

Media and Communication Ethics

We live in an era where information is readily available thanks to social media and increasingly reliable telecommunications network access. Information has now become a primary source of public consumption. Without adequate media and information literacy, the public becomes vulnerable to media ethics issues such as misinformation, disinformation, data misuse, and the dissemination of inaccurate content. In line with this commitment, TelkomGroup ensures that all core products and services are implemented in accordance with the applicable media and communications regulatory framework in Indonesia. This includes fulfilling obligations related to monitoring, content filtering, blocking, and other forms of content management. [SASB TC-SI-220a.5, TC-IM-220a.5, TC-IM-220a.6]

TelkomGroup is committed to playing an active role in preventing media ethics issues by ensuring that all information disseminated supports the principles of transparency, accuracy, and responsibility, in order to foster a healthy and beneficial communications ecosystem for the public.

Telkom, through its Corporate Communications Function Unit, has developed a Corporate Communications Standard Operating Procedure (SOP) to guide the delivery of information to the public and media, investors, customers, regulators, and partners, through

press releases, company responses, social media, and other channels. Through these guidelines, Telkom strictly prohibits the delivery of information containing ethnicity, religion, race, intergroup relations (SARA), lies, defamation, elements of violence, or inappropriate content, including content that discredits certain parties or institutions and has the potential to trigger political partisanship.

Furthermore, the Corporate Communications Function Unit is responsible for ensuring that all communication activities do not violate media ethics provisions, including the applicable Code of Ethics. Monitoring results are reported periodically to the President Director.

Anticorruption and Bribery

Anti-Bribery Management System (SMAP)

[GRI 205-1]

Telkom has implemented the SNI ISO 37001:2016 Anti-Bribery Management System (SMAP) since 2020, which is overseen by the Board of Commissioners and the Board of Directors that function as the Steering Committee and Top Management alongside the Anti-Bribery Compliance Function Committee (FKAP), which is responsible for the SMAP implementation system in the company.

Figure 95. Telkom FKAP Committee Structure

