

DRIVING GROWTH DELIVERING EXCELLENCE

2019 SUSTAINABILITY
REPORT



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XL axiata

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2019 SUSTAINABILITY
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DELIVERING EXCELLENCE



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DRIVING GROWTH

DELIVERING EXCELLENCE

The life of modern society is inseparable from the digital world that serves as a means of communication to build relationship with families, a platform to shop, find information, learn, and conduct business transactions to develop the economy. The progress of a nation is as fast as the progress of its digitization. With this in mind, XL Axiata supports our beloved nation to continue to advance and develop by providing the best: **Driving Growth, Delivering Excellence.**

XL Axiata's commitment to this nation is actualized in our goal, i.e "To Develop Indonesia through Technology Democratization." However, our role is not only to develop the economy, but also to develop the society and the environment through various digitalization program. **Building Prosperity, Nurturing People, Process Excellent, and Planet & Society** are The 4 pillars that underlies the company in operating our sustainability strategy. Our plan to build XL Axiata into a sustainable Telecom company has begun to be implemented and will be constantly developed. We believe that digitization has a pivotal role in this journey, and we are committed that through connectivity, we will support the global citizens' efforts to realize 17 SDGs targets by 2030.



2015



2016



2017



2018



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Connectivity is the key to realize the 17 Sustainable Development Goals by 2030. XL Axiata has become the leading and trusted information technology infrastructure provider, building connectivity to improve community welfare and environmental preservation.

Dear stakeholders,

Current developments in the digital world are underlying growth acceleration in many sectors. Digital services enable us to stay connected from afar, attend classes without having to step on campus, sell products without having a store, and work without having to come to the office. Everything seems possible on a digital platform.

Further, such developments of Indonesia's digital world and information technology are increasing rapidly year on year, indicated by the expansion of coverage areas, increase in the internet, and adoption of the latest technology that is faster

CEO REPORT

[GRI 102-14]

“The presence of new technology will bring up new opportunities too.”

DIAN SISWARINI
President Director & CEO

and more efficient. XL Axiata supports the development of the nation by providing digital services for the development of Indonesia. “Driving growth, delivering excellence” is our commitment to drive the growth and progress of this nation by providing service excellence.

Our support to this nation is not limited to taking a role in digital technology only, as we also strive to utilize digital technology to develop social welfare and environmental preservation. We actualize this commitment in a sustainability “roadmap” that is encompassed in our 4P Sustainability Framework: **Building Prosperity, Nurturing People, Process Excellence, Planet & Society**. Year to year, we determine specific targets to realize an XL AXIATA 2022 that is building itself as a company that has a sustainability DNA. We adopt sustainability principles in every aspect of operations,

such as applying a “green building” concept in each of our buildings. Sustainability aspects are incorporated in our KPI performance measurements.

ECONOMIC PERFORMANCE

The growth of the overall digital world supports the growth of XL Axiata. As the second largest telecommunications service provider in Indonesia, XL Axiata currently provides 3,319.9 Petabytes that are transmitted through 130,217 BTS (Base Transceiver Stations) in around 425 cities in Indonesia. We continue to improve our service excellence, attracting encouraging results and increasing total customers to 56.7 million, 1.8 million more than our customer base of the previous year.



Our infrastructure growth is in line with the growth in revenue in the reporting year, which reached Rp25,150 billion billion, or an increase of 9.34% compared to the previous year. Thus, government expenditure in the form of taxes will also increase in 2019. This increased revenue of course allowed us to improve employee

welfare by increasing salaries and remuneration as well as community investment in the form of implementation of CSR programs.

We believe that this increase is the result of the excellent services we provide customers such as XL Care, which is ready to respond to customer needs

24 hours a day, 7 hours a week, in addition to the 600 customer service officers and 95 retail outlets throughout Indonesia.

SOCIAL PERFORMANCE

Digital access has not yet been evenly distributed throughout Indonesia, particularly in remote and border areas. XL Axiata believes that connectivity and internet access are rights of all people regardless of age, income, ability or location. Connectivity opens relationships, expands insights and knowledge, and improves economic growth and community welfare. Our goal is to “Develop Indonesia through Technology Democratization”. To that end, XL Axiata has implemented various initiatives

to support and expand Indonesia’s digital inclusion to more regions and even reach beyond its operational scope. Working closely with the government through the Universal Service Obligation (USO) program, XL Axiata opens digital access in remote areas to help improve people’s welfare in these regions.

Expanding beyond merely providing digital facilities, XL Axiata wants everyone to have the confidence, the knowledge and the skills to take part in the digital world in a safe, effective and efficient manner, and seek ways to promote this. Therefore, we have prepared applications and created a forum to help realize this. One of these is the Laut Nusantara app, which receives recommendation from the Ministry of Maritime Affairs and Fisheries, through which fishermen can get information about fish location, which is expected to be able to ultimately help them increase their income by preventing them from wasting fuel and going to sea without good results. We also built Sisternet,

i.e. a women’s empowerment program using digital platform.

No less important is building future leaders through the XL Future Leaders (XLFL) program. This program has helped equip 1,150 university students and 700 high school students from various regions in Indonesia with the curriculum to enhance their communication, innovation, and entrepreneurship skills. As part of the XLFL program, e-Learn, or online learning, has been accessed by 38,000 active users from 2013 up until now.

ENVIRONMENTAL PERFORMANCE

We continue to take every effort to turn XL Axiata into a sustainable telecommunications company that cares about the environment. We attempt to continuously save energy by setting schedule of electricity usage, implementing “Green BTS” program, and so forth, as our activities are mainly concentrated in buildings and offices, thus consuming much electricity. By doing so, in the

reporting year, we were able to save 122,010 joules of energy and reduce emissions equivalent to 3.9 Tons of CO₂.

To reduce waste generation, we have minimized the use of plastics such as in plastic cups, bottled mineral water, styrofoam plates, and others. We also sort domestic waste in our offices.

The growth and progress of XL Axiata are attributed to hard work of the Board of Directors and all employees who have given their thoughts and dedication to the development of this Company. We also recognize the support of our stakeholders who encourage us to continuously achieve the best. To that end, we would like to thank all the partners, employees and stakeholders who together have strived to make XL Axiata the most trusted telecommunications and digital company in Indonesia. We hope that this cooperation can continue to be developed in the coming years for the progress and development of our beloved nation and for the achievement of sustainability goals.

On behalf of Board of Directors

DIAN SISWARINI
President Director & CEO

Our goal is “To Develop Indonesia through Technology Democratization.”



ACHIEVEMENTS OF XL AXIATA

We take our part in building Indonesia by providing digital technology infrastructure to support Indonesia's development in the digital 4.0 revolution era towards a brighter future.



PERFORMANCE XL AXIATA 2019

Rp25,150
billion
INCOME

3,319.9
Petabyte
TOTAL OF PRODUCTION

130,217 BTS
NUMBER OF BTS
(BASE TRANSCEIVER
STATION)

30,474
kilo joule
ENERGY CONSUMPTION

718.3
Ton CO₂ eq
EMISSION

1,606
NUMBER OF EMPLOYEES
(PERMANENT AND CONTRACT)

28.65
hours
AVERAGE HOURS OF TRAINING

Rp6.7 trillion
EXPENDITURES FOR
GOVERNMENT 2019

Rp13 billion
EXPENDITURES
FOR SOCIETY

6,650
NUMBER OF WOMEN
EMPOWERED 2019

1,000
TOTAL YOUNG LEADERS
ARE BUILT THROUGH
THE FUTURE LEADERS
PROGRAM

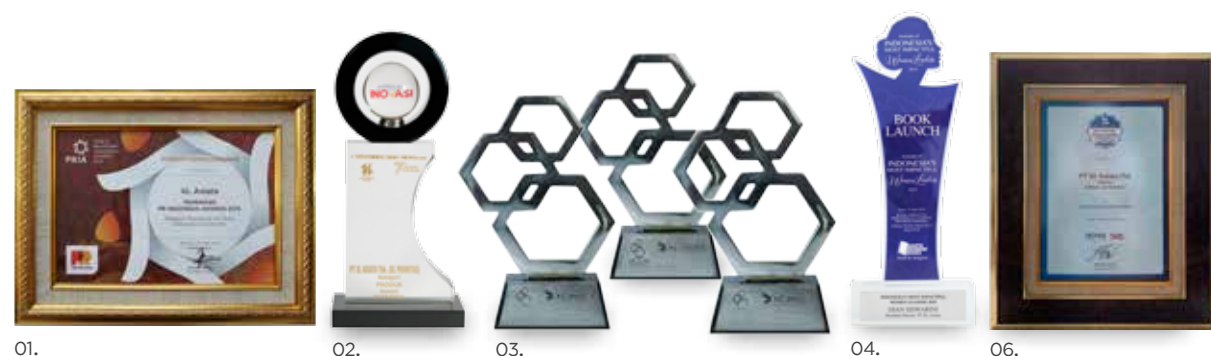
>38,000
TOTAL YOUNG LEADER
CANDIDATES GET ONLINE
TRAINING THROUGH ELEARN.ID

1,200
TOTAL STUDENTS GET
TRAINING FROM 85
XL AXIATA EMPLOYEES
THROUGH THE XL SHARES
PROGRAM

1,149 routers &
271.97 TB qouta
SUCCESSFULLY DONATED TO
SCHOOLS THROUGH THE QOUTA
DONATION MOVEMENT (GDK)
PROGRAM

>25,000
TOTAL FISHERMEN GET BENEFIT
FROM DIGITAL TECHNOLOGY
THROUGH THE NUSANTARA SEA
APPLICATION

AWARDS 2019



01. THE PR INDONESIA AWARD

Award from PR Indonesia for XL Axiata's capability to maintain positive publications in the mass media.

02. APPRECIATION OF INNOVATION

XL Prioritas won the "Product and Technology Innovation" award in the "Apresiasi Inovasi (Innovation Appreciation)" event by SINDO Newspaper.

03. SELULAR AWARD

XL Axiata won 3 awards from Selular.id, namely: Best Network Transformation, Best B2B Service, and CEO of The Year conferred upon Mrs. Dian Siswarini.

04. INDONESIA'S MOST IMPACTFUL WOMEN LEADERS

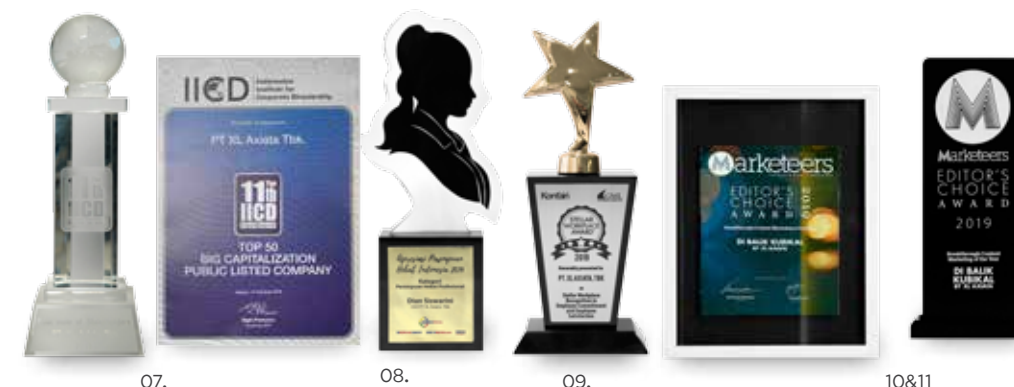
CEO of XL Axiata, Dian Siswarini, achieved an award as one of "Indonesia's Most Impactful Women Leaders 2018" by Warta Ekonomi magazine.

05. ASIA'S POWER BUSINESSWOMEN

CEO of XL Axiata, Dian Siswarini, was named one of Asia's Power Businesswomen by Forbes for her significant role in shaping business landscape in the Asian region.

06. INDONESIA'S BEST CORPORATE SOCIAL INITIATIVES 2019

XL Axiata's flagship CSR program, Laut Nusantara, won "The Best Creating Shared Value" in Indonesia's Best Corporate Social Initiative 2019 award from SWA and MIX magazines.



07. THE 11th IICD CORPORATE GOVERNANCE CONFERENCE AND AWARD 2019

XL Axiata received "The Best Role of Stakeholders" and was ranked 20th on "The Biggest Market Capitalization Public Listed Companies" from the Indonesian Institute for Corporate Directorship (IICD) for its social responsibility.

08. APRESIASI PEREMPUAN HEBAT INDONESIA 2019

Dian Siswarini, CEO of XL Axiata, was elected as one of the recipients of Apresiasi Perempuan Hebat Indonesia 2019 (Indonesian Great Women Appreciation 2019) Award from SINDO Media.

09. STELLAR WORKPLACE AWARD 2019

XL Axiata received an award in the category of Employee Commitment & Employee Satisfaction in the Stellar Workplace Award 2019 held by PT GML Performance Consulting in partnership with Kontan newspaper which aims to survey and analyze Employee Engagement and Organizational Performance.

10. MARKETEERS EDITOR'S CHOICE AWARD 2019

XL Business Solutions Won Marketeers Editor's Choice Award 2019 in the "IoT Product of the Year" Category

11. MARKETEERS EDITOR'S CHOICE AWARD 2019

Through the Behind the Cubical webseries, XL Axiata achieved the Breakthrough Content Marketing of the Year award from Marketeers Editor's Choice Award 2019 in the 14th Annual Markplus Conference 2020 event.

EVENT HIGHLIGHTS 2019

CARES ABOUT PEOPLE



1 MARCH 2019

1000 Schools Acquired Internet Access

XL Axiata distributed internet access donation to more than 1000 schools in various regions across Indonesia which were used by more than 494,100 students.



21 MARCH 2019

AID for Natural Disaster Victims

Besides aid to prepare always-on network during emergency, XL Axiata distributed aid to victims of natural disasters in various regions, such as landslides victim (Jan4), flood victims in Sulawesi (Jan25), flood victims in Central Java & DIY.



4 APRIL 2019

XL Axiata Introduced Laut Nusantara Application to Banyuwangi Fishermen

XL Axiata conducted dissemination session of Laut Nusantara apps to Indonesian fishermen in Banyuwangi. This program was also attended by Banyuwangi Regent, Abdullah Azwar Anas M.Si, Head of the Institute for Marine Research and Observation (BROL) of the Ministry of Maritime Affairs & Fisheries (KKP), Dr. I Nyoman Radiarta M.Sc, and XL Axiata's President Director & CEO, Dian Siswarini.

1 JUNE 2019



1,300 Partners Joined XL Axiata's Mass Home-Coming

Continuing the routine program held every year, PT XL Axiata Tbk (XL Axiata) once again held Mass Home-coming program for 1,300 retailer partners of XL Axiata top-up voucher and products coming from the Greater Jakarta area.



30 AUGUST 2019

Digital Technology to Increase Fishermen's Productivity

Laut Nusantara apps was the topic brought forward in the "Inovasi Bahari (Maritime Innovation)" event initiated by the Institute for Marine Research and Observation (BROL) of the Ministry of Maritime Affairs & Fisheries in Desa Perancak, Jembrana Regency, Bali. Present at the event was Expert Staff of the Minister of Maritime Affairs and Fisheries in the Field of Ecology and Marine Resources, DR. Aryo Hanggono, DEA.

17 NOVEMBER 2019

XL Future Leaders Student Graduation

XL Axiata graduated batch 6 of XL Future Leaders (XLFL) Program students and began lecture sessions for the new batch. With the coming of this new batch, there are now around 300 students taking part in the program. These new students came from 45 universities located in 20 provinces.



8 MARCH 2019

Supporting Development of The Outer Anambas Islands

XL Axiata's service coverage reaches remote areas, including outer islands like Anambas Islands, with the activation of 4G LTE network.



14 APRIL 2019

XL Axiata's Support for Presidential Election 2019

PT XL Axiata Tbk (XL Axiata) has prepared a reliable network to anticipate traffic increase arising from the Presidential Election event.



4 APRIL 2019

Support For Development Acceleration Outside Java

To date, XL Axiata's data network has reached around 440 cities/regencies throughout Indonesia, in which 19,000 new BTS were mostly installed outside Java and fiber optic backbone networks of more than 45,000 km will be continuously developed in Sumatra, Kalimantan and Sulawesi.



27 APRIL 2019

XL Axiata & BNPB Built Disaster Response Cooperation

PT XL Axiata Tbk (XL Axiata) had prepared adequate infrastructure to anticipate traffic surge during Presidential Election period.

29 MAY 2019



XL Axiata And Ministry of Transportation Launched "Peta Jelajah Nusantara"

PT XL Axiata Tbk (XL Axiata) in cooperation with the Ministry of Transportation of the Republic of Indonesia (Kemenhub) launched "Peta Jelajah Nusantara" digital navigation apps as a guide for people traveling on land.

26 AUGUST 2019



XL Axiata Supported The Economy with 4G Network Extension in Sumbawa

XL Axiata continues to improve customer convenience for fast internet access and data services across various parts of West Nusa Tenggara (NTB). One of the prioritized areas is Sumbawa Island. First present in 2017, now XL Axiata has 74% of a total 180 thousand customers that have accessed 4G services.

AUGUST-SEPTEMBER 2019

XL Axiata and Bakamla Ri Pioneered "Desa Maritim" in Various Islands

XL Axiata and Maritime Security Agency (Bakamla) of the Republic of Indonesia cooperates in building "Desa Maritim" in several locations in the border area, such as Sebatik Island, Regencies of Nunukan and Asahan, North Sumatra. This cooperation includes the application of digital facilities and technology to improve life quality of the surrounding community.

OCTOBER - DECEMBER 2019

Inaugurated USO Network in NTT, XL Axiata Supported Even Development in The Eastern Indonesia

XL Axiata's USO network development in 2019 covered 289 spots in various provinces which are mostly part of the Eastern Indonesia (KTI), including the Province of East Nusa Tenggara (NTT).

BUSINESS DEVELOPMENT



24 MAY 2019

XL Axiata Launched A Package for Millenials

To meet the needs of the youth segment for fast internet services with large quotas, XL provides a new package. Besides large quota, the customers will get affordable prices and access to various social media apps and games.

3 JULY 2019



Princeton Digital Group Acquired Capital Ownership Worth Usd 100 Million

Princeton Digital Group (PDG), a Singapore-based investor, developer and operator of internet infrastructure supported by Warburg Pincus, reached an agreement to acquire 70% of ownership of Data Center service portfolio business of PT XL Axiata Tbk (XL Axiata). The Joint Venture known as the Princeton Digital Group Data Centers will support the strategic existence of PDG in Indonesia as the largest digital economy in Southeast Asia by 2025.

19 JULY 2019

XL Axiata Continued to Expand Data Network in Kalimantan

The increasing data traffic of 43% in the past year encouraged XL Axiata to prepare network expansion plan in West and North Kalimantan regions.



21 AUGUST 2019

XL Axiata Once Again Tested 5G Technology

The trial of 5G technology on the XL Axiata network was again carried out to test various technical and technological performances. The third 5G trial took place in one of the rooms in the XL Axiata Building, Jakarta, attended by the Minister of Communications and Informatics of the Republic of Indonesia, Rudiantara, and XL Axiata's President Director & CEO, Dian Siswarini.



24 MAY 2019

XL Axiata and The Ministry of Religious Affairs Launced Madrasah Aliyah 4.0 Program

XL Axiata and the Ministry of Religious Affairs of the Republic of Indonesia (Kemenag) worked closely together to develop digitalbased education for Madrasah Aliyah which will reach at least 400 Madrasah Aliyah spread throughout Indonesia.



25 SEPTEMBER 2019

XL Axiata Performed Commercial Launch of NB-IOT Network Across 31 Cities

XL Axiata launched the Narrowband IoT (NB-IoT) technology network in 31 cities/regencies throughout Indonesia to strengthen the service business in serving the corporate and SME markets to meet the needs of the IoT solution on an end-to-end and customized basis.

SERVICE FOR CUSTOMERS



16 APRIL 2019

4G Wifi Modem to Improve Customer Convenience

In order to maximize customer convenience on XL Go IZI broadband service, XL Axiata introduces premium quality 4G WiFi Modem. This latest WiFi Modem will help customers gain fast internet access experience to the maximum any where and any time.

16 APRIL 2019

Special Package of Hajj Pilgrims in Cooperation with All Operators in Saudi Arabia

XL Axiata through one of its XL Prepaid (XL) brands has prepared a special package for hajj pilgrims that features competitive tariff service, large data quota, and 4G network support from all operators in Saudi Arabia.

9 OCTOBER 2019

XL Axiata Celebrated its 23Rd Anniversary

Celebrating its 23rd anniversary, PT XL Axiata Tbk (XL Axiata) rolled out a number of special offers to all customer segments, both prepaid and postpaid card holders.



4 SEPTEMBER 2019

Attractive Offers on National Customer Day 2019

Welcoming the National Customer Day 2019, PT XL Axiata Tbk (XL Axiata) introduced the theme “Untukmu #JadiLebihBaik” (“For You #Become Better”) and held a number of attractive programs and offers as an appreciation to tens of millions of customers.

FEBRUARY - DECEMBER 2019

XL Axiata Gave Away Rp1.3 Billion for its Loyal Customers

XL Axiata once again gave appreciation to its loyal customers. Through two loyalty programs, “XTRAvaganza & FantAXIS” and “XpLay & BombAXIS”, XL Axiata granted a total prize worth Rp1.3 billion to selected loyal customers from various regions.

About XL AXIATA

We take part in developing Indonesia by providing digital technology infrastructure to support Indonesia’s development in the digital revolution 4.0 era towards a brighter future.

Digital technology is currently permeating every aspect of people’s lives, from politics, economics, science, defense, security, even to personal and family life. This digital technology continues to evolve like an unstoppable current, so there is no other choice but to master the digital world in order to stand at the forefront. Our critical goal is to “Develop Indonesia through Technology Democratization”, which needs to be soon realized given the fast-moving digital technology that waits for no one.

Seeing both needs and great potential in the digital world, XL Axiata was present as the first private cellular company in Indonesia back in 1996. XL Axiata continues to innovate and has just arrived to be the first telecommunications operator in Indonesia to launch 4.5G.

XL Axiata is committed to delivering faster and more stable connections through the implementation of the 4.9G – Massive MIMO technology, especially outside Java. The use of this technology can accelerate data transfer to provide more convenience to customers.

COMPANY NAME [GRI 102-1]

PT XL Axiata Tbk.

CORPORATE BRAND



PRODUCT BRAND



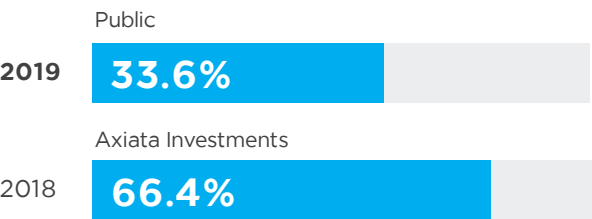
MARKET SHARE [GRI 102-6]

As one of Indonesia’s leading cellular telecommunications companies, XL Axiata provides services for the following customers:

Low, middle to upper income individuals.
Micro to corporate companies.
For corporate consumer market, we offer Data, Voice, SMS and Other cellular telecommunication value-added services.

With a wide range of services and a broad network, XL Axiata takes the #2 largest market share of total sales of cellular telecommunications services and number of cellular customers.

SHARES OWNERSHIP



OWNERSHIP AND LEGAL FORM

[GRI 102-5]

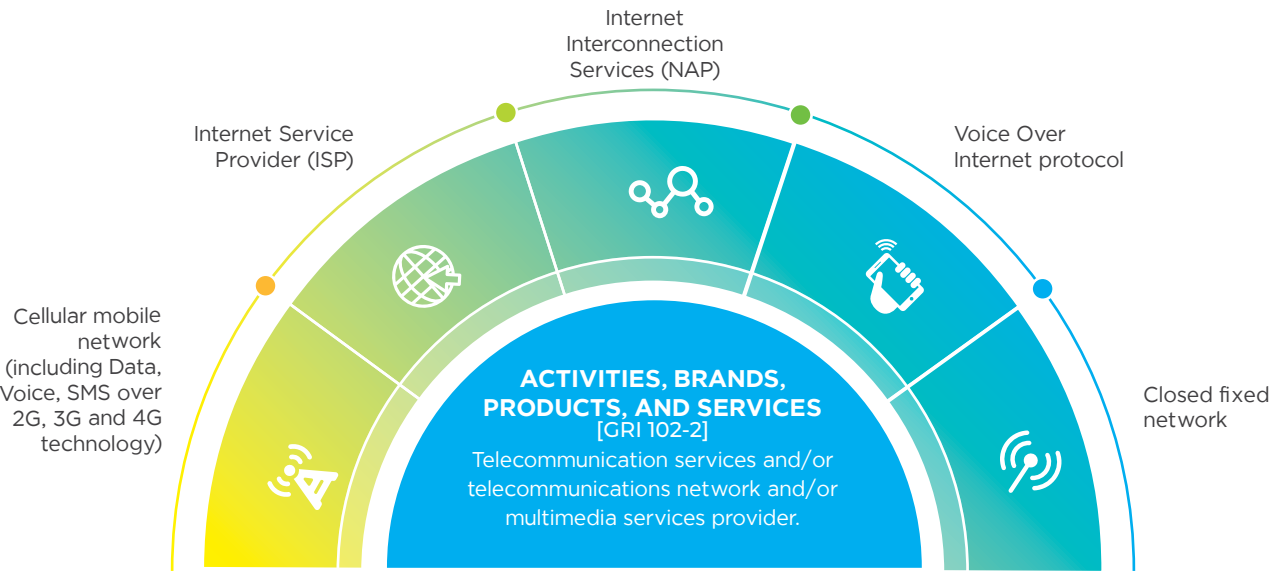
The Company is legally established as a Limited Liability Company (Tbk)/Public Company
At present, the majority of XL Axiata shares are owned by Axiata through Axiata Investments (Indonesia) Sdn. Bhd (66.4%), and the rest is held by public (33.6%).

TICKER CODE: EXCL

XL Axiata is a subsidiary of Axiata group (“Group”) which is the largest telecommunications group in Asia. The following are subsidiaries and other associations that are members of the Group; Celcom (Malaysia), Dialog (Sri Lanka), Robi (Bangladesh), Smart (Cambodia), Ncell (Nepal), Idea (India), and M1 (Singapore).

LEGAL BASIS OF ESTABLISHMENT

Deed of Establishment No. 55 dated 6 October 1989, as amended by Deed no. 79 dated 17 January 1991, both of which were drawn up before Rachmat Santoso, S.H., Notary in Jakarta, and have been ratified by the MOLHR by virtue of his Decree No. C2-515.HT.01.01.TH.91 dated 19 February 1991, and registered in Company Register maintained by the Registry Office of South Jakarta District court under No. 670/not/1991/pn.JKT.SeL and No. 671/not/1991/pn.JKT.SeL, both dated 21 August 1991, and published in the State Gazette of the Republic of Indonesia No. 90 dated 8 November 1991, Supplement No. 4070.





HEADQUARTERS LOCATION [GRI 102-3]

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Setiabudi Jakarta Selatan 12950
Telp. : (62-21) 576 1881
Fax. : (62-21) 579 59928
e-mail: corpcomm@xl.co.id
www.xl.co.id

OPERATIONAL LOCATION [GRI 102-4]

XL Axiata operates in four regions, each having a representative office. In addition, there are 95 XL Center outlets or XL Axiata stores throughout Indonesia.

SCALE OF ORGANIZATION [GRI 102-7]

DESCRIPTION	2019	2018	2017
Total employees (person)	1,606	1,677	1,652
Total operations	1	1	1
Net revenue (billion Rupiah)	25,150	23,001	22,901
Equity (billion Rupiah)	19,122	18,343	21,631
Liabilities (billion Rupiah)	43,603	39,271	34,691
Assets (billion Rupiah)	62,725	57,614	56,321
Total products/services provided (petabyte)	3,319.9	2,200.7	1,249.5

EXTERNAL INITIATIVES [GRI 102-12]

We implement various certified operational standards covering

ISO/IEC 27001:2005
Information Security Management System

SMK3
Occupational Health and Safety Management System

MEMBERSHIP IN ASSOCIATIONS [GRI 102-13]

Up until the end of 2019, XL Axiata participated in the following bodies:



ASKALSI

Asosiasi Kabel Laut Indonesia
(Deputy of Secretary General and supervisory board)



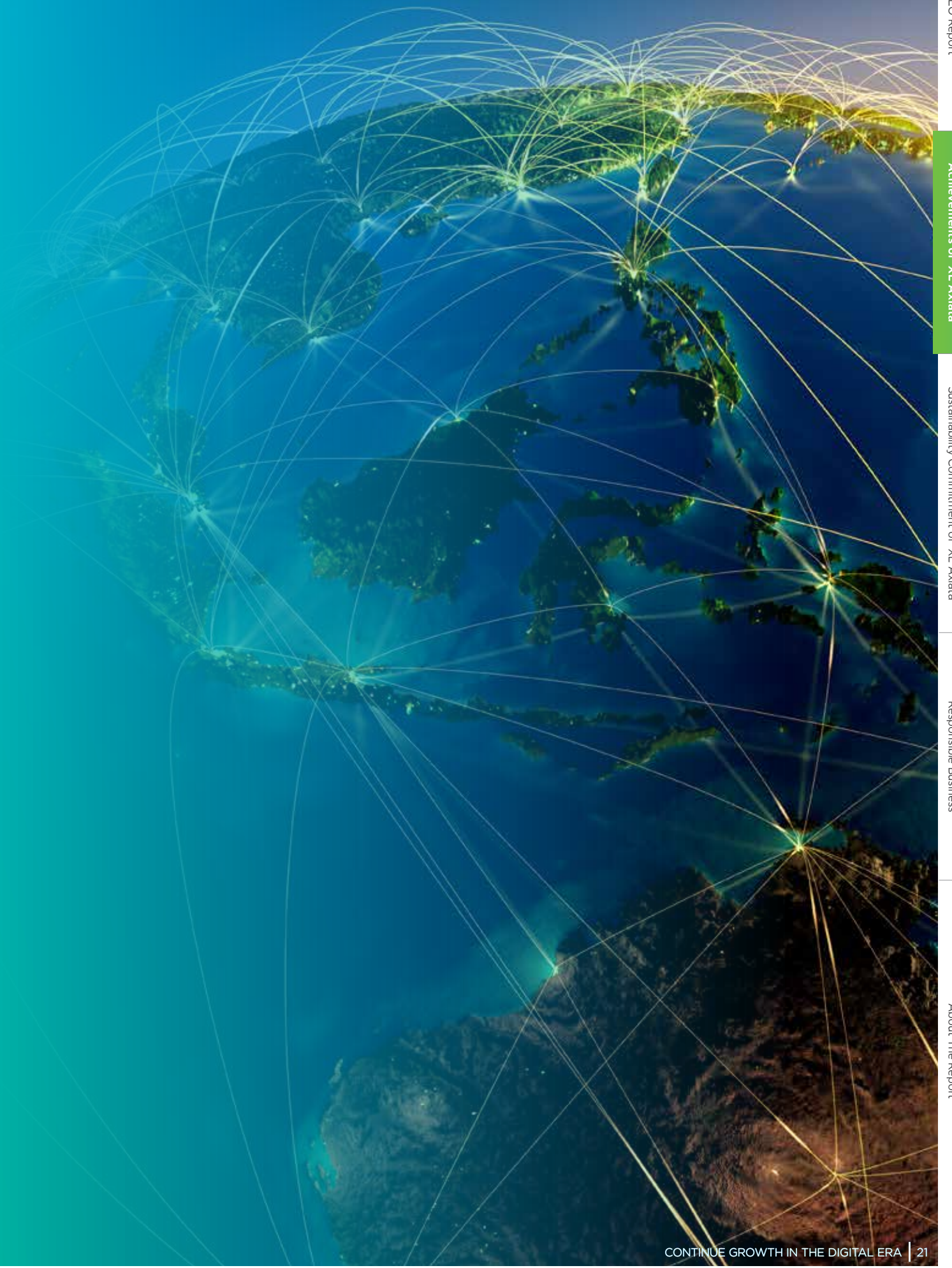
Asosiasi Kliring Telekomunikasi
(Supervisory board and Secretary General)



Dewan Telekomunikasi Informatika & Komunikasi Nasional (Advisory Team)

XL AXIATA'S COMMITMENT TO THE NATION

XL Axiata is aware that digital access is not equally Indonesia, especially for those living in remote and border areas. XL Axiata believes that Internet connectivity is the right of all, regardless of age, income, ability, or location. XL Axiata wants everyone to have the confidence, knowledge, and capability to participate in the digital world in a safe, effective, and efficient manner. To that end, XL Axiata has implemented various initiatives to support and expand Indonesia's digital inclusion into more regions and reach to reach areas in category of lagging, leading, and outermost in Indonesia.



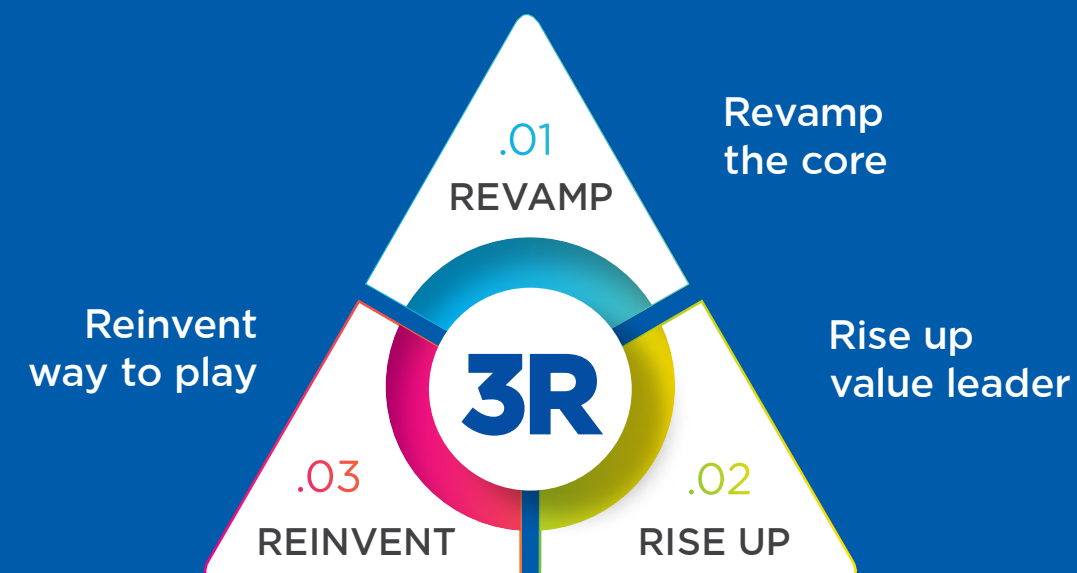
VISION

To be the most preferred data connectivity provider in Indonesia by 2020.

PURPOSE

We bring the world closer in a simple way for a brighter life.

STRATEGY



CORPORATE CULTURE



I | UNCOMPROMISING INTEGRITY

Having high ethical standards, having no tolerance for unethical behavior.

T | TEAM SYNERGY

Vigorously working together, ensuring all processes are done to achieve a common goal.

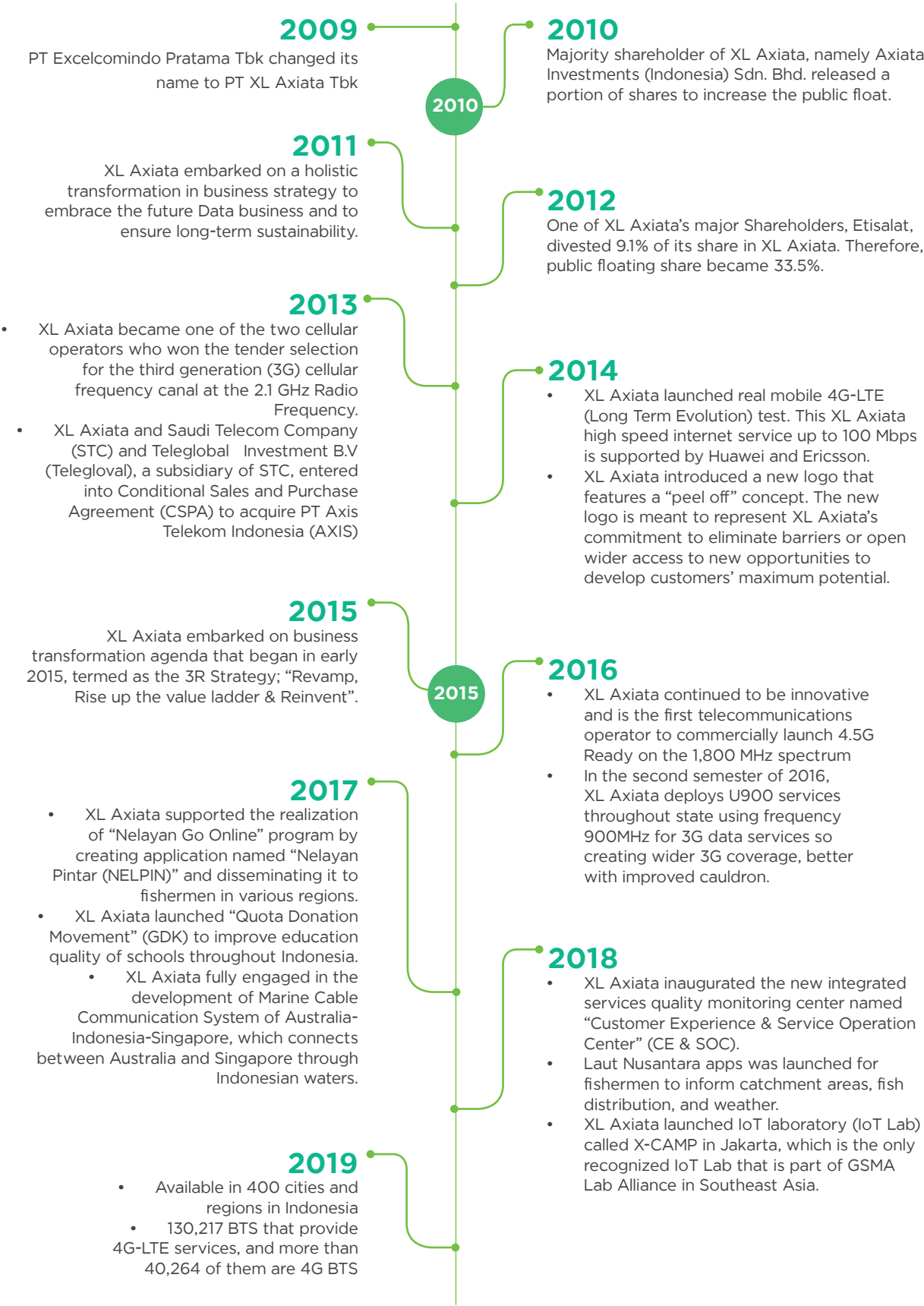
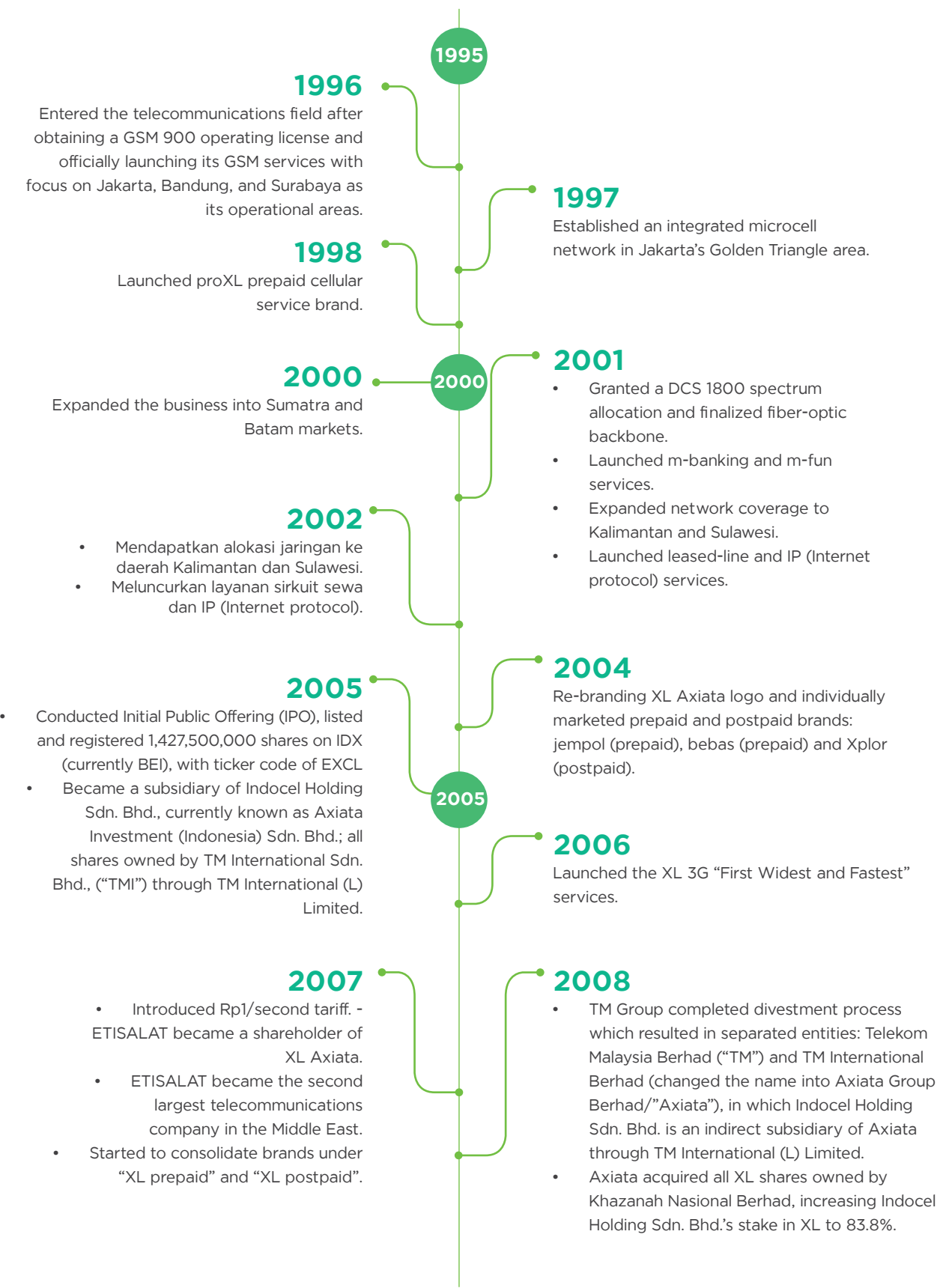
S | SIMPLICITY

Doing the best in providing easy-to-use solutions and exceeding customer expectations.

XL | EXCEPTIONAL PERFORMANCE

Always be enthusiastic in providing the best performance.

MILESTONE





SUSTAINABILITY

COMMMITMENT OF XL AXIATA

Continuing on from providing products and services and improving national economy, XL Axiata is fully committed to giving contribution in the achievement of sustainability development goals.

Sustainability POLICY

We believe sustainability is our future together; thus, XL Axiata has designed a roadmap to grow into a sustainable company.

Sustainability development goals are XL Axiata's benchmark in preparing strategy and running operational activiites. Even further, we have developed dynamic sustainability programs and activities based on four sustainability pillars of 4P Sustainability Framework.

<p>1.  BUILDING PROSPERITY</p> <hr/> <p>BUILDING DIGYTAL ECOSYSTEM</p> <p>Providing innovative programs in bridging the digital gap with EES(Economic, Environmental and Social) consideration.</p>	<p>2.  NURTURING PEOPLE</p> <hr/> <p>NURTURING FUTURE LEADERS</p> <p>Contribute to the development of youth leaders in Indonesia as well as uplifting internal competencies.</p>
<p>3.  PROCESS EXCELLENCE</p> <hr/> <p>DIGITIZING PROCESSES & GOVERNANCE</p> <p>Process optimization through lean process with technological innovation to improve efficiency and business continuity.</p>	<p>4.  PLANET & SOCIETY</p> <hr/> <p>ENVIRONMENTAL MANAGEMENT</p> <p>Enhancing services quality and optimizing local potential with social outreach to manage environmental impact.</p>

SUSTAINABILITY ROADMAP AT XL AXIATA



1. BUILDING PROSPERITY

XL Axiata contributes to improving the nation’s welfare by leveraging the national economy and well-being of local communities.



ECONOMIC PERFORMANCE

This country’s growth is undeniably partly attributable to the development of digital world. It is estimated that Indonesia’s digital economy is currently worth \$40 billion with an average growth of 49% per annum. Indonesia’s digital economy ranked first in Southeast Asia and will continue to grow to \$130 billion by 2025. The digital world has likely penetrated aspects of nearly everyone’s lives, both personal and professional life, as seen by a total of 355.5 million mobile phone service customers out of 268.2 people.

This development offers opportunity for digital communication service providers like XL Axiata. We provide the best connectivity for customers, both corporate and individuals, from a variety of different segments. Over the years, we have continuously improved and expanded

¹<https://dailysocial.id/post/indonesias-digital-economy-is-now-at-40-billion-e-commerce-as-the-biggest-participant>
²<https://datareportal.com/reports/digital-2019-indonesia>

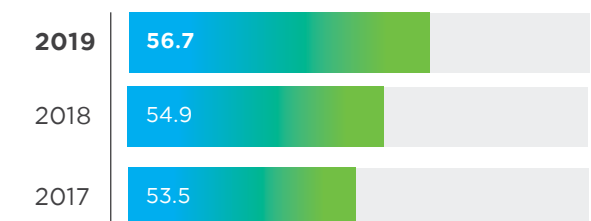
The digital economy is key to the progress and development of the nation. XL Axiata participates in developing Indonesia by providing innovative and inclusive digital services to help grow and develop our stakeholders’ businesses.

infrastructure to strengthen our position in the telecommunications industry. Up to date, XL Axiata has produced 3,319.9 Petabytes, emitted through 130,217 BTS6 BTS towers across Indonesia.

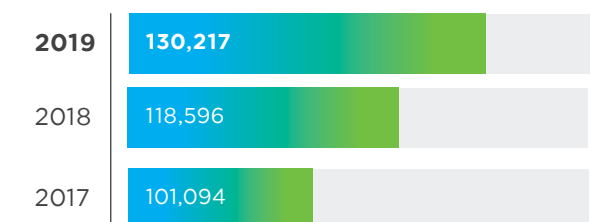
Thanks to the development of innovative products that cater to the needs of customers, XL Axiata managed to increase smartphone penetration by 6% to penetration rate of 86% compared to the previous year. At present, XL Axiata has 56.7 million customers customers, 48.8 million of them are smartphone users. Thus, the total number of XL Axiata customers in the reporting year increased by 1.8 customers compared to the previous year. In addition to customers, XL Axiata’s business development is also stated by total traffic and number of BTS facilities.

In 2019, XL Axiata successfully recorded good economic performance amid various challenges and heavy competition. We managed to post revenue of Rp25,150 or an increase of 9.3% from the previous year at Rp23,001. The following table presents the acquisition and distribution of economic value in the reporting years. [GRI 201-1]

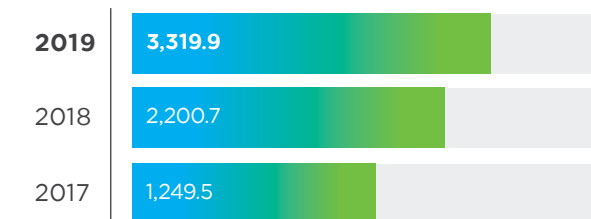
Customer (in million)



Base Tranceiver Station



Traffic (In Peta Byte)



Description (in Billion Rp)	2019	2018	2017
Economic value generated (A)			
Telecommunication Services Revenue	24,233	21,932	21,921
Other Revenue	917	1,069	980
Total Economic Value Generated	25,150	23,001	22,901
Economic Value Distributed (B)			
Operating Costs	10,103	9,809	9,897
Employee Wages and Benefits	1,140	1,037	1,351
Interest Payments to Investors	2,180	1,746	1,539
Payment to Government	6,751	6,617	5,937
Community Investment	13.09	12.46	9.14
Total Economic Value Distributed	20,186	19,221	18,733
Retained Economic Value (A-B)	4,964	3,780	4,168



The increase in revenue in the reporting year was around 9.3% compared to the previous year. This increase was also accompanied by an increase in tax payments to the government, from Rp6,617 billion in 2018, to Rp6,751 billion in 2019, and increased community investment in the form of CSR programs to Rp13.09 billion or an increase of 5%.

In its operational process, XL Axiata operates with the support of various suppliers, including goods and services suppliers. Our main suppliers are globally recognized telecommunications services and equipment that already have international reputations such as Huawei and Ericsson that have published sustainability reports. We pay attention to our main vendors on sustainability issues. [GRI 102-9]

In addition to technical suppliers, we have various other suppliers in place, such as stationery suppliers and special suppliers in each department. All XL Axiata suppliers have complied with the applicable standards in XL

Axiata and the prevailing laws and regulations in Indonesia. XL Axiata strives to prioritize services from local suppliers, namely those from the country, provided that they are able to fulfil our requirements. In the reporting year, there were 666 goods and services suppliers; 94% were local suppliers, and the rest were overseas vendors. The Company's spending on goods and services from local suppliers as 97% of total expenditure in 2019. [GRI 204-1]

We conduct coaching, monitoring and evaluation of business partners from time to time to ensure the fulfilment of quality, timeliness, cost and compliance with applicable laws and regulations. In developing Supply Chain Management, XL Axiata emphasizes sustainability principles and environmental preservation, for example, by implementing a paperless system and e-transaction automation from e-PO process to e-invoice process. It is expected that the implementation of this system will reduce waste generation.

1.a BUILDING THE NATION TOGETHER

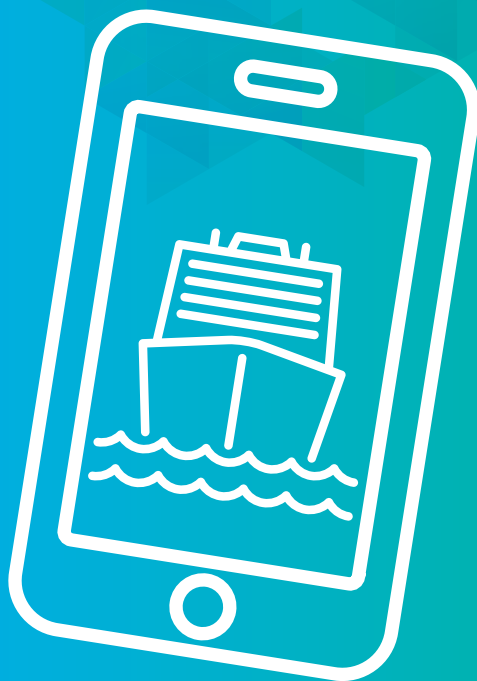


Working at XL Axiata becomes meaningful, not only because it provides career development potential, but also because every employee can contribute to develop the country both personally and through the company. "Sharing" is a means for employees to contribute their expertise and other resources to the community.

is an employee volunteering program where XL Axiata opens up great opportunities for employees to engage in various sustainable social activities according to the interests and knowledge of each employee

Inspire	Held in	Involve	Donate
1,200 student	30 employees	85 schools	340 man hour
Disaster Relief , besides maintaining network to stay alive at the disaster site, XL Axiata also distributed emergency aid to the surrounding community. <ul style="list-style-type: none"> 2,400 people in the affected area Flood in South Sulawesi Flood in Pekalongan Flood in Dayeh Kolot & Bojongsoang Flood in Bengkulu Flood in Purworejo 		<ul style="list-style-type: none"> Flood and Landslide in Imogiri, Bantul Flood in Sungai Pinang District, Samarinda City Flood in Kampar, Riau Lombok earthquake Development of School Building in North Lombok Post-tsunami Palu aid Drought disaster in Cibingbin, Kuningan-West Java 	





“Let’s use this app
and tell all the
fishermen!”

Susi Pujiastuti
Minister of Maritime Affairs
and Fisheries (2014-2019)

 **25,000**
downloaders

 **8,433**
active users



In cooperation with:
KKP-BROL, Bakamla

Laut Nusantara is an application specially designed for sea farers, in particular fishermen, where they can get information about fish populations to achieve maximum results. [GRI 203-2]

 **Dissemination events in 2019 were held at:**



- | | | | | |
|-------------------------|---------------------------------|------------------|--|--------------|
| 1. Desa Perancak – Bali | 5. Prigi – Trenggalek | 10. Indramayu | 17. Pengambengan | 21. Ende-NTT |
| 2. Pandeglang | 6. Pekutatan – Bali | 11. Banyuwangi | 18. Natuna | 22. Maumere |
| 3. Lombok Tengah | 7. Desa Sumber Waru – Situbondo | 12. Pangandaran | 19. Pulau Sebatik, Kab. Nunukan, Kalimantan Utara | |
| 4. Kenjeran – Surabaya | 8. Desa Karangantu – Serang | 13. Denpasar | 20. Desa Silo Baru, Kabupaten Asahan, Sumatera Utara | |
| - Sendangbiru – Malang | 9. Kecamatan Greges – Gresik | 14. Tanjung Kait | | |
| | | 15. Cilincing | | |
| | | 16. Bekasi | | |



1.b LAUT NUSANTARA [GRI 203-1]



In the reporting period, XL Axiata held various CSR programs that focused on the community. We provided innovative digital solutions to help uplift tech literacy among people as well as their readiness to compete in the 4.0 industry. In each CSR program, we conduct a survey to understand their needs, so that the programs implemented can be appropriate to the community and improve their welfare, directly or indirectly. All of our CSR programs are prepared by involving the community and regularly evaluated to assess their impact and effectiveness. [GRI 413-1]

Finding the best fishing spot is one of the challenges faced by fishermen. As a matter of fact, they frequently go out to sea, spending time and fuel, only to get unworthy results, in other words, suffering a loss. To address this, XL Axiata created Laut Nusantara Apps.

The “Laut Nusantara” application is supported by a complete and real time information base with full data sources from the Institute for Marine Research and Observation (BROL). As an agency under the Ministry of Maritime Affairs and Fisheries, BROL has extensively complete and very useful marine data for developments in the marine sector, which can also provide practical benefit for small fishermen. Data from BROL is also up to date and based on sea research and observations throughout the archipelago. All marine information contained in Laut Nusantara Application is obtained directly from the Institute for Marine Research and Observation station to ensure its data accuracy. Data updating is done every three days based on data from special satellites. Meanwhile, forecast data is obtained based on data analysis for the past 20 years. XL Axiata and BROL teams have previously conducted research and surveys to a number of fishing communities in various regions to identify their needs related to information about fishing activities.



The XL Axiata CSR Program, Laut Nusantara, was named “The Best Creating Shared Value” by SWA / MIX Magazine because considered to have clear and consistent goal and strategy, support the achievement of SDGs, and have positive impact.

2. NURTURING PEOPLE

Not only driving Indonesia toward the digital era through digital infrastructure development, XL Axiata is also committed to improving human capital in this digital era.

2.a DEVELOPING HUMAN CAPITAL AT XL AXIATA



XL Axiata continues its focus on the goal of becoming the preferred data and digital services provider in Indonesia. As such, employee, or Human Capital (HC), development is critical in our journey to achieve excellence and company goals. We are committed to building each and every one of our XL Axiata people to be competent and have integrity, as well as to become the backbone of the company by embracing those modern and smart principles relevant to the digitization process.

We have prepared a reliable and up-to-date infrastructure in the form of digital applications to handle all HC processes such as recruitment, performance management, training and development, succession management, and more. Employee data updates, leave applications, and other approvals are also processed digitally.

The digitization process is also carried out to support daily operational activities, such as booking meeting rooms, distributing documents,

and so on. In addition, this digitization process also supports employee collaboration and solidarity through internal social media for all employees. HC digitization is aimed towards two goals:

- To increase the effectiveness and efficiency of the human capital management process.
- To help analyze decision making on HC and related business decisions.

We also apply an EVP (Employee Value Proposition), which is a strategy to reward employees who have contributed their skills and capabilities to the company. EPV also reflects an “employee branding” where every employee can understand the uniqueness and excellence of working at XL Axiata. It is expected that this EPV will foster a sense of pride, loyalty, and togetherness, so that XL Axiata can attract and retain the best talent.

81% Employees constitute Millennial Generation and Generation Z

1,606 Total permanent and contract employees

EMPLOYEE DEMOGRAPHY [GRI 102-8]

Total employees based on employment contract (permanent and temporary) and gender

Description	2019		2018		2017	
	Male	Female	Male	Female	Male	Female
Permanent Employees	954	432	1,001	460	1,003	466
Temporary Employees	168	52	164	52	137	46
	1,122	484	1,165	512	1,140	512
Total	1,606		1,677		1,652	

Total employees based on employment contract (permanent and temporary) and region

Region	2019		2018		2017	
	Permanent	Temporary	Permanent	Temporary	Permanent	Temporary
Central	40	27	41	18	51	17
East	54	27	60	27	69	15
Jabo	1,244	148	1,313	156	1,298	144
West	48	18	47	15	51	7
Total	1,386	220	1,461	216	1,469	183

Total Employees based on Employment Contract and gender

Description	2019		2018		2017	
	Male	Female	Male	Female	Male	Female
Full-time Employee	954	432	1,001	460	1,003	466
Part-time Employee	168	52	164	52	137	46
Total	1,122	484	1,165	512	1,140	512

DIVERSITY OF GOVERNANCE ORGANS AND EMPLOYEES

[GRI 405-1]

Diversity at the workplace is a source of innovation and creativity that has a positive impact on the company. Diversity drives different ideas, personalities, and experiences to emerge. Therefore, opportunities to join XL Axiata are open for people from diverse backgrounds.

The following table illustrates the diversity in XL Axiata's governance organs and employees. Organs here mean President Director, Director and Chief, while employees are Group Head, Head, Lead, and Individual Contributor.

Description	2019				Total
	Male	%	Female	%	
President Director	-	0.00	1	100.00	1
Directors	3	75.00	1	25.00	4
Chief	4	100.00	0	0.00	4
Group Head	31	65.96	16	34.04	47
Head	122	70.93	50	29.07	172
Lead	12	92.31	1	7.69	13
Individual Contributor	950	69.60	415	30.40	1,365
Total	1,122		484		1,606

2019	Under 30 years old		30-50 years old		Above 50 years old	
	Total	%	Total	%	Total	%
President Director	0	0	0	0	1	3
Director	0	0	3	0	1	3
Chief	0	0	3	0	1	3
Group Head	0	0	41	3	6	15
Head	0	0	169	13	3	8
Lead	0	0	12	1	1	3
Individual Contributor	255	100	1,084	83	26	67
Total	255	100	1,312	100	39	100

TALENT MANAGEMENT

To ensure the availability of leaders, XL Axiata strives to recruit, retain and train employees through a “talent management” process. Particularly through this talent management, we wish to ensure the availability of prospective leaders across the company’s business lines. We have prepared a well-structured succession process, starting from identification, development, placement, and work assessment stages.

1. EMPLOYEE RECRUITMENT

The process of developing highly qualified employees starts from running the right talent recruitment system. Hence, XL Axiata widely opens job opportunities through LinkedIn, jobstreet, job exhibitions, and emails sent to recruitment@xl.co.id while constantly cooperating with recruitment companies at home and abroad in order to seek highly qualified candidates.

In conducting recruitment, we consider the following four factors:

- Competence: The ability/expertise/ knowledge of candidates according to the applied position, which consists of functional competencies or those relating to the implementation of the candidate’s duties, leadership, and pivotal role, i.e. competencies

acquired during their work experience.

Functional and leadership competencies are divided into several levels according to the responsibilities of different positions.

- Cultural compatibility: Candidates’ self-values and their compatibility with XL Axiata values, which are broken down into values and management leadership model.
- Commitment: Candidates’ professional motivation at work and career aspirations for the applied position and the Company.
- Agility: The ability of candidates to adapt and deal with the dynamics of rapid change (volatility), issues and uncertain events (uncertainty), organizational complexity (complexity), and ambiguity of a thing or condition (ambiguity): all abbreviated as VUCA. These four aspects are assessed through cognitive abilities and learning agility measurements, as well as interviews about the candidates’ experiences.

In the reporting year, XL Axiata recruited 145 employees, consisting of 100 male employees and 45 female employees. This recruitment was carried out mainly to replace resigning employees. Employee turnover rate in 2019 was 13%.

RECRUITMENT OF NEW EMPLOYEES AND EMPLOYEE TURNOVER [GRI 401-1]

Employee Recruitment Based on Gender

Description	2019	%	2018	%	2017	%
Male	100	69	175	69	120	69
Female	45	31	78	31	55	31
TOTAL	145	100	253	100	175	100

Employee Recruitment Based on Age Group

Age	2019	%	2018	%	2017	%
Age below 30 years old	66	46	111	44	72	41
Age between 30-50 years old	78	54	140	55	100	57
Age above 50 years old	1	1	2	1	3	2
TOTAL	145	100	253	100	175	100

Employee Recruitment Based on Region

Region	2019	%	2018	%	2017	%
Central	14	10	7	3	6	3
East	5	3	16	6	9	5
Jabo	120	83	222	88	159	91
West	6	4	8	3	1	1
TOTAL	145	100	253	100	175	100

Employee Replacement Based on Gender

all invol & vol

Gender	2019	%	2018	%	2017	%
Male	143	68,10	167	67,34	286	65,90
Female	67	31,90	81	32,66	148	34,10
TOTAL	210	100	248	100	434	100

Employee Replacement Based on Age

all invol & vol

Age	2019	%	2018	%	2017	%
Age below 30 years old	72	34,29	52	20,97	84	19,35
Age between 30-50 years old	135	64,29	183	73,79	319	73,50
Age above 50 years old	3	1,43	13	5,24	31	7,14
TOTAL	210	100	248	100	434	100

Employee Replacement Based on Region

Region	2019	%	2018	%	2017	%
Central	9	4,29	16	6,45	9	2,07
East	12	5,71	16	6,45	10	2,30
Jabo	184	87,62	212	85,48	408	94,01
West	5	2,38	4	1,61	7	1,61
TOTAL	210	100	248	100	434	100

Reasons for Employee Replacement

Alasan	2019		2018		2017	
	Male	Female	Male	Female	Male	Female
Resign	119	58	133	71	253	133
Deceased	2	-	2	-	-	-
Termination of Contract	15	7	19	8	27	12
Not Counted	6	2	5	-	-	1
Failed to Pass Probation	1	-	4	1	2	2
Retired	-	-	4	1	4	-
TOTAL	143	67	167	81	286	148

2. EMPLOYEE TRAINING AND DEVELOPMENT [GRI 404-2]

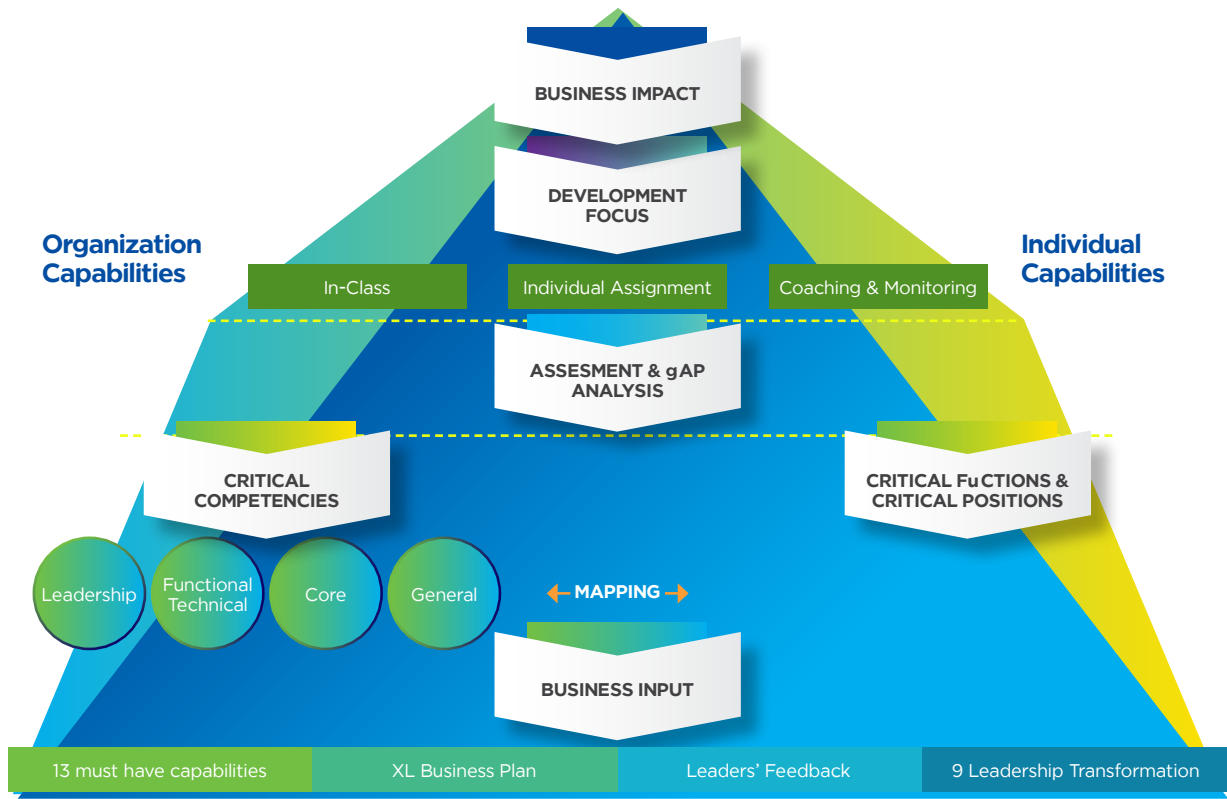
Training program in XL Axiata is developed according to fast-changing technology and business world. Training is carried out through various methods such as face-to-face, virtual classes, online learning applications (Lynda.com), and e-LMS (Electronic Learning Management System) which is applications integrated with other HC programs such as talent, performance and career management.

These training programs combine various approaches that are tailored to the needs of

employees: independent learning, coaching, buddying & inspiring sessions, and learning through assignments. These four holistic approaches are focused on the following:

- Personal development
- Educational based development
- Relationship and interaction based development
- Experience based development.

XL Axiata’s employee development model is as follows:



Employee training and development programs are specifically focused on the functions of each employee in order to hone their skills in their respective field to directly support the company’s strategic vision. XL Axiata’s employee training and development program consists of:

- Data Analytics: Business Optimization Data Technology (Data Scientist & Data Engineering), Power BI, Greenplum, Teradata, Axiata Analytics Center & Ab Initio.
- Scrum & Agile Development: Basic Scrum, Intermediate Scrum, Professional Scrum Certification (Professional Scrum Master & Professional Scrum Product Owner).
- IT & Telco: Dev Ops, Cyber Security, Building Apps, COBIT 5, Automatic Testing, IoT & 5G.
- Sales: GTM Strategy, Direct Channel & Key Account Management.
- Leadership: 9 Leadership Transformation.
- Business Innovation: XBOKS Business Innovation & XCUBE Business Incubation.

In addition to these programs, we also organized an SKKNI (Indonesian National Work Competency Standards) program in the

telecommunications sector to ensure that all employees have the expertise and certification needed to perform their duties, for example: RF Planner; Signaling Engineering; Traffic Engineering; Core Planning Engineering; as well as Engineer, Operation and Maintenance RAN Certifications.

To ensure that all knowledge in the organization is optimally used, we have developed a Knowledge Management system to systematically document existing knowledge, be it tacit knowledge or knowledge acquired personally by everyone, or explicit knowledge, namely knowledge that has already been expressed.

Other activities that we do are knowledge sharing within the organization for the development of XL Axiata in general, as well as the development of each employee, such as Community of Practice (XL-Labs), Community of Experts (Train the trainer, PMCoE), Sharing from Executive/Expert (ShrEX), Knowledge Day, and Book Review.

The following is a description of XL Axiata’s employee training hours. . [GRI 404-1]

Average training hours per year based on gender [GRI 404-1]

Description	2019	2018	2017
Male	26.30	32.69	25.99
Female	24.93	27.18	23.33

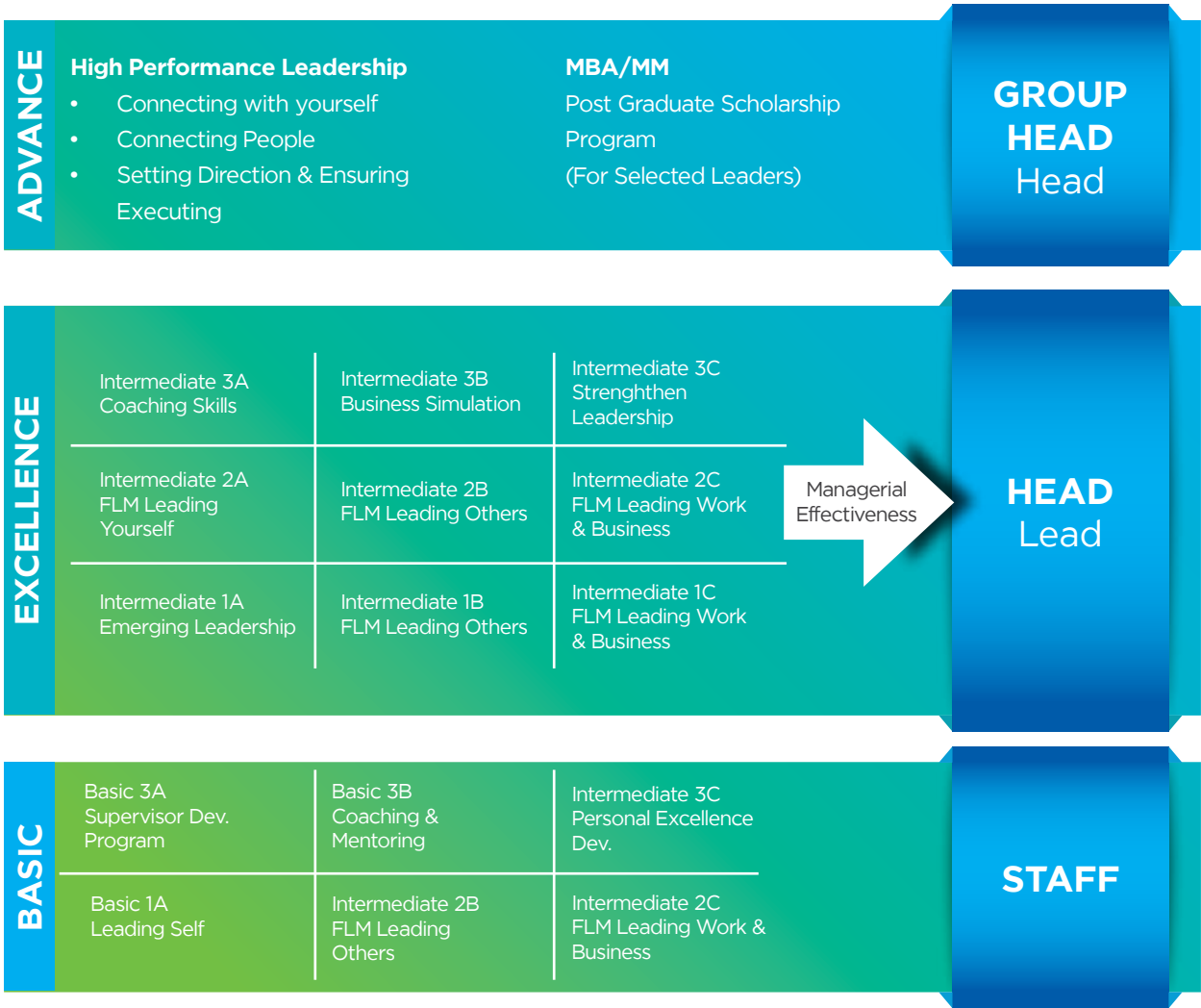
Average training hours per year based on employee category [GRI 404-1]

Description	2019	2018	2017
Top Management (Dir. Chief)	57.33	43.63	57.78
Middle Management (GH)	71.21	43.82	27.01
Lower Management (Head. Lead)	31.89	46.02	35.81
Staff (L4)	23.30	28.49	23.56

3. LEADERSHIP DEVELOPMENT

The development of a company is inseparable from the development of the leaders who will develop the company. To that end, we have

prepared a tiered leadership program to train future leaders to manage XL Axiata. These programs are:



4. EMPLOYEE PERFORMANCE REVIEW

Besides being useful for evaluating employee productivity for the development of the company, performance assessment also encourages employees to reach their highest potential. This performance assessment is also useful for their personal development and career advancement.

Assessment is conducted twice yearly, involving all employees from the many employee categories, both men and women. The assessment indicators include key performance indicator (70%) and XL Axiata values (30%). To maintain objectivity, the assessment is carried

out in stages, starting with self-assessment by the employee, followed by review of self-assessment by the direct supervisor of the person concerned, implementation of panel evaluation at a higher level, and finally Board of Directors' approval as the last stage.

This performance assessment is used as a guide for developing short-term and long-term skills, in addition to determining remuneration. We also implement PIP (Performance Improvement Plan) program, which is a mandatory program for employees who need improvement to achieve certain targets, which is implemented under the supervision.

In the reporting year, we conducted performance assessment process for all employees (100%), both male and female employees, from the various position levels. [GRI 404-3]

SALARY AND REMUNERATION

Our competitive remuneration provides incentives for employees to continue their careers with XL Axiata. We pay attention to employee welfare by providing attractive salaries and facilities, which are provided objectively according to employee achievements, positions, and competencies. We apply 3P principle, namely position, person and performance, and we pay salaries or remuneration equally the same for both male and female employees. [GRI 405-2]

To ensure that we provide competitive remuneration, XL Axiata conducts remuneration surveys in similar industries. In addition to remuneration in the form of salaries and facilities, our employees receive long-term incentives that are provided in cash or in the form of shares. We also show our care about the employees' families through LLP (Let's Learn Program), which is a fund provided for the development of skills and knowledge of employees and their families (spouse and children). Programs funded include certification programs, courses (cooking, financial planning, more), school fees, and other individual development programs. In the reporting year, more than 90% of employees utilized the program. Their response was very positive, and they felt appreciated because the company cared about developing themselves and their families.

Allowance provided to permanent employees not given to temporary employees [GRI 401-2]

Form of Allowance	Permanent Employees	Temporary Employees
Religious Holiday Allowance	√	√
Leave Allowance (given in the form of days off)	√	√
Income Tax Allowance	√	√
Transportation Allowance	√	√
Life Insurance (part of JKK jamsostek)	√	√
Healthcare Facilities	√	√
Maternity Leave	√	√
Share Ownership	√	√
Education Allowance for employees and their families	√	√
Communication Allowance	√	√
DPLK	√	-

XL Axiata pays basic salary and remuneration equally the same for both women and men. Salaries and remuneration are given based on competence.

RETIREMENT PREPARATION

[GRI 201-3]

We appreciate the dedication and loyalty of our employees who have worked with XL Axiata. We have prepared a retirement program for those who will enter the pension period, namely those reaching the age of 56 years. We attempt to help them be financially and mentally prepared through our pension plan, i.e. Manulife insurance (pension) and BPJS pension. For BPJS Pension, employees would contribute their salary to an amount as determined by government regulations, and for Manulife, they contribute 3% of basic salary less BPJS Pension. These programs are mandatory, yet we have prepared them in such a way as not to burden employees.

In addition to financial preparation, we also provide mental and skills preparation by holding special seminars on entrepreneurship topic for those who are starting to set up their own business. Another seminar is about preparation to apply for jobs for those who wish to continue working elsewhere.

WORK RELATIONSHIP MANAGEMENT

XL Axiata’s concern for employee welfare is realized by opening opportunities for employees to express their voices through the labor union. Work relationships with employee are managed based on company rules by upholding Human Rights and policies that uphold employee welfare.

We respect the right to associate according to Labor Law No. 13/2003 and ILO Convention 87 and 98, which emphasize that employees have the freedom to establish organizations as a platform that bridges between employees and management. XL Labor Union (SPXL) has been registered with the Ministry of Manpower and Transmigration since 2003, and since then, SPXL has been a management partner in building a conducive work climate for the company and each employee.

As a means for fostering relationships and increasing employee engagement, XL Axiata holds various activities that involve management and employees as follows:

- XL Club
- Group Gathering
- Employees’ Mass Homecoming
- Break the Fast with Management
- Safari Ramadan
- Halal Bihalal Directorate
- Fruit Attack
- XL Axiata anniversary

The Company’s relationship with employees is also stipulated in the Company Agreement, which in detail governs salaries, working conditions, allowances, and other aspects relating to compensation and workers’ rights. This agreement covers all employees (100%) working at XL Axiata.

[GRI 102-41]

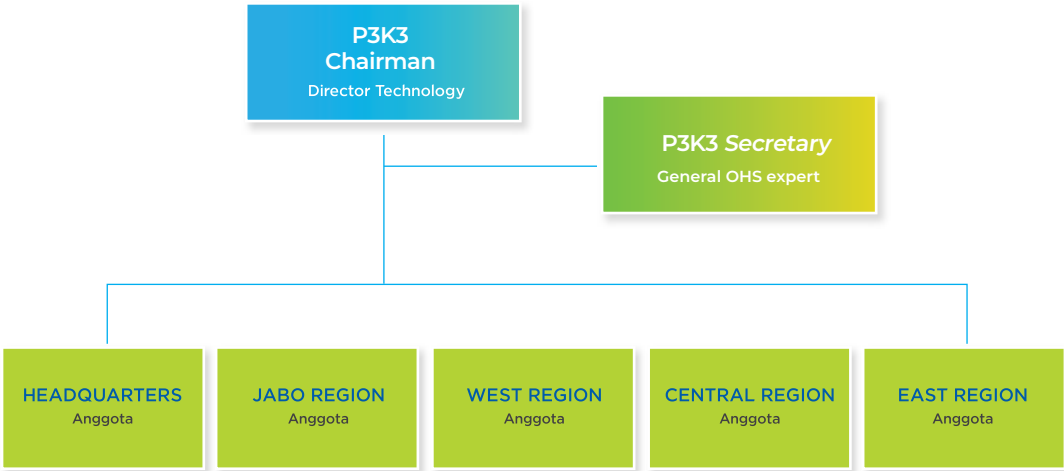
OCCUPATIONAL HEALTH AND SAFETY (OHS)

XL Axiata’s commitment to health and safety of each employee is reflected in provisions set out in the Company Regulations. We also have “OHS Policy - XL Axiata” which states that “the Company is committed to increasing customer satisfaction and providing an efficient, healthy, and safe workplace for workers and customers by implementing continuous improvement programs through Occupational Health & Safety Management System as we uphold and apply OHS aspects in the performance of operational activities.”

We actualize this commitment by forming an Occupational Health Safety Mentoring Committee (P2K3) team to realize the OHS conscious culture in a consistent and systematic manner. This team consists of 17 people from management (Directors, VP, and managers) as well as employee representatives from 5 regions. One of the tasks of this team is to provide safety performance reports of XL Axiata every quarter, and this committee represents all employees working at XL Axiata.

[GRI 403-1]

P2K3 ORGANIZATION



In addition to disseminating OHS to employees, from time to time, we conduct emergency response drills for emergencies such as for a fire, earthquake, explosion, riot, bomb threat and work accident. The following are various activities that we regularly undertake to improve K2 performance:

- Fire fighting simulation using fire hydrants
- Simulation of the use of APAR
- Simulation of emergencies and evacuations
- Dissemination of National P2K3 activities
- Fire fighting training
- OHS induction.

We also periodically perform occupational health and safety audits conducted by third parties. In the reporting year, XL Axiata recorded audit results above the provisions stipulated by the Ministry of Manpower of the Republic of Indonesia.

In an effort to insure the health of employees, we provide various health facilities such as gyms, comprehensive medical check-ups, and clinics complete with on-duty doctors at selected times.



2.b XL FUTURE LEADERS (XLFL)



Through XL Future Leaders (XLFL), we develop students' skills to deal with today's fast-changing world. Students are trained to have the agility in managing change and uncertainty while maintaining their focus on achieving goals. XLFL is a two-year leadership development program that not only benefits the participants, but also impacts the community where they contribute later. The curriculum of the XLFL program is developed by education experts from various extensive researches. The effectiveness of this program is supported by a factor learning system, which is a combination of online learning programs, face-to-face workshops, and work experience that is expected to prepare students to take leadership roles in their communities, as well as in various national and international companies.



XL Future Leaders (XLFL) is a leadership training and development program to train and develop the nation's future leaders, dedicated to students throughout Indonesia.

LAUNCHED IN 2012,
IT PRODUCED
8 BATCHES
BY 2019

EACH CLASS
HAS **10 FACE-TO-FACE WORKSHOPS**

FACE-TO-FACE
WORKSHOPS IN 6 CITIES
(JAKARTA, BANDUNG,
YOGYAKARTA,
SURABAYA, MEDAN,
MAKASSAR)



17,000

registered
in Batch 8



150

students were
accepted into
Batch 8. They
came from 45
universities
located in 20
provinces



150

students
graduated from
Batch 6. They
came from 35
universities,
both public and
private.

**XL FUTURE
LEADERS**



Jordi Lokananta
(XLFL Batch 2)

OPEN PERSPECTIVE

"The XLFL program opened my perspective of the professional journey I want to pursue in my life. Its organized curriculum helped to grow my outlook and that has been critical to connect my background in engineering with the work I am doing now".



Annisa Ika
(XLFL Batch 1)

BUILD CHARACTER

"XL Future Leaders is the best place to develop your character and collaboration skills. Its positive support motivated me to work with interdisciplinary experts at the international level".



Tatyana A. Ibrahim
(XLFL Batch 7, Surabaya)

CHANGING HOW TO LOOK AT YOURSELF

"XLFL changes me from someone who was reluctant to try new things and approached new people into someone who was cheerful and eager to explore new environment and meet new people! Being part of this program has changed my perspective on myself, and that changes many other things."



**Agnes Angela
Stephanie Siregar**

COLLABORATION LEARN

"It is truly amazing to be a part of XLFL's journey. I step into something new, a positive environment, which helps me grow into a better person, and to become a supportive friend, not to compete in class, but to encourage one another."

INTERNET OF THINGS (IOT) [GRI 203-1]

Each batch to graduate is required to prepare and complete an assignment that would be beneficial for the surrounding community. This year, Batch 6 students were assigned to create an IoT-based digital solution project aimed at adapting to the industry 4.0 era and digital technology. 25 IoT project initiatives were produced by the XLFL batch 6.

Pakuan



Description

Monitor the number of passengers (in real time) to adjust the aircon temperature and inform density of train coach.

Impact

- Save energy (electricity).
- Reduce theft and sexual harassment potential.
- Increase customer satisfaction to encourage an increase in the number of public transportation passengers, which is expected to ultimately reduce emission.

Tatanen (IPB)



Description

Count the amount of chicken feed, notify when feed is about to run out, and measure weight growth approximation, as well as monitor farm's cleanliness and environment (light, temperature, and moisture).

Impact

- Efficiency and saving of natural resources (chicken feed).
- Increase profitability of animal husbandry business.

Pilah



Description

Support waste bank operations and maximize space efficiency with e-money support.

Impact

- Waste banks have more active role in collecting waste, thus reducing waste generation.
- Efficient waste management.

I-Sinus



Description

Help people with sinusitis to monitor the surrounding environment conditions (specifically to temperature, pressure, and humidity) and give alert to the person if the environment is not conducive.

Impact

Improve well-being of people with sinusitis.

Track Fast



Description

Track and obtain data that will be used to control material usage.

Impact

Efficiency and use of material and resources.

Whereables

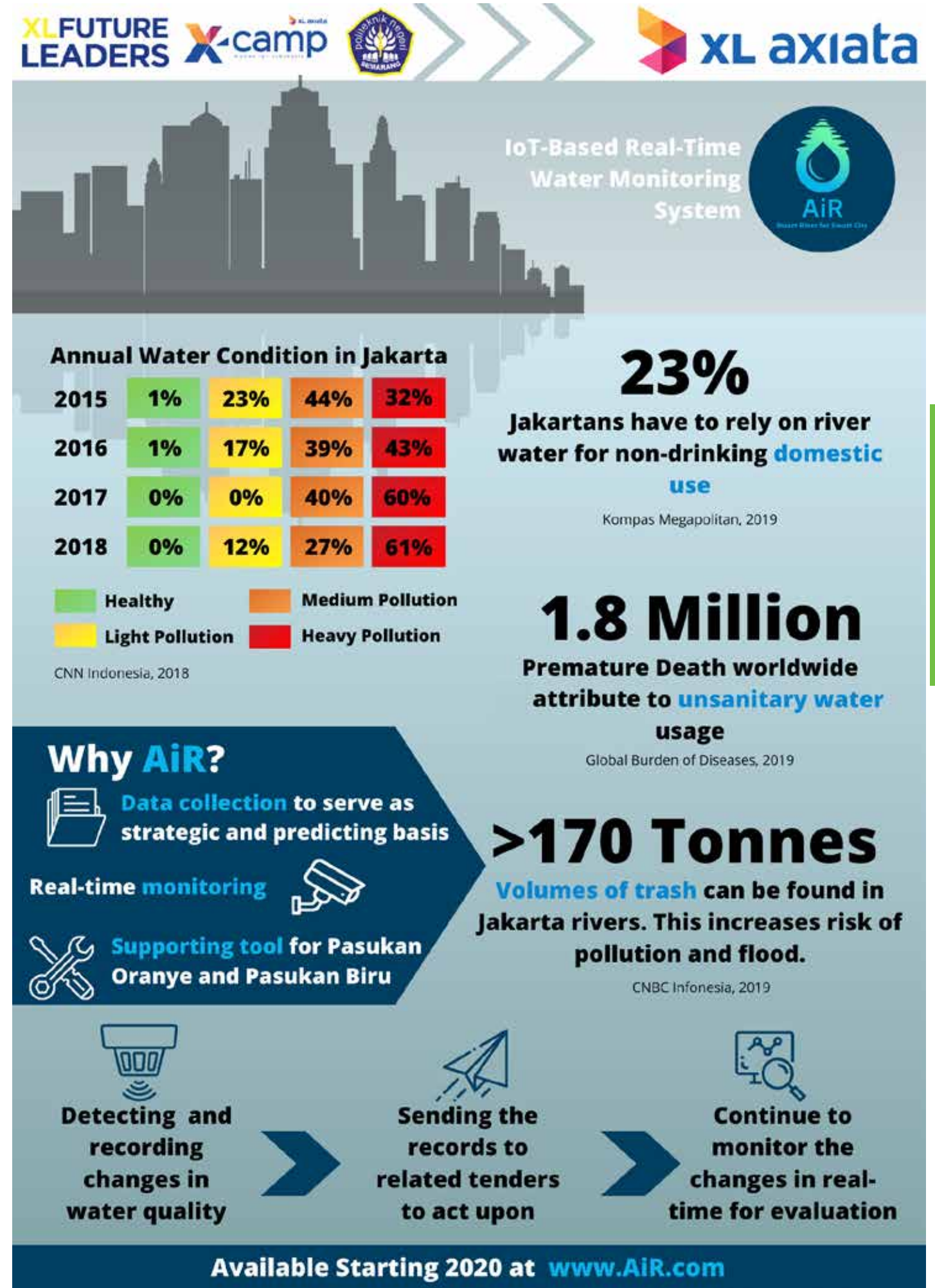


Description

Minimize child abduction potential, especially for children with special needs.

Impact

Improve sense of security and family well-being.



Feat



Category
Transportation

Description

Installed on each side of the car to give collision potential warning.

Impact

Minimize accident frequency which will also reduce fraud practice committed by vehicle insurance customers.

AIR



Category
Water Management

Description

AiR is an IoT-based water monitoring device useful in tracking and collecting data of the dynamic condition of Jakarta rivers. Provide a complete overview of the water condition, water level, salinity, Ph, and turbidity.

Impact:

- Effectiveness of waste management.
- Improve public health through the cleanliness of water sources/water bodies.

PALMS



Category
Agriculture

Description

Maximize palm oil's production by providing a system to monitor nutrient provision and manage accurate mature stands for appropriate harvesting.

Impact

- Improve the efficiency of agricultural management.
- Improve the quality of palm oil.
- Increase economic value (selling price) of palm oil.
- Efficient of waste management.

HelpMet



Category
Wearable

Description

Identify the accident and notify emergency contacts of the casualties through fast, measurable, and safe system.

Impact:

Speed up aid arrival time.

Savee



Category
Smart Home

Description

Monitor electricity usage via smartphone, schedule auto power off for electronic devices, and calculate monthly electrical usage.

Impact

- Encourage its users to change their lifestyle and use electricity wisely and efficiently.
- Save energy.

Bin



Category
Waste Management

Description

Waste picking up route.

Impact

Reduce operational costs due to more efficient waste collection.

Animaps



Category
Wearable

Description

Map and track Bekantan (one of the endangered species) if Bekantan steps out of the conservation area.

Impact:

Protect the preservation of endangered wildlife.

Embracchium



Category
Wearable

Description

Smart bracelet intended to monitor children with special needs, detect children's temperature, heartbeat, and location.

Impact:

Increase sense of security and family well-being.

CEKATAN



Category
Disaster Risk Reduction

Description

Detect landslides by using several sensors connected to a mobile application.

Impact:

- Protect people from disaster.
- Improve well-being by providing sense of security.

MinerMet



Category
Wearable

Description

Smart helmet that features wireless sensor network nodes that can detect other hazard potential that can occur in the mining area.

Impact:

- Protect people from disaster.
- Improve well-being by providing sense of security.

XCure

Category
Smart Security

Description: Ingenious padlock for motorcycle, equipped with network data for phone notification, GPS location, and alarm.

Impact:

Increase security

Hamil Pintar Bracelet



Category
Wearable

Description: A bracelet to continuously monitor pregnant mother's heart rate, body temperature, and blood pressure.

Impact:

- Maintain the health of pregnant women and baby in the womb.
- Increase sense of security and family well-being.

Hidrogotchi



Category
Agriculture

Description

Monitor pH, humidity, temperature, and early detect pests and diseases.

Impact:

- Increase production.
- Increase farmers' welfare.

Smark



Category
Smart Parking

Description

Smart parking solution at malls to help book parking lot easier.

Impact:

Save energy and reduce CO₂ emissions from motor vehicle exhaust gases.

KuTaniku



Category
Agriculture

Description: Detect the intensity of light, land moisture, and nutrients obtained by plants.

Impact:

- Improve the quality of agricultural products.
- Increase production.
- Improve the farmers' welfare.



There are more than **150** *Kampung Hidroponik* in Surabaya. One of them is located on **Simo Kalangan**.



17 People of Simo Kalangan become 'Warga Tani'



15 Spots of hydroponic plantation spreaded in Simo Kalangan



Hydroponic plant's seeds fail to grow



RP 20.000 Net profit per each hydroponic spots

Hydroponic is good for my economy. However, it's hard for me to monitor the nutrition and to market the vegetables.

Mrs. Dinar, Warga Tani Simo Kalangan

Hydroponics must be continuously developed so that food security in Surabaya can be maintained.

Tri Rismaharini, Mayor of Surabaya



Brasure

3 KEMERDEKAAN SEHAT DAN SEJAHTERA
Category Healthcare

Description
Measure blood pressure.

Impact: Maintain people's health.

LoadGuard

3 KEMERDEKAAN SEHAT DAN SEJAHTERA
Category Transportation

Description
Smart sensor to measure trucks' weight and monitor suspension bridge power.

Impact:
• Increase work efficiency.
• Have the potential of reducing accident rate.

Healthsense

3 KEMERDEKAAN SEHAT DAN SEJAHTERA
Category Healthcare

Description
Monitor workers' health in an effort to prevent productivity loss.

Impact:
• Increase workers' well-being.
• Increase business productivity.

Healthtree

15 KEMERDEKAAN SEHAT DAN SEJAHTERA
13 PENANGANAN PERUBAHAN BUKU
Category Agriculture

Description
Provide real time health checking for trees to early prevent diseases that might attack the trees.

Impact:
Maintain environmental preservation.



2.c XL AXIATA YOUTH LEADERSHIP CAMP (XYLC)



XYLC is intended to build soft skills of young leaders in line with the World Economic Forum's top 10 skills formulation to support success in industry 4.0 revolution era, i.e.: creativity, problem solving, critical and creative thinking, collaboration and coordination, communication, emotional intelligence and flexible cognitive skills.

PROGRAM OBJECTIVES

to encourage the emergence of the young generation having leadership character and spirit as the capital to build Indonesia's future

for high school and vocational level

600 student 400 school

Held in 6 cities in Indonesia, namely: Jakarta, Semarang, Makassar, Medan, Yogyakarta and Surabaya



partner with
DIREKTORAT JENDERAL
PENDIDIKAN DASAR DAN MENENGAH

LEARN TO BE A LEADER

"After I joined the XYLC activities in Makassar, I got a picture of how a leader should behave in emergencies. A leader must be able to sacrifice for the sake of the people. Stay optimistic and think positive."
Bimo (Member XYLC)

THE GREAT ACTIVITY

"XYLC? This is a really cool activity! Where else can you get cool but free training like this? Try to register and be selected in the next XYLC. There's nothing to lose. Trust me!"
Anggi (Member XYLC)

2.d E-LEARN



Following learning style trend of millennials where digital facilities are much preferred, we expand learning and self-development activities online through eLearn.id.

From time to time, XL Axiata has organized "meet-ups" with eLearn participants in various cities. In 2019, we hosted 7 meet-ups in 6 cities attended by more than 880 participants, which were held at: Gorontalo-Gorontalo State University, Padang-Andalas University, Samarinda-Mulawarman

University, Kupang-Citra Bangsa University, Mataram- Mataram State University, Palembang-Sriwijaya University.

This year's meet-up presented a variety of topics needed by young people such as:

- Education 4.0 (for lectures)
- Creative Thinking (SCAMPER & The Bono's Six Thinking Hats)
- Career Planning & Creative Thinking



eLearn a digital that contains an XLFL curriculum for self-development



Launched in 2014



This platform can be downloaded for free through eLearn.id and without selection



38.000
active users



26
A total of online courses



Sofia Nasution
(Medan)

DEVELOP ENTREPRENEURIAL SPIRIT

“The knowledge given by elearn.id is very important in our daily life, such as how to look good, job interview questions, and also how to become an entrepreneurial leader. eLearn.id is the online learning site I love the most. eLearn.id is absolutely the best!”.



Muhammad
(Raffi Padang)

LEARN INDEPENDENTLY

“eLearn.id increased my interest in independent learning. It is an amazing experience, especially for me, that eLearn.id helped me and hundreds of young people to complete ourselves with integrated experience in leadership, entrepreneurship, and technology”.



Miftahul Jannah
(Gowa)

SPEAK SKILLS IN PUBLIC

“Through its meet-up event, eLearn.id has helped me develop the potential to be able to speak in public as it allowed me to learn steps to master the stage well.”



Ibu Alfina Dosen STKIP
(Bulukumba)

BELAJAR SOFTSKILL

“eLearn.id meet-ups are very helpful for our students in understanding and learning soft skills to complement their learning at the university.”

2.e GERAKAN DONASI KUOTA (GDK)



The development of education world is inextricably linked to the opportunity to see the world and get information online. However, not all schools and students can have this opportunity

because of limited funds to access it. To that end, XL Axiata is driving GDK program where customers can donate quotas for education development.

GDK is a movement to raise customer participation and the public in general to voluntarily donate their quotas,

which are then channeled for quality improvement of schools across Indonesia.

DEDICATED TO HIGH SCHOOL, VOCATIONAL SCHOOL, MA

XL PROVIDES 1 ROUTER FOR SELECTED SCHOOLS

494,100

Beneficiaries

466.32

TB quotas

1,943

Schools

1,943

Router

3. PROCESS EXCELLENCE

Excellent process of governance and each of our operational activities underlying XL Axiata as a company which is sturdy and growing.

3.a GOVERNANCE [GRI 102-11]

As one of the leading telecommunications companies in Indonesia, XL Axiata continues to transform to keep abreast of the latest industry trends and developments. We remain resolute in building a company with a dynamic vision, a vision that is expressly described in a clear and well-prepared “roadmap”. All this is possible as it is built on a foundation of good corporate governance (GCG).

The six GCG principles, namely: transparency, accountability, responsibility, independency, fairness, and digitalization, are applied in every aspect of XL Axiata’s operations with due observance of various laws and regulations as well as national and international standards:

- Law of the Republic of Indonesia No. 40 of 2007 concerning Limited Liability Companies and its implementing regulations.
- Law of the Republic of Indonesia No.8 of 1995 concerning Capital Market and its implementing regulations.
- Financial Services Authority Regulation No. 21/POJK.04/2015 dated 16 December 2015 Implementation of Code of Corporate Governance for Public Companies.
- Financial Services Authority Circular No. 32/SEOJK.04/2015 concerning Code of Corporate Governance for Public Companies.
- Best governance standards at the national and ASEAN levels through the ASEAN Corporate Governance Scorecard/ACGS.

We emphasize good corporate governance as it provides a structure toward sustainable growth and supports the company to achieve excellence.

The application of best governance practices aims to:

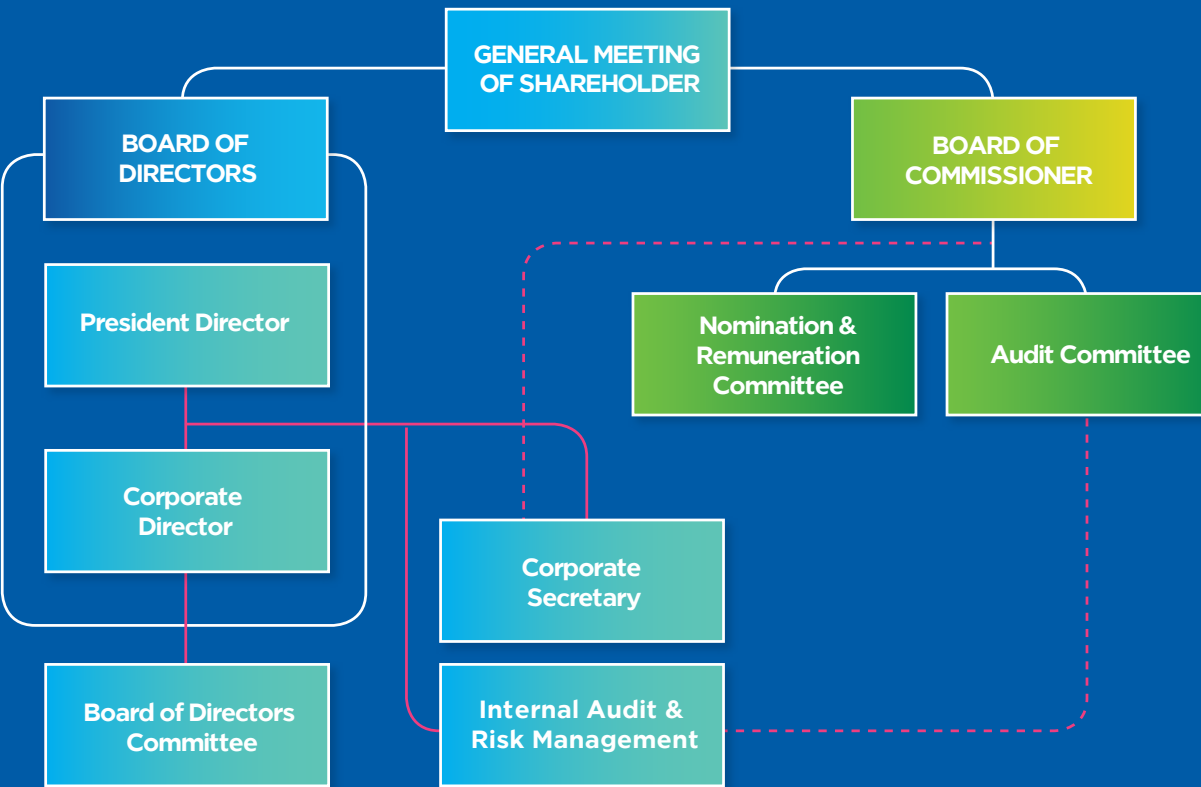
- Maintain accountability and independency in carrying out duties of each element of XL Axiata, from the GMS to the Boards of Commissioners and Directors.
- Ensure that every decision is made and implemented according to high moral standards by complying with all applicable laws and regulations.
- Encourage awareness of every element in XL Axiata to be responsible for preserving the environment and contributing to society.
- Meet the expectations of stakeholders to build XL Axiata as a professional, long-term oriented company, with the support of superior human capital.
- Increase market confidence in XL Axiata.
- Optimize competitive advantage in turning XL Axiata into a sustainable company.



3.b GOVERNANCE STRUCTURE [GRI 102-18]

Governance structure of XL Axiata is established according to the applicable laws and consists of the following elements:

ELEMENTS OF GOVERNANCE STRUCTURE



GENERAL MEETING OF SHAREHOLDERS (GMS)

The GMS is an internal forum where shareholders meet to discuss and decide on various strategic issues of the Company. In addition, the GMS evaluates the performance of the Board of Commissioners and the Board of Directors in managing the company in the economic, social and environmental fields as related to business interests and based on the Articles of Association and regulations.

Through the GMS each shareholder has the right to voting rights, according to the number of owned shares, setting attitudes in the process of strategic decision-making relating to the determination of the Company’s future. In accordance with XL Axiata’s Articles of Association, the GMS consists of:

- Annual GMS held once a year, no later than 6 months after the end of financial year.
- Extraordinary GMS held at any time as required.

BOARD OF COMMISSIONERS

The Board of Commissioners is a corporate organ that performs collectively and responsible fro the following:

- Give approval for business plans, including XL Axiata strategy.
- Monitor the development of XL Axiata and the performance of Board of Directors, including reporting to the GMS regarding all supervisory tasks and actions carried out during the previous fiscal year.
- Hold and attend Board of Commissioners Meetings, Joint Meeting of Board of Commissioners and Directors based on the applicable laws and regulations, as well as review and approve minutes of meeting prepared by Corporate Secretary.
- Review and approve Annual Report prepared by Board of Directors.
- Propose Public Accountant and/or Public Accounting Firm for the fiscal year in accordance with the applicable regulations to obtain approval from the GMS.
- Board of Commissioners of XL Axiata must review and approve the Company’s Corporate Action based on the scope of authority in accordance with the provisions of the Articles of Association and applicable Regulations.
- Each member of the Board of Commissioners of XL Axiata is required to periodically disclose shares owned by themselves or their families as well as their concurrent positions as required in the Indonesian Company Law and POJK 33/POJK.04/2014.
- Monitor and evaluate governance implementation within XL Axiata’s environment.

BOARD OF DIRECTORS

The Board of Directors is responsible for managing the Company’s resources, functioning optimally while in accordance with the intended directives and objectives, and acting on behalf of the company in matters both inside and outside of court. The Company’s management function by the Board of Directors includes 5 (five) main duties, namely:

- Management
- Risk management
- Internal control
- Communication
- Social responsibility.

In carrying out the duties of managing the Company, the Board of Directors is guided by the Board of Directors’ Manual, which contains the Code of Conduct and the Code of Ethics for the Board of Directors.

In accordance with their duties and roles, the Board of Directors develops business development strategies, work plans, performs operational activities and evaluates performance achievements. In order to guarantee the security of the management of all of the Company’s resources, the Board of Directors also prepares and implements risk management that includes all aspects of the Company’s operations. The Board of Directors also establishes an internal control unit, ensures efficient internal (inter-section) and external (with stakeholders) communication and prepares and implements the Company’s social responsibility activities.

3.c COMPANY BUSINESS ETHICS [GRI 102-16]

In accordance with XL Axiata’s values of uncompromising integrity, team synergy, simplicity, and exceptional performance, all XL Axiata employees are required to have high ethical standards and there is no tolerance for unethical behavior (I) in their work every day. They are also required to produce team synergy (T), all to shape the behaviors and main competencies to provide service excellence and convenience for customers (S), as well as with high enthusiasm in giving exceptional performance (XL) to deliver best experience for customers.

These values are set forth in Company Regulations and Company Business Ethics/Code of Ethics which are used as work rules for employees by upholding professional values and integrity. XL Axiata’s Code of Ethic covers the following principles:



XL Axiata also has Guidelines for Work Regulation and Code of Ethics for the Boards of Commissioners and Directors, called the Board Manual. Not to forget, XL Axiata also has put in place a Code of Business Ethics for business partners. Thus, it is expected that every element and person involved in XL Axiata’s business will apply the values and uphold the same ethics.

The Company’s code of ethics is disseminated to every XL Axiata employee, from the highest level, namely the Boards of Commissioners and Directors to all employees through various means:

1. Company Regulations and Company Business Ethics/Code of Ethics is given from the start of the employee’s employment and can be accessed by all employees in the internal portal designated for XL Axiata employees. Company Regulations and Business Ethics/Code of Ethics applies to all leaders and employees of XL Axiata. The Board of Directors is responsible for ensuring that this standard is implemented in all operational activities of the company.

2. Employees are required to sign a professional commitment statement which is done once a year. This letter includes explanations of:
 - o Work ethics, including not abusing the authority of the position.
 - o Not accepting or requesting all forms of commissions and/or other forms of compensation.
 - o Confidentiality of Company documents.
 - o Compliance with applicable laws and regulations.
 - o Avoiding/ensuring the condition of free from any conflicts of interest.
 - o Compliance with company regulations, and company business ethics.
3. The Board Manual is given to Commissioners and Directors at the beginning of their assignments.
4. The company has carried out several initiatives to disseminate the Code of Conduct (ITS XL), including conducting e-learning for all employees, employee open discussions with Directors (for example: CEO Listen), dissemination via email to all employees by providing examples of following the Code of Conduct (such as zero gift receiving).

3.d ANTI CORRUPTION [GRI 205-2]

“Uncompromising integrity” is one of XL Axiata’s values, and to realize this, we ensure that every employee understands anti-corruption and fraud principles and practices these in the performance of their duties and responsibilities on a daily basis. Specifically, we have a Zero Receiving policy, which is a prohibition on receiving or requesting all forms of commission and/or other forms of compensation, either direct or indirectly.

In the enforcement of anti-corruption and fraud, XL Axiata has set up a special committee, namely the Whistleblowing Committee. Anti-corruption

and fraud prevention and handling efforts in XL Axiata are built according to the prevailing laws in the Republic of Indonesia. In particular, we conduct training on the following topics:

- Culture internalization of ITS XL workshops, conducted for all directorates in groups.
- E-learning with Fraud Risk Assessment material, culture and values of XL ITS for all employees.

Data regarding communication and anti-corruption training are listed in the table below:

Based on Region

Description	Communicated by the organization on anti-corruption policy and procedure		Attended training on anti-corruption	
	Total	%	Total	%
Headquarter	1,341	100	1,341	100
Region Central	66	100	62	94
Region East	84	100	87	104
Region Jabo	49	100	10	20
Region West	66	100	68	100
Total	1,606		1,563	

Based on employee category

Description	Communicated by the organization on anti-corruption policy and procedure		Attended training on anti-corruption	
	Total	%	Total	%
Board of Directors	9	100	11	100
Senior management	236	100	236	100
Staf	1,361	100	1,339	98
Total	1,606		1,584	

The following are methods that we have adopted to promote the integrity principle, including anti-corruption and fraud:

- Other than through company regulations and company business ethics/code of ethics that can be accessed at any time through the internal portal, XL axiata regularly communicates via email, direct face-to-face forums with employees when disseminating Company Regulations, and through culture internalization where employees are encouraged to have better understanding of
- Each employee gives their commitment every year through the signing of e-SKP or Electronic Professional Commitment Letter, which contains an anti-corruption and fraud pact. This commitment is made by every employee, including outsourced employees. This pact is known by the relevant supervisor and XL Axiata's Human Capital department.

ITS XL values, one of which is Uncompromising Integrity and e-learning.

In the reporting year there were no corruption incidents recorded. [\[GRI 205-3\]](#)

3.e DIRECTING OF ANTI CORRUPTION IN BUSINESS PARTNERS

In its relationship with business partners, XL Axiata always upholds professionalism, integrity, and reliability as values. XL Axiata also has Business Ethics guidelines for business partners. For example, in the procurement of goods and services that include a tender process, there are arrangements as follows:

- Tender process must involve relevant units and comply with applicable regulations and related procurement policies/procedures, including legal, administrative and other procedures. In carrying out the tender process, business partners must obtain equal and impartial treatment.
- Confidentiality of all information, data and documentation provided by business partners in

the implementation of cooperation and tender processes must be handled and treated as confidential information unless the information is for public disclosure.

- Every employee or party involved in the evaluation process and granting of approval for the tender results must provide a statement regarding the absence of a conflict of interest with the tender process.
- Employees are prohibited from promoting business partners, including its products and/or services during the tender process, and it is strictly forbidden to receive presents, assistance, or gifts as a token of gratitude from XL Axiata vendors.

- On our website for “vendor registration” or vendor registration, there is an obligation to sign anti-corruption and fraud commitments

	Total	%
Domestic	15,168	97
Oversease	427	3
Total	15,595	100

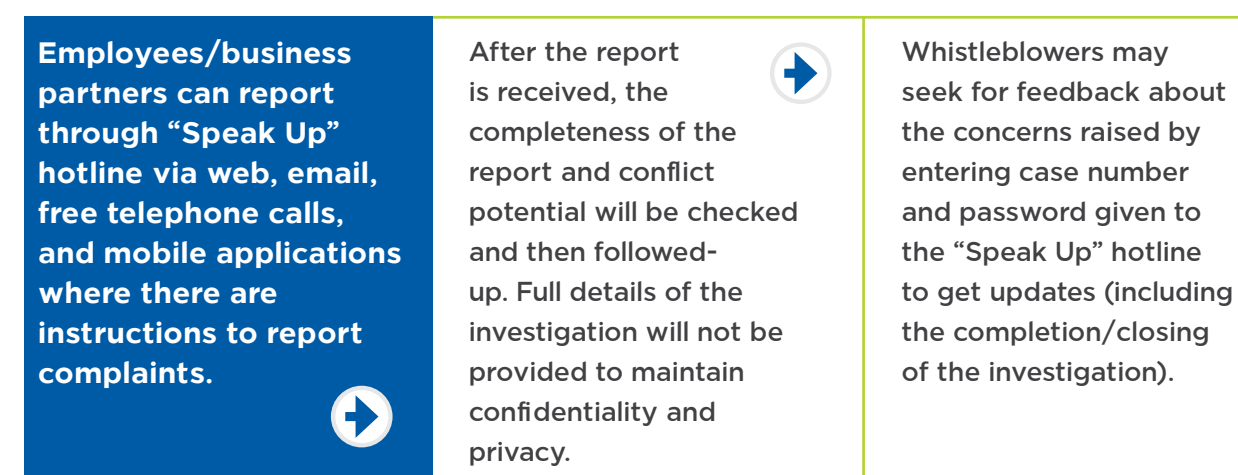
All our business partners across all the regions have had communications regarding anti-corruption policies and procedures. This communication is conveyed in official business contact between XL Axiata and business partners where business partners sign a statement of commitment to business ethics.

3.f WHISTLEBLOWING [\[GRI 102-17\]](#)

Over the years, the number of violation reports on ethics as well as fraud and corruption has declined due to consistent dissemination of values and commitment to anti-corruption and fraud. However, we understand the importance of providing a means of reporting for the prevention of ethical violations as well as corruption, collusion, and nepotism.

XL Axiata opened “Speak Up” hotline service as a platform to accommodate reports of alleged violations that have occurred, including unlawful actions, as well as other behaviors that are against the norms and the company’s business ethics. This hotline service is available in English and Indonesian language, and can be used by all employees, including business partners. This mechanism is under the supervision of the Investigation Department which is part of the Audit & Risk Management division.

The following systems and procedures apply in the whistleblowing process:



Reports that enter the “speak up” hotline are confidential, and the whistleblower’s identity will be protected in accordance with XL Axiata’s “whistleblowing” policy. All reports will be handled professionally by the Investigation Department and will be followed up in accordance with disciplinary actions as stated in Company Regulations and the Company’s Business Ethics/Code of Ethics. Incident handling related to violations of company regulations and codes of conduct will be subject to disciplinary actions which may result in the imposition of penalties, from official reprimands or demotion to termination of employment.

4. PLANET AND SOCIETY

Our strategy and operational activities are pro-environment and pro-social. The well-being of the planet and its people is what determines the development of our company too.

4.a DIGITAL TRANSFORMATION



We believe that digital transformation is one of the keys to achieving sustainability goals (SDGs) considering that through this technology, the community and the business world can achieve efficiencies and reduce energy use. Our digital transformation efforts include:



COUPA

Coupa, a source to pay system (S2P), a digital system integrated in the sourcing and invoicing process, i.e. creating sourcing requests, creating PR/PO, invoicing submissions for PO and Non-PO transactions.

- This system enables the Company to avoid stacks of office paper (supporting Go Green)
- Easy access to purchasing applications with internet and intranet networks
- Integrated procurement system
- Simplify and speed up data analysis and can monitor the ongoing transaction process.

VIDEO CONFERENCE ROOM

There are several meeting rooms with video conferencing facilities at XL Axiata Tower office. This system has been proven effective in reducing out-of-town business travel, thereby reducing aircraft energy and emissions.

TING ROOM APPLICATION

Ting Room Application, an application that facilitates all XL Axiata employees to book a room in the office for meeting needs.

ELECTRICAL AUTOMATION OF MEETING ROOMS

All meeting rooms in XL Axiata Tower have been installed with a device that enables automation of electricity usage, so that when not in use, the electricity in meeting rooms will be “turned off” and will only turn on when the user enters the room. This system is activated by connecting bluetooth between users and automation tools in the room and greatly saves energy and reduces emissions.

XL Axiata is determined to protect and preserve the environment through energy savings, technological innovation, and other initiatives.

4.b ENVIRONMENT



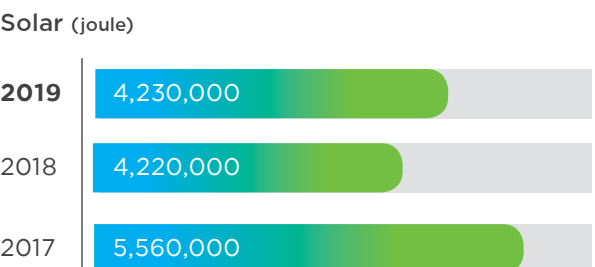
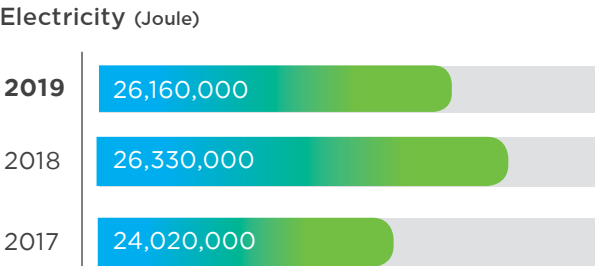
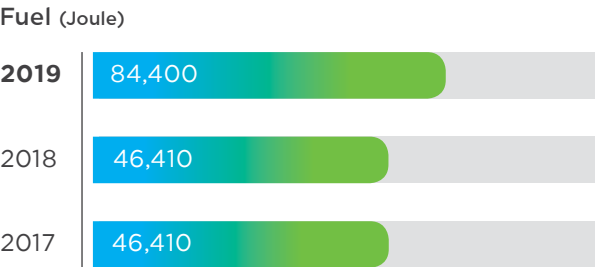
No doubt that we all want to live on a good, healthy and sustainable earth. Therefore, all components of society, including the business world, are obliged to take part in maintaining a sustainable environment in accordance with the sustainable development goals. Environmental responsibility has been one of the main pillars in XL Axiata’s sustainability journey.

In relation to the environment, our environmental preservation initiatives are realized through energy and emissions control besides other efforts such as:

- Replacement of copper cable to optical fiber. Past technology used copper cables for data transmission. However, copper mining is an activity that damages the environment and produces toxic chemicals. Conversely, optical fiber has minimal environmental impact besides consuming 25x less energy than copper cables. Economically, the use of optical fiber will produce more bandwidth than copper. Replacement of copper cable to optical fiber is done in stages while striving to reduce the use of paper through a digitization system in both the procurement and all approval processes.
- Reducing the use of plastics such as plastic cups, plastic bottles, and plastic cutlery in offices, canteens, pantry, and meeting rooms.
- Sorting out domestic waste.

ENERGY CONSUMPTION [GRI 302-1]

The main energy sources used in XL Axiata’s operations are electricity, in addition to diesel as fuel for BTS (Base Transceiver Station) locations that do not yet have electricity connections, and fuel used in transportation. To date, we have not used energy from renewable sources, apart from solar cells (solar energy) which are used as a backup when electricity goes out



at 20 existing BTS. The following table describes use of energy throughout the XL Axiata operating area, which is calculated according to the PLN meter, while fuel is calculated according to its use in liters.

ENERGY REDUCTION [GRI 302-4]

We have taken various energy saving efforts, among others:

- The air conditioner (AC) and electricity usage are set between 06:30 to 18:30. If there are overtime activities outside these hours, the interested parties will apply for additional electricity usage hours.
- Arrangement of electricity usage in meeting rooms. Power in all meeting rooms is “turned off” when not in use.
- Preparing a meeting room that is equipped with video conference facilities, reducing out-of-town business travel automatically reducing energy and emissions.

We also launched “Green BTS” program for energy savings in the form of:

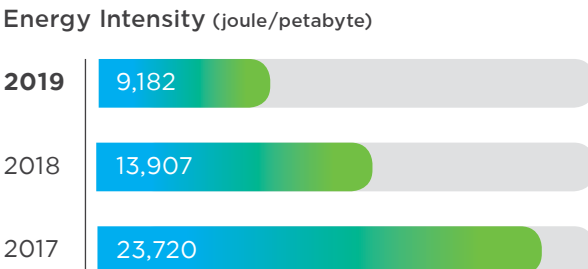
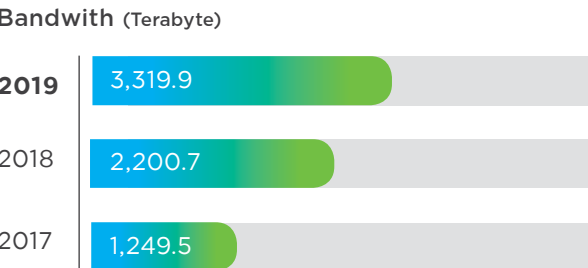
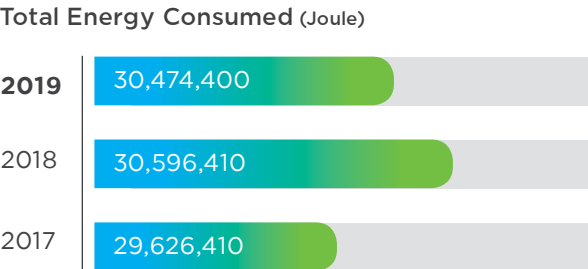
- Intelligent Ventilation Cooling System (IVS), the use of DC fans and Air Conditioning.
- (AC) as a cooling system at BTS so that AC operation was reduced by up to 30%.
- The use of a Single RAN BTS, which is the integration of several types of BTS into one single BTS that proved successful to reduce energy consumption by 60%.
- Use of Green BTS through network modernization with the latest technological devices, able to save 50% in energy use.
- Use of Hybrid System Charge Discharge Battery (CDC) on BTS in non remote areas with no electricity so that diesel consumption is reduced by 54%.
- The use of new refrigerators for cooling BTS and XL Axiata offices to cut down electricity consumption.

As a result, there is a reduction in energy consumption amounting 122,010 joule. calculation of energy reduction using electricity meter and fuel according to the purchase liter.

122,010 joule
Total reduction (Joule) of
energy sources

INTENSITY [GRI 302-3]

As a measurement of energy savings, we use the energy intensity parameter, which is the energy consumption per unit of our production output, which is data transmission unit (bandwidth) in terabytes.



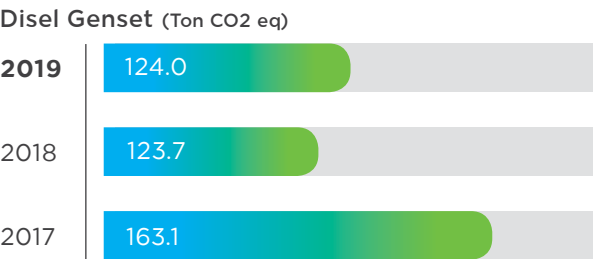
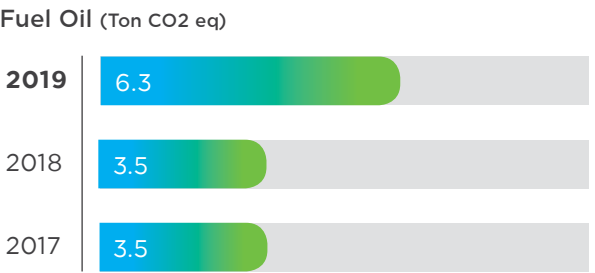
Energy intensity in 2019 decreased by 33.9% compared to the previous year. Therefore to produce the same petabytes, we use less energy.

EMISSION

Greenhouse Gases (GHGs) are gases in the atmosphere that can cause changes in the radiation balance that affect the temperature of the earth’s atmosphere. We recognize the importance of efforts to reduce GHG emissions by decreasing energy use.

The sources of GHG emissions in our company are direct emissions from the use of fuel for transportation and diesel for generators, as well as indirect emissions from electricity use. The following are the data on emissions calculated.

Direct GHG Emissions (Scope 1) [GRI 305-1]



130,3

(Ton CO₂ eq)

Total Emission
scope 1

Indirect GHG Emissions (Scope 2)

[GRI 305-2]



0.8

(Ton CO₂ eq)

Emission Reduction

[GRI 305-5]

The following is the intensity of GHG emissions, which calculates Scope 1 and Scope 2 GHG emissions using a bandwidth production unit with petabytes unit. [GRI 305-4]

Emission intensity	2019	2018	2017
Total emission	718.3	719.1	706.6
Bandwith (petabyte)	3,391.9	2,207.7	1,249.5
Total (Ton CO ₂ eq/ (petabyte)	0.2	0.3	0.6

The above table calculates Coverage 1 and Coverage 2 GHG emissions. Calculation of direct and indirect emissions, as well as emission reduction only count CO2 emissions, and use the standard/methodology from the Institute for Global Environmental Strategies List of Grid Emission Factors Year: 2019. Electricity specific emission factor for grid electricity Econometrica Year: 2011 World Resource Institute (2008), GHG Protocol tool for stationary combustion. Version 4.0. 2009 Guidelines to Defra/DECC© GHG Conversion Factors for Company Reporting.



4.c USO (UNIVERSAL SERVICE OBLIGATION) [GRI 203-1]



To create even distribution and provision of telecommunications services in areas that have not yet been reached by telecommunications and data services, XL Axiata continues to develop telecommunications and data networks in remote areas through USO (Universal Service Obligation) scheme. XL Axiata is the first telecommunications operator that launched USO network in 2019.

CONSTRUCTION OF USO BTS IN 2019

289
BTS USO

BTS 4G

51

Regencies

Mostly built in central and eastern Indonesia, including Sulawesi, NTT, Maluku, and Papua



LAUNCHING BTS USO DI DESA AEWORA

Maurole District, Ende Regency, NTT, with a series of activities:

- Dissemination session of the use of Laut Nusantara application for local fishermen, which was attended by more than 40 fishermen.
- Education on the use of digital services through Sisternet program with the theme "Becoming Children's Friends in the Digital Era". The training was attended by 40 people, including fishermen's wife and housewife in Aewora and surrounding areas.
- Distribution of Quota Donation Movement (GDK) for SMP Negeri Aewora. The donation is in the form of LCD Projector unit, textbooks, and learning equipment.



4.d SISTERNET



As we all know, women are one of the main economic drivers that contribute to economic growth and stability in the future. Digitization provides the means to achieve this goal. All Sisternet activities are collaborations with various partners from the government, NGOs, communities, and other private parties.



MODUL PINTAR

Education modules in the form of audio and video which contain various topics from experts for Indonesian women.



POJOK PINTAR

Learning space for Indonesian women, creating opportunities with easy access to communication technology.

Located in the Ministry of Communications and Informatics Building.



KELAS LITERASI DIGITAL

Encouraging women to build digital skills, get inspired, and connect with each other through digital literacy class.



KELAS KREATIF INSPIRATIF

Through digital literacy program, women in digitally isolated communities obtain information and skills.

SISTERNET:
Women's empowerment programs that aim to inspire Indonesian women to further develop and improve their living standards.

ONLINE

23,000

member online

864

website articles

1,095

social media content

OFFLINE

27 6,650

events women trained

In the city: Jakarta, Bali, Surabaya, Palembang, Labuan Bajo dan Boalemo, Bandung, Lampung, Solo, Yogya, Bandung, Makassar, Medan, Malang, Nunukan, Asahan, Maumere.





RESPONSIBLE BUSINESS

Developing quality products, providing service excellence, and ensuring the security and confidentiality of customer data are our efforts to build a responsible business.

GIVING THE BEST SERVICE

Customers are our main stakeholders, who contribute in ensuring the business continuity of XL Axiata. Providing excellent customer service is part of our policy.

XL AXIATA'S APPROACH TO CUSTOMER SERVICE

1. Providing a Customer Service Center (Call Center).
2. Building a Customer Experience & Service Operation Center (CE & SOC).
3. Conducting customer satisfaction surveys.
4. Preparing always-available integrated customer service.

CUSTOMER SERVICE CENTER (CALL CENTER)

In an effort to increase customer satisfaction, we formed a Service Management Directorate to ensure that customer protection is always put as a top priority. One of the targets of the Directorate of Service Management is to improve the performance of the Customer Service Center (call center) by upgrading employee skills in terms of:

- Handling customer complaints
- Listening and responding directly to customer calls
- Providing clear information related to products

CUSTOMER EXPERIENCE & SERVICE OPERATION CENTER

Our goal is to provide customers with a convenient and simple "customer experience", as well as our support to solve all problems the customers face.

The Customer Experience & Service Operation Center (CE & SOC) is an integrated service quality monitoring center, housed in an integrated monitoring room to operate 4 NOC (Network Operation Centers), namely: Telco Network, IT Infrastructure, IT Apps and Billing. One of the functions of CE & SOC is to facilitate coordination in overcoming potential problems related to network performance and service quality. CE & SOC was built from network elements, hundreds of thousands of alarms assisted by machines, not just manual. This will increase the speed and accuracy of our services. This service center will also facilitate XL Axiata in monitoring service dynamics, including customer usage behavior. Thus, CE & SOC can

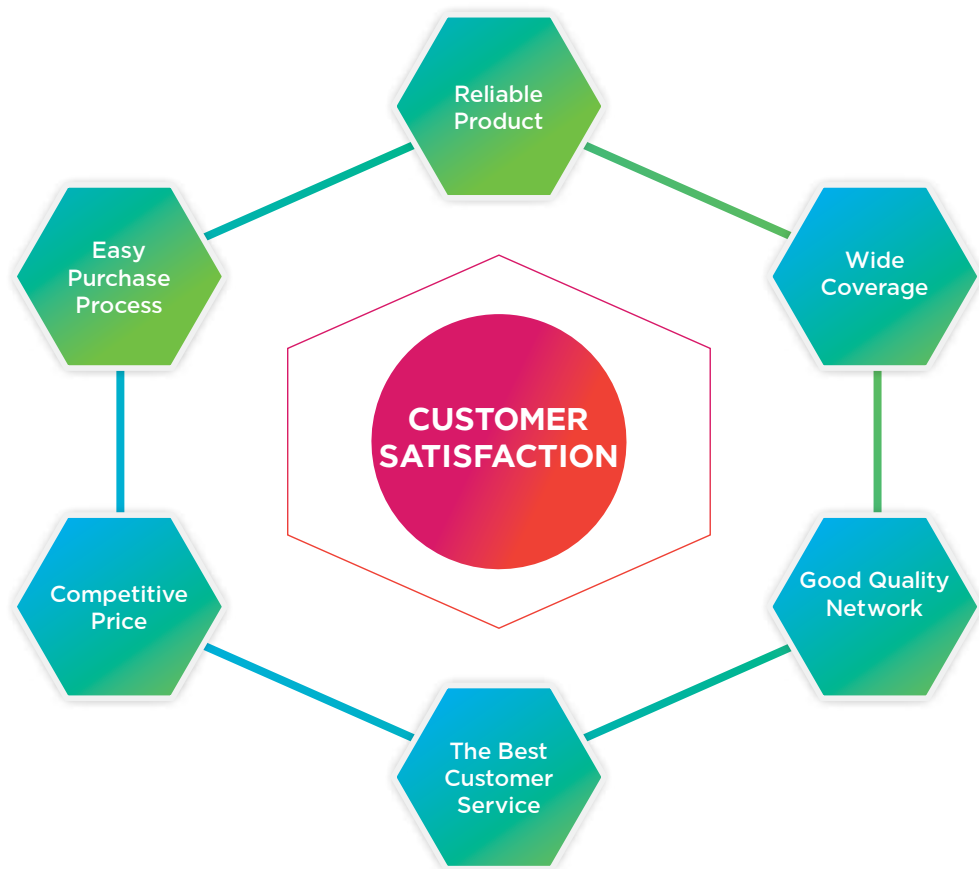
anticipate future needs, especially regarding network development plans and adoption of the latest technology.

CUSTOMER SATISFACTION SURVEY

In order to continuously provide excellent customer service, we evaluate our services and conduct periodic customer satisfaction surveys that are carried out by independent and competent consultants. Our commitment to customer satisfaction is manifested in the following activities:

- Provision of products that are safe and meet applicable standards and regulations, including compliance with ICNIRP (International Commission on Non-Ionizing Radio Protection) rules.
- Intensive relationships through marketing communications and service media, directly with customers.
- Provision of clear product information and guarantee of consumer protection.
- Provision of understanding to both prospective and existing customers about matters relating to products.
- Realization of investment in the development of key and supporting infrastructure as well as implementation of product development programs in accordance with information technology developments.
- Provision of customer service facilities and settlement of all customer complaints.
- Implementation of periodic customer satisfaction surveys as key component of the quality improvement program.

Briefly speaking, there are six directions of our concern in an effort to deliver customer satisfaction:



Every input and complaint from our customers is reviewed so that we can later analyze and identify the driving factors of customer satisfaction. In addition, we conduct a Net Promoter Survey (NPS) that measures “customer experience” and customer perceptions about our brand in order to determine business growth. This measurement is carried out twice a year.

We also measure Customer Service (CS) performance using criteria set by industry standards. The measurement results show that XL Axiata does not only meet the standards of the Indonesian Telecommunications Regulatory Authority (BRTI), but also exceeds these standards, as shown in the following table:

Service Performance	Parameter	Standar BRTI	2019	2018	2017
Customer complaint handling standard	Percentage of responded customer complaints	>90%	99.24	99	99
Service disruption report standard	Number of service disruption reports per 1,000 customers	<50	0.7	0.9	2.7

INTEGRATED CUSTOMER SERVICES

Placing customers at the center of our business means providing them with a means where customers can contact us at any time and for any problem. They do not need to wait for office hours to report and have followed up the problems they encounter. XL Axiata provides various channels for customers to contact us:

- More than 600 customer service personnel consisting of call centers, XL Centers and XL Care that are ready to respond to customers’ needs 24 hours a day, 7 days a week on the 817 telephone line.
- Customer messaging services through Twitter social media accounts at @ask_ AXIS and Facebook myXLCare.
- Customer service contact through myXL application, live chat at xl.co.id, and email customerservice@cxl.co.id.
- 95 XL Centers spread throughout Indonesia.

CUSTOMER APPRECIATION

Hari Pelanggan merupakan kesempatan di mana Customer Day is an opportunity where Directors, including President Director Dian Siswarini, can meet and participate in serving loyal customers of XL, Axis and XL Prioritas. The event was held at Xplor Lotte Shopping Avenue, Ciputra Mall. Several interesting events have been prepared, including a cashback program, and the Xtravaganza & FantAXIS Quiz with the granting of a Grand Prize for the winners. In addition, special meals are held at star-rated hotels, attended by Directors and management, for customers who use all types of XL Axiata services. Through this event, we can interact directly with customers from various professional backgrounds who provide input for the improvement of XL Axiata service and quality.

CONSUMER PROTECTION

In accordance with Law No. 8/1999 concerning Consumer Protection and Law No.36 / 1999

regarding Telecommunications, XL Axiata operates its services by paying attention to consumer protection namely:

The right to obtain correct, clear and honest product and service information;

The right for consumer complaints to be heard and disputes resolved;

The right to obtain good service in a fair and non-discriminatory manner.

XL Axiata has also published guidelines for marketing publications and promotions that are in line with the Advertising Code of Ethics and Consumer Protection Act. We ensure that all promotional activities and product information are in accordance with the applicable requirements and regulations. Thus, in the reporting year there were no incidents of violation or non-compliance with marketing and labelling regulations. [GRI 417-3]

CUSTOMER PRIVACY

XL Axiata is fully committed to protecting customer privacy in accordance with Indonesian and international laws and regulations. We adopt best practices of ISO 27001 regarding the application of Information Security Management System (ISMS). XL Axiata received this certification for its ability to plan, manage, study and improve efforts to secure information in the company, which in this case relates to customer data. With strict compliance with regulations relating to customer privacy, we have never received complaints regarding violations of customer privacy. [GRI 418-1]



ABOUT THE REPORT

Through this sustainability report, we strive to provide stakeholders with an understanding of XL Axiata's commitment and performance in economic, social and environmental issues as part of XL Axiata's responsibilities.

Sustainability issues are of serious concern to XL Axiata. Hence, we fulfill our commitment as part of our efforts to participate in realizing Sustainable Development Goals (SDGs) and report all this to stakeholders. We hope that through this report we can obtain support from stakeholders in order to achieve optimal sustainability performance.

REPORT PERIOD

This report contains information for the period 1 January 2019 to 31 December 2019. XL Axiata publishes sustainability reports every year, and a report before this was published in April 2018. No significant changes in the list of material topics with the previous report. No significant changes in the company's structure or supply chain. However, there is a restatement of information in terms of energy and emissions, due to changes in the reporting and calculation system that currently follows the XL Axiata center.

[GRI 102-10] [GRI 102-48] [GRI 102-49] [GRI 102-50] [GRI 102-51] [GRI 102-52]

This report is prepared in accordance with GRI Standards: Core Choices, with a list of GRI Standards index included on page 85.

[GRI 102-54] [GRI 102-55]

We have not used assurance service from external party in the preparation of this report. The use of external assurance service will be considered in the next report. [GRI 102-56].

DETERMINATION OF CONTENTS AND BOUNDARY

[GRI 102-44] [GRI 102-45] [GRI 102-46]

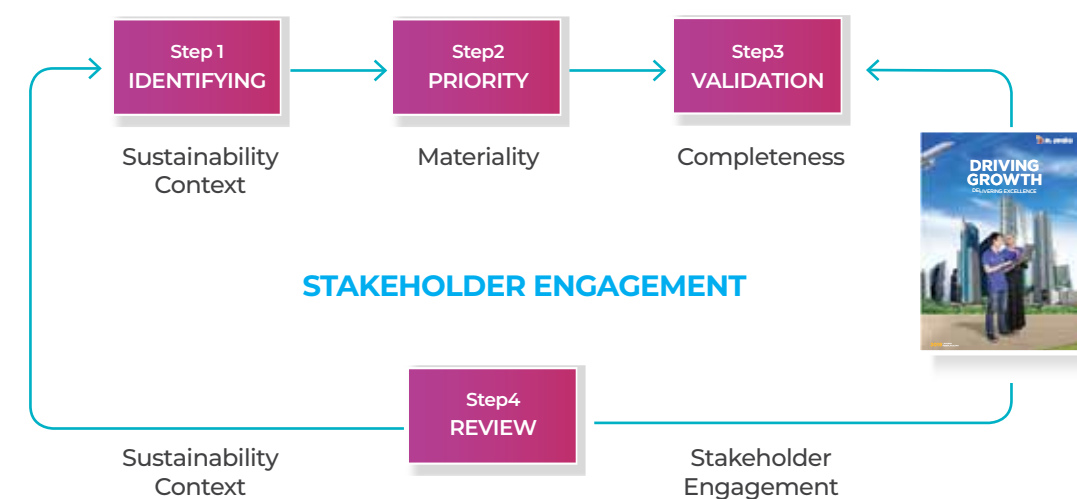
This report contains data on sustainability performance of XL Axiata as a company only, as we do not have any subsidiaries.

In determining the report content, we apply four steps required by the GRI Standards, namely:

- Identifying material aspects and boundaries (identification steps).
- Prioritizing the aspects identified in the previous step (Priority step).
- Validating the material aspects (Validation step).
- Conducting a review of reports after publication to improve the quality of the following year's report.

The process of determining the Report contents is carried out by taking into account the conformity with the basic principles of the GRI, namely stakeholder inclusiveness; materiality; sustainability context and completeness.

FLOW CHART DETERMINES STATEMENT OF REPORT CONTENT



Topics presented in this report are the results of the materiality testing that has been carried out by FGD that involves stakeholders of XL Axiata. We prioritize topics that are relevant and have significant impact on stakeholders, business continuity, and sustainability issues. This topic selection is illustrated in the following matrix.



These material aspects are summarized in the following table:

Material Topic [GRI 102-47]	Reason for selection and impact [GRI 103-1]	Disclosure Number	Boundary	
			Inside XL AXIATA	Outside XL AXIATA
ECONOMY				
Economic Performance	Stakeholders	201-1, 201-3, 203-1, 203-2	√	
Market Presence	Stakeholders	204-1	√	√
Governance	Laws and regulation	205-2, 205-3	√	
ENVIRONMENT				
Energy	Sustainability	302-1, 302-3, 302-4	√	√
Emission	Sustainability	305-1, 305-2, 305-4, 305-5	√	√
SOCIAL				
Labor	Employees	401-1, 401-2	√	
Work Environment	Employees	403-1, 404-1, 404-2, 404-3, 405-1, 405-2	√	
Equality and Diversity	Employees	406-1	√	
Local Communities	Stakeholders	413-1	√	√
Marketing and Labelling	Customers	417-3	√	
Customer Privacy	Laws and regulation	418-1	√	√

STAKEHOLDERS

Stakeholders are one of the elements that we consider in the preparation of this report, given their role in decision making and company operations. The following are XL Axiata’s stakeholders and our efforts in building relationships and paying attention to their interests:

Stakeholders [GRI 102-40]	Basis of Determination [GRI 102-42]	Method of Engagement [GRI 102-43]	Frequency	Topics [GRI 102-44]
Shareholders and Investors	<ul style="list-style-type: none">- Responsibility- Influence- Dependency	<ul style="list-style-type: none">- Annual GMS- Extraordinary GMS- Investor Conferences and/or NonDeal Roadshows- Explanation of quarterly performance- Meetings and communication with analysts- Meetings with investors	<ul style="list-style-type: none">- Annual- as needed per quarter- per quarter- if needed- if needed	<ul style="list-style-type: none">- Compliance with laws and regulations- Investment performance- Dividends- Accountability & accuracy of financial statements- Financial performance and outlook

Stakeholders [GRI 102-40]	Basis of Determination [GRI 102-42]	Method of Engagement [GRI 102-43]	Frequency	Topics [GRI 102-44]
Customers	<ul style="list-style-type: none"> - Responsibility - Influence - Dependency 	<ul style="list-style-type: none"> - Customer Gathering - Social Media Customer Service - XL Xplor - Customer satisfaction survey - Service Center - XL Center 	<ul style="list-style-type: none"> - As required - As required - As required - Twice a year - As required - As required 	<ul style="list-style-type: none"> - Quality of products and services - Affordable price - Customer complaints handling - Customer service
Employees	<ul style="list-style-type: none"> - Responsibility - Influence - Dependency - Representative 	<ul style="list-style-type: none"> - Employee Engagement Survey - Employee and Management Communication Forums - Internal Communication Media - FGD - Labor Union 	<ul style="list-style-type: none"> - Every year - Every two months - Twice a week - As required - As required 	<ul style="list-style-type: none"> - Company performance and updates. - Management of performance and rewards - Employee welfare - AntiDiscrimination Practices - Occupational Health and Safety - A conducive work environment - Employee Rights and Obligations
Government	<ul style="list-style-type: none"> - Responsibility - Influence - Dependency - Representative 	<ul style="list-style-type: none"> - Activities in the Law and Regulations section - Compliance and other regulatory reports and updates - Coordination meeting - Integrated community program - Joint activity 	As required	<ul style="list-style-type: none"> - Compliance with laws and regulations - Transparency and uptodate information - Opportunity to play a role in CSR programs - Good corporate governance - Coordination and consolidation - Anticipation, negotiation, discussion, development of relevant regulations - Agreement with the Government - Reporting - Anti corruption and business ethics
Media	Influence	<ul style="list-style-type: none"> - Press conference - Media release and media engagement - Clear and uptodate information on corporate action and strategic direction 	As required	<ul style="list-style-type: none"> - Financial performance - Clear and uptodate information on corporate action and strategic direction - Progress and status of nonfinancial performance - The latest information on the company, products and services - Media relations

Stakeholders [GRI 102-40]	Basis of Determination [GRI 102-42]	Method of Engagement [GRI 102-43]	Frequency	Topics [GRI 102-44]
Partners and Suppliers	<ul style="list-style-type: none"> - Influence - Proximity - Dependency 	<ul style="list-style-type: none"> - Implementation of product & service contracts - Periodic evaluation forums 	At least once a year	<ul style="list-style-type: none"> - Transparency of the tender process - Transparent and reasonable supervision and performance evaluation - Implementation of fair reward and punishment - A fair and transparent procurement process - Implementation of labor norms as well as occupational health & safety - Environmental management - Objective vendor selection and evaluation
Society	<ul style="list-style-type: none"> - Influence - Proximity 	<ul style="list-style-type: none"> - Joint activities and joint programs - Website - CSR activities 	As required	<ul style="list-style-type: none"> - Implementation of Social Responsibility - Disaster response - Coordination and Consolidation

To improve report quality, we value and accept every input, idea, and criticism from each reader for improvement of the next report. The reader can also request information or further information about this report at: [\[GRI 102-53\]](#)



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Statement GRI
STANDARDS IN ACCORDANCE CHECK



Statement GRI Standards in Accordance Check

The National Center for Sustainability Reporting (NCSR) has conducted a GRI Standards in Accordance Check on PT XL Axiata Tbk Sustainability Report 2019 (“Report”). The check communicates the extent to which the GRI Standards has been applied in the Report. The check does not provide an opinion on the sustainability performance of the reporter or the quality of the information provided in the report.

We conclude that this report has been prepared in accordance with GRI Standards - Core option.

Jakarta, 7 April 2020

National Center for Sustainability Reporting

Dewi Fitriasaki, Ph.D., CSRA, CMA
Director

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LINKING THE SDG'S AND GRI STANDARDS



SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
1. NO POVERTY  End poverty in all its forms everywhere.	Income, salary, and benefits	GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	29
	Economic development in areas of high poverty	GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	33,48,72
2. ZERO HUNGER  End hunger, achieve food security and improved nutrition and promote sustainable agriculture.	Economic Performance	GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	29
	Economic development in areas of high poverty	GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	33,48,72
3 GOOD HEALTH AND WELL BEING  Ensure healthy lives and promote wellbeing for all at all ages.	Air quality	GRI 305: Emissions	305-1	Direct (Scope 1) GRK emissions	70
			305-2	Indirect (Scope 2) GRK emissions	70
			305-4	GRK Emissions Intensity	70
			305-5	Reduction of GRK emissions	70
	Occupational Health and Safety	GRI 403: Occupational Health and Safety	403-1	Workers Representation in Formal Joint Management-Worker Health and Safety Committees	44
	Customer Safety	GRI 417: Marketing and Labeling	417-3	Incidents of non-compliance concerning marketing communications	77

SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
4 QUALITY EDUCATION  Ensure inclusive and quality education for all and promote lifelong learning.	Training and Education	GRI 404: Training and Education	404-1	Average hours of training per year per employee	41
			404-2	Programs for upgrading employee skills and transition assistance programs	40
			404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	43
5 GENDER EQUALITY  Achieve gender equality and empower all women and girls.	Equal remuneration for women and men	GRI 405: Diversity and Equal Opportunity.	405-1	Average hours of training per year per employee	37
			405-2	Programs for upgrading employee skills and transition assistance programs	43
6 CLEAN WATER AND SANITATION  Ensure access to affordable, reliable, sustainable and modern energy for all.					
7 AFFORDABLE AND CLEAN ENERGY  Ensure access to affordable, reliable, sustainable and modern energy for all.	Energy Efficiency	GRI 302: Energy	302-1	Energy consumption	68
			302-3	Energy intensity	69
			302-4	Reduction of energy consumption	69

SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
8 DECENT WORK AND ECONOMIC GROWTH  Support sustainable economic development, productive employment and decent work for everyone.	Freedom of association	GRI 102: Disclosure umum	102-41	collective bargaining agreements	44
	Income, salary and benefits	GRI 201: Economic Performance	201-3	Defined Benefit Plan Obligations and Other Retirement Plans	44
		GRI 401: Employment	401-1	New Employee Hires and Employee Turnover	38
			401-2	Benefits Provided to Full-Time Employees That are Not Provided to Temporary or Part-Time Employees	43
	Equality	GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	37
			405-2	Ratio of basic salary and remuneration of women to men	43
		GRI 406: Non-Discrimination	406-1	Incidents of discrimination and corrective actions taken	40
	Employment	GRI 401: Employment	401-1	Average hours of training per year per employee	38
			401-2	Programs for upgrading employee skills and transition assistance programs	43
	Occupational Health and Safety	GRI 403: Occupational Health and Safety	403-1	Workers Representation in Formal Joint Management-Worker Health and Safety Committees	44
	Training and Education	GRI 404: Training and Education	404-1	Average hours of training per year per employee	41
			404-2	Programs for upgrading employee skills and transition assistance programs	40
			404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	55
		GRI 205: Anti-Corruption	205-2	Communication and training about anti-corruption policies and procedures	63
			205-3	Confirmed incidents of corruption and actions taken	64

SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE  Build resilient infrastructure, promote sustainable industrialization and foster innovation.	Economic development in areas of high poverty	GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	33,48,72
10. REDUCED INEQUALITIES  Reduce inequality within and among countries.	Economic development in areas of high poverty	GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	33,48,72
			203-2	Indirect economic impacts	32
11 SUSTAINABLE CITIES AND COMMUNITIES  Make cities inclusive, safe, resilient and sustainable.	Infrastructure investments	GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	33,48,72
			203-2	Significant Indirect Economic Impacts	32
12 RESPONSIBLE CONSUMPTION AND PRODUCTION  Ensure sustainable consumption and production patterns.	Air quality	GRI 305: emissions	305-1	Direct (Scope 1) GRK emissions	70
			305-2	Indirect (Scope 2) GRK emissions	70
			305-4	GRK Emissions Intensity	70
			305-5	Reduction of GRK emissions	70
	Information and Labeling of products and services	GRI 417: Marketing and Labeling	417-3	Incidents of non-compliance concerning marketing communications	77

SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
13 CLIMATE ACTION  Take urgent action to combat climate change and its impacts.	Air quality	GRI 305: emissions	305-1	Direct (Scope 1) GRK emissions	70
			305-2	Indirect (Scope 2) GRK emissions	70
			305-4	GRK Emissions Intensity	70
			305-5	Reduction of GRK emissions	70
	Energy Efficiency	GRI 302: Energy	301-1	Energy consumption	68
			302-3	Energy intensity	69
14. LIFE BELLOW WATER 					
15. LIFE ON LAND  Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	Air quality	GRI 305: emissions	305-1	Direct (Scope 1) GRK emissions	70
			305-2	Indirect (Scope 2) GRK emissions	70
			305-4	GRK Emissions Intensity	70
			305-5	Reduction of GRK emissions	70

SDG's	Business Theme	Relevansi GRI Standard	Disclosure	Disclosure Title	Page
<div><div>16PEACE AND JUSTICE</div><div></div></div> <p>Promote peaceful and inclusive communities for sustainable development, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels.</p>	Anti-Corruption	GRI 205: Anti-Corruption	205-2	Communication and training about anti-corruption policies and procedures	63
			205-3	Confirmed incidents of corruption and actions taken	64
	Ethical and Legal Behaviour	GRI 102: General Disclosure	102-16	Values, principles, standards, and Norms of Behaviors	62
	Inclusive Decision Making	GRI 102: General Disclosure	102-18	Governance Structure	60
			102-40	list of stakeholder groups	81-83
			102-41	collective bargaining agreements	44
			102-42	Identifying and Selecting Stakeholders	81-83
			102-43	approach to stakeholder engagement	81-83
			102-44	Key Topics and Concerns Raised	79-83
<div><div>17PARTNERSHIPS FOR THE GOALS</div><div></div></div> <p>Strengthen the means of implementation and revitalize the global partnership for sustainable development.</p>	External Initiative	GRI 102: General Disclosure	102-12	External Initiative	19