

Digital Inclusivity and Community Engagement



TelkomGroup's support in advancing digital inclusion involves a combination of services, innovation, and community empowerment through the Corporate Social and Environmental Responsibility (CSR) program. Our CSR focus is directed towards maximizing the positive impact of our digital-based business model. This approach affirms that our contribution to digital inclusion is a strategy that deliberately expands social value through the integration of business processes and CSR programs.

The TelkomGroup business model contributes to the equitable distribution of digital access in Indonesia. We actively play a role in accelerating infrastructure development and network expansion, especially in underdeveloped, frontier, and outermost regions (3T) as a commitment to digital inclusion and equitable access to telecommunications.

Through the CSR program, Telkom is able to extend our reach to the community beyond our operational scope to realize our Mission, Vision, and Purpose, which is to advance the welfare of society through digital ecosystems and talent. This spirit also supports the pillars of the Digital Economy and Digital Society to realize the Vision of Indonesia Digital 2045.

Management Approach

[GRI 3-3]

Responsibility of Community Engagement

The Director of Human Capital Management (HCM) is responsible for directing, approving, and monitoring the implementation of Telkom's CSR program. The operational management of the CSR program is delegated to the Social Responsibility Center (SRC) Function Unit, which develops strategies and programs, and reports the performance and achievements of the program quarterly to the HCM Director. [GRI 3-3]