

Building Sustainable Business, **Winning the Hearts of Indonesians**



Building Sustainable Business, Winning the Hearts of Indonesians

Telkomsel's sustainability journey is guided by our long-term goal to "**Reach Beyond**". A purpose that pushes us to go further in creating value that lasts for both the business and the nation. This year's sustainability report theme, "Building Sustainable Business, Winning the Hearts of Indonesians," captures how we put **Reach Beyond** into action. It reflects our focus on building a business that is resilient, responsible, and future-ready while staying true to our purpose of connecting and empowering every Indonesians. We do this day in and day out by creating innovation that drives meaningful social and environmental impacts. By doing so, we aspire to earn trust, deepen relationships, and stay relevant in the hearts and lives of Indonesians.

Disclaimer and Limitation of Liabilities

This Report refers to PT Telekomunikasi Selular (Telkomsel), a Company that is engaged in the telecommunication business. The terms "Company" and "we" in this report are occasionally used to denote Telkomsel in general. This Sustainability Report ("SR" or the "Report") contains forward-looking statements based on assumptions and estimates made by Telkomsel's management, including the result from financial and non-financial Environmental, Social, and Governance (ESG) condition, operations, projections, plans, strategies, policies, procedures, and objectives. While we believe these forward-looking statements to be realistic, we cannot guarantee their accuracy. Changes in economic, political, and business environments, fluctuations in prices and market demand, new or amended in legislation and regulations, currency and interest rate fluctuations, the introduction of competing products/services, lack of acceptance for new product offerings, shifts in corporate strategy, changes in the assumptions underlying these statements, and other unforeseen factors, may lead to significant discrepancies between the actual and projected results. Telkomsel may or may not update its forward-looking statements, nor does it assume any obligation to do so. Statements in this document apply to all genders, notwithstanding the use of gender-specific language (such as "he" or "she") for simplification purposes, particularly in the English language version.



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Highlights of the Year

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

Empower People

41.09%

Female
new hires



60

↑36.36%

Average training
hours per
employee in
each year
(hours)



22.84%

Female employees
from total
workforce



159.39

Million (mobile)

9.61

Million
(IndiHome B2C)
Customers

271,040

↑9.52%

BTS spread
throughout
Indonesia
(unit)



98.58% for mobile &
97.53% for fixed

Customer
Complaints
Resolution
Rate
(%)



2,102

MSMEs
empowered
through
Digital
Creative
Entrepreneur



11,586

individuals
benefited from
cyber wellness
initiative
Internet BAIK



>3 million

individuals in health,
education, lifestyle,
and agriculture
sectors empowered
through digital
subsidiary INDICO



Responsible Business

Zero

formal customer
grievances on
data breaches



Zero

substantiated
cases of
corruption



100%

employees
participated in the
anti-bribery and
anti-corruption
training



ISO 27001

Information Security
Management System

ISO 27701

Privacy Information
Management System

Protect Environment

275

↑32.21%

BTS Powered
by Renewable
Energy (unit)



9,955

↑35.61%

Energy
Supplied
from
Renewables (GJ)



0.313

↓7.74%

Energy
Intensity
(GJ/TB)



0.075

↓7.41%

GHG Emissions
Scope 1 & Scope 2
Intensity
(tonCO₂eq/TB)



135,134.77

↑0.33%

GHG Emission
from Scope 3
(tonCO₂eq)



1,093.06

Emission absorbed
through Jaga Bumi
Initiative 2022-2024
(tonCO₂eq)



59.1

IndiHome
Modem
Refurbished
(tons)



46%

SIM Card
Waste Recycled



100%

Network
Equipment
Reused/Recycled/
Redeployed



Sustaining Growth for Lasting Impacts

113,340

↑10.71%

Revenue
(in Billion Rupiah)



20,386,475

↑13.88%

Data
Payload (TB)



22,002

↑0.57%

Net Income
(in Billion Rupiah)



92,370

↑6.78%

Economic value
distributed (in Billion Rupiah)



51,337

↓1.42%

EBITDA
(in Billion Rupiah)



318,362

retail outlets
all over
Indonesia



98.89%

Proportion of
Spending on
Local Suppliers

81.50%

revenue in 2024 distributed back through operational
spending, employee welfare, government payments,
and support for local businesses



A Welcome Remarks from the President Commisioner

[GRI 2-22][POJK D.1][POJK E.5]

“Telkomsel
believes that
true progress is
measured by how
well we balance
growth with
responsibility.”



Wishnutama Kusubandio
PRESIDENT COMMISIONER

Dear Esteemed Stakeholders,

We are living in an era where digital technology increasingly defines how we live, work, and connect with one another. At the same time, this rapid digital advancement comes with a growing responsibility to ensure that progress is inclusive, sustainable, and creates long-term benefits for people, businesses, and the environment.

As we navigate the rapid evolution of the digital era, I believe that sustainability is an integral part of our agenda. It is a way of thinking, a way of doing business, and a necessary foundation for long-term value creation.

For Telkomsel, sustainability is not merely an aspiration. It is a necessary foundation for resilient business growth and ecosystem development. We believe that a future-oriented telecommunications company must go beyond providing connectivity. It must also play an active role in enabling digital inclusion, fostering a culture of integrity and ethical conduct, while at the same time safeguarding the environment.

Strengthening Our Sustainability Commitment

Throughout 2024, we have continued to strengthen this commitment across every part of the Company. This year, we took important steps to strengthen our sustainability journey. We introduced a new sustainability governance structure to better embed sustainability considerations into our core operations. This structure also encourages wider participation of sustainability champions across the organization, fostering shared ownership and accountability.

We also publicly announced our 2030 Sustainability Targets that marks a new chapter in our commitment towards sustainability. These targets provide clear direction for our efforts, particularly in advancing digital inclusion, ensuring ethical business practices, reducing emissions and improving energy efficiency.

In line with stakeholder expectations, Telkomsel continues to align our sustainability practices with global standards. Our 2024 Sustainability Report adopts the GRI Standards 2021, incorporates GSMA ESG Metrics, adheres to the POJK 51/2017 standards, and demonstrates our alignment with the IFRS S2 Climate-related Disclosures framework. These steps reflect our dedication to transparency and continuous improvement.

Moving Forward Together

Moving forward, we recognize that no company can address sustainability challenges alone. Collaboration, trust, and shared responsibility will define our path ahead. At Telkomsel, we will continue to engage regulators, industry peers, and stakeholders to shape a sustainable digital ecosystem for Indonesia, one that is inclusive, resilient, and future-ready.

On behalf of the Board of Commissioners, I would like to express my highest appreciation to all of Telkomsel's stakeholders: our customers, employees, partners, shareholders, and regulators, for your trust and collaboration. Your heartfelt support has been the cornerstone of our journey.

Together, let's harness the power of our collaboration to achieve remarkable business success and create positive, lasting impacts that will inspire and benefit Indonesia's future generations.

Sincerely,



Wishnutama Kusubandio

President Commissioner
PT Telekomunikasi Selular

A Message from the President Director

[GRI 2-22][POJK D.1][POJK E.5]

“Telkom’s journey has always been about more than expanding connectivity. It is about enabling progress that uplifts lives and communities across Indonesia.”



Nugroho
PRESIDENT DIRECTOR

Dear Esteemed Stakeholders,

As we navigate the intersection of technology advancement and responsibility, it's clear that digital innovation must align with sustainable growth. The digital revolution has unlocked unprecedented access, connectivity, and economic participation. In this dynamic landscape, Telkomsel is committed to uplifting lives, fostering shared prosperity, and ensuring a sustainable future.

In 2024, Telkomsel focused on building a strong foundation for our long-term sustainability journey. This included establishing our formal sustainability governance, embedding awareness through company-wide internalization and collaboration, also setting our first long-term Sustainability Targets toward 2030. These three focus areas: governance, internalization, and goal-setting, formed the backbone of our efforts to align business growth with broader societal value. Our chosen theme for the year, "Building Sustainable Business, Winning the Hearts of Indonesians," reflects this foundational phase, marking our intent to grow responsibly while earning the continued trust and relevance among the people and communities we serve.

Embedding Sustainability Across Our Operations

As part of Telkomsel's commitment to responsible growth, we continue to embed sustainability deeply within our operations, not just as a compliance requirement, but as a strategic foundation for long-term impact.

Our sustainability approach is anchored by three key pillars of Purpose-Driven Sustainability Framework: *Empower People, Responsible Business, and Protect the Environment*. Each pillar reflects how we translate our core values into action, shaping not only how we operate but also how we contribute to Indonesia's broader sustainable development goals.

Empowering People to Thrive in a Digital Nation

In 2024, we reinforced our commitment to empowering individuals throughout our ecosystem, including employees, customers, and communities. With a workforce of 6,216, we significantly invested in capability-building, resulting in an average training duration of 60 hours per employee per year, a 36.36% increase in average compared to the previous year. Additionally, women now represent 22.84% of our workforce, underscoring our dedication to greater diversity and inclusion.

Beyond our organization, Telkomsel served hundreds of millions of customers nationwide. Our customer-first approach also delivered strong outcomes, with complaint resolution rates of 98.58% for mobile and 97.53% for fixed broadband services.

We extended our impact to more than 2,100 MSMEs through the Digital Creative Entrepreneur program and more than 11,000 individuals via cyber wellness initiative Internet BAIK. Through our INDICO platforms, namely Kuncie, Fita, Majamojo, and the Digital Food Ecosystem, Telkomsel continues to empower over 3 million Indonesians, amplifying the reach of digital inclusion and opportunities.

Strengthening Trust Through Responsible Business Practices

We recognize that long-term business sustainability must be rooted in trust, transparency, ethical conduct, and adherence to regulations. In this area, Telkomsel aims to lead by example by upholding the highest standards of compliance and ethical business conduct, and at the same time safeguarding the interests of all stakeholders.

To reinforce our culture of integrity, we ensured 100% dissemination of our anti-corruption policy to all employees and consistently implemented mandatory training programs. On the data governance front, we achieved ISO 27701 certification for Privacy Information Management Systems, complementing our existing ISO 27001 certification for Information Security Management. Together, these certifications strengthen our ability to manage customer data securely and responsibly, aligning with global best practices.

In 2024, we managed to record zero substantiated cases of corruption and zero data breaches as a result of our continued focus and efforts on strong governance and robust internal controls.

Protecting the Planet Through Greener Operations

In 2024, Telkomsel continued to take actions to reduce our environmental footprint and support Indonesia's transition toward a low-carbon future. We expanded the use of renewable energy across our infrastructure, with 275 BTS sites now powered by clean energy that generate 9,955 GJ, marking a 35.61% year-on-year increase in our use of renewable energy.

At the same time, we improved energy efficiency across our operations, as reflected in a 7.74% reduction in energy intensity, now at 0.313 GJ per terabyte of data traffic. We also recorded a 7.41% decrease in GHG emissions Scope 1 and Scope 2 intensity, reaching 0.075 tonCO₂eq per terabyte. In addition, up to end of 2024 our Telkomsel Jaga Bumi initiative absorbed 1,093.06 tonCO₂eq, from 25,660 mangrove trees across conservation areas in Indonesia.

We also expanded our circular economy efforts. A total of 59.1 tons of IndiHome modems were successfully refurbished, helping extend product life cycles and reduce e-waste.

These ongoing efforts and initiatives not only reflect our commitment to environmental stewardship, but also reinforce our resolve to take measurable action, scale up impact, accelerate progress toward our 2030 Sustainability Targets, and align more closely with global climate goals.

Sustaining Growth for Lasting Impacts

For Telkomsel, growth is not defined by financial performance alone. It is a commitment to driving lasting, inclusive, and equitable impact across Indonesia. We are the only operator consistently committed to building BTS towers in the country's most remote areas. To date, we have 271,040 BTS towers, including those in Non-3T (non-Frontier, Outermost, Disadvantaged) region. In 2024, we continued to strengthen our role in enabling access, empowering communities, and contributing to national economic progress.

Indonesia's digital economy is expanding rapidly, projected to reach a GMV of USD 90 billion, largely propelled by e-commerce and digital platforms. With 97% 4G population coverage, Telkomsel plays a pivotal role in connecting people and businesses to this digital future. Our integration with IndiHome has further extended fixed broadband access to 9.612 million B2C customers, improving high-speed connectivity for homes.

In 2024, Telkomsel recorded Rp113.34 trillion in revenue, a 10.71% year-on-year increase, while maintaining a solid net income of Rp22 trillion. This financial resilience fuels our capacity to reinvest in network expansion, technology innovation, and inclusive service development. Data traffic rose by 13.88% and our mobile customer base remained steady at over 159 million.

We recognize that strong business performance should deliver wider benefits. It is recorded that 81.50% of the revenue generated in 2024 was redistributed through operational spending, employee compensation, government payments, and local business support which was totaling Rp92.37 trillion, increasing 6.78% from 2023.

In our supply chain, our commitment to local empowerment is reflected in Telkomsel's procurement practices, with 98.89% of spending allocated to local suppliers. We also contributed to nationwide economic activity through our sales distribution network of over 318,000 retail outlets. These sales distribution network serve as critical access points for digital services, helping bridge the digital divide and generating broader economic value across communities.

Moving Forward: Growing with and for Indonesia

Telkomsel's journey has always been about more than expanding connectivity. It is about enabling progress that uplifts lives and communities across Indonesia. As we grow, we remain committed to ensuring our impact is felt broadly and sustainably.

With the launch of our 2030 Sustainability Targets, we now have a clear and measurable compass to guide our sustainability journey. These targets will shape how we drive digital inclusion, uphold a strong and ethical business practices, and reduce our environmental footprint, while delivering value to the nation.

This progress is made possible by the continued trust and collaboration of our stakeholders: customers, employees, partners, regulators, shareholders, and communities. Thank you for walking this path with us.

Together, we will continue to build a more inclusive, sustainable, and connected Indonesia, not just for today, but for generations to come. Hand in hand, let's keep striving for a brighter future.

Sincerely,



Nugroho

President Director
PT Telekomunikasi Selular

Board of Commissioners and Directors

Sarwoto Atmosutarno
COMMISSIONER

Wishnutama Kusubandio
PRESIDENT COMMISSIONER

Anna Yip
COMMISSIONER



Heri Supriadi
COMMISSIONER

Yose Rizal
COMMISSIONER

Yuen Kuan Moon
COMMISSIONER

Indra Mardiatna

DIRECTOR OF
NETWORK

Nugroho

PRESIDENT
DIRECTOR

Joyce Shia

DIRECTOR OF
INFORMATION
TECHNOLOGY

Derrick Heng

DIRECTOR OF
MARKETING



**Indrawan
Ditapradana**

DIRECTOR OF HUMAN
CAPITAL MANAGEMENT

**Adiwinahyu
Basuki Sigit**

DIRECTOR OF SALES

Daru Mulyawan

DIRECTOR OF FINANCE &
RISK MANAGEMENT

Wong Soon Nam

DIRECTOR OF PLANNING
& TRANSFORMATION

Responsibility for the 2024 Sustainability Report

[GRI 2-14] [POJK D.1][POJK E.5]

This Sustainability Report for the year ended December 31, 2024 was authoritatively reviewed and approved by members of the Board of Commissioners of PT Telekomunikasi Selular.

Jakarta, June 3, 2025

BOARD OF COMMISSIONERS



Wishnutama Kusubandio

PRESIDENT COMMISSIONER



Heri Supriadi

COMMISSIONER



Yose Rizal

COMMISSIONER



Sarwoto Atmosutarno

COMMISSIONER



Yuen Kuan Moon

COMMISSIONER



Anna Yip

COMMISSIONER

This Sustainability Report for the year ended December 31, 2024 was authoritatively reviewed and approved by members of the Board of Directors of PT Telekomunikasi Selular.

Jakarta, June 3, 2025

BOARD OF DIRECTORS



Nugroho
PRESIDENT DIRECTOR



Daru Mulyawan
DIRECTOR OF FINANCE &
RISK MANAGEMENT



Adiwinahyu Basuki Sigit
DIRECTOR OF SALES



Indra Mardiatna
DIRECTOR OF NETWORK



Indrawan Ditapradana
DIRECTOR OF HUMAN
CAPITAL MANAGEMENT



Wong Soon Nam
DIRECTOR OF PLANNING &
TRANSFORMATION



Joyce Shia
DIRECTOR OF INFORMATION
TECHNOLOGY



Derrick Heng
DIRECTOR OF MARKETING

About Telkomsel



➔ **“Guided by *Semangat Indonesia*, Telkomsel is committed to advancing the nation through innovation, inclusion, and sustainability.”**

Brief Profile [GRI 2-1]

Telkomsel, established on 26 May 1995, is Indonesia’s leading mobile digital lifestyle and communications services provider. Following the integration of IndiHome, PT Telkom Indonesia (Persero) Tbk holds a 69.9% stake, while Singapore Telecom Mobile Pte Ltd (Singtel Mobile) owns 30.1%. Headquartered in Jakarta, Telkomsel serves 159.39 million mobile customers and 9.61 million IndiHome B2C customers nationwide. We operate 271,040 base transceiver stations (BTS) across Indonesia to ensure broad and reliable network coverage, including remote and underserved areas. Telkomsel’s role as a pioneer in digital connectivity drives the Company’s mission to lead Indonesia’s digital transformation through innovation and technology adoption.

Guided by the Spirit of Indonesia (*Semangat Indonesia*), Telkomsel is committed to advancing the nation through innovation, inclusion, and sustainability. The Company integrates cutting-edge solutions to expand digital access, explore renewable energy, and promote responsible business practices. Through corporate social responsibility initiatives, Telkomsel actively empowers communities and contributes to environmental conservation, reinforcing our mission to create a more connected, inclusive, and sustainable future for Indonesia.



Vision

Be the best digital telco service provider in the region by empowering Indonesians to make a better today and excellent tomorrow.

Mission

Providing innovative and excellent connectivity, service and solution for everyone, every home, and every business to achieve more.



Company Values

As a subsidiary of PT Telkom Indonesia (Persero) Tbk (Telkom), a state-owned enterprise (SOE), Telkomsel adheres to the corporate core values of AKHLAK. Formalized by the SOE Minister Circular No. SE 7/MBU/07/2020 dated July 1, 2020, AKHLAK serves as a foundational value for employees of all state-owned enterprises to uphold in their daily conduct. AKHLAK stands for *Amanah* – Trustworthy, *Kompeten* – Competent, *Harmonis* – Harmonious, *Loyal* – Loyal, *Adaptif* – Adaptive, and *Kolaboratif* – Collaborative.

At Telkomsel, the AKHLAK core values are brought to life through our MyACTION values framework, which outlines eight guiding principles for employee behavior. These principles serve as a practical foundation for how our people work, collaborate, and make decisions every day. Embedded in our work culture, MyACTION is also a key component of our performance evaluation process. By living these values, we continue to advance in delivering digital solutions, services, and products that unlock new opportunities.

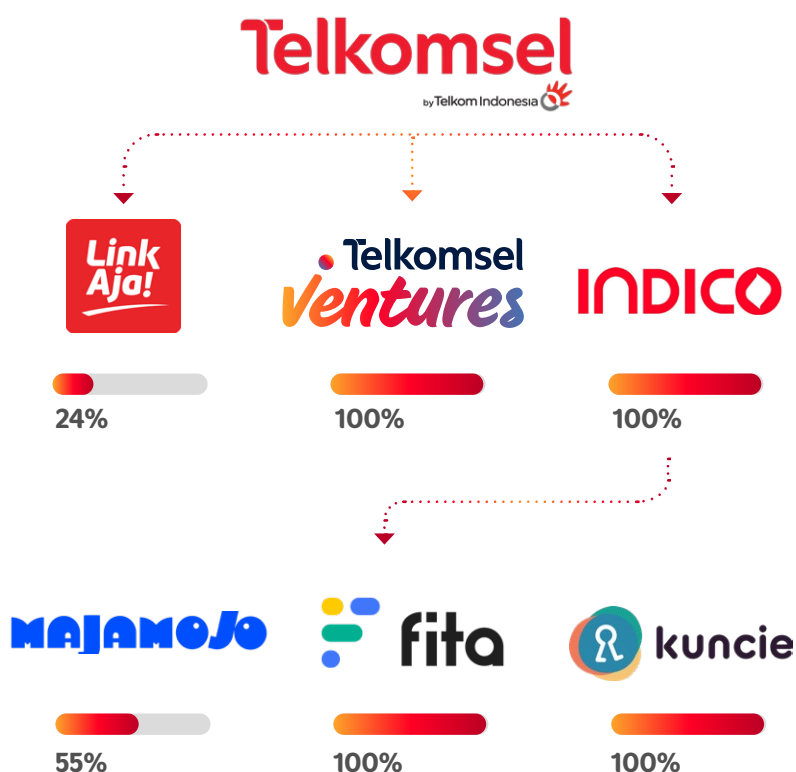
M	Meritocracy
y	Integrity
A	Agility
C	Customer Centricity
T	Transparency
I	Innovation
O	Open Mindset
N	Networking

Business Activities

[GRI 2-6][POJK C.3][POJK C.4]

Telkomsel, the leading digital telecommunications service provider in Indonesia since 1995, specializes in delivering mobile telecommunications and digital lifestyle services to all customers nationwide. The Company's operations are strengthened by subsidiaries (Telkomsel Ventures and INDICO), and associated company (LinkAja), as described below:

- **Telkomsel Ventures (TSV):** Serving as Telkomsel's corporate venture arm, TSV invests in promising startups within the connectivity ecosystem, encompassing areas such as devices, content, commerce, data, and cloud services.
- **PT Telkomsel Ekosistem Digital (INDICO):** Functioning as a holding company for vertical digital businesses, INDICO accelerates innovation in digital technology by leveraging Telkomsel's technological and commercial assets. It manages platforms including Kunci (EduTech), Fita (HealthTech), and Majamojo (Gaming).
- **PT Fintek Karya Nusantara (LinkAja):** As a fintech operator, LinkAja provides digital wallet services and has been licensed by Bank Indonesia since 2019 to issue electronic money and offer digital financial services.



Supply Chain [GRI 2-6]

Telkomsel's value chain spans network infrastructure, digital services, and customer engagement, ensuring seamless connectivity across Indonesia. Through responsible sourcing, innovation, and sustainability efforts, we enhance reliability while driving economic and social impact for a more connected future.

Telkomsel's Business Integration

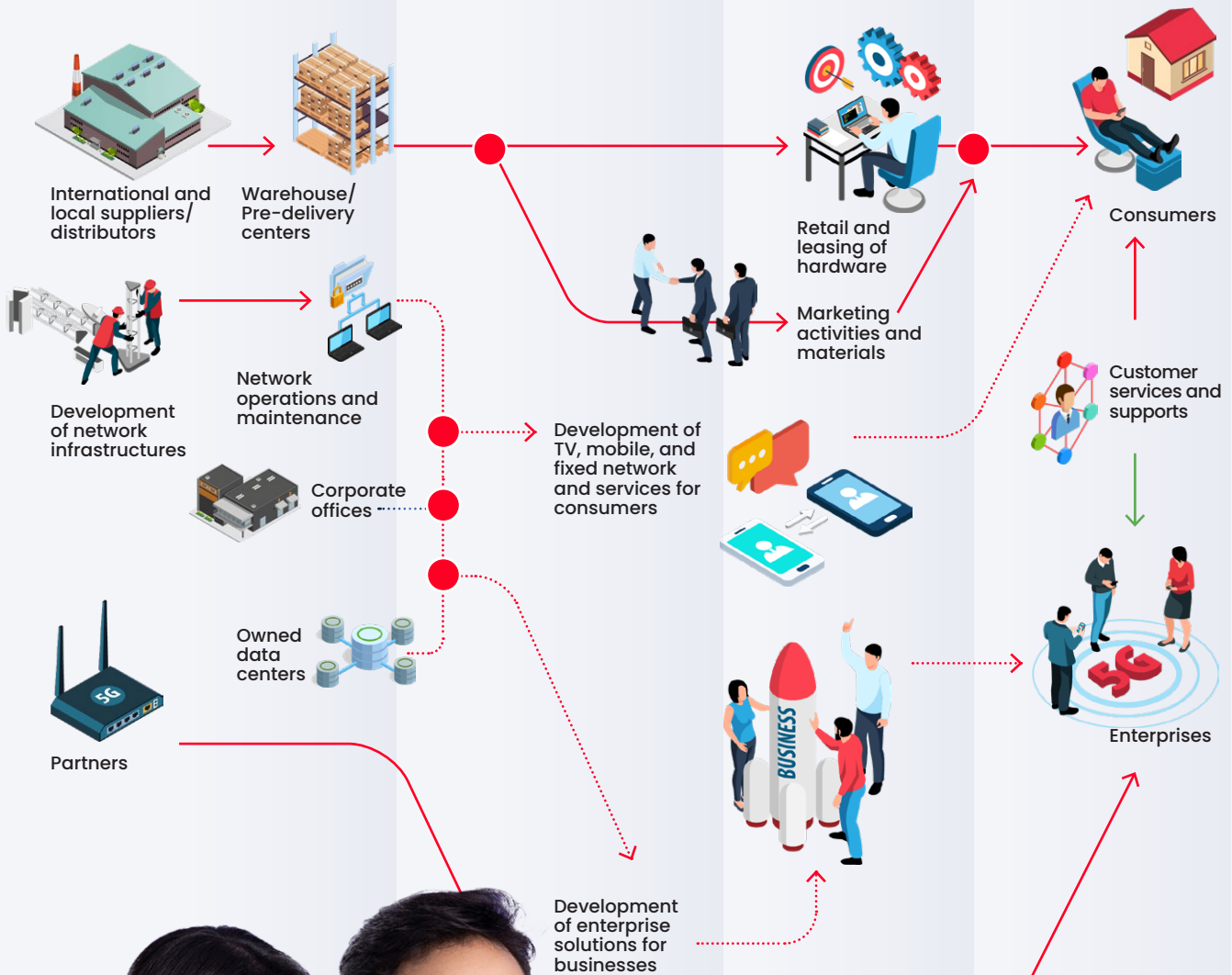
Telkomsel's business integration connects network infrastructure, physical and digital product operations, and customer care to deliver seamless services. It includes network deployment, product distribution, digital platform development, and customer support, ensuring reliable connectivity and a smooth user experience. This integrated approach strengthens Telkomsel's role in driving digital transformation across Indonesia.

**Infrastructural
development and operations**

**Application/content
provision and distribution**

**Sales and
marketing**

Services



Telkomsel's Flagship Products [POJK C.4]

Individual

Telkomsel Halo

Telkomsel Halo continued to enhance our Halo+ value proposition in 2024 with the launch of Halo+ Bold & Supreme. These packages offer greater convenience with larger domestic data quotas, inclusive international roaming, secure browsing, and spam protection. Prestige benefits include fast track access to Telkomsel Prestige Platinum and Diamond programs, featuring priority service, network prioritization, airport lounge access, and personal assistance. For lifestyle and entertainment, Halo+ expands its offerings with bundled subscriptions.

Telkomsel Halo enhances digital access with eSIM technology, co-branded credit card sales, and easy upgrades via WhatsApp. To support 5G adoption, it offers Hyper 5G packages with up to 20GB extra data, available standalone or bundled with 5G devices. Halo also strengthens customer engagement with exclusive Extra Quota packages for events like Pocari Run, Joyland, and Prambanan concerts.

Telkomsel offers a range of premium services for Halo+ Supreme customers, including priority access at GraPARI, customer care centers, and call centers, along with network prioritization, personal assistance, and complimentary airport lounge access. These benefits are designed to enhance the overall customer experience.

To strengthen these premium services, Telkomsel launched GraPARI Prestige in Batam, an exclusive service point for priority customers. It features dedicated service lanes, a food and beverage area, a photobox, and Augmented Reality/Virtual Reality (AR/VR) technology to improve engagement and satisfaction. As part of our commitment in ensuring Know Your Customer (KYC) standards, Telkomsel introduced facial recognition technology for identity verification at GraPARI Graha Merah Putih.

Telkomsel PraBayar

In 2024, Telkomsel Prabayar focused on strengthening our customer base and winning back former users to drive growth. As prepaid services are key to revenue, it is vital for Telkomsel to focus on customer acquisition, retention, and engagement with flexible, value-driven offerings to meet evolving needs. Telkomsel's affordable, high quota, and personalized products remain popular, supported by digital bundles, expanded online availability, and 5G adoption. The sachet package, launched in August 2024, offers data, calls, and digital services from Rp5,000, ensuring wider digital access and seamless connectivity.

A key highlight was the launch of Telkomsel Lite, designed to better serve all segments and provide affordable internet access for customers seeking simple and efficient connectivity. This product enables millions more to participate in Indonesia's digital journey, supported by Telkomsel's networks.

Individual

by.U

In 2024, by.U continued to redefine the digital telco experience for Indonesia's Gen Z, serving their dynamic lifestyles and focus on self-expression. The #GakGituGituAja campaign encourages young users to embrace their unique passions in gaming, music, sports, and more. To support their needs, by.U introduces Super Kaget packages, offering flexibility, convenience, and seamless connectivity. These tailored plans ensure Gen Z stays effortlessly connected, enhancing their digital experience.

Piala by.U returned in 2024 with a larger format and a stronger mission to support young futsal talent. With the theme "Make Your Dream of Becoming a Pro Futsal Player Come True," the tournament provides a pathway for aspiring players to enter the Pro Futsal League.

In partnership with Pendekar United, the tournament expanded its reach to 19 cities across Indonesia, bringing a more professional and impactful experience. With over 150,000 offline visitors, Piala by.U continues to serve as a platform for youth to develop their skills and pursue their dreams in sports.



Homes



The integration of IndiHome into Telkomsel's ecosystem has reinforced IndiHome's position as Indonesia's leading fixed broadband provider. By leveraging Fixed-Mobile Convergence (FMC), Telkomsel enhanced IndiHome's ability to deliver high-speed internet, seamless connectivity, and innovative digital solutions to meet the evolving needs of Indonesia's digital consumers. To expand our offerings, Telkomsel continued to provide the JITU package for high-speed internet users and introduced IndiHome Movie packages, further enriching the Company's value-added services.

To improve service efficiency and customer experience, Telkomsel centralized our customer service operations by merging the 147 and 188 service centers. With this integration, all Telkomsel and IndiHome customer inquiries are now handled through a single, unified 188 number, streamlining customer support and ensuring more consistent service delivery.



Telkomsel Orbit offers a flexible home broadband experience with digital self-onboarding, various plans, modem management, and an easy-to-use app. Customers can select internet packages, including entertainment bundles, and track modem usage. Orbit provides fixed and portable devices, including modems and MiFi for different needs. In 2024, we introduced rent-based plans, unlimited postpaid product, and enhanced 5G offerings, expanding accessibility.



To expand fixed broadband access and reach underserved markets, Telkomsel launched EZnet, a reliable and affordable connectivity solution available through both fiber and wireless networks. EZnet is designed to provide accessible internet services for a broader segment of users, helping to close the digital gap in unserved and underserved areas.

Convergence



Telkomsel One is a FMC solution that combines high-speed home internet, mobile data, and digital entertainment into a single integrated package. Designed to deliver seamless connectivity, Telkomsel One offers a range of plans, including a 1 Gbps option, to meet the growing demand for fast and reliable internet access across Indonesia. The service provides unified billing, a single platform for service management, and consolidated customer support to enhance the overall user experience.

In addition to connectivity, Telkomsel One offers value-added features such as family data sharing, enabling multiple users to access shared data plans. Customers also enjoy exclusive benefits, including bundled subscriptions to popular streaming platforms, further enriching the digital lifestyle experience.

Certifications & International Guidelines

Telkomsel has demonstrated our commitment to maintaining high standards by successfully completing internationally recognized ISO certifications. By the end of 2024, we have successfully obtained the following certifications:

ISO Standard	Scope	Validity Period
ISO 37001:2016 – Anti-Bribery Management System	Company-wide certification	February 7, 2024 to February 6, 2027
ISO 27001:2013 – Information Security Management System	33 Applications, 24 Telecommunication Centers, and 1 GraPARI	September 10, 2024 to September 22, 2025
ISO 27701:2019 – Privacy Information Management System	3 Applications and 1 GraPARI	September 10, 2024 to September 22, 2025
ISO 22301:2019 – Business Continuity Management System	Company-wide certification	October 12, 2023 to October 11, 2026
ISO 25010:2011 – Systems and Software Quality Requirements and Evaluation	4 applications	2023–2027 (certification periods vary by application)

In addition to certified systems, Telkomsel adopts globally recognized frameworks to guide our operations and management practices, including:

- **ISO 31000:2018 – Risk Management Guidelines**

Applied company-wide, this standard supports proactive decision-making in the face of uncertainty. It enables us to systematically identify, assess, and manage risks across all levels of the organization. By embedding ISO 31000 principles, we strengthen our resilience, promote long-term sustainability, and ensure that environmental, social, and governance (ESG) risks are effectively managed.

- **ISO 26000:2010 – Social Responsibility Guidelines**

Applied company-wide, this guideline informs Telkomsel's approach to CSR by emphasizing accountability to stakeholders, transparency in program delivery, ethical conduct, and respect for stakeholder interests. It also highlights the importance of legal compliance, alignment with international norms, and the protection of human rights. These principles ensure that our CSR efforts are grounded in good corporate governance and contribute meaningfully to society and the environment.

Membership in Associations

Telkomsel is actively involved in various industry associations, both at the national and international levels, to collaborate, share insights, and drive innovation across the telecommunications and digital sectors. The Company is a member of the following key organizations: [GRI 2-28][POJK C.5]

- **Masyarakat Telematika Indonesia (MASTEL)** – Indonesia Telematics Society
- **Asosiasi Kliring Trafik Telekomunikasi (ASKITEL)** – Telecommunications Traffic Clearing Association
- **Asosiasi Penyelenggara Jaringan Internet Indonesia (APJII)** – Indonesian Internet Service Providers Association
- **Asosiasi Penyelenggara Telekomunikasi Seluruh Indonesia (ATSI)** – All-Indonesia Telecommunications Providers Association
- **Asosiasi Penyelenggara Pengiriman Uang Indonesia (APPUI)** – Indonesia Money Remittance Providers Association
- **Asosiasi Sistem Pembayaran Indonesia (ASPI)** – Indonesia Payment Systems Association
- **Asosiasi Fintech Indonesia (AFTECH)** – Indonesia Fintech Association
- **Asosiasi IoT Indonesia (ASIOTI)** – Indonesia IoT Association
- **Asia-Pacific Telecommunity (APT)**
- **TM Forum**
- **Asia Pacific Network Information Centre (APNIC)**
- **Bridge Alliance**
- **Global System for Mobile Communications Association (GSMA)**
- **The Mobile Marketing Association (MMA)** – Global
- **Asosiasi Video Streaming Indonesia (AVISI)**

Awards



- ❶ **World Communications Award 2024 (Total Telecom)**
People & Culture Award (Polaris)

- ❷ **Kumparan Impact Makers Award 2024 (Kumparan)**
Impact in National Digital Growth

- ❸ **Ookla® Speedtest Awards™ 2024 (OOKLA)**
(Best Mobile Coverage)
(Fastest Mobile Network)
(Best Mobile Gaming Experience)
(Best Mobile Network)



- ❹ **Lestari Awards (Kompas Gramedia)**
Talent Management
(Unleash People Potential)

- ❺ **Anugerah ESG Republika (Republika)**
Waste Management
(Telkomsel Jaga Bumi)

- ❻ **Marketeers Editors Choice Awards 2024 (Marketeers)**
Creative Content of the Year
(Candaan Ruang Tengah)
Immersive Marketing Program of the Year
(Telkomsel Awards 2024)
Inclusive Customer Service Campaign of the Year
(Teman Tuli)

Bisnis Indonesia CSR Awards 2024 (Bisnis Indonesia)

(BISRA kategori Gold - NextDev)

CNBC Indonesia Awards 2024 (CNBC Indonesia)

Telecom Provider of The Year

CNN Indonesia Awards - South Sumatra (CNN Indonesia)

(Mobile Operator of the Year & Internet Service Provider of the Year)

Asian Technology Excellence Awards (Asian Business Review)

Indonesia Technology Excellence Award for Automation - Telecommunications (Automation)

Indonesia Technology Excellence Award for Gaming - Telecommunications (Dunia Games)

INDONESIA CUSTOMER EXPERIENCE AWARD 2024 (ICX AWARD 2024)

Telkomsel – Recipient of ICX AWARD 2024

Category: Internet Package

Rating: Excellent

Rank: 1 (CHAMPION)

GraPARI – Recipient of ICX AWARD 2024

Category: Cellular Customer Touch Point

Rating: Excellent

Rank: 1 (CHAMPION)

Telkomsel – Recipient of ICX AWARD 2024

Category: Cellular Contact Center

Rating: Very Good

Rank: 1 (CHAMPION)

IndiHome – Recipient of ICX AWARD 2024

Category: Pay TV

Rating: Excellent

Rank: 1 (CHAMPION)

IndiHome – Recipient of ICX AWARD 2024

Category: Internet Fixed Broadband

Rating: Excellent



7 detikcom Awards (detikcom)

Leading Digital Telecommunication Operator



About This Report



At Telkomsel, we ensure that our sustainability reporting aligns with our corporate strategy and digital transformation initiatives. We strive for transparency by adhering to global standards and consolidating data from our operations and subsidiaries. This approach not only supports our overall business objectives, but also provides value and encourages meaningful stakeholder engagement.



As a non-listed company, PT Telekomunikasi Selular (“Telkomsel” or the “Company”) is not obligated to publish a sustainability report. Nevertheless, we recognize the crucial role sustainability plays in our business and the importance of transparent communication with our stakeholders.

Beyond reporting, we are committed to integrating sustainable practices into every aspect of the Company’s operations. This dedication ensures not only long-term business resilience, but also contributes to environmental preservation and social welfare. We believe that through these efforts, Telkomsel can play a significant role in global initiatives to shape a future where digital technology drives sustainability, inclusivity, and prosperity for all.

Scope and Boundaries [GRI 2-2]

This report primarily covers Telkomsel. While references are made to the activities of our subsidiaries, such as Telkomsel Ventures (TSV), PT Telkomsel Ekosistem Digital (INDICO), and our associated company, PT Fintek Karya Nusantara (LinkAja), all employee-related data presented in this report reflect only Telkomsel’s operations, and exclude subsidiaries and associated companies. Specifically for emissions data, emissions generated from associated company are recorded under Scope 3 emission.

The report focuses on key operational areas including production, distribution, marketing, and management, with an emphasis on material economic, environmental, and social topics. Sustainability-related activities from subsidiaries are included in narrative form where relevant to reflect Telkomsel’s broader ecosystem impacts.

Financial data presented in this report is aligned with Telkomsel’s consolidated financial statements. Mergers, acquisitions, or disposals are reflected from the date of transaction.

Reporting Frameworks [GRI 2-3]

This 2024 Sustainability Report covers the January 1 to December 31, 2024 periods. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021 and complies with relevant national regulatory frameworks on sustainability reporting, namely OJK Circular No. 16/2021 and OJK Regulation No. 51/2017. Additionally, this report aligns with the United Nations Sustainable Development Goals (SDGs) to ensure our sustainability efforts contribute to global priorities and Global System for Mobile Communications Association (GSMA) ESG Metrics for Mobile to enhance transparency, and support strategic decisions to improve environmental, social, and governance performance in the mobile industry. Furthermore, this year we demonstrate our alignment efforts with the International Financial reporting Standards Sustainability Climate-related Disclosure (IFRS S2).





“Telkomsel is committed to continuously improving our sustainability reporting practices.”

This report is published annually, with the previous edition published in 2023. Our financial reporting follows the same period, from January 1 to December 31, 2024, to ensure consistency and comparability between financial and sustainability disclosures. This report was officially published on June 6, 2025. [GRI 2-3]

Telkomsel has not requested external assurance for the 2024 Sustainability Report, but this may be considered for future editions. However, Telkomsel's Scope 1 and Scope 2 emission data has undergone a limited assurance process conducted by TÜV Rheinland, facilitated through our parent company. This independent assessment ensures the accuracy and consistency of our greenhouse gas emissions data, aligning with international standards. This limited assurance not only bolsters our sustainability credentials, but also supports our strategic objectives in meeting both regulatory and market-driven demands for verified emissions data. [POJK G.1]

Significant Changes [GRI 2-5][POJK C.6]

From 2023 to 2024, Telkomsel successfully completed our integration with IndiHome, achieved Fixed Mobile Convergence (FMC) and ensured seamless customer communication across various devices and locations. To streamline the customer service experience for IndiHome, Telkomsel merged GraPARI and Telkom Plaza during the same period. This merger has enabled Telkomsel to serve customers more effectively through a variety of digital touchpoints, including 188 as a unified contact center for all Telkomsel's products and services.

Restatements [GRI 2-4]

The 2024 Telkomsel Sustainability Report features restated information to correct inaccuracies in the data from the previous year's report. Key topics with revised data include new hire figures, employee turnover, employees taking parental leave, GHG emissions, energy consumption, water consumption, waste generation and recycling records. Detailed explanations for these restatements are provided below the relevant tables.

Contact Point [GRI 2-3][POJK C.2]

We welcome any input from stakeholders and readers to improve our future reports and further strengthen our sustainability initiatives. For any questions regarding this report or its contents, please contact:



**Vice President – Corporate Strategy,
Innovation, Sustainability and Marketing**

Telkomsel Smart Office (TSO)

Jl. Jenderal Gatot Subroto Kav. 52, Jakarta, Indonesia

e-mail: sustainability@telkomsel.co.id



Telkomsel's Sustainability Approach



We believe digital technology is a key enabler for a sustainable future.



Sustainability Context

Human evolution is a testament to our remarkable ability to adapt and innovate. From the discovery of fire to the advent of agriculture, and from the industrial revolution to the digital age, each milestone has propelled humanity forward, shaped our societies and the way we interact with the world and with each other.

Now we are on the edge of a new era, where technology continues to be a driving force in our evolution. A game changer. Innovations in artificial intelligence, biotechnology, and renewable energy are not only transforming industries, but also redefining the possibilities for our future. These advancements hold the potential to address some of the most pressing challenges of our time, including climate change, resource scarcity, and social inequality.

At Telkomsel, we firmly believe that technology can play a pivotal role in achieving a sustainable future. By harnessing the power of digital connectivity, we can develop smart cities and villages that optimize energy use, reduce waste, and improve the quality of our life.

Moreover, technology can enhance our ability to monitor and protect the environment. Advanced data analytics and satellite imagery enable us to track deforestation, monitor air and water quality, and respond more effectively to natural disasters. In agriculture, precision farming techniques can increase crop yields while minimizing the use of water and pesticides, promoting more sustainable food production.

On the social side, digital technology can bridge gaps and foster inclusivity. Digital platforms can provide access to education, healthcare, and financial services for underserved communities, empowering individuals and promoting social equity. By connecting people across the globe, technology and connectivity can facilitate collaboration and knowledge sharing, and drive collective action towards common goals.



Our Approach

- Purpose Driven Sustainability Framework

In an era where technology and sustainability are increasingly intertwined, Telkomsel is committed to driving positive change. As Indonesia's leading digital telco, we continue to leverage our presence, business, and expertise in digital technology and connectivity to foster sustainable development across Indonesia and beyond. By enhancing connectivity and bridging digital divides, Telkomsel empowers individuals and communities, ensuring that the benefits of digital transformation are accessible to all.

This commitment is reflected in Telkomsel's Sustainability Pillars: Empower People, Responsible Business, and Protect Environment. Each pillar underscores our dedication to create a sustainable future, where economic growth, social inclusivity, and environmental stewardship go hand in hand. Furthermore, we align our initiatives with global standards such as the United Nations Sustainable Development Goals (SDGs) and Indonesia's regulatory requirements. This commitment ensures that we operate responsibly while fostering innovation, inclusion, and resilience. [POJK A.1] [POJK F.1]

Telkomsel's Sustainability Pillars are symbolized by three interconnected portals forming the shape of a windmill, a metaphor for synergy and unity. Just as the blades of a windmill must move in harmony to generate power, the three pillars of Telkomsel's sustainability framework work together to drive impactful and meaningful progress. This represents Telkomsel's commitment to aligning environmental stewardship, social empowerment, and responsible business practices to achieve our purpose of **"Reach Beyond."** [POJK C.1]

Furthermore, we ensure that our sustainability strategy and vision are effectively communicated to all our people, aligning their understanding and commitment to our sustainability goals. By integrating these principles into daily operations, we create a unified approach to achieve long-term impact. [POJK F.1]



Telkomsel Purpose-Driven Sustainability Framework

[GRI 2-22] [GRI 3-3]
[POJK C.1] [POJK F.1]

Pillar 1:

EMPOWER PEOPLE



We believe that sustainable growth begins with our people. We are committed to empowering our workforce by fostering a culture of diversity, inclusivity, learning, and well-being. Through inclusive workplace practices, ongoing training and development programs, we encourage our employees to reach their full potential. By creating an environment that values diversity and promotes equal opportunities, we strengthen our team, enhance creativity, and drive innovation. We also extend our empowerment efforts beyond the organization by engaging with local communities, supporting educational initiatives, and creating pathways for individuals to thrive.

Pillar 2:

RESPONSIBLE BUSINESS



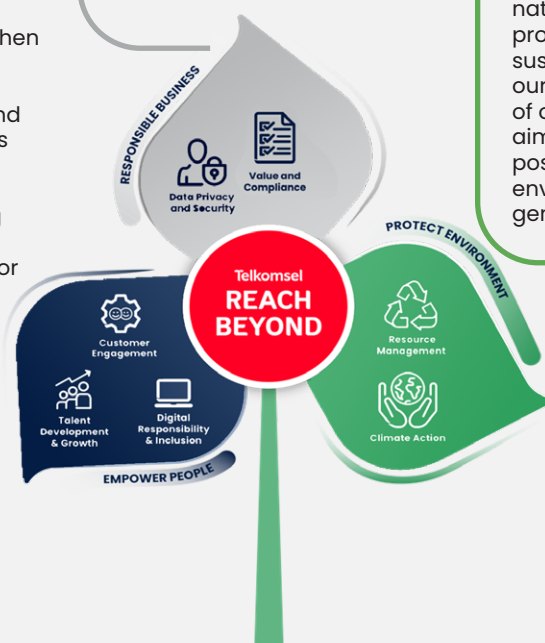
Operating responsibly is at the heart of our business. We are dedicated to ethical practices, transparency, and accountability in all aspects of our operations. Through rigorous standards and policies, we ensure that our products, services, and supply chains reflect our commitment to integrity and respect for human rights. Our responsible business practices include prioritizing data privacy and security, fair trade, and compliance with regulations that protect stakeholders' interests. We strive to integrate sustainability into every decision, recognizing that our growth is linked to the prosperity of the communities and markets we serve.

Pillar 3:

PROTECT ENVIRONMENT



Our commitment to environmental stewardship is unwavering. Recognizing the urgency of climate change, we actively work to minimize our ecological footprint by implementing practices that reduce waste, conserve resources, and decrease emissions. We continuously optimize our processes to achieve greater energy efficiency and integrate renewable energy sources wherever possible. Additionally, we engage in reforestation, biodiversity preservation, and waste reduction initiatives to restore natural ecosystems and promote environmental sustainability. Protecting our planet is a core part of our strategy as we aim to leave a lasting, positive impact on the environment for future generations.





Sustainability Governance Structure [GRI 2-12]

Telkomsel established Sustainability Management to integrate economic, environmental, and social considerations into our operations, in line with the triple bottom line principle. This initiative ensures that sustainability remains central to our business strategy, reinforcing our commitment to long-term value creation for all stakeholders.

The process follows a structured, multi-level approach. We begin by identifying key sustainability topics, followed by establishing a sustainability framework and vision to guide our initiatives. We then define targets and strategies that align with business objectives, ensuring that sustainability efforts are effectively implemented, monitored, and measured for impact. Finally, we conduct sustainability performance reporting to maintain transparency and accountability.

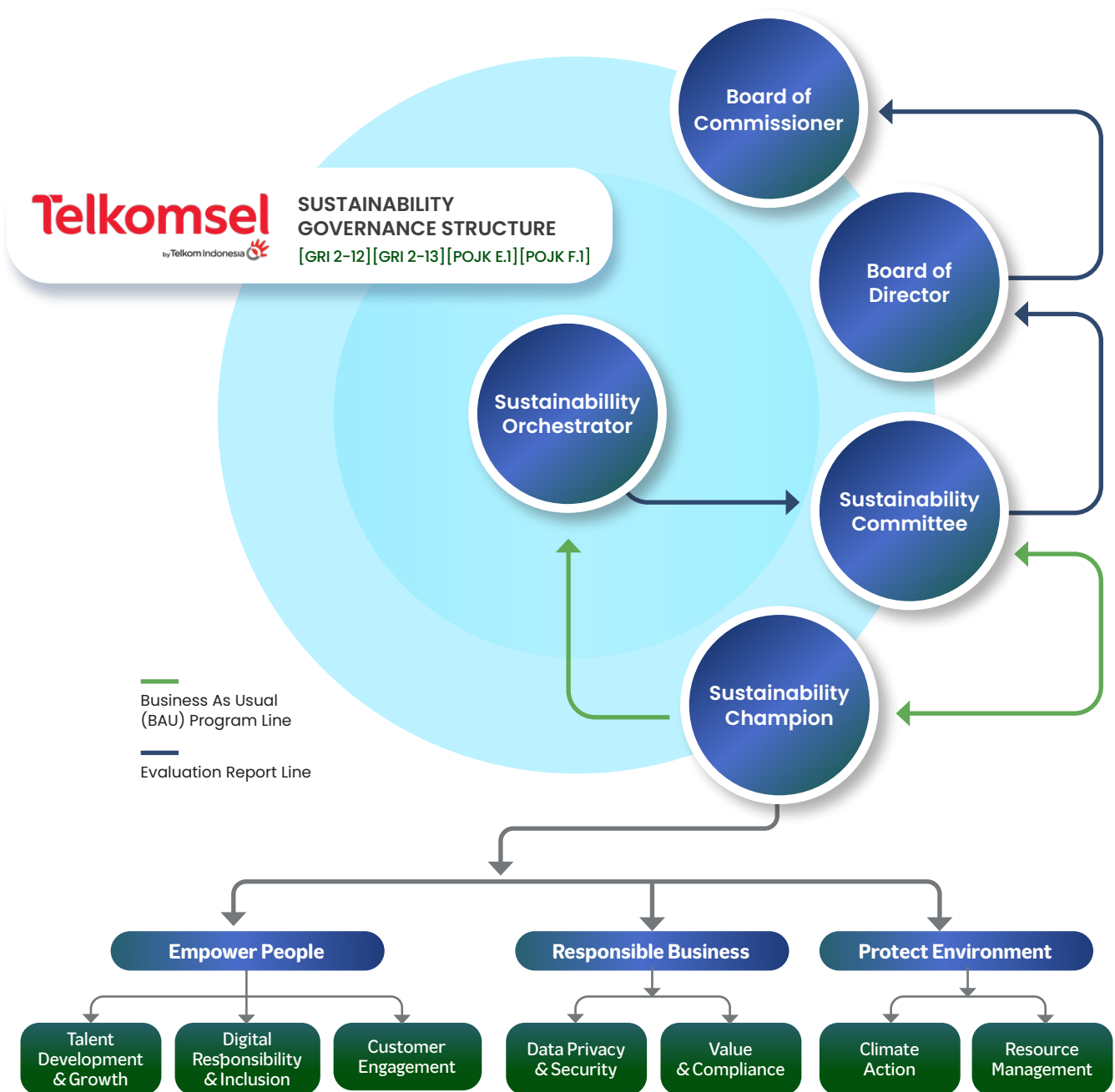
The responsibilities in the Company's sustainability management process fall under these committees, whose roles are as follows:
[POJK E.1][POJK F.1]

- **Sustainability Committee:** The committee shapes Telkomsel's sustainability direction by approving materiality topics, frameworks, and long-term visions, while ensuring risks are managed, targets are met, and programs are implemented effectively. It oversees performance evaluations, report publications, and promotes a culture of sustainability across the Company.
- **Sustainability Reporting Team:** This team manages sustainability performance reporting, including budgeting along with preparing the annual report in line with national and international standards. It consolidates data, ensures accuracy and validity, and coordinates approvals with the Board of Directors and Commissioners.
- **Sustainability Orchestrator:** The orchestrator ensures sustainability strategies are executed by assessing materiality topics, developing frameworks and targets, and monitoring program implementation. Progress is reported to the Sustainability Committee to maintain alignment with business goals.
- **Sustainability Champions:** Champions drive sustainability initiatives in their areas by integrating programs into budgets, implementing projects to meet targets, and reporting progress to the Orchestrator for evaluation and continuous improvement.



To enhance the implementation and monitoring of our sustainability program, Telkomsel has established a Sustainability Committee, led by Vice President-level officials, and appointed Sustainability Champions at the General Manager level. These Champions are tasked with executing sustainability programs outlined in their division's annual budget, meeting set targets, and regularly reporting progress to relevant Vice Presidents and the Sustainability Committee. The Vice President overseeing Sustainability Management reviews these targets quarterly, providing updates on implementation and achievements to the Sustainability Committee every semester or as required. The committee, in turn, periodically reports its evaluations to the Board of Directors, ensuring alignment with Telkomsel's long-term commitment to responsible and sustainable growth. [GRI 2-13]

The coordination structure and business process for formulating sustainability topics, establishing the sustainability framework and vision, setting targets, and strategies, as well as implementing and monitoring sustainability programs and preparing sustainability report, can be seen in the infographic below.










Stakeholder Engagement [GRI 2-29]

Telkomsel recognizes the vital role of stakeholder engagement in driving our sustainability agenda and ensuring alignment with societal expectations. Through transparent and inclusive dialogue, The Company collaborates with diverse stakeholder groups, both internal and external. This proactive approach enables the Company to incorporate stakeholder feedback into our decision-making processes, ensuring our initiatives are both relevant and impactful.

Concerns and insights gathered through these engagement activities are translated into various programs and initiatives, which are also described throughout this report. By fostering trust and collaboration, we continue to strengthen our ability to create long-term value and drive positive change in the communities we serves.

Stakeholder Engagement [GRI 2-29][POJK E.4]

	Topic and Concern	Engagement Method	Frequency	Influence Level	
	Shareholders Company performance, Artificial Intelligence, human rights, data privacy and security, renewable energy, diversity	General Meetings, Performance Evaluation Meetings, Annual and Sustainability Reports, Website	Yearly, Quarterly, as Necessary	Inform: Shareholders are kept informed through reports and meetings.	Internal Stakeholders
	Employees Rights and remuneration, career development, other aspects of employment	Collective Labor Agreement, Complaint Center, Training Programs, Surveys	Yearly, Monthly, as Necessary	Involve: Employees' concerns are reflected in agreements and programs.	
	Customers Customer satisfaction, after-sales service, data privacy and security	Call Center Services, Customer Complaints Center, Surveys, In-person Visits	Monthly, as Necessary	Consult: Customer feedback is obtained through surveys and complaints handling.	
	Regulators Compliance and reporting, ethical operational practices, harmonious relationships	Compliance Reporting, Periodic Engagements (Meetings and Hearings)	Yearly, as Necessary	Collaborate: Regulators work with Telkomsel to ensure compliance and ethical practices.	External Stakeholders
	Suppliers Objective procurement process, mutually beneficial cooperation	Integrity Pact, Supplier Relationship Management	As Necessary	Collaborate: Suppliers and Telkomsel work in partnership for mutual benefits.	
	Media Accuracy of news, sustainability program exposure	Press Releases, Media Engagement	As Necessary	Inform: Media receives accurate news and sustainability updates.	
	Community Internet and digital exposure risks, harmonious relationships, contributions to economic aspects	CSR Social Programmes, Community Engagement	Yearly, as Necessary	Support: Communities receive assistance and engagement through CSR initiatives.	

Materiality Assessment [GRI 3-1]

Telkomsel strengthened our sustainability commitment by conducting a comprehensive materiality assessment involving the entire Board of Directors. This collaborative effort reflects our dedication to aligning our sustainability priorities with strategic objectives and stakeholder expectations. By adopting the sustainability frameworks of our parent organizations, Telkom Group and Singtel Group, The Company established a robust foundation for identifying and addressing sustainability topics most relevant to our operations and impact.

The materiality assessment followed a structured process to ensure a thorough and targeted approach. It began with an in-depth understanding of Telkomsel's operational context and alignment with sector standards to reflect industry-specific challenges and opportunities. Subsequently, both actual and potential impacts of operations were identified and evaluated to determine their significance. Finally, the most critical topics were prioritized for reporting, with validation from experts and stakeholders. This comprehensive approach ensures that Telkomsel's sustainability initiatives address areas of highest relevance and impact, reinforcing our commitment to creating long-term value and driving positive change.




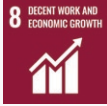











Material Topics [GRI 3-1]

Telkomsel's material topics represent the most significant sustainability issues that impact our operations and stakeholders. These topics are identified through a materiality assessment process, ensuring alignment with Telkomsel's sustainability strategy and stakeholder expectations. By focusing on these key areas, Telkomsel is able to prioritize efforts that create long-term value, address critical challenges, and contribute meaningfully to national and global sustainable development goals.

Our material topics are prioritized based on their significance and impact on our stakeholders. This approach ensures that the issues we address align with stakeholder expectations and concerns while reflecting their relevance to our business operations and sustainability goals. These material topics have been reviewed and formally approved by the Board of Directors, reinforcing their importance to our strategic direction and commitment to creating meaningful value for stakeholders. [GRI 2-14]



List of Material Topics [GRI 3-2]

Pillar	Material Topics	Subtopics	GRI 2021	SDGs
Empower People	Talent Development & Growth	Diversity	GRI 405: Diversity and Equal Opportunity 2016 GRI 401: Employment 2016 GRI 2-7: Employees GRI 2-8: Workers who are not employees	 
		Disability	GRI 406: Non-discrimination 2016	
		Training	GRI 404: Training and Education 2016	
		Well-being	GRI 403: Occupational Health and Safety 2018	
	Digital Responsibility & Inclusion	Digital Impact	GRI 413: Local Communities 2016	 
	Customer Engagement	Customer Experience	GRI 417: Marketing and Labelling 2016	
Responsible Business	Data Privacy & Security	Data Protection & Customer Privacy	GRI 418: Customer Privacy 2016	
	Value & Compliance	Business Ethics	GRI 205: Anticorruption 2016	
		Regulatory and Sustainability Compliance	GRI 2-27 Compliance with laws and regulations	
Protect Environment	Climate Action	GHG & Energy	GRI 302: Energy 2016	
			GRI 305: Emissions 2016	
	Resource Management	Resource Dematerialization	GRI 306: Waste 2020	
		Water Management	GRI 303: Water and Effluents 2018	

Telkomsel's 2030 Sustainability Targets

In 2024, Telkomsel further refined and developed our sustainability strategy and set ambitious targets to strengthen our commitment to sustainability principles. This comprehensive strategy is organized around key pillars, including empowering people, encouraging responsible business practices, and protecting the environment. Each pillar is aligned with measurable targets to ensure impactful results that support business objectives and sustainability priorities. [GRI 3-3]



EMPOWER PEOPLE



RESPONSIBLE BUSINESS



PROTECT ENVIRONMENT

TALENT DEVELOPMENT & GROWTH	DIGITAL RESPONSIBILITY & INCLUSION	CUSTOMER ENGAGEMENT	DATA PRIVACY & SECURITY	VALUE & COMPLIANCE	CLIMATE ACTION	RESOURCE MANAGEMENT
Diversity 15% female in managerial position 18% young professional for diverse workforce Disability 1% people with disability of total workforce Training >50% investment proportion in critical capability development Well-being Zero work fatality	Digital Impact Connect more than 150 millions of customers and 18 million homes digitally Empower more than 100,000 participants through digital impact programs	Customer Experience Attain a leading NPS among peers in Indonesia Achieve 95% SLA excellent complaints resolved rate	Data Protection & Customer Privacy Zero critical incident of customer data and privacy protection	Business Ethics Zero tolerance on any fraud, bribery, corruption, and unethical behavior Regulatory & Sustainability Compliance Zero proven major cases to achieve regulatory and law compliance Adoption of corporate governance frameworks and sustainability standard	GHG & Energy 20% emission reduction of Scope 1 and Scope 2 Continuous support Indonesia's journey towards Net-Zero Emission 2060	Resource Dematerialization 100% of e-waste sent for disposal is recycled or reused 100% of Telkomsel product packaging is produced using eco-friendly materials 90% office building waste diverted from landfill Water Management 30% water withdrawal reduction achieved through Telkomsel's primary operational facilities



Governance Approach

Telkomsel adopts a strong governance approach to ensure sustainable and responsible business practices, emphasizing transparency, accountability, and compliance with national and international standards. By integrating sustainability into our corporate governance framework, we align our operations with regulatory requirements and stakeholder expectations. The Company upholds ethical business practices that reflect our commitment to creating long-term value for our stakeholders and contributing to Indonesia's sustainable development goals.

Governance Structure and Roles

[GRI 2-9]

Telkomsel is committed to upholding the principles of Good Corporate Governance (GCG) in every aspect of our business operations. This commitment underscores our adherence to the Indonesian Limited Liability Company Law No. 40/2007 and key provisions of the United States' Sarbanes-Oxley Act (SOA). As a subsidiary of PT Telekomunikasi Indonesia Tbk (Telkom), which is publicly listed on the New York Stock Exchange (NYSE), Telkomsel is required to comply with these international governance standards. This ensures accountability, transparency, and ethical practices across the Company, reinforcing the trust of our stakeholders and aligning with global expectations.

Telkomsel's highest governance bodies, The Board of Commissioners (BOC) and The Board of Directors (BOD), play a vital role in steering the Company toward sustainable development. Guided by the Articles of Association No. 141 dated June 27, 2023 (updated through the Company's Articles of Association No. 11 dated January 13, 2025), they uphold core values like customer centric, open mindset, collaboration, creative and adaptive, as well as supporting the creation of a work environment that prioritizes the principles of meritocracy, integrity, transparency and is oriented towards the development of the Company. Our BOC operates independently and does not perform executive functions or take on the responsibilities of the BOD. [GRI 2-11]

Telkomsel's governance structure is designed to provide effective oversight and strategic direction. It comprises the General Meeting of Shareholders (GMS), the BOC, and the BOD, each with clearly defined roles and responsibilities. Supporting these core bodies are specialized committees, including the Audit Committee, Remuneration Committee, and the CAPEX, Financing, and Management Process (CFMP) Committee. These committees enhance decision-making, ensure rigorous financial oversight, and align operational strategies with Telkomsel's long-term sustainability goals. This comprehensive governance framework reflects Telkomsel's unwavering commitment to fostering a responsible and sustainable business. Further details about our governance structure are available in the Annual Report.

Governance Structure [GRI 2-9]

Governance Structure	Roles & Responsibilities
General Meeting of Shareholders	➔ The highest decision-making body.
	➔ Approves the annual report, financial statements, profit allocation, and appointment of external auditors.
	➔ Decides on major corporate actions, including mergers, acquisitions, and capital investments.
Board of Commissioners	➔ Supervises and advises the Board of Directors.
	➔ Ensures implementation of GMS resolutions and adherence to governance principles.
	➔ Reviews strategic plans, financial performance, and corporate governance practices.
Board of Directors	➔ Manages The Company's daily operations.
	➔ Develops and implements business strategies and budgets.
	➔ Prepares and submits financial reports and annual performance reviews.
	➔ Represents The Company in legal and external affairs.
Audit Committee	➔ Oversees financial reporting processes and ensures accuracy and compliance.
	➔ Reviews internal control and risk management systems.
	➔ Engages with internal and external auditors to monitor audit findings and recommendations.
Remuneration Committee	➔ Designs and oversees remuneration policies for the Board of Directors and employees.
	➔ Ensures competitive and fair compensation practices.
	➔ Aligns remuneration strategies with Company goals to attract and retain top talent.
CAPEX, Financing, and Management Process Committee	➔ Monitors capital expenditure, financing, and operational processes.
	➔ Evaluates and provides recommendations on financial policies and investment decisions.
	➔ Ensures alignment with corporate strategies and financial objectives.



The BOC of Telkomsel plays a critical role in overseeing The Company's governance, ensuring strategic alignment and balanced decision-making. BOC also has the authority to determine the Annual Work Plan and Budget, so that it becomes the basis for the BOD to manage the Company. Representing our shareholders, the BOC upholds compliance with corporate objectives and holds the authority to define and approve Telkomsel's Annual Work Plan and Budget. This process provides a solid foundation for the BOD to manage operations effectively, ensuring alignment with The Company's purpose, values, mission, strategies, and sustainability priorities.

Board of Commissioner [GRI 2-9]

Name	Position	Gender	Age	Tenure
Wishnutama Kusubandio	President Commissioner	Male	54	Feb 2021–Now
Heri Supriadi	Commissioner	Male	60	Feb 2021–Now
Yose Rizal	Commissioner	Male	46	May 2017–Now
Sarwoto Atmosutarno	Commissioner	Male	67	Nov 2023–Now
Anna Yip	Commissioner	Female	55	Jun 2021–Now
Yuen Kuan Moon	Commissioner	Male	58	Sep 2009–Now

The BOD of Telkomsel is responsible for managing The Company's daily operations, developing strategic business plans, and ensuring effective execution to achieve corporate goals. Guided by shared commitment to operational excellence, sustainable growth, and innovation, the BOD drives Telkomsel's vision to be Indonesia's leading digital telco. As part of our governance, the BOD oversees due diligence and impact management on the economy, environment, and society through assessments and feasibility studies, ensuring informed and impartial business decisions. When necessary, independent parties are engaged to support these evaluations, reinforcing an objective and effective approach to managing impacts.

Telkomsel regularly reviews the effectiveness of our processes through mechanisms outlined in our Articles of Association and internal policies. Strategic initiatives and their impacts are evaluated during periodic BOC and BOD meetings, ensuring oversight and adaptability to meet sustainable development goals. The governance structure allows the BOC and BOD to delegate responsibilities, with BOD members assigning specific roles based on their areas of expertise and authority, as outlined in the BOD Charter. This structured approach ensures that each director effectively manages impacts within their scope of responsibility. [POJK E.3]

Board of Directors [GRI 2-9]

Name	Position	Gender	Age	Tenure
Nugroho	President Director	Male	49	Dec 2023 - Now
Daru Mulyawan	Director of Finance & Risk Management	Male	53	May 2024 - Now
Adiwinahyu Basuki Sigit	Director of Sales	Male	50	May 2021 - Now
Derrick Heng	Director of Marketing	Male	54	Nov 2021 - Now
Wong Soon Nam	Director of Planning & Transformation	Male	62	Aug 2020 - Now
Joyce Shia	Director of IT	Female	44	May 2024 - Now
Indra Mardiatna	Director of Network	Male	48	Dec 2023 - Now
Indrawan Ditapradana	Director of Human Capital Management	Male	52	May 2024 - Now

Nomination [GRI 2-10]

The nomination and selection of Telkomsel's Board of Commissioners and Board of Directors are managed independently by our shareholders, Telkom and Singtel. Each shareholder conducts the selection process based on their internal criteria and procedures, with final appointments formalized at the General Meeting of Shareholders. This process ensures candidates possess the necessary competencies to align with Telkomsel's strategic priorities and operational goals, fostering governance and leadership that drive sustainable growth.

The criteria for nominating and selecting members include consideration of shareholder interests, diversity across various dimensions, and relevant competencies. This structured approach ensures that Telkomsel's governance bodies are composed of individuals who not only represent shareholder interests but also bring diverse, skilled, and independent perspectives to The Company's management and strategic direction. This balance strengthens Telkomsel's ability to navigate challenges and achieve our long-term objectives.

Remuneration & Evaluation

[GRI 2-18][GRI 2-19]

The General Meeting of Shareholders holds the authority to determine the remuneration for members of the BOC and the BOD based on recommendations from the Remuneration Committee. The approved remuneration is formalized through a shareholder-approved decree through the GMS, which remains valid for one financial year. The amount is set based on various factors, including business scale, complexity, inflation rate, financial condition, and statutory regulations. The Annual General Meeting of Shareholders (AGMS) Minutes No. 27, dated May 10, 2024, recorded shareholder approval of the proposed remuneration.

The remuneration structure consists of five main components: salary, allowance, facility, operating cost, and performance incentives. Fixed compensation includes the base salary, as determined during the AGMS. Variable compensation is provided in the form of a yearly bonus, with its amount also set during the AGMS. Additionally, members receive benefits and facilities such as medical coverage, housing allowance, memberships, communication support, and insurance, ensuring comprehensive support for their roles. [GRI 2-20]

Telkomsel evaluates the performance of the Board of Commissioners and Directors annually, integrating sustainability-related Key Performance Indicators (KPIs) such as EBITDA, which represents economic aspects; employee productivity, which represents people aspects; and sustainability, which underscores our commitment to initiating a sustainability strategy.

The evaluation of Corporate Goals is conducted internally on a periodic basis, with final outcomes determined through the BOD Meeting held every semester. This process not only assesses corporate performance but also reviews key parameters to ensure that KPIs remain aligned with the Company's strategic priorities, business aspirations, and evolving industry dynamics. Results of each evaluation will serve as the basis for the subsequent Corporate Goals development.

In line with this evaluation process, Telkomsel compiles compensation data from internal payroll records, covering fixed salaries, bonuses, and benefits. This data is then analyzed to reflect the Company's remuneration practices, which are designed to ensure fairness, maintain competitiveness, and comply with applicable regulatory standards.



Building Competencies in Sustainability

The Board of Directors acquires an understanding of sustainability fundamentals and updates through regular advisory meetings with the Sustainability Management team. They are also involved in sustainability baselining and target setting, contributing to the formulation of key strategies and initiatives to achieve the sustainability goals.

[GRI 2-17][POJK E.2][POJK F.1]

Not only the BOD, our employees also participate in sustainability-related training programs. These programs aim to raise awareness and support the integration of sustainability principles into daily activities across the Company. This ensures that everyone plays a role in supporting our sustainability targets.

Sustainability Related Trainings

Training Description
Sustainability Foundation: Core Concept
Transform Your Business Through Sustainability and Climate Leaders
GHG Accounting Training



Empower People



Our dedication is to creating a more inclusive and sustainable future for our employees, customers, and the communities we serve.



Telkomsel is dedicated to empowering individuals and communities through strategic initiatives that focus on both our internal workforce and external stakeholders. Internally, we prioritize investments in talent development, inclusivity, and employee well-being to foster a culture of growth and innovation. By equipping our employees with the skills needed to thrive in the rapidly evolving digital landscape, we continue to build a diverse and inclusive environment that drives long-term success. [GRI 3-3]

Externally, we strive to bridge the digital divide and unlock opportunities across Indonesia through our CSR programs. These initiatives have promoted digital literacy, cultivated an entrepreneurial ecosystem, and empowered youth and startups to make meaningful contributions to society. Additionally, we maintain a strong focus on customer engagement and community support by delivering connectivity solutions and innovative services, while upholding high standards for customer satisfaction and product compliance. Together, these efforts reflect our dedication to creating a more inclusive and sustainable future for our employees, customers, and the communities we serve.

In this chapter, we highlight three material topics on Empower People pillar:



**Talent
Development
& Growth**



**Digital
Responsibility
& Inclusion**



**Customer
Engagement**



Talent Development & Growth

Telkomsel is strongly committed to nurturing our employees, "TFLyers," through a holistic Talent Development & Growth approach that focuses on building capabilities, fostering inclusivity, and supporting employee well-being.

Our initiatives cover every stage of the employee journey with the goal of creating a thriving and supportive workplace for all. On this note, we focus on four key areas:

- 1 **Diversity:** Promoting equal opportunity and fostering an inclusive work environment for all employees.
- 2 **Disability:** Providing accessible opportunities and empowering employees with disabilities to reach their full potential.
- 3 **Training:** Equipping our workforce with future-ready skills through continuous learning and capability-building programs.
- 4 **Well-being:** Supporting the physical, financial, psychological, social and spiritual, and career well-being of employees to help them thrive in a dynamic work environment.



Lestari Award 2024: Excellence in Talent Management

In May 2024, Telkomsel received the Lestari Award in Talent Management, recognizing our use of AI and data to personalize learning, close skills gaps, and foster inclusive talent development. The award affirms our leadership in sustainable talent strategy and workforce empowerment. Moving forward, we continue to prioritize upskilling, retraining, and equal opportunity, with a strong focus on diversity and inclusion, driving both individual and organizational growth.

1

Diversity [GRI 3-3]

At Telkomsel, we believe that a diverse and inclusive workplace is fundamental to fostering innovation and driving sustainable growth. By the end of 2024, we have employed 6,216 employees, with women representing 22.84% of our total workforce. To strengthen gender diversity in leadership, Telkomsel is implementing a development program specifically for high-potential female talent. The Company has set a target of 15% female representation in managerial roles by 2030. This commitment to diversity allows us to embrace different perspectives and experiences, fostering a culture of collaboration, creativity and adaptability at all levels of the Company.

We strictly adhere to labor laws in Indonesia, including Law No. 11/2020, along with our policies 036/HR.01/PV-01/ VI/2024 about Implementation Guidelines for Early Career Recruitment and 018/HR-01/HC-00/X/2023 on Applied Learning Pathways (ALP), which prohibit the employment of individuals under the age of 18 to ensure ethical employment practices. Our recruitment strategy emphasizes equal opportunity, eliminates bias, and promotes inclusion. In addition, candidates for our Trainee program are required to have at least a bachelor's degree to align with our high competency standards. We also uphold a zero-tolerance policy towards, child labor or exploitative practices, fostering an environment where employees can work with dignity and integrity. [GRI 3-3][POJK F.18][POJK F.19][POJK F.21]



By the end of 2024, women represent 22.84% of total Telkomsel's employees



Workforce Profile by Gender and Region [GRI 2-7]

Region	2024						2023						2022					
	Permanent			Contract			Permanent			Contract			Permanent			Contract		
	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ
AREA 1	120	586	706	5	2	7	123	595	718	13	7	20	103	514	617	4	2	6
AREA 2	174	563	737	6	2	8	176	585	761	12	6	18	142	523	665	6	1	7
AREA 3	171	611	782	6	1	7	172	624	796	20	3	23	136	551	687	6	Nil	6
AREA 4	140	536	676	6	3	9	140	557	697	20	12	32	117	488	605	5	2	7
Head-quarter (HQ)	708	2,436	3,144	84	56	140	690	2,404	3,094	87	63	150	578	2,169	2,747	69	39	108
Total	1,313	4,732	6,045	107	64	171	1,301	4,765	6,066	152	91	243	1,076	4,245	5,321	90	44	134
Grand Total	6,216						6,309						5,455					

Notes:

- Information on employee headcount was obtained from internal database updated monthly.
- Figures presented here were correct as at 31 December 2024 of the respective years.
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.
- All contract employees refer to direct contract under Telkomsel.

Diversity in the Workforce [GRI 405-1]

Age Group	Diversity																	
	2024						2023						2022					
	BOD			Employee			BOD			Employee			BOD			Employee		
	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ	F	M	Σ
< 30	Nil	Nil	Nil	335	576	911	Nil	Nil	Nil	396	753	1,149	Nil	Nil	Nil	284	687	971
30 – 50	1	3	4	840	3,732	4,572	Nil	4	4	856	3,656	4,512	Nil	3	3	743	3,271	4,014
>50	Nil	4	4	244	481	725	Nil	4	4	201	439	640	Nil	5	5	139	323	462
Total	1	7	8	1,419	4,789	6,208	Nil	8	8	1,453	4,848	6,301	Nil	8	8	1,166	4,281	5,447

Note: All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Employee Headcount by Gender, Employment Status, Position, Age Group, and Vulnerability

[GRI 2-7][POJK C.3]

Employee Profile	2024			2023			2022		
	F	M	Σ	F	M	Σ	F	M	Σ
Employment Status									
Permanent	1,313	4,732	6,045	1,301	4,765	6,066	1,076	4,245	5,321
Contract	107	64	171	152	91	243	90	44	134
Total	1,420	4,796	6,216	1,453	4,856	6,309	1,166	4,289	5,455
Position									
Director	1	7	8	Nil	8	8	Nil	8	8
Senior Vice President	2	9	11	2	11	13	2	13	15
Vice President	15	78	93	12	80	92	12	82	94
General Manager	48	316	364	50	316	366	48	295	343
Manager	190	1,271	1,461	177	1,247	1,424	150	1,094	1,244
Supervisor	622	2,246	2,868	627	2,223	2,850	515	2,008	2,523
Staff	449	868	1,317	497	970	1,467	354	787	1,141
Secretary/Admin	93	1	94	88	1	89	85	2	87
Total	1,420	4,796	6,216	1,453	4,856	6,309	1,166	4,289	5,455
Age Group									
<30	335	576	911	396	753	1,149	284	687	971
30-50	841	3,735	4,576	856	3,660	4,516	743	3,274	4,017
>50	244	485	729	201	443	644	139	328	467
Total	1,420	4,796	6,216	1,453	4,856	6,309	1,166	4,289	5,455
Vulnerability									
Disability	2	1	3	2	1	3	2	1	3

Notes:

- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.
- All contract employees refer to direct contract under Telkomsel.

Non-Employee Workers [GRI 2-8]

Worker Type	2024	2023	2022
Interns	527	334	334
Sub-contractor	2,551	2,824	1,318
Total	3,078	3,158	1,652

Notes:

- Non-employee workers refer to [outsourced employees] and [interns].
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Women@Telkomsel: Supporting Women to Grow and Lead

As part of our commitment to diversity, Telkomsel believes empowering women is key to building a more inclusive and sustainable workplace. At Telkomsel, we acknowledge the unique challenges that women might face in their careers today.

Women@Telkomsel was created as a community to support female employees through learning, mentoring, and well-being programs. In 2024, over 300 women joined mentoring sessions, leadership talks, and knowledge-sharing activities. The program also collaborates with our Employee Assistance Program (EAP) to provide psychological support and promote mental well-being.

Through Women@Telkomsel, we aim to help women grow with confidence and contribute more in driving innovation and leadership.



300
female
employees

actively participated in mentoring programs, knowledge-sharing sessions, and leadership talks in 2024

Employee Recruitment and Turnover

Telkomsel implements a fair and transparent recruitment process based on objective criteria such as age, education, field of study relevance, and required competencies. Job postings are inclusive, accessible, and free from restrictions related to gender, ethnicity, race, religion, or disabilities. Candidates meeting administrative qualifications are equally considered throughout the selection process.

In 2024, we recruited 129 employees, comprising 53 females and 76 males. Notably, 64% of new hires were aged 30 or younger, reinforcing our commitment to fostering future leaders through structured career development programs. These recruits were strategically placed across various regions, from headquarters to Indonesia's border areas. [\[GRI 401-1\]](#)

A total of 222 employees were no longer with the Company by the end of 2024, resulting in an overall employee turnover rate of 3.54%. This low rate reflects our strong workplace satisfaction, an achievement made possible through the diligent implementation of comprehensive workplace culture and employee well-being initiatives. We continue to analyze turnover trends to further enhance employee retention strategies and workplace satisfaction. [\[GRI 401-1\]](#)

Telkomsel provides retirement programs aimed at supporting employees' well-being and ensuring a smooth transition into their post-career life. The retirement program at Telkomsel consists of two types, such as (i) Regular Retirement, which is mandatory for employees aged 56 years and has 73 employees enrolled in 2024, and (ii) Early Retirement is voluntary and not conducted every year and is available to employees aged 40 years and above, with 13 employees opting for this in 2024.

New Hire Numbers [GRI 401-1]

Recruitment Profile	2024			2023			2022		
	F	M	Σ	F	M	Σ	F	M	Σ
By age									
< 30	32	50	82	172	282	454	66	109	175
30 – 50	21	26	47	136	331	467	11	23	34
>50	Nil	Nil	Nil	13	56	69	Nil	1	1
Total	53	76	129	321	669	990	77	133	210
By Region									
AREA 1	6	11	17	34	119	153	3	6	9
AREA 2	4	5	9	42	86	128	3	3	6
AREA 3	6	2	8	54	87	141	1	7	8
AREA 4	7	13	20	45	100	145	5	18	23
Head Quarter	30	45	75	146	277	423	65	99	164
Total	53	76	129	321	669	990	77	133	210

Notes:

- Recruitment figures exclude members of the Board of Directors.
- Data presented for 2023 are restated based on our revised data collection and calculation method.
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

New Hire Rates [GRI 401-1]

Recruitment Profile	2024		
	F	M	Σ
By age			
< 30	8.76%	7.52%	7.96%
30 – 50	2.47%	0.7%	1.03%
>50	Nil	Nil	Nil
Overall	3.69%	1.57%	2.06%
By Region			
AREA 1	4.60%	1.85%	2.34%
AREA 2	2.17%	0.87%	1.18%
AREA 3	3.25%	0.32%	1.00%
AREA 4	4.58%	2.35%	2.83%
Head Quarter	3.82%	1.81%	2.30%
Total	3.69%	1.57%	2.06%

Notes:

- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.
- Data presented for 2023 and 2022 are restated based on our revised data collection and calculation method.



In 2024,
41.09%
 of new recruits
 are women.

Employee Turnover [GRI 401-1]

Employee Turnover	2024			2023			2022		
	F	M	Σ	F	M	Σ	F	M	Σ
Incoming employees	53	76	129	321	669	990	77	133	210
Outgoing Employees									
Leave	10	8	18	2	Nil	2	Nil	Nil	Nil
Official Leave	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
End of Contract	48	31	79	18	22	40	40	61	101
End of Trainee	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Fired	Nil	5	5	Nil	1	1	Nil	3	3
Natural Death	2	7	9	2	7	9	Nil	5	5
Retirement	11	62	73	8	39	47	3	40	43
Early Retirement	1	12	13	Nil	1	1	40	55	95
Medical Retirement	Nil	Nil	Nil	Nil	1	1	Nil	Nil	Nil
Probation Failed	1	2	3	2	1	3	2	2	4
Resign	14	8	22	14	18	32	16	31	47
Total	87	135	222	46	90	136	101	197	298
Percentage	39.2%	60.8%	100%	33.8%	66.2%	100%	33.9%	66.1%	100%

Note: All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Employee Turnover Rates By Gender [GRI 401-1]

Gender	2024
Female	6.06%
Male	1.40%
Overall	3.54%

Notes:

- The employee turnover rate is calculated by dividing the number of employees turnover and the average number of employees over reported/current year and the previous year.
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.



Commitment to Preventing Discrimination and Ensuring Fair Treatment [GRI 3-3]

Telkomsel is dedicated to creating an inclusive and respectful workplace by implementing a strict anti-discrimination commitment. The Company upholds a zero-tolerance attitude towards any form of discrimination or harassment, ensuring equal opportunities for all employees, customers, and partners.

In 2024, no incidents related to discrimination were reported by employees or other stakeholders. Telkomsel remains committed to providing a fair and inclusive work environment, with policies and procedures in place to prevent discrimination. These policies are supported by regular internal reviews to ensure compliance and effectiveness. [GRI 406-1]

We remain committed to preventing discrimination by continuously improving policies, raising awareness, and fostering a culture of fairness and inclusiveness. Through these efforts, the Company reinforces our dedication to ethical behavior and a respectful workplace for all.

2

Disability

By 2024, we have employed 3 people with disabilities, reinforcing our commitment to inclusivity and equal opportunity in the workplace. Through targeted recruitment strategies and workplace accommodations, we ensure that employees with disabilities have the necessary support to thrive in their roles. [GRI 405-1]

We remain dedicated to fostering a supportive and accessible work environment for all employees, continuously improving policies and infrastructure to accommodate diverse needs and promoting an inclusive corporate culture.

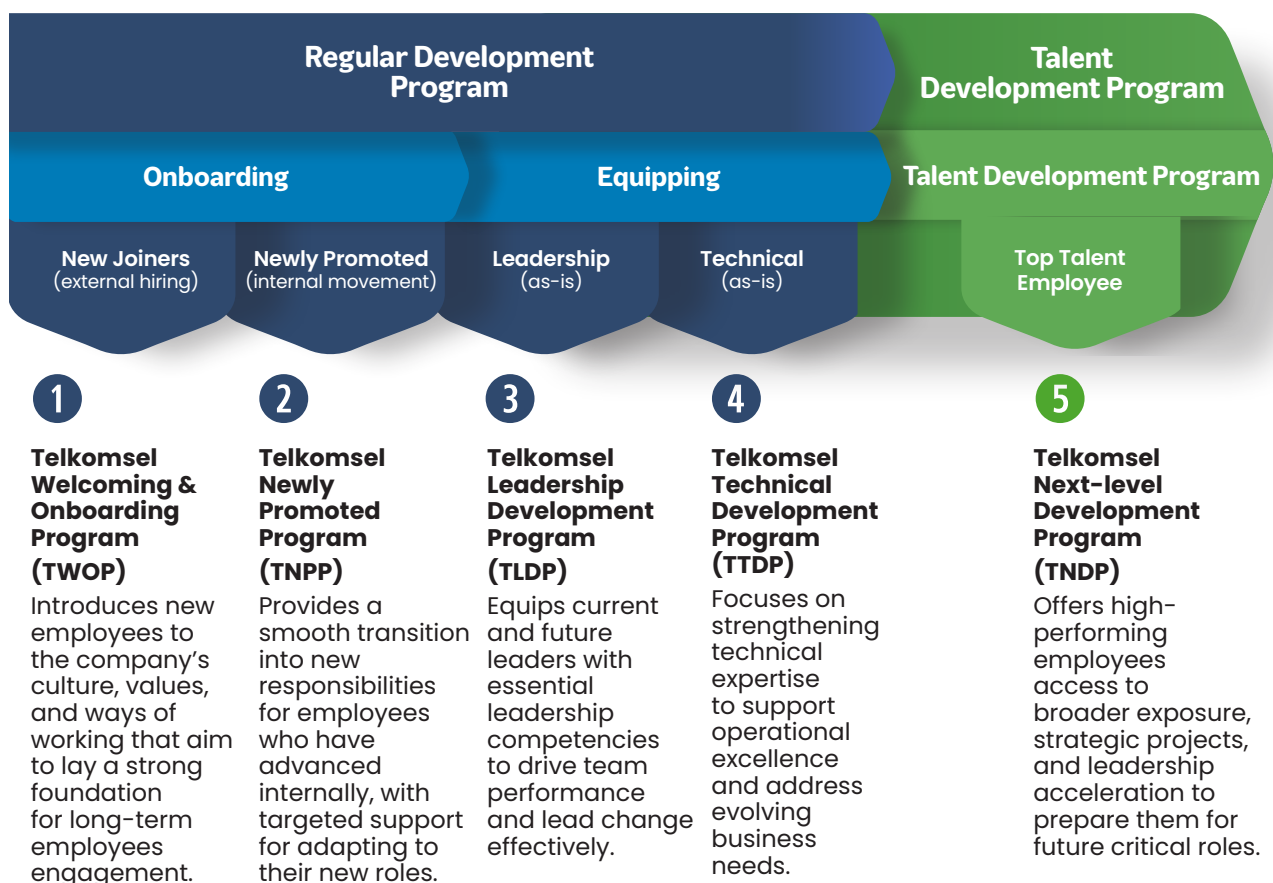


3

Training

Every Telkomsel's employee is entitled to equal opportunities in career development and planning, aligned with the Company's organizational needs. While employees are encouraged to define their own career goals and paths, career progression is determined based on individual competencies, skills, and business requirements. To support career development, employee aspirations are formally submitted, recorded in an integrated system, and considered in career mobility and development programs. By the end of 2024, this assessment had covered all of Telkomsel's employees. [GRI 3-3][GRI 404-3][POJK F.22]

Telkomsel designs our capability-building programs around a structured five-pillar framework, ensuring each initiative is tailored to specific career stages and aligned with both individual growth and business objectives.



Telkomsel Learning Model [GRI 3-3]

Developing future-ready talent requires more than just classroom learning. Therefore, Telkomsel applies the 70-20-10 Learning Framework, a globally recognized model that encourages continuous development through experience, collaboration, and structured training.

This learning model reflects our commitment to fostering a growth mindset across the organization and to encourage employees to learn not only through structured programs, but more importantly, through real-world experience, collaboration, and peer-to-peer learning.

In 2024, we delivered a total of 373,082 training hours all employees, with an average of 60 hours per employee per year. [GRI 404-1]

70%

On-the-job learning experience

OBJECTIVE:

Ignite agility by learning through daily work, supported by effective rhythms and routines

PROGRAM:

- Project Involvement
- Job Rotation
- Job Shadowing
- Job Enrichment

20%

Social interaction learning

OBJECTIVE:

Leveraging coaches & peers to reinforce learning and engage with content in social settings

PROGRAM:

- Coaching/Mentoring
- Peers Sharing Session
- Forum Discussion

10%

Formal training & curriculum

OBJECTIVE:

Traditional and immersive learning situations with a focus on personalization of content

PROGRAM:

- E-learning (on-demand)
- In Class-Learning
- Workshops
- Case Study
- Conference





Telkomsel Hosts Knowledge Festival 2024 to Strengthen Learning Culture

From July 9 to 25, 2024, Telkomsel held the Knowledge Festival 2024 as part of our ongoing effort to foster a collaborative and continuous learning culture across the organization. The program is designed to integrate the 70-20-10 learning model into everyday work practices and encourage knowledge-sharing among employees.

The festival featured a range of activities, including the Equilearn session, area-based engagements, parallel classes, and Super Talks led by influential speakers. These sessions aimed to inspire learning, spark conversations, and highlight the importance of human-tech-knowledge synergy in driving innovation. The event concluded with a celebration of learning milestones under the 721 Mission.

143
employees

were officially recognized as experts across 15 functional roles



Dual Career Paths: Recognizing Expertise, Expanding Impact

Telkomsel believes that expertise deserves the same recognition as leadership. Therefore, we introduced Dual Career Paths to give employees two equal tracks: one focused on managing people, the other on becoming subject-matter experts.

In 2024, 143 employees were officially recognized as experts across 15 functional roles, from IT and network operations to financial analysis and human capital. This program creates space for people to grow through deep knowledge and innovation. Through this program, Telkomsel is aiming to nurture a future-ready workforce that blends experience with expertise.



Telkomsel's 2024 Apprenticeship Program: Nurturing Indonesia's Digital Innovators

In 2024, Telkomsel reaffirmed our dedication to fostering Indonesia's digital talent through our "Telkomsel Apprenticeship: Future Digital Leaders" program. Designed for recent graduates and early-career professionals, this initiative provided hands-on industry experience over a six-month period. Participants benefited from financial support, telecommunication and transportation assistance, professional development programs, dedicated mentorship, and program certification.

The program was conducted in two batches, each featuring a structured selection process, including administrative screening, competency assessments, individual interviews, and onboarding. Participants were placed in diverse roles within Telkomsel's "Innovation & Growth Hub," gaining experience in areas such as customer journey experience, business development, product quality inspection, and digital product development.

With these apprenticeship programs, Telkomsel not only provided valuable industry exposure but also cultivated a new generation of tech-savvy professionals ready to contribute to the nation's digital transformation.

Investing in Talent Through: Telkomsel Scholarship

As part of Telkomsel's commitment to nurturing future-ready talent, the Company rolled out the Telkomsel Scholarship Program to support employees in pursuing Master's-level education at leading global institutions. This initiative is designed to strengthen Telkomsel's long-term capability by aligning learning opportunities with the Company's strategic priorities, including leadership development, critical business functions, and future growth areas identified in the corporate strategic plan. Through this program, Telkomsel empowers employees to deepen their expertise, elevate their leadership capacity, and return with enriched perspectives that contribute to the Company's innovation and resilience.

The scholarship program also reflects Telkomsel's belief that investing in people is a key pillar of sustainable business growth. In 2023, 18 employees were awarded the Telkomsel scholarship, marking a significant milestone in the company's people development journey. In the following year, most awardees embarked on their academic journey overseas, pursuing higher education at globally

renowned universities. Open to permanent employees across levels, the program ensures a transparent and competitive selection process, enabling high-performing, passionate individuals to access world-class education while continuing to grow within the Company.

Beyond supporting individual growth, the scholarship initiative represents Telkomsel's broader commitment to people development as part of its sustainability agenda. Graduates of the program are required to initiate strategic projects, contribute to knowledge-sharing, and apply their learning to drive meaningful change within the organization. In this way, the program not only enhances workforce capability but also

ensures that Telkomsel remains adaptive, forward-thinking, and people-driven in navigating the challenges and opportunities of Indonesia's evolving digital ecosystem.

"It has been 7+ months since I transitioned from the workplace back to full-time studies, living in a home away from home. I feel lucky to have worked at Telkomsel, a company that values and supports employees' growth. Thanks to the Telkomsel Scholarship Program, I am now halfway through completing my one-year MBA program at AGSM UNSW Business School."

Rizaldy Azhar
- Telkomsel Scholarship Awardee

For his full testimony:



tsel.id/SR2024-scholarship



Average Training Hours [GRI 404-1] [POJK F.22]

Job Level	Average Training Hours		
	2024	2023	2022
Senior Vice President and Vice President	34	43	33
General Manager	40	67	32
Manager	57	33	33
Supervisor	57	46	32
Staff	75	45	55
Average Training Hours (per employee per year)	60	44	37

Note: All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Training Programs [GRI 404-2][POJK F.22]	Number of Participants	 11,591 total training participants in 2024	 373,082 total training hours in 2024
Technical learning	2,823		
eLearning	6,718		
Leadership development	786		
MPP (Pre-retirement)	517		
Critical capability	329		
Internal Trainer (TFAMS)	109		
Onboarding	100		
Certification program	85		
Scholarship	62		
Talent development	62		
Total	11,591		

Note: All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

AI Upskilling for Our Employees

In 2024, Telkomsel launched Artificial Intelligence (AI) Academy Program. This is a flagship development initiative designed to develop AI capabilities among employees and foster an innovation-driven culture across the organization.

The program adopts a progressive learning approach that combines e-learning, case studies, and hands-on practice tailored for different employee groups, which is divided into three key phases: Awareness, Basic, and Intermediate. We have completed the Awareness (Phase 1) and Basic (Phase 2) in 2024 and will continue to

the Intermediate (Phase 3) in 2025.

Throughout 2024, more than 1,750 employees were upskilled and reskilled with AI-related competencies, covering practical topics such as generative AI, ethical AI practices, data infrastructure, and AI-driven business transformation.

Beyond the general AI Academy Program, Telkomsel also introduced the Leaders AI Academy Program, targeting key leaders to strengthen their strategic understanding of AI



applications, innovation frameworks, and risk management. This initiative empowers leaders to drive impactful corporate transformation and identify opportunities for AI implementation across business units relevant to retail consumers, B2B customers, and business enabler functions.



Emerging Capability Programs

Telkomsel continues to invest in targeted reskilling and upskilling programs. In 2024, Telkomsel launched a series of Emerging Capability Programs designed to equip employees with specialized skills in high-demand areas, such as Software Development, Data Science, and UI/UX.

These areas are prioritized because while they are critical in driving digital transformation, the availability of skilled professionals in these domains remains limited in the market. By equipping our own employees with these capabilities internally, Telkomsel aims to accelerate innovation, enhance customer experience, and strengthen our digital talent pipeline to meet future business challenges.

In this program, employees undergo structured learning experiences that combine technical knowledge, practical case studies, and real-life Telkomsel use cases to ensure relevance and business applicability. Each program also incorporates improvement feedback mechanisms to continuously enhance the learning experience.



Software Developer Learning Program

Focuses on core programming languages, software architecture, and agile development practices. Participants were guided through practical coding exercises, peer collaboration, and sprint-based project work. The program achieved an 84.5% learner satisfaction rate.

Data Science Learning Program

Covers key modules such as data visualization, statistical modeling, machine learning, and Python-based data handling. The training emphasized applied analytics using real datasets, resulting in an 86% learner satisfaction rate.

UI/UX Learning Program

Introduces principles of human-centered design, usability testing, wireframing, and prototyping using leading design tools. Through a mix of case studies and design challenges, participants built practical skills that directly support digital product development. The program earned an 86% satisfaction rate.

Empowering Career Growth Through Internal Job Posting (IJP) Program

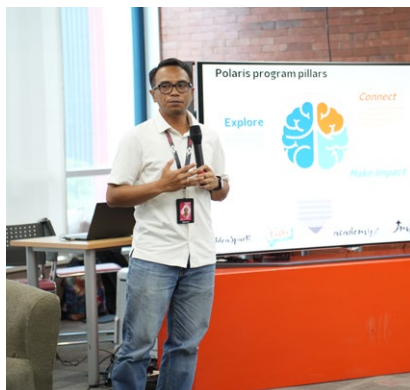
Since 2023, Telkomsel has provided employees with the opportunity to proactively plan their career trajectories through the Internal Job Posting (IJP), an internal job vacancy program. Information about promotion and rotation opportunities is accessible through Portal, the Company's internal communication website. Telkomsel believes that employees have the right to pursue growth and development within the organization. The initiative embodies the Company's value of fostering a more transparent, inclusive, and fair approach to career management for its employees.

"I am very grateful because through the IJP, Telkomsel has given me a place to get out of my comfort zone. Getting promoted to Head Office is an important milestone for me, especially as I moved from sales to marketing directorate—a rare opportunity that required me to adapt quickly and learn in a competitive environment. This journey has not always been easy, but the support and trust from my superiors and colleagues have made everything possible. I hope my story can inspire others, especially women, to face challenges, believe in themselves, and take advantage of every opportunity that comes their way."

Tari Ustami – Officer Mass Broadband Product Pricing Alignment and Analysis Telkomsel



Powering Innovation Through Polaris Program



Polaris is Telkomsel's employee innovation program that supports training, learning, and growth by empowering employees to develop ideas and solutions that drive business transformation. Through the Polaris program launched in 2022, we provide a structured platform for employees to create, incubate, and develop innovative solutions. Polaris nurtures a founder's mindset, enabling employees to contribute to the digital growth and operational efficiency of our Company. [GRI 404-2]

In addition, Polaris strives to elevate engagement with the internal community through initiatives such as Polaris Talks, Polaris Academy, and "Action for Change" program.



In 2024, Polaris continues to drive bottom-up innovation within programs such as:

- **Polaris IdeaSpark**, a monthly internal competition, focuses on addressing specific Business Unit pain points or challenges.
- **Polaris Impact**, an annual innovation competition, seeks opportunities for new revenue generation and improving business efficiency.
- **PolarisX** caters to Area-specific needs by enhancing knowledge and providing real-world use cases.
- **Polaris Talk**, **Polaris Academy** and **"Action for Change"**, an internal engagement program.



Telkomsel's Polaris Wins prestigious People & Culture Award at the World Communication Awards (WCA) in London

In December 2024, Telkomsel received the prestigious People & Culture Award at the World Communication Awards (WCA) in London. This recognition was awarded for Polaris, our internal innovation program designed to foster a culture of creativity and collaboration among employees.

Polaris

Empowering Innovation Through People

Polaris IdeaSpark #CariSolusi

Polaris IdeaSpark is an innovative monthly competition program that plays a critical role in Telkomsel's commitment to fostering sustainable development and innovation. By engaging various Business Units, this initiative tackles contemporary issues through diverse, fresh perspectives. Every month, participants are encouraged to develop solutions to real-world problems, driving creativity and collaboration across the organization. This crowdsourcing approach not only enhances problem-solving capabilities but also aligns with our sustainability goals by promoting inclusivity and a culture of continuous improvement. Polaris IdeaSpark exemplifies how diverse viewpoints can contribute to breakthrough solutions, paving the way for a more sustainable future.

1,610 Total Idea submitted

1,033 Total Employees Participated

16.6% Employee Participation Rate

Polaris Impact

In 2024, the Polaris Impact program, themed 'Riding the Wave of AI,' advanced innovation by focusing on the implementation of AI technology in collaboration with Microsoft. The program attracted 183 teams, each submitting ideas aimed at improving business efficiency and generating new incomes. 5 teams with the best ideas were incubated to develop their products and successfully achieved Minimum Viable Product (MVP) status. One of the notable projects, such as T-BOUND—a solution designed to address failed transactions by offering alternative options to consumers—highlighted the significant impact of these initiatives, with potential cost savings reaching billions of rupiah.

183 unique ideas aimed at improving business efficiency

PolarisX

PolarisX serves as a platform for innovation that is closely aligned with and relevant to the specific challenges faced by each area or directorate. For example, roadshows, such as Jawara Innovation Day in Area 2, a competition that generated 48 innovative ideas and Rajawali Innovation Day in Area 3, organized as a bootcamp with 30 participants, inspired employees to tackle local issues using design thinking and empathy-driven approaches.

48 Innovative ideas generated from Jawara Innovation Day in Area 2

30 participants joined Rajawali Innovation Day in Area 3

Polaris Academy and Polaris Talks

Throughout 2024, Telkomsel continuously strengthened our reputation as a hub of innovation by empowering employees through a diverse array of programs within the Polaris initiative. The Polaris Academy, with 532 registrants, cultivated founder-like mindsets while developing specialized skills across three roles: Hacker (The Developer), Hustler (The Seller), and Hipster (The Visual Storyteller). Polaris Talks engaged over 1,000 employees by sharing insights on sustainability and AI, as well as ideas on how to enhance cross-functional collaboration.

532 registrants of Polaris Academy, cultivated founder-like mindsets while developing specialized skills across three roles

1,000 employees in Polaris Talk shared insights on sustainability AI and cross functional collaboration





Action for Change: Innovating for Good

Through the Action for Change program, we empower employees to develop innovative solutions that address real-world challenges and create positive social and environmental impact.

In 2024, Telkom Indonesia partnered with the Singtel Group for Action for Change, a regional innovation initiative aimed at creating tech-based solutions with real social impact.

This year's challenge focused on sustainable tourism in Bali, focusing on teams across the region to address issues like overcrowding, environmental stress, and inclusive economic development. Out of 95 ideas submitted, 3 teams from Telkom Indonesia advanced to the final stage at the Singtel Summit in Bali, pitching solutions ranging from AI-powered crowd monitoring to platforms promoting hidden-gem destinations and agrotourism. [POJK F.26]

95 ideas submitted

3 teams from Telkom Indonesia advanced to the final stage

"I am thrilled to share a milestone moment in my journey as part of the Polaris Impact 2024 innovation program. Together with my fellow innovators, we have successfully completed the MVP incubation phase and presented our groundbreaking ideas to the Board of Directors.

This journey has been nothing short of transformative. It has taught us the power of collaboration, resilience, and thinking outside the box to solve real business challenges. Our MVP is not just a product of innovation but a testament to the strategic alignment with the Company's vision and goals thanks to best guidance from our business unit sponsor.

As the next step, our MVP will be handed over to the sponsoring business units for further development and scaling. This marks the beginning of a new chapter where our ideas will evolve into impactful solutions for the Company and society.

I am also deeply honored to share that our team has been recognized for our hard work and dedication. This is a true reflection of how innovation and effort are valued and celebrated."

Surya Diansyah Fitra
- Telecommunication
Engineer, Telkom Indonesia

For his full testimony:



tsel.id/SR2024-PolarisImpact



4

Well-being

Telkomsel prioritizes employee well-being as a key driver of productivity, engagement, and long-term success as we foster a supportive and resilient work environment, ensuring employees thrive both professionally and personally. Through our Well-being campaign, we provide holistic support across five key dimensions: Physical, Financial, Psychological, Social and Spiritual, and Career. [GRI 3-3]

Telkomsel Employee Well-being Framework

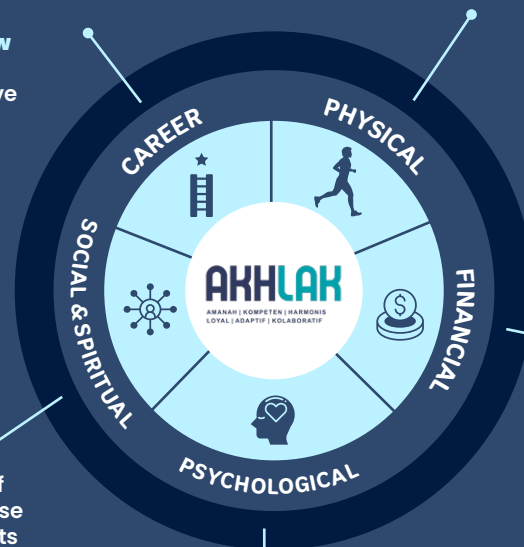
Employees thrive when they have **opportunities to grow** their careers in a flexible and supportive environment

Employees' physical well-being improves when they feel **healthy, secure in their role**, and trust the company to provide a safe, supportive work environment

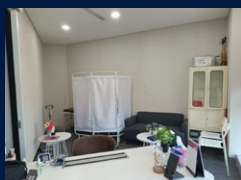
Employees' social and spiritual well-being are enhanced when they feel part of a **respectful, empathetic, and collaborative** workplace. A sense of belonging and purpose grows in environments where relationships are built on trust, respect, and teamwork

Financial stability is a key aspect of employee well-being. Loyalty between employer and employee grows stronger when **compensation is fair and job security is assured**

Employees experience better mental health when they feel **happy, competent**, and have access to continuous learning and growth opportunities



PHYSICAL



Medic Hub Established
5 Medic Hub with >500
visit per Month



BMI Wellness Journey
Program



FINANCIAL



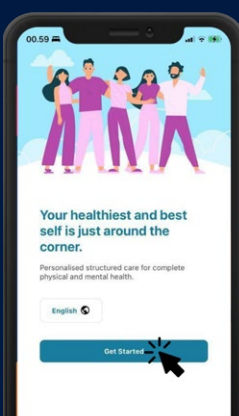
Financial Talks :
Planning for Retirement



Financial Talks:
How to Planning your
Financial



PSYCHOLOGICAL



Employee Assistant
Program: Activation and
Build Awareness



SOCIAL & SPIRITUAL



Women @Telkomsel
Talks: From Insecurity to
Empowerment



Spiritual Sessions with
Senior Leaders



CAREER



Internal Job Posting
(Transparency)



Embedded Meritocracy
in HR System and
Leadership Action

THE INITIATIVES

Supporting Well-being with Telkomsel's Employee Assistance Program (EAP)



Telkomsel understands that our people perform at their best when they feel supported, not just professionally, but personally. That is why we offer a comprehensive Employee Assistance Program (EAP), designed to provide confidential support for a wide range of personal and work-related challenges.

The EAP is a key part of our well-being strategy, helping employees manage stress, mental health, and work-life balance, while boosting overall productivity and job satisfaction.

Through the EAP, employees have access to:

- 24-hour crisis helpline
- Counselling, assessment, and referral services
- Management consultation and EAP training for supervisors
- Wellness programs, seminars, and emergency incident support
- Cross-cultural adaptability assessments
- Confidential record keeping and satisfaction tracking

The service is easy to access via a mobile app, offering personalized, structured care for complete physical and mental health anytime, anywhere. Whether navigating a crisis or seeking everyday support, Telkomsel employees have a trusted system in place to help them stay healthy, resilient, and empowered.

The EAP reflects our broader commitment to creating a workplace where people feel safe, valued, and ready to grow. Because when our people thrive, so does our business.



THE IMPACTS

193

Employees with BMI Obesity Category **Improved** after joining BMI Wellness Journey Program in 2024.

70%

Employees state that the **rewards given** are in accordance with the **principles of meritocracy** and motivate them to **continuously improve their performance**.

95%

Employees **feel better after using Employee Assistant Program** that provided by corporate.

84%

Employees state that everyone is **treated with respect** and that the work environment promotes **inclusivity, upholds equality, and values diversity**.

74%

Employees state that they are **given opportunities** and development programs **relevant** to support their **job and career needs**.

Occupational Health and Safety

Telkomsel prioritizes the health and safety of our employees by implementing a robust Occupational Health, Safety, and Environmental Management System (OHSEMS), covering 100% of our workforce. This system aligns with regulatory requirements and industry best practices to prevent workplace accidents and illnesses. [GRI 3-3][GRI 403-1][GRI 403-8][POJK F.21]

To foster a culture of safety, we integrate HALO K3L (Health, Safety, Security, and Environment) across all operational areas, ensuring employees, including outsourced workers, adhere to established safety standards. The program encompasses leadership commitment, infrastructure readiness, risk assessments, and emergency response preparedness. [GRI 403-2][GRI 403-7]

Key initiatives in 2024 include:

- **OHS Task Group:** Established to oversee policy implementation, conduct risk assessments, and manage emergency preparedness. The group enforces Job Safety Analysis (JSA) for high-risk tasks and ensures compliance with regulatory requirements. [GRI 403-3][GRI 403-4]
- **Certified OHS Personnel:** Competency development through structured training and certification, ensuring personnel are well-equipped to manage workplace hazards. [GRI 403-5]
- **Emergency Response Readiness:** Formation of a Fast Response Unit, responsible for handling critical situations efficiently. [GRI 403-6]
- **OHS Training:** Annual training sessions covering workplace safety, fire protection, cooling systems, and IT asset management certification. [GRI 403-5]

Further efforts to prevent and mitigate occupational health and safety (OHS) impacts include displaying Health HSE induction materials on elevator screens, presenting them at the start of meetings, and ensuring that fire extinguishers are provided in compliance with applicable regulations.

Additionally, we promote employee well-being by offering comprehensive healthcare benefits, including medical insurance, dental care, and maternity support. Health awareness campaigns, led by Company Doctors and the Benefit Services Team, further reinforce preventive healthcare practices via internal communication channels and digital platforms. [GRI 401-2][GRI 403-6]

Our company has implemented the SMK3L (Occupational Health, Safety, and Environmental Management System) standard. This is supported by key documents such as PD 015-P 015 Pedoman Penerapan SMK3L Telkomsel and Operational Guidance 01, which cover hazard identification and final risk assessments.

We have assessed potential risks and impacts in our operations using documents like SMK3 Operational Guidance and various SMK3L forms and reports. These include JSA Forms for activities such as cleaning, fit-out work, indoor radio installations, lighting, electrical panels, security systems, transformers, and Covid-19 self-assessments.

Additional tools, such as Saran K3L (OHSE Suggestion), an external document registry, accident investigation reports, evacuation maps, and emergency response evaluations, show our commitment to health, safety, and the environment.



Our commitment to safety has resulted in achieving zero accident in our workplace environment, encompassing both employees and contractors.

Telkomsel's Safety Performance [GRI 403-9][POJK F.21]

Metric	2024	2023	2022
Number of deaths due to employee accidents	0	0	0
Number of work accidents with high consequences	0	0	0
Rate of work accidents	0	0	0

Note: All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Managing Work-Related Illness

Beyond preventing occupational injuries, Telkomsel manages work-related ill health through a proactive and preventive approach. Employees across our operations are exposed to varying health risks depending on their roles, from prolonged screen time and posture-related strain in office settings to exposure to heat, noise, and ergonomic stress in the field.

To mitigate these risks, Telkomsel has implemented the following measures:

- Regular medical check-ups for eligible Telkomsel's employees.
- Health promotion programs, including ergonomic webinars, on-site health talks, and digital campaigns.
- Job-specific safety requirements, such as personal protective equipment for field staff.

We further implemented a program to monitor work-related illness cases resulting in absenteeism. Cases identified were managed through our occupational health services. No fatalities related to occupational disease were reported during the year. [GRI 403-10][POJK F.21]

Fair and Competitive Remuneration

Telkomsel ensures fair, transparent, and competitive compensation practices. We have a structured wage system that defines clear entry-level, mid-level, and maximum salary ranges based on job roles, experience, and responsibilities to ensure consistency and fairness across all employee levels.

In 2024, all permanent employees received salaries above the provincial minimum wage across Indonesia. [POJK F.20]

We are also committed to gender pay equity, with a 1:1 wage ratio between male and female employees for the same roles and responsibilities [GRI 405-2].

This principle is supported by our Broadband Salary Scheme under Policy 003/OE.01/HC-00/I/2022, which governs permanent employee compensation.

To maintain competitiveness and prevent wage disparities, Telkomsel conducts regular compensation reviews, taking into account market benchmarks, cost of living indices, and regional economic conditions.

In addition to competitive remuneration, Telkomsel provides a comprehensive benefits package for both permanent and contract employees, tailored to their employment status and roles. Our remuneration and benefits are designed to support the overall well-being of our employees, improve job satisfaction, and create a supportive, inclusive, and rewarding work environment for everyone at Telkomsel.

Entry Level Wage at Telkomsel Compared to Local Minimum Wage

[GRI 202-1] [POJK F.20]

Area	Local Minimum Wage : Entry Level Wage	
	Average Provincial Minimum Wage*	Ratio
AREA 1	3,113,672	1 : 3.49
AREA 2	3,284,229	1 : 3.31
AREA 3	2,295,442	1 : 4.73
AREA 4	3,344,506	1 : 3.25

Notes:

- Average province minimum wage is based on average UMP of each province for each Area 1, 2, 3, and 4.
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Allowances and Benefits [GRI 401-2]

Benefit	Permanent	Contract
Health Insurance and Facility	Yes	Yes
Retirement Health Fund	Yes	No
Pension Benefit	Yes	No
Parental leave	Yes	Yes
Leave Allowance	Yes	Yes*
Unpaid Leave	Yes	No
Sabbatical Leave	Yes	No
Flexy-Time	Yes	Yes

Notes:

- Only for administrative and secretarial roles.
- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.

Industrial Relations

We uphold fair and respectful engagement with employees through the Collective Labor Agreement (CLA), which is renewed every two years and signed by the Company (Telkomsel Management) and Telkomsel's labor union (Serikat Pekerja Telkomsel). The CLA outlines the Company's approach to employee remuneration, health and safety, career development, and workplace conduct. To ensure transparency and awareness, updates are shared via internal channels such as email blasts and discussion forums. A new CLA was prepared in 2023 and has been signed in early 2024, to ensure comprehensive protection for all Telkomsel's employees until 2026. A total of 6,208 employees (not including Board levels), representing 99.87% is covered by the CLA. [GRI 2-30]

The CLA ensures employee health and safety with promotive, preventive, curative, and rehabilitative services, while adhering to applicable laws and conducting regular policy evaluations. Guidelines are further detailed in Telkomsel's internal regulations. It supports employee development through structured career planning, mentoring, training, and access to certifications. The CLA also upholds a safe and respectful workplace, prohibiting violence, harassment, or intimidation, with strict disciplinary actions for violations.

Any modifications to the CLA are negotiated at least three months prior to its expiry, taking into account its impact on labor conditions. These negotiations are conducted in a transparent manner, which reinforces our commitment to fostering a positive and fair work environment.

Regarding the minimum notice period before implementing any significant operational changes, Telkomsel will first communicate verbally with the affected employees through management. This communication will occur prior to issuing an official letter from Telkomsel, allowing for meaningful consultations with employees and their representatives. [GRI 402-1]

Working Conditions

Telkomsel is committed to fostering a transparent and inclusive work environment through open communication, flexible work arrangements, and strong employee support systems. The Company applies a standard five-day workweek, allowing employees to work flexibly while fulfilling a total of 40 hours per week (eight hours per day). [POJK F.21]

To support employee welfare and ensure compliance with labor regulations, Telkomsel provides overtime compensation. Overtime Pay is granted for work exceeding one hour beyond regular hours, and meal allowances are provided for overtime lasting three hours or more. All compensation is calculated in accordance with applicable laws and regulations. [POJK F.21]

In addition, Telkomsel promotes open dialogue and transparency through quarterly town hall meetings, which provide a platform for employees to engage directly with the Board of Directors. These sessions address key topics such as working conditions, business performance, and organizational updates. The town hall meetings are held at rotating regional offices to ensure accessibility, with online access available for remote participants. In 2024, the format was refined into focused CEO discussions, while maintaining the same commitment to employee engagement.

Parental Leave

Telkomsel provides parental leave to all employees as stipulated in the Company Regulations and Collective Labor Agreement (CLA). Male employees are entitled to parental leave for three working days, while female employees can take up to 90 days. This policy emphasizes our commitment to support employees in balancing professional and personal responsibilities. [GRI 401-3][GRI 3-3]

In 2024, 108 female and 346 male employees utilized parental leave. The return-to-work rate following parental leave was 99.77%, reflecting our supportive policies that enable employees to invest in family time while maintaining career growth. These initiatives contribute to employee well-being, job satisfaction, and long-term retention.

Employees Taking Parental Leave [GRI 401-3]

Parental leave	2024			2023		
	F	M	Σ	F	M	Σ
Employees entitled to take parental leave	108	346	454	75	301	376
Employees taking the leave in the previous year	75	301	376	51	246	297
Employees taking the leave in the fiscal year	108	346	454	75	301	376
Employees returning to work after taking the leave	107	346	453	75	301	376
Employees still at work 12 months after taking the leave	107	346	453	75	301	376
Return to work rate	99.07%	100%	99.77%	100%	100%	100%
Employee retention rate	99.07%	100%	99.77%	100%	100%	100%



99.77%
employees returning to work after taking parental leave.

Notes:

- All employees data refers to Telkomsel's employees excluding subsidiaries and associated company.
- Parental leave is granted to married employees, both female and male employees, in connection with childbirth or maternity-related needs



Listening to Our Employees: Telkomsel People Survey 2024

78%

is the overall satisfaction score reached in 2024 TPS, reflecting strong alignment on direction and leadership.

At Telkomsel, we believe that building a great workplace starts with listening. This is the background of why we conduct the Telkomsel People Survey (TPS) regularly to understand what matters most to our people, what's working, and where we need to grow and how we stay grounded in reality, responsive to change, and committed to the people behind our progress.

In 2024, over 6,000 employees shared their voices, giving us honest insight into how they experience purpose, leadership, performance, and well-being at work. The overall satisfaction score reached 78%, reflecting strong alignment on direction and leadership, even in a year full of challenges.

The survey highlighted progress in areas like performance management and leadership clarity, but also revealed where we must improve, particularly around activity and process efficiency. These insights were not taken lightly. They have already shaped key follow-up actions, from simplifying internal processes to sharpening leadership development and team alignment.



**Telkom
is
Recognized as**

**Asia's Best
Companies
to Work
For and
Sustainable
Workplace
Awards
2024**

In June 2024, Telkom achieved dual recognition at the prestigious HR Asia Awards, being named one of the Best Companies to Work for in Asia 2024 and receiving the Sustainable Workplace Award. These accolades underscore our commitment to fostering an exceptional workplace environment, driven by competitive remuneration, comprehensive benefits, and a strong focus on employee well-being and sustainability.

Our Company's approach to remuneration and benefits is designed to attract, retain, and motivate top talent, offering competitive compensation packages, performance-based incentives, and holistic benefits that support employees' physical, mental, and financial health. Beyond financial rewards, the Company has embedded sustainability into our workplace culture, implementing eco-friendly practices and promoting diversity and inclusion. These efforts align with our broader sustainability goals, creating a workplace that is not only productive but also sustainable and inclusive.

By prioritizing fair remuneration, employee welfare, and sustainable practices, we continue to set a benchmark for excellence in the telecommunications industry, empowering our workforce to thrive and contribute to the Company's long-term success.



Digital Responsibility & Inclusion

Foundational Principles and Goals in Driving Digital Impact

[GRI 3-3][POJK F.23][POJK F.24][POJK F.28][POJK F.26]

Telkomsel is committed to ensuring that digital technology creates positive impacts for people, businesses, and communities. As part of our Digital Responsibility and Inclusion commitment, we focus on using technology to empower society, support sustainable development, and promote equal access to digital opportunities.

We aim to build a resilient and inclusive digital ecosystem that improves lives, strengthens communities, and supports Indonesia's national development goals.

Guided by our vision to be the leading Digital Telco Service Provider in the region, Telkomsel continues to deliver innovative connectivity, services, and solutions that enable Indonesians to achieve a better today and a brighter tomorrow while contributing to the United Nations Sustainable Development Goals (SDGs).

Telkomsel's initiatives to create digital impacts are implemented across four key pillars:

- 1 **Education**
- 2 **Digital Citizenship**
- 3 **Community Empowerment and Well-being**
- 4 **Philanthropy**

These initiatives are designed to maximize our positive contribution to society, leverage technology to address social challenges, and encourage wider adoption of digital solutions. They also support Telkomsel's transformation into a digital-first company that not only drives business growth but also creates meaningful value for people and communities.

Strategically, Telkomsel follows a clear roadmap to foster inclusive growth and development within Indonesia's digital ecosystem by incorporating IndonesiaNEXT, NextDev, TINC, Telkomsel Ventures and INDICO.

Telkomsel has allocated a total of Rp30.11 billion to advance our digital impacts initiatives in 2024-2025. This budget distribution shows Telkomsel's strategic prioritization of digital impacts to support social progress as part of our long-term mission to create inclusive and meaningful impact for communities across the country.





1

EDUCATION [POJK F.28][POJK F.26]

Telkomsel's education programs, aimed at students, teachers, and parents across Indonesia, strengthen the Company's reputation as a leading digital telco. These initiatives focus on fostering and accelerating the growth of Indonesia's digital talents.



Telkomsel, through its IndonesiaNEXT program, remains steadfast in its mission to drive Indonesia's digital transformation by shaping future-ready talent. IndonesiaNEXT serves as a Digital Talent Accelerator, nurturing the next generation of technopreneurs. Open to students from Diploma (D3) to Master's (S2) levels, the program equips young Indonesians with the skills they need to excel in the digital industry.

Now in its eighth year, IndonesiaNEXT adopted the theme #upskilltoinnovate, emphasizing technopreneurial growth and the development of reliable digital talent. Participants were categorized into three groups—Hustler, Hipster, and Hacker—each focusing on areas such as Data Analysis, UI/UX, Digital Marketing, Communications, and Machine Learning, tailored to their individual interests. Since its launch in 2016, IndonesiaNEXT has reached 86,912 applicants from 3,227 higher education institutions and has successfully certified 6,800 students internationally. To further expand its reach, in 2024, the program hosted

a nationwide roadshow across four universities, attracting 7,591 registrants, of which the top 1,000 advanced to subsequent stages. Telkomsel concluded the eighth year of IndonesiaNEXT by honoring the Top 11 Teams involving 32 digital talents during the awarding event.

The IndonesiaNEXT journey is structured into four key stages: International Certification, Ideation Bootcamp, MVP Bootcamp, and IndonesiaNEXT Summit. Initially, participants underwent behavioral assessments to identify their strengths and interests before progressing to targeted training and certification. During the Ideation Bootcamp, 99 finalists in 33 teams collaborated with industry mentors to refine their projects. At the MVP Bootcamp stage, the Top 11 teams developed working prototypes in an intensive four-day program held in Jakarta, featuring mentoring sessions, benchmarking visits, and hands-on experiences with Telkomsel's innovation ecosystem. The program concluded at the IndonesiaNEXT Summit, where finalists pitched their ideas in a Pecha Kucha-style presentation. Winners and runners-up received exclusive benchmarking trips to Singapore, visiting innovation hubs such as Singtel, Block71, and TikTok.

With its far-reaching impact, IndonesiaNEXT continues to serve as a platform for aspiring digital leaders, equipping them with the knowledge, skills, and confidence needed to lead Indonesia's digital transformation forward.

Internet BAIK

Internet BAIK focuses on improving digital literacy among Indonesia's youth, especially high school students, by fostering digital skills, responsible character development, and ethical online behavior. Standing for Bertanggung Jawab (Responsible), Aman (Safe), Inspiratif (Inspirational), and Kreatif (Creative), Internet BAIK reflects Telkomsel's commitment to building an inclusive and sustainable digital ecosystem. It engages students, teachers, parents, and the broader community to encourage positive digital interactions.

The 8th series of Internet BAIK, themed "Empower Creative Generation | Inspire, Be Creative, Be Positive", was conducted in four cities, drawing 11,586 participants from 35 provinces, including 8,675 students, 2,630 teachers, 237 parents, and 44 community members. The program featured offline seminars, with 1,083 attendees, where digital literacy experts, young content creators, and industry professionals shared valuable insights on social media ethics, online safety, and content creation as a potential business opportunity. The seminar series began in Medan and wrapped up in Kediri.

As part of its Employee Volunteering Program (EVP), Telkomsel employees played an active role by hosting digital literacy workshops for students and teachers, including those in special needs schools (SLB). This ensured that the Internet BAIK initiative was accessible to students with special needs. EVP workshops were organized in five high schools and four special needs schools, reaching 291 students and teachers.

The program also offered both onsite and online training sessions. Participants received hands-on guidance on using Adobe Express for creating digital teaching materials and Figma for mobile app prototyping. Onsite training sessions ran from January to May 2024 in four cities, involving 468 participants (257 students and 211 teachers). The online training, available nationwide via internetbaik.id, provided 12 online classes and 36 sessions with 843 participants, blending live and self-paced learning methods.

The Internet BAIK Series 8 concluded with a Showcase and Awards Ceremony, which celebrated exceptional digital creations. Teachers produced 186 digital teaching materials, while students developed 146 mobile app prototypes. By spearheading Internet BAIK, Telkomsel continues to promote an inclusive and sustainable digital ecosystem, ensuring equitable access to technology and empowering Indonesia's next generation to be creative, responsible, and ethical digital citizens. Furthermore, as part of our dedication to enhance online safety for children, Telkomsel introduced Proteksi Kecil, a program tailored to promote safe and responsible internet usage among young users.





Telkomsel's ProtekSi Kecil: Safeguarding Children's Digital Experiences

Telkomsel has finally introduced ProtekSi Kecil initiative in 2024 which is scheduled for implementation in early 2025. This innovative solution is designed to help parents manage and monitor their children's internet activities. This service allows parents to filter harmful content, set internet usage time limits, and receive regular reports on their children's online activities.

Available for a monthly fee of Rp15,000, ProtekSi Kecil can manage up to two devices and includes

500 MB of data for service management. Key features include blocking access to harmful websites based on selected categories, managing internet usage time through the MyTelkomsel app, and providing reports on blocked sites accessed by children.

The introduction of ProtekSi Kecil reflects Telkomsel's commitment to empowering communities through digital innovation, ensuring children can explore the internet safely while fostering responsible digital habits.



Telkomsel Jaga Cita serves as an umbrella program aimed at enhancing educational competencies among teachers, students, and parents. The initiative focuses on providing adaptive, inclusive, and equitable education throughout Indonesia. Launched in November 2024, Telkomsel Jaga Cita seeks to improve digital literacy by leveraging Telkomsel's platforms, including Ilmupedia, Skul.id, Kuncie, by.U, and Internet BAIK, to help young Indonesians achieve their goals.

This program addresses key educational challenges in Indonesia, as highlighted in the 2023 Indonesia Education Report, which revealed that many students across various education levels still face difficulties in meeting minimum literacy standards.

As part of the program, Telkomsel introduced the Ilmupedia "Pintar Itu Beragam" Roadshow, showcasing the enhanced Ilmupedia platform. This upgraded platform now features Adeva, an AI-powered virtual learning assistant, enabling students to access educational materials, analyze

contextual information, and organize data by themes. Adeva is also available for parents and educators, promoting a collaborative learning environment in line with the evolving educational landscape.

Additionally, Telkomsel organized the Ilmupedia Berani Jawab (IBJ) Season 5 competition, which attracted 16,683 students from 2,026 schools across 366 cities for a nationwide digital quiz challenge. Held in collaboration with Kuncie, the competition reflects Telkomsel's dedication to expanding access to quality education. Through advanced digital tools, the program equips students with essential skills and competencies, preparing them to face future challenges with confidence.



2

DIGITAL CITIZENSHIP [POJK F.28] [POJK F.26]

Telkomsel's Digital Citizenship programs aim to support learning systems for young people, including students and entrepreneurs, by helping them gain a deeper understanding of human, cultural, and social aspects tied to ethical practices and safe behavior in the digital world.

NextDev
The Impact Incubator



NextDev remains a key player in driving Indonesia's digital transformation by fostering innovation and supporting early-stage startups. Integrating sustainability principles, the program ensures that emerging startups create sustainable and impactful technological solutions. NextDev's structure revolves around three main phases: Startup Scouting, Academy, and Summit, providing entrepreneurs with mentorship, capacity-building programs, and networking opportunities within Telkomsel's ecosystem.

In its ninth year, NextDev introduced new initiatives, including opportunities for collaboration within Telkomsel's digital ecosystem, offline bootcamps, alumni co-mentorship programs, and the establishment of the NextDev Tribe community to nurture startup growth. Through the NextDev Academy, nine selected startups received specialized training and mentoring from industry experts, enhancing their business capabilities.

The NextDev Summit 2024, themed "Embracing Tech for Sustainable Impacts", showcased Telkomsel's dedication to sustainable business practices. The summit concluded with a final pitching session, naming Aifarm, an agritech startup offering end-to-end solutions for goat dairy farming, as Best of the Best NextDev Startup 2024. Smartcoop, a startup providing comprehensive software solutions for managing cooperatives, secured the Runner-Up title. Both winners gained international exposure through Telkomsel-sponsored benchmarking trips to the Netherlands and France, exploring global startup ecosystems.

Building on its success, NextDev launched its tenth year at the end of 2024 with the theme “Elevating Startups”, addressing challenges faced by founders, such as securing funding and scaling operations. The 10th year introduced enhancements like the International Hub Connector, AI Adoption for Academy, and Pitching for Local Startups, empowering startups to expand their businesses and drive meaningful impacts across Indonesia.



The Digital Creative Entrepreneurs (DCE) program highlights Telkomsel's commitment to supporting Micro Small and Medium Enterprises (MSMEs) in embracing digital transformation. By bridging the digital gap, the program equips MSMEs with the essential tools and knowledge needed to integrate digital technologies into their operations, unlocking new growth opportunities.

Now in its third year, DCE introduced several enhancements, including a digital acceleration-focused curriculum designed to help businesses scale in key sectors such as food and beverages, fashion, crafts, and personal care. The program also incorporated an Offline Bootcamp, where participants gained practical knowledge through in-person sessions with mentors. Alumni took on co-mentorship roles, fostering ongoing knowledge exchange and creating a sustainable development environment for MSMEs. Partnerships with local communities, like Rumah BUMN and university creative hubs, further extended the program's outreach.

During the Onboarding phase, 300 MSMEs were selected, which was then narrowed down to 32 for the Pitching Tracks. Following a thorough evaluation based on sustainability, product innovation, and business potential, the top 12 MSMEs from across Indonesia advanced to the DCE Academy. At the DCE Summit, the 12 finalists presented their Final Pitches, with Nasho recognized as Best in the Personal Care Track, Doyle leading the Fashion Track, D'Arum winning the Craft Track, and Oh My Gethuk! taking top honors in the Food and Beverage Track as well as the overall Best of the Best.

The 3rd DCE successfully engaged 2,102 registered MSMEs, facilitated 32 expert pitches, and guided 12 MSMEs through focused training at the DCE Academy. The program empowered participants to adopt digital solutions, enhancing their scalability and ability to expand into broader markets.



3

COMMUNITY EMPOWERMENT AND WELL-BEING [GRI 413-1] [GRI 413-2] [POJK F.28] [POJK F.26]

Telkomsel's Community Empowerment and Well-being programs aim to support the long-term sustainability of community-driven initiatives, including those involving students. These programs focus on building essential infrastructure, enhancing skills and resources, expanding access to markets and capital, and strengthening local value chains.



Baktiku Negeriku is a program dedicated to supporting village development in Indonesia through digital and technological solutions. By harnessing advancements in village management with precision and efficiency, Telkomsel aims to promote a thriving creative and circular economy. The program's ultimate goals include advancing self-sustaining digital villages, enhancing rural prosperity, and improving the overall well-being of local communities.

In 2024, Baktiku Negeriku was implemented in two villages in Banten and Bengkulu. It served as a "Good Practice" model, actively utilizing digital tools and technology to empower changemakers within these communities. This initiative was carried out with the involvement of Telkomsel employees through the Employee Volunteering Program (EVP), where employees worked in the field or managed areas as a "living laboratory." During the program, volunteers helped optimize village potential using digital platforms while also boosting community skills and digital literacy.

As part of the initiative, offline seminars were conducted in both villages, attracting over 300 participants, including community members, village managers, farmers, and youth groups. These seminars focused on fostering creative economies, enhancing tourism, and building digital competencies.

A pivotal resource supporting these efforts was the Baktiku Negeriku Creative Digital Center, equipped with two desktop units connected via Telkomsel Orbit and featuring a precision agriculture

management platform. This center functions as an information and training hub, providing resources to village managers, BUMDes, and local youths to strengthen digital skills. The program also introduced Digital Literacy and Creative Tourism Management Training to help expand tourism potential through digital platforms and promote the creation of unique village-based tourism products.

Integrating sustainability principles and Creating Shared Value (CSV), Baktiku Negeriku empowers communities by establishing a structured, measurable, and impactful digital ecosystem to manage village potential. The program's focus areas include natural and cultural tourism, agriculture, livestock farming, and community-managed production forests, using creative tourism concepts and circular economy principles to maximize local resources.

These interventions have driven substantial improvements in economic development, digital literacy, tourism infrastructure, and environmental sustainability in the targeted villages. Notable outcomes include increased rice yields, larger livestock populations, new horticulture demonstration plots, and integrated organic waste management. Infrastructure advancements include digital centers, homestay renovations, and smart classrooms, while environmental efforts feature the planting of Albisia and Damar trees and the implementation of community-based household waste management systems.

4

PHILANTHROPY [POJK F.28][POJK F.26]

Telkomsel engages in philanthropy by providing aid and donations to local communities. This initiative aims to build strong and meaningful relationships with stakeholders. The contributions are often directed towards easing hardships during disasters and celebrating special occasions such as Eid al-Fitr, Eid al-Adha, and Christmas.

**TERRA**

Telkomsel's TERRA initiative focuses on enhancing community disaster awareness and preparedness, with a special emphasis on youth and college students. Given Indonesia's position at the convergence of major tectonic plates and its densely populated urban areas, the need for disaster preparedness training is critical. Under the theme "Satu Tindakan, Satu Harapan" (One Action, One Hope), TERRA provides education on disaster preparedness, mitigation, and rapid response for natural events such as earthquakes, tsunamis, volcanic eruptions, floods, and landslides.

In 2024, TERRA was implemented through offline training sessions in Malang Regency, East Java, and Maros, South Sulawesi, along with online webinars. In Malang, selected participants joined a three-day, two-night program guided by practitioners and professionals from organizations such as BASARNAS, BPBD, PMI, the police, and local government agencies. Meanwhile, in Maros, participants attended a two-day, one-night session under the mentorship of similar disaster-focused institutions.

During the opening ceremony, Telkomsel symbolically donated disaster-response equipment, including two inflatable

boats with 12 life jackets and oars, as well as two TERRA platoon tents for field operations. The handover, attended by representatives from PMI, BASARNAS, and BPBD, underscored the collaboration between private sectors, local communities, and government agencies.

The TERRA training curriculum included a variety of activities such as the Disaster Response Talkshow (Talkshow Tanggap Bencana), Basic Disaster Education, Basic Disaster Life Support (BDLS), Psychosocial and Trauma Healing, Snake and Insect Handling, Disaster Journalism and Reporting, and the use of the Terra App for real-time monitoring and mitigation. Participants gained practical skills in first aid, emergency response, emotional support for disaster-affected individuals, and safe handling of wildlife hazards. The program also incorporated journalism training, focusing on accurate and detailed disaster reporting.

Through its comprehensive approach, TERRA enhanced participants' disaster readiness, boosted their confidence in using digital technology for crisis management, and strengthened cooperation between key stakeholders. By promoting greater awareness and practical skills, TERRA made a significant contribution toward building a more resilient and better-prepared society in the face of frequent natural disasters.



During Ramadan and Eid al-Fitr, Telkomsel introduced Sambungkan Senyuman, a philanthropic initiative aimed at spreading joy and providing support to communities in need across Indonesia. This initiative prioritized inclusivity and sustainable social and economic empowerment by offering various forms of assistance. Efforts included providing access to clean water in five locations, renovating 150 religious facilities, supporting 200 small businesses, conducting medical check-ups for 1,000 underprivileged individuals, and delivering nutritional aid to 1,000 babies and toddlers. Additionally, Telkomsel distributed 1,000 suhoor and iftar meal packages, along with 1,800 staple food aid packages to underserved communities. Promoting the sharing economy, Telkomsel sourced food, medicine, and essential supplies from local MSMEs, community health centers (Puskesmas), and neighborhood health posts (Posyandu) near the beneficiary areas. These efforts not only provided essential aid but also stimulated local economic growth, reinforcing Telkomsel's commitment to social sustainability and inclusive development.

For Eid al-Adha, Telkomsel donated 103 cows and 607 goats/sheep, benefiting over 43,000 individuals in more than 600 locations across Indonesia, including religious institutions, orphanages, and areas with high stunting rates. In collaboration with organizations such as Dompot Dhuafa, Evermos, and local farmers, Telkomsel ensured that fresh meat and ready-to-eat meals were distributed while engaging local MSMEs to maximize community participation.

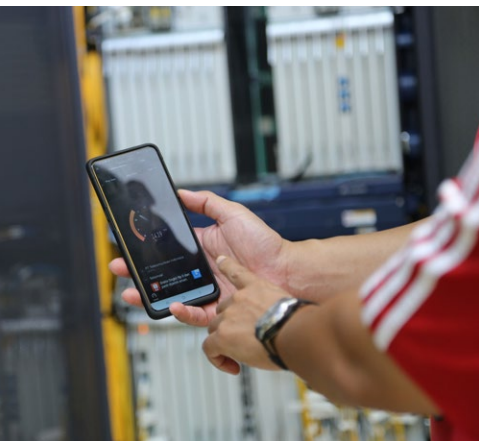
The Sambungkan Senyuman initiative also extended to the Christmas and New Year (NARU) period, focusing on underprivileged communities. Efforts included improving access to clean water and sanitation in ten strategic locations to enhance public health. Additionally, Telkomsel distributed 1,800 staple food packages to underserved groups, including informal workers like online motorcycle taxi drivers and waste collectors.

To promote economic empowerment, Telkomsel facilitated 290 skill development training sessions for women from low-income communities, helping them build independence and resilience. In parallel, 1,000 mothers and children received maternal and child healthcare services, including health consultations and nutritional aid through food and vitamins. Telkomsel also provided assistance to 290 churches and social foundations to sustain their operations and allocated funding to 290 MSMEs to support their productivity.

Driven by empathy and gratitude, Telkomsel continues its Berbagi Senyuman di Jumat Berkah initiative as a weekly program. Every Friday, Telkomsel distributes food, ready-to-eat meals, worship supplies, clean water, and other essentials to those in need. This program reflects Telkomsel's dedication to inclusive and sustainable social impact, ensuring that communities continue to receive consistent support beyond major festive seasons.



Telkomsel Digital Ecosystem Strengthens Digital Inclusion [POJK F.28] [POJK F.26]



Telkomsel is dedicated to promoting digital inclusion in Indonesia by expanding our digital ecosystem and making connectivity accessible and affordable for everyone. By 2024, the Company continued to upgrade our network infrastructure, reach underserved and remote areas, and offer cost-effective solutions to make digital connectivity accessible to a wider audience.

One of our key initiatives in this area is the #SemuaBisaInternet (Internet for All) program, which provides affordable data packages and devices to low-income communities. This initiative directly contributes to economic inclusion and social equity. Through collaboration with local governments and NGOs, we ensure that even the most marginalized communities can access the internet, so that they can participate in the digital economy. [GRI 203-1][GRI 413-1][GRI 413-2][GRI 3-3]

We also introduced innovative pricing models, such as flexible data plans and pay-as-you-go options, to cater to the diverse needs of our customers. These initiatives ensure that digital connectivity is not only widespread, but also affordable, enabling more Indonesians to benefit from the opportunities of the digital age.

Moreover, as part of our commitment to building a more inclusive digital society, Telkomsel continues to strengthen our digital ecosystem by developing platforms, products, services, innovation programs, and subsidiaries that go beyond connectivity, striving to create solutions that helps addressing real needs and support Indonesia's digital transformation.



EZnet
by Telkomsel

In June 2024, Telkomsel launched EZnet, a fiber optic-based home internet service designed to expand digital inclusion by providing fast, stable, and accessible connectivity at an affordable price. With a focus on unreached areas, EZnet aims to bridge the digital divide by ensuring more people can access reliable internet for education, work, and daily digital needs.

By utilizing our extensive network infrastructure, the service increases digital coverage while maintaining affordability and ease of installation.

EZnet offers seamless connectivity through easy setup and requiring only a compatible modem. With plans to expand coverage further, we are actively promoting this service while ensuring reliable customer support. This initiative reinforces our commitment to digital inclusion, making high-quality internet more accessible to communities across Indonesia.



We aspire to play a role in developing the start-up ecosystem in Indonesia by providing resources, mentorship, and platforms for innovation. In 2024, Telkomsel strengthened our support for start-ups through initiatives such as the Telkomsel Innovation Center (TINC), which serves as a hub for nurturing early-stage technology companies.

Through TINC, managed by Telkomsel Ventures (TSV), Telkomsel offers startups access to funding, mentorship, and networking opportunities with industry experts and investors. This initiative encourages economic growth and creates jobs. TINC has supported startups in sectors such as fintech, healthtech, and edtech, contributing to Indonesia's position as Southeast Asia's leading digital economy. [GRI 203-1]
[GRI413-1]



Established in 2021, INDICO, a subsidiary of Telkomsel, was created to accelerate the development of an inclusive and sustainable digital ecosystem in Indonesia. Leveraging Telkomsel's assets, technology, and resources, INDICO serves as a digital ecosystem enabler to connect supply and demand chains across industries and expand Telkomsel's reach beyond telecommunications.

More than just a business entity, INDICO acts as a catalyst for social progress by using technology to address everyday needs in health, education, gaming, and agriculture. INDICO's initiatives aim to drive digital economic equality and create value across sectors, contributing to the growth of Indonesia's digital economy.

By 2024, INDICO has empowered over 3 million people through its platforms:



kuncie

Kuncie
— Expanding access to skills development and entrepreneurship learning.



Fita
— Promoting healthier lifestyles through personalized wellness and fitness solutions.



Majamojo
— Creating new economic opportunities in the gaming industry.



Digital Food Ecosystem (DFE)
— Transforming agriculture through IoT-powered poultry farms and palm sugar plantations to improve food security and sustainable farming.



INDICO's Fita App Helped Him Take Back Control of His Health

Like many Indonesians, Phima lived a fast-paced life that left little room for self-care. But a health scare in early 2024 pushed him to seek change. Through a bundled offer with his KartuHalo plan, he discovered Fita, a digital wellness app from Telkomsel and INDICO. In just four months, Phima lost nearly 8 kilograms, normalized his cholesterol and blood sugar levels, and improved his overall well-being. Even more inspiring, his healthy habits influenced his family too, improving the lifestyle of his children and creating a ripple effect at home. [POJK F.26]

"I thought I was healthy until a medical check-up said otherwise. High cholesterol, high blood sugar. That was my wake-up call. I started to use Fita App that goes with my KartuHalo plan. At first I used it irregularly. But the more I explored it, the more it helped. From calorie tracking to personalized workouts, everything was in Bahasa Indonesia and easy to follow. In just four months, I lost nearly 8 kilograms, and able to achieve a normal cholesterol and blood sugar levels. Fita didn't just change my body. It changed how my whole family lives."

Phima

– Fita User & Telkomsel Customer

For his full testimony:

tsel.id/SR2024-INDICOFita



Customer Engagement

In 2024, Telkomsel focused on improving customer experience by making our products and services more accessible, easier to use, and better integrated.

We continued to strengthen our network quality and service reliability to meet the growing digital needs of customers across Indonesia. The integration with IndiHome allowed us to provide a complete range of mobile, landline, and fixed broadband services under one unified brand.

To streamline customer interactions, we launched Telkomsel One, a single platform where customers can manage both mobile and fixed-line services in one place. This helps customers save time, access services more easily, and manage their digital needs more efficiently.

Through these initiatives, Telkomsel aims to deliver a better, simpler, and more convenient customer experience while supporting customers to stay connected and benefit from digital technology. [GRI 3-3][POJK F.17]

99% nationwide coverage	159.39 million mobile customers 9.61 million IndiHome B2C customers	23,568 units New BTS by the end of 2024	+44.67% increase in 5G total population coverage from 5.82% in 2023 to 8.42% in 2024
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Total BTS & Coverage

Source	Unit	2024	2023	2022
Population coverage				
2G	%	98.62%	98.54%	98.55%
3G	%	Nil	Nil	89.24%
4G	%	97.19%	97.06%	96.75%
5G	%	8.42%	5.82%	3.21%
Number of BTS				
2G	Unit	48,775	48,980	50,158
3G	Unit	Nil	Nil	49,632
4G	Unit	221,290	197,838	165,120
5G	Unit	975	654	284
Total		271,040	247,472	265,194

Telkomsel Enhances 5G Network for Pope Francis’s Visit, Celebrating Indonesia’s Religious Diversity

In anticipation of Pope Francis’s visit to Indonesia from September 3 to 6, 2024, we deployed additional 5G base transceiver stations (BTS) to strengthen network capacity in key locations. This enhancement ensured seamless, high-speed connectivity for attendees, media personnel, and event organizers, enabling uninterrupted communication and live coverage of the historic occasion. By optimizing the Company digital infrastructure, we played a crucial role in supporting a smooth and inclusive experience for all participants.

This initiative reflects our commitment to digital inclusion and Indonesia’s diverse cultural and religious landscape. As a nation that upholds unity in diversity, ensuring equal access to reliable connectivity during significant events reinforces our role in bridging digital gaps and supporting technological advancements that benefit all communities.



To meet evolving customer needs, we introduced advanced digital tools, including Veronica Virtual Assistant, an AI-powered platform designed to provide fast and accurate responses to customer queries. This innovation ensures first resolution efficiency, thereby increasing customer satisfaction and loyalty. In addition, the expansion of the SmartCare platform empowers customers with detailed service information, enabling informed decision-making and fostering trust. [GRI 417-1]

We maintained an unwavering commitment to ethical marketing practices and regulatory compliance, reporting no incidents of non-compliance related to product information, labeling or marketing communications by 2024. [GRI 417-2] [GRI 417-3]

Customer Complaints Resolution Rate [POJK F.30]

Channel	2024					
	Mobile			Fixed		
	C	R	%R	C	R	%R
Walk-in	311,379	306,561	98.45%	334,059	324,947	97.27%
CC 188	462,975	456,025	98.50%	1,799,630	1,752,250	97.37%
eCare	140,060	138,863	99.15%	314,595	304,607	96.83%
MyIndihome	Nil	Nil	Nil	477,583	471,838	98.80%
Total	914,414	901,449	98.58%	2,925,867	2,853,642	97.53%

Note: C: Complaint R: Resolved %R: Percentage of Resolved



98.58% customer complaints resolution rate

Our customer complaints handling mechanism, exemplified by initiatives such as GraPARI and Veronica Customer Treatment, provides personalized and efficient solutions. Telkomsel also enhanced our Customer Network Assistance program, which resolves network-related issues quickly across all touchpoints. Predictive complaints systems and prompt handling for premium customers further demonstrate our commitment to operational excellence and customer satisfaction.

Our customer-centric strategy yielded tangible results, with a positive Net Promoter Score (NPS), which reflects the effectiveness of our initiatives in improving customer experience and loyalty. [POJK F.30]

Product	NPS Score*		
	2024	2023	2022
Mobile	+47	+48	+53
Fixed	+53	+50	N/A

* Scale is from -100 up to +100, A higher positive score signifies that more customers want to recommend our product or service, whether a negative score signifies a greater number of dissatisfied customers who are likely to provide negative feedback.

MyTelkomsel: One App for Our Customers' Digital Lifestyle

In 2024, Telkomsel continued to enhance the MyTelkomsel app, improving customer experience by integrating lifestyle solutions, entertainment, and shopping features into a single digital platform.

Now our customers can easily track their fitness activities, book travel tickets, shop, pay bills, and access multimedia content through a single, user-friendly interface. This move reflects Telkomsel's focus on convenience and customer-centric innovation, catering to the growing demand for a digital lifestyle.

The public reception of the MyTelkomsel Super App has been positive, with an increase in downloads and active users. Customers have embraced the simplicity and accessibility of having various services in one place, significantly improving their daily tasks and interactions. The app has become a key tool for enhancing customer engagement, offering seamless access to various services that resonate with users' evolving digital needs.



From Feedback to Action: Telkomsel Brings Connectivity to Mekarmulya

To learn more,
please check
out our story
on our social
media!

tsel.id/SR2024-Mekarmulya



Telkomsel showcased remarkable initiative in resolving a customer complaint from the village of Mekarmulya, Cikalongkulon, Cianjur, West Java regarding the lack of network coverage in the area. Despite the challenges posed by the region's hilly terrain and valleys, Telkomsel took decisive and prompt action to address the issue.

The network team, with the necessary permissions from Kominfo, installed a communication tower to enhance connectivity. We undertook the challenging task of extending the network by 5 kilometers from nearby villages, Cigunungherang and Mekarmulya. This monumental effort resulted in the successful establishment of a reliable signal in the region.

These efforts have brought significant improvements to the village, enabling better access to communication tools and digital connectivity. The enhanced connectivity has also created opportunities for education and economic activities, fostering growth and development in the region. Telkomsel's commitment to

overcoming obstacles underscores its dedication to ensuring connectivity for even the most remote and underserved areas.

Reliability and Performance

The telecommunications industry places high emphasis on performance and reliability to meet the growing demands of a connected world. Based on Opensignal's Mobile Experience Awards, Telkomsel has demonstrated leadership in delivering high-quality services. Telkomsel retained the title for the fastest download speeds in Indonesia with an average of 26.3 Mbps and excelled in the Coverage Experience category with a score of 8.6 out of 10.

Additionally, Telkomsel earned awards for the best video experience, fastest download speeds, and most consistent network quality in Indonesia. Telkomsel also emerged as a leader in 5G technology, including 5G download and upload speeds, and 5G availability.

In 2024, Telkomsel consistently exceeded the national service quality standards across its core services, including basic telephony, internet access services, Value-Added Services (VAS), premium SMS content, and data communication systems. For non-network parameters, Telkomsel demonstrated excellence in service activation, billing accuracy, and complaint handling. The postpaid activation success rate reached 100% within the required 5-day window, and billing complaint resolutions were addressed with over 95% success within 15 working days—far surpassing regulatory thresholds.

On the network-related front, Telkomsel's basic telephony services recorded outstanding performance. The successful call rate reached 99.67%, while dropped and blocked call rates were impressively low at 0.24% and 0.08%, respectively. Voice call quality remained strong with a Mean Opinion Score (MOS) compliance rate of 97.52%. Additionally, SMS and internet services showed exceptional reliability, with 100% of text messages delivered within 60 seconds and download/upload success rates above 99%—alongside minimal packet loss and latency issues.



Telkomsel's customer-facing services also maintained high responsiveness, with 93.97% of information service calls answered within 30 seconds and 100% of emails responded to within the 3-day window across all service categories. These achievements reflect Telkomsel's commitment to continuous service improvement, operational excellence, and customer satisfaction, reaffirming its leadership in providing high-quality digital connectivity and communication services in Indonesia.



Responsible Business



As Indonesia's leading digital telecommunications service provider, Telkomsel is committed to building trust in a dynamic digital landscape. For this, we embrace our responsibility to safeguard data and uphold value and compliance.



Telkomsel believes responsible business practices are essential to building long-term trust and sustainable growth. Guided by integrity, transparency, and accountability, we ensure that all aspects of our operations, from protecting customer data to promoting ethical conduct, meet the highest governance and compliance standards.

In this chapter, we highlight two material topics on Responsible Business pillar:



**Data Privacy
& Security**



**Value &
Compliance**



Data Privacy & Security

In today's hyperconnected world, building a responsible digital landscape is not just a priority, it is a necessity. Telkomsel is committed to implementing robust security measures that ensure full compliance with regulations, safeguard customer and business data, and reinforce trust across our ecosystem. By doing so, we empower customers to engage with our services confidently, knowing their digital rights and privacy are protected. [\[GRI 3-3\]](#)

In line with this commitment, we have set a clear multi-year target: zero critical incidents related to customer data and privacy protection by 2030. A critical incident refers to any breach or compromise affecting mission-critical applications, sensitive information, or our customers' digital rights—particularly those that could result in financial loss or reputational damage.



To achieve this, we center our approach around three strategic priorities: [GRI 3-3]



Improvement

Improvement on Cybersecurity Measures, Data Governance Management, and Data Protection Measures

We continue to enforce our Data Governance Framework, established under Board of Directors Letter No: 023/DF-01/PD-00/XI/2020, covering data standards, quality, metadata, and privacy protection.

Our dedicated Data Governance and Protection Management Group serves as the data steward across the organization, ensuring compliance, overseeing implementation, and providing guidance on AI and machine learning ethics.

We also conduct regular audits and maturity reviews aligned with the Data Management Body of Knowledge (DAMA-DMBOK) framework, which provides industry best practices for effective data governance. To ensure compliance with data privacy regulations, we carry out Data Protection Impact Assessments (DPIA) to evaluate how personal data is processed and identify potential risks. [POJK F.27]

Additionally, we maintain compliance with international standards through ISO 27001 (Information Security Management System) and ISO 27701 (Privacy Information Management System) certifications. These are supported by regular audits, conducted by both independent external certification bodies and Telkomsel's internal audit team under the Data Governance and Protection Management (DGPM) and ICT Security Management function.



Prevention

Prevention with Capacity Building and Enhancing Security

We roll out ongoing internal campaigns and training programs, such as phishing simulations, cybersecurity awareness sessions, and the Jaga Data initiative to build knowledge and vigilance across employees, subsidiaries, and business partners. We also run mandatory e-learning programs on data privacy and promote cybersecurity certifications to improve workforce competency. To enhance security across value chain, we incorporate strict cybersecurity clauses in supplier contracts, and implement Zero Trust Security principles that encompass privileged access management, Multi-Factor Authentication (MFA), and robust password policies.

ZERO

**critical incidents
related to
customer data and
privacy protection
in 2024**

[GRI 418-1]



Detection

Detection & Monitoring Potential Threats, and Data Protection Measures

We safeguard our systems by a multi-layered defence that combine physical and digital protocols. This includes:

- Continuous monitoring through SIEM (Security Information and Event Management) tools
- Use of firewalls, VPNs, antivirus, and intrusion detection systems
- Advanced Extended Detection & Response (XDR) and Endpoint Detection & Response (EDR)
- Regular cyber patrols and biannual network vulnerability assessments
- Maintain Records of Processing Activities (ROPA) to ensure data traceability and regulatory readiness.

Strengthening Data Governance Through ISO 27001 and ISO 27701 Certification

Telkomsel has maintained ISO 27001 certification for Information Security Management System (ISMS) on 33 applications, 24 TTCs, and 1 GraPARI. In 2024, we expanded our commitment by successfully obtaining the ISO 27701 certification, an international standard specifically focused on Privacy Information Management System (PIMS) on 3 applications and 1 GraPARI.

ISO 27001 provides a comprehensive framework for protecting sensitive information by managing risks related to data confidentiality, integrity, and availability. Meanwhile, 27701 specifically addresses the management of Personally Identifiable Information (PII) and ensures compliance with global privacy standards.

As part of these certifications, the Company has established a standardized data breach protocol as part of our data governance framework.

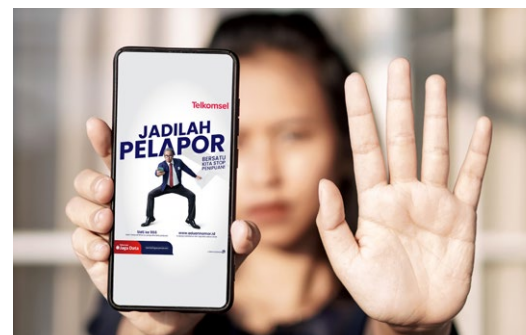
Leveraging Biometric Facial Recognition Technology to Safeguard Customer Data

Telkomsel is fully committed to protecting customer data by leveraging advanced technologies and adhering to stringent regulations. Our solutions, such as biometric facial recognition for SIM card registration and replacement, ensure secure and accurate identity verification. This technology, available through MyGraPARI and GraPARI Online, helps prevent data misuse, reduces fraud risks, and supports the government's "Know Your Customer" (KYC) regulation, thereby building trust and ensuring our customer safety and data privacy. [POJK F.27]

#BersatuKitaLapor by Telkomsel Jaga Data

Telkomsel Jaga Data encourages people to report online scams through the #BersatuKitaLapor campaign. This initiative aims to raise awareness about preventing cybercrime. You can report scams by calling, sending an SMS, or using chat apps. There are several ways to report: a 24/7 call center at 188, SMS complaints to 1166, email at cs@telkomsel.com or by visiting GraPARI outlets. Users can also reach out to the government through www.aduannomor.id which is managed by the Ministry of Communication and Digital (Komdigi).

We've also released educational videos to help people recognize online scams and promote vigilance. For more details on this initiative and #BersatuKitaLapor, check out tsel.id/laporpenipuan. Our goal is to enhance data security and support safer online experiences.





Value & Compliance

At Telkomsel, transparency, fairness, and accountability are the foundation of how we operate. We believe that strong governance and ethical conduct are essential for building stakeholder trust, ensuring business integrity, and contributing to Indonesia's sustainable development.

Our commitment to Value & Compliance is implemented through clear policies and internal controls designed to prevent corruption, ensure regulatory compliance, and guide ethical behavior across all levels of the organization. Telkomsel has implemented a set of policies that support ethical behavior across all levels of the organization. These include Good Corporate Governance (GCG) Policy, Code of Conduct, Whistleblowing Policy, and Internal Control Policy. [\[GRI 3-3\]](#)

These efforts are reflected in two key focus areas:

- 1 **Business Ethics** - Promoting integrity and ethical conduct through Code of Conduct, conflict of interest management, and anti-corruption measures.
- 2 **Regulatory & Sustainability Compliance** - Ensuring compliance through risk management, whistleblowing mechanism, and grievance handling.



1

Business Ethics

Ethical business practices are fundamental to how we operate and create value. Integrity, fairness, and accountability are essential in building long-term trust with our stakeholders, including customers, employees, partners, and regulators.

Our commitment to business ethics is embedded in our governance framework, guided by key internal policies that shape employee behavior and decision-making across all levels of the organization.

The Business Ethics framework focuses on three key areas:

1. **Code of Conduct:** Provides clear guidance on expected behavior and ethical standards for employees and business partners, aligned with applicable laws and internal policies.
2. **Conflict of Interest:** Outlines procedures to identify and manage situations that may affect impartial decision-making.
3. **Anti-Corruption & Anti-Bribery:** Reinforces the Company's stance against bribery and corruption through established policies, awareness efforts, and compliance monitoring.

Code of Conduct

[GRI 2-23][GRI 2-24][GRI 3-3]

One of the cornerstones of Telkomsel's ethical commitment is our Code of Conduct, which embodies the highest standards of ethical values and practices. Our Code of Conduct which based on Board of Directors' Letter Number: 18/HR.08/PD-00/IX/2014 and Board of Directors' Regulation No. 007/LG.01/PD-00/XII/2024 on Good Corporate Governance Policy, applicable to all employees, provides clear guidance on fulfilling responsibilities, ensuring compliance with laws and regulations, and acting in the best interests of the Company. It sets clear expectations for employee behavior, emphasizing the protection of the Company's assets, revenue,

and adherence to applicable standards.

Moreover, our operations are firmly aligned with principles outlined in key regulations frameworks. These include Indonesia's Limited Liability Company Law No. 40/2007, the Minister of SOE Regulation No. PER-02/MBU/03/2023 on Governance Guidelines and Significant Corporate Activities of SOE, and the Personal Data Protection Law No. 27/2022, the Job Creation Law No. 6/2023.

To ensure that our ethical standards and governance principles are consistently applied, Telkomsel communicates our Code of Conduct and other key policies to all relevant stakeholders through multiple channels. Employees and business partners receive guidance

through various internal digital platform. Relevant information is shared publicly through the Company's website. This comprehensive approach ensures that Telkomsel's ethical standards and governance principles are deeply embedded in our operations, reinforcing a culture of accountability and integrity at all levels.

The responsibility for implementing these commitments is integrated across all levels of the organization. Our governance framework embeds these principles into company strategies, policies, and operational procedures, supported by monitoring mechanisms to ensure effective implementation and continuous improvement.





Conflict of Interest [GRI 2-15]

Telkomsel is committed to preventing and managing conflicts of interest to maintain transparency, fairness, and integrity across our operations. This commitment is embedded in the Company's governance framework, with clear policies outlined in the Articles of Association, the Board of Directors' Regulation No. 014/LG.01/PD-00/XII/2021 on Board of Director Charter, and Board of Directors' Regulation No. 007/LG.01/PD-00/XII/2024 on Good Corporate Governance Policy. These measures ensure that decision-making processes remain impartial and in the best interest of the Company and our stakeholders.

To address potential conflicts of interest, the Company requires mandatory declarations from officials whenever a conflict arises. This policy preserves fairness and ensures decisions

are made by the majority consensus of unaffected Board members.

We also emphasize transparency by disclosing potential conflicts of interest to our stakeholders. These disclosures cover key areas such as board memberships in

other companies, shareholdings in our suppliers or stakeholders, and related party transactions. This proactive approach reinforces stakeholder trust and upholds the Company's commitment to ethical governance.

Anti-Corruption & Anti-Bribery

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

Telkomsel is committed to preventing corruption and bribery within organization and in all interactions with stakeholders. We conduct regular evaluations of our business operations and locations to identify and mitigate potential risks based on risk classifications. In 2024, we continued implementing mitigation measures through internal controls, audits, and compliance checks, with a focus on corruption and bribery risks in third-party interactions, and procurement.

Telkomsel has enacted policy related anti gratification as regulate in Board of Directors' Regulation No. 021/ IA.01/PD-00/XII/2023 on Gratification Prevention Policy. This policy provide guideline for employee related anti bribery and corruption. Telkomsel regularly observing implementation, including socialization through various media and email to inform the reporting channel gratification unit.

In 2024, a total of 941 employees from various directorate have completed Anti Bribery and Corruption (ABC) Training Series. By the end of 2024, a total number of 6,216 employees had received various forms of socialization on anti-bribery and anti-corruption, representing 100% of Telkomsel's total employees.

Moreover, our BOD members (100%) having completed dedicated training to enhance their understanding of corruption risks and the Company's preventive measures.

Recognizing the importance of ethical behavior across our value chain, we also enforce the mandatory Integrity Pact for all suppliers and business partners. This commitment ensures that ethical standards are upheld not only internally but also within our extended supply chain.

Further strengthening our internal controls, Telkomsel regularly updates our risk register to identify potential fraud and corruption-related risks. We implement business process improvements and controls to mitigate these risks effectively. Evaluation of controls and policies is conducted periodically through Fraud Risk Assessments (FRA) and fraud compliance checklists to ensure continuous improvement.

Governance mechanisms such as the Disciplinary Committee and Anti-Bribery Compliance Function Team oversee adherence to our policies.

Key initiatives to uphold zero-tolerance policy for fraud, bribery, corruption, and unethical behavior, include:

- Conducting regular governance and legal awareness training for

employees, focusing on business ethics and the Code of Conduct.

- Strengthening the Whistleblowing Policy and its reporting channels to ensure secure and confidential reporting mechanisms.
- Implementing mandatory Anti-Bribery Anti-Corruption (ABAC) Policy and Anti-Gratification Policy compliance commitment for all employees.
- Performing regular self-assessment and ABAC risk assessment to monitor and evaluate potential risks.
- Conducting ongoing monitoring of fraud cases across the organization.
- Assessing, planning, and implementing personnel certification programs on ABAC-related topics.
- Enforcing mandatory Integrity Pact commitment for all suppliers and business partners to promote ethical behavior across the value chain.
- Identifying and updating the fraud risk register, developing controls and business process improvements to mitigate ABAC risks.
- Evaluating the effectiveness of fraud and ABAC controls and policies periodically through Fraud Risk Assessment (FRA) and compliance checklists.

Our efforts to uphold business integrity have yielded positive results, with no substantiated cases of corruption in 2024.

Furthermore, we have obtained ISO 37001 certification in February 2024, which remains valid until February 2027.



100%

of Telkomsel's employees

had received various forms of socialization on anti-bribery and corruption, representing **100%** of our total employees in 2024.



100%

of our Board

of Directors had completed dedicated training to enhance their understanding of corruption risks and the Company's preventive measures.

ZERO

substantiated cases of corruption

in 2024 that involved Telkomsel's employees and governance body members.

ISO 37001

Anti-Bribery Management System certified.

Whistleblowing and Grievance Mechanism

[GRI 2-16][GRI 2-25][GRI 2-26][POJK F.24]

Telkomsel upholds strong ethical governance through a robust whistleblowing mechanism, which also serves as our formal grievance channel. This mechanism enables employees, business partners, and stakeholders to report concerns or misconduct securely, transparently, and without fear of retaliation.

Under this system, grievances, which may include complaints about unethical behavior, potential violations of rights, or other issues related to our operations, are treated with the same seriousness as reports of fraud, bribery, corruption, abuse of power, or breaches of company policy.

To ensure trust and impartiality, our whistleblowing platform is managed by an independent third-party provider. Reports can be submitted confidentially or anonymously and are reviewed by a specialized internal audit team. Cases are escalated to the Audit Committee and CEO, with final decisions and sanctions handled by the Disciplinary Committee.

We are committed to protecting whistleblowers and complainants from retaliation and discrimination, ensuring that all reports are investigated fairly and responsibly.

In 2024, 16 whistleblowing reports were received and processed through this platform.

We continue to socialize this mechanism across Telkomsel's ecosystem, reinforcing our commitment to integrity, ethical conduct, and responsive grievance handling.

Telkomsel Whistleblowing Channels:

Our whistleblowing policy can be accessed:

tsel.id/SR2024-whistleblowing



Website:

- <https://idn.deloitte-halo.com/telkomwbs/>
- Telkom Integrity Line

Phone Line: **021 5088 4601**

Facsimile: **021 5088 4602**

Email: **telkomwbs@tipoffs.info**

Postal Mail: **PO Box 2800 JKP 10028**

Short Message Service (SMS) and

WhatsApp: **0813 9000 3217**



Employee Counseling and Resolution [GRI 2-25] [GRI 2-26]

Aside from the formal grievance mechanism through our Whistleblowing channels, Telkomsel established a structured employee counselling and grievance resolution process based on the principles of propriety, fairness, and balance. This counselling and resolution process consists of three stages.

At the first stage, employees may submit grievances verbally or in writing to their direct supervisor, who is required to respond within 14 working days through a documented counseling session.

If the issue remains unresolved, the second stage allows the employee to escalate the grievance in writing to the next-level supervisor. A response must be provided within 14 working days and documented through another counseling session. Should the resolution still be deemed unsatisfactory, the grievance may be submitted in writing to the Human Capital Management Unit at either the head office or regional offices.

In addition to this formal process, employees experiencing harassment may report directly to a Human Capital Business Partner for immediate action.





2

Regulatory and Sustainability Compliance

In operating a responsible and sustainable business, Telkomsel is committed to upholding the highest standards of regulatory compliance and corporate governance. Our efforts are anchored on two key pillars: compliance with applicable laws and regulations, and the continuous adoption of global governance and sustainability frameworks.

Compliance with Laws and Regulations [GRI 2-27]

Telkomsel is committed to upholding the highest standards of regulatory compliance, ensuring that all our operations align with applicable national

laws, industry-specific regulations, and governance requirements from our parent companies and shareholders.

To further strengthen our compliance practices aimed to achieve compliance in law and regulatory, Telkomsel has implemented a series of structured initiatives aimed at enhancing employee awareness, managing regulatory changes, and mitigating non-compliance risks.

Key initiatives to strengthen our compliance framework in 2024 include:

- Conducting mandatory training for all employees on regulatory requirements, complemented with awareness sessions for the Board of Directors.
- Establishing a formal mechanism to assess the alignment of both existing and

new business activities with Indonesia's KBLI (Klasifikasi Baku Lapangan Usaha Indonesia) classification.

- Integrating a corporate-wide compliance register by 2025, providing a single platform to track compliance obligations across all business functions.
- Proactively monitoring regulatory developments by collaborating with relevant internal teams to ensure timely responses to regulatory updates.
- Developing and updating business processes and policies to mitigate risks arising from new regulations and standards.
- Conducting regular audits to assess regulatory compliance and evaluate the effectiveness of Telkomsel's compliance management system framework.
- Initiating risk assessments and updating the risk register to evaluate potential risks from new or revised regulations.

Adoption of Corporate Governance Frameworks and Sustainability Standards

We aim to maintain and strengthen our corporate governance framework as an integral part of our commitment to responsible and sustainable business practices.

To achieve this, Telkomsel adopts and implements corporate governance frameworks and sustainability standards in alignment with international best practices and regulatory expectations. Our target extends compliance

beyond regulatory obligations, incorporating globally recognized governance and sustainability standards.

In 2024, our efforts focused on two key areas:

1. Strengthening governance through certifications and frameworks adoption, namely ISO Management Systems.
2. Enhancing sustainability governance by initiating the adoption of IFRS Sustainability Disclosure Standards. This process includes conducting gap analysis, updating policies and processes, preparing sustainability disclosure reports, and planning internal and external audits to ensure information reliability and compliance.

Fair Competition and Anti-trust Compliance

Telkomsel is committed to promoting fair competition and has obtained the Business Competition Compliance Certification, valid from August 16, 2023, to August 16, 2028. To maintain this certification, we organize the annual Competition Law Awareness event and conduct ongoing socialization, training, and compliance activities.

Our internal governance includes:

- President Director Decree No. 034 of 2023 on the Code of Ethics and Business Competition Guidelines -

serving as the reference for business activities under Indonesian competition law.

- Risk Identification Results - included in the Implementation Report on the KPPU RI Compliance Program.
- A Supervisory Board overseeing the compliance program - consisting of the VP of Corporate Counsel, VP of Regulatory Management, and VP of Enterprise Risk Management.
- Established a monitoring and evaluation mechanism to identify and address potential non-compliance. This involves the Internal Audit function following the Three Lines of Defense model: business units (first line), compliance functions (second line), and internal audit (third line).

All employees must uphold fair dealing practices, including:

- Not discussing, agreeing, or contracting with competitors to allocate markets or restrict competition.
- Acting fairly with customers, competitors, suppliers, and colleagues.
- Avoiding manipulation, misuse of privileged information, or misrepresentation of material facts.
- Ensuring that all transactions represent arm's length dealings at fair market value.





Protect Environment



At Telkomsel, we believe that digital technology and environmental stewardship go hand in hand. Through innovative solutions and sustainable practices, Telkomsel firmly believes that we are not just reducing our environmental footprint, but also paving the way to a greener future for all.



Telkomsel is committed to minimizing our environmental impact and supporting Indonesia's transition towards a more sustainable and low-carbon future. Under Telkomsel Jaga Bumi as an umbrella initiative, we integrate environmental responsibility into our operations and business practices to ensure long-term environmental sustainability.

Our efforts focus on managing energy use, reducing greenhouse gas (GHG) emissions, and adopting resource-efficient practices across our operations. We also promote circular economy principles by reducing waste, improving resource utilization, and enhancing environmental efforts in our offices and network infrastructure.

In this chapter, we highlight two material topics on Protect Environment pillar:



Climate Action



Resource Management



Climate Action

Telkomsel recognizes that our business operations contribute to climate change. Therefore, improving energy efficiency and managing emissions are one of our focus in Telkomsel's sustainability approach. Through our key initiatives aimed at reducing emissions, increasing energy efficiency, and gradually transitioning to cleaner energy sources where possible, we aim to minimize our environmental impact while supporting national and global climate goals.

GHG Emissions

Managing emissions from our operational activities is an important part of Telkomsel's sustainability journey. With a network infrastructure and facilities operating across Indonesia, we understand the need to minimize our environmental impact and contribute to climate action.

In 2024, we announced our emission reduction target. We aim to reduce 20% of our Scope 1 and Scope 2 emissions by 2030, also support Indonesia's effort to achieve Net Zero Emission in 2060.

[GRI 3-3]

20%

**emission reduction target
for Scope 1 and Scope 2
emission by 2030.**



To achieve emission reduction targets, Telkomsel collaborates with stakeholders to minimize carbon footprints across operations and the supply chain while encouraging employees and partners to adopt resource-efficient, emission-reducing, and eco-friendly practices. To build employee competence in emissions-related topics, Telkomsel held a GHG Introduction training session, involving over 60 participants across job levels. The session highlights were shared internally to promote company-wide awareness of GHG and sustainability.

In 2024, Scope 2 emissions remained the largest contributor to Telkomsel's total carbon emissions, accounting for 98% of our combined Scope 1 and Scope 2 emissions. Our total emissions reached 1,530,403 tonCO₂eq, reflecting a 5.2% increase from 2023 levels which were driven by operational and customer growth, also network expansion. [GRI 305-1] [GRI 305-2]

This year, we have also started focusing on calculating our Scope 3 emissions, which represent indirect emissions from activities in our value chain. These include emissions from purchased goods and services, capital goods, waste generated in operations, business travel, use of sold products, and investments. [GRI 305-3]

Despite the increase in total emissions, Telkomsel recorded a reduction in carbon intensity, driven by higher data traffic. Our 2024 carbon intensity decreased from 0.081 tonCO₂eq/TB in 2023 to 0.075 tonCO₂eq/TB in 2024. This achievement demonstrated progress in managing energy efficiency alongside business growth. [GRI 305-5]

In addition, we recognize the importance of monitoring and reporting other emissions, including Ozone-Depleting Substances (ODS) and significant air emissions. While we have not yet calculated these emissions, we are working to develop a more comprehensive tracking and reporting system to support transparency and accountability in the future. [GRI 305-6][GRI 305-7]

Moving forward, to achieve our emission reduction targets, Telkomsel adopts a collaborative approach by engaging stakeholders across our operations and supply chain. We work together to evaluate carbon footprints, implement resource efficiency initiatives, and reduce emissions.



GHG Emissions from Scope 1 and Scope 2

[GRI 305-1][GRI 305-2][GRI 305-4][POJK F.11][POJK F.12]

Type of Emissions	Unit	2024	2023	2022
Scope 1	tonCO ₂ eq	19,337.30	19,866.45	19,314.35
Stationary Combustion	tonCO ₂ eq	8,179.14	8,240.33	8,238.82
Mobile Combustion	tonCO ₂ eq	4,324.72	4,324.72	4,516.78
Fugitive Emissions (Refrigerant and Effluent Treatment)	tonCO ₂ eq	6,833.44	7,301.40	6,558.75
Scope 2 (Purchased Electricity)	tonCO ₂ eq	1,511,065.65	1,434,842.44	1,388,337.90
Total Emission	tonCO₂eq	1,530,402.95	1,454,708.89	1,407,652.25
Data Payload	TB	20,386,475	17,901,034	16,426,853
Emission Intensity per Data Payload	tonCO ₂ eq/TB	0.075	0.081	0.086
Emission Intensity per Revenue	tonCO ₂ eq/Rp billion revenue	13.50	14.21	15.81

Note :

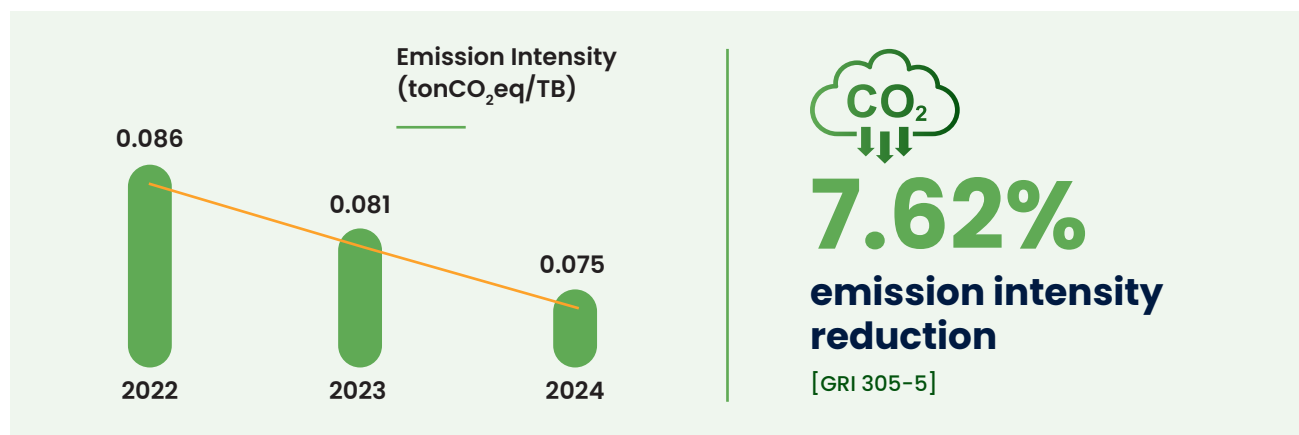
- GHG Emission Calculation was conducted using the latest IPCC Assessment Report (AR6)
- Consolidation Approach was based on the operational control method
- Telkomsel utilizes emission data (Scope 1 and Scope 2) based on audited emission figures at the consolidated level within the Telkom Group
- Data presented in 2023 and 2022 are restated due to the improvement of data collection and calculation method.

GHG Emissions from Scope 3 [GRI 305-3]

Type of Emissions	Unit	2024	2023	2022
Scope 3	tonCO ₂ eq	135,134.77	134,678.60	123,798.43

Note :

- GHG Emission Calculation was conducted using the latest IPCC Assessment Report (AR6)
- Consolidation Approach was based on the operational control method



Note: Emission intensity was calculated from total emission that covers Scope 1 & Scope 2 emissions.

**Telkomsel
Jaga Bumi:**

Combating Climate Change Through Ecosystem Restoration

[POJK F.9][POJK F.10][POJK F.12]

As part of our commitment to climate action, Telkomsel contributes to reducing carbon emissions and strengthening ecosystem resilience through the Jaga Bumi initiative. Launched in 2022, this program supports mangrove forest restoration as a nature-based solution to combat climate change.

Since the launch of the initiative, Telkomsel has planted a total of 25,660 mangrove trees across conservation areas in Indonesia through two project phases, with an estimated total carbon absorption of 1,093.06 tons CO₂eq, helping to mitigate climate change while supporting biodiversity. This initiative is funded through Company contributions and the conversion of Telkomsel POIN, providing an opportunity for our customers to join us in supporting environmental conservation efforts.

Beyond carbon sequestration, mangrove restoration also protects coastal ecosystems, strengthens biodiversity, and involves local communities in environmental conservation. This initiative reflects Telkomsel's commitment to building environmental resilience and supporting Indonesia's climate goals through collaborative and nature-based solutions.



Telkomsel planted

25,660

**mangrove trees
across conservation areas
throughout Indonesia
(2022-2024)**

Energy

Energy is critical to support Telkomsel's connectivity services across Indonesia, including remote and hard-to-reach areas. In 2024, almost 98% of our total energy consumption came from the national electricity grid, with diesel fuel primarily used for backup generators.

As part of our sustainability commitment, we continue to improve energy efficiency, optimize energy use, and gradually integrate renewable energy into our operations. Working closely with partners, we implement energy-saving technologies and modernize network infrastructure to enhance energy performance. In 2024, our energy efficiency initiatives focused on upgrading network equipment with energy-efficient solutions, simplifying network topology in response to declining legacy voice traffic, and improving energy management during low-traffic periods through RAN energy-saving features. [GRI 3-3]

These efforts not only contributed to energy savings but also supported our broader strategy to improve operational performance and reduce environmental impact in line with our sustainability goals.

The details of these initiatives and their respective energy savings are presented in the table below.

Energy Efficiency Initiatives [GRI 302-4][GRI 302-5][POJK F.7]

Energy efficiency initiative	2024
	GJ
Telkomsel optimizes network efficiency by removing inefficient sites and outdated equipment, including black sites and SDH microwave technology.	3,204.35
Telkomsel modernizes our network by upgrading RAN (RRU), IP RAN, and core network (MME) equipment with energy-efficient solutions	4,318.50
Network simplification: simplifying CS network topology as impact of legacy voice traffic decrement BSC merging & simplification CS core network merging & simplification	3,463.58
RAN energy savings: improve energy efficiency by reducing energy usage in low-traffic period	6,789.02
TOTAL	17,775.45

In line with these efforts, Telkomsel recorded total energy consumption of 6,374,794 GJ in 2024, reflecting an increase from 6,067,333 GJ in 2023. This increase aligns with growing demand for data services, with total data payload reaching 20,386,475 TB in 2024, a 13.9% increase from 2023. The combination of energy efficiency initiatives and higher data output contributed to the 7.74% reduction in energy intensity, from 0.339 GJ/TB in 2023 to 0.313 GJ/TB in 2024. [GRI 302-3]

Furthermore, Telkomsel continues to expand the use of renewable energy in its operations. By the end of 2024, 275 BTS were powered by solar panels and micro-hydro systems, an increase from 208 BTS in 2023. Renewable energy consumption reached 9,955 GJ in 2024, contributing 0.16% of Telkomsel's total energy consumption, up from 0.12% in 2023. While still limited in scale, this progress reflects Telkomsel's continuous efforts to diversify its energy mix and support the transition toward cleaner energy solutions. [GRI 302-1]

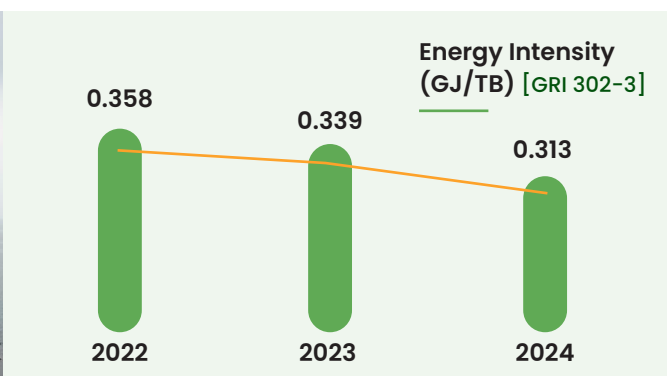
Energy Consumption

[GRI 302-1][GRI 302-3][POJK F.6]

Type of Energy	Unit	2024	2023	2022
Electricity Consumption	GJ	6,203,011.01	5,894,719.17	5,711,359.70
Fuel Consumption	GJ	171,783.35	172,613.32	170,644.86
Total Energy Consumption	GJ	6,374,794.36	6,067,332.49	5,882,004.56
Data Payload	TB	20,386,475	17,901,034	16,426,853
Energy Intensity	GJ/TB	0.313	0.339	0.358

Note :

- Telkomsel utilizes energy data based on audited emission figures at the consolidated level within the Telkom Group
- These audited figures exclude renewable energy data due to its minimal contribution
- Data presented in 2023 and 2022 are restated due to the improvement of data collection and calculation method



Renewable Energy Consumption [POJK F.7]	Unit	2024	2023	2022
Number of BTS Powered by Renewables (Solar Panels & Microhydro)	BTS	275	208	169
Energy Consumption	GJ	9,955	7,341	6,614
Percentage of Renewable from Total Energy Consumption	%	0.16	0.12	0.11



7.74%
reduction in energy
intensity
from 0.339 GJ/TB
in 2023 to 0.313 GJ/TB
in 2024



35.61%
increase in renewable
energy consumption
to power our BTS
from 7,341 GJ in 2023
to 9,955 GJ in 2024



Resource Management

Telkomsel is committed to managing resources responsibly to reduce environmental impact and support long-term sustainability. Our approach focuses on minimizing waste, increasing recycling rates, optimizing waste disposal, and reducing water withdrawal.

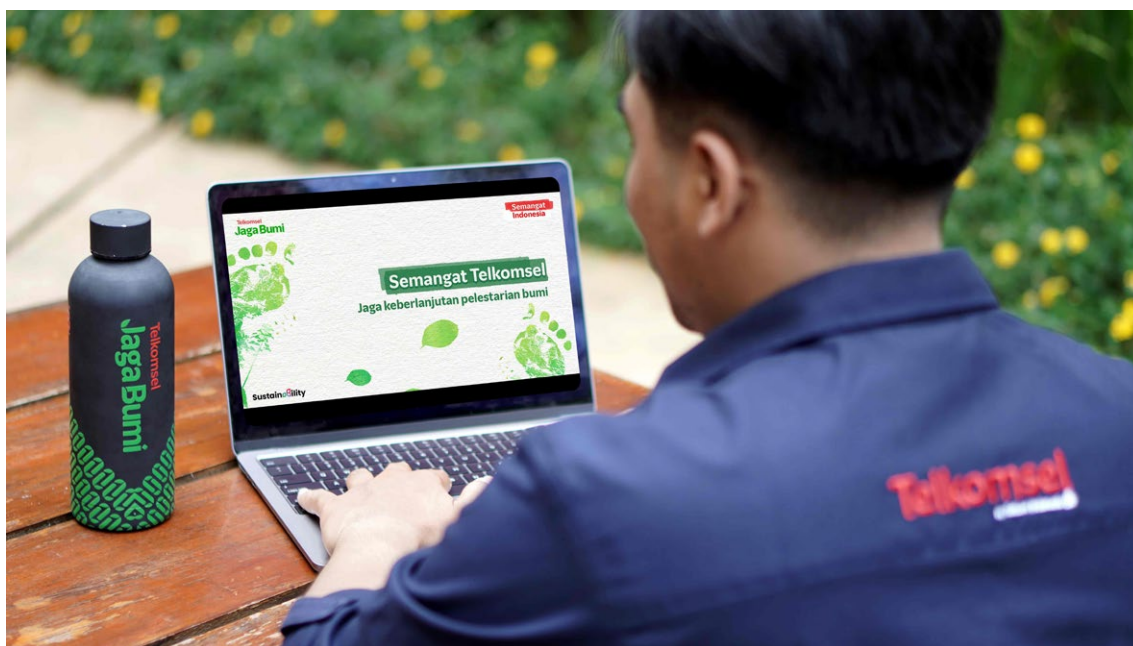
We continuously communicate our waste management policy to all employees through regular internal updates and awareness programs. In line with our environmental goals, Telkomsel aims to achieve 100% recycling and reuse of e-waste and reduce water withdrawal by 30% in Telkomsel's primary operational facilities by 2030. [GRI 3-3]

Resource Dematerialization

To support a circular economy, Telkomsel applies resource dematerialization practices and responsible waste management. Our waste streams primarily come from office activities, network equipment, SIM cards, and modems. We minimize waste through recycling programs, resource efficiency initiatives, and sustainable packaging solutions, including the transition from traditional SIM cards to e-SIM technology and replacing SIM card packaging materials from plastic (PET) to paper-based alternatives. Additionally, we implement waste segregation practices at our office buildings, providing separate bins to support effective waste sorting and recycling. These actions are part of our broader strategy to reduce environmental impact and promote responsible resource use across our operation. [GRI 3-3][GRI 306-1][POJK F.14]

Telkomsel collaborates with third-party waste management providers to ensure the proper handling, recycling, and disposal of waste. These partners are regularly audited to ensure compliance with environmental regulations and contractual obligations. [GRI 306-2]

We track and monitor waste generation across our operations, reporting data on waste volume, type, and disposal methods. This helps measure progress and supports continuous improvement in waste management practices.



Waste Generation and Disposal (tons) [POJK F.13][POJK F.14]

Description	2024	2023	2022
E-waste (Network & IT Equipment)			
Total Waste Generated	5,808.5	3,417.7	2,742.2
Reused/Recycled/Redeployed	5,808.5	3,417.7	2,742.2
Disposed	Nil	Nil	Nil
Indihome Modem			
Total Waste Generated	148.3	19.3	Nil
Reused/Recycled/Redeployed	59.1	11.9	Nil
Disposed	89.2	7.4	Nil
SIM Card			
Total Waste Generated	52.6	Nil	Nil
Recycled	24.1	Nil	Nil
Disposed	28.5	Nil	Nil
Office Waste (only from Headquarters)			
Total Waste Generated	261.5	206	276
Disposed	261.5	206	276
Total			
Total Waste Generated	6,270.9	3,643	3,018
Total Reused/Recycled/Redeployed	5,891.7	3,429.6	2,742
Disposed	379.2	213.4	276

Note: Data for 2023 and 2022 have been restated due to improvements in data collection and calculation methods. All reported waste volumes are based on our inventory and do not include products that have already been sold to customers.

In 2024, Telkomsel generated a total of 6,270.9 tons of waste across our operations, an increase from 3,643 tons in 2023. This increase was primarily driven by our network expansion and modernization initiatives, particularly from the decommissioning of old network equipment.

The majority of Telkomsel's waste came from network equipment, amounting to 5,808.5 tons. Additional waste sources included IndiHome modems (148.3 tons), SIM cards (52.6 tons), and office waste from headquarters operations (261.5 tons).

We continue to strengthen our recycling and waste reduction efforts. In 2024, a total of 5,891.7 tons of waste were successfully reused, recycled, or redeployed. This achievement was supported by the 100% reuse, recycling, or redeployment of our network equipment in collaboration with a licensed third-party partner.

For modems, Telkomsel supports responsible product recovery through a take-back system managed by our sales force and a bring-back option at GraPARI service centers, resulting in a 40% reuse, recycling, or redeployment rate for IndiHome modems. Additionally, our SIM card recycling rate reached 46%.

All waste generated was handled in compliance with applicable environmental regulations, with no reported environmental spills or violations. We collaborate with certified third-party waste management partners to ensure safe, responsible disposal and recycling. [POJK F.15]

Meanwhile, within our office spaces, Telkomsel has implemented a waste segregation system with separate bins for non-plastic, plastic, and food waste on each floor. Cleaning staff sort and store waste daily, which is then collected by authorized units for

processing. In 2024, Telkomsel launched a sustainability campaign, distributing Sustainability Feeds via email to raise awareness and promote proper waste handling as part of our environmental responsibility.

Beyond waste management efforts, Telkomsel supports product sustainability by providing maintenance and usage guidelines through the Telkomsel Enterprise website. Customers can also request specific product information or contact their Account Manager for support. By promoting proper product care, we aim to reduce waste by extending product life span.

Moving forward, Telkomsel is committed to reducing landfill waste, increasing recycling rates, and exploring innovative waste repurposing solutions to support our sustainability target.



100%

e-waste from our network equipment were recycled, reused, or redeployed through collaboration with a licensed third party.



40%

Reused or Recycled Rate for IndiHome Modem Waste



46%

SIM Card Waste Recycled Through Packaging and Material Reduction Initiatives

Reducing Waste from SIM Card Product

Supporting a More Sustainable and Digital Future

[GRI 306-2][POJK F.14]



SIM Card Recycle with PlusTik

Telkomsel collaborated with PlusTik to recycle 24 tons discarded SIM cards into reusable items, including tens of thousands of phone holders, trash bins, and flower vases. These products were distributed to retail outlets, where they were repurposed as handset display stands and waste collection bins, integrating the principles of the circular economy into Telkomsel's operations.



24.1 tons
of SIM card
recycled in 2024

Telkomsel is committed to reducing environmental impact across our products, from the way we produce SIM cards to how we package them. In 2024, we accelerated two key initiatives to minimize waste and promote sustainable consumption.

eSIM Transition

To reduce plastic waste from physical SIM cards, Telkomsel expanded the adoption of eSIM technology in 2024. We generated 387,849 eSIMs, allowing customers to activate their numbers digitally through the MyTelkomsel app without the need for a physical card. This initiative supports not only waste reduction but also promotes a more seamless and convenient digital lifestyle for our customers.



387,849 eSIMs
generated in 2024

Plastic-Free SIM Packaging

Complementing our digital innovation, Telkomsel also implemented a packaging transition from plastic to paper-based materials. In the second half of 2024, we replaced 32,034,250 pieces of SIM card packaging from PET plastic to paper. This initiative reflects our commitment to reducing plastic waste while maintaining product quality. By 2025, this paper-based packaging will be fully adopted for all regular Telkomsel products, including Telkomsel Lite and by.U. [POJK F.5]



32,034,250 pieces
of SIM card packaging
switched from plastic (PET)
to paper in 2024

Water Management

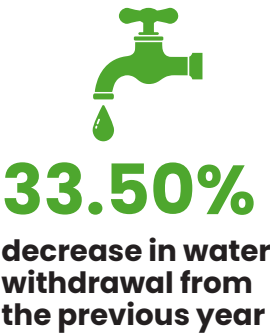
Telkomsel’s water use primarily occurs in office facilities, mainly for restrooms and plant watering. While our operational water withdrawal is relatively low, we recognize the importance of responsible water management, particularly in regions facing water scarcity such as Java, Bali, and Nusa Tenggara. In line with our sustainability commitment, we focus on ensuring responsible use and discharge of water, as well as complying with all applicable environmental regulations. [GRI 303-1][GRI 3-3]

In 2024, Telkomsel’s total water withdrawal reached 37.80 megaliter (ML), sourced entirely from third-party suppliers. Given that all withdrawn water is discharged back through proper channels into municipal water treatment systems, our water withdrawal volume is equivalent to our discharge volume, resulting in minimal net water consumption. [GRI 303-2][GRI 303-3][GRI 303-4][GRI 303-5]

Water Withdrawal [GRI 303-3][GRI 303-4][POJK F.8]

Water Withdrawal (ML)			
By Region	2024	2023	2022
AREA 1	10.82	9.12	9.92
AREA 2	4.02	5.38	19.89
AREA 3	5.13	3.26	7.18
AREA 4	11.50	32.99	28.16
Head Quarter	6.33	6.10	4.60
Total	37.80	56.85	69.75

Note: Data presented in 2023 and 2022 are restated due to the improvement of data collection and calculation method



We recorded a 33.50% decrease in water withdrawal from 2023, primarily due to operational changes and adjustments in water withdrawal data collection and reporting practices.

At our Head Office, we have taken steps to enhance water efficiency by implementing reuse initiatives, such as recycling water for plant watering and window cleaning. Moving forward, we aim to expand our water conservation efforts, improve monitoring, and continue promoting responsible water use, especially in primary operation facilities.

Environmental Expenditure

In 2024, Telkomsel allocated a total of Rp2.59 billion for environmental-related initiatives. This included investments in the Telkomsel Jaga Bumi initiative and waste management activities. These expenditures reflect our ongoing commitment to environmental stewardship, supporting biodiversity conservation, waste reduction, and sustainable operational practices. [POJK F.4]



Green Building Features in Telkomsel Smart Office

We are taking steps toward a more sustainable and efficient workplace through Telkomsel Smart Office (TSO). Our TSO not only integrates technology to support how employees work but also follows green building principles that help reduce environmental impact and promote a healthier environment for everyone inside. Here are some of the key green features in our TSO:

ENERGY EFFICIENCY

One of the most important things in a green building is managing energy use. At Telkomsel Smart Office, energy-efficient LED lighting is installed throughout the building. These lights are connected to motion sensors and can adjust automatically based on whether people are in the room and how much natural light is coming in. This helps reduce unnecessary energy consumption. TSO is also equipped with smart air conditioning system. It adjusts temperature and airflow automatically, depending on how many people are in a space and the outside temperature. This makes the office comfortable while saving energy.

WATER CONSERVATION

Our TSO uses low-flow water fixtures, like faucets and toilets, to cut down on water use. It also collects rainwater through a rainwater harvesting system, which then reused for watering the surrounding landscaping and flushing toilets. These efforts make sure that water is used wisely in the building.

SUSTAINABLE MATERIALS

In furnishing the office, Telkomsel chooses sustainable and environmentally friendly materials, including recycled and renewable resources. The office also uses low-VOC paints and adhesives, which helps maintain better air quality inside the building.

HEALTHIER INDOOR ENVIRONMENT

Employee well-being is a big focus for us. Our TSO is designed to bring in more natural light, with plenty of windows and glass partitions. There are also air quality monitors that keep track of the indoor air quality, ensuring the air stays fresh and healthy.

WASTE SEGREGATION

Telkomsel encourages employees and visitors to segregate waste. There are clear segregated waste bins throughout the building.

RENEWABLE ENERGY AND GREEN SPACES

Part of the TSO's electricity comes from solar panels, helping reduce reliance on traditional energy sources. The building also includes outdoor rooftop gardens, which not only make the space more pleasant but also help improve air quality. The surrounding landscaping features native plants that need less water to thrive.

SUPPORTING SUSTAINABLE MOBILITY

Our TSO has facilities that make it easier for people to commute in environmentally friendly ways. There are electric vehicle charging stations, secure bicycle parking, and shower facilities for those who bike to work.

VISITOR MANAGEMENT SYSTEM

Telkomsel's visitor management system digitizes the entire check-in and verification process, eliminating the need for paper-based forms, visitor logs, and printed ID tags. By shifting to a fully digital platform, the system reduces paper waste, minimizes printing-related energy use, and supports a more efficient, low-carbon office environment.





Climate-Related Disclosures

[GRI 201-2]



As Telkomsel continues to strengthen our commitment to sustainability, understanding how climate change could affect our business is becoming increasingly important.

In 2024, we conducted our first assessment of climate-related risks and opportunities. This assessment represents a milestone to strengthen Telkomsel's climate resilience and aligning with global standards, **IFRS S2: Climate-related Disclosures**. This assessment allows us to identify a high-level view of how both physical risks and transition risks could impact Telkomsel's infrastructure, operations, and value chain. At the same time, it enables us to explore opportunities where climate-related developments could enable innovation, unlock new business potential, and reinforce our strategic positioning in the market.

We present our climate-related disclosures in this report following the four core elements of IFRS S2: Climate-related Disclosures, which are aligned with the former Task Force on Climate-related Financial Disclosures (TCFD) framework, to provide clarity on how Telkomsel is preparing for climate-related challenges and building readiness for a more sustainable and resilient future. These core elements are:



Governance

Climate-related risk and opportunities in Telkomsel are governed through an integrated governance structure that ensures accountability from the Board level to operational execution.

Board Oversight

Our Board of Directors (BOD) is responsible for managing the Company's sustainability strategy, including identifying and addressing climate-related risks, as part of its long-term business direction and operational execution.

Meanwhile, our Board of Commissioners (BOC) provides independent oversight of the BOD's performance, ensuring that sustainability and climate-related initiatives are effectively implemented and aligned with the Company's strategic objectives.

Climate-related topics, including risk assessments, adaptation plans, and emerging regulations are reported by the BOD to the BOC through structured reporting mechanisms and regular performance updates.

Climate Governance as Part of Telkomsel Sustainability Governance

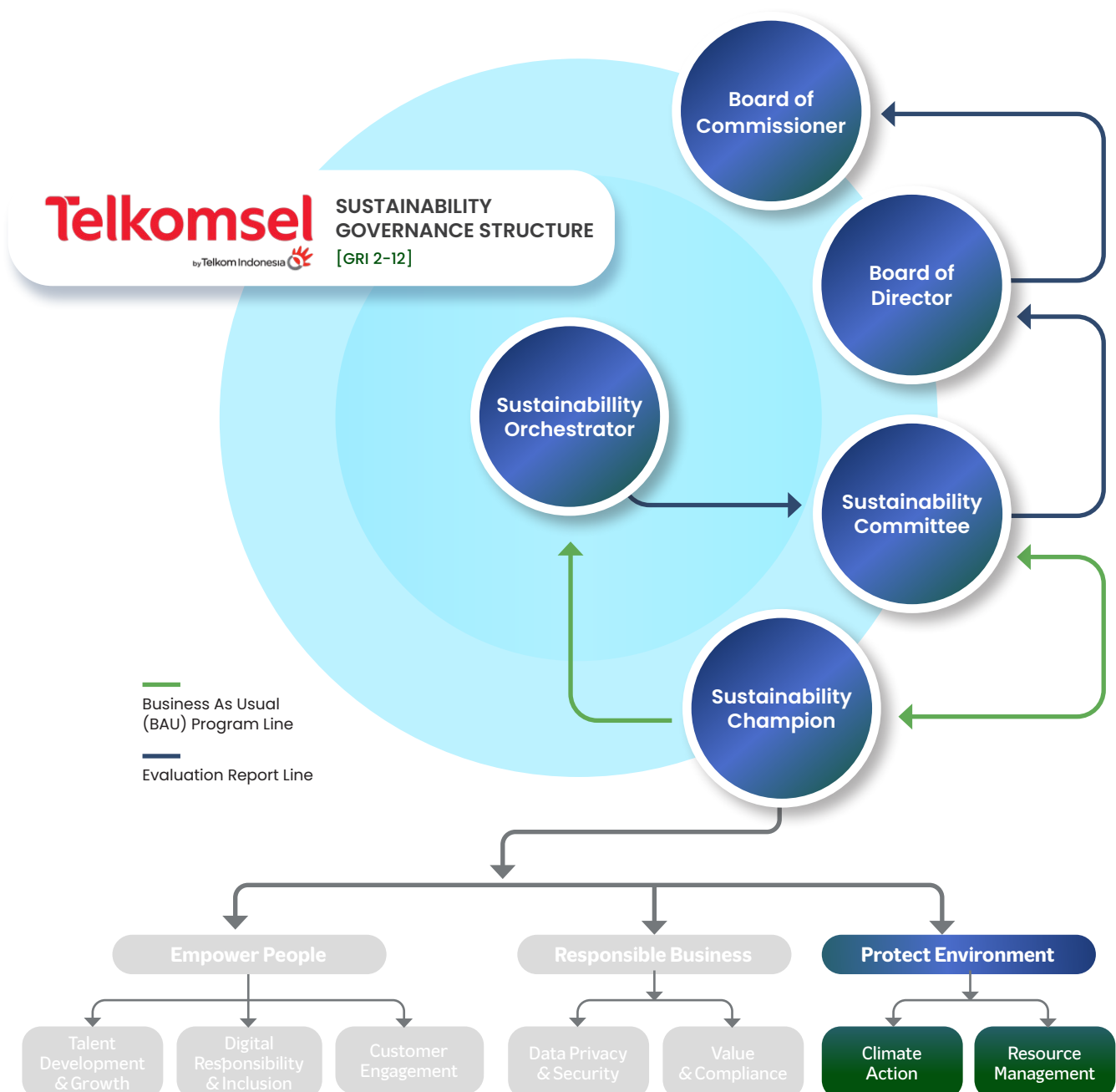
To support effective execution, Telkomsel has established a dedicated sustainability governance structure that spans strategic, operational, and reporting functions:

- The Sustainability Committee, led by Vice President-level, sets climate frameworks, identifies material topics, and oversees performance.
- The Sustainability Orchestrator coordinates the execution of strategies and ensures cross-functional alignment across business units.
- The Sustainability Reporting Team manages disclosures and compliance in line with international standards.
- The Sustainability Champions, appointed at the General Manager level, implement initiatives across business units and report progress.

This structure enables Telkomsel to identify, assess, and respond to climate-related risks across the organization. Results from climate scenario analyses and physical and transition risk assessments are cascaded to relevant operational units to support adaptation efforts and resilience planning, such as Network Infrastructure and Risk Management. This cross-functional team collaboration is coordinated under the Protect Environment – Climate Action pillar, ensuring that climate strategies are integrated across operational areas.

Progress is monitored regularly through internal reporting lines:

- The Sustainability Champions report to the Sustainability Orchestrator.
- The Sustainability Orchestrator consolidates performance and risk updates for the Sustainability Committee.
- The Sustainability Committee reports progress and key issues to the Board of Directors and Board of Commissioners for strategic oversight.





Risk Management

Telkomsel is in the process of integrating climate-related risks and opportunities into our Enterprise Risk Management (ERM) framework. While the approach is still being designed, this ongoing effort reflects our commitment to treating climate issues with the same level of rigor as other material business risks and ensuring long-term organizational resilience. [POJK E.3]

Listening to Our Stakeholder Concerns On Climate-Related Expectations

Our climate-related risks and opportunities assessment is shaped not only by regulatory shifts and environmental realities, but also by the rising expectations of our stakeholders. Customers, regulators, shareholders, and the broader public are increasingly looking to businesses to lead on climate responsibility, and to back commitments with actions.

We captured the expectations from key stakeholder groups and mapped the climate-related pressures, risks, and opportunities that each of these stakeholders present as one of the inputs considered in Telkomsel's climate risks and opportunities assessment. They are:

- **Shareholders** who expect clear emission reduction plans, climate-related disclosures aligned with global frameworks, and credible progress toward net-zero goals. Strong climate performance is increasingly linked to access to investment.
- **Regulators** who introduce policies such as carbon taxes and mandatory sustainability disclosures, with direct implications for operational and compliance costs.
- **Customers** who demand more sustainable services and expect providers like Telkomsel to minimize environmental impact, especially as climate events increasingly disrupt connectivity and reliability.

These expectations carry both reputational risks and strategic opportunities. Falling short could impact public trust and investor confidence. By acting decisively, we can strengthen our brand, attract sustainability-conscious customers, unlock access to green financing, and at the same time contribute to global commitment to combat climate change and its negative impacts to the environment and society.

Climate Scenario Analysis

Telkomsel conducted a climate scenario analysis for 2030 and 2050 using global reference frameworks. Physical risk scenarios were based on IPCC's SSP1-2.6 (low emissions) and SSP5-8.5 (high emissions), while transition risks and opportunities were assessed using NGFS's Net Zero and Current Policy scenarios.

The analysis prioritized Telkomsel's key assets, particularly Base Transceiver Stations (BTS), which are critical to business continuity. The scope was expanded to include Telkomsel Telecommunication Centers (TTC) and office buildings. The assessment also considered disaster-prone areas, using data from Indonesia's National Disaster Management Agency (BNPB) as of 2023.

This analysis helps Telkomsel prioritize locations for adaptation and mitigation planning, with a consistent focus on the Sumatra and Sulawesi regions. These findings will guide future efforts to strengthen the Company's business resilience, prioritize resilience planning and shape a robust, forward-looking climate adaptation strategy.

Physical Risk Assessment

To assess physical risk exposure to our assets, Telkomsel applied a structured asset scoping process focused on key infrastructure. The assessment used standardized exposure categories aligned with the National Plan of Bappenas, IPCC guidance, and peer benchmarks. Exposure was evaluated across four climate metrics: hot days, extreme rain intensity, extreme rain frequency, and average temperature. Each metric was classified into five levels of exposure from low to very high, based on thresholds derived from 20-year historical and projected data. These assessments were conducted under two climate scenarios.

Telkomsel's asset exposure results are aggregated within the high category to reflect potential climate risk hotspots. This approach allows us to track future exposure trends and prioritize resilience measures for the most affected assets.

Climate-related Risk Events		Parameter
Acute	Hot days (extreme heat): The number of days per year where maximum temperature is above 35°C.	>40 days
	Extreme rain intensity: rainfall on the wettest day of the year.	>40 mm
	Extreme rain frequency: days per year with rainfall > 20mm.	>30 days
Chronic	Average temperature: the magnitude of the annual average temperature.	>27°C

SCENARIO A	SCENARIO B
Low-Emission Scenario (SSP1-2.6) 1.5°C Aggressive Climate Action	High-Emission Scenario (SSP5-8.5) 4°C Limited Climate Action
Aggressive emissions reduction to reach net zero before 2050, marked by stricter policy push and technological innovation.	Lack of government and market response led to an increase in emissions.

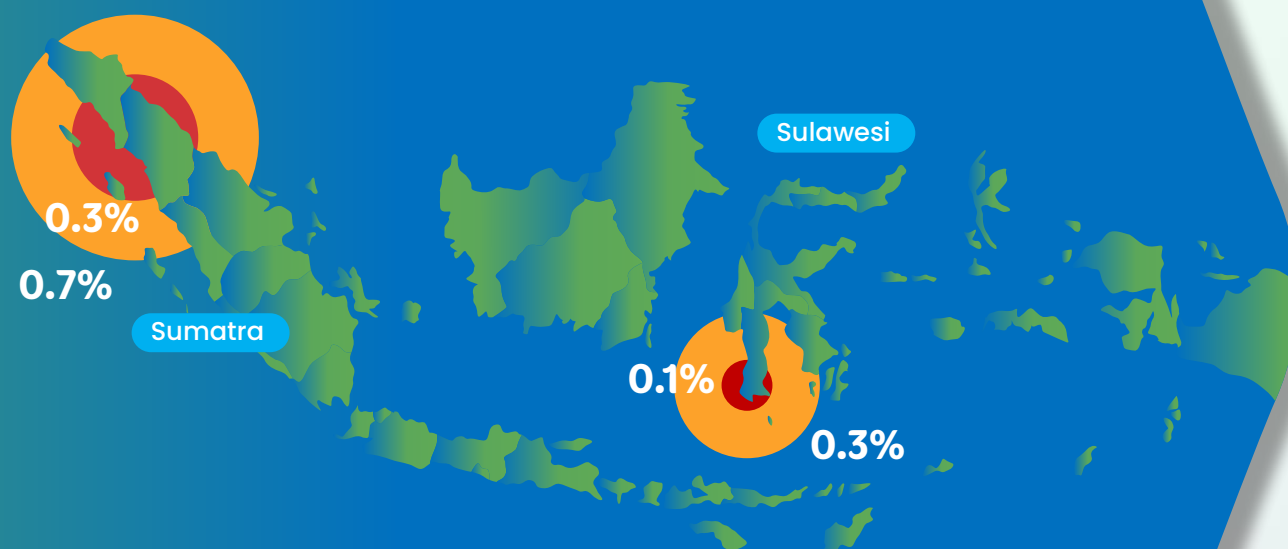
Transition Climate Risks and Opportunities

Telkomsel's transition climate risks and opportunities stem from our efforts to support a low-carbon economy and align with stakeholder expectations. We acknowledge that Telkomsel is increasingly exposed to stricter regulatory requirements as the climate transition accelerates, which may result in higher costs for compliance, workforce training, and data analytics capabilities. At the same time, emerging technologies offer opportunities for operational efficiency, such as cooling innovations, IT equipment modernization, renewable energy integration, and the use of AI and IoT in TTC/data centers.

Based on climate scenario analysis (NGFS Net Zero and Current Policy), the Company identified several priority areas across policy, technology, market, and reputation that present both challenges and growth potential.



Our assessment found that less than 1% of BTS units may face simultaneous high to very high exposure to acute and chronic climate-related risk events: extreme heat, extreme rainfall intensity, extreme rainfall frequency, and average temperature rise, under high emission scenario as illustrated below:



By 2030, around 0.1% of BTS assets in Sulawesi are expected to face climate-related hazards, increasing to 0.3% by 2050. In Sumatra, exposure is projected at 0.3% in 2030, rising to 0.7% by 2050. These insights will guide efforts to strengthen assets and operational resilience planning, specifically in these disaster-prone areas.



KEY TRANSITION RISKS:

- Carbon pricing and policy shifts may increase operational costs through rising tax liabilities and stricter climate regulations.
- Fuel and electricity cost fluctuations could affect energy-related expenses.
- Reputation risks may arise if climate expectations are not met.



KEY OPPORTUNITIES:

- Renewable energy adoption and green technology innovation may offer long-term cost efficiency and emission reduction potential.
- Market demand for climate-aligned products is creating new business opportunities, especially in the digital and B2B sectors.
- Strong climate performance may enhance brand reputation and sustainability credibility.

Strategy, Metrics & Targets

Telkomsel's climate strategy is built on insights from our 2024 climate risk and opportunity assessment, which identified both physical and transition-related risks, as well as emerging opportunities in the low-carbon economy. In response, we have structured our strategic approach around three key areas:

- Strategy towards physical risks to manage the impacts of physical climate risks
- Strategy towards transition risks to address transition risks driven by regulatory and market shifts
- Strategy towards climate-related opportunities to capture climate-related opportunities that support innovation and sustainable growth.

Strategy Towards Physical Risks

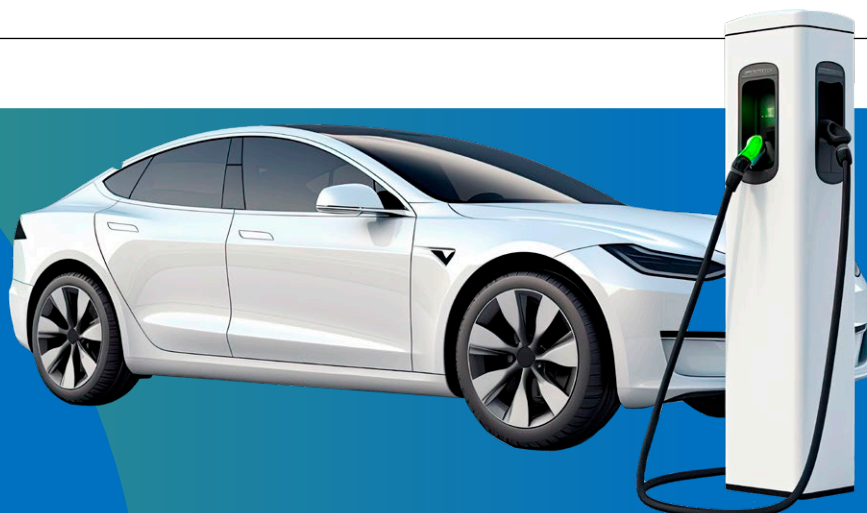
Telkomsel's climate scenario analysis shows growing exposure of key infrastructure, particularly BTS and TTC units, to extreme heat, heavy rainfall, and rising temperatures, especially in disaster-prone regions such as Sumatra and Sulawesi. Although less than 1% of BTS are projected to face simultaneous exposure to these hazards by 2050, this insight forms the foundation of our climate adaptation strategy. In response, we have taken initial steps to improve operational resilience and safeguard service continuity, particularly in high-risk areas, by implementing targeted adaptation measures.

Adaptation Measure #1: Infrastructure Reinforcement	Adaptation Measure #2: Crisis Preparedness	Adaptation Measure #3: Early Warning Protocols
<p>We have started implementing specific design and engineering solutions at vulnerable sites:</p> <ul style="list-style-type: none"> • Installation of elevated platforms and waterproofing equipment to protect BTS units in flood-prone areas • Use of heat-resistant materials and improved ventilation systems for critical equipment rooms, including at BTS and TTC sites which are located in high temperature zones • Deployment of self-powered and hybrid energy solutions at BTS and TTC locations to reduce dependency on grid electricity during extreme weather disruptions. 	<p>Telkomsel has implemented several adaptation measures to address potential climate-related risks including:</p> <ul style="list-style-type: none"> • Use of heat-resistant materials in infrastructure to withstand rising temperatures. • Critical network infrastructure is placed at elevated locations to reduce flood risk. • Established Telkomsel Emergency Response and Recovery (TERRA) team and Crisis Management Team (CMT) to strengthen disaster preparedness and response. • Regular annual emergency rehearsals and response exercises to ensure operational readiness. 	<p>By overlaying exposure data with Indonesia National Disaster Indices (<i>Indeks Risiko Bencana Indonesia – IRBI</i>) published by the National Disaster Management Authority (<i>Badan Nasional Penanggulangan Bencana – BNPB</i>), we are developing a more targeted approach to adaptation, focusing investments and monitoring in the most exposed clusters of BTS and TTC infrastructure across disaster-prone regions.</p>

Adaptation Metrics: Managing Physical Risks

Focus: Strengthening infrastructure, crisis response, and operational resilience.

Focus Area	Metric Indicator	Initial Starting Point in 2024
Asset Exposure to Climate Hazards	Identification of key assets (BTS, TTC, buildings) located in disaster-prone areas	Initial mapping completed for number and locations of key assets exposed to extreme rainfall and flooding by 2030-2050
Infrastructure Resilience	Implementation of climate-resilient measures at critical sites	Gradual roll-out prioritized in high-risk regions (Sumatra and Sulawesi)
Business Continuity Preparedness	Business Continuity Plans (BCP) that cover a wide range of potential disruptions, including natural disasters, security threats, and climate-related events	Current Business Continuity Plans (BCP) already addressed potential disruptions from natural disasters and security threats, and are supported by ISO 22301:2019 certification.
Supply Chain Engagement	Monitoring of climate-related risks across critical suppliers	Initial engagement started with gradual engagement in the following few years.



Strategy Towards Transition Risks



Telkomsel has embedded transition risk and opportunity considerations into its broader sustainability and investment planning. The Company's response includes decarbonization efforts, energy transition strategies, data governance improvements, and innovation in climate-aligned digital services.

Mitigation Metric: Managing Transition Risk

Focus: Reducing emissions, enhancing energy efficiency, and strengthening regulatory compliance readiness.

Transition Risks	Our Strategy (Mitigation)	Metric & Targets
Carbon Pricing & Policy	<ul style="list-style-type: none"> Modernizing systems Improving operational efficiency to reduce emissions 	20% reduction of Scope 1 and Scope 2 emissions by 2030
Energy Transitions	<ul style="list-style-type: none"> Adopting energy-efficient technologies Expanding use of renewable energy 	Support Indonesia's Net Zero 2060 target
Regulatory Requirements	Strengthening data systems to meet evolving disclosure standards	Enhanced readiness for future climate disclosure requirements

Strategy Towards Climate-Related Opportunities



While climate change presents its own risks, it also unlocks opportunities for innovation, efficiency, and business growth. Telkomsel is actively exploring climate-aligned products and services that support the low-carbon transition and respond to rising stakeholder expectations, namely EV Ecosystem Enablement by offering solutions that support electric vehicle networks.

Opportunity Metric: Managing New Climate-Related Growth Areas

Focus: Leveraging digital innovation to support a low-carbon economy.

Focus Area	Metric Indicator	Initial Starting Point in 2024
Climate-Related Innovation Opportunities	<ul style="list-style-type: none"> Number of climate-aligned digital solutions launched Amount of sustainability-linked loan 	Early-stage exploration for feasibility and impacts





Sustaining Growth for Lasting Impacts



For Telkomsel, growth is not just measured by financial and operational success. It is a commitment to extend our impact and help shape a more connected, equitable, and sustainable society.



“Telkomsel continues to focus on equitable digital connectivity for all regions, from urban centers to underserved areas.”



“... with our internet services helping integrate

45.7%

of business owners into e-commerce and social commerce platforms, boosting their revenues by up to

80%

and expanding their market reach”

Indonesia’s digital economy continues to present vast opportunities for inclusive growth, with digital connectivity playing a central role in unlocking access to markets, services, and new livelihoods. In 2024, the country’s digital economy is projected to reach a Gross Merchandise Value (GMV) of USD 90 billion, driven largely by the rapid growth of e-commerce and digital platforms according to e-Conomy SEA report.

For Telkomsel, this growth is not only happening within Indonesia. It is happening through Telkomsel.

By operating 271,040 BTS across the archipelago, including remote and frontier areas and a 4G network that reaches over 97% of Indonesia’s population, Telkomsel is enabling hundreds of millions of Indonesians to participate in the digital economy. Our integration with IndiHome has further strengthened our fixed broadband reach, expanding access to high-speed internet for households and businesses.

Beyond connectivity, Telkomsel’s digital ecosystem empowers customers to engage in digital commerce, financial services, and digital lifestyle solutions, enabling them to access services, improve productivity, and grow their businesses.

A study by INDEF and Lembaga Demografi FEB UI in 2023 found Telkomsel’s internet services play a key role in unlocking the potential of Indonesia’s e-commerce ecosystem. By enabling 45.7% of business owners to connect with e-commerce and social commerce platforms, Telkomsel helps entrepreneurs expand their market access. This study also emphasized Telkomsel’s Internet connectivity also supports business growth by increasing revenues by up to 80% and doubling sales reach, made possible through more efficient communication channels between businesses and customers (B2C), as well as between businesses (B2B).

Business Performance as the Driver of Impacts

[POJK C.3]

In 2024, Telkomsel delivered solid financial and operational performance, enabling the Company to continue driving meaningful economic impact across Indonesia. With revenue growing 10.71% year-on-year to Rp113.34 trillion, and net income rising slightly to Rp22 trillion, we maintained a stable and healthy financial position. This resilience allows Telkomsel to reinvest in expanding connectivity, developing digital infrastructure, and supporting inclusive economic participation.

Descriptions	2024	2023	2022	% Change / Growth In 2024
Revenue (Billion Rupiah)	113,340	102,371	89,039	10.71%
EBITDA (Billion Rupiah)	51,337	52,078	50,488	-1.42%
EBITDA Margin (%)	45.3	50.9	56.7	-5.6ppt
Net Income (Billion Rupiah)	22,002	21,878	18,367	0.57%
Net Income Margin (%)	19.4	21.4	20.6	-2.0ppt
Total Assets (Billion Rupiah)	117,403	112,966	100,991	3.93%
Total Equity (Billion Rupiah)	30,989	30,649	30,042	1.11%

Operationally, we increased the number of active BTS units by 9.52%, ensuring wider and stronger coverage. Meanwhile, data traffic grew significantly by 13.89%, reflecting the growing demand for digital access across the country. Our IndiHome B2C customer base also expanded by 10.56%, further strengthening Telkomsel's presence in fixed broadband services.

This growth reflects Telkomsel's strategic move following the IndiHome integration in 2023, which marked a new milestone in our Fixed Mobile Convergence (FMC) strategy. Through this business convergence, Telkomsel is now better positioned to deliver integrated digital lifestyle solutions, combining mobile and fixed broadband services into a seamless customer experience. By leveraging the complementary strengths of Telkomsel's mobile network and IndiHome's fixed broadband infrastructure, we are expanding digital access and supporting Indonesia's digital ecosystem more holistically that better serve customer needs for reliable and seamless connectivity at home and on-the-go, from urban cities to remote areas.

Regarding ARPU and customer base, despite a decline in ARPU, our customer base remained steady at over 159 million mobile users. These performance outcomes reflect Telkomsel's ability to maintain scale while enhancing digital services that enable productivity, education, and economic opportunity for hundreds of millions Indonesians.

Descriptions	2024	2023	2022	% Change/Growth In 2024
Mobile customer base (Thousand)	159,389	159,340	156,812	0.03%
IndiHome B2C Customer Base (Thousand)	9,612	8,694	Nil	10.56%
ARPU Mobile (Thousand Rupiah)	44.4	47.5	44.2	-6.53%
ARPU IndiHome (Thousand Rupiah)	237.6	252.7	Nil	-5.98%
BTS on Air (Unit)	271,040	247,472	265,194	9.52%
Data Payload (TB)	20,386,475	17,901,034	16,426,853	13.88%

Enabling Digital Access Across Indonesia

As part of our commitment to the Digital Connectivity pillar, Telkomsel continues to accelerate nationwide digital transformation while ensuring equitable digital inclusion for communities across the Indonesian archipelago.

In 2024, we successfully expanded 4G/LTE coverage to 279 blank-spot villages, achieving 100% completion in collaboration with the Ministry of Communications and Informatics. We also delivered 4G/LTE services to 1,501 Non-3T (non-Frontier, Outermost, and Disadvantaged) villages, extending connectivity to critical public facilities such as government offices, healthcare centers, educational institutions, and customer service points. All our deployments adhered to national regulations and met the evaluation requirements for JABERSEL (Shared BTS) development and operations, as set by the Director General of Postal and Informatics Operations. With these milestones, Telkomsel now provides 4G coverage to approximately 97% of Indonesia's population.

2024 Telkom's Key Operational Activities Snapshot

Telkom continues to strengthen its operational excellence by advancing technology leadership and delivering reliable, high-quality connectivity services for all Indonesians. Every innovation we implement is guided not only by performance and efficiency, but also by our commitment to sustainability — ensuring that technology adoption supports equitable access, environmental responsibility, and long-term value creation for society.



Advancing Technology Leadership

To maintain leadership in next-gen networks, Telkom launched **Hyper 5G in Bali**, making it the first city in Indonesia with uninterrupted 5G coverage through 225 BTS. We also pioneered the country's **first 5G Standalone network**, deployed in IKN, Bali, and North Maluku, unlocking new possibilities for smart cities, broadcasts, and industrial applications.

AI-Driven Infrastructure for a Digital Future

Partnering with Singtel and Bridge Alliance, Telkom launched **GPU-as-a-Service (GPUaaS)** in Indonesia, empowering Southeast Asian businesses to access powerful AI capabilities with efficiency powered by 5G. This marks a major leap in AI accessibility for startups and enterprises.

Low-Carbon Connectivity with eSIM

We took a significant step toward greener products by expanding **eSIM services**, enabling customers to activate connectivity without physical SIM cards. Not only does this simplify access, but it also helps reduce plastic waste and carbon emissions associated with SIM card production and distribution.

Digital Inclusion and Service Quality

Our commitment to service accessibility was reinforced through the launch of **Telkom Lite** and **EZnet**, two affordable internet solutions tailored to reach low-income users and underserved regions. We also introduced the **MyTelkom Super App**, offering a seamless lifestyle experience, from payments to entertainment in a single digital platform.

Creating & Distributing Economic Value

Building on our strong business performance, Telkomsel continues to channel our growth into meaningful economic contributions. As we scale our services and expand our reach, the value we generate is redistributed to benefit our stakeholders and support Indonesia's broader economic development.

In 2024, Telkomsel remained consistent in ensuring that our business growth translates into real, shared benefits for our stakeholders. From the total revenue of Rp113.34 trillion generated, we distributed Rp92.37 trillion, or approximately 81.5%, back to the economy through operational spending, employee welfare, government payments, and support for local businesses. This reflects a 6.78% increase compared to our 2023 contribution.

Some of the key of our 2024 economic value distribution were:

- Strengthening our infrastructure, we invested Rp39.51 trillion in operations and maintenance, a major driver for infrastructure development and involving local contractors, engineers, and service providers nationwide.
- Our people remained a top priority, with Rp7.74 trillion allocated for personnel expenses, directly supporting the welfare of our employees and their families.
- Telkomsel delivered nearly Rp37 trillion in payments to the Government of Indonesia, including spectrum fees, taxes, licenses, and dividends. Within that, Rp5.35 trillion was paid in income tax, underscoring our commitment to transparency and responsible corporate citizenship.
- To fuel market reach and local economic activity, we invested Rp3.59 trillion in marketing and sales, empowering local agencies, distribution partners, and small businesses across the archipelago.

Economic Value Generated and Distributed

Description (in Billion Rupiah)	2024	2023	2022
Economic Value Generated	113,340	102,371	89,039
Revenue	113,340	102,371	89,039
Economic Value Distributed	92,370	86,505	74,354
Operations and maintenance expense	39,512	30,670	21,347
Personnel Expense	7,741	7,140	6,530
Marketing and sales expense	3,592	2,916	2,333
General and administrative expense	1,555	1,618	1,598
Cost of Services	7,981	6,251	5,250
Interconnection and International roaming expense	1,622	1,697	1,492
Income tax	5,347	6,217	5,755
Finance charge – net	3,003	2,477	2,090
Dividends paid to shareholders*	22,018	27,517	27,958
Economic Value Retained	20,969	15,866	14,685
Payments to government (Spectrum usage fees, licences taxes and dividends)**	36,972	34,580	32,229

* Dividends to PT Telkom Indonesia Tbk (Telkom) and Singapore Telecom Mobile Pte Ltd (Singtel Mobile).

**For dividends, payment through Telkom's ownership in Telkomsel.



**Rp
113.34**

trillion

Total revenue
generated in 2024



↑6.78%

**Compared to our
2023 economic
value distributed**



81.50%

Of the revenue in 2024
was distributed back to
the economy through
operational spending,
employee welfare,
government payments,
and support for local
businesses

While capital expenditures (CAPEX) are not included in the Economic Value Distributed (EVD) component, they represent a significant investment in Telkomsel's long-term growth and operational resilience. Telkomsel allocated 14-15% of revenue for CAPEX guidance in 2024.

Enabling Inclusive Growth In Our Supply Chain

Business growth creates lasting impact when it empowers the people and communities that drive it. Our commitment to inclusive growth is reflected in how we operate, partnering with local suppliers, small businesses, and community-based distribution networks to ensure that our success is shared with the community we serve.

Moreover, Telkomsel is committed to upholding the highest transparency, ethics, and sustainability standards in our supplier and contractor selection procedures. Our procurement processes ensure fair competition, prioritizing suppliers who demonstrate strong Environmental, Social, and Governance (ESG) compliance. We integrate evaluation criteria to assess vendors based on ethical business practices and environmental responsibility.

In 2024, we spent 98.89% of our budget to local suppliers, focusing on key sectors such as network infrastructure development, digital services, and operational support. This strategic focus supports national efforts to empower local businesses, create job opportunities, and stimulate economic growth within Indonesia.

Beyond procurement, Telkomsel's economic impact is amplified through our extensive sales distribution network with 318,362 retail outlets spread across Indonesia, from cities to remote villages. These partners are critical in enabling access to telecommunications services for millions of Indonesians, helping bridge the digital divide while supporting local livelihoods.

98.89%

**budget spent on
our local suppliers**

318,362

**retail outlets all over
Indonesia**



Building New Engines of Growth Beyond Connectivity

Driven by the spirit of sustainable growth, Telkomsel continues to evolve and expand our business by building new engines of growth that create long-term value and broader positive impact for Indonesia. We are doing this by growing our business portfolios and subsidiaries to respond to evolving societal needs and emerging digital trends, ensuring we remain relevant and impactful in a rapidly changing landscape, and making Telkomsel a partner for progress across sectors.

Up to the end of 2024, the following Telkomsel subsidiaries and associate company have played a strategic role in expanding our reach and relevance beyond core connectivity services:



Telkomsel's commitment to inclusive digital growth is further supported through **Telkomsel Ventures**, our corporate venture arm. By investing in and partnering with early-stage startups across the globe, Telkomsel Ventures plays a catalytic role in nurturing innovation, expanding the tech ecosystem, and bringing new digital solutions to market.



Through **INDICO**, our digital ecosystem enabler subsidiary, we are unlocking new growth opportunities across diverse sectors, including health, education, gaming, and agriculture. INDICO was established to bridge the gap between digital innovation and everyday challenges in Indonesia. It acts as a strategic platform that leverages Telkomsel's digital assets, infrastructure, and customer reach to develop and scale new solutions. In 2024, INDICO's portfolio, namely **Fita** (health & wellness), **Kuncie** (upskilling & education), and **Majamojo** (gaming), continued to empower millions of Indonesians, creating tangible impact beyond connectivity.



We also continue to support financial inclusion as part of our commitment to empowering Indonesia's digital society. Telkomsel was the pioneer in introducing digital wallet services in Indonesia, which has now evolved into **LinkAja**. LinkAja facilitates safe, cashless transactions and broadens access to essential financial services, enabling more Indonesians to participate in the digital economy and fostering a more inclusive financial ecosystem.





Feedback Form [POJK G.2]

Thank you for reading Telkomsel 2024 Sustainability Report and providing valuable feedback. Your insights are critical in helping us recognize our strengths and determine areas for improvement. Completing this form will take about 5-10 minutes. Please read each question carefully before providing your response.

Your responses will remain confidential and will be used exclusively to improve our sustainability practices.

1. Your Affiliation with Telkomsel:

- ☐ Employee
- ☐ Partner/Supplier
- ☐ Customer
- ☐ Regulatory Authority
- ☐ Other:

2. How familiar are you with sustainability practices?

- ☐ Very familiar
- ☐ Somewhat familiar
- ☐ Not familiar

3. How would you rate the comprehensiveness of our Sustainability Report?

- ☐ Very comprehensive
- ☐ Neutral
- ☐ Not comprehensive

4. Was the report concise, clear, and easy to understand?

- ☐ Yes
- ☐ Neutral
- ☐ No

5. How effective do you think Telkomsel's sustainability initiatives are based on the report?

- ☐ Very effective
- ☐ Somewhat effective
- ☐ Neutral
- ☐ Somewhat ineffective
- ☐ Very ineffective

6. Which areas of the report did you find most informative? (Select all that apply)

- ☐ Environmental initiatives
- ☐ Social impact and community engagement
- ☐ Governance and ethics
- ☐ Industry innovation and leadership
- ☐ Others:

7. What areas of sustainability do you think Telkomsel should focus more on?

.....

.....

.....

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.....

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8. In your view, how can we improve our Sustainability Report for next year?

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.....

.....

Respondent's Profile (optional)

Name:

.....

Age:

.....

Gender:

.....

Institution:

.....

Thank you for taking the time to complete the Telkomsel 2024 Sustainability Report Feedback Form. Your feedback is invaluable in helping us enhance our sustainability efforts and reporting practices.

This Feedback Form is also accessible online and can be reached by scanning the QR code provided below.



GRI Standard 2021

Statement of use	PT Telekomunikasi Selular (Telkomsel) has reported in accordance with the GRI Standards for the period January 1 to December 31, 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	-

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	19-23			
	2-2 Entities included in the organization's sustainability reporting	33, 35			
	2-3 Reporting period, frequency and contact point.	33-35			
	2-4 Restatements of information	35			
	2-5 External assurance	35			
	2-6 Activities, value chain and other business relationships	24-28			
	2-7 Employees	55-56			
	2-8 Workers who are not employees	56			
	2-9 Governance structure and composition	47-50			
	2-10 Nomination and selection of the highest governance body	50			
	2-11 Chair of the highest governance body	47			
	2-12 Role of the highest governance body in overseeing the management of impacts.	41, 124			
	2-13 Delegation of responsibility for managing impacts	41-42			
	2-14 Role of the highest governance body in sustainability reporting	16-17, 44			
	2-15 Conflicts of interest	104			
	2-16 Communication of critical concerns	106			
	2-17 Collective knowledge of the highest governance body	51			
	2-18 Evaluation of the performance of the highest governance body.	51			
	2-19 Remuneration policies	51			

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
GRI 2: General Disclosures 2021	2-20 Process to determine remuneration	51			
	2-21 Annual total compensation ratio		Annual total compensation ratio.	Confidentiality constraints	As a non-listed company, Telkomsel is not legally required to disclose detailed remuneration data for members of the Board of Directors and Board of Commissioners. These constraints are in accordance with prevailing regulations in Indonesia, which grant flexibility to non-public entities in determining the scope of remuneration transparency. While we uphold transparency principles in all our governance practices, we also remain respectful of data protection, privacy obligations, and shareholder confidentiality agreements.
	2-22 Statement on sustainable development strategy	8-15, 39			
	2-23 Policy commitments	103			
	2-24 Embedding policy commitments	103			
	2-25 Processes to remediate negative impacts	106-107			
	2-26 Mechanisms for seeking advice and raising concerns	106-107			
	2-27 Compliance with laws and regulations	108			
	2-28 Membership associations	29			
	2-29 Approach to stakeholder engagement	42-43			
	2-30 Perjanjian kerja bersama Collective bargaining agreements	76			
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	44			
	3-2 List of material topics	45			

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
Anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46,104-105			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	104-105			
	205-2 Communication and training about anti-corruption policies and procedures	104-105			
	205-3 Confirmed incidents of corruption and actions taken	104-105			
Energy					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 115			
GRI 302: Energy 2016	302-1 Energy Consumption Within the Organization	115-116			
	302-2 Energy consumption outside of the organization	-	Energy consumption outside of the organization	Information unavailable/incomplete	We are currently enhancing our data inventory and calculation processes to improve disclosure in future reports
	302-3 Energy Intensity	115-116			
	302-4 Reduction of energy consumption	115			
	302-5 Reduction in energy requirements of products and services	115			
Water and effluents					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 120			
GRI 303: Water and Effluents 2018	303-1 Interactions With Water as a Shared Resource	120			
	303-2 Management of Water Discharge-Related Impacts	120			
	303-3 Water Withdrawal	120			
	303-4 Water Discharge	120			
	303-5 Water Consumption	120			
Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46,111-112			

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG Emissions	112- 113			
	305-2 Energy indirect (Scope 2) GHG emissions	112- 113			
	305-3 Other indirect (Scope 3) GHG emissions	112- 113			
	305-4 GHG emissions intensity	112- 113			
	305-5 Reduction of GHG emissions	112- 113			
	305-6 Emissions of ozone-depleting substances (ODS)	112			
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	112			
Waste					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 117			
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	117			
	306-2 Management of significant waste-related impacts	117-119			
	306-3 Waste generated	118-119			
	306-4 Waste diverted from disposal	118-119			
	306-5 Waste directed to disposal	118			
Employment					
GRI 3: Material Topics 2021	3-3 Pengelolaan topik-topik material Management of material topics	39, 46, 57, 77			
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	57-59			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	74, 76			
	401-3 Parental leave	77			
Occupational health and safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 74-75			

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	74			
	403-2 Hazard identification, risk assessment, and incident investigation	74			
	403-3 Occupational health services	74			
	403-4 Worker participation, consultation, and communication on occupational health and safety	74			
	403-5 Worker training on occupational health and safety	74			
	403-6 Promotion of worker health	74			
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	74			
	403-8 Workers covered by an occupational health and safety management system	74			
	403-9 Work-related injuries	74-75			
	403-10 Work-related ill health	75			
Training and education					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 61-63			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	66	Average hours of training per year per employee by gender	Confidential	Confidential
	404-2 Programs for upgrading employee skills and transition assistance programs	66			
	404-3 Percentage of employees receiving regular performance and career development reviews	61			
Diversity and equal opportunity					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 60			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	55, 60			
	405-2 Ratio of basic salary and remuneration of women to men	75			

GRI Standard/ Other Source	Disclosure	Location	Omission		
			Requirement(s) Omitted	Reason	Explanation
Non-discrimination					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 60			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	60			
Local Communities					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 80, 90			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	87, 90, 91			
	413-2 Operations with significant actual and potential negative impacts on local communities	87, 90			
Marketing and Labelling					
GRI 3: Material Topics 2021	3-3 Management of material topics	39, 46, 93-94			
GRI 417: Marketing and Labelling 2016	417-1 Requirements for product and service information and labeling	94			
	417-2 Incidents of non-compliance concerning product and service information and labeling	94			
	417-3 Incidents of non-compliance concerning marketing communications	94			
Customer Privacy					
GRI 3: Topik Material 2021 GRI 3: Material Topics 2021	3-3 Pengelolaan topik-topik material Management of material topics	39, 46, 99-100			
GRI 418: Customer Privacy 2016 Marketing and Labelling 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	100			

Disclosure List Based on POJK No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Services Institutions, Listed Companies and Public Companies [POJK G.4]

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C.4	Product, Service and Business Activities	24, 26-28
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Sustainability Performance		
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Kinerja Ekonomi Economic Performance		
F.2	Comparison of Production Targets and Performance, Portfolio, Financial Targets, or Investment, Revenue and Profit	Telkomsel is not a publicly listed company and is therefore not obligated to disclose this information.
F.3	Comparison of Portfolio Targets and Performance, Financing Targets, or Investments in Financial Instruments or Projects in Line With the Implementation of Sustainable Finance	Telkomsel is not a publicly listed company and is therefore not obligated to disclose this information.
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Material Aspect		
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Energy Aspect		
F.6	The Amount and Intensity of Energy Used	116

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Water Aspect		
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Biodiversity Aspect		
F.9	Impacts from Operational Areas Close to or in Conservation Areas or Having Biodiversity	114
F.10	Biodiversity Conservation Efforts	114
Emission Aspect		
F.11	The Amount and Intensity of Emissions Produced by Type	113
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Environmental Complaint Aspect		
F.16	The Amount and Material of Environmental Complaints Received and Resolved	No material environmental complaints received in the reporting year
Social Aspect		
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Employment Aspect		
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F.26	Innovation and Development of Sustainable Financial Products and/or Services	69, 80-92
F.27	Products/Services that have been Evaluated for Safety for Customers	100, 101
F.28	Products/Service Impacts	80-92
F.29	Number of Products Recalled	Throughout 2024, Telkom Indonesia did not issue any product or service recalls.
F.30	Customer Satisfaction Survey of Sustainable Finance and/or Services	94
Others		
G.1	Written Verification from an Independent Party (if any)	35
G.2	Feedback Form	139
G.3	Feedback on Previous Year's Sustainability Report	All feedback has been accommodated in this report
G.4	Disclosure List Based on POJK No.51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Services Institutions, Listed Companies and Public Companies	150

GSMA ESG Metrics



The GSMA Index serves as a valuable resource for the mobile industry and the international community to identify areas for improvement and support collective efforts toward universal internet access, a goal to which Telkomsel remains committed. Telkomsel utilizes the GSMA ESG Metrics framework to guide our sustainability reporting. This framework enables the Company to report on significant environmental, social, and governance (ESG) topics clearly and consistently, based on standards specifically designed for the telecommunications sector. The ESG topics most relevant to Telkomsel include emissions, energy use, workforce diversity, digital inclusion, data privacy, and corporate governance—areas that reflect both challenges and opportunities for the Company.

Topic	Code	Core Metrics	Remark/Page Reference	Alignment
Environmental				
Emissions	GSMAENV-01	Science-based targets 1.1a Disclose whether the company has set, or committed to set, near-term science-based target i. Temperature alignment ii. Target approval/ validation status 1.1b Disclose whether the company has set a corporate net zero target (covering Scopes 1, 2, and 3) i. Net zero target year ii. Target approval/ validation status	Telkomsel has not yet adopted a commitment to science-based targets. Telkomsel has not yet established a corporate net-zero target.	Stakeholder Capitalism Metrics; TCFD Recommendations; CDSB R01, R02, R03, R04 and R06; SASB 110; Science-Based Targets initiative
Scope 1, 2 GHG emissions	GSMAENV-02	1.2a Scope 1 and 2 GHG emissions i. Scope 1 emissions (tonnes CO ₂ e) ii. Scope 2 emissions, location-based (tonnes CO ₂ e) iii. Scope 2 emissions, market-based (tonnes CO ₂ e) iv. Percentage change in combined Scope 1 + 2 emissions since last reporting period v. Combined Scope 1 + 2 emissions per unit total revenue (tonnes CO ₂ e per currency) 1.2b Scope 3 GHG emissions i. Total Scope 3 emissions (tonnes CO ₂ e) ii. Scope 3 emissions, by category (tonnes CO ₂ e)	i. 19,337.30 tonCO ₂ eq ii. 1,511,065.65 tonCO ₂ eq iii. 0 iv. increased by 5.20% v. 13.50 tonCO ₂ eq/Rp billion revenue i. 135,134.77 tonCO ₂ eq ii. Purchased Goods and Services: 4,176.53 tonCO ₂ eq Capital Goods: 22,366.16 tonCO ₂ eq Waste Generated in Operations: 37.24 tonCO ₂ eq Business Travel: 8,873.21 tons CO ₂ eq Used of Sold Products: 99,599.37 tonCO ₂ eq Investments: 122.26 tonCO ₂ eq	GRI 305:1-3, TCFD, GHG Protocol (modified); CDP Climate Change

Topic	Code	Core Metrics	Remark/Page Reference	Alignment
Energy	GSMAENV-03 GSMAENV-04	1.3a Total energy consumption i. Total energy consumption (MWh) ii. Purchased electricity, total (MWh) iii. Purchased electricity, from renewable sources (MWh) iv. Generated electricity consumed by the company, from renewable sources (MWh) v. Total diesel consumption in generators (litres)	i. 1,770,776.21 MWh ii. 1,723,058,61 MWh iii. 0 iv. 2,765.28 MWh note: conversion : 1 litre of gasoline = 9.3 kWh = 33,480,000 J = 33 MJ = 0,033 GJ 1 kWh of electricity = 0,0036 GJ	GRI 302-1; SASB TC-TL-130a.1 (modified); CDP Climate Change
		1.3b Network energy consumption i. Total network energy consumed, including core, fixed, and mobile networks (MWh) ii. Energy consumed by mobile networks (MWh) iii. Total network energy consumed per unit data (MWh/PB) or subscription (kWh per subscription) iv. Percentage change in network energy intensity (MWh/PB or kWh per subscription) since the last reporting period	i & ii. 1,770,776.21 MWh, iii. 86.86 MWh/PB, iv. -7.74%	
Circular economy		i. 1.4a Circularity of network equipment i. Percentage of network equipment decommissioned in the reporting period that was repaired, reused, or sold to another company (% by units) ii. Percentage of network equipment installed in the reporting period that was reused or refurbished, as a share of total network equipment installed in the reporting period (% by units)	i. 100% ii. 0%	SASB TC-TL-440a.1 (modified); GRI 306-3 (modified); GSMA Circularity Targets
		1.4b Circularity of mobile devices i. Used mobile devices collected through operator take-back schemes in the reporting period as a percentage of new mobile devices distributed directly to customers in the reporting period (%) ii. Percentage of used mobile devices collected through operator take-back schemes in the reporting period that were repaired, reused, or recycled, i.e. diverted from landfill or incineration (%) iii. Percentage of refurbished, repaired, or used mobile devices distributed to customers for reuse in the reporting period, as a share of all mobile devices distributed directly to customers in the reporting period (%)	This aspect is not applicable to Telkom's business operations, as the Company does not engage in the sale or collection of mobile devices.	

Topic	Code	Core Metrics	Remark/Page Reference	Alignment
Circular economy	GSMAENV-03 GSMAENV-04	1.4c Circularity of customer premises equipment (CPE) i. Used CPE collected through operator takeback schemes in the reporting period as a percentage of CPE distributed to customers in the reporting period (%) ii. Percentage of used CPE collected through operator take-back schemes in the reporting period that were repaired, reused, or recycled, i.e. diverted from landfill or incineration (%) iii. Percentage of refurbished, repaired, or used CPE distributed to customers in the reporting period as a share of all CPE distributed to	i. 148.3 Tons, ii & iii. 40%	SASB TC-TL-440a.1 (modified); GRI 306-3 (modified); GSMA Circularity Targets
Circular economy	GSMAENV-05	1.5a Electronic waste i. Total electronic waste generated (tonnes) ii. Percentage of electronic waste reused or recycled, by weight (%)	i. 5,808.5 tons ii. 100%	GRI 306-3 (modified); SASB TC-TL-440a.1 (modified)
DIGITAL INCLUSION				
Network coverage	GSMAINC-01	2.1 Population covered by mobile network Percentage of population covered by operator's mobile network Breakdown by: 3G, 4G, 5G	3G : Nil 4G : 97.19% 5G : 8.42%	ITU Indicator 2.6
Affordability	GSMAINC-02	2.2 Device and subscription affordability a. Retail price of the most affordable smartphone, as percentage of monthly GDP per capita b. Retail price of 1GB of data, as percentage of monthly GDP per capita	a. not applicable, b. In the Java region, Telkomsel offers new customers (Acquisition segment) an average Price Per Megabyte (PPMB) of 1.6. We also introduced a sachet package in August 2024, offering data, calls, and digital services starting from Rp5,000, to expand digital access and support seamless connectivity.	GSMA Methodology
Digital skills	GSMAINC-03	2.3 Digital skills programme Number of people (excluding employees) who have completed a basic, intermediate or advanced digital skills training programme (as per ITU definition), divided by total subscribers	0.0007 (Telkomsel supports digital inclusion through a range of digital skills programs, including IndonesiaNEXT, Internet Baik, and Telkomsel Jaga Cita.)	ITU Digital Skills Toolkit
DIGITAL INTEGRITY				
Data protection	GSMAINT-01	3.1 Customer data incidents a. Number of data breaches, per million subscribers b. Percentage of data breaches involving PII c. Number of customers affected, per million subscribers d. Number of regulatory actions for data protection violations (e.g. marketing related complaints, data breaches), per million subscribers	In 2024, Telkomsel did not experience any cyber data breach incidents across its assets.	SASB TC-TL-230a.1 (modified)

Topic	Code	Core Metrics	Remark/Page Reference	Alignment
Digital rights	GSMAINT-02	3.2 Digital rights policy Is there a policy specifically covering digital rights protection and transparency, privacy, freedom of expression, government mandates to shut down or restrict access, and/or government requests for data? (yes/no)	Telkomsel has implemented a comprehensive Privacy Policy to safeguard customer data and ensure the protection of personal information.	2020 Ranking Digital Rights Corporate Accountability Index
Online safety	GSMAINT-03	3.3 Online safety measures Do you have controls or programmes in place to improve online safety for children and other vulnerable groups? (yes/no)	Yes	
SUPPLY CHAIN				
Sustainable supply chain	GSMAINC-01	4.1 Sustainable procurement policy a. Do you have a sustainable procurement policy in place? (yes/no)	No. However, we remain committed to upholding the highest standards of transparency, ethics, and sustainability in our supplier and contractor selection processes. Our procurement procedures are designed to ensure fair competition while prioritizing suppliers with strong Environmental, Social, and Governance (ESG) performance. Evaluation criteria include assessments of ethical business conduct and environmental responsibility.	ISO 20400:2017
		4.1b If yes, how many of the following elements does it cover? a. Organizational governance b. Human rights c. Labour practices d. Environment e. Fair operating practices f. Consumer issues g. Community involvement and development	not applicable	
	GSMAINC-02	4.2 Supplier assessment a. Percentage of suppliers screened against the sustainable procurement policy using company defined and documented assessment procedure, within the previous two years	Data unavailable	GRI 308-1; GRI 414-1 (partially)
		b. Percentage of suppliers assessed against the sustainable procurement policy through site visits, within the previous two years	Data unavailable	



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