



Empower Our People

Telkom Group is committed to empowering employees, customers, and the community as part of its responsible business practices. Telkom Group's efforts begin with creating an inclusive and safe work environment for employees as a

prerequisite for fostering innovation and delivering superior service to customers. In turn, Telkom Group's digital capabilities can generate a positive impact across broader society.

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

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Diversity, equity, and inclusion

- Inclusivity in Telkom employee recruitment
- Compensation and benefits
 - Talent development
- Inclusive work environment



Employee health and safety

- Occupational health and safety
- Employee well-being



Customer experience

- Excellent service for all customers
- Responsible product innovation



Digital inclusivity and community engagement

- Digital inclusivity
- Community engagement