

**2. Commitment to Partner**

- a. Provide increased skill, competency and training on product/service, service procedure and service ethics to agent, reseller, installer, and setter in order to provide product knowledge so as to improve service to customer;
- b. The process of procurement of good and service is carried out in a fair, transparent and accountable manner by involving prospective supplier/partner who have a reputation with good classification, in accordance with applicable law and regulation and GCG principles;
- c. Mandatory to do selection and evaluation of partner objectively.

**3. Commitment to Competitor**

- a. Attempt to obtain information about competitors' businesses are conducted in an honest manner and obtained from legitimate sources;
- b. It is prohibited to obtain competitor information by illegal and unethical ways, such as espionage, wiretapping, and/or theft.

**4. Commitment to Social Community**

- a. Build and foster harmonious relationships as well as providing benefits to the community around the company's place of business;
- b. Encourage the emergence of sense of belonging from the community to the company with the aim that the community participates in protecting the company;
- c. Minimize impacts on the environment to the minimum, including but not limited to excavation of cable lines and frequency usage.

**5. Commitment to Employees**

- a. Avoid discriminatory practices of employees.
- b. Maintaining health, security, safety and comfort of the work environment.

**COMPETITIVE BEHAVIOR**

In the 5G era, cellular operators must secure wide frequency bandwidth to guarantee optimal service and a promising user experience. The growth of technology and digitalization drives the need for solid and fast networks. Competition in the 5G era is not only about network quality but also includes service range, price, features, strengthening IT systems, and customer support. As a significant player, Telkom is committed to fair business competition, with the principle of prudence in developing products to remain in accordance with

business competition regulations. As a leading company in Indonesia, Telkom and its subsidiaries have adopted ethical business competition practices with no record of violations related to monopoly or business competition regulations in the 1999 Business Competition Law. In 2023, no monetary losses will result from legal processes about Anti-competitive behaviour regulations.

[206-1] [TC-TL-520a.1]

**ANTI-CORRUPTION, ANTI-BRIBERY, AND ANTI-FRAUD POLICIES**

TelkomGroup is committed to running a business free from corruption, collusion, and nepotism. The realization of this commitment is reflected in the implementation of anti-fraud policies.

Telkom has established the Anti-Corruption Compliance Function Committee (FKAP) with the aim of jointly reviewing and evaluating the implementation of the Anti-Bribery Management System (ABMS) together with the Board of Directors and Top Management for continuous improvement. ABMS has been implemented in some Class A Witel and Business Units as well as Subsidiaries. Monitoring of ABMS implementation has been conducted through ABMS.telkom.co.id. [205-1]

FKAP routinely evaluates corruption-related risks in its operations, identifying potential risks in several business areas of the company's units. Telkom does not tolerate corruption, bribery, or fraudulent behavior and will enforce strict sanctions for violators. [205-2]

Our efforts to prevent fraud and corruption are also implemented by requiring the filling out of the State Administrator's Assets Report (LKHPN) for members of the Board of Directors, Commissioners, and employees at Band I-III levels (specifically Head of the Office). In addition, anti-corruption and anti-fraud socialization are routinely carried out, and e-learning on the ABMS based on SNI ISO 37001:2016, which is valid and must be completed by all Telkom Parent employees. Telkom routinely evaluates corruption-related risks in its operations, identifying potential risks in several areas of the company's business units. Telkom has no tolerance for corruption, bribery, or fraudulent behavior and will impose strict sanctions on violators.