

Telkom upholds business practices and human rights with mutual respect, and is free from discrimination, violence, physical and mental harassment. This commitment is reflected through the **Respectful Workplace Policy (RWP)** policy which comprehensively regulates the mechanism for preventing, handling, and reporting discrimination, violence, and harassment within Telkom.

Employees can submit complaints, especially related to discriminatory actions, through various channels, such as

Telkom Integrity Line which is a whistle blowing system channel with an integrated reporting channel and managed by an independent external party, RWP manager's email, and human capital management work unit. In 2024, there was no reports of discrimination recorded at Telkom. [\[GRI 406-1\]](#)

Telkom also provides various channels for employees to convey broader feedback to the Human Capital Work Unit, namely through email, phone, WhatsApp Chat, and Telegram.

HC Help Desk



E-mail - in service
hr_helpdesk@telkom.co.id



Phone - in service
1500305



Chat - in WhatsApp
08111-900-305



Telegram
[@hchelpdesk_bot](#)

In addition, employees can convey their aspirations through unions. Until the end of 2024, there are 6 (six) labor unions that serves as forums for employee aspirations within the Telkom Group. The existence of these unions is clear evidence of guaranteeing freedom of opinion and association in the Telkom Group. [\[GRI 407-1\]](#) The following is a list of labor unions within the scope of the Telkom Group:

- Telkom Indonesia Employees Union (SEKAR TELKOM)
- Telkomsel Workers Union (SEPAKAT)
- Infomedia Nusantara Workers Union (SPIN)
- Metra Digital Media Labor Union (Digital Workers Union or SPMD)
- Graha Sarana Duta Employee Union (Graha Sarana Duta Workers Union or SKATA)
- Telkomsigma Employees Union (SERASI)

Employee Health and Safety [\[POJK F.21\]](#)

Protecting employees and ensuring they can work in a safe and comfortable environment is a priority for Telkom Group. Therefore, Telkom Group continues to strive to manage occupational safety and health while improving employee well-being. As a form of commitment, Telkom has set a target

for its employee engagement index to reach the highly engaged level. In 2024, based on the assessment of the employee engagement index, Telkom's employee engagement has achieved "highly engaged" level.

Table 10. Telkom Employee Engagement Index

2024	2023	2022
84.41	89.79	88.15

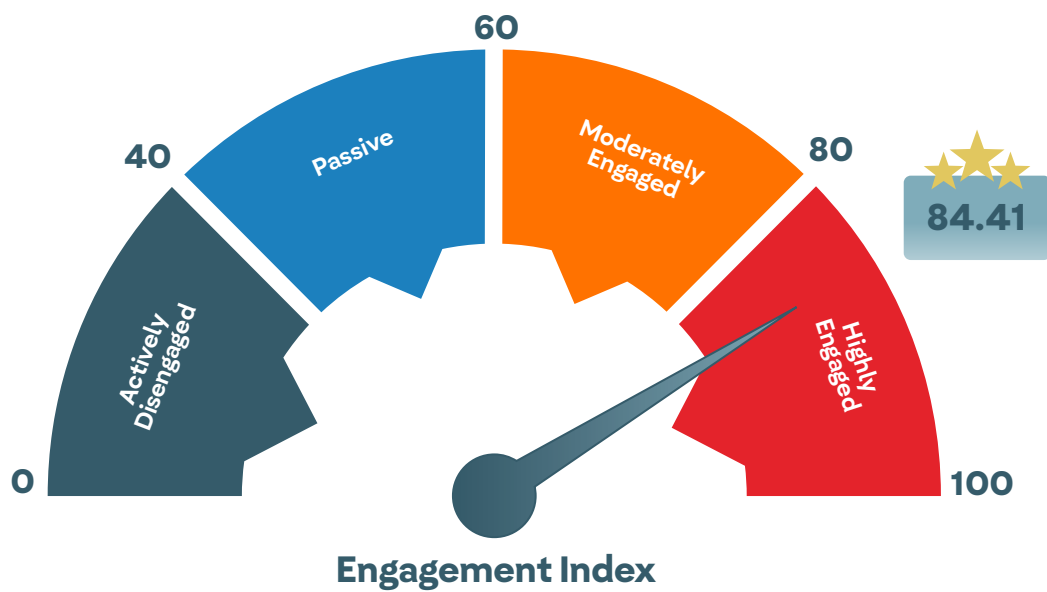


Figure 30. Employee Engagement Index



Management Approach

Telkom is committed to creating a healthy, safe, and supportive work environment as part of its sustainability strategy through the establishment of the Corporate Security and Safety Management policy, as outlined in the Board of Directors' Decree No. 37 of 2010. This policy applies to all employees and stakeholders within its operational areas. Serving as a reference for the implementation of Telkom's Occupational Health and Safety Management System (SMK3), the policy is designed aligning with international standards such as ISO 45001 and ensures compliance with applicable national regulations through regular audits and routine inspections.

In addition, Telkom has an Occupational Health and Safety Advisory Committee (P2K3) which is responsible for:

1. Providing advice and recommendations on Occupational Health and Safety (OHS)
2. Supporting the development of management policies and work guidelines in an effort to improve work safety, company hygiene, occupational health, ergonomics and workforce nutrition
3. Preventing and reducing the occurrence of work accidents, fires, explosions, poisoning, occupational diseases, and environmental pollution [\[GRI 403-1\]](#) [\[GRI 403-8\]](#)

To support employee well-being, Telkom has internal regulations in place that act as the overarching framework of its employee well-being program, which covers 7 dimensions (mental, physical, financial, social, intellectual, spiritual, and social), such as access to medical services, fitness programs, and psychological support. To assess the effectiveness of this approach, companies routinely conduct audits, and employee engagement surveys. [\[GRI 3-3\]](#)

Occupational Health and Safety

Telkom implements a comprehensive Occupational Health and Safety (OHS) policy, which includes risk identification, hazard mitigation, and continuous training for all employees and

contractors. The implementation of SMK3 at Telkom complies with the guidelines mandated by national regulations. [\[GRI 403-2\]](#)



Figure 31. OHS Management Application Framework

In planning OHS, Telkom primarily considers potential hazards. Telkom has identified the types of high-risk jobs, including 1) work carried out at heights; 2) tasks that involves exposure to high voltage risks; 3) ground tank related works; 4) work

conducted in manholes; and 5) optical splicing work. In addition, Telkom has identified several occupational-related diseases that are relevant to the company's business activities. [\[GRI 403-10\]](#)

Physics	Chemistry	Biology	Ergonomics	Psychological
Extreme temperatures, noise, lighting, vibration, ionizing and non-ionizing radiation, and changes in air pressure (e.g., heatstroke due to prolonged exposure to sunlight, tired eyes due to lack of lighting)	All chemicals in solid, liquid, and gaseous forms (e.g. floor cleaners that can cause skin diseases such as dermatitis)	Bacteria, viruses, fungi, mammalian parasites, fauna, and other flora (e.g. covid-19 virus, sexually transmitted diseases)	Heavy lifting, awkward working positions, static working positions, repetitive motion, lighting, Visual Display Terminal (VDT) and others (e.g.: low back pain due to sitting for too long and poor sitting position)	Qualitative and quantitative workloads, work organization, monotonous work, interpersonal relationships, shift work, work location, etc. (e.g.: burnout due to monotonous work, high workload)

Table 32. Occupational Diseases

To ensure the comprehensive implementation of OHS, Telkom has prepared security & safety procedures and guidelines, that serve as an extensive operation manual with detailed guidance on safety protocols, especially at project sites and towers, a Safe Work Readiness checklist, and an incident reporting mechanism. Additionally, Telkom ensures that our vendors, especially those involved in high-risk work, have OHS certification and comply with the applicable regulations. This effort has yielded positive results, where Telkom has consistently been able to maintain zero cases of deaths due to work accidents. [GRI 403-7]

Telkom also provides health facilities as a tangible form of our commitment to employee health, including 1) General and dental polyclinics; 2) Fitness center; 3) Lactation room; 4) Basic life support simulation room; 5) Midwifery examination facility. The operation of these polyclinics, especially those located in office areas, is under the responsibility of the Health Foundation

(YAKES), whose duties and responsibilities include planning, controlling, and maintaining the health of employees, retirees, and families, counseling, physical promotion, and workplace hygiene management. [GRI 403-3] [GRI 403-6]

To foster a safety-first culture, Telkom Group continues to promote OHS awareness through communication, socialization, and consultation with employees and partners. The initiatives include Safety Talk, Safety Risk Observation Round (SROT), HSE Patrol, and Management Visit. Telkom Group believes that the implementation of OHS needs to be supported by qualified and competent human resources. Therefore, various OHS training and certification programs were carried out. As of 2024, there are 25 employees within the Telkom Group who have received OHS Auditor certification. [GRI 403-4] [GRI 403-5]

Table 11. OHS Training Data for 2022-2024

Types of Training	Number of Employees (people)			Number of Training Hours (Hours)		
	2024	2023	2022	2024	2023	2022
General OHS Expert	37	62	66	1,776	65	568
OHS Type D Fire Officer	50	39	16	744	39	12
OHS Auditor Certification	25	14	26	504	14	27
OHS Training	126	118	607	2,456	9	5,938,6

In 2024, the Regional Office and Regional Telecommunication Office (Witel) have also been certified with Golden Flag certification from the Ministry of Manpower of the Republic of Indonesia

Employee Well-Being

Telkom uses a holistic approach in supporting employee welfare, which is packaged in the 4R concept: (1) *Olah Rasa*, every activity related to developing and understanding a person's emotions, feelings, and inner sensitivity to foster a deeper awareness of life, the environment, and social relationships, (2) *Olah Raga*, any physical activity aimed at enhancing fitness, mental health, and physical ability, while also improving motor skills, strength, and endurance, (3) *Olah Rasio*, any activity focuses on developing and using ratio or reasoning skills,

referring to human cognitive ability to analyze information, make judgments, and draw conclusions based on facts and logic, to think logically, analytically and rationally in solving problems and decision making., and (4) *Olah Ruh*, any activity aimed at nurturing and purifying spiritual or inner aspects to achieve peace, self-awareness, and a deeper relationship with God or the spiritual dimension. This 4R concept was further developed into seven dimensions called the Telkom Employee Well-being Diagram.



Figure 33. Telkom Employee Well-being Diagram

Mental Well-being

One of Telkom's flagship initiatives is Mental Readiness Support called With-U, which includes counseling, coaching, mentoring, and training services to help employees face challenges in the work and personal life environment. Through With-U, employees can schedule either video conference or in-person 1-on-1 counseling sessions. To strengthen these efforts, Telkom conducts annual surveys and organizes mental health-themed webinars to enhance employees' psychological well-being.

Physical Well-being

Telkom ran programs covering prevention, treatment, and fitness to support employee health. These include regular health check-ups, healthy lifestyle education, and access to workplace medical services and comprehensive health insurance. Additionally, Telkom supports physical wellness through employee sports communities, fostering a healthy and active work environment.

Financial Well-being

Telkom held various webinars on financial literacy, such as “Financial Planning for Millennials” targeted at employees under 35 years old. Financial planning materials are also provided in retirement debriefing trainings for employees nearing retirement. All employees also have access to e-learning materials on financial well-being.

Social Well-being

Through Telkom Employee Corner, Telkom provides facilities that employees can use to unwind and gather with colleagues, such as a band room and karaoke venue. In addition, Telkom has a “Moments that Matter” leave program that employees can use when celebrating birthdays or wedding anniversaries.

Intellectual Well-being

Employees can access training via myDigiLearn, an online learning platform. Telkom also facilitates innovation through open year-round initiatives like Idea Box, as well as internal hackathons organized by CFU/FU units to encourage the creation of digital business solutions.

Spiritual Well-being

Telkom provides spiritual coaching in line with an annually developed religious syllabus, which guides lectures and coaching via e-learning and webinars across all religions. The company also supports zakat management through its Zakat Management Unit (UPZ) in collaboration with Baznas RI.

Environmental Well-being

Telkom initiated the Telkom Employee Social Activities (TESA) program, an initiative to invite employees to participate in TJSL activities and broader sustainability initiatives. This program not only aims to support the local community, but also boosts social awareness among employees.

To evaluate the effectiveness of employee welfare programs, Telkom conducts an annual survey that produces employee well-being scores. In 2024, the employee well-being score reached 75.70 (good), with the lowest score in the financial, physical, and intellectual well-being aspects. In the future, Telkom Group will focus more on these three aspects, while maintaining strength in the spiritual aspect.



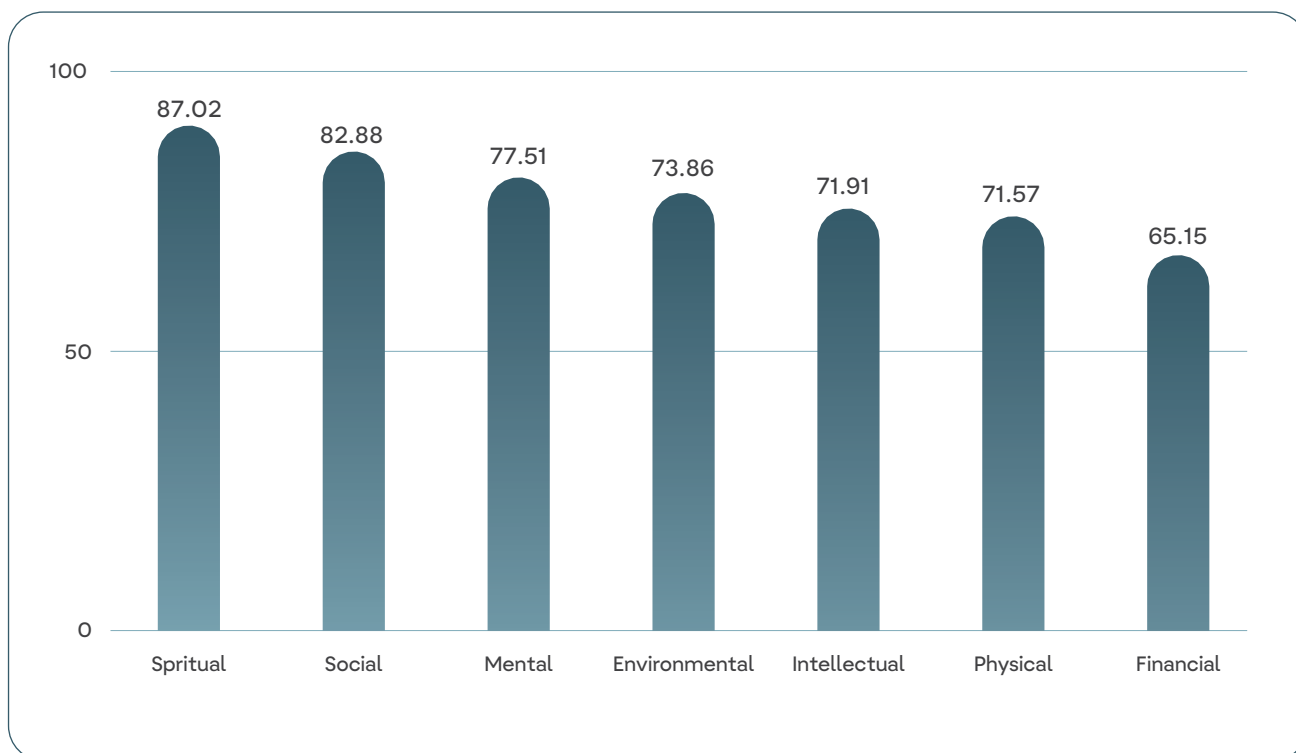


Figure 34. Employee well-being score

Customer Experience

Telkom Group is committed to providing superior and inclusive digital services so that all customers with diverse backgrounds get an equal customer experience. In addition, Telkom Group

also continues to innovate to produce digital solutions by utilizing technological developments responsibly.



Management Approach

In an effort to maintain customer satisfaction, Telkom places customer interests as a top priority. Therefore, Telkom continues to strive to provide an easy and efficient experience for customers, starting from the first time they come into contact with Telkom to every touchpoint that follows. Telkom has taken preventive steps to reduce disruptions, accelerate resolution times, and ensure similar problems do not recur before customers file complaints. [GRI 3-3]

Proactive

improvement or issue resolution before customers experienced problem by utilizing Big Data.

Preventive

minimize the potential for interference from the beginning of several indications that appear.

Predictive

preventing disruptions through design and leveraging Big Data, Artificial Intelligence, and Robotic Process Automation (RPA).