

## EFFORTS TO DISSEMINATION OF CODE OF CONDUCT

Efforts to disseminate the Telkom code of conduct are carried out through various approaches. Routinely, Telkom management sends outreach materials related to the code of conduct to employees which also covers topics on GCG, business ethics, integrity pacts, fraud, risk management, internal control (SOA), whistleblowing, prohibition of gratification, IT governance, information security, and other matters related to good and ethical corporate governance practices.

Through e-learning, Telkom also conducts socialization on business ethics and the code of conduct so employees can continue to understand and apply the code of conduct in carrying out daily activities. Another approach is through the obligation to make a statement in the form of an integrity pact signed and complied with by all employees as long as they are part of the Telkom entity.

In 2019, efforts to disseminate Telkom's Code of Conduct can be seen in the following table:

No.	Oncoming	Amount Reached
1.	E-learning	181 people
2.	Face to face (training, Communication forum/workshop)	127 people
3.	Socialization material through the intranet portal	6,102 hits/people

## REPORT ON RESULTS OF APPLICATION OF CODE OF CONDUCT

Telkom recorded a total number of violations of the code of ethics in 2019 of 2 (two) cases consisting of 18 (eighteen) perpetrators lower than the previous year of 9 (nine) cases consisting of 9 (nine) perpetrators of violations. In general, the trend in the quality of the adoption of the code of ethics was quite good throughout 2019, as seen from the number of cases that have fallen or better handling processes. There is a uniqueness in the diversity of violation cases that in 2019 although only 2 (two) cases were carried out together, so that the number of perpetrators was higher, whereas in the previous year it was individual.

The following table provides data on the form of violations of the code of ethics, the number of violations and sanctions provided in 2019.

No.	Forms of Code Violation	Number of Code Violations in 2019	Sanctions Given in 2019
1.	Misuse of goods/assets/money/position authority	2 (two) cases consists of 18 (eighteen) employees	5 (five) people: Medium Administrative Measures, 13 (thirteen) people: Severe Administrative Action consists of: <ul style="list-style-type: none"> <li>• Demos: 6 people</li> <li>• 6 Months: 5 people</li> <li>• 5 Months: 1 person</li> <li>• 4 Months: 1 person</li> </ul>
2.	Absenteeism	None	None
3.	Criminal Case	None	None
4.	Reject mutation	None	None

# CORPORATE CULTURE

## THE TELKOM WAY

The Telkom Way is a corporate culture established by the Board of Directors since June 10, 2013 through a Board of Directors Decree on Leadership Architecture and Corporate Culture. Guidelines for implementing The Telkom Way are outlined in the Regulation of the Director of Human Capital Management regarding Telkom Corporate Culture. In detail, these regulations govern the implementation of the Telkom Way by describing Do's and Dont's, so that each individual in the TelkomGroup can easily understand and carry out these values.



# IFA



## ALWAYS THE BEST

<b>IMAGINE</b>	<ul style="list-style-type: none"> <li>- Visionary</li> <li>- Setting targets</li> <li>- Anticipating risk</li> </ul>
<b>FOCUS</b>	<ul style="list-style-type: none"> <li>- Prioritizing the primary</li> <li>- Setting quick win</li> <li>- Optimizing resources</li> </ul>
<b>ACTION</b>	<ul style="list-style-type: none"> <li>- Execution</li> <li>- Evaluation &amp; monitoring</li> <li>- Continuous improvement</li> </ul>
<b>SOLID</b>	<ul style="list-style-type: none"> <li>- Synergizing</li> <li>- Mutual vision</li> <li>- Mutual trust</li> </ul>
<b>SPEED</b>	<ul style="list-style-type: none"> <li>- Initiative</li> <li>- Agile in serving customers</li> <li>- Agile in business</li> </ul>
<b>SMART</b>	<ul style="list-style-type: none"> <li>- Understanding goals</li> <li>- Setting priorities</li> <li>- Looking for new ways creatively &amp; innovatively</li> </ul>
<b>INTEGRITY</b>	<ul style="list-style-type: none"> <li>- Honest</li> <li>- Positive behaviour</li> <li>- Professional ethics</li> </ul>
<b>ENTHUSIASM</b>	<ul style="list-style-type: none"> <li>- Enthusiast</li> <li>- Sincerity in work</li> <li>- Desiring to be better</li> </ul>
<b>TOTALITY</b>	<ul style="list-style-type: none"> <li>- Total dedication</li> <li>- Self development</li> <li>- Committing in the task</li> </ul>

## COMPANY CULTURE ACTIVATION PROGRAM

The CEO of TelkomGroup and all unit leaders act as the Role Model as well as the main driver in the activation of the corporate culture program. For the implementation of cultural activation, the unit leader appoints a Culture Agent to ensure that culture internalization goes well with the participation of all employees. The current number of Culture Agents is 1,827 people, of which 1,255 are Culture Agents from units in Telkom and 572 Culture Agents in subsidiaries. To complete their duties, a Culture Agent must follow the Culture Agent on Boarding program in order to have an understanding and knowledge of a relatively similar corporate culture. The Unit Leader is assisted by a Culture Agent and then forms a forum for cultural activation in his unit, called the Cultural Activation Provocation Community (Kipas Budaya).