

RIGHT GOVERNANCE



TelkomGroup's policy and commitment in carrying out corporate governance include the implementation of GCG and sustainability governance, complying on all regulations that are mandatory for TelkomGroup, and carrying out business activities in accordance with the principles of business ethics. By carrying out the right governance, we hope that TelkomGroup can make a significant contribution to sustainability, provide value to all stakeholders, and support the achievement of SDG.

BUSINESS ETHICS AND COMPLIANCE [2-27]

Implementation of sustainability practice needs to be supported by ethical behavior both from TelkomGroup and all stakeholders. In running his business, Telkom applies business ethics in accordance with Regulation of the Board of Directors No. PD.201.01/R.00/PS150/COP-B0400000000/2014 regarding Business Ethics in TelkomGroup Environment. The main aspects regulated in the implementation of Telkom's business ethics consist of:

1. Commitment to Customer

- Provide clear and easy-to-understand information about the rights and obligations of the customer before the contract/subscription contract is signed by both parties;
- Fulfill the rights of customer in providing service as promised in Service Level Guarantee (SLG);
- Provide and manage customer contact media to make it easier for customer to submit complaint, feedback and seek information about product/service.

2. Commitment to Partner

- Provide increased skill, competency and training on product/service, service procedure and service ethics to agent, reseller, installer, and setter in order to provide product knowledge so as to improve service to customer;
- The process of procurement of good and service is carried out in a fair, transparent and accountable manner by involving prospective supplier/partner who have a reputation with good classification, in accordance with applicable law and regulation and GCG principles;
- Mandatory to do selection and evaluation of partner objectively.

3. Commitment to Competitor

- Attempt to obtain information about competitors' businesses are conducted in an honest manner and obtained from legitimate sources;
- It is prohibited to obtain competitor information by illegal and unethical ways, such as espionage, wiretapping, and/or theft.

4. Commitment to Social Community

- Build and foster harmonious relationships as well as providing benefits to the community around the company's place of business;
- Encourage the emergence of sense of belonging from the community to the company with the aim that the community participates in protecting the company;
- Minimize impacts on the environment to the minimum, including but not limited to excavation of cable lines and frequency usage.

5. Commitment to Employees

- Avoid discriminatory practices of employees through:
- Respect the human rights of employees as well as the rights and obligations in accordance with the agreement in the cooperation agreement;
 - Provide equal opportunities regardless of age, group, ethnicity, nation and religion, alma mater, and gender;
 - Respect religious freedom;
 - Provide equal and fair treatment in terms of employment, providing benefits, and other compensation as outlined in the collective work agreement.

Maintaining health, security, safety and comfort of the work environment through:

- Provide health insurance for employees and their families;
- Provide appropriate remuneration and pension guarantees according to the company's ability;
- Accommodate employee aspirations through employee unions and making them a constructive partner in building the business;
- Provide a comfortable work environment.