

Message from the President Director

[POJK. D-1]



Telkom's commitment is demonstrated through strategic actions undertaken in 2024, where the company has achieved several key milestones in its sustainability journey.

Ririek Adriansyah

President Director

Esteemed stakeholders,

In recent years, the global telecommunications industry has been faced with various sustainability opportunities and challenges, including increasing demand for digital services, artificial intelligence-based innovation opportunities, and increasingly real impacts of climate change. Amid this dynamic, Telkom remains committed to realizing sustainable business growth and creating added value for all stakeholders.

An independent external party has been appointed to assure the 2024 Sustainability Report, which has been declared compliant with AA1000AP Accountability Principles, Type 2 Moderate Assurance Level according to AA1000AS v3 standards, and follows the reporting requirements referenced in the 2021 GRI. Telkom has made notable improvements in its ESG ratings from several agencies, including a Sustainalytics ESG score of 25.6 (Medium Risk), a BPKP ESG score of 91.23 (Very Good), an ACGS governance score of 103.31 (Leadership in Corporate Governance), and a CDP climate category rating of B.

Telkom also updated its sustainability targets and strategies that highlight the GoZero% program as a form of our seriousness to make sustainable improvements and respond to the inputs and expectations of key stakeholders. Telkom's sustainability strategy is aligned with the Sustainable Development Goals and includes three main pillars of sustainability.

The **Save Our Planet** pillar reflects Telkom's commitment to reducing the environmental impacts of business operations, particularly in areas that have significant impact, such as emissions and waste management. In 2024, Telkom Group initiated the calculation of emissions for all scopes (scopes 1, 2, and 3), where scope 3 covers 9 categories, and has set 2023 as the base year in determining the emission reduction target. Greenhouse gas (GHG) emissions were calculated using the GHG Protocol standard, and verification of scope 1 and 2 GHG emissions were verified by an independent party using the ISO 14064-1:2018 standard. This initiative aims to enhance the confidence and credibility of the GHG emissions as a basis for determining the strategy to achieve Net Zero 2060 and preparation to fulfill IFRS S2 standards. The total GHG emissions of Telkom Group scopes 1, 2, and 3 is 2.417.474 tons of CO₂e, with 84% of emissions coming from scope 2. Scope 2 emissions rose by 2.8% due to the expansion of Telkomsel's

BTS infrastructure, while scope 1 emissions decreased by 2% as a result of reduced operational vehicle use, and scope 3 emissions decreased by 8.1% owing to capital expenditure efficiency initiatives. In terms of energy management, Telkom Group has incorporated renewable energy sources, including solar PV and microhydro, into its energy mix. The Group also utilizes Electric Vehicles (EVs) for operational purposes and pursues energy efficiency through procurement and upgrades of environmentally friendly equipment.

In addition, Telkom Group managed to reduce the total office waste generated by 6,387 tons and divert as much as 176,046 kg or 80% of fiber optic cable waste from disposal. The diverted fiber optic waste can be reused to support customer service. Telkom Group has also advanced biodiversity conservation efforts and enhanced the carrying capacity of ecosystems, including mangrove planting, forest revegetation, and coral reef transplantation.

The **Empower Our People** pillar signifies Telkom Group's dedication to empowering employees, customers, and the community through the creation of an inclusive digital ecosystem as the foundation for capability development and sustainable innovation. Throughout 2024, 22% of managerial positions in Telkom Group are filled by female employees, supported by initiatives at Telkom that promote gender equality in the work environment. For digital skills development, the Digital Talent program has upskilled 20.6% of Telkom's digital talents through Telkom Athon and various other digital trainings. Telkom also prioritizes occupational safety by implementing an occupational health and safety management system (SMK3) aligned with international standards, such as ISO 45001, while ensuring compliance with applicable national regulations.

From a customer perspective, Telkom Group is focused on enhancing service quality by prioritizing customer satisfaction. This is evidenced by an increase in the Net Promoter Score (NPS) to 58 points from the previous year, placing the company in the "Excellent" category based on Bain & Company's evaluation. This improvement is driven by enhanced service quality and more attractive promotional strategies. Telkom Group continues to play an active role in expanding digital access across Indonesia while accelerating infrastructure development

and network expansion to reach all regions. Our infrastructure covers Introduction 99% of Indonesia's population and supports access to data (internet) services in underdeveloped, remote, frontier (3T) areas, and border regions. Finally, from a social standpoint, Telkom is committed to empowering Small and Micro Enterprises (SMEs) through initiatives such as the Go Modern, Go Digital, Go Online, and Go Global programs. Telkom has provided support to 21,500 SMEs, and in 2024, a total of 2,298 mentored SMEs, or 10.64%, as indicated by increases in turnover, employee numbers, and assets.

The **Elevate Our Business** pillar reflects Telkom's commitment to conducting ethical and responsible business practices, particularly concerning to data privacy in the face of cybersecurity threats. Throughout 2024, Telkom complied with all applicable legal and regulatory requirements. Telkom enforces strict measures against any legal violations, cooperates with legal processes, and implements preventive actions to ensure 100% compliance. All complaints received through the whistleblowing system are addressed promptly, reinforcing Telkom's culture of ethical conduct and respect in alignment with corporate values, which embody the core values of AKHLAK. We ensure compliance with regulations and internal policies related to cybersecurity and data privacy through Telkom Group's Data Protection Governance. Telkom has implemented policies related to data privacy protection

and information security, including the establishment of a Data Protection sub-department and the appointment of a Data Protection Officer (DPO) responsible for ensuring the protection of personal data and information security across Telkom Group. In terms of data security, there have been no significant data breaches, and all data processing activities have been carried out following established policies. This achievement underscores Telkom's dedication to strong governance, reinforcing trust, fostering innovation, and contributing to Indonesia's digital future in a sustainable manner.

Telkom actively identifies and manages sustainability risks that could affect the company. In addition, Telkom will continue to innovate to unlock and optimize new strategic sustainability opportunities. The integration of sustainability across all business lines is progressing in alignment with the Company's digital transformation. This essential step is further supported by synergies among sustainability initiatives within Telkom Group to ensure the attainment of Telkom Group's 2030 sustainability goals.

We extend our gratitude to all stakeholders for their continued support in the implementation of sustainability practices. We are confident that Telkom will continue to innovate amidst the challenges and opportunities of the digital era, ensuring its sustained growth as the digital telco of choice for the public.

Jakarta, April 21, 2025



Ririek Adriansyah

President Director