

TELKOM GROUP HUMAN RIGHTS STATEMENT

PT Telkom Indonesia (Persero) Tbk (**the “Company”**), together with all of its subsidiaries and controlled entities (**“TelkomGroup”**), believes that respect for human rights is fundamental to sound corporate governance and a precondition for the sustainability of our business. As Indonesia's largest provider of digital telecommunication infrastructure and services, we recognise that our operations intersect directly with the rights of our employees, partner workers, customers, communities, and the wider public.

Our commitment is guided by the International Bill of Human Rights (comprising the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights); the United Nations Guiding Principles on Business and Human Rights; the Core Conventions of the International Labour Organization; the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct; the United Nations Convention on the Rights of the Child; the United Nations Declaration on the Rights of Indigenous Peoples; the United Nations Declaration on Human Rights Defenders; the Convention on the Elimination of All Forms of Discrimination against Women; and the United Nations Convention on the Rights of Persons with Disabilities. At the national level, we are committed to complying with the 1945 Constitution, Law No. 39 of 1999 on Human Rights, applicable labour legislation, Law No. 36 of 1999 on Telecommunications, Law No. 11 of 2008 as amended by Law No. 19 of 2016 and Law No. 1 of 2024 on Electronic Information and Transactions, Law No. 8 of 2016 on Persons with Disabilities, Law No. 27 of 2022 on Personal Data Protection, and Presidential Regulation No. 60 of 2023 on the National Strategy on Business and Human Rights.

This statement is adopted by PT Telkom Indonesia (Persero) Tbk and is intended to apply across TelkomGroup, with adoption by subsidiaries and controlled entities to be effected through the Group's governance instruments. We expect our suppliers, contractors, joint venture partners, and third parties directly linked to our operations, products, and services to uphold equivalent standards consistent with this Statement. These expectations are given effect through the incorporation of ESG requirements into procurement documentation, evaluation of suppliers' fulfilment of those commitments, monitoring of implementation, and, where appropriate, the imposition of sanctions for non-compliance. Where local law sets a standard lower than the international standards referenced above, we are committed to progressively strengthening our internal policies and procedures to align with international best practice, to the extent that doing so does not conflict with applicable law.

We maintain a working environment that is safe and that respects and protects human dignity, free from discrimination, exclusion, bullying, harassment, and other forms of violence, whether mental or physical. The prohibition on discrimination covers discrimination on the grounds of gender; ethnicity, race, religion or belief and

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inter-group affiliation; age; political views; disability or physical condition; educational background; and any other personal characteristic unrelated to the inherent requirements of the job. This commitment is reinforced through socialisation for directors, commissioners, employees, and partner workers, and through targeted training for line managers to identify, prevent, and respond appropriately to such incidents. We are committed to expanding women's participation in leadership and to supporting women's empowerment in the workplace,^{E1} to ensuring equal remuneration for work of equal value, and to providing an accessible working environment for persons with disabilities together with reasonable accommodation, including accessible infrastructure, inclusive hiring practices, and workplace adjustments. We respect the right of workers to freely and voluntarily form and join labor unions, as well as the right to engage in collective bargaining, as reflected in our Collective Bargaining Agreement with the union, which acts as a constructive partner to the company, particularly regarding labor matters.

We prohibit all forms of forced labour, modern slavery, human trafficking, or child labour, in our operations and seek to prevent such practices throughout our supply chain. We incorporate relevant risk considerations into supplier qualification, assessment, monitoring, and performance management processes and continue to strengthen our due diligence approach to identify, prevent, and address potential human rights risks among suppliers, contractors, joint venture partners, and third parties directly linked to our operations, products, and services.

Occupational health and safety is a fundamental priority. We require suppliers performing work on our behalf to comply with applicable occupational health and safety requirements, including the implementation of Occupational Health and Safety Management System under Government Regulation No. 50 of 2012 incorporated with our work permit, site-entry, and equipment safety procedures. We are committed to upholding every worker's right to remove themselves from a situation presenting an imminent risk to health and safety without adverse consequence.

We respect the privacy rights of our customers and all data subjects. Personal data is processed on the basis of the principles of legal protection and certainty, prudence, balance, accountability, and confidentiality, with access controls, safeguards for accuracy and security, and supervision of personal data protection. Information assets are protected through organisational, personnel, physical, and technological controls, under our information security governance framework based on ISO/IEC 27001:2022, overseen at Board of Directors level by the Director responsible for information security. In responding to requests for data, lawful interception, or service restriction from state authorities, we are committed to verifying the legal basis and the authority of the requesting party, complying only to the extent required by law and in the narrowest scope possible, and documenting the process.

We recognise that human rights apply equally online and offline, and we are committed to respecting users' freedom of expression and right to information alongside the fulfilment of our legal obligations. In the development and deployment of artificial intelligence, we apply ethical AI principles of fairness, transparency, accountability, and respect for individual privacy, including a privacy threshold analysis and risk classification applied from the design stage, in line with our data protection governance. We support child safety in the digital environment, and digital literacy for children and their caregivers. In infrastructure development affecting community land and resources, including the land and resources of customary law

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communities, we are committed to conducting meaningful consultation and to respecting the principle of Free, Prior and Informed Consent. We respect the role of human rights defenders, journalists, academics, and civil society, and we will neither undertake nor tolerate retaliation against, or criminalisation of, legitimate criticism of our business activities.

To give effect to these commitments, we integrate human rights considerations into our existing corporate risk management framework, which is based on ISO 31000:2018 and applies the three lines model, covering the identification, assessment, and mitigation of impacts across our operations and supply chain. We disclose our approach and progress through our annual Sustainability Report. We will progressively develop measurable targets and indicators to track our human rights performance. Based on preliminary review, we anticipate our most salient issues to be the safety of field workers and contractors; labour practices within the outsourced supply chain; customer privacy and data protection; freedom of expression and the handling of requests from state authorities; children's rights in the digital environment; and the rights of communities affected by infrastructure development. This list is indicative and will be reviewed as our risk management processes mature.

We provide a grievance channel through the Telkom Integrity Line, independently administered by a third party, with guaranteed confidentiality and anonymity for complainants and protection against retaliation. Complaint handling encompasses receipt of reports, examination, support, protection, the imposition of sanctions, and remediation for those affected. These channels are accessible to employees, partner workers, and other parties who interact with the Company as well as to customers and affected communities. Where we are found to have caused or contributed to an adverse human rights impact, we will provide or cooperate in appropriate remediation and implement systemic improvements to prevent recurrence.

Responsibility for the implementation of this Statement rests with the Board of Directors, supported by the relevant functions including the Human Capital, Legal & Compliance, Data Protection, and Group Procurement. This Statement will be reviewed at least every two years, and additionally upon a material acquisition, entry into a new jurisdiction, a serious human rights incident, or a significant change in applicable law.

Jakarta, 02 October 2026

On behalf of Directors



Nanang Hendarno

Chief Executive Officer Telkom Group

