

SUSTAINABILITY ACHIEVEMENTS AND OVERVIEW

ECONOMIC GROWTH



Rp149,216 billion

Business revenue increased by **1.30%**

Rp24,560 billion

Net profit **18.34%**

Rp23,447 billion

Spending on local suppliers **99.01%** of total spending

RIGHT PEOPLE

56 points

NPS Score

47

Consumer Customer Satisfaction Index (Telkomsel-Fixed)

36.95%

Women employees in Telkom

Rp186 billion

Employee education and training costs

989 MSEs

Certified by BPOM RI

RIGHT ENVIRONMENTAL APPROACH



45,500 trees

Mangrove tree Planting

Revegetation of

62,150 trees

in 10 locations

3,920 substrates

Coral reef rehabilitation

830 sites

Green Energy Usage

22% EV Ownership

3 charging station

4.2 kWh installed capacity

23 beneficiary household

7,308,845 GJs

of energy used

13 electric motorcycles

Electric Vehicle Usage

Renewable energy from Micro-Hydro Power Plant for the community

3.1 Tons

Recycled waste

708,878 GJs

Decreased energy used

129,763.83 Tons

CO₂eq

Reduction of GHG emissions

71 units

Distribution of Electronic Device Donation for Education (Eduvice)

1,724,335.18 Tons
CO₂eq

Total GHG emissions produced

183,173 units

Utilization of modem device reuse

4 – 21% Reduced use of paper, water, and electricity

52,000 cards ≈ 260 kgs
of waste SIM cards recycling

3,785 MSEs

Certified BKPM

244 MSEs

are Halal certified

148 MSEs

participated in Pijar Mahir training

11,180

assisted MSEs

11.76%

MSEs class up

17.18% digital talent

Digital Talent Readiness Program

73

Wholesale Customer Satisfaction Index and International Business

29.96%

Women employees who occupy managerial level in Telkom

65.16 hours

Average employee training hours

2,900

active user of PaDi MSMEs

>40.5

MSMEs with >800 transactions

MSE digitization

RIGHT GOVERNANCE

ISO 37001 Anti-Bribery Management System

Anti-bribery Certification for Telkom and Subsidiaries

No incidents of data leakage and breach**ISO 27001 certification** until 2025**100%** of eligible WBS reports have been followed up**No incident** handling that does not meet SLA**92**

Digistar Class participants registered as Telkom employee candidates

65

Enterprise Customer Satisfaction Index

0.39%

Employees with disabilities

Rp154.94 billion

MSE Funding Program and Social, Economic, and Environmental Community Empowerment Program