

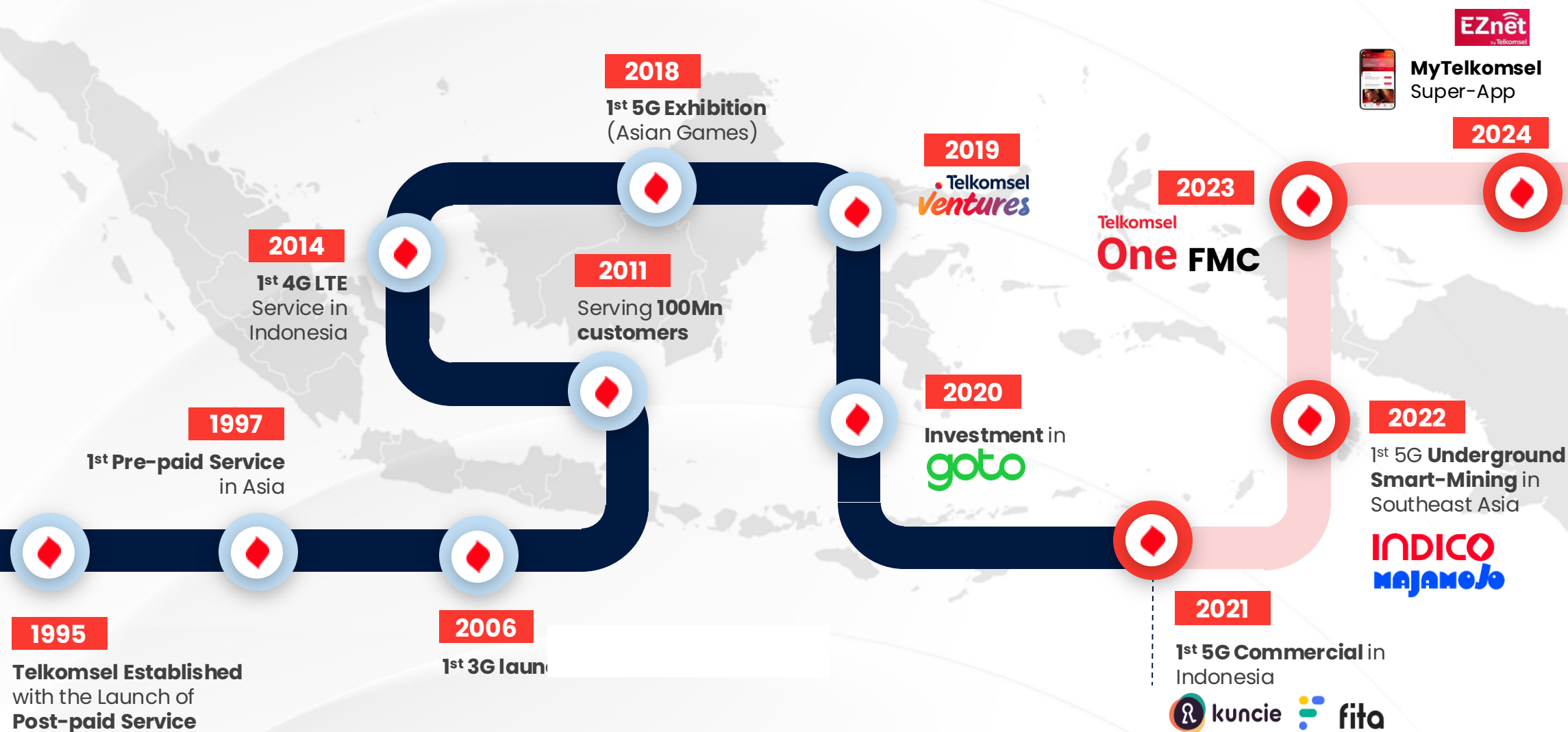
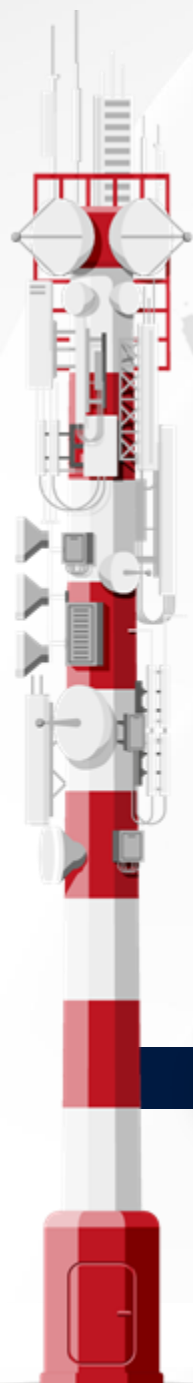
From Building Connectivity to Enabling Sustainability: Bridging Digital Divide for **a Sustainable Future**



Fitri Yanthi Adriani

Principal Sustainability Management Telkomsel

Since 1995, Telkomsel has bridged **digital divide** across the country...



Engaging Ecosystem for Empowering Indonesia



Digital Service



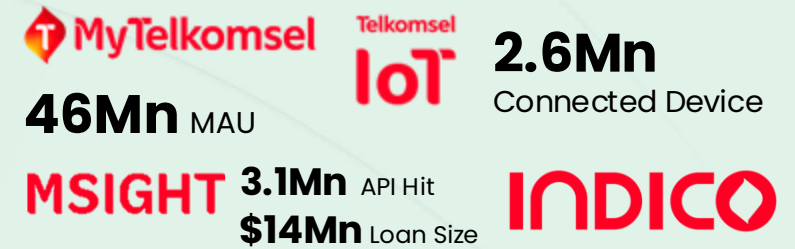
Holistic Digital Ecosystem...



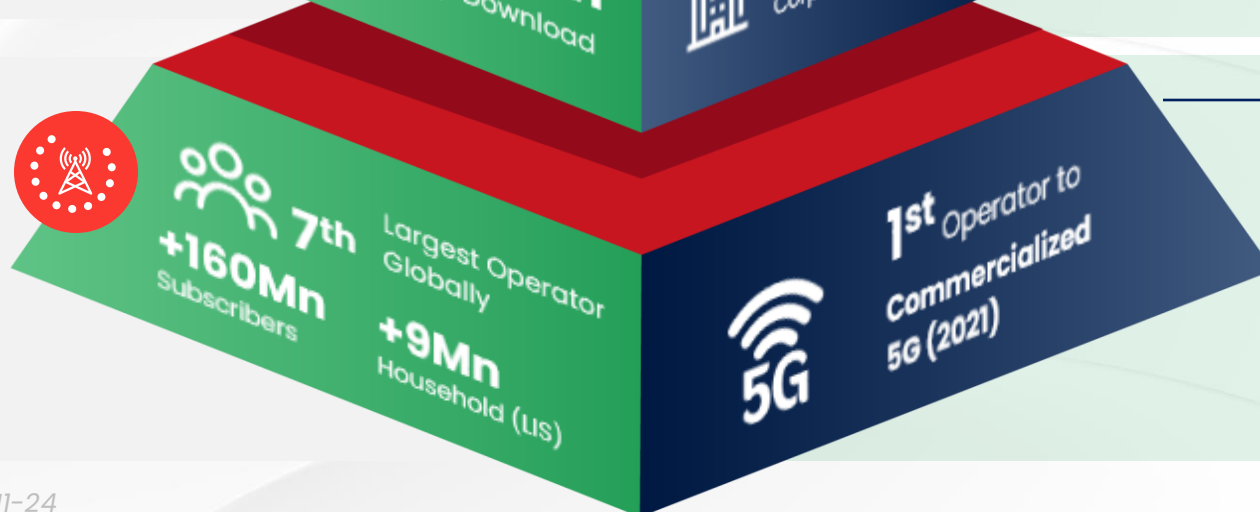
Digital Platform



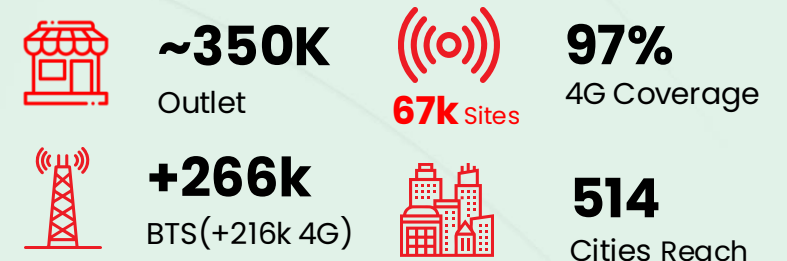
Most Complete Platform...



Digital Connectivity



#1 Network Coverage...



Telkomsel Purpose Driven Sustainability Framework



Reaching beyond, Telkomsel thrives to bring long-lasting impact to Indonesia by implementing **Sustainable business practices..**

- 1 Start by empowering the **People**
- 2 To conduct **Responsible Business**
- 3 **Protecting** and improving the livability of our **environment**

Empower People

Promoting inclusivity to drive social progress across Indonesia



159.39
Million (mobile)

9.61
Million
(IndiHome B2C)
Customers

271,040
↑9.52%

BTS spread
throughout
Indonesia
(unit)



98.58% for mobile &
97.53% for fixed

Customer
Complaints
Resolution
Rate
(%)



2,102
MSMEs
empowered
through
Digital
Creative
Entrepreneur



11,586
individuals
benefited from
cyber wellness
initiative
Internet BAIK



>3 million
individuals in health,
education, lifestyle,
and agriculture
sectors empowered
through digital
subsidiary INDICO



Responsible Business

Aligning business practices & operation with
transparency, accountability and compliance



Zero
formal customer
grievances on
data breaches



Zero
substantiated
cases of
corruption



100%
employees
participated in the
anti-bribery and
anti-corruption
training



ISO 27001
Information Security
Management System

ISO 27701
Privacy Information
Management System

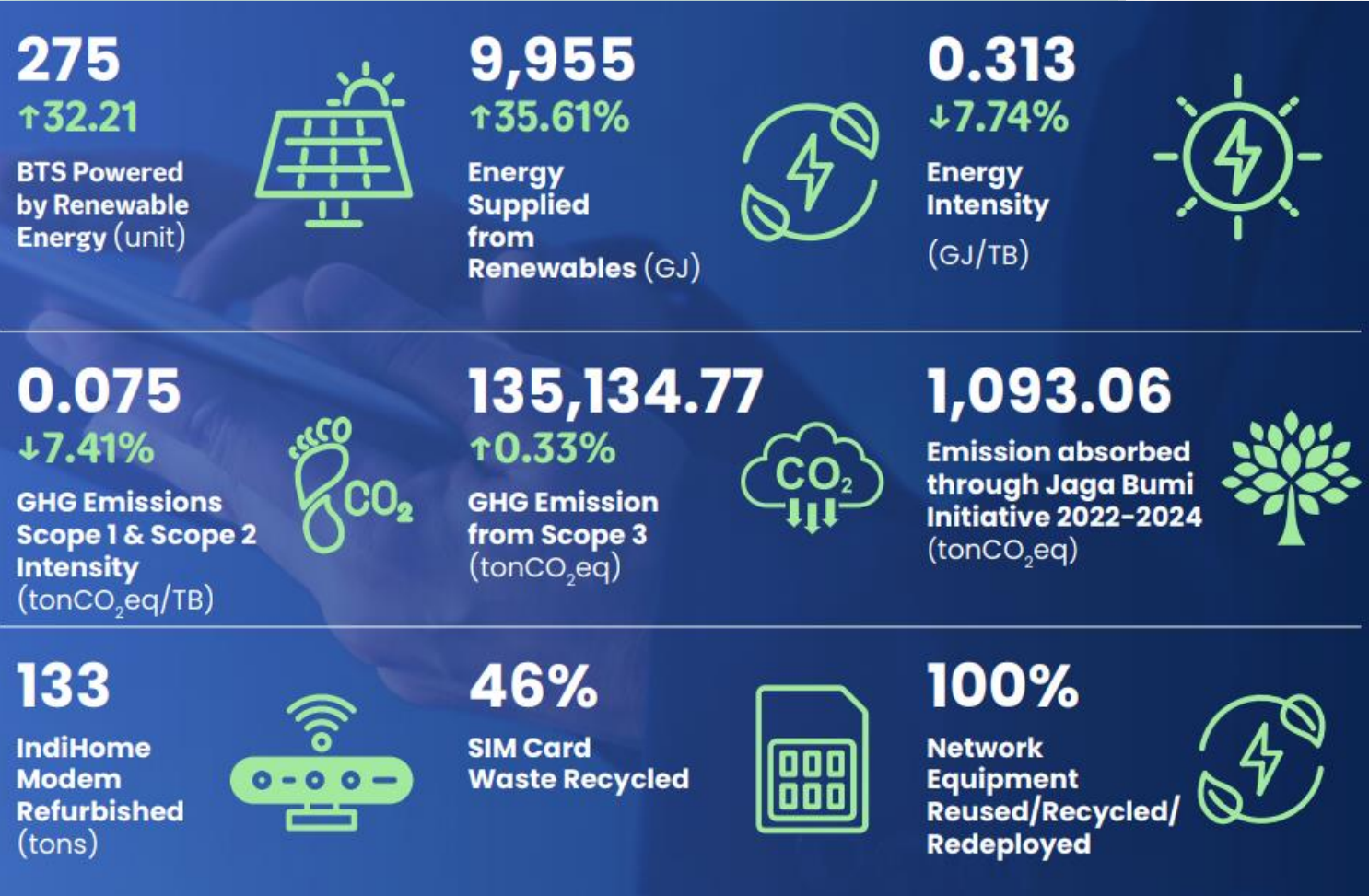
Protect Environment

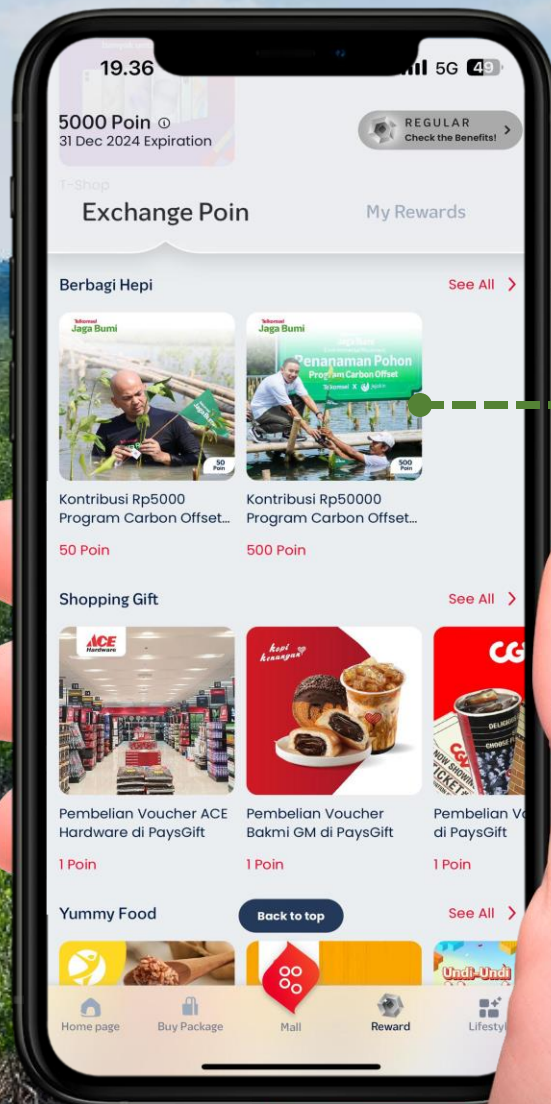
Telkomsel
Jaga Bumi

Minimizing negative environmental impact through Telkomsel Jaga Bumi Programs

Proactively reduce GHG Emissions by Investing in **Renewable Energy**, **low carbon Tech** and **carbon offset**

Promote **Circularity** of product and equipment





“*Small Actions bring Big Changes to our environment*”

Convert your **Telkomsel POIN** into mangrove trees by joining **Jaga Bumi** program! Let's act for change together!

Sustainability Report 2024

We have launched our **2nd Sustainability Report** that publish our 2030 Goals, Scope 1 & 2 Assurance and present an initial steps of adopting IFRS S2 – Climate related Disclosures.

Download here:
tsel.id/TelkomseSR2024



#PastiAdaSolusi for a Sustainable Business

Through Integrated Solutions for Financial Sector

A Financial State-Owned Enterprise has supported the **Empowerment of Pre-Prosperous Women** by utilizing our digital solutions to reached

17mio

women Who Do **Ultra Micro Businesses** across Indonesia



Through IoT Vaccine Monitoring

Over **40,000** communities of health center (Puskesmas) across Indonesia receive **equal quality of vaccine** utilizing our solutions.

Prevented potential losses from improper vaccine storage, **saving IDR 450 mio** per community health center per month.



Through 5G Smart Warehouse

A smart warehouse in Indonesia experienced a more **sustainable operation with**

80%

reduction in waste achieved through optimized material usage.

This warehouse's **productivity and efficiency** also increased by **25%**



Through IoT INTANK

Over **67 Sites** Implemented across **one of the largest agricultural** companies in rural area.

Improving **worker safety and resource visibility** by enabling centralized tracking, **predictive insights**, and optimized allocation for **more efficient and secure operations**.





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