Brief Summary of Corporate Social Responsibility and Environment

Telkom implements good corporate governance by considering the rights of employees and stakeholders, contributing to environmental sustainability, and carrying out social and ecological responsibility (TJSL) or Corporate Social Responsibility (CSR). Telkom's CSR information reporting refers to several international standards, namely the Global Reporting Initiative (GRI), ISO 26000 Guidance for Social Responsibility, and Sustainable Development Goals (SDGs).

Telkom conveys information on CSR implementation in a Sustainability Report, which is separate from this Annual Report, following SEOJK No. 16/POJK.04/2021 regarding the Form and Content of Annual Reports of Issuers or Public Companies, with the basis for preparation based on FSA Regulation No. 51/POJK.03/2017 regarding the Implementation of Sustainable Finance for Financial Services Institutions, Issuers, and Public Companies.

Access to the 2024 Sustainability Report:



As a SOE, Telkom also implements CSR based on the Minister of State-Owned Enterprises Regulation Number PER-1/MBU/03/2023 regarding Special Assignments and Social and Environmental Responsibility Programs for State-Owned Enterprises which revokes and replaces the Minister of BUMN Regulation Number PER-05/MBU/04/2021 regarding Social and Environmental Responsibility Programs for State-Owned Enterprises as amended by Regulation of the Minister of State-Owned Enterprises Number PER-6/MBU/09/2022 regarding Amendments to Regulation of the Minister of State-Owned Enterprises Number PER-05/MBU/04/2021 regarding Social and Environmental Responsibility Programs for State-Owned Enterprises. Article 33 PM BUMN PER-1/2023 regulates that financial reports and implementation of the SOE CSR Program are reported in Periodic and Annual Reports. Telkom presents the CSR Program implementation report in the Annual Report in the subchapter Corporate Social and Environmental Responsibility Program Implementation Report, while the CSR Financial Report, namely the MSE Funding Program Financial Report, is shown in the attachment to this Annual Report.

Implementation Report on the Corporate Social Responsibility and Environment

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY **COMMITMENTS AND POLICIES**

The Board of Directors of Telkom ensures the implementation and supervision of the implementation of sustainability practices in the CSR program, aims to provide benefits for economic development, social development, environmental development, and legal and governance development for the Company, contributing to the creation of added value for the Company, fostering micro and small businesses to be more resilient and independent and the communities around the Company. It also encourages compliance to ensure the application of integrated, directed, measurable impact and accountable principles.

The legal basis for the implementation of the CSR Program activities are:

- 1. Regulation of the Minister of SOEs No. PER-1/ MBU/03/2023 regarding Special Assignments and Social and Environmental Responsibility Programs of SOEs;
- 2. Decree of the Board of Commissioners of PT Telekomunikasi Indonesia Tbk Number: 12/KEP/ DK/2023/RHS 08/KEP/DK/2022/RHS dated November 27, 2023, on the Approval of the Work Plan and Budget (RKAP) of PT Telekomunikasi Indonesia Tbk for 2024:
- 3. Regulation of the Board of Directors of the Company (Persero) PT Telekomunikasi Indonesia Tbk number: PD.320.00/r.00/HK230/ COP-K0400000/2023 dated December 21, 2023 regarding the Company's Work Plan and Budget for 2024;
- 4. Regulation of the Board of Directors of the Company (Persero) PT Telekomunikasi Indonesia Tbk number: PD.703.00/r.010/HK200/

- CDC-A1000000/2023 dated December 31, 2023 regarding the Social and Environmental Responsibility Program;
- 5. Regulation of the Director of Human Capital Management of the Company (Persero) PT Telekomunikasi Indonesia Tbk Number: PR.202.60/r.03/HK250/COP-A2000000/2024 dated February 29, 2024, regarding Social Responsibility Center Organization;
- 6. Regulation of the Director of Human Capital Management of the Company (Persero) PT Telekomunikasi Indonesia Tbk Number: PR.301.01/r.00/HK200/CDC-A1000000/2022 dated March 30, 2022 regarding Social and Environmental Responsibility.

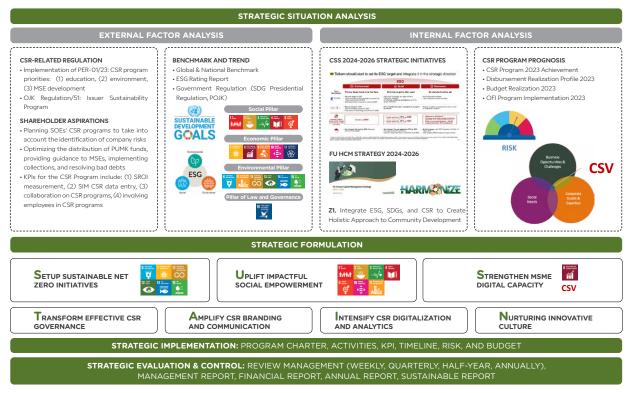
CSR PROGRAM SUSTAINABILITY STRATEGY **FRAMEWORK**

Telkom is committed to providing added value to the people of Indonesia, both directly through business activities and indirectly through Social and Environmental Responsibility activities, as a form of social responsibility in the form of Good Corporate Citizenship (GCC) implementation by fulfilling aspects of Good Corporate Governance (GCG) by ISO 26000 (regarding Social and Environmental Responsibility).

The CSR program is carried out in a systematic and integrated manner to ensure its implementation, success, and impact management in accordance with the priorities and/or achievement of the objectives guided by the work plan.

The sustainability strategy of Telkom's CSR program is embodied in the Main Program Framework "SUSTAIN", which is in line with efforts to achieve the Sustainable Development Goals (SDGs) targets aligned with environmental, social, and governance (ESG) aspects to contribute to the creation of added value for the Company and achieve sustainability performance contributions. The details of the program are as follows:

CSR PROGRAM PLANNING 2024 Strategic Planning Framework



CSR Main Program 2024 - SUSTAIN



- Report 202
- Sustainable Net Zero Initiatives, an initiative
 to implement environmental programs based
 on climate action through the creation of
 carbon pockets to encourage the reduction and
 compensation of carbon emissions as a result
 of the company's operations through a carbon
 offset scheme;
- Uplift Impactful Social Empowerment, which encourages the realization of inclusive education and a good quality of healthy life to support a prosperous and competitive nation through digital infrastructure support and inclusive digital talent education to support the improvement of national digital literacy;
- 3. Strengthen Excellent MSME Digital Capacity, namely enlarging the capacity of Micro and Small Enterprises (MSEs) through providing access to financial services, increasing capabilities and access to national and international markets to expand employment, increase labor productivity and encourage economic growth;
- 4. Transform Effective CSR Governance, maintaining accountability aspects of CSR Program management and aspects of risk management implementation and compliance by applying the principles of integrated, targeted, measurable impact and accountability;
- Amplify CSR Branding & Communication, which activates the communication of CSR program implementation to stakeholders by prioritizing aspects of the impact of Telkom's CSR Program through multi-stakeholder partnerships/ collaboration;

- 6. Intensify CSR Digitization & Data Analytics, namely strengthening the transformation of digitization and digitalization of CSR Program management through the improvement and maintenance of information systems, utilization of data analytics in strategic decision making;
- Nurture Innovation Culture, namely maintaining a culture of innovation in managing the CSR Program as an identity for creating sustainable added value.

Telkom conducts socialization of core values and activation of corporate culture to encourage socially and environmentally responsible behavior in all TelkomGroup people. Telkom also involves employees in CSR activities through an employee social project program called TESA (Telkom Employee Social Activity), a forum for one employee and one social activity.

PROGRAM IMPLEMENTATION OF CORPORATE SOCIAL AND RESPONSIBILITY (CSR) 2024

In 2024, the amount of funds realized for the CSR Program activities was Rp144,825,177,295 billion.

Realization of the CSR Program in 2024

CSR Pillars	Realizations (Rp)
Social Pillar	61,284,668,038
Economic Pillar	34,833,212,433
Environmental Pillar	48,344,617,739
Pillar of Law and Governance	362,679,085
Total	144,825,177,295

IMPLEMENTATION OF CSR BASED ON PRIORITY FIELDS

CSR Program Focuses on Education

No. Featured Program

Descriptions

SDGs

Realizations

 Digital Learning School & Cybersecurity Awareness First, the CSR education program is aimed at schools because they are essential in improving digital literacy in Indonesia. Telkom helps schools provide students access to learning applications, internet connections, and computer devices. As a digital and telecommunications service provider, Telkom strengthens its role in improving ICT skills and cybersecurity awareness to support the learning process, healthy internet usage, and continuous improvement of digital literacy in Indonesia.



- 472 location points
- 30,100 benefit recipients

 Digital certification program for vocational (DIGI-UP) Second, the CSR program in education is aimed at students to develop digital talent in Indonesia. Telkom collaborates with the National Education Office at the district/city, province, universities, and certification institutions to provide guidance and training in digital skills targeting high school students and the equivalent. This program consists of training programs, case-based experience, and certification, which are expected to encourage digital talents in Indonesia who are ready to work.



- 1,637 applicants
- 1,376 participants passed certification

Indonesia Digital Learning Program Third, the CSR program in the education sector is aimed at teachers. Teacher competence is essential in improving the quality of education in Indonesia. Telkom collaborates with the Ministry of National Education at the district/city, province, PGRI, and universities to provide training assistance to improve teacher competence. This program includes digitization-based training and certification to enhance competence and prepare teachers for the Teacher Competency Test (UKG).



2,022 participants







 Empowerment of disabled groups to increase the independence of vulnerable communities Telkom's commitment to inclusive education is realized through infrastructure assistance and improving digital literacy for people with disabilities to access education, training, and digital certification. The initiative's purpose is to increase the capabilities and competencies of people with disabilities to open up opportunities for decent work. The program is realized through collaboration with Yayasan Pendidikan Telkom (YPT).



- 675 applicants
- 570 participants passed
- 81 disabled communities







SDGs No. Featured Program **Descriptions** Realizations 4 location points 1. Integrated waste Pollution is one of the leading environmental management problems in Indonesia and the world today. solutions and Proper waste management can reduce circular economy pollution. Telkom developed an integrated development waste management development initiative with a recycling and circular economy approach, strengthened by the integration of digital platforms to facilitate access to TPS service information. The expected positive impacts include social, environmental, and economic benefits for the community. · 286 electronic E-waste reduction As a digital and telecommunications service through digital device provider, Telkom seeks to manage electronic devices managed recycling (EDUVICE) waste that potentially contains hazardous 88 devices waste. This effort involves company employees distribution and uses the 3R approach (Reduce, Reuse, 18 beneficiary communities Recycle). Some results of electronic waste collection and management (recycling) are distributed to beneficiaries, especially in the education community. 3. In addition to restoring and conserving • 62,250 mangrove Greenhouse Gas terrestrial ecosystems, Telkom also runs ecosystem restoration and conservation reduction through plantings in 15 mangrove planting locations and coral reef programs in coastal and marine areas through 896 coral reef rehabilitation mangrove planting and coral reef rehabilitation. substrates in 5 This program supports the realization of the locations Net Zero 2060 commitment by contributing to the increase in blue carbon (carbon absorbed and stored by coastal and marine ecosystems). 4. Addressing climate Telkom's initiatives to improve environmental • 102,400 tree change through ecosystems are to restore and protect forests seedlings restoration and damaged or lost in synergy with institutions/ 15 location points conservation of communities that care and have an ecological assisted forests culture. This program supports realizing the Net Zero 2060 commitment by increasing green carbon (carbon stored in the land ecosystem).

CSR Program Focuses on MSE Development

The MSE Development Program is implemented through the distribution of MSE funding programs and MSE coaching program grants through the 3C approach, namely access to capital, access to competence, and access to commerce. Through this program, Telkom supports strengthening the capacity of Assisted MSEs towards resilient and independent MSEs so that they can contribute to national economic growth and the creation of added value for the Company.

1. Access to Capital: Capital Assistance Program for MSE Business Acceleration

The MSE Funding Program (Access to Capital) aims to increase the income of Micro and Small Enterprises (MSEs) by assisting in capital loans with relatively low administrative services. The digitalization process also strengthens the management of this program, making it easier for MSEs to access loan applications, obtain information, and monitor installment history.

Featured Program

Descriptions

SDGs

Realizations

Increasing MSEs' access to Financial Services (Access to Capital)

In 2024, Telkom distributed the MSE Funding program through a cooperation mechanism with BRI, which was recommended according to the letter S-721/MBU/11/2022. Telkom stopped distributing the program independently to the assisted MSEs and focused on billing and coaching them. The assisted MSEs' business sectors include trade, animal husbandry, plantations, fisheries, agriculture, services, and others.

Moneva Collection is carried out by optimizing the monitoring and billing teams and socializing to foster partners' understanding of how to pay through virtual account. 8 DECENT WORK AND ECONOMIC GROWTH

Rp10 billion distribution of PUMK funds through BRI collaboration

2. Access to Competence: Coaching/mentoring program for MSEs to modernize their internal business processes.
Digitalization of MSE business activity solutions through the utilization of digital platforms: as an application toolset to solve the end-to-end business process needs of MSEs through the Go Modern and Go Digital programs.

Featured Program

Descriptions

SDGs Realizations

Strengthening the Business Capacity of MSEs through Go Modern and Go Digital Coaching (Access to Competence) Strengthening the capacity of MSEs is very important so that MSEs can continue to grow sustainably. The program scope at this stage is:

- Go Modern: facilitating product standardization, licensing/business legality processes, entrepreneurship training, and branding and packaging improvement assistance.
- Go Digital: Encouraging the use of digital technology in MSE business management.

- 18,102 MSEs Go Modern
- 16,845 MSEs Go Digital
- 1,629 Halal certification
- 5,647 NIB
- 2,127 PIRT
- 2,581 MSE Training
- 615 MSE Exhibitions
- 3. Access to Commerce: MSE Guidance Program in access to a broader market

Acceleration of MSE product promotion through marketplaces and virtual expos to increase MSE market access to consumers without having to open physical outlets through the Go Online and Go Global programs.

Featured Program

Descriptions

SDGs

Realizations

Penetration of digital and global market access: online marketplace and virtual expo (Access to Commerce) The next critical stage in the development of MSEs is to increase access to markets at the national and international scope, including:

- Go Online: Facilitating MSEs to expand market access through digital marketing training, training, and sales assistance through online stores/marketplaces and local/national exhibitions.
- Go Global: MSEs are introducing and opening access to international markets.



- 7,392 MSEs Go Online
- 96 MSEs Go Global

FEATURES

DIGITALIZATION OF MSE MANAGEMENT

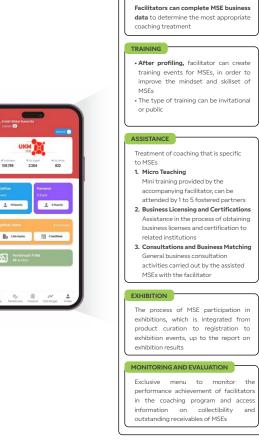
Telkom developed the Satu Data UKM platform to create a comprehensive profile of Telkom-assisted MSEs based on personal and business data profiles, which is expected to assist the Company in determining and offering the right TelkomGroup products for MSEs.

SMEs HUB FEATURES AND SERVICES

RESOURCES INFRASTRUCTURE Integration of MSE Development Elements into MSE Development Platform Centers

DIGITALIZATION OF MSE COACHING PROCESS Access to Competence MSEs COMPANION ACTIVITIES BENEFITS FOR MSEs Go Modern • Skillset and toolset training MSEs get an increase in their Strengthening the business foundation legality and product/service training to improve production towards competitive MSEs skills, branding, get business Mentoring and coaching legality assistance, to the Go Digital Network and community access digitalization process for business effectiveness and Optimization of • MSE business process application solutions to digitization support (pa support MSE capabilities point of sales, inventory) MSE COMPANION ACTIVITIES BENEFITS FOR MSEs Go Online MSEs get opportunities to Expansion of market onboarding assistance transactions access through online Assistance in marketing MSE turnover through access to stores & exhibitions exhibition participation and products through social media through online channels transactions stores, social media, and global Exhibition participation curation marketing • Assistance with export licensing Export markets onboarding assistance process





DIGITIZATION OF PROCESS & PEOPLE MONITORING

channels



Access to Capital

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MONITORING COMPANION ACTIVITIES

MSEs COMPANION ACTIVITIES

Marketplace registration and onboarding assistance

Assistance in marketing MSE

products through social media

Monitoring the performance of MSE facilitators from a balance scorecard perspective, and can be evaluated periodically (daily, monthly, quarterly, and annually), including attendance

BENEFIT FOR MSE

BENEFIT FOR MSEs

have been paid

about

MSEs can access information

installments and monitor th amount of installments that

remaining

the

MSEs get MSE development services from BUMN Pembina scheduled, and accountable

MSE FUNDING PROGRAM FINANCIAL STATEMENT

Audited Figures (In Millions Rupiah)

STATEMENT OF FINANCIAL POSITION (Rp) Assets **Current Assets** Cash and Cash Equivalents 254,915 Loan to Foster Partners net of allowance for impairment losses of Rp53,343 36,014 **Total current assets** 290,929 Non-current assets PUMK Collaboration Receivable to Foster Partners 28,021 PUMK Collaboration Receivable to BRI 2,098 Troubled Loan net of allowance impairment losses of Rp320,222 Total non-current assets 30,119 **Total Assets** 321,048

LIABILITIES AND NET ASSETS	
Liabilities	
Current Liabilities	
Payables and other current liabilities	40
Overpayment of Installments	26
Total Liabilities	66
Net Assets	
Without restrictions from resource provider	320,38
With restrictions from resource provider	
Total Net Assets	320,38
Total Liabilities and Net Assets	321,04
STATEMENT OF COMPREHENSIVE INCOME (RP)	
Without Restrictions from Resource Provider	
Revenues	
Loan Administration Service Income	2,84
Interest Income	3,35
Other Income	
Total Revenues	6,210
Income (Expenses)	
(Allowance)/Recovery for Impairment of Loan	(2,702
Other Income/(Expenses)	(558
Total Income/(Expenses)	(3,260
Surplus	2,95
With Restrictions from Resource Provider	
Other Comprehensive Income	
Total Comprehensive Income	2,95
STATEMENT OF CHANGES IN NET ASSETS (RP)	
Net Assets	
Without Restrictions from Resource Provider	
Beginning balance	317,43
Surplus	2,95
Ending balance	320,38
Other comprehensive income	
Total	320,38
With Restrictions from Resource Provider	
Total Net Assets	320,38

STATEMENT OF CASH FLOWS (RP)		
Operating Activities		
Loan to fosters partners	86,538	
Payment Loan	(5)	
Acceptance of Loan Administration Services	2,694	
Interest Income	3,359	
Distribution of Loan Funds to Foster Partners	-	
PUMK Collaboration Receivable to BRI	(10,000)	
Return of Excess Installments to Foster Partners	(68)	
Net Cash Flows Received to Operating Activities	82,518	
Increase in Cash and Cash Equivalents	82,518	
Cash and Cash Equivalents at Beginning of Year	172,397	
Cash and Cash Equivalents at End of Year	254,915	

IMPLEMENTATION OF THE COMPANY'S CREATING SHARED VALUE PROGRAM

Creating Shared Value (CSV) is a strategic step taken by Telkom to create added value for the Company while having a positive impact on society and the environment by utilizing Telkom's core business capabilities, such as empowering MSMEs through digitization and developing digital infrastructure to support digital inclusion. Implementation of Creating Shared Value is part of sustainability efforts. In 2024, Telkom will implement CSV through 2 (two) main programs, namely:

CSV Type	CSV Programs	Descriptions	Social Benefit	Business Benefit	Realizations
CSV1	Utilization of Digital Platforms for MSEs	Telkom initiates the utilization of digitalization solutions for MSE's business activities by utilizing applications & digital platforms and product commercialization through digital e-commerce.	 Encouraging digital literacy of MSEs to increase user adoption of digital service utilization Helping MSEs in novate to develop business quickly to be applied independently Encouraging MSEs to upgrade through the implementation of digitalization 	number of	10.6% of MSEs upgrade in terms of turnover, assets and human resources 4,703 users registered Kasir Aja 2,991 PaDI UMKM user registered 1,273 SSL Internet for MSEs

CSV Type	CSV Programs	Descriptions	Social Benefit	Business Benefit	Realizations
CSV 3	social project	A digital talent development event to encourage the nation's digital capability and adoption rate through sociodigipreneurship incubation, a form of synergy between industry and universities, to improve students' digital capabilities. This has an impact on social improvement for the community by involving students and universities while producing digital talent as input to meet the needs of the digital industry.	increase the socio- economic benefits of the community at the location of social project	inventory of digital solutions that are	 Funding 165 Social Projects Implementation of 60 Social Projects

COLLABORATION CSR PROGRAM IMPLEMENTATION

The implementation of the CSR program is carried out effectively through collaboration with various parties (pentahelix), including increasing the internal synergy of TelkomGroup, external cooperation with the government, SOEs, academics, communities, media, and institutions/agencies related to the field of CSR. Collaboration programs with SOEs and other parties implemented in 2024 include:

No.	Programs	Program Realization	Participants
1.	Environmental Collaboration Program - Integrated Waste Management	The Integrated Waste Management Program in Cikole Village, in collaboration between Telkom and Perhutani, includes Ecoenzyme production training, which teaches how to process kitchen waste (such as fruit peels, vegetables, and food scraps) into useful products and helps reduce the amount of organic waste that ends up in landfills (TPA).	Telkom and Perhutani
2.	Education Collaboration Program - Training for Teacher Competency Improvement	This collaborative program between Telkom, PGRI, and Tribun Network aims to improve the quality and digital competence of educators in the era of massive technology so that it is helpful in learning and teaching activities in schools. The hope is to encourage the quality of education in Indonesia as a whole. The implementation of this program is spread across three districts in West Java Province.	Telkom, Tribun Network, and PGRI
3.	MSE Development Collaboration Program	The program strengthens the marketing aspects of fostered MSEs through Vending Machines to expand MSE market access within the SOEs and broader ecosystems.	Telkom and Angkasa Pura II

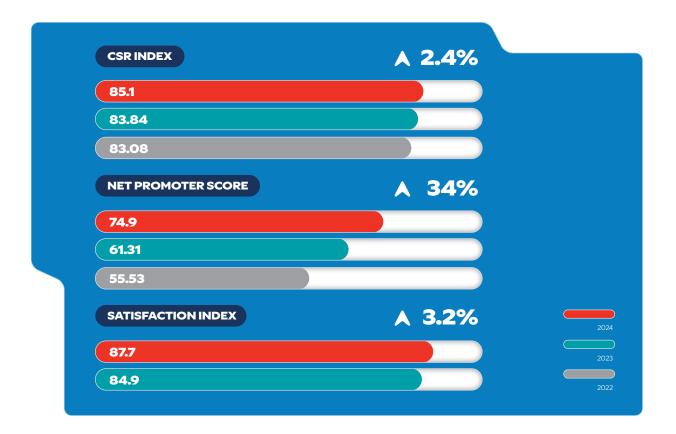
ACHIEVEMENT OF IMPACT-BASED CSR PROGRAM SUCCESS

To ensure the implementation of the impact-based CSR program's success, Telkom Indonesia consistently measures the impact and success of the Social and Environmental Responsibility (CSR) program. Impact measurement is conducted through an integrated approach, namely the Social Return on Investment (SROI) method, CSR (TJSL) Index, Net Promoter Score (NPS), and Community Satisfaction Index (CSI). These methods ensure that CSR programs provide value to the community while supporting the company's reputation.



Social Return on Investment (SROI) measurements were conducted on four priority programs covering the environment, education, MSME development, and creating shared values. The measurement results showed an average SROI value of 2.65, exceeding the target of 1.5. This achievement reflects the program's success in creating social, environmental, and economic benefits for stakeholders.

Details of the SROI value per field are as follows: The environmental sector, through the sanitation and clean water program, recorded the highest score, which was 3.33; the education sector, with a digital training program for people with disabilities received a score of 2.86; the field of MSME development through the Packfest program (packaging grants) received a score of 2.23; and the field of creating shared values through the MSME development digitalization program received a score of 2.21.



In addition, Telkom recorded a CSR (TJSL) Index score of 85.10% in 2024. This achievement places Telkom's CSR activities in the good category or strong level, which positively influences the company's image. Positive perceptions from beneficiaries drove this increase and fostered MSMEs and the surrounding community toward Telkom's CSR program, especially in Corporate Governance and Economic Responsibility.

On the other hand, to measure the success of the CSR program in increasing community involvement, Telkom uses the Net Promoter Score (NPS). The NPS measurement results in 2024 reached 74.9, which reflects the high level of trust and satisfaction of the community in recommending Telkom products and

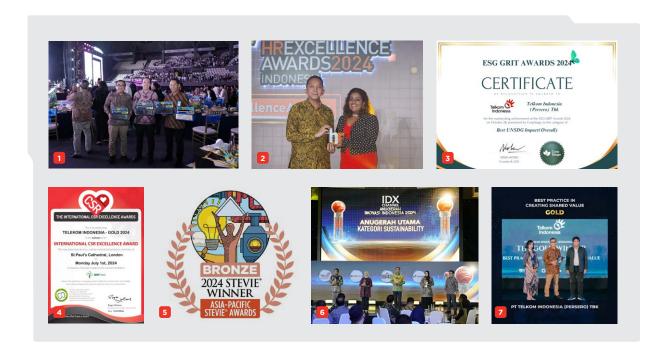
services. Thus, Telkom's CSR program provides social benefits and supports strengthening customer loyalty to the company's products and services.

The company also recorded a Community Satisfaction Index (CSI) score of 87.7, which reflects a high level of satisfaction from respondents or beneficiaries with the CSR programs that have been implemented. This result shows that most beneficiaries are satisfied with the various initiatives designed to have a positive impact.

Telkom Indonesia continues to be committed to running relevant CSR programs that provide measurable positive impacts in line with sustainable development goals and support the sustainability of the company's business.

2024

AWARDS OF CSR PROGRAM 2024



No.	Events	Awards	Providing Agencies/Intitutions
1.	BUMN Corporate Communication & Sustainability Summit (BCOMSS)	Gold Winner in category SME Development as Gold Winner	Kementerian BUMN
2.	HR Excellence Award	Best CSR Strategy	HR Excellence Singapore
3.	ESG World Summit & Grit Awards	Best UN SDG Impact	ESG Grit Award Singapore
4.	CSR Excellence	Best CSR Environmental Initiatives on carbon offset program	UK International CSR Excellence
5.	International Business Awards	Gold Winner in category CSR Achievement	The Asia-Pacific Stevie Awards
6.	CSR IDX Channel Award	Anugrah Utama Sustainability - Integrated Sustainability Initiative in the field of Education	IDX Channel
7.	Indonesia Corporate Sustainability Award	Gold in Best Practice in SME Empowerment	IBCSD & Olahkarsa