



GRI CONTENT INDEX

Telkom reports information for period of January 1 to December 31, 2021 referring to 2020 GRI Standards

DISCLOSURE

GRI Standard	No. Index	Title	Page	Omission
GENERAL DISCLOSURE [102-55]				
GRI 101 : Foundation 2016				
GRI 102: General Disclosure 2016	Organization Profile			
	102-1	Organization name	4	
	102-2	Activities, brands, products, and services	4-5	
	102-3	Head office location	103	
	102-4	Operation location	6-7	
	102-5	Ownership and legal form	4	
	102-6	Marked served	6-7	
	102-7	Organizational scale	6-9, 43, 48, 54-56	
	102-8	Information of employees and other workers	9, 54-56	
	102-9	Supply chain	41-43	
	102-10	Significant changes in the organization and its supply chain	n/a	No significant changes
	102-11	Approach or prevention principle	36	
	102-12	External initiative	10-11	
	102-13	Organization membership	12-13	
	Strategy			
	102-14	Statement from the senior decision maker	16-19	
	102-15	Key impacts, risks, and opportunities	16-19	
	Ethics and Integrity			
	102-16	Values, principles, standards, and behavioral norms	4, 23	
	Governance			
	102-18	Governance structure	35	
	Stakeholder Engagement			
	102-40	Subsidiaries entities entered into financial statements	28-29	
	102-41	Collective bargaining agreement	56	
	102-42	Identifying and selecting stakeholders	28-29	
	102-43	Approaches to stakeholder engagement	28-29, 49-51	
	102-44	Key topics and issues raised	28-29	
	Reporting Practices			
	102-45	Entities included in the consolidated financial statements	86	
102-46	Setting report content and boundary topics	31		
102-47	List of material topics	30		
102-48	Restatement of information	n/a	Not relevant	
102-49	Disclosure in reporting	86		
102-50	Reporting period	86		
102-51	Date of latest report	86		

DISCLOSURE

GRI Standard	No. Index	Title	Page	Omission
	102-52	Report cycle	86	
	102-53	Contact point for questions about reports	105	
	102-54	Claim that reports in accordance with GRI standards	86	
	102-55	GRI content index	98-101	
	102-56	Assurance by external parties	n/a	Not relevant

DISCLOSURE SPECIFIC TOPICS

Material Topic: Performance Growth

GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	25, 31, 44-47
	103-2	Management approach and its components	25, 31, 44-47
	103-3	Evaluation of management approach	25, 31, 44-47
GRI 201: Economics Performance 2016	201-1	Distribution of economics gains	54
	201-2	Financial implications and other risks and opportunities due to climate change	44-45
	201-3	Liabilities of the defined benefit pension plan and other pension program	64
GRI 203: Indirect Economic Impact 2016	203-1	Infrastructure investment and services supported	44, 70, 72-77
	203-2	Significant indirect economic impact	70

Material Topic: Supply-chain Management

GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	24, 31, 41-43
	103-2	Management approach and its components	24, 31, 41-43
	103-3	Evaluation of management approach	24, 31, 41-43
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	42-43

Material Topic: Anti-corruption

GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	24, 31, 36
	103-2	Management approach and its components	24, 31, 36
	103-3	Evaluation of management approach	24, 31, 36
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	36
	205-2	Communication and training about anti-corruption policies and procedures	36

Material Topic: Occupational Health and Safety

GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	26, 31, 65-67
	103-2	Management approach and its components	26, 31, 65-67
	103-3	Evaluation of management approach	26, 31, 65-67
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	65
	403-2	Hazard identification, risk assessment, and incident investigation	65
	403-3	Occupational health services	65
	403-4	Worker participation, consultation, and communication on occupational health and safety	66



DISCLOSURE

GRI Standard	No. Index	Title	Page	Omission
	403-5	Worker raining on occupational health and safety	66	
	403-6	Promotion of worker health	65	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	67	
	403-8	Workers covered by an occupational health and safety management system	65	
	403-9	Work-related injuries	67	
	403-10	Work-related ill health	66	
Material Topic: Protection and Customer Data Privacy				
GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	24, 31, 39-40	
	103-2	Management approach and its components	24, 31, 39-40	
	103-3	Evaluation of management approach	24, 31, 39-40	
GRI 418: Consumer Privacy 2016	418-1	Substantiated complaints concerning breach of customer privacy and losses of customer data	40	
Material Topic: Product Quality and Service				
GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	25,31, 48-52	
	103-2	Management approach and its components	25, 31, 48-52	
	103-3	Evaluation of management approach	25, 31, 48-52	
Material Topic: Innovation and Digitization				
GRI 103: Management Approach 2016	103-1	Explanation of material topics and limits	25, 31, 53	
	103-2	Management approach and its components	25, 31, 53	
	103-3	Evaluation of management approach	25, 31, 53	
Other Indicator Disclosure				
GRI 413: Local Community 2016	413-1	Local community engagement and development programs	72-77	
GRI 206: Anti Competitive Behavior 2016	206-1	Legal action for healthy anti-competitive practices, anti-trust and monopoly	39	
GRI 301: Material 2016	301-3	Reclaimed products and their packaging materials	83	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	79-81	
	302-2	Energy consumption outside of the organization	79-81	
	302-4	Reduction of energy consumption	79-81	
GRI 303: Water and Effluents 2018	303-5	Water consumption	82	

DISCLOSURE

GRI Standard	No. Index	Title	Page	Omission
GRI 305: Emission 2016	305-1	Direct (scope 1) GHG emissions	81	
	305-2	Direct (scope 2) GHG emissions	81	
	305-5	Reduction of GHG emissions	81	
GRI 306: Waste 2020	306-2	Management of significant waste-related impacts	82	
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	56-57	
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	63	
	401-3	Parental leave	62	
GRI 404: Training and education 2016	404-1	Average hours of employee training	58-59	
	404-2	Programs for upgrading employee skills and transition assistance programs	58-60, 64	
	404-3	Percentage of employees receiving regular performance and career development reviews	64	
GRI 405: Diversity And Equal Opportunity 2016	405-1	Diversity of employees	61	



SASB STANDARD

Telecommunication Industry

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE	PAGE
Activity Metric	Number of wireless subscribers	Quantitative	Number	TC-TL-000.A	48
	Number of wireline subscribers		Number	TC-TL-000.B	48
	Number of broadband subscribers		Number	TC-TL-000.C	48
	Network traffic		Petabytes	TC-TL-000.D	n/a
Environmental Footprint of Operations	Total energy consumed, percentage grid electricity, percentage renewable energy	Quantitative	Gigajoules, Percentage (%)	TC-TL-130a.1	79-81
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	Discussion & Analysis	n/a	TC-TL-220a.1	39
	Number of customers whose information is used for secondary purposes	Quantitative	Number	TC-TL-220a.2	40
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Quantitative	Reporting Currency (IDR)	TC-TL-220a.3	40
	Number of law enforcement requests for customer information, number of customers whose information was requested, percentage resulting in disclosure	Quantitative	Number, Percentage (%)	TC-TL-220a.4	40
Data Security	Number of data breaches, percentage involving personally identifiable information (PII) and number of customers affected	Quantitative	Number, Percentage (%)	TC-TL-230a.1	47
	Description of approach to identifying and addressing data security risk, including third-party cybersecurity standards	Discussion & Analysis	n/a	TC-TL-230a.2	39, 46
Product end-of-Life Management	Materials recovered through take back programs, percentage of recovered materials that are (a) reused, (b) recycled, and (c) landfilled	Quantitative	Weight (tons), % by weight	TC-TL-440a.1	82-83
Managing Systemic Risks from Technology Disruption	System average interruption frequency and customer average interruption duration	Quantitative	Disruptions per customer, hours per customer	TC-TL-550a.1	44-45
	Discussion of systems to provide unimpeded service during service interruptions	Discussion & Analysis	n/a	TC-TL-550a.2	44-45
Competitive Behaviour & Open Internet	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting Currency (IDR)	TC-TL-520a.1	39
	Average actual sustained download speed of owned and commercially-associated content and non-associated content	Quantitative	Megabits per second (Mbps)	TC-TL-520a.2	n/a