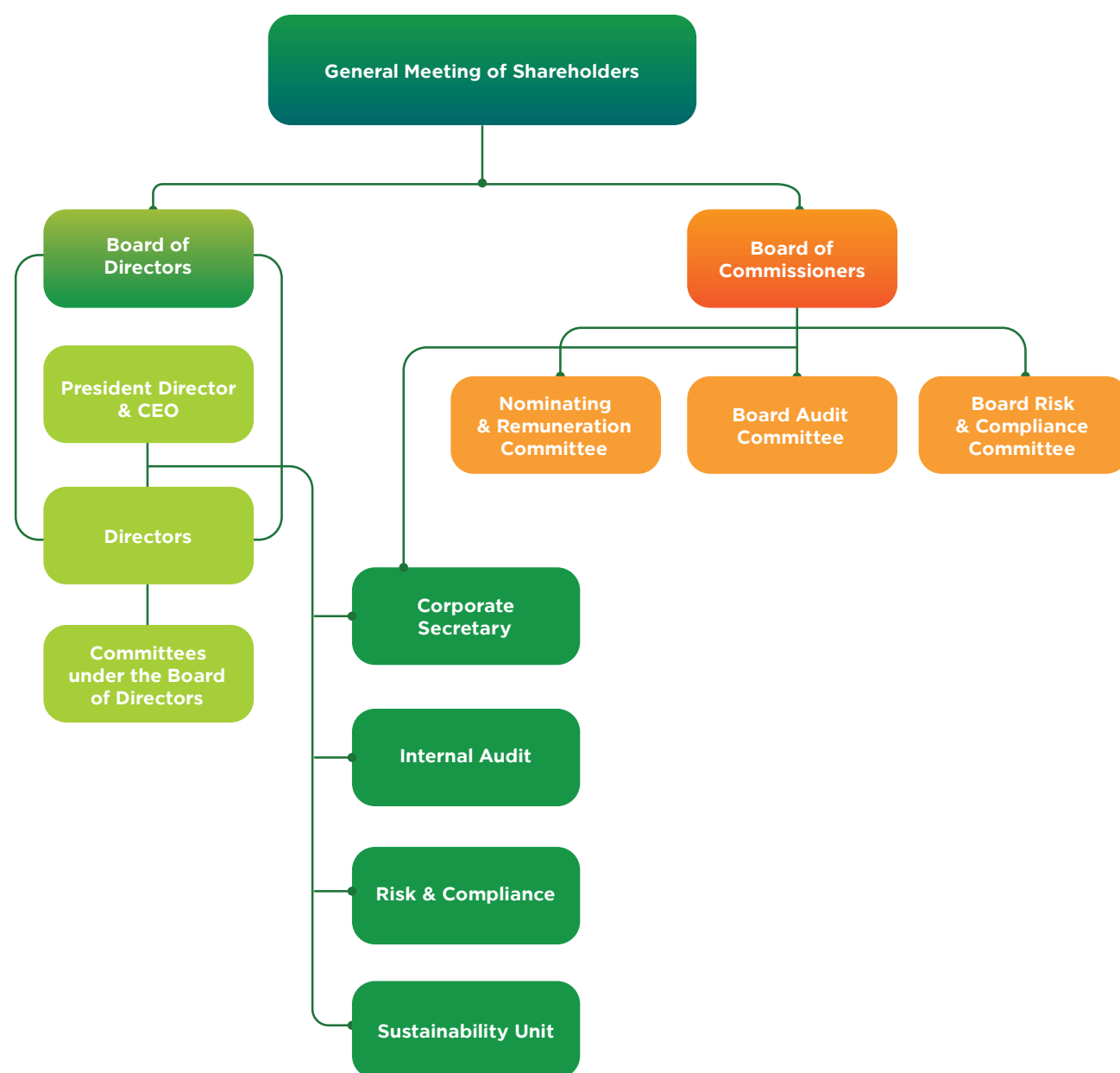
The Company is of the opinion that digitalization will enhance business growth, improve the efficiency of its current processes, and maintain consistency and quality. It will also enable the organization and its Board Members to evolve and adjust to the ongoing wave of business model disruptions by beginning with the modification of its internal governance techniques, Board leadership, structure, and processes.





STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [OJK E.1, GRI 2-9]

XL Axiata has a GCG structure that is prepared based on the functions, authorities, and responsibilities of each organ in accordance with Law No. 40 of 2007, related to OJK Regulations, and the Articles of Association. XL Axiata's GCG structure is broadly divided into Main Organs and Supporting Organs as follows:



STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [OJK E.1, GRI 2-9]

GENERAL MEETING OF SHAREHOLDERS

The General Meeting of Shareholders (GMS) is an organ of the Company with authority not granted to the Board of Directors or the Board of Commissioners within the limits specified in the Articles of Association and applicable laws and regulations.

GMS is a forum for Shareholders to exercise their rights, exercise authority, express opinions, vote and request information related to strategic decision making or management of XL Axiata. There are two types of GMS at XL Axiata, namely Annual GMS and Extraordinary GMS.

In 2023, XL Axiata held an Annual GMS on 5 May 2023. Complete information regarding the GMS Resolution in 2023 is presented seen in the Annual Report which is published separately but still in one unit.

BOARD OF COMMISSIONERS

The Board of Commissioners is tasked with supervising the Board of Directors in accordance with the Articles of Association. The Board of Commissioners may also advise the Board of Directors and request reports related to the company, review, sign, and ratify annual reports. Another important duty is to ensure and evaluate the implementation of GCG within the Company, assess audit reports, and provide opinions on the implementation of risk management.

In relation to shareholders, the Board of Commissioners has a role to safeguard the interests of shareholders, so as to provide suggestions to shareholders regarding important issues faced by XL Axiata. In carrying out its duties, the Board of Commissioners is assisted by:

1. Board Audit Committee
2. Nominating and Remuneration Committee
3. Board Risk and Compliance Committee

BOARD OF DIRECTORS

The Board of Directors of XL Axiata consists of 6 (six) members led by a President Director who is responsible for coordinating the activities of the Board of Directors. The duty of the Board of Directors is to carry out the day-to-day management of the Company and represent XL Axiata inside and outside the court in accordance with the provisions of the Articles of Association. The important role of the Board of Directors is to make decisions related to sustainability, including impact management in social, economic, environmental aspects and climate change issues. In the management of the Company, the Board of Directors is assisted by the following organs:

1. Information Technology Committee
2. Risk Management and Business Continuity Committee
3. Human Capital Committee
4. Gifts, Donations and Sponsorships Committee
5. Ethics and Integrity Committee
6. Corporate Secretary
7. Internal Audit
8. Risk & Compliance

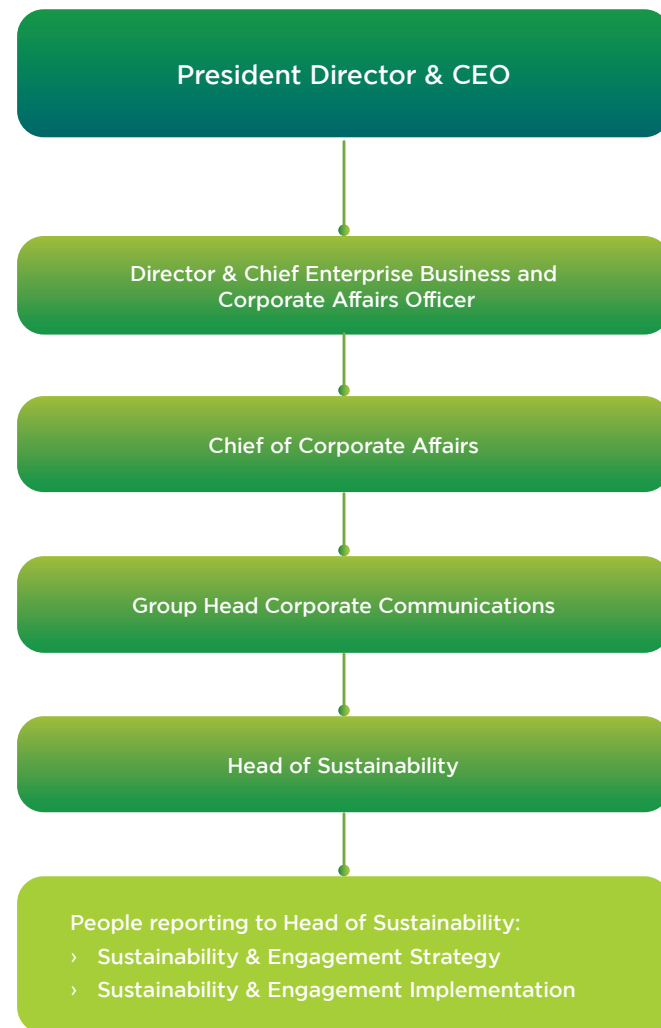
SUSTAINABILITY UNIT [OJK E.1, GRI 2-11]

The implementation of sustainability into the Company's business operations is part of the responsibility of all work units under the supervision of the Board of Commissioners and Directors through the unit responsible for sustainability, which ensures that the implementation of sustainability is carried out properly. As such, XL Axiata has established a Sustainability team within the Corporate Communication Department.



STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [OJK E.1, GRI 2-9]

SUSTAINABILITY UNIT STRUCTURE



The Head of the Sustainability Program is the Chief Corporate Affairs, responsible for the Group Head of Corporate Communication and Head of Sustainability.

STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [OJK E.1, GRI 2-9]

XL AXIATA'S GOVERNANCE BODY COMPOSITION [GRI 2-9]

The composition of XL Axiata's governance bodies throughout 2023 is as follows:

NAME	POSITION	PERIOD	TERM OF OFFICE	BASIS OF APPOINTMENT
BOARD OF COMMISSIONERS				
Dr. Muhamad Chatib Basri	President Commissioner	2019-2024	2nd Period	He was first appointed as President Commissioner at the Extraordinary General Meeting of Shareholders (EGMS) on 29 September 2016, and then reappointed at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
Vivek Sood	Commissioner	2019-2024	2nd Period	He was first appointed as Commissioner of the Company during the Annual General Meeting of Shareholders (AGMS) on 31 March 2017. Reappointed for a second term as Commissioner at the AGMS on 29 April 2019.
Dr. Hans Wijayasuriya	Commissioner	2020-2024	1st Period	Appointed as Commissioner during the Annual General Meeting of Shareholders on 18 May 2020
Dr. David R. Dean*	Commissioner	2019-2024	3rd Period	Appointed as Independent Commissioner and served from 2016 to 2018. Then appointed as Commissioner at the Annual General Meeting of Shareholders (AGMS) on 9 March 2018, and reappointed at the AGMS on 29 April 2019.
Yasmin Stamboel Wirjawan	Independent Commissioner	2019-2024	3rd Period	Appointed as Independent Commissioner at the Annual General Meeting of Shareholders (AGMS) on 14 April 2011. Reappointed for the second term at the AGMS on 22 April 2014, and for the third term at the AGMS on 29 April 2019.
Julianto Sidarto	Independent Commissioner	2019-2024	2nd Period	Appointed as Independent Commissioner of the Company through the Annual General Meeting of Shareholders on 9 March 2018, and reappointed for the second term at the Annual GMS on 29 April 2019.
Muliadi Rahardja	Independent Commissioner	2019-2024	2nd Period	He was first appointed as Independent Commissioner of the Company at the Extraordinary General Meeting of Shareholders (EGMS) on 15 August 2017, and reappointed for the second term at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.

*Effectively resigned as of 24 December 2023



STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [OJK E.1, GRI 2-9]

NAME	POSITION	PERIOD	TERM OF OFFICE	BASIS OF APPOINTMENT
DIREKSI				
Dian Siswarini	President Director & Chief Executive Officer (CEO)	2019-2024	2nd Period	She was first appointed as President Director of the Company at the Annual General Meeting of Shareholders (AGMS) on 1 April 2015, and reappointed for a second term at the AGMS on 29 April 2019.
David Arcelus Oses	Director & Chief Commercial Officer - Consumer (CCO - Consumer)	2019-2024	1st Period	He was appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 18 May 2020.
Abhijit Jayant Navalekar	Director & Chief Commercial Officer - Home & Convergence (CCO - Home & Convergence)	2019-2024	2nd Period	He was first appointed as Director of the Company during the Extraordinary General Meeting of Shareholders (EGMS) on 15 August 2017. He was reappointed during the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
Yessie Dianty Yosetya	Director & Chief Enterprise Business & Corporate Affairs Officer	2019-2024	2nd Period	Appointed as Independent Director of the Company at the Extraordinary General Meeting of Shareholders (EGMS) on 10 March 2016. He was appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
I Gede Darmayusa	Director & Chief Technology Officer (CTO)	2020-2024	1st Period	Appointed as Director at the Extraordinary General Meeting of Shareholders (EGMS) on 27 October 2020.
Feiruz Ikhwan	Director & Chief Finance Officer	2020-2024	1st Period	Appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 5 May 2023.
SUSTAINABILITY UNIT				
Marwan O. Baasir	Chief Corporate Affairs	24 November 2020 - present	-	Decree of BOD No. 47/20 dated 24 November 2020
Reza Zahid Mirza	Group Head Corporate Communication	15 October 2023 - present	-	Employee Appointment Announcement No. 37/2023
Vacant	Head of Sustainability	-	-	-

NOMINATION AND SELECTION OF GOVERNANCE [GRI 2-10]

XL Axiata which is regulated in the Senior Executive Nomination Policy. Candidates for members of the Board of Commissioners proposed by Shareholders and/or Minority Shareholders are submitted to XL Axiata's Nominating and Remuneration Committee through the Corporate Secretary.

Furthermore, the Nominating and Remuneration Committee examines nomination proposals in the Nominating and Remuneration Committee Meeting to ensure that the requirements, qualifications and background of candidates are met for submission to the GMS for approval.

The requirements and qualifications of members of the Board of Commissioners of XL Axiata refer to POJK No. 33/POJK.04/2014 and the needs of the Company including the diversity of expertise and the number of compositions of the Board of Commissioners.

In terms of Board of Directors nominations, XL Axiata has a Succession Policy that aims to maintain the continuity of the regeneration process or leadership regeneration in the Company in order to maintain business sustainability and the Company's long-term goals.

XL Axiata's Board of Directors Succession Policy stipulates that candidate will receive a series of work-related self-development and personal development through training or through a teamwork system to solve certain problems.

The Company's Nominating and Remuneration Committee plays an important role in nominating Director candidates. A Director can also appoint XL internal employees as his successor, including internal employees who are included in the XL Axiata Talent Pool. Candidates for Director succession will also be reviewed periodically through an internal panel system as well as an assessment by an independent third party to assess their competence.

The appointment of a director candidate will refer to the procedures and provisions contained in the Nomination Policy by taking into account the provisions of the applicable laws and regulations regarding the appointment of a director.

For the appointment of the Head of the Unit in Charge of Sustainability, XL Axiata refers to the appointment procedure through the recruitment process for the position of Head of Sustainability.



DUTIES AND RESPONSIBILITIES OF THE GOVERNANCE BODY OF XL AXIATA [GRI 2-12, 2-13, 2-14]

As the governance body, the Board of Commissioners and Board of Directors set the company's direction through sustainability policies, strategies, and goals in social, economic, and environmental topics, including climate change issues. This direction is embodied in XL Axiata's policies and strategies.

The Board of Commissioners and Board of Directors also identifies and evaluates the impact of sustainability and climate change aspects, in consultation with stakeholders such as shareholders, regulators, the community and other parties. This consultation can be in the form of face-to-face meetings, online meetings, or through reports received. The frequency of meetings or reports is adjusted to the needs. These inputs are taken into consideration by the Board of Directors in making decisions on the management of the Company. [OJK 2-12, 2-26]

The duties and responsibilities of XL Axiata's Head of Sustainability in implementing sustainability are as follows:

1. Improved Sustainability Monitoring
2. Strategize Sustainability initiatives and measure their impact
3. Ensure stakeholder measurement as key to monitoring sustainability achievement

In its implementation, the Board of Commissioners and Board of Directors delegate responsibility for

managing sustainability impacts to the Head of Sustainability, who is directly supervised by the Group Head of Corporate Communication, and reports to the Chief of Corporate Affairs. [OJK 2-13]

The following are the duties and responsibilities of the Sustainability Engagement Strategy in managing sustainability impacts within XL Axiata:

1. Strategize Sustainability initiatives and measure their impact
2. Collect and verify data for the Sustainability Report
3. Playing an active role in the work on the Sustainability Index Survey
4. Coordinate the implementation of events, communication campaigns, and comprehensive programs related to Sustainability

The highest governing body also reviews ESG performance reporting every quarter to ensure accuracy and consistency of data. The data reported in each quarter will be consolidated so that a final review of ESG performance data for the full-year can be conducted. Additionally, the highest governing body also put into considerations external factors, such as carbon taxation, and other issues then identified its potential impacts to XL Axiata for further mitigation.

COMMUNICATION OF KEY ISSUES [GRI 2-16]

To overcome important issues that arise in the implementation of sustainability within the Company, XL Axiata has a clear procedure in submitting these issues to be discussed in Board of Directors meetings, as well as Board of Commissioners meetings and joint meetings. Stakeholders or the community can convey these issues through the

Speak Up program for internal and Call Center for external. Incoming issues or reports will be followed up by the team related to the escalation system and then brought to Board of Directors meetings, Board of Commissioners meetings and joint meetings to be discussed and followed up.

CONFLICT OF INTEREST MANAGEMENT [GRI 2-15]



In an effort to uphold integrity, XL Axiata establishes conflict of interest management which is monitored by the Corporate Secretary. The management of this conflict of interest is carried out to maintain independence over decision-making carried out by the Supreme Governance Body and other Corporate Organs.

As stipulated in the Limited Liability Company Law and XL Axiata's Articles of Association, parties who have a conflict of interest are required to provide a statement and cannot participate in discussions and/or decision making.

To avoid transactions that have the potential to cause conflicts of interest, XL Axiata applies OJK Regulation No. 42/POJK.04/2020 on Affiliate Transactions and Conflict of Interest. Since mid-2021, the Company has carried out socialization about this matter to internal units that often conduct transactions. As part of assisting these units, the Company has also prepared Standard Operating Procedures (SOPs) for Affiliate Transaction Capital Market Reports.

In addition, XL Axiata also has ethical and behavioural standards that must be obeyed by every XL Axiata employee in carrying out their daily duties, including in business relations with colleagues, customers and other partners. This standard of conduct is outlined in the Code of Conduct which aims not only to maintain the trust of stakeholders, but also to provide an honest and ethical work environment, for the comfort of employees. The determination of this Code of Conduct has been approved by the Board of Commissioners and Board of Directors, and its implementation is under the supervision of the Board of Directors.



PERFORMANCE ASSESSMENTS OF THE GOVERNANCE BODY [GRI 2-18]

To improve the performance of the Governance Body, XL Axiata evaluates their performance. The following is the performance assessment mechanism for each XL Axiata Governance Body:

PERFORMANCE ASSESSMENT OF THE BOARD OF COMMISSIONERS

The Board of Commissioners has 2 (two) assessment mechanisms, namely through the General Meeting of Shareholders and self-assessment. The performance assessment of the Board of Commissioners through the General Meeting of Shareholders is carried out in the financial year collegially in the Annual General Meeting of Shareholders. The General Meeting of Shareholders further granted full repayment and release of responsibility (acquit et decharge) to the Board of Commissioners of XL Axiata for Supervision during the Reporting Year.

PERFORMANCE ASSESSMENT OF THE BOARD OF DIRECTORS

The performance assessment of the Board of Directors is carried out through 2 (two) assessment mechanisms, namely assessment by the Nominating and Remuneration Committee and self-assessment. The assessment of the performance of each member of the Board of Directors is carried out by the Nominating and Remuneration Committee based on the achievement of Key Performance Indicators (KPI) with the Company's achievements and certain targets (if any). Collegially, the performance of the Board of Directors is reported in the GMS. The GMS then provides full repayment and release of responsibility (acquit et decharge) to the Board of Directors for the management of the company during the Financial Year.

INDEPENDENT ASSESSMENT OF THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

The Company conducted an independent assessment on the Board of Commissioners and Board of Directors in 2023, which includes Board

Effectiveness, peer-to peer assessment and Cross-Board Assessments. This assessment includes understanding the roles, duties and responsibilities as well as evaluating the Company's Good Corporate Governance ("GCG"). The result of this assessment will be taken into account as recommendation for the Company's GCG improvement as well as one of the considerations for the Board of Commissioner and the Board of Directors to be reappointed.

- 1. Assessor**
The Nominating and Remuneration Committee conducted a self-assessment of the Board of Commissioners.
- 2. Assessment Method**
The assessment method was conducted with a quantitative approach through data collection techniques by distributing questionnaires containing questions or statements that must be answered by each member of the Board of Commissioners, the Committees under the Board of Commissioners, and by each member of the Board of Directors as part of the cross-board assessments.

The assessment criteria for the performance evaluation of the Board of Commissioners include Integrity, Leadership skills: Team player/ Communicator, Analytical: Analyse and Interpret Information, Specialist Skills and Knowledge, and Thinker - Open-minded/Strategic.

- 3. Results of Assessment**
The Board of Commissioners as an organ of the Company has carried out its duties and responsibilities in accordance with prevailing regulations and relevant standards.

ASSESSMENT OF THE HEAD OF THE UNIT IN CHARGE OF SUSTAINABILITY

KPI of Head of Sustainability:

1. Ensure seamless measurement of Sustainability through close stakeholder relationships.
2. Creating sustainability initiatives that focus on social impact and off take in beneficiaries at 15% per year.
3. Ensure sustainability plans are delivered 100% as annual plans.

REMUNERATION POLICY AND PROCESS [GRI 2-19, 2-20]

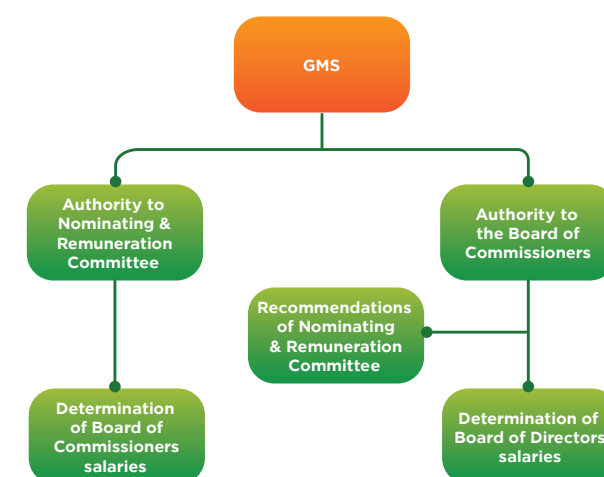
REMUNERATION OF THE BOARD OF COMMISSIONERS AND DIRECTORS

Remuneration for the Board of Directors and Board of Commissioners of XL Axiata is determined through the General Meeting of Shareholders as follows:

1. Grant power and authority to the Nominating and Remuneration Committee to determine the amount of salary, bonus and other benefits for members of the Board of Commissioners in accordance with the structure, policy and amount of remuneration based on the Company's remuneration policy for the relevant financial year
2. Grant power and authority to the Board of Commissioners of the Company to determine the amount of salary, bonus and other benefits for members of the Board of Directors in accordance with the structure, policy and amount of remuneration based on the Company's remuneration policy for the relevant financial year.

Remuneration for the Board of Commissioners and Board of Directors is determined by considering the Company's and individual's targets, comparison with similar industries, non-monetary benefits as well as the work of individuals and the Company. The amount of each remuneration is evaluated from time to time to ensure that the remuneration remains in accordance with market conditions.

The Board of Commissioners is responsible for overseeing the implementation of the Remuneration Policy, including evaluating the implementation of the Remuneration Policy periodically.



REMUNERATION OF SUSTAINABILITY UNIT

The Company has established a remuneration scheme for the Head of Sustainability, who oversees the Company's sustainability efforts. The remuneration scheme for this position is aligned with that of other Company employees.

ANNUAL COMPENSATION RATIO [GRI 2-21]

XL Axiata pays attention to the principle of fairness by continuously seeking competitive remuneration to attract and retain the best talent. XL Axiata's remuneration policy has also been adjusted to the applicable laws and regulations.



STAKEHOLDER RELATIONS

[OJK E.4, GRI 2-29]

To achieve the best performance, XL Axiata strives to foster harmonious relationships with stakeholders, both internal and external. XL Axiata believes that the existence of stakeholders affects XL Axiata's business sustainability. As such, XL Axiata strives to involve stakeholders in making decisions in the Company's business operations.

In identifying stakeholder engagement, XL Axiata uses principles that refer to the AA1000 Stakeholder Engagement Standard (AA1000SES) 2015 issued by Accountability. Based on these principles, XL Axiata uses a stakeholder identification methodology based on elements of Dependency (D), Responsibility (R), Tension (T), Influence (I), Diverse Perspective (DP), and Proximity (P). The following identifies XL Axiata's relationship with stakeholders.

STAKEHOLDERS	ASSIGNMENT BASE	ENGAGEMENT METHODS	FREQUENCY	TOPICS/ISSUES COVERED
Customers	D, R, T, I	- Website dan frontline information - In-person visits - Call Center Services. - Customer Satisfaction Survey	- At any time when necessary. - At any time when necessary. - At any time when necessary. - Once a year	- Attain service satisfaction - Information on the latest products and services owned by the Company - Attain solutions if there are questions or complaints on services, products and services - Attain an idea of customer satisfaction and dissatisfaction numbers
Shareholders	D, R, I	GMS	Once a year	The Company is able to achieve targets in accordance with the targets set in the previous GMS
Regulators	D, R, T, I, DP	Compliance reporting	4 (four) times a year	Provide information on compliance with applicable laws and regulations
Employees	D, R, T, I	- Internal Media (Magazine) - Employee Satisfaction Survey	- Once every 3 (three) months. - Once a year	- Socialize policies and strategies related to employment - Measure employee satisfaction levels and capture their expectations
Trade Unions	D, R, T, I	Discussion of Bipartite Collective Labour Agreement (Bipartite Cooperation Institution)	- Once in three years - As Needed	Creating a conducive working climate to create a harmonious bipartite relationship
Suppliers	D, R, T	- Employment contract - Investment partners - Seminars and workshops	If needed	- Objective procurement process - Obtaining mutually beneficial cooperation
Non-governmental organizations	D, R, T, I, DP	Strategic cooperation to carry out Corporate Responsibility programs, both in the social and environmental aspects	When needed	Optimizing the achievement of the Company's CSR programs
Media	T, I, DP	Press releases	When needed	- Trusted news sources - Provide information for public required disclosures

In determining material topics, the Company uses a mixed method, namely by conducting internal surveys, benchmarking and in-depth interviews with internal stakeholders.

Material topics as a result of the materiality assessment for XL Axiata are:

- › Climate Action
- › Management energy and emission
- › Environmental management
- › Community development
- › Digitization and innovation
- › Customer experience
- › Business ethics and governance including privacy security
- › Regulatory and political

RISK ASSESSMENT OF SUSTAINABILITY IMPLEMENTATION [OJK E.3]

The implementation of sustainability has various risks that can hamper and even harm the Company. For this reason, XL Axiata conducts risk management through the implementation of a Risk Management System that adopts the ISO 31000 framework as a guideline in the development and implementation of risk management at XL Axiata.

Every year, the Board of Commissioners and Board of Directors as the highest governance body plan, discuss and monitor capital and debt requirements with the support of market and business analysis. The Company also has a policy on capital and debt structure with various considerations such as economic predictions, business growth potential, risk appetite, and other factors. Thus, the Company will be able to ensure that the capital and debt structure is in line with the Company's strategic objectives and risk appetite.

XL Axiata's Risk Management System aims to ensure that risk management becomes an integral part of corporate governance, business activities and operations, and the Company's work culture.

XL Axiata's risk management begins with determining the context for elements that require risk management. The Company then identifies, analyses, and evaluates that potential risk. Upon knowledge of each risk, the Company will take measures designed according to the characteristics



RISK ASSESSMENT OF SUSTAINABILITY IMPLEMENTATION [OJK E.3]

of each risk. Every work process must be monitored and reviewed to ensure the process runs effectively.

XL Axiata's Risk Management Supervision Structure uses the Three Lines model which aims to manage and mitigate risks through effective risk preparation, controlling and supervising responsibilities that will limit the existence of any gaps while preventing duplication of coverage.

The Company applies Risk and Control Self-Assessment (RCSA) techniques for its Risk Management, where the business owner identifies risks that may have an impact on business objectives. The RCSA also provides mitigation plans to prevent or control such risks.

The following types of risks have been identified and their mitigations:

Strategic Risk

Risk is in accordance with the facilitation of strategic objectives and is aligned with the Company's mission. The Company establishes the top risk assessment process by understanding the organization's strategy, creating a top risk profile and mitigating action plans, and identifying strategic risks continuously.

Operational Risk

This risk consists of effective and efficient use of resources and can disrupt day-to-day business operations. In addition, this risk refers to the risk resulting from the inadequacy or failure of internal processes, HR, systems, or external events. Risk owners manage their respective operating risks supported by the RCSA system to identify, monitor, analyse, and mitigate issues before they become problems.

Financial Risk

This risk consists of the stability of the Company's financial position given its exposure to various treasury risks and other financial risks, including liquidity risk, currency risk, and interest rate risk. The Company monitors and mitigates the impact of relevant financial risks.

Regulatory Compliance Risk

The regulatory compliance risk is managed by ensuring that all operational activities of the

Company are in accordance with applicable regulations. Effective management of regulatory compliance can enable companies to reduce compliance risks and achieve competitive advantages that are critical to enabling sustainable growth and success of the company's business. The Risk and Compliance Division coordinates with regulatory owners to identify regulatory requirements and design an effective and efficient compliance management system, including ensuring the implementation of applicable regulations in relevant units.

Business Continuity Risk

The Company established Business Continuity Management (BCM) coordinated by the Risk and Compliance Division to maintain long-term business continuity, focusing on preventing prolonged disruption through systematic and immediate recovery of business and operations within the specified time. The scope of the Business Continuity Plan (BCP) includes continuity of service to customers, safety of employees and their families, and minimizing company losses. The Company already has an identification and mitigation plan for environmental and social risks. One of its realizations in 2023 is that XL Axiata has received ISO 14001 certification for the Environmental Management System and ISO 45001 for the Occupational Health and Safety Management System.

ESG Risk

XL Axiata has mapped the ESG risk into its risk management system. This integration of ESG risk into the risk management system demonstrates the Company's commitment to identifying, assessing, and addressing environmental, social, and governance factors, such as the risks of climate change, gender equality, and other risks. By incorporating ESG considerations into their risk management framework, XL Axiata is better positioned to mitigate potential risks and capitalize on opportunities associated with sustainability and ethical business practices. This proactive approach not only enhances resilience against ESG-related challenges but also aligns with the growing investor and stakeholder interest in ESG performance. As a result, the Company can enhance its reputation, attract responsible investors, and contribute to positive societal and environmental impacts.

ANTI-BRIBERY AND ANTI-CORRUPTION POLICY

[GRI 3-3, 205-1, 205-2, 205-3]



Corruption and gratification can occur in every business operation and have a negative impact on the industry because it undermines the justice system, creates poverty and increases inequality. Therefore, to prevent corruption and gratification within XL Axiata's business, the Company has issued an Anti-Bribery and Anti-Corruption Policy that is in line with the Company's value of "uncompromising integrity", one of the core values of "ITS XL". This policy applies to all stakeholders and is not limited to Commissioners, Directors, employees,

distributors, agents, vendors, consultants and other third parties. [GRI 3-3]

To raise awareness as well as educate all stakeholders, XL Axiata has communicated and trained employees to understand anti-bribery and anti-corruption policies. In the reporting year, employees have received antibribery and anti-corruption communications and training as noted below:

LOCATION	TOTAL FOLLOWING EMPLOYEES ANTI-BRIBERY TRAINING AND ANTI CORRUPTION	%
Anti-Bribery Anti-Corruption Training	1,554 Employees	99.1%
ABAC & GDS Declaration for Employee		100%
Integrity Day	600 Employees › Senior Management › Middle Management › Executive › Non-executive	

In the reporting year, there were no incidents of bribery or corruption in XL Axiata's operational environment. [GRI 205-3]



SUSTAINABILITY TRAINING AND COMPETENCY DEVELOPMENT PROGRAM [OJK E.2, GRI 2-17]

To improve understanding and competence of sustainability, in 2022 XL-Axiata realizes competency development and training programs related to sustainability as follows:

- › 5G
- › Advance Analytic, AI/ML
- › Agile Ways of Working
- › Blockchain
- › Change Leadership
- › Cloud Technology
- › Convergence (Business, channel, IT, Network)
- › CX & EX
- › Digital Experience
- › Enterprise Business
- › Growth Hacking
- › Non Key Capabilities
- › Partnership
- › Unified Distribution & Omnichannel

CODE OF CONDUCT

To improve integrity, XL Axiata has a code of conduct that regulates employee behaviour and ethics in carrying out the Company's business activities by upholding professional values. XL Axiata's code of conduct includes:

1. Equality of Treatment
Non-discriminatory treatment of employees in a healthy work environment with the application of integrity without exception.
2. Healthy Partnership
Build healthy business partnerships with third parties by complying with XL Axiata policies and applicable regulations.
3. Anti-Corruption Culture
Avoid conflicts of interest, do not accept gratuities and apply the principles of anti-corruption, collusion and nepotism.

4. Commitment to Customers
Holding a commitment to customers by building a "Trustworthy" attitude and providing appropriate solutions.

The XL Axiata Code of Conduct applies without exception to all XL Axiata leaders and employees. Violation of the Code of Conduct, applicable business ethics or regulations, will be considered intolerable behaviour and will be subject to disciplinary action. It may also result in punishment, formal warning, demotion or termination. The Board of Directors is responsible for ensuring that this standard is implemented throughout the Company's operational activities.

There were no violations of the code of conduct within XL Axiata during 2023. This indicates that the Code of Conduct has been implemented by all organs of the Company.

WHISTLEBLOWING SYSTEM [GRI 2-25, 2-26]

The implementation of good sustainability governance cannot be separated from the support of stakeholders who contribute to the Company's integrity. Furthermore, XL Axiata recognizes that the Company's existence can have an impact, both positive and negative, on the environment and society. To mitigate the negative impact, XL Axiata has a mechanism in place for stakeholders and external parties. XL Axiata is committed to safeguarding individuals who bring forth reports or concerns, as well as those involved in or overseeing investigations, from any form of retaliation. This commitment is rooted in the XL Axiata Whistleblowing Policy No: CEOD-04-2020. Stakeholders have the option to report any suspicious activities through the Speak Up channel. Furthermore, reports can be submitted via email at investigation@xl.co.id or through phone/WhatsApp at +6281937701234 and +6281933394567.

Reports sent to the official SPEAK UP channel will be received by the Administrator of the SPEAK UP channel, which includes the Head of the Internal Audit Division and the Investigation Unit, which is a function of the Internal Audit Division. If a report necessitates further investigation, the appointed investigator may be from the Company, Axiata Group Berhad, or a third party. If the investigation reveals that the employees committed acts that violate the law or the code of ethics, they will be dealt with in accordance with the Company Regulations and applicable laws.

In 2023, there were 3 (three) complaints received through whistleblowing channels (Speak Up Channel) or directly reported to the Investigation Unit. Out of these reports received, 2 (two) of the reports were classified as violations. Of the 2 (two) reports of violations, 2 (two) have been resolved, and 1 (one) is not substantiated.

CONSTRAINTS, CHALLENGES AND OPPORTUNITIES OF SUSTAINABLE FINANCE [OJK E.5]

In integrating sustainability into its operations, the Company encounters limitations, difficulties, and opportunities. The following are the challenges the Company is currently facing:

OBSTACLES/CHALLENGES	HOW TO OVERCOME OBSTACLES/ CHALLENGES	OPPORTUNITIES THAT CAN BE DEVELOPED AND SUSTAINABILITY IMPLEMENTATION
Lack of employee understanding of sustainability	Provide training and education on sustainability to all employees	Measuring the Company's efficiency more accurately
Data that is not recorded properly	Record data and improve the recording work system	Creating new products/ technologies that consider sustainability aspects
The difficulty of controlling/ supervising the implementation of sustainability that has been carried out by the Company	Establish a unit responsible for sustainability and appoint XL Axiata's Head of Sustainability and Internal Communication as the person in charge of sustainability	Cooperate with other parties by paying attention to sustainability aspects



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FEEDBACK FORM [OJK G.2]

FEEDBACK FORM

Thank you to you for reading the 2023 Sustainability Report of PT XL Axiata Tbk to improve the content of the Sustainability Report in the coming years, we hope that you will be willing to fill out this Feedback Sheet by circling one of the answers and filling in the available points.

1. The Sustainability Report is interesting and easy to understand:
a. Agree b. Disagree c. Don't Know
2. This report already describes the Company's performance in supporting the realization of sustainable development:
a. Agree b. Disagree c. Don't Know
3. This report increases your confidence in the sustainability of the Company.
a. Agree b. Disagree c. Don't Know
4. The materials and data in this Sustainability Report are quite complete.
a. Agree b. Disagree c. Don't Know
5. Are the designs, layouts, graphics and photographs in this Sustainability Report good?
a. Agree b. Disagree c. Don't Know
6. TWhat material topics are most important to you?
.....
.....
.....
7. What material topics are least important to you?
.....
.....
.....
8. What information is considered to be lacking from this Sustainability Report and needs to be added to future Sustainability Reports?
.....
.....
.....

Identity of Sender:

Name :

Email :

Identify by stakeholder category:

- a. Shareholder
- b. Government/Regulator
- c. Community
- d. Customer
- e. Employee
- f. Business Partners
- g. Mass Media
- h. LSM
- i. Others, please state.....

Please return this form to:

Corporate Secretary
PT XL AXIATA TBK

XL Axiata Tower
Jl. H.R Rasuna Said X5 Kav. 11-12 Kuningan Timur,
Setiabudi, Jakarta Selatan 12950

(62-21) 576 1881

(62-21) 579 59928

corpcomm@xl.co.id ; corpsec@xl.co.id

RESPONSE TO PREVIOUS YEAR'S REPORT FEEDBACK [OJK G.3]

During 2023, PT XL Axiata Tbk did not receive a specific response regarding the 2022 Sustainability Report for further report improvements. However, the Company has made various refinements and improvements so that this report meets the provisions of POJK No. 51/POJK.03/2017, SEOJK No. 16/SEOJK.04/2021 and GRI Standard 2021 which are references for writing this report. We hope that this report can be a useful source of information for the stakeholders.