

Corporate Culture and Values

TelkomGroup culture is a system of values, beliefs, norms, and basic assumptions shared by all TelkomGroup employees. This culture is formed from the accumulation of the Company's experiences in facing various external challenges and internal integration needs, and acts as the main driver in realizing the vision, mission, and strategic objectives of each entity in TelkomGroup. This culture is internalized and implemented consistently as a guideline in thinking, behaving, and acting across all lines of the organization.

Referring to the Company Policy on TelkomGroup Culture Implementation Guidelines, TelkomGroup culture is based on the core values and work practices established by Telkom as core values that are believed in and practiced by all TelkomGroup employees. These values and ways of working are constantly aligned with the dynamics of TelkomGroup's business strategy, thereby forming the basis for daily work behavior, including interaction, communication, collaboration, and decision-making.

Thus, TelkomGroup culture encompasses:

Core Values



AMANAH | KOMPETEN | HARMONIS
LOYAL | ADAPTIF | KOLABORATIF

Amanah/ Trustworthy Holding on to the trust given

Kompeten/ Competent Continue to learn and develop capabilities

Harmonis/ Harmonious Caring for each other and respecting differences

Loyal Dedicated and prioritizing the interests of the nation and the state

Adaptif/ Adaptive Continue to innovate and be enthusiastic in moving or facing change

Kolaboratif/ Collaborative Building a synergistic collaboration

Digital Ways of Working



Bravery . Integrity . Service Excellence . Agility

Bravery The courage to execute tasks to achieve the best results by taking calculated risks for the benefit of the Company

Integrity Adhering to ethical principles, values, norms, and applicable regulations, acting honestly, and refraining from any misconduct that could harm the Company

Service Excellence A commitment to always providing the best service to all stakeholders, taking full responsibility for results without making excuses

Agility The ability to act quickly, accurately, effectively, and efficiently without adding bureaucracy, and to always be solution-oriented and innovative in the face of change

The implementation of TelkomGroup culture applies to all individuals within TelkomGroup, including the Board of Directors/Management, Board of Commissioners/Supervisory Board, and all employees, as a single entity in supporting the sustainability of the Company's performance and achievement of its objectives.

Corporate Culture Actualization Program

All unit leaders within TelkomGroup serve as role models and key drivers in the implementation of the Company's cultural actualization program. The Company's cultural program is built through various structured and sustainable cultural implementation and actualization initiatives, aimed at bridging the values set forth with actual work behavior. This program is one of the important instruments in the Company's Change Management.

To ensure that the implementation of the culture runs effectively and involves the active participation of all employees, unit leaders appoint Culture Agents and Culture Boosters in their respective units. As of the reporting year, there were 4,231 Culture Agents and Culture Boosters, consisting of 2,010 people from Telkom and 2,221 people