

EMPLOYMENT, HEALTH, AND SAFETY

Telkom's commitment to labor practices is contained in Resolution of Board of Director Number PD.201.01/r.00/PS150/COP-B0400000/2014 dated May 6, 2014, regarding Business Ethics in the TelkomGroup Environment, which regulates business ethics with employees. The company is obliged to avoid the practice of employment discrimination and maintain the health, safety, comfort of the work environment.

GENDER EQUALITY AND EQUAL EMPLOYMENT OPPORTUNITIES

Telkom has manpower practices following regulatory requirements and internationally accepted business ethics. One aspect that is highly considered by Telkom is gender equality and equal employment opportunities without discrimination. At Telkom, both men and women can hold positions at various levels according to their competence. This is following Resolution of Director of Human Capital and General Affairs Number PR.208.03/r.00/HK250/COP-B0020000/2012 dated September 10, 2012, regarding Career Management, in which career decision-making must be based on equal opportunity by referring to clear criteria, measurable and objective assessment.

Telkom's recruitment process is carried out based on the principles of open, objective, effective and efficient following Resolution of Director of Human Capital Management Number PR.204.03/r.02/HK200/COP-J2000000/2015 dated June 26, 2015, regarding the Recruitment System. In 2019, Telkom recruited 256 men and 231 women. The number of male and female employees as of the end of 2019 was 17,987 and 6,285 respectively. The greater proportion of male employees rather than female employees in Telkom is not due to discrimination. However, this is because men are more interested in working in the telecommunications industry than women, especially for type of field work.

Employees Recruitment Based on Gender in 2017-2019

Description	2019			2018			2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Telkom	256	231	487	349	212	561	253	160	413
Total	256	231	487	349	212	561	253	160	413

Note: For 2019 there is GPTP recruitment via SOE and disability

Employees Based on Gender and Managerial Position per December 31, 2017-2019

Description	2019			2018			2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Band I	119	9	128	144	6	150	111	8	119
Band II	604	62	666	607	58	665	498	44	542
Band III	1,661	368	2,029	2,010	355	2,365	2,027	319	2,346
Total	2,384	439	2,823	2,761	419	3,180	2,636	371	3,007

EDUCATION AND/OR TRAINING

Telkom is committed to providing the best employee education and training to increase employee competencies will have an impact on improving Telkom's performance. This program is supported by Telkom's internal policies, namely:

1. Resolution of Director of Human Capital and General Affairs Number PR.206.03/r.00/HK250/COP-B0200000/2013 dated April 12, 2013 regarding Competency Development.
2. Resolution of Director of Human Capital Management Number PR.207.09/r.00/HK200/COP-B02000000/2013 dated December 21, 2013 regarding Educational Allowances for Company Initiatives.
3. Resolution of Director of Human Capital Management Number PR.206.09/r.02/HK200/COP-J2000000/2015 dated June 29, 2015, regarding the TelkomGroup Leadership Development System.

Telkom has always sought to increase quantitatively and qualitatively for employee education and training. In 2019, Telkom provides education and training opportunities for 8,297 men and 4,478 women. This number has generally declined due to a change in the learning method to self-led learning where Telkom provides a knowledge repository based on business needs.

Description	2019			2018			2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Certification	1,213	571	1,784	1,140	193	1,333	850	321	1,171
Leadership Development Program	1,215	637	1,852	1,048	426	1,474	822	262	1,084
Regular Training	5,869	3,270	9,139	10,709	1,766	12,475	14,719	6,060	20,779
Total	8,297	4,478	12,775	12,897	2,385	15,282	16,391	6,643	23,034

EMPLOYEE TURNOVER RATE

The turnover rate of Telkom employees in 2019 is 17.61% compared to 15.03% In 2018. Most of the employees who left Telkom were due at their own request.

Description	2019	2018	2017
Total number of Telkom Employees	11,059	12,765	13,956
Employee turnover rate	1,947	1,919	1,506
By own request/voluntary	22	15	15
Becoming a political party official	-	-	-
Becoming an SOE director/government official	9	4	4
Disciplinary misconduct	2	-	-
Marry another Telkom employee	-	2	8
Retired	1,849	1,832	1,407
Pass away	65	66	72
Turnover percentage (%)	17.61%	15.03%	10.79%

Note: restated including retired and pass away data

REMUNERATION

In terms of remuneration, Telkom complies with the Provincial Minimum Wage (UMP) regulations and internal policies namely:

1. Resolution of Board of Director Number KD.28/PS560/SDM-20/2004 dated June 4, 2004, regarding Remuneration Systems.
2. Resolution of Director of Human Capital Management Number PR.207.19/r.00/PS560/COP-J2000000/2015 dated 8 December 2015 regarding System Arrangement and Remuneration Structure.

Telkom set Telkom's lowest salary above the UMP. Furthermore, there is no differences in salary for male and female employee for the same position. The following table shows that the salary provisions apply to all Telkom employees at various levels.

Description	2019		2018		2017	
	Men	Women	Men	Women	Men	Women
Senior Management	100%	100%	100%	100%	100%	100%
Middle Management	100%	100%	100%	100%	100%	100%
Supervisor	100%	100%	100%	100%	100%	100%
Other	100%	100%	100%	100%	100%	100%

RETIREMENT PROGRAM

The retirement age for all our employees is 56 years. We have two pension schemes: (a) Defined Benefit Pension Plan ("DBPP"), which applies to permanent employees who were permanent prior to July 1, 2002 (other than our Directors) and (b) Defined Contribution Pension Plan ("DCPP") which applies to permanent employees (other than our Directors) who were permanent on or after July 1, 2002.

WORK FACILITY AND SAFETY

In terms of occupational safety and health (K3), Telkom has an internal policy on occupational safety in the form of a Decree of the Board of Directors No.37 of 2010 concerning the Establishment of the Company Security and Safety Management Policy dated October 26, 2010. In addition, Telkom also includes K3 aspects in the PKB VII article 48 which states "Telkom is required to maintain the occupational safety and health of employees following applicable laws".

Telkom has also maintained the reputation of safe working hours and zero fatality in recent years and implemented the Occupational Safety and Health Management System (SMK3). One of the initiatives in the K3 management system carried out by TelkomGroup is to conduct emergency response simulations and first aid in accidents. As well as to maintain consistency in the implementation of SMK3, an application is made in the SAS Portal that meets the criteria in Government Regulation No.50 of 2012. Through this program, work safety readiness for employees is felt to increase significantly. As of December 31, 2019, it had received SMK3 (Golden Flag) certification from the Ministry of Manpower for 54 TelkomGroup office locations throughout Indonesia.

RATE OF WORK ACCIDENTS

Telkom has maintained zero accidents since 2016. This is a good achievement of various efforts to handle employee safety and health.