

Stakeholder Engagement

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

Telkom stakeholders also shape TelkomGroup's sustainability and business strategy. Telkom continues to build active communication with internal and external stakeholders, fosters mutually beneficial relationships, and considers their perspectives and expectations through various channels.

Table 5. Stakeholder Engagement

Stakeholders	Engagement Methods	Key Topics and Concerns
Shareholders and Investors	- Annual General Meeting of Shareholders (GMS), Extraordinary GMS, and quarterly performance explanation - Investor conferences and/or Non-Deal Roadshows	- Achievement of operational and financial KPIs - Business development - TelkomGroup's ESG strategy and targets - Climate change risks and the Climate Transition Plan - Alignment of risk identification with the CSR strategy - Impact of the Sumatra flood incident - Occupational safety and employee well-being - Strengthening collaboration and employee engagement - Talent development - Digital inclusiveness and community development - Compliance and business ethics
Employee	- Regular meetings with management - Telkom Employees Union (Sekar) - Training - Employee complaint center	- Career path - Clarity of rights and obligations - Remuneration and other benefits - Increased competence
Customers	- Customer satisfaction survey - Customer complaint center	- Network connection and coverage - Excellent service - Ease of complaint resolution - Data security and confidentiality
Government	- Bipartite meetings - Hearing Meeting with the House of Representatives (DPR) and working visit	- Legal compliance and reporting - Business ethics practices - Cybersecurity
Partners	Meetings during the procurement process, supervision of the implementation of work, supplier forums/gatherings, supplier satisfaction surveys, and SMAP feasibility tests for suppliers	- Fair and transparent procurement process - Objective selection and evaluation process - Implementation of work that meets occupational health and safety standards - Legal compliance and business ethics
Society	Deliberation in the planning of community empowerment activities, the implementation of activities, and supervision of the realization of the program	- Harmonious relationship - Positive contribution to economic and social life - Participation in other programs, including environmental conservation activities
Media	- Press release - Media gathering - Press conference, serta press briefing	- Accuracy of news objects - Latest information - Transparency of operational, financial, and non-financial conditions