

# Stakeholder Engagement

Telkom acknowledges that the success of its sustainability strategy is highly dependent on strong relationships with key stakeholders. This approach ensures that Telkom's sustainability strategy and programs effectively address the most impactful

issues for its primary stakeholders. Telkom actively engages with internal and external stakeholders, fosters mutually beneficial relationships, and considers their perspectives and expectations through various communication channels.

[POJK. E-4] [GRI 2-29]

Stakeholders	Engagement Methods	Main Topics and Concerns
Shareholders and Investors	<ul style="list-style-type: none"> <li>Annual General Meeting of Shareholders (GMS), Extraordinary GMS, and quarterly performance explanation</li> <li>Investor Conference and/or Non - Deal Roadshows</li> </ul>	<ul style="list-style-type: none"> <li>Achievement of operational and financial KPIs</li> <li>Business development</li> <li>Sustainability practices and climate risks</li> <li>Good corporate governance practices</li> </ul>
Employee	<ul style="list-style-type: none"> <li>Periodic meetings with management</li> <li>Telkom Indonesia Employees Union (SEKAR TELKOM)</li> <li>Trainings</li> <li>Employee complaint center</li> </ul>	<ul style="list-style-type: none"> <li>Career path</li> <li>Clarity of rights and obligations</li> <li>Remuneration and other benefits</li> <li>Increased competence</li> </ul>
Customer	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> <li>Customer complaint center</li> </ul>	<ul style="list-style-type: none"> <li>Network connection and coverage</li> <li>Excellent service</li> <li>Ease of complaint resolution</li> <li>Data security and confidentiality</li> </ul>
Government	<ul style="list-style-type: none"> <li>Bipartite meetings</li> <li>Hearing Meeting with the House of Representatives (DPR) and working visit</li> </ul>	<ul style="list-style-type: none"> <li>Legal compliance and reporting</li> <li>Ethical business practices</li> <li>Cybersecurity</li> </ul>
Partners	<ul style="list-style-type: none"> <li>Meetings during the procurement process, supervision of the implementation of work, supplier forums/gatherings, supplier satisfaction surveys, anti-bribery feasibility tests for suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Fair and transparent procurement process</li> <li>Objective selection and evaluation process</li> <li>Implementation of work that meets occupational health and safety standards</li> <li>Legal compliance and ethical business practices</li> </ul>
Community	<ul style="list-style-type: none"> <li>Deliberation in planning of community empowerment activities, implementing activities and supervising program realization</li> </ul>	<ul style="list-style-type: none"> <li>Harmonious relationship</li> <li>Positive contribution to economic and social life</li> <li>Participation in other programs including environmental conservation activities</li> </ul>
Media	<ul style="list-style-type: none"> <li>Press release</li> <li>Media gathering</li> <li>Press conference, as well as press briefing</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy of the object reporting</li> <li>Latest information</li> <li>Transparency of operational, financial, and non - financial conditions</li> </ul>