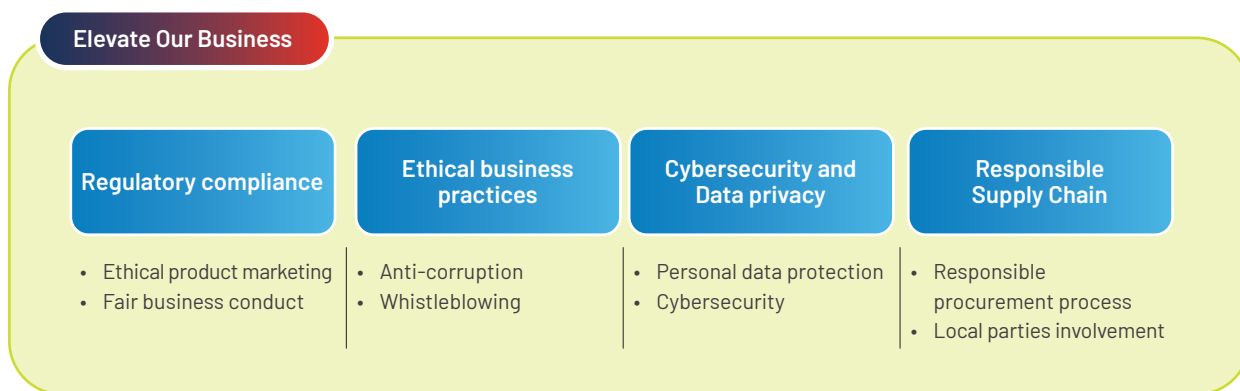




TelkomGroup strengthens its business foundation with integrity and trust through regulatory compliance and upholding business ethics across all operational activities. Amid the accelerating digitalization, strengthening cybersecurity and data protection is an important part of maintaining customer trust and business continuity. All of these aspects, along with supply chain management, are integrated into the corporate governance framework to ensure alignment with applicable requirements and standards.

Figure 90. Telkom Governance Aspect Management Framework



Material Topics	2030 Target	2025 Performance
Regulatory compliance	100% compliance with applicable regulations, with no proven major cases (TelkomGroup)	100% compliance with regulation
Ethical business practices	Compliance with business ethics, with 100% of employees signing integrity pacts (TelkomGroup)	100% employees signed Integrity Pacts
	SNI ISO 37001:2016 SMAP certification for Telkom and directly owned subsidiaries (TelkomGroup)	12 Subsidiaries obtained certification 1 Subsidiary is currently being certified process
	100% of complaints received through the whistleblowing system are followed up (TelkomGroup)	98% of whistleblowing complaints followed up
	100% of human rights-related complaints are followed up (TelkomGroup)	100 % of whistleblowing complaints followed up with 2 complaints proven related to human rights (respectful workplace)
Cybersecurity and Data Privacy	No critical data leaks have occurred (Telkom)	0 critical incidents
	100% employee passing rate in cybersecurity awareness training (Telkom)	99.4% employee passing rate in cybersecurity awareness training