



ETHICS: RESPONSIBLE GOVERNANCE AND BUSINESS

GOVERNANCE GUIDELINES AND POLICIES

The implementation of sustainability governance at TelkomGroup is part of good corporate governance. We believe that good governance is fundamental in realizing the company's vision, mission, and values in all of our business activities, as well as being an important key to improving performance and sustainable competitive advantage. Telkom and its Subsidiaries have various guidelines that form the basis for implementing good governance, including Good Corporate Governance Guidelines; Board Manual of the Board of Directors and the Board of Commissioners; Charter Committee; and Code of Conduct.

In addition, in carrying out its business, Telkom always upholds the business ethics as stated in Resolution of the Board of Directors No. PD.201.01/r.00/PS150/COP-B04000000/2014 regarding Business Ethics within the TelkomGroup. The main aspects that are regulated in the implementation of Telkom's business ethics consist of:

1. Commitment to Customer

- a. 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;
- b. Fulfill the rights of customer in providing service as promised in Service Level Guarantee (SLG);
- c. 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

- a. 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;
- b. 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;
- c. Mandatory to do selection and evaluation of partner objectively.

3. Commitment to Competitor

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

4. Commitment to Social Community

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

5. Commitment to Employees

Avoid discriminatory practices of employees through:

- a. Respect the human rights of employees as well as the rights and obligations in accordance with the agreement in the cooperation agreement;
- b. Provide equal opportunities regardless of age, group, ethnicity, nation and religion, alma mater, and gender;
- c. Respect religious freedom;
- d. 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:

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