



Elevate Our Business

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

For Telkom, effective governance supports better risk management, operational optimization, and the creation of growth opportunities aligned with the evolving telecommunications industry. Telkom ensures every initiative is

designed not only to drive short-term performance, but also to ensure that stakeholders can grow and thrive alongside Telkom sustainably.

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

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