# STAKEHOLDERS ENGAGEMENT [2-29]

Stakeholders concerns and needs are important in influencing company policy and strategy. Telkom communicates actively with stakeholders, maintains mutually beneficial relationships, and strives to meet their expectations. Through close collaboration with stakeholders, Telkom can carry out its operations by paying attention to sustainability principles and broader social responsibility, thereby positively impacting various aspects.

| Stakeholders | | Engagement Method and Frequency | Main Topics & Concerns |
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| Internal | Shareholders and Investors | • Annual General Meeting of Shareholders (GMS), Extraordinary GMS, and quarterly performance explanation.<br>• Investor Conference and/or Non-Deal Roadshow. | • Achievement of operational and financial key indicators (KPIs), good corporate governance practices.<br>• Business development. |
| | Employee | • Periodic meetings with management.<br>• Trainings.<br>• Serikat Karyawan Telkom (Sekar).<br>• Employee Complaint Center. | • Career path.<br>• Clarity of rights and obligations.<br>• Remuneration and other benefits.<br>• Increased competence. |
| Eksternal | Customer | • Customer satisfaction surveys at least once a year.<br>• Customer Complaint Center. | • Network connection and coverage.<br>• Ease of complaint resolution.<br>• Data security and confidentiality.<br>• Excellent service. |
| | Government | • Bipartite meetings are held at least once a year.<br>• Opinions with the House of Representatives and working visits. | • Legal compliance and reporting.<br>• Ethical business practices. |
| | Partners | Direct meetings during auction and procurement contracts, supplier selection and management, supplier performance appraisal, and further procurement processes with frequency as needed. | • A fair and transparent procurement process.<br>• Objective selection and evaluation process.<br>• Implementation of work that meets K3 standards.<br>• Administrative procedures. |
| | Community | Deliberation in planning community empowerment activities, implementing activities and supervising program realization. | • Harmonious relationship.<br>• Positive contribution to economic and social life.<br>• Participation in other programs including environmental conservation activities. |
| | Media | Press releases, media gatherings, press conferences, and press briefings are carried out as needed at least once a year. | • Accuracy of the object of reporting<br>• Latest information<br>• Transparency of operational, financial and non-financial conditions. |