

Employee Health and Safety



Protecting employees and ensuring they can work in a safe and comfortable environment is a priority for TelkomGroup. To achieve this, TelkomGroup continues to strive for the management of occupational safety and health and to enhance employee welfare.

Management Approach

[GRI 3-3]

The Role of the Board and Management

The role of leadership is central to enforcing the culture and commitment to Occupational Health and Safety (OHS) within the TelkomGroup environment. The Board of Directors and management play a role in ensuring the achievement of the zero accident and zero fatality commitment, actively building an OHS culture and awareness, and ensuring that OHS implementation complies with regulatory requirements and ISO 45001 in all operational activities of TelkomGroup. Management involvement in OHS supervision is carried out, among other things, through field visits and project walkthroughs.

Safe Work Environment

[OJK F.21]

OHS Organization

[GRI 403-4]

The Management of Company Security and Safety is implemented in every function unit with the aim of ensuring the execution of Management and risk mitigation in operational activities. The implementation and Management of the OHS program at Telkom is the responsibility of the Occupational Safety and Health Committee (P2OHS), which plays the following roles:

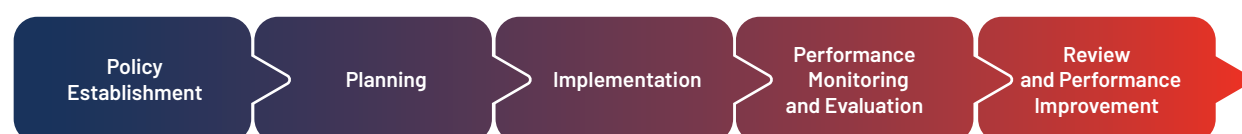
1. Providing advice and considerations regarding OHS
2. Assisting in the formulation of management policies and work guidelines to enhance workplace safety, company hygiene, occupational health, ergonomics, and worker nutrition
3. Preventing and reducing the occurrence of workplace accidents, fires, explosions, poisoning, occupational diseases, and environmental pollution

Occupational Health Management System

[GRI 403-1, 403-4, 403-8]

The Company's Health and Safety Management Policy, as outlined in the Board of Directors' Decision No. 37 of 2010, regulates the implementation of OHS at Telkom and applies to all employees, partner/contractor employees, and other parties within the operational area. The policy also serves as a reference for the development and implementation of the Occupational Health and Safety Management System (OHSMS) in Subsidiaries. The policy regulates the process of risk and hazard identification, mitigation steps, monitoring mechanisms, and training for all employees and business partners/vendors/contractors. The process of formulating the OHS policy has involved consulting with employees and union representatives.

Figure 68. Framework for the Implementation of OHSMS



OHSMS Telkom has obtained ISO 45001 certification and is evaluated through regular internal audits to ensure compliance with applicable regulations. The Regional Offices and Telecommunications Regional Offices (Witel) have also been certified with the Golden Flag by the Ministry of Manpower of the Republic of Indonesia. Several Subsidiaries have also obtained ISO 45001 certification for OHSMS, as detailed in Table 28 Page 134.

Table 28. Implementation of OHSMS TelkomGroup in 2025

Entity	Percentage of all employees and non-employee workers covered by OHSMS	Percentage of all employees and non-employee workers covered by the OHSMS that have been internally audited	Percentage of all employees and non-employee workers covered by the OHSMS that have been audited or certified by an external party (ISO 45001 certification)
Telkom	100% employees and non-employee workers at TelkomGroup	100%	100%
Telkomsel		100%	100%
Mitratel		100%	100%
TDE		100%	100%
Metra		-	-
PINS		100%	100%
Sigma		100%	100%
Telkom Akses		100%	100%
Telin		100%	100%
Metra-Net		-	-
Telkomsat		100%	100%
GSD		100%	100%
Telkom Infra		100%	100%
TIF		-	-

* Notation (-) indicates that the entity has not yet engaged in any activity.

Identification of OHS Hazards and Risks, and Impact Mitigation

[GRI 403-2, 403-7, 403-10]

Potential hazards and work accidents are identified through the Hazard Identification Risk Assessment and Determine Control (HIRADC) process as part of the OHS planning and mitigation steps to realize TelkomGroup's commitment to a safe work environment. This process is carried out annually for office areas as well as project locations.

High-risk work identified in the TelkomGroup environment includes, among others, 1) work performed at heights; 2) work at risk of high voltage exposure; 3) work on ground tanks; 4) work in manholes; and 5) optical splicing work. In addition, the categories of occupational diseases relevant to TelkomGroup's business activities are outlined as follows.

Table 29. Hazards and Work-Related Diseases at TelkomGroup

Physics	Chemistry	Biology	Ergonomics	Psychological
Extreme temperatures, noise, lighting, vibration, ionising and non-ionizing radiation, and changes in air pressure (e.g., heatstroke due to prolonged sun exposure, eye strain due to lack of lighting)	All chemicals in solid, liquid, and gas forms (e.g., floor cleaners that can cause skin diseases such as dermatitis)	Bacteria, viruses, fungi, parasitic mammals, and other fauna and flora (e.g., the Covid-19 virus, sexually transmitted diseases)	Heavy lifting, awkward working positions, static working positions, repetitive movements, lighting, Visual Display Terminal (VDT), and others (e.g., low back pain due to prolonged sitting and poor sitting posture).	Qualitative and quantitative workload, work organization, monotonous work, interpersonal relationships, shift work, work location, and others (e.g., burnout due to monotonous work, high workload)

The results of the identification of potential hazards and risks/impacts (including Occupational Diseases) at Telkom, along with their mitigation steps, are presented as follows.

Table 30. Identification of OHS Risks and Work-Related Diseases at Telkom

Type of hazard	Risk/Impact	Risk Level	Mitigation steps
Damaged equipment and cables, not stored safely or used improperly according to procedures.	Short circuit, electric shock, burns to fires.	Medium-High	- Development of SOP for inspection of electrical equipment and installations. - Use of PPE. - Periodic inspection of electrical systems, equipment, and cables.
Working with damaged PPE, improperly or incompletely, when working at heights.	Falling from a height, injuries from falling from a height, fatalities.	High	- Development of SOP for working at heights. - Regular socialisation of PPE usage. - Audit of PPE usage.
Exposure to dust, gas, and chemicals	Respiratory distress, skin and eye irritation.	Low-High	- Use of PPE and respirators - Cleaning of rooms, ventilation, and filters. - Routine evaluation of ventilation and filters. - Periodic health check-ups.

To ensure comprehensive implementation of OHS (Occupational Health and Safety), Telkom has established safety procedures and guidelines, operational manuals with detailed security protocols specifically at project sites and telecommunication towers, Safe Work Readiness checklists, as well as incident reporting mechanisms, all of which are executed by integrating ESG principles encompassing environmental sustainability, gender equality, respect for human rights, and responsible business governance. Each Subsidiary also develops security procedures, such as the Mitratel Telecommunications Tower Erection SOP, to mitigate risks from working at heights.

Telkom also ensures that our vendors, particularly those involved in high-risk work, have complied with the occupational health and safety regulations as stipulated in the TelkomGroup Procurement Guidelines (No. PR.324.00/r.00/HK240/COP-KOE00000/2025 on Procurement Implementation Guidelines):

- Implementation of certified OHSMS along with supporting procedure
- Planning of control actions, design, and engineering
- Emergency response procedures and emergency recovery plans

These provisions initiated Telkom's efforts to further assess the implementation of vendor OHS in the future.

Building the OHS Culture of TelkomGroup

[GRI 403-5]

The OHS culture of TelkomGroup is based on three main objectives, namely Zero Accident & Fatality, Operational Excellence, and GoZero – all of which are detailed in Figure 69.

Figure 69. Culture and Objectives of Implementing OHS



To build a culture and competence in OHS, TelkomGroup continuously conducts communication, socialisation, and OHS consultations to raise awareness among employees and business partners/vendors within the TelkomGroup environment. Socialization and awareness-raising activities for TelkomGroup employees are routinely carried out through the National OHS Month commemoration held annually, the TelkomGroup HSE Forum, and OHS campaigns in the workplace and on social media.

Figure 70. Steps to Build a Culture and Competence in Occupational Health and Safety



In 2025, the TelkomGroup HSE (Health, Safety, Environment) Forum was held for the first time as a step to strengthen commitment and synchronize the implementation of OHS across the group. The HSE Forum has been held three times. The HSE Forum serves as a platform for sharing best practices between Telkom and its Subsidiaries to enhance the implementation of OHSMS and communicate the achievements of OHS implementation.

To ensure that OHS procedures are implemented in operational activities, the relevant units conduct socialization at the beginning of work activities, such as Safety Briefing and Safety Talk, as well as monitoring during work activities through Safety Risk Observation Round (SROT) and HSE Patrol. Supervision of the implementation of the work environment is also carried out by management through management walkthrough activities, especially for project construction.



Figure 71. Management walkthrough



Figure 72. Safety briefing

Improving employee competencies and capabilities is one of TelkomGroup's focuses in building an OHS culture, carried out through various OHS training and certification programs. All TelkomGroup employees are required to participate in OHSMS e-learning annually in myDigiLearn. Special training, especially for field and project workers, is developed according to the identified main OHS risks.

TelkomGroup Capacity Development Initiative

Training Awareness and Internal Auditor ISO 45001:2018

Telkom is organizing training related to Awareness and Internal Auditor ISO 45001:2018 on Occupational Health and Safety (OHS), respectively on May 23-26 and June 2-3, 2025, in collaboration with PT. British Standard Institution (BSI), with participants from Telkom and TelkomGroup. This training provides an in-depth understanding of the ISO 45001:2018 standard, which is an international standard in the OHS management system. By understanding and applying this standard, it is expected to contribute to OHS management performance and build a stronger OHS culture at TelkomGroup.

Telkom Akses: Development of OHS Curriculum

The operations of Telkom Akses as an infrastructure and technical service provider expose technicians to high-risk work environments, including heights, high voltage, and optical connections. To ensure that technicians receive adequate training, the training curriculum for Maintenance Technicians, Fulfilment & Assurance Technicians includes OHS training developed through a work risk identification process. The training provided includes working at heights, safety riding, working safely near electrical hazards, and working in confined spaces.

Telkom Akses also ensures that technicians have expertise certifications, such as the General OHS Expert Certification (AK3 Umum), Electrical OHS Expert Certification (AK3 Listrik), Working at Heights Certification (TKBT-2), and Working on Towers Certification (TKPK-1) issued by the Ministry of Manpower of the Republic of Indonesia (Kemnaker RI).

Table 31. OHS Training Data for TelkomGroup 2023-2025*

Type of Training	Number of Employees (people)			Total Training Hours (Hours)		
	2025	2024	2023	2025	2024	2023
General OHS Expert	63	169	181	6,632	26,320	4,615
Type D Firefighter OHS	17	67	50	1,360	1,160	303
Officer OHSMS Auditor Certification	18	36	26	1,248	648	198
OHS Training	15,291	8,366	6,165	21,502	12,572	8,600

* Data includes Telkom, Mitratel, Telkom Infra, GSD, Telkomsat, Telkom Akses, Sigma, PINS, TDE.

Provision of Access to Healthcare Facilities

[GRI 403-3, 403-6]

Telkom also provides health facilities as a tangible expression of our commitment to employee health, including 1) General and dental polyclinics; 2) Fitness centre; 3) Lactation room; 4) Basic life support simulation area; 5) Maternity examination area.

The operation of clinics within Telkom is under the responsibility of the Health Foundation, which includes planning, controlling, and maintaining the health of employees, retirees, and families, as well as programs for education, physical promotion, and company hygiene. For employees in Subsidiaries, health services are provided and managed by TelkoMedika.

OHS Performance

[GRI 403-9]

Our efforts to protect workers and create a safe work environment have yielded positive results, where Telkom has consistently maintained zero work-related fatalities.

However, unfortunately, our commitment to maintaining a safe workplace still faces several challenges this year. There was a colleague of ours who worked as an outsourced employee for Mitratel, who experienced a fatal incident due to a traffic accident while travelling to the work location in Aceh. At the same time, at the subsidiary level, there was also a high-consequence work accident experienced by field workers at Telkom Akses, because operationally, Telkom Akses has job characteristics with high mobility on the road, thereby increasing exposure to traffic accident risks. As a follow-up, Telkom Akses continues to conduct inspections of Motor Vehicles (KBM), periodically disseminates safe driving practices, updates work procedures, and establishes performance indicators related to the level of participation in socialization and training activities for the implementation of OHSMS in the operational environment.

This incident serves as a reminder of the importance of implementing OHSMS for both TelkomGroup employees and the employees of partner companies/vendors who support TelkomGroup's operations. In detail, the OHS performance of TelkomGroup is presented in Table 48.

Employee Welfare

The Role of the Board and Management

The HCM Director, supported by the HCM Directorate, is responsible for developing the Well-Being Framework, managing, and monitoring related strategies and initiatives. The explanation of the roles and responsibilities of the HCM organization is found in the approach to diversity, equity, and inclusion management.

Telkom Well-Being Wheel

Telkom Well-Being Wheel is a framework that governs the development of employee welfare programs at Telkom and also serves as a reference for implementation in Subsidiaries. The framework complements the Respectful Workplace Policy (RWP) and OHSMS to create a safe working environment and support the well-being of TelkomGroup employees and Telkom's business partners.

Figure 73. Telkom Well-Being Wheel

