

APPRECIATIONS AND AWARDS



ESG/ Sustainability Performance

Rating A, MSCI ESG Rating

Index Weight **15.67%**, Top ten constituents in IDX ESG Leaders August 2022

Index Weight **16.02%**, Top ten constituents in IDX SRI-KEHATI January August 2022

Best Practice Award (World Class) Great Practice of 2022 from Ajang Internasional Global Corporate Sustainability Award (GCSA)

1st Runner Up at the 2022 United Nations Women's Empowerment Principles (WEPIs) Awards in the Community Engagement & Partnership category

Best Practice Award at the Global Corporate Sustainability Awards organized by the Taiwan Institute for Sustainable Energy 2022

Won the **Gold Medal** at the Human Resources (HR) Excellence Awards 2022 in the category of Excellence in CSR Strategy

Bronze Medal in the Indonesia SDGs Action Award, Pelaku Usaha Besar category

Won awards from BCOMMS (BUMN Corporate Communication and Sustainability Summit) 2022, including:

- **1st Place** in Community Involvement and Development (CID) in Education
- **1st Place** in Creating Shared Value (CSV)
- **1st Place** in Small and Medium Enterprise (SME) Development
- **1st Place** in CSR of the Year

1st Place at the Anugerah IDX Channel Awards 2022 in the category of Economic Development Initiatives

Index **83.08%**, CSR measurement includes 4 dimensions, namely Social Accountability and Social Investment (**SASI**), Ethics and Human Resources (**EHR**), Corporate Governance and Economic Responsibility (**CGER**), and Environment Protection and Sustainability (**EPS**)



CSR

#153 World's Best Employer from Forbes

Top Companies Indonesia from LinkedIn

Award for **Gender Inclusive Workplace** Category from UN Women Indonesia

Inclusive and Disability Friendly Workplace Award from the Indonesian Ministry of Manpower

Best Workplace in Asia Award from Great Place to Work Institute, United States of America



Human Capital



Customer Service

Best Customer Service Fixedline Broadband Company Award from The Iconomics: Indonesia Customer Service Awards 2022

Won awards at the **2022 Stevie Awards for Sales & Customer Service**:

- **Gold Stevie Winners** in category Customer Service Department of the Year – Telecommunications
- **Bronze Stevie Winners** in category Customer Service Team of the Year – Recovery Situation – Technology Industries
- **Crystal People's Choice Stevie Award**, Favorite Customer Service – Telecommunications

Won awards at the 2022 Stevie Awards Asia Pacific 2022:

- **Gold Stevie Winners** in category Most Innovative Facebook Page
- **Gold Stevie Winners** in category Most Innovative Twitter Feed

Won awards at the Contact Center World Asia Pacific 2022:

- **Gold Winner** in category Best Customer Service
- **Gold Winner** in category Best Outbound Campaign
- **Gold Winner** in category Best Contact Center Supervisor
- **Gold Winner** in category Best Contact Center Trainer
- **Gold Winner** in category Best Customer Service Professional
- **Gold Winner** in category Best Contact Center Professional – HR
- **Gold Winner** in category Best Quality Auditor
- **Silver Winner** in category Best Contact Center
- **Silver Winner** in category Best Analyst
- **Bronze Winner** in category Best Social Media Team

