

SUSTAINABILITY ACHIEVEMENTS AND OVERVIEW

ECONOMIC GROWTH



Rp149,216 billion
Business revenue increased by **1.30%**

Rp24,560 billion
Net profit **18.34%**

Rp23,447 billion
Spending on local suppliers **99.01%** of total spending

RIGHT PEOPLE

56 points
NPS Score

47
Consumer Customer Satisfaction Index (Telkomsel-Fixed)

36.95%
Women employees in Telkom

Rp186 billion
Employee education and training costs

989 MSEs
Certified by BPOM RI

RIGHT ENVIRONMENTAL APPROACH



45,500 trees
Mangrove tree Planting

Revegetation of **62,150 trees** in 10 locations

3,920 substrates
Coral reef rehabilitation

830 sites
Green Energy Usage

22% EV Ownership

4.2 kWh installed capacity

7,308,845 GJs
of energy used

3 charging station

23 beneficiary household

3.1 Tons
Recycled waste

13 electric motorcycles
Electric Vehicle Usage

Renewable energy from Micro-Hydro Power Plant for the community

71 units
Distribution of Electronic Device Donation for Education (Eduvice)

708,878 GJs
Decreased energy used

129,763.83 Tons CO₂eq
Reduction of GHG emissions

1,724,335.18 Tons CO₂eq
Total GHG emissions produced

183,173 units
Utilization of modem device reuse

4 – 21% Reduced use of paper, water, and electricity

52,000 cards ≈ 260 kgs
of waste SIM cards recycling

3,785 MSEs

Certified BKPM

244 MSEs

are Halal certified

148 MSEs

participated in Pijar Mahir training

11,180

assisted MSEs

11.76%

MSEs class up

17.18% digital talent

Digital Talent Readiness Program

73

Wholesale Customer Satisfaction Index and International Business

29.96%

Women employees who occupy managerial level in Telkom

65.16 hours

Average employee training hours

2,900

active user of PaDi MSMEs

>40.5

MSMEs with >800 transactions

MSE digitization

RIGHT GOVERNANCE

ISO 37001 Anti-Bribery Management System

Anti-bribery Certification for Telkom and Subsidiaries

No incident handling that does not meet SLA**No incidents** of data leakage and breach**ISO 27001 certification** until 2025**100%** of eligible WBS reports have been followed up**92**

Digistar Class participants registered as Telkom employee candidates

65

Enterprise Customer Satisfaction Index

0.39%

Employees with disabilities

Rp154.94 billion

MSE Funding Program and Social, Economic, and Environmental Community Empowerment Program