

BUILDING A SUSTAINABLE FUTURE



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BUILDING A SUSTAINABLE FUTURE



Our belief is that the progress made in information and communication technology plays a significant role in enhancing the world for both current and future generations, fostering a harmonious relationship between people and nature.

Advances in information and communication technology is crucial to the economic development and social structure of communities, regions, and cities. Furthermore, these advances are instrumental in realizing the goal of zero emissions, which is vital for addressing the global issue of climate change

Building a better world for present and future generations is our unwavering commitment, which we fulfil by incorporating sustainability practices into our business operations.

Our business practices prioritize the environment and the well-being of local communities and individuals with whom we collaborate.

Our objective is to develop information and communication technology that is not only high-quality, reliable and resilient, but also serves as a solution for everyone in creating a better world.



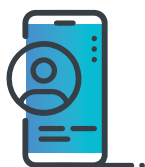
SUSTAINABILITY HIGHLIGHTS



146,023
BTS Towers
spread
throughout Indonesia



250
Solar Panels
designed by
XL Axiata



464
XL Axiata
suppliers are
Local suppliers



389 Gj/Pentabyte
Energy intensity
per unit of data
production, still lower
than previous year



81.83 tonCO₂eq/Pentabyte
of emission intensity
per unit of data production,
decreased **14.58%**
from previous year.

SUSTAINABILITY HIGHLIGHTS



Average training
hours increased from

48.89

hours/employee

to

63.44

hours/employee



The number of
work accidents
decreased by

55.56%



The Company
successfully
maintained

**zero
fatality**

in 2022



Router/modem
donations increased

2,653.85%

from previous year

SUSTAINABILITY POLICIES AND STRATEGIES

[A.1, 2-22, 2-23, 2-24, 2-25]

XL Axiata remains committed to incorporating sustainability into its business practices. This commitment is evident in the Company's sustainability policies and strategies, which

emphasize the importance of Economic, Environmental, Social, and Governance (EESG) factors in establishing responsible business practices.

XL AXIATA'S SUSTAINABILITY COMMITMENT

It is our collective duty to ensure the sustainability of our planet, not just for future generations but also for creating a conducive environment for conducting businesses. We also recognize our responsibility to collaborate with the government to achieve the Sustainable Development Goals (SDGs). To this end, XL Axiata has created a sustainability roadmap that serves as a guide for developing plans, strategies, and executing initiatives.

XL AXIATA SUSTAINABILITY POLICY

XL Axiata has a sustainability policy that is implemented through the 4P pillars, namely Building Prosperity, Nurturing People, Process Excellence, and Planet and Society. XL Axiata's Sustainability Policy aims to build an innovative digital ecosystem to bridge the digital gap by considering economic, environmental, social and governance aspects.

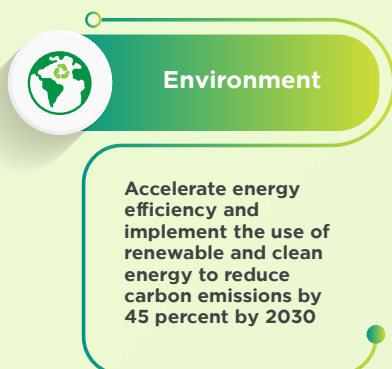
SUSTAINABILITY POLICIES AND STRATEGIES

XL AXIATA SUSTAINABILITY PILLARS



XL Axiata's Sustainability Policy regulates the implementation of the Company's due diligence for responsible business, the application of the precautionary principle in making business decisions, and the respect for human rights. This sustainability

policy is then developed by establishing the Company's sustainability strategy moving forward. XL Axiata has itself drafted an ESG strategy document for the 2022-2025 period with three initiatives for each component of ESG, namely:



SUSTAINABILITY POLICIES AND STRATEGIES

These three components are implemented through ESG strategy planning for the 2022-2025 period, where XL Axiata focuses on ESG management

through the establishment of an XL Sustainability Committee to regulate all policies and decisions on ESG efforts in the Company.

Roadmap LST XL Axiata

Plan	2022	2023	2024/2025
Initiative 1: Accelerate energy efficiency efforts and adopt clean and renewable energy	Target: Accelerate decarbonization of the Company's operational network by reducing carbon emissions by 45% by 2030 › Verifying Scope 1 & 2 emission baselines › Set Scope 1 & 2 emissions targets based on science › Set CO ₂ reduction targets by the end of 2022 › Establish a management team	› Increase renewable energy consumption › Improve energy efficiency with various energy saving initiatives with partners	› Initiate carbon reduction activities from Scope 1 & 2 › Increase the purchase of renewable energy to support business network activities
Initiative 2: Advance social empowerment through a digitally inclusive social approach	› Improve Digital Inclusion programs of Sisternet, Laut Nusantara, XLFL, etc. › Developing XL Axiata's Diversity, Equity, and Inclusion Framework › Develop sustainable procurement policies to implement fair operating principles	› Advance digital solutions that improve access to education, healthcare, and basic utilities through partner alliances › Improve digital talent pipeline, #PWD policy, and inclusion policy › Establish a Scope 3 baseline and set value chain resource reduction targets	› Strengthen relationships with partners to enhance beneficiaries of SDG-related programs › Improve DE&I program results within the company › Increase purchases from a sustainable supplier list
Initiative 3: Strengthening GCG practices to increase accountability	› Develop XL Axiata GCG Policies and Procedures › Establish a Data Privacy Policy › Establish Sustainability Insurance	› Strengthening awareness & understanding of XL Axiata's GCG and Data Privacy › Determine the Privacy Maturity Index Score › Develop a Sustainability Dashboard › Engaging Independent Auditors to measure Sustainability ROI	› Increase awareness & understanding of XL Axiata's GCG and Data Privacy › Improve Privacy Maturity Index Score › Increase Return on Sustainability Investment

SUSTAINABILITY POLICIES AND STRATEGIES

XL Axiata's Sustainability Policy governs the integration of sustainability into business operations with a focus on Environmental, Social, and Governance (ESG) aspects. The policy is periodically reviewed to ensure it stays current with industry trends. The Company has also shared its sustainability policies with all stakeholders, particularly XL Axiata employees. This is because XL Axiata recognizes the importance of aligning the Company's growth with sustainability principles, which involve maintaining a balance between development, the well-being of the local community, environmental sustainability, and a skilled workforce.

XL Axiata is committed to mitigating the impact of its operational activities by offering a complaint center. Details regarding the complaint center are available in the report's sustainability performance section, in regards to product and customer responsibility. To address the adverse effects, XL Axiata has implemented the following measures:

1. Respond to follow-up customer complaints, for first level handling. Implement an internal escalation system for quick problem resolution
2. Regular evaluation of all business processes, project implementation and results
3. Open for feedback
4. Open for discussion and compensate for any inconvenience caused to the customer

Building a Culture of Sustainability

[F.1, 2-24]

The development of corporate culture is aimed at facilitating the attainment of company objectives, motivating and guiding each employee. It serves as a standard for every individual within the organization, outlining how they should conduct themselves, interact with others, and perform their duties on a daily basis.

XL Axiata recognizes the significance of fostering a culture of sustainability to bolster its business operations and ensure sustainability in the future. To this end, the company has made it a priority to instill a sustainability culture into every business activity and raise awareness among all its employees.

The development of a sustainability culture within XL Axiata is carried out in various ways, such as:

1. Campaign on Sustainability in XL Axiata internal employees (example: call for digitalization to reduce paper consumption, water saving campaign)
2. Implementation of digitalization in the process of work
3. Training and learning to employees for matters related to Sustainability





XL Axiata's sustainability culture development activities are functioned to build stakeholder awareness, with a particular focus on promoting responsible business practices among its employees. The sustainability program and training activities scheduled for 2022 include:

1. XL Axiata implements ABAC (Anti Bribery Anti-Corruption) procedures
2. XL Axiata conducts training on anti-corruption policies and procedures for regulatory agencies and employees
3. 100% of XL Axiata employees have signed the ABAC & GDS Declaration.
4. Conducting Basic safety training via e-learning to all employees
5. Organizing Health & Wellness themed Webinars for employees and families
6. Organizing Mandatory training for all employees to improve Data Privacy, Data Governance & Cybersecurity

SUPPORT FOR THE SUSTAINABLE DEVELOPMENT GOALS



Support for the Sustainable Development Goals (SDGs)

To strengthen sustainability commitment while supporting the achievement of 17 Sustainable Development Goals (SDGs), the Company has implemented various sustainability initiatives and programs that contribute to 17 (seventeen) SDGs. The following are the Company's contribution to 17 SDGs.

TPB	SDG Explanation	Company Contribution
	End poverty in all its forms everywhere	<ol style="list-style-type: none"> 1. XL Axiata Peduli Program - Social Sharing Action 2. XL Axiata Future Leaders (XLFL) and XL Axiata Taklim Council (MTXL) collaborated to provide support in the form of food assistance to the underprivileged in 13 cities. The assistance is distributed directly to beneficiaries by students participating in the XLFL program (May 2022) 3. Quota Donation Movement
	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	XL Axiata, through the XL Axiata Peduli program, collaborates with BenihBaik.com in distributing healthy food packages to prevent stunting to be well received by beneficiaries, within a predetermined time.
	Ensure healthy lives and promote well-being for all at all ages	XL Axiata Peduli Program – Social Sharing Action
	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<p>XL Axiata is committed to supporting the development of education quality that is equal, inclusive and opens learning opportunities for all through the following programs:</p> <ul style="list-style-type: none"> › XL Axiata Future Leaders › Sisternet › Quota Donation Movement › Digital Boarding School › Laut Nusantara Application

SUPPORT FOR THE SUSTAINABLE DEVELOPMENT GOALS







TPB	SDG Explanation	Company Contribution
	Achieve gender equality and empower all women and girls	Sisternet, focuses on improving the ability of Indonesian women in the digital era, both in knowledge or training and capital in collaboration with the Ministry of PPPA RI and the private sector
	Ensure availability and sustainable management of water and sanitation for all	Water Management from Facility Management team. Example: Water Use Saving Communication Campaign at XL Axiata Tower
	Ensure access to affordable, reliable, sustainable and modern energy for all	<ul style="list-style-type: none"> › Green BTS Implementation › Energy Usage Efficiency
	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	<ul style="list-style-type: none"> › Employee Benefit Policy › Agile@Core working ways

SUPPORT FOR THE SUSTAINABLE DEVELOPMENT GOALS

TPB	SDG Explanation	Company Contribution
	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	<p>XL IoT Camp - The first Internet of Things (IoT) open laboratory in Indonesia owned by XL Axiata. A place where all IoT stakeholders can discuss, seek, develop, and collaborate for IoT, AI, and technology-based services and solutions together in various programs such as incubation, B2B, B2G, and co-development frameworks for various industries and verticals that advance the industrial revolution 4.0.</p>
	Reduce inequality within and among countries	<p>The Sisternet program focuses on improving the ability of Indonesian women in the digital era, both in knowledge or training and capital in collaboration with the Ministry of PPPA RI and the private sector</p> <p>The XLFL program, a form of XL Axiata's commitment, continues to strive to accelerate education and produce excellent human resources (HR) who are ready to advance Indonesia. Focusing on developing students' soft skills and leadership, continuing to develop their activities in collaboration with various educational institutions.</p> <p>Quota Donation Movement, as a form of XL Axiata's support to support digital inclusion and encourage access to digitalization in areas in need.</p>
	Make cities and human settlements inclusive, safe, resilient and sustainable	<p>XL Axiata supports inclusive and sustainable community development through the following programs:</p> <ul style="list-style-type: none"> › Sisternet › Laut Nusantara › Digital Boarding School
	Ensure sustainable consumption and production patterns	<p>Paper, Plastic & Waste Management in XL Axiata Tower:</p> <ul style="list-style-type: none"> › Reduce paper usage by implementing digitization in various operational processes › Separate office domestic waste by providing an adequate amount of trash cans › Reduce the use of single-use plastics such as plastic cups, plastic bottles, and plastic cutlery in the office
	Take urgent action to combat climate change and its impacts	<ul style="list-style-type: none"> › Green BTS Implementation › Energy Usage Efficiency › Paper, Plastic & Waste Management di Building XL Axiata Tower

SUPPORT FOR THE SUSTAINABLE DEVELOPMENT GOALS

TPB	SDG Explanation	Company Contribution
	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	NA
	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	NA
	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	<ul style="list-style-type: none"> › XL Axiata implements XL Axiata's ABAC, GDSC, ERM and BCM procedures › Sisternet on behalf of XL Axiata actively participates in G20 and W20 Indonesia events.
	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	<ul style="list-style-type: none"> › Sisternet, on behalf of XL Axiata, actively participates in G20 and W20 Indonesia events. › Through the Code program; Without Barriers, G20 EMPOWER and Microsoft Indonesia strive to create inclusive digital economic growth by promoting advocacy, ensuring gender equality, empowering women, developing competencies, and creating opportunities for women to participate in technology. Chair of G20 EMPOWER Indonesia, Mrs. Yessie D. Yosetya also serves as Director & Chief Strategic Transformation & IT Officer of XL Axiata. The CWB program is a collaborative program between G20 EMPOWER and Microsoft, where XL Axiata as one of the advocates of G20 EMPOWER is committed to improving the development skills of its female employees through this program.

SUSTAINABILITY PERFORMANCE HIGHLIGHTS [B.1, B.2, B.3]

ECONOMIC PERFORMANCE [B.1]

Economic Performance	Unit	2022	2021	2020
Production				
Tower BTS	Unit	146,023	162,282	144,000
Data traffic (data production)	Terabyte	7,991	6,549	4,869
Sales				
Mobile Cards sold	Unit	19,639,296	22,790,121	18,332,117*
Total Revenue	Rp-Billion	29,142	26,754	26,018
Net Profit/Loss	Rp-Million	1,121,188	1,287,807	371,598
Number of Customers	Million	57.48	57.90	57.89
Quantity of Products/Services	Product/Service Unit	<ul style="list-style-type: none"> › 8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed 	<ul style="list-style-type: none"> › 8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed 	<ul style="list-style-type: none"> › 8 (eight): › Cellular Services (2G, IMT-2000/3G) › Internet Access Service › Internet Telephone Services for Public Use › Content Provider Services › Money Transfer Services for Business Entities Other Than Banks › Electronic Money Issuance Services › Internet Interconnection Services › Network Remains Closed
Eco-Friendly Products				
Solar Panel**	Total	202	-	-
Capacity	WP	930,900	-	-
Number of Partners	Partners	1,109,439	-	-
Number of Local Workers	Person	1,485	1,557	1,594
Number of Local Suppliers	Entity	464	490	479
Local Supplier Contract Value	Rp-Million	10,491,116	18,005,684	11,223,844

* Sales Data of August - December 2020

** Solar panel designed by XL Axiata and integrated in 2022

GOVERNANCE PERFORMANCE

Governance Performance	Unit	2022	2021	2020
Number of Corruption Incidents	Incident	-	1	-
Number of Fraud Incidents	Incident	3	6	4
Number of WBS Complaints	Case	9	25	9

SUSTAINABILITY PERFORMANCE HIGHLIGHTS [B.1, B.2, B.3]

ENVIRONMENTAL PERFORMANCE [B.2]

Environmental Performance	Unit	2022	2021*	2020*
Total Water Consumption				
PDAM	m ³	7,487,126	7,466,476	-
Non-Renewable Energy Consumption				
Fuel (Pertalite)	Liter	242,090.78	238,152.00	187,708.47
	Gigajoule	7,988.99	7,859.016	6,194.37
Solar (Diesel)	Liter	1,971,499.44	2,471,627	3,629,027.26
	Gigajoule	70,973.98	88,978.57	130,644.98
Electricity from PLN	Kwh	840,667,225.92	804,373,707.25	772,615,776.45
	Gigajoule	3,026,402.01	2,895,745.34	2,781,416.79
Total Energy Consumption	GigaJoule	3,105,364.98	2,997,993	2,994,129
Energy Intensity	Gigajoule/Petabyte	389	458	605
Scope 1 Emissions	TonCO ₂ eq	5,834.11	7,164	10,169
Scope 2 Emissions	TonCO ₂ eq	648,260.92	620,274	599,588
Total Emissions	TonCO ₂ eq	654,095.03	627,438	609,757
Emission Intensity	TonCO ₂ eq/Petabyte	81.84	95.81	125.23
Environmental Cost*	Rp-Million	150	18.17	-

*Restatement data for 2021 and 2020

SOCIAL PERFORMANCE [B.3]

Social Performance	unit	2022	2021	2020
Number of Employees	Person	1,501	1,575	1,613
Number of Female Employees	Person	443	477	490
Number of Male Employees	Person	1,058	1,098	1,123
Number of Female as President Director and Director	People/Total	2	2	2
Number of local people occupying senior manager positions	Person	3	3	4
Number of Training Hours	Hours	76,518.4422	76,518.4422	42,515.3461
Number of Employees Receiving Training	Person	1,491	1,565	1,656
Average number of training hours	Hours/person	63.34	48.89	25.67
Training Fees	Rp-Million	7,960	3,503	5,080
Employee Turnover Rate	%	14.1	12.9	6.1
Number of Work Accidents	times	8	18	-
Occupational death	times	-	-	-
Total CSR Funds	Rp-Billion	10.42	18.98	12.20
Number of women empowered	Person	57,000	53,000	31,000
Number of Young Leaders built through XL Axiata Future Leaders	Person	1,500	1,310	1,150
Number of elearn.id Training	Participants	26,656	25,488	39,797
Number of fishermen benefiting from the Laut Nusantara application	Person	57,500	60,250	50,000
Router/modem donation amount	Unit	358	13	1,589
Quota donation amount	Terabyte	7.68	9.34	370.97

AWARDS AND CERTIFICATIONS



January

ISO 22301:2019 Certification

XL Axiata through XL Axiata Business Solutions has successfully achieved ISO 22301: 2019 Certification which is an international standard to provide the best quality services. This certificate is a recognition of the ability of businesses in implementing, maintaining, and improving management systems to protect, reduce the possibility of problems, and prepare, respond to, and recover the conditions from disruption when a problem occurs. In this case, the scope certified by XL Axiata is related to service to B2B (Business-to-Business) customers.



April

Corporate Emission Reduction and Calculation Transparency Award 2022

In the event initiated by Beritasatu in collaboration with Bumi Global Carbon, XL Axiata received 2 awards for 2 categories, as follows:

- **Transparency on Reducing Corporate Emissions in the Issuers and SOE Sectors in the Green Category; and**
- **Transparency of Corporate Emission Calculation in the Issuers and SOE Sector in the Gold Category.**

The award was received online by XL Axiata's Group Head of Corporate Communication, Tri Wahyuningsih, in Jakarta (22/4). This award was presented to XL Axiata for the Sustainability report uploaded by the company on the company's website based on an assessment conducted by the Bumi Global Karbon team.



May

The 13th IICD Corporate Governance Award

Again, XL Axiata has won public awards on "The 13th IICD Corporate Governance Awards" held by Indonesian Institute for Corporate Directorship (IICD) at Financial Hall, Graha CIMB Niaga Building, Jakarta (27/5).

In The 13th IICD Corporate Governance Awards Ceremony, XL Axiata has successfully received 2 awards for 2 different categories, Top 50 Big Capitalization Public Listed Company and Best Non-Financial Sector for Big Capitalization Public Listed Company. These awards were accepted by Ranty Astari Rachman, Group Head Corporate Secretary of XL Axiata.



June

Indonesia CSR & TJSL Award 2022

Anugerah Bisnis Indonesia Social Responsibility Award (BISRA) 2022

1. Indonesia CSR & TJSL Award 2022

In the 4th ICA (Indonesia CSR & TJSL Award 2022) award event organized by The Economics, XL Axiata received the ICA 2022 award for the Telecommunication Sector Industry 2022 category. The award was received by XL Axiata's Group Head of Corporate Communication, Tri Wahyuningsih, online (10/6).

2. Anugerah Bisnis Indonesia Social Responsibility Award (BISRA) 2022

XL Axiata received the **Gold Champion in Corporate Social Responsibility Program** award for the listed company category at the Anugerah Bisnis Indonesia Social Responsibility Award (BISRA) 2022. The award was received by Marwan O. Baasir, Chief of Corporate Affairs of XL Axiata online (29/6).



AWARDS AND CERTIFICATIONS



July

The Most Popular Corporations in Mainstream Media 2022



PR of The Year 2022

PR Persons Award 2022



1. The Most Popular Corporations in Mainstream Media 2022

XL Axiata received **the Most Popular Corporate Award in Mainstream Media 2022 for the Category of National Private & Multinational Companies**. This award was held by the Union of Press Companies (SPS) in collaboration with Kazee Digital Indonesia using quantitative methods in real time and qualitative analysis (6/7).

2. PR of The Year 2022

In the PR of The Year 2022 award event held by MIX Marketing & Communication (SWA Group) Magazine, XL Axiata received 2 awards simultaneously, namely **the Lifetime Achievement Award-Journalist Choice** for President Director & CEO, **Mrs. Dian Siswarini**, and **the Corporate Communications Team of The Year-Journalist Choice** for XL Axiata's Corporate Communications team. This award was announced on the web and social media of MIX Marketing & Communication Magazine (14/7).

3. PR Persons Award 2022

The award event held by Iconomics that rewarded an award to Tri Wahyuningsih, XL Axiata Group Head of Corporate Communication who received the title of **Indonesian Most Prominent PR Persons**. This award was received by Tri Wahyuningsih online in Jakarta (29/7).



August

1st Indonesia DEI & ESG Awards (IDEAS) 2022

Customer Service Quality Award 2022

Cellular Award 2022

Bisnis Indonesia Award (BIA) 2022

1. 1st Indonesia DEI & ESG Awards (IDEAS) 2022

In the 1st Indonesia DEI & ESG Awards (IDEAS) 2022 organized by PR Indonesia as part of PR Group Indonesia, Mrs. Dian Siswarini, President Director & CEO of XL Axiata, was awarded as **the Most Popular Leader Winner in Online Media 2021 in the National Private & Multinational Category Tbk**. The award was received in Labuan Bajo, NTT represented by HOS NTT, Boni Hendra (5/8)

2. Customer Service Quality Award 2022

In the 2022 Customer Service Quality Award event held by Marketing Magazine, XL Center received the **Grade Diamond award** which is the highest grade in measuring customer satisfaction. This award was handed over directly by Director of Marketing Magazine Steven Santosa to Junius Khoestadi, Group Head Indirect Channel Management and Muhamad Novan Adilandy, Group Head Direct Channel at XL Center Axiata Tower, Jakarta (8/8).

AWARDS AND CERTIFICATIONS



August



**1st Indonesia DEI
& ESG Awards
(IDEAS) 2022**



**Customer Service
Quality Award 2022**



**Bisnis Indonesia
Award (BIA) 2022**

3. Cellular Award 2022

In this event, XL Axiata received 5 awards, namely:

- 1) **AXIS (Best Data Package)**
- 2) **XL Satu (Best Convergent Service)**
- 3) **XL Business Solution (Best B2B Commercial Innovation - Big Data/IoT)**
- 4) **Sisternet (Best Practice 4 Women Empowerment Program)**
- 5) **Excellence in Performance for Director & Chief Technology Officer of XL Axiata, I Gede Darmayusa**

The award was received by several Leaders from XL Axiata, namely Feby Sallyanto, Chief Enterprise & SME Officer, Tri Wahyuningsih, Group Head Corporate Communication of XL Axiata, and Roy Wisnu Wibowo, crtkr Group Head of Home Business. The award was received in Jakarta (29/7). The Excellence in Performance award was received by I Gede Darmayusa (8/8).

4. Bisnis Indonesia Award (BIA) 2022

In the Bisnis Indonesia Award (BIA) 2022 event initiated by Bisnis Indonesia, **XL Axiata received an award for the Telecommunications category**. The award was received by XL Axiata's Group Head of Corporate Communication, Tri Wahyuningsih, at the Ritz Carlton, Mega Kuningan, Jakarta (15/8).

BIA is an annual agenda of Bisnis Indonesia as an appreciation to corporations that have succeeded in delivering good performance achievements, specifically those which shares are traded on the Indonesia Stock Exchange. This year, this activity takes the theme 'Rising in the Year of Change' as an appreciation for issuers who are able to survive and achieve good growth in the era of the Covid-19 pandemic which has a negative impact on the economy.



AWARDS AND CERTIFICATIONS



September

Visionary Leaders Award

Visionary Leaders Award

President Director & CEO of XL Axiata received the **Visionary Leaders Award** from IDN Times at the Indonesia Millennial and Gen Z Summit 2022 initiated by IDN Times. President Director & CEO of XL Axiata, Mrs. Dian Siswarini who was also present as one of the speakers, received the “Visionary Leaders” award in Jakarta (30/9).



October

Marketeers Editor's Choice Award 2022

1. Marketeers Editor's Choice Award 2022

XL Axiata through XL Axiata Business Solutions received an award in the **Enterprise Solution Enabler of The Year category for Private Network to Support Industry in Digitalization services** at the Marketeers Editor's Choice Award (MECA) 2022 initiated by Marketeers. The award was received by the Chief Enterprise & SME Officer of XL Axiata, Feby Sallyanto at CGV FX Sudirman, Jakarta (12/10).

ESG Excellence 2022

2. ESG Excellence 2022

XL Axiata's strong commitment to apply Environmental, Social, and Governance (ESG) principles in company management for the process of realizing business continuity, led this corporation to **receive an award in the Telecommunication for Sustainability category at the ESG Excellence 2022 “Action and Sustainability in Responsible Investing”** event, organized by TrenAsia. Chief Corporate Affairs of XL Axiata, Marwan O. Baasir received the award in Jakarta, Wednesday (19/10).

Opsignal Mobile Experience Award December 2022

3. Opsignal Mobile Experience Award December 2022

XL Axiata received recognition from cellular subscribers through Opsignal's independent analysis contained in the **“Indonesian Cellular Network Experience Report for December 2022”**. In the report, **XL Axiata was declared successful in winning four categories out of nine categories**, achieving the best score among a number of operators operating in Indonesia. The four categories are **download speed experience, video experience, game experience, and voice application experience**. Analysis to mobile subscribers was carried out by Opsignal for 90 days, from 1 August 2022 to 29 October 2022.



AWARDS AND CERTIFICATIONS



December

**Appreciation from
Kemenpppa for
G20 EMPOWER
Chair, Delegate and
Advocate**

**G20 Appreciation
of the Indonesian
Presidency 2022**

**Award from
KOMINFO**

CIO100 2022 Award

1. Appreciation from Kemenpppa for G20 EMPOWER Chair, Delegate and Advocate

This appreciation is presented for the extraordinary contribution made by XL Axiata as a corporation, as well as to Dian Siswarini, and Yessie D. Yosetya as Chair of G20 Empower Indonesia Presidency 2022 (12/12)

2. G20 Appreciation of the Indonesian Presidency 2022

In the G20 Appreciation Night of the Indonesian Presidency 2022, President Director & CEO of XL Axiata, Dian Siswarini and Director & Chief of Digital Transformation and Enterprise Business Officer of XL Axiata, Yessie D. Yosetya, received Token Appreciation of Excellence as Co-Chairwoman of W20 Indonesia and Chairwoman of G20 EMPOWER Indonesia. The appreciation was presented by the Coordinating Minister for Economic Affairs of the Republic of Indonesia, Airlangga Hartarto and the Minister of Finance of the Republic of Indonesia, Sri Mulyani at the Grand Ballroom of the Fairmont Hotel Jakarta (20/12).

3. Award from KOMINFO

The award was presented for XL Axiata's participation in organizing the G20 Summit Media Center 13-17 November 2022 at the Bali International Convention Center, Nusa Dua, Bali (17/11).

4. CIO100 2022 Award

Yessie D.Yosetya, Director & Chief Digital Transformation and Enterprise Business Officer of XL Axiata received a prestigious international award by being selected as one of the recipients of the CIO100 2022 Award. The CIO100 2022 Award is in recognition of 100 senior technology executives at the ASEAN level and teams that drive innovation, strengthen resilience and influence rapid change. The winners were announced in a hybrid ceremony at Marina Bay Sands in Singapore (1/12).

EVENT HIGHLIGHTS 2022

JANUARY

> **XL Axiata – Cisco Collaborates to Increase Cellular Network Capacity Efficiency through CUTO Technology**

Jakarta, 17 January 2022

XL Axiata and Cisco collaborate to applying new technology into XL Axiata's network. Through this collaboration, the use of Cisco Ultra Traffic Optimization (CUTO) technology will be applied into XL Axiata's 4G network. In mid-2021, XL Axiata and Cisco have conducted a series of trials of the CUTO solution. After being proven successful in increasing the efficiency of radio network capacity, CUTO's technology began to be implemented at the end of 2021 in a number of areas with high levels of data traffic density. In 2022, XL Axiata will expand the adoption of this technology.

> **XL Axiata Business Solutions Achieves ISO 22301:2019 Certification**

Jakarta, 19 January 2022

XL Axiata through XL Axiata Business Solutions has successfully achieved ISO 22301:2019 Certification, which is an international standard to provide the best quality services. This certificate is a recognition of the ability of businesses in implementing, maintaining, and improving management systems to protect, reduce the possibility of problems, and prepare, respond to, and recover conditions from disruption when a problem occurs. In this case, the scope certified by XL Axiata is related to service to B2B (Business-to-Business) customers.

> **Support for Equitable Distribution of Broadband Telecommunications Infrastructure, XL Axiata and BAKTI Provide 4G Services at 132 3T Points in Sumatra**

25 January 2022

XL Axiata and the Telecommunications and Information Accessibility Agency (BAKTI) of the Ministry of Communication and Informatics (KEMKOMINFO) signed a collaboration on the 4G Cellular Telecommunications Provision Program in Frontier, Outermost, Disadvantaged (3T) Areas to boost digital transformation for Indonesian. Through this collaboration, XL Axiata is committed to provide telecommunications and 4G data services at 132 points in Sumatra. The signing was carried out by the President Director & CEO of XL Axiata, Dian Siswarini and the President Director of BAKTI, Anang Latif, and witnessed by the Minister of Communication and Informatics of the Republic of Indonesia, Johnny G Plate in Jakarta.

FEBRUARY

> **Women economic empowerment and inclusion are key in achieving the 2030 agenda with the support of digital technology.**

Likupang, 16 February 2022

The two-day Women20 (W20) meeting in Likupang delivered some recommendations emphasizing the need for women's economic empowerment and inclusion as the key in achieving the 2030 agenda with the support of digital technology. The meeting also agreed on the need for integral policies to alleviate discrimination against women in all sectors. Furthermore, to foster gender equality, policies are needed to consistently eliminate conservative gender norms that are deeply rooted in society.

EVENT HIGHLIGHTS 2022

MARCH

Flooding in Serang-Banten, XL Axiata Ensures Safe Network and Distributes Emergency Assistance.

Serang, 2 March 2022

High-intensity rainfall and overflowing river flows caused flooding at a number of points in Serang City and Regency, Banten Province. XL Axiata ensures that telecommunication and data networks continue to operate normally. However, a small part of XL Axiata's services area was disrupted due to power outages. The field team of XL Axiata immediately made recovery efforts shortly after the service was detected to be disrupted. The XL Axiata team continues to work to keep the network usable by the community.

W20 Second Meeting in Batu, East Java - W20 Initiates Real Action From 2022 Work Plan

Batu, 9 March 2022

Women20 (W20) held a second meeting with Online and Offline (Hybrid) concept for two days (8-9 March 2022) in the city of Batu, East Java focusing on the second priority issues, namely "Women-Owned MSMEs: The Key to Inclusive Growth". This second meeting also coincided with the commemoration of "Women International Day", and discussed several key issues related to the importance of MSMEs in getting financial access and the use of digital technology to become the drivers of the global economy.

G20 EMPOWER Indonesian Presidency, Focus on Fostering Women's Empowerment in the Private and Public Sectors

Jakarta, 11 March 2022

The commitment to foster women's empowerment in the private and public sectors is at the top of the agenda of the Group of Twenty (G20) EMPOWER Indonesian presidency this year. G20 EMPOWER is the only initiative within the G20 presidency that brings together an alliance of private sector and government leaders to jointly advocate for and support the advancement of women in leadership positions in the private and public sectors. The Ministry of PPPA together with XL Axiata and IWAPI became the focal point in promoting the importance of women's leadership in the business world through the G20 EMPOWER.

XL Axiata Employees Collaborate to Support Social Service in Medan

Medan, 20 March 2022

XL Axiata employees through the XL Axiata Taklim Council (MTXL) provide social service for mass circumcision, blood donation and orphan assistance in commemoration of the 8th Anniversary of the SMEA Negeri 2/SMK Negeri 6 Medan Alumni Association in collaboration with Indonesian Photo Journalist (PFI) Medan, Indonesian Women Journalists Forum (FJPI) North Sumatra, Anak Medan Oncology Foundation (YOAM), UTD RSUP H Adam Malik Medan, SMK Negeri 6 Medan, Cetak 88, Me & Bike Community Medan and Sinar Husni Hospital Medan. The activity was carried out at SMK Negeri 6 Medan.

Advancing Benefits for Customers, XL HOME and XL SATU Collaborate with Shark Animation and Narasi

Jakarta, 23 March 2022

XL Axiata continues to advance the benefits of XL HOME for customers, one of which is by enriching content that is suitable for family segment customers. Two leading content providers in Indonesia, namely Beabeo and Narasi have been collaborated to add to the collection of educational content, which can now be accessed and enjoyed by all XL HOME and XL SATU customers.

Floods in East Kutai, XL Axiata Employees Distribute Emergency Aid in Sangatta

Sangatta, 24 March 2022

XL Axiata employees through XL Axiata's Majlis Taklim (MTXL Axiata) distributed emergency assistance to flood victims in Sangatta, East Kutai Regency, East Kalimantan Province. The handover to the victims at a number of flood locations on Jalan APT Pranoto, Singa Karti Village, Sangatta Utara District, was carried out directly by representatives of XL Axiata East Kalimantan.

Women20 Holds 3rd Meeting in Banjarmasin, Calls for Gender Equality in Healthcare

Banjarmasin, 24 March 2022

The third meeting of Women20 (W20) took place in Banjarmasin, South Kalimantan, 23-24 March 2022. The main focus of the meeting in Banjarmasin was on the W20 aims to prioritize health issue responses to enforce the recovery process in various sectors. W20 is committed to leading advocacy that rebuilds better practices, a more equal future, and is inclusive, particularly on issues of gender equality in healthcare.

EVENT HIGHLIGHTS 2022

XL Axiata CEO Inaugurates Employee Waqf Mosque in West Aceh

Meulaboh, 28 March 2022

President Director & CEO of XL Axiata, Dian Siswarini, inaugurated the mosque which is a waqf of the company's management and XL Axiata employees. The Soetiman Mosque is located in Gampong Blang Beurandang, Johan Pahlawan District, West Aceh Regency, Aceh Province. The Governor of Aceh, Ir. H. Nova Iriansyah, M.T delivered his remarks online.

APRIL

XL Axiata's Partnership with Google Workspace

Jakarta, 1 April 2022

Through XL Axiata Business Solutions, XL Axiata has established a partnership with Google Workspace to make it easier for small and medium enterprises (SMEs) to carry out digital transformation. This convenience is manifested in the BIZ Starter card bundling package provided by XL Axiata Business Solutions with a number of solutions from Google Workplace. By purchasing a BIZ Starter card, customers who are SMBs will get additional benefits in the form of a number of business solution features from Google Workspace that are useful for increasing business productivity, supporting hybrid ways of working and expanding the collaboration space based on cloud technology.

Helping Fire Victims in Banyuasin XL Axiata Employees Distribute Emergency Aid

Banyuasin, April 8, 2022

XL Axiata employees, through XL Axiata's Majlis Taklim (MTXL Axiata), distributed assistance to communities affected by the fire that hit residential areas in Sungsang I Village, Banyuasin II District, Banyuasin Regency, South Sumatra. The assistance provided was in the form of school clothes for children affected by the fire to wear.

XL Axiata Again Holds "Sisternet Smart Capital Competition 2022" Encourages Women MSMEs to Level Up, With a Total Capital Prize of Rp 150 Million

Jakarta, 8 April 2022

XL Axiata through the Sisternet program in collaboration with XL Axiata Business Solution, again held the "Smart Capital Competition 2022". The event, which was held to commemorate International Women's Day in March, aims to boost productivity and increase the level of women micro, small and medium enterprises (MSMEs) through good business management, including in managing their capital and finances. No less than 350 participants took part in the competition which took place in stages since early January 2022 and provided a total prize of Rp 150 million.

XL Axiata Business Solutions Ready to Support the Acceleration of Digitalization for Smart Cities and Connected Rural Areas

Jakarta, 10 April 2022

XL Axiata, through XL Axiata Business Solutions, is ready to fully support digitalization efforts to accelerate the implementation of smart city programs and rural connectivity. The readiness includes resources, technology, and experience in implementing similar programs in a number of regions in Indonesia. Even now, XL Axiata is also helping Jakarta Smart City in implementing Internet of Things (IoT) solutions to deal with flood problems.

Strengthening the Contribution of Young People to Society, XLFL Holds Training for Student Organizations and Start-Up Managers

Jakarta, 19 April 2022

XL Axiata Future Leaders (XLFL) held training for active young people to strengthen their contribution to society. Through the Innovation Acceleration House (REACTION) program, the training will target a total of 220 participants who are students who are members of student organizations and manage dozens of start-up companies.

EVENT HIGHLIGHTS 2022



Emphasizing to Support the Digitization of Women MSMEs, XL Axiata Makes the Sispreneur Program a Concrete Action at W20

Jakarta, 25 April 2022

XL Axiata affirms its support for MSMEs owned and managed by women. In accordance with the expectations of the Government of the Republic of Indonesia, so that the G20 continues to encourage the strengthening of the role of MSMEs and women through a number of concrete actions, XL Axiata raised the Sispreneur Program to the Women20 (W20) event. Sispreneur, which is part of the Sisternet program, organizes business management incubation classes through the use of digital facilities for women micro-entrepreneurs with a turnover of Rp 500 thousand – Rp 5 million/month. For this reason, the Sispreneur and Sisternet programs were introduced as Concrete Action at the W20 event.



XL Axiata Future Leaders, MTXL Axiata Collaborate together to Spread Kindness in 13 Cities

Jakarta, 29 April 2022

XL Axiata has carried out a series of programs and activities throughout the month of Ramadan 2022. This time, through XL Axiata Future Leaders (XLFL) and the XL Axiata Taklim Council (MTXL) collaborated to provide support in the form of food aid to the poor in 13 cities. The provision of assistance is distributed directly to beneficiaries by students participating in the XLFL program. Some of the cities that run this program include Aceh Besar Regency, Aceh, Bengkulu, North Jakarta, Yogyakarta, Surabaya, Bandung, Jepara, Lombok, West Lombok Regency, Central Lombok Regency, Banjarmasin and Gowa Regency.

MAY



Second Plenary Meeting of G20 EMPOWER in Yogyakarta, Four Ministers Affirm Support for Strengthening Women MSMEs and Implementing Gender Equality

Jakarta, 18 May 2022

Efforts to improve the ability of Micro, Small and Medium Enterprises (MSMEs) and the implementation of gender equality have received support from four ministries. In the G20 EMPOWER meeting in Yogyakarta, four ministers, namely the Minister of Women's Empowerment and Child Protection (PPPA), the Minister of Cooperatives and SMEs, the Minister of Tourism and Creative Economy, and the Minister of SOEs, agreed that the contribution of MSMEs to the country's economy during the pandemic and the post-pandemic recovery period was very exponential. For this reason, they are committed to enforce MSMEs through various programs in each ministry.



Digital Madrasah Academy 2021

Jakarta, 25 May 2022

Madrasah Aliyah (MA) students from various regions in Indonesia presented their creativity and ability to build Internet of Things (IoT)-based digital solutions in the grand finals of the Digital Madrasah Academy (AMD) 2021. The digital solutions they built range from supporting indoor farming, reducing odours in chicken coops and converting tofu waste into electricity, up to convenient distribution of zakat. Held since the previous year with thousands of proposals from participants, the final round of the event initiated by the Directorate of Curriculum, Facilities and Infrastructure, Institutions and Student Affairs (KSKK) Madrasah, Directorate General of Islamic Education, Ministry of Religion of the Republic of Indonesia and XL Axiata took place in Tangerang.

EVENT HIGHLIGHTS 2022

JUNE

➤ **W20 Inaugurates "W20 Sispreneur" as a Real Action for Indonesian Women MSMEs Go Digital & Go Global**

Jakarta, 4 June 2022

Various initiatives and support for the G20 agenda of the Indonesian Presidency continue. Through W20 Sispreneur, which is a collaboration between the Women20 (W20) and Sisternet engagement groups from XL Axiata, this program has succeeded in attracting more than 1,000 participants. All participants who registered consisted of womenpreneurs domiciled in West Java, East Java, Sumatra, Central Java, DKI Jakarta, Bali & Nusa Tenggara, Banten, Kalimantan, to Sulawesi. A series of incubation classes held throughout June 2022 are attended by participants dominated by types of processed food and beverage businesses, fashion, services, crafts, beauty, and agribusiness which have an average monthly turnover of Rp5 million to Rp100 million. This collaboration program is in line with President Joko Widodo's hope that the momentum of the G20 Indonesian Presidency can be used to continue to enforce of the role of MSMEs and women through a number of concrete actions.

➤ **W20 4th Meeting Held in Manokwari Focus on Advocacy of Rural Women and Women with Disabilities**

Jakarta, 7 June 2022

Women20 (W20) held its fourth meeting in Manokwari City, West Papua, 8-9 June 2022. At the hybrid meeting, the focus discussion is around advocacy for rural women and women with disabilities in relation to efforts to achieve inclusive economic growth and access to building resilience. In this event, which is under the same series with the G20 Presidency of Indonesia, were also present the Minister of Women's Empowerment and Child Protection of the Republic of Indonesia, I Gusti Bintang Puspayoga, Minister of Villages, Development of Disadvantaged Regions, and Transmigration of the Republic of Indonesia, Abdul Halim Iskandar, Minister of Social Affairs of the Republic of Indonesia, Ir. Tri Rismaharini, and (Pj) Governor of West Papua, Komjen Pol. (Ret.) Drs. Paulus Waterpauw, M.Si and Special Staff of the Republic of Indonesia for the inclusion of Youth and Disabilities, Angkie Yudistia.

➤ **Through Rumah Akselerasi Inovasi (REAKSI), XLFL Strengthens the Vision and Contribution of Student Organizations and Start-Ups to Society**

Jakarta, 28 June 2022

XL Axiata Future Leaders, XL Axiata's Corporate Social Responsibility (CSR) program has completed the Rumah Akselerasi Inovasi (REAKSI) program. Through this program, XLFL trains active young people who manage student organizations and start-ups to strengthen their contribution to society. Lasting for three months from March 2022, REAKSI was attended by a total of 110 representatives from organizations and start-ups.

JULY

➤ **Supporting Digitalization in Rural Areas, XL Axiata Donates Laptops to Islamic Boarding Schools in 7 Provinces**

Jakarta, 2 July 2022

XL Axiata has distributed laptop units to Islamic boarding schools in several areas in Indonesia. This donation is part of the Digital Nusantara Village Program held by XL Axiata to promote digitalization in rural areas. Islamic boarding schools that receive donations are expected to be the driving force for the digitization, as well as improve the quality of human resources among the boarding schools. There are 39 Islamic boarding schools in 29 cities/regencies and 7 provinces that have received donations distributed since April 2022. This program also renders XL Axiata's fastest internet services for customers and the public.

➤ **G20 Empower, Microsoft Indonesia Collaborate to Elevate Women's Participation in Inclusive Digital Economy Growth**

Jakarta, 6 July 2022

Group of Twenty (G20) EMPOWER Indonesian Presidency signed a Memorandum of Understanding (MoU) with Microsoft Indonesia for the implementation of the Code program; Without Barriers. The program provides a platform that enables female talent to contribute to the growth of an inclusive digital economy through participation and innovation in technology. A series of activities such as skills training, certification, and opening up employment opportunities for women are carried out as part of this program.

EVENT HIGHLIGHTS 2022

➤ **Supporting the Acceleration of Business Transformation with Hybrid Cloud, XL Axiata – Microsoft Collaborates to Present ExpressRoute Service**

Jakarta, 11 July 2022

Security and protection of customer data is one of XL Axiata's main concerns as a telecommunications service provider. Specifically for corporate customers, XL Axiata through XL Axiata Business Solutions, has collaborated with Microsoft in providing a service called "ExpressRoute", which allows quick, secure and reliable private connections between Microsoft Azure cloud computing services and data users.

➤ **XL Axiata Business Solutions and AVANA Launch "AVANA BIZ Card"**

Jakarta, 13 July 2022

Through XL Axiata Business Solutions, XL Axiata strives to provide convenient services for micro, small and medium enterprises (MSMEs) to take advantage of digital means to increase sales. In collaboration with AVANA Indonesia as an AVANA platform provider, XL Axiata Business Solutions introduced the "BIZ AVANA" card. With this innovative card, MSME communities can conveniently integrate and optimize sales through social media and online stores. This new product can be purchased starting July 2022.

➤ **W20 Summit on the shores of Lake Toba, Encourages G20 Leaders to Prioritize Women's Empowerment and Gender Equality**

Simalungun, 21 July 2022

The Women20 Summit in Simalungun, Lake Toba, North Sumatra, 19-20 July 2022 rendered some recommendations that emphasized several key issues related to women's empowerment and gender equality. The issues include rejecting discrimination and promoting gender equality, MSMEs owned and led by women, health responses that prioritize gender equality, as well as rural women and women with disabilities. These recommendations are also the basis for the preparation of a communique that will be handed over directly to the President of the Republic of Indonesia, Joko Widodo as the supreme leader of the G20 Indonesian Presidency.

➤ **W20 as the First Engagement Group to Hand Over Communique to the G20 Presidency of Indonesia**

Simalungun, 21 July 2022

The handover of the communiqué to the Group of Twenty (G20) of the Indonesian Presidency also marked the closing of the Women20 Summit (W20 Summit) in Simalungun, Lake Toba, North Sumatra which took place since 19 July 2022. Co-Sherpa of the G20 Presidency of Indonesia, Raden Edi Prio Pambudi received this communique to be submitted to the upcoming G20 Summit. The meeting in Toba also marked the creation of the "Toba Track", as a commitment from W20 to provide real action in women's empowerment. W20 became the first engagement group to complete the communiqué as well as hold a summit in Toba, North Sumatra.

➤ **XL Axiata Baik Program Social Action, XL Axiata Employees Sharing and Teaching in Lake Toba Area**

Simalungun, 22 July 2022

XL Axiata organizes teaching and social sharing as part of the XL Axiata Baik program. Teaching and sharing activities are carried out by a number of XL Axiata employees in schools by providing education on the use of internet and digital facilities. The series of programs was held in 5 schools, including SMA Negeri 1 Girsang Sipanganbolon, SMP Negeri 1 Girsang Sipanganbolon, SMP Negeri 2 Girsang Sipanganbolon, Simalungun, SMP Negeri 1 Ajibata, Toba, and SMP Negeri 2 Muara, North Tapanuli located in the Lake Toba Area, North Sumatra. The ceremony was held at SMA Negeri 1 Girsang Sipanganbolon, Simalungun Regency, North Sumatra. In the momentum of XL Axiata Baik, XL Axiata also donated cash to the Orphanage in Balige, Toba Regency.

EVENT HIGHLIGHTS 2022

AUGUST



XL Axiata's Business and Social Activities Rewarded with Awards

Jakarta, 6 August 2022

XL Axiata has received several awards for business and social activities carried out in the previous year. The award from the community is related to corporate social responsibility (CSR) programs, company leadership achievements, company popularity in media news, to the performance of the communication team. The awards were received throughout June to August 2022.



XL Axiata's Strong Efforts to Present the Fastest Internet for a Better Customer Experience

Jakarta, 11 August 2022

XL Axiata continues to strive to improve the quality of data networks to offset the increase in traffic from year to year. To ensure that the needs of a quality network are met in 2022, XL Axiata has set a focus on network development, namely increasing capacity, efficiency, and optimization to provide a better customer experience. Several initiatives have begun to be implemented since the beginning of the year to realize these goals.



XL Axiata Collaborates with Microsoft Indonesia to Improve the Digital Skills of Female Employees

Jakarta, 18 August 2022

XL Axiata continues to realize its commitment to women's empowerment by improving the skills of female employees in mastering digital technology. For this reason, XL Axiata and Microsoft Indonesia held the signing of a Memorandum of Understanding (MoU) to implement the Code; Without Barriers (CWB). The signing is also expected to present a healthy ecosystem and open up greater opportunities for female talents to become drivers of innovation in technology and digital field. The signing of partnership was carried out by the Chief Human Capital Officer of XL Axiata, M. Hira Kurnia and the Chief Financial Officer of Microsoft Indonesia, Krishna Worotikan at the XL Axiata Tower Jakarta Building.



Supporting the Development of Women's Empowerment, XL Axiata CEO Visits Women's MSME Workshop

Jakarta, 19 August 2022

President Director & CEO of XL Axiata, Dian Siswarini visited a workshop on micro, small and medium enterprises (MSMEs) in the Duren Sawit area, East Jakarta. The MSME community is a member of the Sisternet community who is also the winner of the W20 Sispreneur program. This visit aims to support female MSME community, as well as to commemorate MSME Day on 12 August.



Collaboration of XL Axiata - Viamo to Support the Ministry of Health by Providing Tanya321 Services for Official Health Information

Jakarta, 26 August 2022

XL Axiata with Viamo Indonesia (Viamo) and the Ministry of Health of the Republic of Indonesia through the Directorate General of Public Health collaborated to launch the Tanya321 service. With this service, people can access official information on health from the government and related international organizations, 24 hours a day, through the WhatsApp application. The launching ceremony of this service was carried out by the Director General of Public Health of the Ministry of Health, dr. Maria Endang Sumiwi, MPH, Country Director of Viamo Indonesia, Patrick M Compau, and Chief Corporate Affairs of XL Axiata, Marwan O Baasir in Jakarta. It is hoped that this service can be an effort to improve communication, information and education in supporting government programs through the Indonesian Ministry of Health.

EVENT HIGHLIGHTS 2022

Ministerial Conference on Women Empowerment (MCWE) G20 2022 Affirms G20 Leaders' Commitment to Enforce for Gender Equality and Women's Empowerment

Bali, 26 August 2022

G20 EMPOWER as an alliance of the Group of Twenty (G20) takes an active role in providing recommendations to G20 member countries to continue the commitments that have been built at the G20 Italy in 2021 in three points. First, activating, facilitating, and promoting a joint commitment with the private sector to monitor and compile Key Performance Indicator (KPI) data at the national level. Second, joint collaboration between the private and public sectors to support programs for women in SMEs. Third, implement fast work in empowering the future and work of women, especially in building a national agenda that directly targets women. The recommendations were delivered directly by the Chairwoman of G20 EMPOWER, Yessie D Yosetya at the G20 2022 Ministerial Conference on Women Empowerment (MCWE) in Bali, 24-25 August 2022.

Continuing to Expand 4G Basic Network Infrastructure, XL Axiata Reaches 1,085 Villages in 94 Districts in Central Sulawesi

Luwuk, 27 August 2022

XL Axiata continues to support the government's vision in accelerating national development through equitable distribution of telecommunications and data network infrastructure throughout Indonesia. Specifically in Central Sulawesi Province, in the past year, XL Axiata has intensively built 4G networks, including around 98 4G BTS, to remote rural areas that were previously unreachable. Of the total sub-districts in the province, 54% of them or 94 sub-districts, with a total of around 1,085 villages have been served by the 4G network.

"XL Axiata Baik" Social Action in Gianyar Bali

Gianyar, 26 August 2022

XL Axiata once again held teaching and social sharing activities as part of the "XL Axiata Baik" program. Teaching and sharing knowledge about the digital world are carried out by a number of employees in schools by providing education on the use of internet and digital facilities. In addition, XL Axiata also distributed cash funds to the Orphanage, as well as inviting the children of the orphanage residents to enjoy the performance treats at Bali Safari & Marine Park Gianyar Bali.

SEPTEMBER

National Customer Day 2022, XL Axiata Provides Quota Bonuses and Focuses on Improving the Quality of Customer Experience

Jakarta, 3 September 2022

Commemorating the National Customer Day 2022, XL Axiata strives to improve the quality of customer experience (CX). XL Axiata held a special program as an appreciation to customers in line with XL Axiata's commitment of "For Indonesia". The management and employees continue to innovate by adjusting to customer needs that continue to transform over time. Quality of service to customers is believed to be one of the keys in winning the competition in the industry.

Supporting the Increasing Need for Community Data Services, XL Axiata Strengthens Network in Aceh Singkil and Simeulue

Aceh, 15 September 2022

XL Axiata continues to improve the quality of data services in all areas of Aceh province, including in South Aceh, Aceh Singkil, and Simeulue. Within the last 2 years, XL Axiata has continued to strengthen its network in these three districts, in line with the increasing need for customer data.

XL Axiata Builds IoT Solution "Mushtech", Answers the Needs of Mushroom Farmers in West Java

Bandung, 20 September 2022

XL Axiata continues to develop Internet of Things (IoT) solutions to support the digitization of small and medium businesses developed by the community. One of the IoT solutions that XL Axiata is currently developing is named "Mushtech". As the name implies, this solution was built to help oyster mushroom farmers in Majalengka Regency, West Java. The idea underlying the development of IoT came from the incubation program of the Digital Madrasah Academy (AMD) initiated by XL Axiata and the Ministry of Religious Affairs of the Republic of Indonesia.

Collaboration of XL Axiata- Huawei Applies The Latest Technology to Increase Network Capacity

Jakarta, 28 September 2022

The soaring data traffic on the XL Axiata network must be balanced with adequate network capacity to maintain high service standards and a seamless experience for subscribers. To expand the network capacity, XL Axiata collaborated with Huawei to implement the latest technology "FDD Smart 8T8R". The results of a series of trials that have been carried out show an increase in network quality and capacity up to 2.9x. The application of this technology also implements green information and communication technology (ICT).

EVENT HIGHLIGHTS 2022

OCTOBER

> **Demonstrating the Green 5G Network Concept, XL Axiata and Huawei Received the Awards at the TM Forum 2022 Catalyst Awards**

Jakarta, 3 October 2022

The concept of the 5G Green network project in collaboration with XL Axiata and Huawei Indonesia received a prestigious event for global telecommunications industry players. At the TM Forum 2022 Catalyst Awards which took place on 20-22 September 2022 in Copenhagen, Denmark, XL Axiata and Huawei Indonesia received the "Outstanding use of TM Forum assets" and "People's Choice" categories. XL Axiata together with Huawei Indonesia also became the first and only representatives from Indonesia to be involved in the event which was attended by more than 130 telecommunications companies from various countries.

> **Celebrating its 26th Anniversary through Social Program XL Axiata Realizes a Better Indonesia**

Jakarta, 7 October 2022

Entering its 26 years of serving Indonesia, XL Axiata affirms its determination to continue to support the government's vision in realizing a "Better Indonesia" society. For this reason, referring to the 26th Anniversary theme, #AdaUntukIndonesiaAdaUntukKitaSemua, XL Axiata for 2 years has never stopped providing social support to improve the quality of life for Indonesians to remote areas of the country. XL Axiata has organized various social programs both directly related to the telecommunications sector, as well as special programs that are urgently needed by the community, such as emergency assistance to victims of natural disasters, as well as helping to handle the pandemic and build a Covid-19 vaccination center.

> **Streamlining National MTQ in South Kalimantan, XL Axiata prepares Communication and Data Networks**

Banjarmasin, 11 October 2022

XL Axiata prepares telecommunication and data networks to support the 29th National Musabaqah Tilawatil Quran (MTQ) 2022 agenda in South Kalimantan, 10-19 October 2022. To anticipate the surge in telecommunications and data traffic around the event arena which will be attended by more than 1,600 participants from 34 provinces in Indonesia, XL Axiata has specifically increased network capacity. The event is held around Banjarmasin, Banjarbaru, and Banjar Regency.

> **Celebrating its 26th Anniversary, XL Axiata's 4G Network Continues to Expand to Serve Communities in Tens of Thousands of Villages/Districts**

Jakarta, 11 October 2022

Entering its 26th year of serving Indonesia, XL Axiata is committed to continuing to build quality networks to remote parts of the country. In total, to date XL Axiata's 4G network serves customers and communities in 61 thousand villages/districts, more than 5,700 sub-districts, 469 regencies/cities, throughout the province. More than 350 villages of which are located in the 3T area (outermost, disadvantaged, frontier). Network development will continue to be carried out in line with the increasing public need for data and internet access, as well as the increase in customers. This year, XL Axiata is determined to realize the fastest internet service for customers and the people of Indonesia, in accordance with the spirit of "XL Axiata for Indonesia".

> **Successfully Organizing the G20 Bali Summit Event, XL Axiata Prepares 5G and 4G Networks**

Denpasar, 27 October 2022

XL Axiata is ready to present 4G and 5G networks to make the G20 Summit international event a success in Bali, 15-16 November 2022. Various preparations in the field have been completed, and as of October 2022 the super-fast data and internet services can be accessed by delegates and the public using 5G smartphones that support the 2.1 GHz and 3.5 GHz frequency bands. This 5G service from XL Axiata can be accessed at 17 points, including Ngurah Rai International Airport, Bali Nusa Dua Convention Center (BNDCC), Apurva Kempinski, and Sanur Beach.

EVENT HIGHLIGHTS 2022

NOVEMBER



Fostering Regional Economic Development, XL, Axiata Strengthens 4G Network Along the West Java South Coast Line

Garut, 3 November 2022

XL Axiata continues to strengthen its telecommunications and 4G data network along the South Coast (Pansela) of West Java which crosses six regencies. This commitment is in line with the increasing quality of pansela highway infrastructure along more than 410 km, which then spurs the regional economy, especially the tourism sector. Currently, XL Axiata's 4G network along the line is strengthened by more than 3,600 Base Transceiver Stations (BTS).



Helping the People of South Sumatra, XL Axiata Builds Clean Water Facilities and Village Bridges in Banyuasin

Banyuasin, 11 November 2022

President Director & CEO of XL Axiata, Dian Siswarini inaugurated the clean water facilities and village bridge project in Banyuasin Regency, South Sumatra. Both projects are ready to use and are located in Talang Lubuk Village, Sumber Marga Telang District. Built since December 2021, this project uses funds from XL Axiata management and employees.



Fostering the Success of the G20, XL Axiata Presents 5G and Corporate Smart Mining Solutions – MSMEs

Nusa Dua, 12 November 2022

XL Axiata through XL Axiata Business Solutions (XLABS) sees the huge benefits of 5G services for services among corporations and MSMEs. For this reason, align with the provision of 5G networks by XL Axiata to support the G20 Summit in Bali, XLABS also introduced a number of digital solutions that are ready to be provided on the 5G network. One of them is a Smart Mining solution showcase at the Future SME's Village arena, which is a side event of the G20 Summit, at the Bali Collection, Nusa Dua.



XL Axiata's IoT Hub Innovation Creates "Xinergis", a Digital Solution for Energy Efficiency in the Industry

Jakarta, 16 November 2022

XL Axiata's Internet of Things (IoT) Laboratory has again created IoT-based digital solutions for industry. This latest solution is called "Xinergis", which serves to speed up the energy efficiency process. Through XL Axiata Business Solutions, Xinergis is ready to be used by office building managers to factories that need the solutions. The development of this solution is also in line with the sustainability development program being carried out by XL Axiata in terms of saving energy resources.



7th ASEAN Children Forum XL Axiata Receives Children Delegations from 10 ASEAN Member States

Jakarta, 17 November 2022

XL Axiata also supports the Indonesian government in implementing the 7th ASEAN Children Forum (ACF) 2022. XL Axiata attained the trust of the Ministry of Women's Empowerment and Child Protection of the Republic of Indonesia, to participate in the program with the theme of "Building a Digital Resiliency for ASEAN Children", becoming one of the destinations of the visit program of the delegates of the Children's Forum of 10 ASEAN countries, namely Brunei Darussalam, Indonesia, Cambodia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Vietnam. President Director & CEO of XL Axiata, Dian Siswarini directly welcomed the delegates at the XL Axiata Tower Building, Jakarta.



After the Cianjur Earthquake, XL Axiata Accelerates Network Recovery and Provides Free Phone Access

Cianjur, 22 November 2022

XL Axiata confirmed that as of Tuesday morning (22/11), telecommunications and data networks had gradually normalized after the 5.6 earthquake that shook Cianjur and its surroundings, Monday afternoon (21/11). Previously, shortly after the earthquake occurred, XL Axiata services at several points were disrupted due to power outages. The field team of XL Axiata continues to make recovery efforts after a disruption is detected.

EVENT HIGHLIGHTS 2022



XLFL National Conference 2022, Students Create AI Project - 5G-Based IoT

Jakarta, 27 November 2022

The massive growth and development of digital technology makes changes in various areas of life seem to be increasingly felt. The convenience and efficiency offered makes the development of digital technology more massive which is tailored to the needs of the market and society. With the increasing need for the use of digital technology in everyday life, it presents new challenges for young people to be able to help develop this. To support this, XL Axiata Future Leaders (XLFL) facilitates the younger generation with IoT training that has been integrated in the XLFL curriculum.



Distribution of Cianjur Earthquake Assistance to Three Villages

Cianjur, 28 November 2022

XL Axiata distributed emergency response assistance to victims of the Cianjur earthquake. In collaboration with BenihBaik.com, assistance was directly distributed to three evacuation points in Cianjur Regency, each located in Nagrak Village, Cianjur District, Sukawangi Village, Warungkondang District, and Padaluyu Village, Cugenang District. The assistance was also tailored to the emergency needs of the victims in each refuge, such as mineral water, milk, fast food snacks, blankets, baby diapers, kitchen condiments, light medicines, tents, and blankets.

DECEMBER



Improving the Digital Economy, XL Axiata Strengthens Network in West Sumatra

Padang, 2 December 2022

XL Axiata is ready to support the revival of the digital economy in West Sumatra. XL Axiata's 4G network in this province has reached 1,021 villages/districts in 150 sub-districts and 18 cities/regencies. The provision of quality data network is also a tangible form of XL Axiata's efforts to participate in supporting local governments to improve the digital economy of the people of West Sumatra, including tourism. As such, XL Axiata also continues to expand its quality data network throughout West Sumatra.



Sisternet Holds "Smart Webinar Festival 2022" Women MSMEs Training to Be Ready for Potential Recession

Jakarta, 9 December 2022

XL Axiata, through the Sisternet program, held the Smart Webinar Festival (FWP), on 9-10 December 2022. This training activity aims to prepare women MSMEs owners in Indonesia to be able to address the challenges that will occur in 2023, as well as provide information on various opportunities through the training classes. More than 3,000 participants from various regions take part in this hybrid webinar and workshop. The 2022 Smart Webinar Festival program received support from the Ministry of Cooperatives and SMEs and the Ministry of Women's Empowerment and Child Protection of the Republic of Indonesia.



Digital Pesantren Training in East Java, XL Axiata Teaches Students to Become Content Creators and Web Designers

Surabaya, 19 December 2022

XL Axiata launched the Digital Pesantren program. Through this program, students will receive digital training, especially creating content and designing websites. This new program is first implemented in the East Java area and will then be implemented in other provinces. Regional Group Head of XL Axiata East Region, Dodik Ariyanto inaugurated the start of digital training which take place online from Surabaya on 19-30 December 2022.

ABOUT THE REPORT



XL Axiata publishes the 2022 Sustainability Report, or "Report," in accordance with OJK Regulation No. 51/OJK.03/2017, SEOJK No. 16/SEOJK.04/2021, and the 2021 Global Reporting Initiatives (GRI). This report covers the period from 1 January to 31 December 2022 and is issued on a yearly basis. Finally, in March 2022, the Company released its 2022 Sustainability Report. [2-3]

There were no significant changes in information (restatement) that affected the company's business operations during the reporting period. [2-4]

The assurance services were not used in the 2022 Sustainability Report. XL Axiata, on the other hand, conducts internal verification stages to ensure the credibility and quality of the information in this Report. [G.1, 2-5]

The Company determines the contents of the Sustainability Report through four steps, as follows: [3-1]

1. Review previous Reports, as well as identify the impact of the Company on sustainability and ESG aspects and set limits;
2. Sort the impacts and prioritize the identified impacts;
3. Validate the materiality of the selected impact and have a significant impact on the Company and Stakeholders.
4. Review selected materiality topics by involving the supreme governance body of the Company.

The Supreme Governance Board of XL Axiata, comprised of the Board of Commissioners, Board of Directors, and Sustainability Responsible Unit, is an important contributor to the creation of this report. They conducted a validation review of the material aspects completed by the drafting team, allowing XL Axiata to determine the following materiality: [2-14]

TENTANG LAPORAN

Material Topics [3-2]	Reason	Disclosure Number	Scope	
			Internal	External
Digitization	Describe digital transformation in the Company's operational activities and in community activities in the context of reducing emissions	305-1, 305-2, 305-4, 305-4, 305-5, 305-6, 305-7	✓	✓
Energy	Illustrate the Company's concern for energy management whose availability is increasingly limited	302-1, 302-2, 302-3, 302-4, 302-5	✓	
Economic Performance	To describe the Company's achievements and performance during the reporting year	201-1, 201-2, 201-3, 201-4	✓	✓
Market Presence	Describe the existence of a market for the Company	202-1, 202-2	✓	✓
Diversity and Equal Opportunity	Describe the Company's policy to ensure diversity and provide equal opportunities for all employees	405-1, 405-2	✓	
OHS	Describe the Company's OHS performance to realize a safe and comfortable work environment	403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10	✓	
Customer Health and Safety	Describe the Company's efforts to maintain customer health and safety	416-1, 416-2	✓	✓

The Company considers inputs, suggestions, and considerations from stakeholders to ensure that the report contains balanced content and to improve the report's quality in the future. If you require any additional information or have any questions about this Report, please contact: [2-3]

PT XL Axiata Tbk

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REPORT FROM THE BOARD OF DIRECTORS

[D.1, 2-22]



Dian Siswarini
President Director & CEO

REPORT FROM THE BOARD OF DIRECTORS



XL Axiata is further reinforcing its commitment to incorporating sustainable practices into its operations and establishing itself as a responsible enterprise. We recognize that preserving the sustainability of the planet is a collective responsibility, and this can be accomplished when various industries combine their expertise and efforts to strike a balance between economic, social, and environmental performance.

Dear Distinguished Stakeholders,

In recent years, climate change has emerged as a pressing global issue, with the Covid-19 pandemic further highlighting its significance. The pandemic has put the resilience of all industries to the test, and those that have embraced sustainable practices have been able to weather the storm. As a result, sustainability practices have now become crucial for industries to ensure business continuity in the long run. In addition, these practices enable companies to measure their efficiency accurately and take more calculated steps towards sustainable growth.

In response to this, we consider the implementation of sustainability practices to be a must and a very important part of our business journey. For this reason, please allow us to report on the Company's sustainability achievements in 2022.

Sustainability Response Strategy

XL Axiata already has a sustainability policy that is implemented through the 4P pillars, namely Building Prosperity, Nurturing People, Process Excellence, and Planet and Society. This sustainability policy aims to build an innovative digital ecosystem and bridge the digital gap by considering economic, environmental, social and governance aspects.

We developed this sustainability policy by setting the Company's sustainability strategy going forward. This year, we have succeeded in compiling an ESG strategy document for the 2022-2025 period with three initiatives for each ESG component, namely:

- Environment
Accelerate energy efficiency and implement the use of renewable and clean energy to reduce carbon emissions by 45% by 2030.
- Social
Promoting inclusive stakeholder engagement
- Governance
Strengthening good governance practices to increase accountability.

REPORT FROM THE BOARD OF DIRECTORS

We implement these three components through ESG strategy planning or sustainability roadmap design for the 2022-2025 period. The sustainability roadmap or ESG strategy planning illustrates our commitment in applying sustainability practices to the Company's business operations, which is represented through 3 (three) sustainability initiatives, as follows:

1. Accelerate energy efficiency efforts and adopt clean and renewable energy.
2. Advancing social empowerment through a digitally inclusive social approach.
3. Strengthening GCG practices to increase accountability.

In 2022, the Company has made the following efforts as a strategy to achieve the Company's decarbonization target:

- › Verifying Scope 1 & 2 emission baselines
- › Setting Scope 1 & 2 emissions targets based on science
- › Setting CO2 reduction targets by the end of 2022
- › Improving Digital Inclusion programs of Sisternet, Laut Nusantara, XLFL, etc
- › Developing XL Axiata's Diversity, Equity, and Inclusion Framework
- › Developing sustainable procurement policies to implement fair operating principles
- › Developing XL Axiata GCG Policies and Procedures
- › Setting a Data Privacy Policy
- › Establish Sustainability Insurance

Not only that, we have also established a unit responsible for sustainability that is responsible for implementing sustainability practices in our business environment. The unit in charge of sustainability is chaired by the Head of Sustainability & Internal Communication that reports to the Group Head of Corporate Communication, who is responsible to the Board of Directors in ensuring the implementation of sustainability within the Company.

Sustainability Achievements

In 2022, we published our second sustainability report, which highlights our positive accomplishments in terms of efficient energy management and emissions reduction. We have been successful in maintaining our energy intensity from the previous year, with a recorded intensity of 389 GJ/Pentabyte, lower than the previous year's intensity of 458 GJ/Pentabyte. Similarly, our emission intensity has decreased by 14.58%, with a current level of 81.84 tons CO₂eq/Pentabyte.

This achievement is none other than our seriousness in managing energy use. This year we have launched the "Green BTS" program, as one of our programs to support go green, which will enable us to grow towards becoming a greener industry. With this green BTS program, we anticipate that we can reduce energy consumption by 50%.

Meanwhile, in the economic aspect, we were able to increase revenue by 8.93% from previous year which amounted to Rp26,754 billion to Rp29,142 billion. As such, we recorded direct economic gains of Rp29,614 billion, an increase of 7.65% or equivalent to Rp2,105 billion from the previous year. Similarly, the distribution of the Company's economic value in 2022 was recorded at Rp29,037 billion, an increase of 9.33% from Rp26,560 billion in 2021. Our data production also increased to 7,991 pentabytes this year.

In Occupational Health and Safety (OHS) aspect, we managed to maintain zero fatality in the Company's work environment, and the number of work accidents decreased by 55.56% from previous year. In the employment aspect, we have increased employee job training, where each of our employees gets 63.44 hours of training/employee. This number increased by 29.76% from previous year which amounted to 48.89 hours/employee. In addition, we also continue to consistently respect workers'

REPORT FROM THE BOARD OF DIRECTORS

rights by not enforcing forced labour in our work environment. This provision is also contained in the Collective Labour Agreement (CLA) that we have prepared with the Labour Union, and covers 100% of XL Axiata employees.

In the governance aspect, this year we have implemented ABAC (Anti-Bribery Anti-Corruption) procedures. We have communicated the implementation of this procedure to all our employees through training and 100% of our employees have signed the ABAC & GDS declaration.

Target Achievement Strategy

As previously stated, XL Axiata's effective management of energy consumption and emissions is attributed to a range of green initiatives we have implemented. One of these is the deployment of 250 self-designed Solar Panels across the archipelago. Additionally, we have adopted various other measures, such as utilizing the Intelligent Ventilation Cooling System (IVS), employing Single RAN BTS technology that integrates multiple BTS types into one, modernizing our network with state-of-the-art Green BTS devices, implementing the Hybrid System Charge Discharge Battery (CDC) to reduce diesel consumption by 54%, among others.

Our overall strategy is to continue to drive innovation and transformation towards green industry. As outlined in our sustainability roadmap, we aim to reduce our carbon footprint by 45% by 2030.

We acknowledge that integrating sustainable practices into our operations is a challenging process that requires time and effort to be fully realized. Despite our efforts, we have encountered several obstacles, such as a lack of employee awareness about sustainability, which has resulted in inadequate data recording and other related challenges. In response, we are intensifying our efforts this year by providing sustainability training to all employees and establishing a dedicated sustainability responsibility unit to oversee the implementation of sustainable practices effectively.

Conclusion

We believe that our strategic programs serve as the foundation of our efforts to integrate sustainable practices into our business operations, thereby fulfilling XL Axiata's commitment to fostering a greener industry.

As we enter 2023, which brings renewed hope for an improvement in business conditions, we invite all levels to work even harder by adhering to the principles of governance, prudence, and sustainability. By doing so, XL Axiata can cultivate a culture of integrity, professionalism, and smart work practices.

We firmly believe that by fostering harmonious collaboration with all stakeholders, we can continue to enhance our contributions to the community, environmental preservation, and the advancement of the Indonesian state and the nation.

Jakarta, 5 April 2023



Dian Siswarini

President Director & CEO

COMPANY PROFILE





XL Axiata is committed to continuing to provide quality services through 4.9G-Massive MIMO technology that provides faster and more stable connections.

COMPANY IDENTITY

[C.2, C.3, C.4, C.5, 2-1, 2-6]



Name of Company

PT XL Axiata Tbk (formerly PT Excelcomindo Pratama, and PT Grahametropolitan Lestari)



Legal Basis of Establishment

Deed of establishment No. 55 dated October 6, 1989, as amended by Deed No. 79 dated January 17, 1991, both of which were drawn up before Rachmat Santoso, S.H., Notary in Jakarta, and have been ratified by the Minister of Justice of the Republic of Indonesia by virtue of his Decree No. C2-515. HT.01.01.TH.91 dated February 19, 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 August 21, 1991, and published in the State Gazette of the Republic of Indonesia No. 90 dated November 8, 1991, Supplement No. 4070.



Share Ownership [C.3]

Axiata Investment Indonesia is a company that is part of the Axiata Group Berhad, the largest telecommunications company in Asia with subsidiaries: Celcom (Malaysia), Dialog (Sri Lanka), Robi (Bangladesh), Smart (Cambodia), Ncell (Nepal), Idea (India), and M1 (Singapore).

Shareholding Percentage

- › Axiata Investments (Indonesia): 66.25%
- › Treasury Shares: 0.43%
- › Public: 33.32%



Ticker Code

EXCL



Corporate Brand

XL Axiata



Segment Brand

- › XL
- › Axis
- › XL Axiata Business Solutions
- › XL SATU
- › XL Prioritas



Activities, Product Brands, and Services [C.4, 2-6]

XL Axiata is a telecommunications company that dominates the second-largest market in Indonesia. XL Axiata's customer segment includes individuals with low, middle, and high incomes, as well as micro to corporate businesses. XL Axiata provides the following services:

- › Cellular Services (2G, IMT-2000/3G)
- › Internet Access Services
- › Public Internet Telephone Services
- › Content Provider Services
- › Money Delivery Services for Non-Bank Businesses
- › Electronic Money Issuance Services
- › Internet Interconnection Services
- › Closed Fixed Network Services

COMPANY IDENTITY

[POJK C.2, C.3, C.4, C.5, GRI 2-1, GRI 2-8]



Supply Chain

[2-6]

XL Axiata partners with a diverse range of suppliers for the procurement of goods and services. The company ensures that its suppliers adhere to sustainability practices outlined in its procurement policy. Here are the top three largest supply chains/vendors (by PO) of XL Axiata for 2022:

1. PT Huawei Tech Investment
2. PT Ericsson Indonesia
3. PT Nokia Solutions and Networks Indonesia



Address

[C.2]

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+62215761881, +62215761880



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Website

<https://www.xlaxiata.co.id/>



COMPANY IN BRIEF

Initially starting business as a trading and general services company established on 6 October 1989 under the name of PT Grahametropolitan Lestari. In 1996, the company entered the telecommunications field after obtaining a GSM 900 operating license and officially launching its GSM services, becoming the first private company in Indonesia to provide cellular mobile telephony services.



COMPANY IN BRIEF

Later on, following a cooperation agreement with the Rajawali group and three foreign investors (NYNEX, AIF and mitsui), the Company name was changed to PT Excelcomindo Pratama. In September 2005, the Company launched an Initial Public Offering (IPO) and listed its shares on the Jakarta Stock exchange now known as the Indonesia Stock Exchange (IDX). At that time, the Company was a subsidiary of Indocel Holding Sdn. Bhd., which is now known as Axiata Investment (Indonesia) Sdn. Bhd., which all shares owned by TM International Sdn. Bhd., ("TMI") through TM International (L) Limited.

In 2009, TMI changed its name to Axiata group Berhad ("Axiata") which later in the same year PT Excelcomindo Pratama Tbk. also changed its name to PT XL Axiata Tbk for synergy purpose. Currently, the majority of XL Axiata's shares

are owned by Axiata through Axiata Investments (Indonesia) Sdn. Bhd. (66.25%), Treasury Shares (0.53%) and public (33.22%). Therefore, XL Axiata is part of the Axiata group ("Group"), one of Asia's largest telecommunications groups.

The Group's mobile subsidiaries and associates operate under the brand name 'Celcom' in Malaysia, 'Dialog' in Sri Lanka, 'Robi' in Bangladesh, 'Smart' in Cambodia, 'Ncell' in Nepal. As a leading market player in Indonesia, XL Axiata provides services for retail customers and offers business solutions to corporate customers with wide network and service coverage throughout Indonesia. The services include Data, Voice, SMS and other value-added digital services.

XL Axiata operates its network on GSM 900/DCS 1800, IMT-2000/3G, and is the first telecommunications operator

in Indonesia to commercially launch 4.5G Ready on the 1,800 MHz spectrum. XL Axiata also holds a content provider License, Internet Services Provider (ISP), Internet Interconnection Services License, voice Over Internet protocol License, Leased Line License. XL Axiata also received a Certificate of Operational Eligibility (SKLO) to deploy a 5G network in Indonesia in August 2018.

XL Axiata continues to ensure top-notch quality of data experience to its customers with continued roll-out and upgrades of its network. XL Axiata is continuously committed to offer faster and stable connection by implementing 4.9G technologies – Massive MIMO, especially catered to outside Java Island. This technology accelerates data transfer to provide a more convenience connection to customers.

SIGNIFICANT CHANGES [C.6]

There were no significant changes, whether it is a change in the company's name, supply chain, or ownership of XL Axiata shares compared to the previous year's share ownership composition.

BUSINESS ACTIVITY [C.4, 2-6]

In 2022, the Company Business Activities based on Article 3 of the Articles of Associations is to carry out activities in the field of telecommunications operations, computer programming and consultancy activities, information services activities, in wholesale trade, management consultancy activities, and financial activities.

In order to achieve said purpose, the Company may carry out its main business activities as follows:

1. Telecommunications business activities:
 - a. The operations of telecommunications networks including but not limited to:
 - › Telecommunication Activities by Cable;
 - › Wireless Telecommunications Activities.
 - b. The operations of telecommunications services including but not limited to:
 - › Internet Service Provider;
 - › Communication System Services (Data Communication System Services);
 - › Telephony Internet Services for Public Use (ITKP);
 - › Internet Interconnection Services (NAP);
 - › Content Provider Services via Mobile Cellular Network or Local Fixed Network
- Wireless with Mobility (Premium SMS Content Services);
 - › Other Multimedia services.
2. Other Monetary Intermediaries
3. Wholesale;
 - a. Wholesale of computers and computer equipment;
 - b. Software Wholesale;
 - c. Telecommunication Equipment Wholesale Trade.
4. Programming activities, computer consulting, and other related activities:
 - a. Other computer programming activities.
5. Computer consulting activities and computer facilities management:
 - a. Information Security Consulting Activities;
 - b. Other Computer Consulting and Computer Facilities Management Activities;
 - c. Internet of Things (IoT) Consulting and Designing Activities
6. Information Services Activities;
 - a. Data Processing Activities
 - b. Hosting and other related activities;
 - c. Web portals and/or digital platforms without a commercial purpose;

- d. Web portals and/or digital platforms for commercial purposes.
- 7. Other management consulting activities. In order to achieve said purpose, as well as to support the Company's main business activities, the Company may carry out supporting business activities as follows:
 - a. Plan, engineer, build, provide, develop and operate, lease, maintain and procure telecommunication facilities/facilities including procurement of resources to support the Company's business in the provision of telecommunication services and/or networks;
 - b. As much as possible, improve the business of providing telecommunication services and networks in order to achieve the capacity desired and needed by the public in order to improve service to the public;
 - c. Carry out business and operational activities (including marketing and sales of networks and/or telecommunication services by the Company), maintain, research, and develop the telecommunication infrastructure and/or facilities both at home and abroad;
 - d. Carry out services and other telecommunication networks including information technology services and/or networks; and
 - e. Carry out other activities deemed necessary to support and/or relating to telecommunications operations, computer consulting activities, information service activities, wholesale trade activities, management consulting activities, and financial activities.

BUSINESS SCALE [C.3]

Description	Unit	Reporting Period		
		2022	2021	2020
Total Employees	Person	1,501	1,575	1,613
Total Revenues	Rp-Billion	29,142	26,754	26,009*
Total Assets	Rp-Billion	87,278	72,753	67,745
Total Liabilities	Rp-Billion	61,504	52,665	48,607
Total Equity	Rp-Billion	25,774	20,089	19,137
Number of Product/Services Provided	Petabyte	7,991	6,549	4,872
Number of Customers	Million-person	57.48	57.90	57.89
Product Quantity Sold (cellular card)	Unit	19,639,296	22,790,121	18,332,117*
Shareholders				
Axiata Investments (Indonesia) Sdn. Bhd.	Ownership Percentage (%)	66.25%	61.16%	66.25%
Treasury		0.43%	0.53%	0.53%
Public Less Than 5%		33.32%	38.31%	33.22%

* Sales Data of August - December 2020

VISION, PURPOSE & CORE VALUES [C.1]

Vision

#1 Converged Operator in Indonesia

Our vision is to become a converged digital service provider, which can combine mobile & fixed business/services, in a new, better, and customer-focused so that customers can enjoy the convenience and flexibility of our services and generate the highest NPS value.

Purpose

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

We

- This promise cannot be done alone by ourselves.
- Only through internal & external collaboration/togetherness, we can make this happen.

bring the world closer

- This promise cannot be done alone by ourselves.
- Only through internal & external collaboration/togetherness, we can make this happen.

in a simple way for a brighter life

- We enable and empower people to stay in touch or connect with their environment and create new possibilities.
- We are always close by to fulfill daily needs in people's life.

- We are committed to help people to continuously improve their lives in terms of welfare (economically) and wellbeing (fun, excitement, energy, inspiration and unleashing people's potential)

Core Values



Uncompromising Integrity

- I only **do the right things align with the team** and **seek for advice** if unclear.
- I am **courageous** to make **bold decision** and **speak up** when needed.



Team Synergy

- I **deliver** on **commitment**.
- I **listen, understand** before **challenging** and **offer help** to achieve best solution.



Simplicity

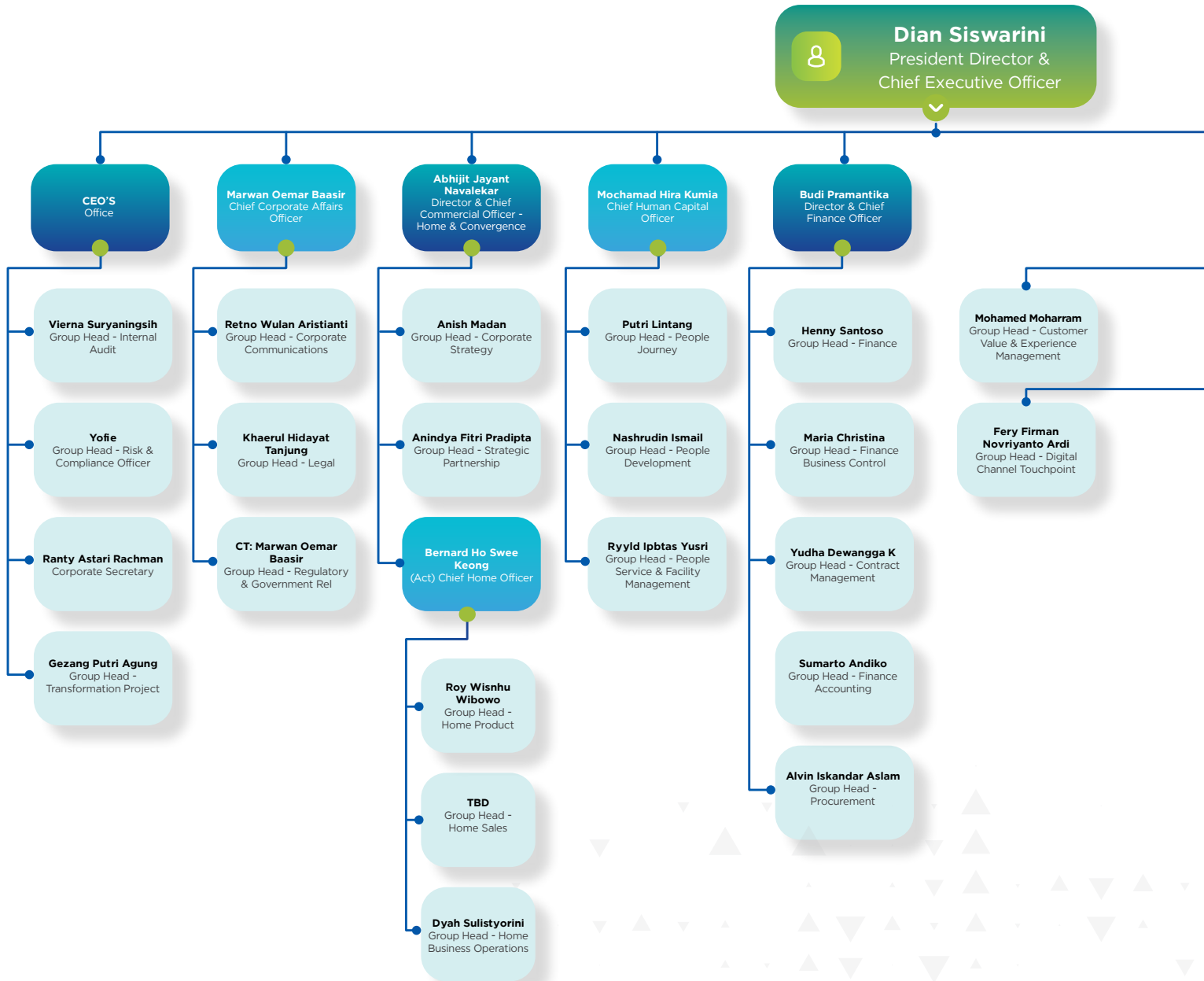
- I put the **customer at the center** by executing in a **simple, adaptive, fast**, consistent and reliable way.
- I **challenge the status quo** and **innovate** in a **simple** way.



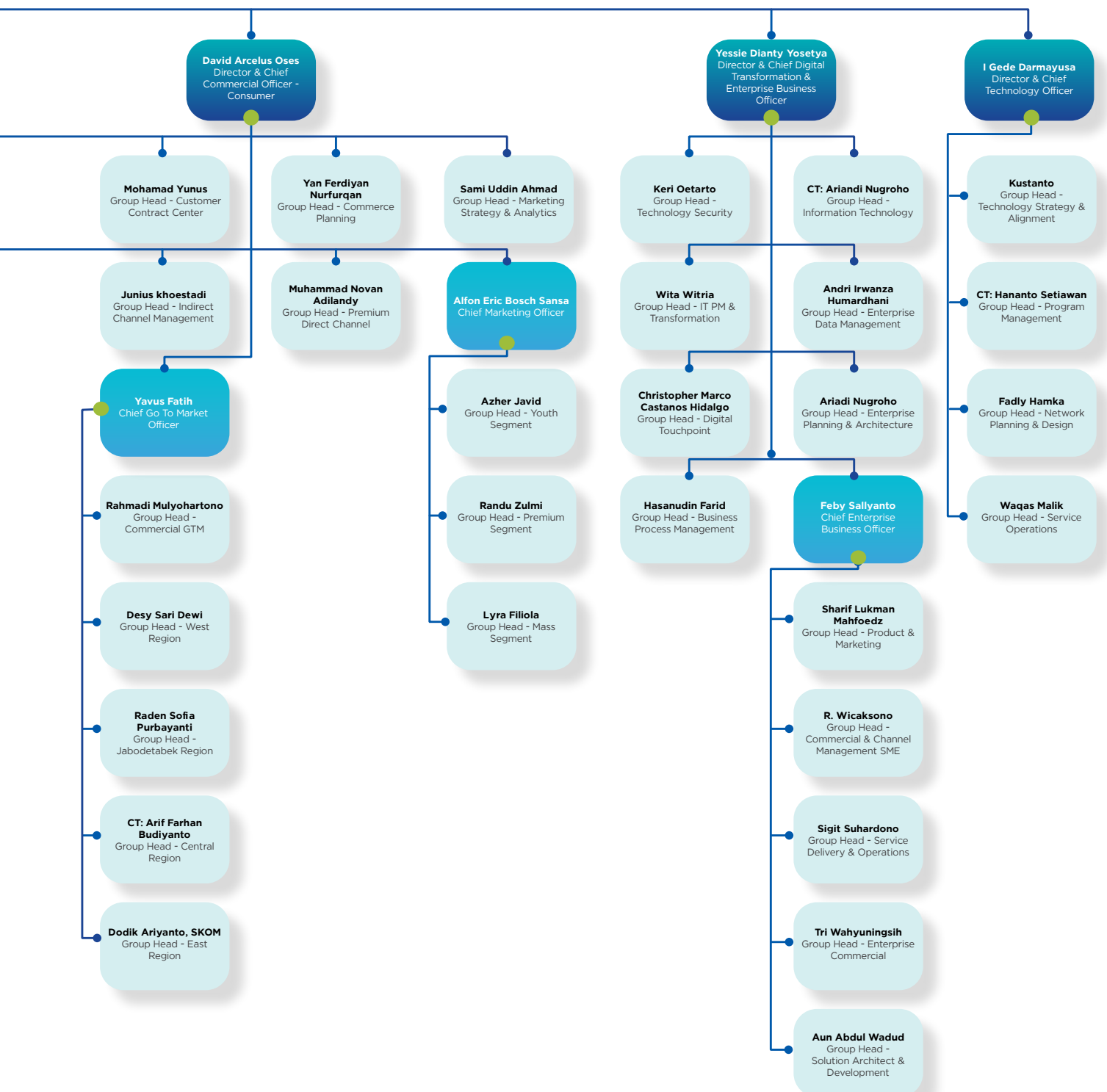
Exceptional Performance

- I **give my best** and together we'll win.
- I **persevere** in challenging situations and **learn from setbacks**.

ORGANIZATION STRUCTURE



ORGANIZATION STRUCTURE





Wifi Rumah Unlimited *Plus* Kuota HP Sekeluarga!

Paket Value

Wifi Unlimited
Speed Up to

30 Mbps

+

Kuota HP
Sekeluarga

15 GB

Mulai dari
Rp ~~338rb~~/bln

304 rb/bln*

GRATIS 1 TAHUN *Vidio* Platinum

GRATIS :



Instalasi



Sewa
Router



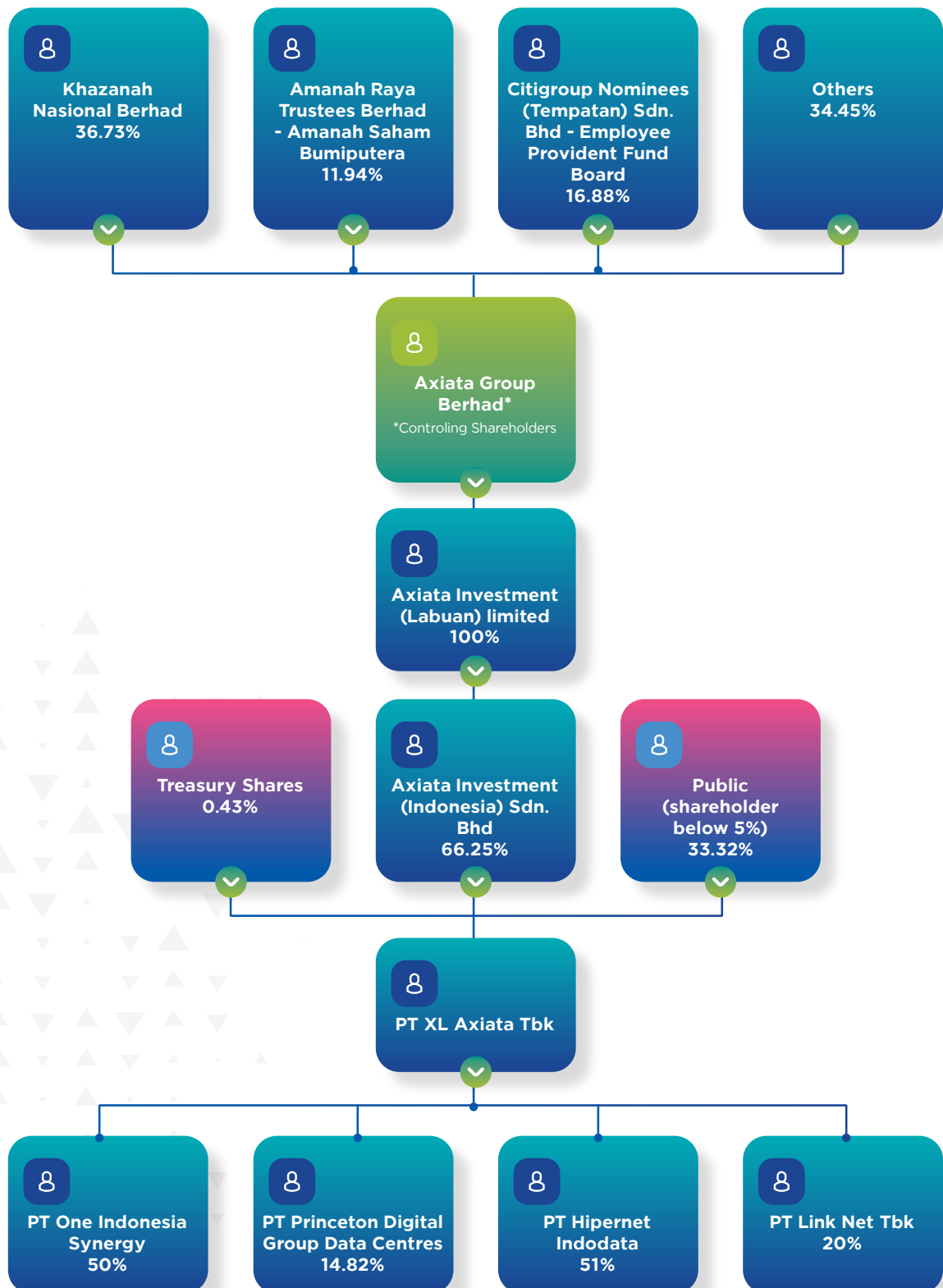
Sewa XL HOME
Entertainment Box



LANGGANAN SEKARANG

klik satu.xl.co.id /WA : 0818-881-820

CORPORATE GROUP STRUCTURE



SUBSIDIARIES, ASSOCIATES, JOINT VENTURES, AND SPECIAL PURPOSE VEHICLES (SPV) [2-2]

Name	Address	Shareholding Percentage	Business Activity	Total Assets as of 31 December 2022	Operating Status
PT Hipernet Indodata	Graha Hyper Jl. Makaliwe Raya No. 24-24A Jakarta Barat, DKI Jakarta	51%	Managed Service Provider and Information Technology Service	Rp190 Billion	Active
PT Link Net Tbk	Centennial Tower Lt. 26 Unit D, Jl. Jenderal Gatot Subroto Kav. 24-25, Jakarta Selatan DKI Jakarta	20%	Internet Services Provider and Cable TV	Rp11,645 Billion	Active
PT Princeton Digital Group Data Centres	Menara Astra, Jl. Jenderal Sudirman Kav. P&K V Nomor 6 Jakarta Pusat, DKI Jakarta	14,82%	Activities relating to hosting and managing data centres	Rp1,900 Billion	Active
PT One Indonesia Synergy	Gedung Indosat Lantai 9 Jl. Medan Merdeka Barat No. 21, Gambir, Jakarta Pusat	50%	Computer consultancy and facility management	Rp0	Not Active

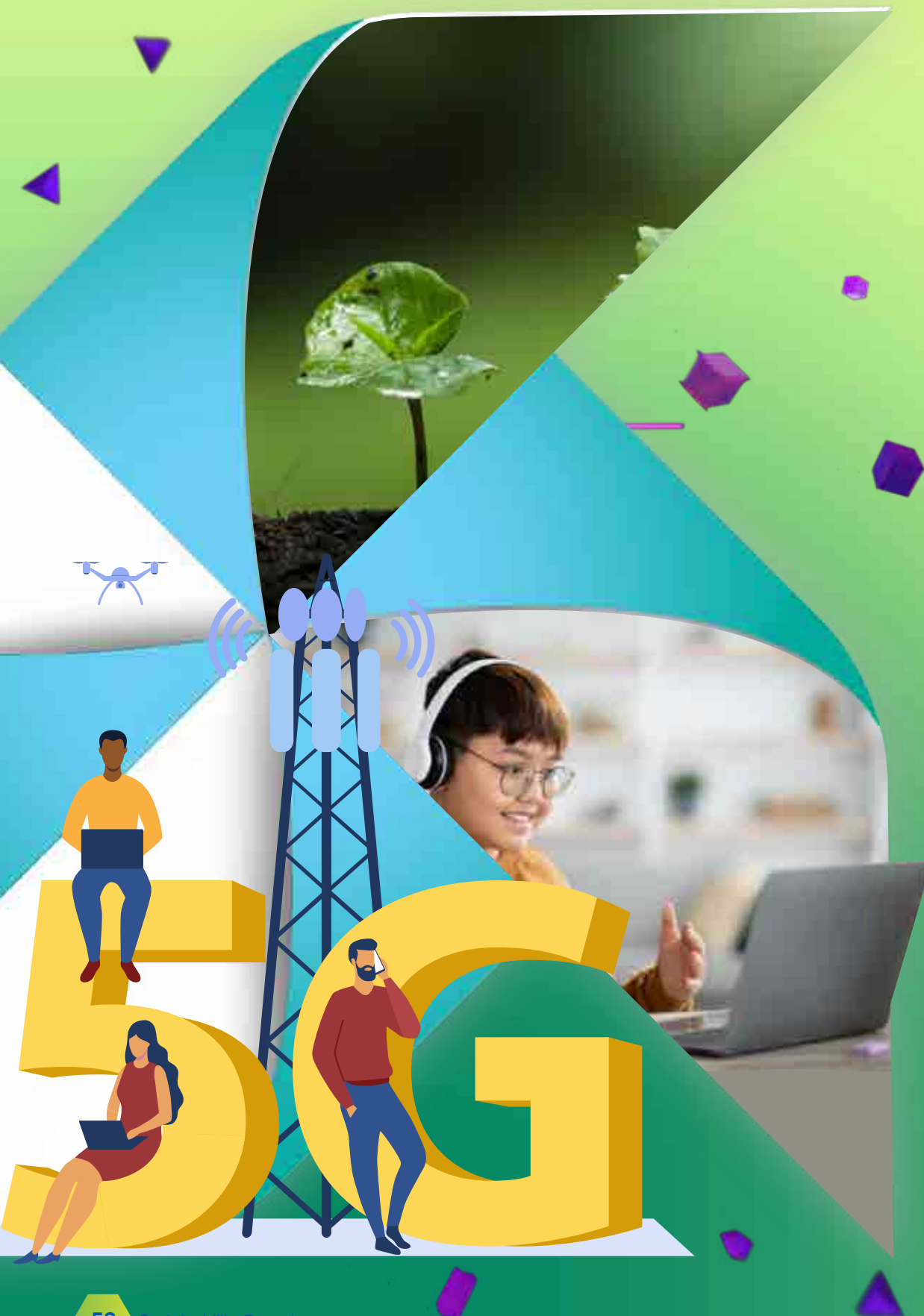
Collective Labour Agreement [2-30]

XL Axiata has a collective labour agreement agreed upon by employees represented by the Workers' Unions and the Company representing the management. The collective labour agreement encompasses rights and obligations between employees and the Company, and covers 100% of XL Axiata employees.

ASSOCIATION MEMBERSHIPS [C.5, 2-28]

No	Organization	Company's Role and Contribution
1	Global Mobile Suppliers Association (GSA)	Member
2	Submarine Cable Association (ASKALSI)	Supervisory Board; Inter-Institutional Relationship, Training; Event & Certification; Legal & Regulatory; Restoration & Facility Management; Member
3	Indonesia Service Dialogue (ISD Council)	Member
4	Association of Indonesian Telecommunications Operator (ATSI)	Supervisory Board; Secretary General; Member
5	Indonesian Telematics Society (MASTEL)	Member
6	Telecommunications Interconnection Clearing Association (ASKITEL)	Supervisory Board; Member
7	Kamar Dagang dan Industri Indonesia (KADIN Pusat)	Member
8	Kamar Dagang dan Industri Indonesia (KADIN DKI Jakarta)	Member
9	Asosiasi Penyelenggara Jasa Internet Indonesia (APJII)	Member
10	Metro Ethernet Forum (MEF)	Member
11	Indonesian Corporate Secretary Association (ICSA)	Member
12	Dewan TIK Nasional (Wantiknas)	Advisory Team Member

SUSTAINABLE GOVERNANCE





XL Axiata is committed to implementing Good Corporate Governance (GCG) consistently and with quality in every aspect of the Company's operational business activities. The implementation of GCG practices helps XL Axiata in detecting potential business risks and taking mitigation measures, as well as ensuring the Company's prudent management.





COMMITMENT TO IMPLEMENTING **SUSTAINABLE GOVERNANCE**



XL Axiata's sustainability targets can be realized by being driven by sustainable governance that prioritizes GCG principles and sustainability principles, allowing XL Axiata to practice responsible corporate management.



COMMITMENT TO IMPLEMENTING SUSTAINABLE GOVERNANCE

To achieve sustainability, businesses require governance that guides them toward responsible business practices. As such, XL Axiata is committed to implementing sustainable governance practices in accordance with GCG principles (transparency, accountability, responsibility, independence, equality, and fairness), as well as paying attention to various aspects such as economy, environment, social, and governance.

Transparent, accountable, responsible, independent, equal, and fair governance is one component of improving the Company's reputation and credibility among stakeholders. This sustainable governance practice is expected to ensure

business sustainability that has a positive impact on the Company while adding value to the business, social, and environmental pace.

The Company believes that transparent sustainable governance practices will result in measurable performance, allowing it to meet its sustainability targets. Furthermore, investors will consider sustainable governance practices when making investment decisions.

Basic Implementation of Sustainable Governance

As a Public Company, the implementation of sustainable governance within the Company

is based on Law of the Republic of Indonesia No. 40 of 2007 on Limited Liability Companies and its implementing regulations as well as Law of the Republic of Indonesia No. 8 of 1995 on Capital Market, OJK Regulation No. 51/POJK.03/2017 on the Application of Sustainable Finance for Financial Service Institutions, Issuers and Public Companies, and SEOJK No. 16/SEOJK.04/2021 on the Formats and Contents of the Issuers or Public Companies Annual Report.

There were no violations in the social, economic, and financial fields as a result of the Company's prudence in conducting its business in accordance with applicable laws and regulations during the reporting year. [2-27, 419-1]



COMMITMENT TO IMPLEMENTING SUSTAINABLE GOVERNANCE

Application of GCG Principles at XL Axiata

XL Axiata applies GCG principles in the company management. The following is the implementation of GCG within the company:

Transparent

XL Axiata applies the principle of transparency in company management by providing information to stakeholders via various channels, including digital channels. The Company presently distributes various reports, announcements, and other materials not only through newspapers, but also through digital technology such as websites, which stakeholders can access at any time and from any location.

XL Axiata believes that digitalization is part of efforts to increase transparency while also accelerating business growth, improving efficiency and quality, and protecting the environment.

Accountable

XL Axiata applies accountable principles by clarifying the scope of duties, authorities, and responsibilities of each organ of the Company, allowing the company's management to be held accountable based on the duties and authorities of each organ.

Responsible

XL Axiata pursues responsible principles by incorporating environmental, social, and governance components into overall risk management in order to account for the company's management activities.

To achieve responsible business behaviour, XL Axiata strives to implement due diligence guided by the OECD.

COMMITMENT TO IMPLEMENTING
SUSTAINABLE GOVERNANCE**Independent**

XL Axiata employs an independent principle in the form of a conflict-of-interest management policy that governs the Company's organs in order to avoid conflicts of interest in all decisions.

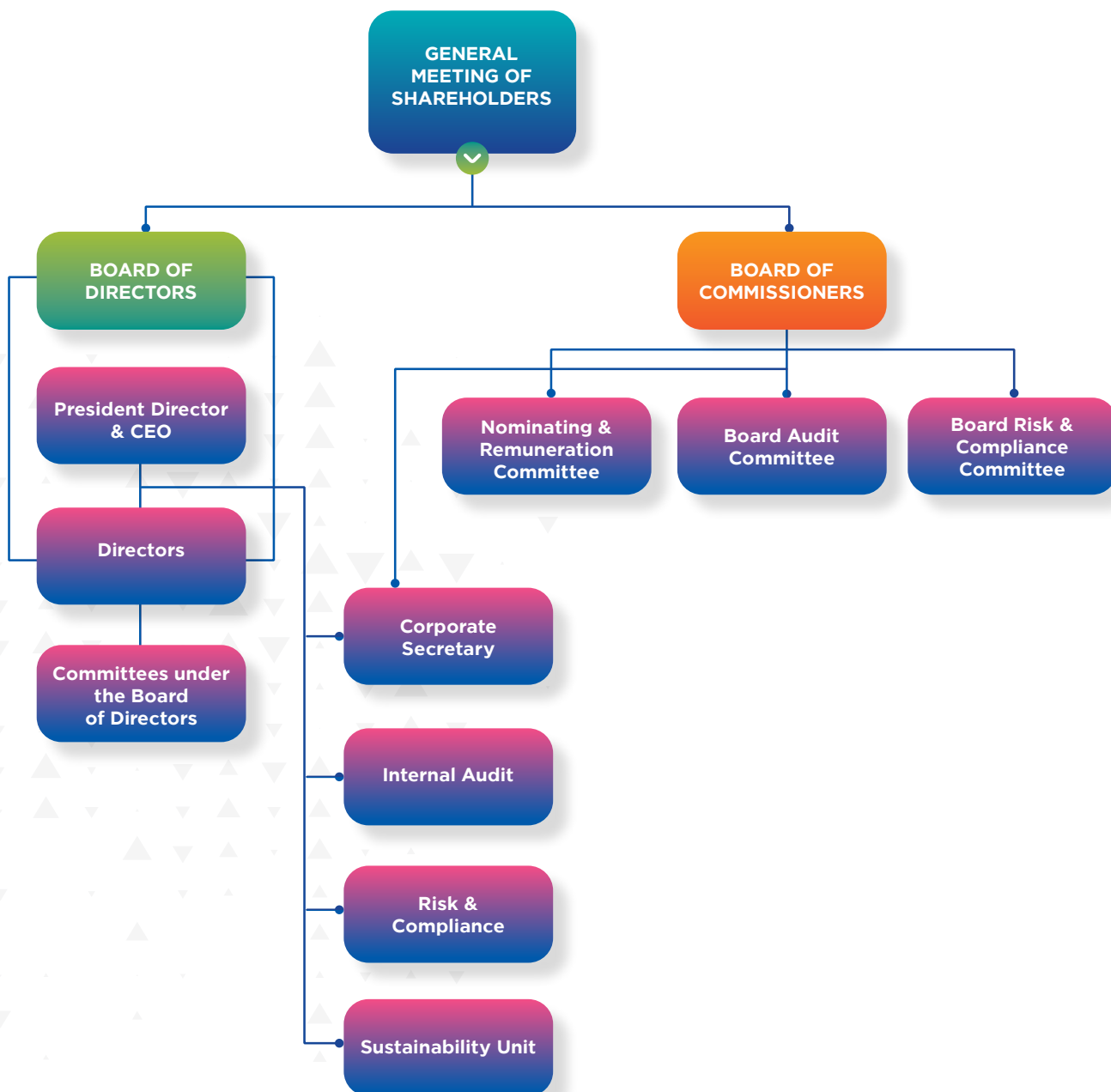
Equality and Fairness

XL Axiata applies equality and fairness principles by fulfilling stakeholder rights based on equality and fairness principles, as well as providing opportunities for stakeholders to provide input and express opinions for the Company's interests and open access to information based on the principle of transparency.



STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [E.1, 2-9]

XL Axiata has a GCG structure that is prepared based on the functions, authorities, and responsibilities of each organ in accordance with Law No. 40 of 2007, related to OJK Regulations, and the Articles of Association. XL Axiata's GCG structure is broadly divided into Main Organs and Supporting Organs as follows:



STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [E.1, 2-9]

General Meeting of Shareholders

The General Meeting of Shareholders (GMS) is an organ of the Company with authority not granted to the Board of Directors or the Board of Commissioners within the limits specified in the Articles of Association and applicable laws and regulations.

GMS is a forum for Shareholders to exercise their rights, exercise authority, express opinions, vote and request information related to strategic decision making or management of XL Axiata. There are two types of GMS at XL Axiata, namely Annual GMS and Extraordinary GMS.

In 2022, XL Axiata held an Annual GMS in April 2022 and an Extraordinary GMS in August 2022. Complete information regarding the GMS Resolution in 2022 can be seen in the Annual Report which is published separately but still in one unit.

Board of Commissioners

The Board of Commissioners is tasked with supervising the Board of Directors in accordance with the Articles of Association. The Board of Commissioners may also advise the Board of Directors and request reports related to the company, review, sign, and ratify annual reports. Another important duty is to ensure and evaluate the implementation of GCG within the Company, assess audit reports, and provide opinions on the implementation of risk management.

In relation to shareholders, the Board of Commissioners has a role to safeguard the interests of shareholders, so as to provide suggestions to shareholders regarding important issues faced by XL Axiata. In carrying out its duties, the Board of Commissioners is assisted by:

1. Board Audit Committee
2. Nominating and Remuneration Committee
3. Board Risk and Compliance Committee

Board of Directors

The Board of Directors of XL Axiata consists of 6 (six) members led by a President Director who is responsible for coordinating the activities of the Board of Directors. The duty of the Board of Directors is to carry out the day-to-day management of the Company and represent XL Axiata inside and outside the court in accordance with the provisions of the Articles of Association. The important role of the Board of Directors is to make decisions related to sustainability, including impact management in social, economic, environmental aspects and climate change issues. In the management of the Company, the Board of Directors is assisted by the following organs:

1. Information Technology Committee
2. Risk Management and Business Continuity Committee
3. Human Capital Committee
4. Gifts, Donations and Sponsorships Committee
5. Ethics and Integrity Committee
6. Corporate Secretary
7. Internal Audit
8. Risk & Compliance

Sustainability Unit [E.1, 2-11]

The implementation of sustainability into the Company's business operations is part of the responsibility of all work units under the supervision of the Board of Commissioners and Directors through the unit responsible for sustainability, which ensures that the implementation of sustainability is carried out properly. As such, XL Axiata has established a Sustainability team within the Corporate Communication Department.

STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [E.1, 2-9]

Sustainability Unit Structure



People reporting to Head of Sustainability & Internal Communication:

- › Internal Communication & Corporate Event
- › Internal Communication & Corporate Event
- › Internal Communication & Corporate Event
- › Corporate Community Engagement
- › Corporate Community Engagement
- › Corporate Community Engagement
- › Sustainability & Engagement Strategy

The Head of the Sustainability Program is the Chief Corporate Affairs, responsible for the Group Head of Corporate Communication and Head of Sustainability & Internal Communications.

STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [E.1, 2-9]

XL Axiata's Governance Body Composition [2-9]

The composition of XL Axiata's governance bodies throughout 2022 is as follows:

Name	Position	Period	Term of Office	Basis of Appointment
Board of Commissioners				
Dr. Muhamad Chatib Basri	President Commissioner	2019-2024	2nd Period	He was first appointed as President Commissioner at the Extraordinary General Meeting of Shareholders (EGMS) on 29 September 2016, and then reappointed at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
Vivek Sood	Commissioner	2019-2024	2nd Period	He was first appointed as Commissioner of the Company during the Annual General Meeting of Shareholders (AGMS) on 31 March 2017. Reappointed for a second term as Commissioner at the AGMS on 29 April 2019.
Dr. Hans Wijayasuriya	Commissioner	2020-2024	1st Period	Appointed as Commissioner during the Annual General Meeting of Shareholders on 18 May 2020.
Dr. David R. Dean	Commissioner	2019-2024	3rd Period	Appointed as Independent Commissioner and served from 2016 to 2018. Then appointed as Commissioner at the Annual General Meeting of Shareholders (AGMS) on 9 March 2018, and reappointed at the AGMS on 29 April 2019.
Yasmin Stamboel Wirjawan	Independent Commissioner	2019-2024	3rd Period	Appointed as Independent Commissioner at the Annual General Meeting of Shareholders (AGMS) on 14 April 2011. Reappointed for the second term at the AGMS on 22 April 2014, and for the third term at the AGMS on 29 April 2019.
Julianto Sidarto	Independent Commissioner	2019-2024	2nd Period	Appointed as Independent Commissioner of the Company through the Annual General Meeting of Shareholders on 9 March 2018, and reappointed for the second term at the Annual GMS on 29 April 2019.
Muliadi Rahardja	Independent Commissioner	2019-2024	2nd Period	He was first appointed as Independent Commissioner of the Company at the Extraordinary General Meeting of Shareholders (EGMS) on 15 August 2017, and reappointed for the second term at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.

STRUCTURE AND COMPOSITION OF SUSTAINABILITY GOVERNANCE [E.1, 2-9]

Name	Position	Period	Term of Office	Basis of Appointment
Board of Directors				
Dian Siswarini	President Director & Chief Executive Officer (CEO)	2019-2024	2nd Period	She was first appointed as President Director of the Company at the Annual General Meeting of Shareholders (AGMS) on 1 April 2015, and reappointed for a second term at the AGMS on 29 April 2019.
Budi Pramantika*	Direktur & Chief Finance Officer (CFO)	2020-2024	1st Period	Appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 27 October 2020.
David Arcelus Osés	Direktur & Chief Commercial Officer - Consumer (CCO - Consumer)	2020-2024	1st Period	He was appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 18 May 2020.
Abhijit Jayant Navalekar	Direktur & Chief Commercial Officer - Home & Convergence (CCO - Home & Convergence)	2019-2024	2nd Period	He was first appointed as Director of the Company during the Extraordinary General Meeting of Shareholders (EGMS) on 15 August 2017. He was reappointed during the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
Yessie Dianty Yosetya	Direktur & Chief Digital Transformation & Enterprise Business Officer (CDTEO)	2019-2024	2nd Period	Appointed as Independent Director of the Company at the Extraordinary General Meeting of Shareholders (EGMS) on 10 March 2016. He was appointed as Director at the Annual General Meeting of Shareholders (AGMS) on 29 April 2019.
I Gede Darmayusa	Direktur & Chief Technology Officer (CTO)	2020-2024	1st Period	Appointed as Director at the Extraordinary General Meeting of Shareholders (EGMS) on 27 October 2020.
Sustainability Unit				
Marwan O. Baasir	Chief Corporate Affairs	No Tenure	-	NA
Retno Wulan	Group Head Corporate Communication	No Tenure	-	NA
Yudha Perdana	Head of Sustainability & Internal Communication	No Tenure	-	NA

*) Budi Pramantika submitted his resignation as Director on 6 March 2023. The termination and release of Budi Pramantika's responsibilities as Director of the Company will be approved at the upcoming General Meeting of Shareholders.

NOMINATION AND SELECTION GOVERNANCE BODY [2-10]

XL Axiata already has a policy of appointing the Board of Commissioners which is regulated in the Senior Executive Nomination Policy. Candidates for members of the Board of Commissioners proposed by Shareholders and/or Minority Shareholders are submitted to XL Axiata's Nominating and Remuneration Committee through the Corporate Secretary.

Furthermore, the Nominating and Remuneration Committee examines nomination proposals in the Nominating and Remuneration Committee Meeting to ensure that the requirements, qualifications and background of candidates are met for submission to the GMS for approval.

The requirements and qualifications of members of the Board of Commissioners of XL Axiata refer to POJK No. 33/POJK.04/2014 and the needs of the Company including the diversity of expertise and the number of compositions of the Board of Commissioners.

In terms of Board of Directors nominations, XL Axiata has a Succession Policy that aims to maintain the continuity of the regeneration process or leadership regeneration in the Company in order to maintain business sustainability and the Company's long-term goals.

XL Axiata's Board of Directors Succession Policy stipulates that candidate will receive a series of work-related self-development and personal development through training or through a teamwork system to solve certain problems.

The Company's Nominating and Remuneration Committee plays an important role in nominating Director candidates. A Director can also appoint XL internal employees as his successor, including internal employees who are included in the XL Axiata Talent Pool. Candidates for Director succession will also be reviewed periodically through an internal panel system as well as an assessment by an independent third party to assess their competence.

The appointment of a director candidate will refer to the procedures and provisions contained in the Nomination Policy by taking into account the provisions of the applicable laws and regulations regarding the appointment of a director.

For the appointment of the Head of the Unit in Charge of Sustainability, XL Axiata refers to the appointment procedure through the recruitment process for the position of Head of Internal Communication and Sustainability.



DUTIES AND RESPONSIBILITIES OF THE GOVERNANCE BODY OF XL AXIATA [2-12, 2-13]

As the governance body, the Board of Commissioners and Board of Directors set the company's direction through sustainability policies, strategies, and goals in social, economic, and environmental topics, including climate change issues. This direction is embodied in XL Axiata's policies and strategies.

The Board of Commissioners and Board of Directors also identifies and evaluates the impact of sustainability and climate change aspects, in consultation with stakeholders such as shareholders, regulators, the community and other parties. This consultation can be in the form of face-to-face meetings, online meetings, or through reports received. The frequency of meetings or reports is adjusted to the needs. These inputs are taken into consideration by the Board of Directors in making decisions on the management of the Company.

[2-12, 2-26]

The duties and responsibilities of XL Axiata's Head of Sustainability and Internal Communication in implementing sustainability are as follows:

1. Improved Sustainability Monitoring

2. Strategize Sustainability initiatives and measure their impact
3. Ensure stakeholder measurement as key to monitoring sustainability achievement

In its implementation, the Board of Commissioners and Board of Directors delegate responsibility for managing sustainability impacts to the Head of Sustainability & Internal Communication, who is directly supervised by the Group Head of Corporate Communication, and reports to the Chief of Corporate Affairs. [2-13]

The following are the duties and responsibilities of the Sustainability Engagement Strategy in managing sustainability impacts within XL Axiata:

1. Strategize Sustainability initiatives and measure their impact
2. Collect and verify data for the Sustainability Report
3. Playing an active role in the work on the Sustainability Index Survey
4. Coordinate the implementation of events, communication campaigns, and comprehensive programs related to Sustainability.

COMMUNICATION OF KEY ISSUES [2-16]

To overcome important issues that arise in the implementation of sustainability within the Company, XL Axiata has a clear procedure in submitting these issues to be discussed in Board of Directors meetings, as well as Board of Commissioners meetings and joint meetings.

Stakeholders or the community can convey these issues through the Speak Up program for internal and Call Center for external. Incoming issues or reports will be followed up by the team related to the escalation system and then brought to Board of Directors meetings, Board of Commissioners meetings and joint meetings to be discussed and followed up.

CONFLICT OF INTEREST MANAGEMENT [2-15]



In an effort to uphold integrity, XL Axiata establishes conflict of interest management which is monitored by the Corporate Secretary. The management of this conflict of interest is carried out to maintain independence over decision-making carried out by the Supreme Governance Body and other Corporate Organs.

As stipulated in the Limited Liability Company Law and XL Axiata's Articles of Association, parties who have a conflict of interest are required to provide a statement and cannot participate in discussions and/or decision making.

To avoid transactions that have the potential to cause conflicts of interest, XL Axiata applies OJK Regulation No. 42/POJK.04/2020 on Affiliate Transactions and Conflict of Interest. Since mid-2021, the Company has carried out socialization about this matter to internal units that often conduct transactions. As part of assisting these units, the Company has also prepared Standard Operating Procedures (SOPs) for Affiliate Transaction Capital Market Reports.

In addition, XL Axiata also has ethical and behavioural standards that must be obeyed by every XL Axiata employee in carrying out their daily duties, including in business relations with colleagues, customers and other partners. This standard of conduct is outlined in the Code of Conduct which aims not only to maintain the trust of stakeholders, but also to provide an honest and ethical work environment, for the comfort of employees. The determination of this Code of Conduct has been approved by the Board of Commissioners and Board of Directors, and its implementation is under the supervision of the Board of Directors.



PERFORMANCE ASSESSMENTS OF THE GOVERNANCE BODY [2-18]

To improve the performance of the Governance Body, XL Axiata evaluates their performance. The following is the performance assessment mechanism for each XL Axiata Governance Body:

Performance Assessment of the Board of Commissioners

The Board of Commissioners has 2 (two) assessment mechanisms, namely through the General Meeting of Shareholders and self-assessment. The performance assessment of the Board of Commissioners through the General Meeting of Shareholders is carried out in the financial year collegially in the Annual General Meeting of Shareholders. The General Meeting of Shareholders further granted full repayment and release of responsibility (acquit et decharge) to the Board of Commissioners of XL Axiata for Supervision during the Reporting Year.

Performance Assessment of the Board of Directors

The performance assessment of the Board of Directors is carried out through 2 (two) assessment mechanisms, namely assessment by the Nominating and Remuneration Committee and self-assessment. The assessment of the performance of each member of the Board of Directors is carried out by the Nominating and Remuneration Committee based on the achievement of Key Performance Indicators (KPI) with the Company's achievements and certain targets (if any). Collegially, the performance of the Board of Directors is reported in the GMS. The GMS then provides full repayment and release of responsibility (acquit et decharge) to the Board of Directors for the management of the company during the Financial Year.

Independent Assessment of the Board of Commissioners and Board of Directors

The Company conducted an independent assessment on the Board of Commissioners

and Board of Directors in 2022, which includes Board Effectiveness, peer-to peer assessment and Cross-Board Assessments. This assessment includes understanding the roles, duties and responsibilities as well as evaluating the Company's Good Corporate Governance ("GCG"). The result of this assessment will be taken into account as recommendation for the Company's GCG improvement as well as one of the considerations for the Board of Commissioner and the Board of Directors to be reappointed.

1. Assessor
PT Deloitte Konsultan Indonesia was appointed to exercise independent assessment with oversight and evaluation by Nomination and Remuneration Committee (NRC).
2. Assessment Method
The Assessment Method is done through a questionnaire that must be completed by each member of the Board of Commissioner and by each member of the Board of Director.
3. Results of Assessment
The Board of Commissioner and the Board of Directors as an organ of the Company has carried out its duties and responsibilities in accordance with prevailing applicable regulations and relevant standards.

Assessment of the Head of the Unit in Charge of Sustainability

KPI of Head of Sustainability & Internal Communication:

1. Ensure seamless measurement of Sustainability through close stakeholder relationships.
2. Creating sustainability initiatives that focus on social impact and off take in beneficiaries at 15% per year.
3. Ensure sustainability plans are delivered 100% as annual plans.

REMUNERATION POLICY AND PROCESS [2-19, 2-20]

Remuneration of the Board of Commissioners and Directors
Remuneration for the Board of Directors and Board of Commissioners of XL Axiata is determined through the General Meeting of Shareholders as follows:

1. Grant power and authority to the Nominating and Remuneration Committee to determine the amount of salary, bonus and other benefits for members of the Board of Commissioners in accordance with the structure, policy and amount of remuneration based on the Company's remuneration

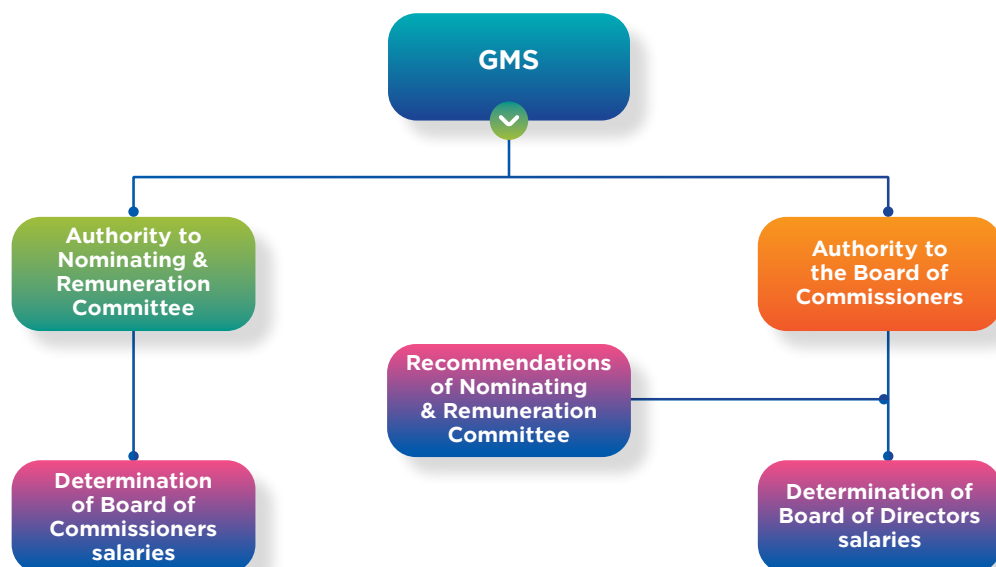
policy for the relevant financial year

2. Grant power and authority to the Board of Commissioners of the Company to determine the amount of salary, bonus and other benefits for members of the Board of Directors in accordance with the structure, policy and amount of remuneration based on the Company's remuneration policy for the relevant financial year.

Remuneration for the Board of Commissioners and Board of Directors is determined by

considering the Company's and individual's targets, comparison with similar industries, non-monetary benefits as well as the work of individuals and the Company. The amount of each remuneration is evaluated from time to time to ensure that the remuneration remains in accordance with market conditions.

The Board of Commissioners is responsible for overseeing the implementation of the Remuneration Policy, including evaluating the implementation of the Remuneration Policy periodically.



Remuneration of Sustainability Unit

The Company has established a remuneration scheme for the Head of Sustainability and Internal Communication, who oversees the Company's sustainability efforts. The remuneration scheme for this position is aligned with that of other Company employees.

ANNUAL COMPENSATION RATIO [2-21]

XL Axiata pays attention to the principle of fairness by continuously seeking competitive remuneration to attract and retain the best talent. XL Axiata's remuneration policy has also been adjusted to the applicable laws and regulations.

STAKEHOLDER RELATIONS [OJK E.4, GRI 2-29]

To achieve the best performance, XL Axiata strives to foster harmonious relationships with stakeholders, both internal and external. XL Axiata believes that the existence of stakeholders affects XL Axiata's business sustainability. As such, XL Axiata strives to involve stakeholders

in making decisions in the Company's business operations. In identifying stakeholder engagement, XL Axiata uses principles that refer to the AA1000 Stakeholder Engagement Standard (AA1000SES) 2015 issued by Accountability. Based on these principles, XL Axiata uses

a stakeholder identification methodology based on elements of Dependency (D), Responsibility (R), Tension (T), Influence (I), Diverse Perspective (DP), and Proximity (P). The following identifies XL Axiata's relationship with stakeholders.

Stakeholders	Assignment Base	Engagement Methods	Frequency	Topics/Issues Covered
Customers	D, R, T, I	<ul style="list-style-type: none"> Website dan frontline information In-person visits Call Center Services. Customer Satisfaction Survey 	<ul style="list-style-type: none"> At any time when necessary. At any time when necessary. At any time when necessary. Once a year 	<ul style="list-style-type: none"> Attain service satisfaction Information on the latest products and services owned by the Company Attain solutions if there are questions or complaints on services, products and services Attain an idea of customer satisfaction and dissatisfaction numbers

STAKEHOLDER RELATIONS

Stakeholders	Assignment Base	Engagement Methods	Frequency	Topics/Issues Covered
Shareholders	D, R, I	GMS	Once a year	The Company is able to achieve targets in accordance with the targets set in the previous GMS
Regulators	D, R, T, I, DP	Compliance reporting	4 (four) times a year	Provide information on compliance with applicable laws and regulations
Employees	D, R, T, I	<ul style="list-style-type: none"> › Internal Media (Magazine) › Employee Satisfaction Survey 	<ul style="list-style-type: none"> › Once every 3 (three) months. › Once a year 	<ul style="list-style-type: none"> › Socialize policies and strategies related to employment › Measure employee satisfaction levels and capture their expectations
Trade Unions	D, R, T, I	Discussion of Bipartite Collective Labour Agreement (Bipartite Cooperation Institution)	<ul style="list-style-type: none"> › Once in three years › As Needed 	Creating a conducive working climate to create a harmonious bipartite relationship
Suppliers	D, R, T	<ul style="list-style-type: none"> › Employment contract › Investment partners › Seminars and workshops 	If needed	<ul style="list-style-type: none"> › Objective procurement process › Obtaining mutually beneficial cooperation
Non-governmental organizations	D, R, T, I, DP	Strategic cooperation to carry out Corporate Responsibility programs, both in the social and environmental aspects	When needed	Optimizing the achievement of the Company's CSR programs
Media	T, I, DP	Press releases	When needed	<ul style="list-style-type: none"> › Trusted news sources › Provide information for public required disclosures



RISK ASSESSMENT OF SUSTAINABILITY IMPLEMENTATION [OJK E.3]



The implementation of sustainability has various risks that can hamper and even harm the Company. For this reason, XL Axiata conducts risk management through the implementation of a Risk Management System that adopts the ISO 31000 framework as a guideline in the development and implementation of risk management at XL Axiata.

XL Axiata's Risk Management System aims to ensure that risk management becomes an integral part of corporate governance, business activities and operations, and the Company's work culture.

XL Axiata's risk management begins with determining the context for elements that require risk management. The Company then identifies, analyses, and evaluates that potential risk. Upon knowledge of each risk, the Company will take measures designed according to the characteristics of each risk. Every work process must be monitored and

reviewed to ensure the process runs effectively.

XL Axiata's Risk Management Supervision Structure uses the Three Lines model which aims to manage and mitigate risks through effective risk preparation, controlling and supervising responsibilities that will limit the existence of any gaps while preventing duplication of coverage.

The Company applies Risk and Control Self-Assessment (RCSA) techniques for its Risk Management, where the business owner identifies risks that may have an impact on

business objectives. The RSCA also provides mitigation plans to prevent or control such risks.

The following types of risks have been identified and their mitigations:

Strategic Risk

Risk is in accordance with the facilitation of strategic objectives and is aligned with the Company's mission. The Company establishes the top risk assessment process by understanding the organization's strategy, creating a top risk profile and mitigating action plans, and identifying strategic risks continuously.

RISK ASSESSMENT OF SUSTAINABILITY IMPLEMENTATION [E.3]

Operational Risk

This risk consists of effective and efficient use of resources and can disrupt day-to-day business operations. In addition, this risk refers to the risk resulting from the inadequacy or failure of internal processes, HR, systems, or external events. Risk owners manage their respective operating risks supported by the RCSA system to identify, monitor, analyse, and mitigate issues before they become problems.

Financial Risk

This risk consists of the stability of the Company's financial position given its exposure to various treasury risks and other financial risks, including liquidity risk, currency risk, and interest rate risk. The Company monitors and mitigates the impact of relevant financial risks.

Regulatory Compliance Risk

The regulatory compliance risk is managed by ensuring that all operational activities of the Company are in accordance with applicable regulations. Effective management of regulatory compliance can enable companies to reduce compliance risks and achieve competitive

advantages that are critical to enabling sustainable growth and success of the company's business. The Risk and Compliance Division coordinates with regulatory owners to identify regulatory requirements and design an effective and efficient compliance management system, including ensuring the implementation of applicable regulations in relevant units.

Business Continuity Risk

The Company established Business Continuity Management (BCM) coordinated by the Risk and Compliance Division to maintain long-term business continuity, focusing on preventing prolonged disruption through systematic and immediate recovery of business and operations within the specified time. The scope of the Business Continuity Plan (BCP) includes continuity of service to customers, safety of employees and their families, and minimizing company losses. The Company already has an identification and mitigation plan for environmental and social risks. One of its realizations in 2022 is that XL Axiata has received ISO 14001 certification for the Environmental Management System and ISO 45001 for the Occupational Health and Safety Management System.



ANTI-BRIBERY AND ANTI-CORRUPTION POLICY [205-1, 205-2, 205-3]

Corruption and gratification can occur in every business operation and have a negative impact on the industry because it undermines the justice system, creates poverty and increases inequality. Therefore, to prevent corruption and gratification within XL Axiata's business, the Company has issued an Anti-

Bribery and Anti-Corruption Policy that is in line with the Company's value of "uncompromising integrity", one of the core values of "ITS XL". This policy applies to all stakeholders and is not limited to Commissioners, Directors, employees, distributors, agents, vendors, consultants and other third parties. [3-3]

To raise awareness as well as educate all stakeholders, XL Axiata has communicated and trained employees to understand anti-bribery and anti-corruption policies. In the reporting year, employees have received anti-bribery and anti-corruption communications and training as noted below:

Location	Total Following Employees Anti-Bribery Training and Anti Corruption	%
Anti-Bribery Anti-Corruption Training	1,554 Employees	99.1%
ABAC & GDS Declaration for Employee Integrity Day	600 Employees <ul style="list-style-type: none"> i. Senior Management ii. Middle Management iii. Executive iv. Non-executive 	100%

In the reporting year, there were no incidents of bribery or corruption in XL Axiata's operational environment. [GRI 205-3]

SUSTAINABILITY TRAINING AND COMPETENCY DEVELOPMENT PROGRAM [E.2, 2-17]

To improve understanding and competence of sustainability, in 2022 XL-Axiata realizes competency development and training programs related to sustainability as follows:

- › W20 Plenary Event 1: Policy Dialogue "Freedom from Discrimination: Historical Journey". W20 delegate discussions resulted in documents for communiqués on first priority issues. Likupang, Sulawesi, 14-16 February 2022
- › W20 Plenary Event 2: Women Owned MSMEs: Key to Inclusive Growth. W20 delegate discussions resulted in documents for communiqués on second-priority issues. W20 collaborates with Sisternet by XL Axiata through the W20 SISPRENEUR Business incubation program. Batu, Malang, 8-9 March 2022
- › W20 Plenary Event 3: Promoting Health Response to Recover Together Equally. The W20 delegates' discussions produced a document for the communique on the third priority issue. Banjarmasin, Kalimantan, 23-25 March 2022
- › Plenary Event 3 G20 EMPOWER. As an advocate, G20 EMPOWER delivered the best practices of women's empowerment program. Jogjakarta, 18 May 2022
- › W20 Plenary Event 4: Inclusive Economic Growth to Build Resilience: Focus on Rural Women and Women with Disabilities. The W20 delegates' discussions resulted in a document for the communiqué on the fourth priority issue. Zoom Online, Jakarta, 8-9 June 2022
- › W20 Summit which resulted in W20 Communique, W20 Expo SME and Collaboration with KADIN to organize a female barista competition. W20 Indonesia-Italy Skin Collaboration with UNIC, Garut Regency. Lake Toba, Sumatra, 19 - 21 July 2022
- › G20 Ministerial Conference on Women's Empowerment/ MCWE. G20 Ministerial Conference on Women's Empowerment. Nusa Dua, Bali, 24 August 2022
- › Work Safety and Environment (K3L), XL Mine (online learning), 30 September 2022
- › Axiata OpCo Board/ Management Awareness Session: Corruption Risk Assessment, Microsoft Teams, 12 October 2022
- › W20 Post Summit Event. W20 Toba Track. Cooperation with Organon on efforts to improve sexual reproductive health. Nusa Dua, Bali, 13 November 2022
- › Code of Conduct, Disprz (Axiata Online Course Learning), 31 December 2022
- › Anti-Bribery and Anti-Corruption, Disprz (Axiata Online Course Learning), 31 December 2022
- › Cybersecurity Refresher 2022, XL Mine (online learning), 31 December 2022
- › Data Privacy Refresher E-learning, XL Mine (online learning), 31 December 2022
- › Enterprise Risk Management, Disprz (Axiata Online Course Learning), 31 December 2022
- › Occupational Safety and Environmental Health (K3L), XL Mine (online learning), 31 December 2022
- › Speaking Up/ Whistleblowing, Disprz (Axiata Online Course Learning), 31 December 2022
- › Cybersecurity Refresher 2022, XL Mine (online learning), 31 December 2022.



CODE OF CONDUCT

To improve integrity, XL Axiata has a code of conduct that regulates employee behaviour and ethics in carrying out the Company's business activities by upholding professional values. XL Axiata's code of conduct includes:

1. Equality of Treatment
Non-discriminatory treatment of employees in a healthy work environment with the application of integrity without exception.
2. Healthy Partnership
Build healthy business partnerships with third parties by complying with XL Axiata

policies and applicable regulations.

3. Anti-Corruption Culture
Avoid conflicts of interest, do not accept gratuities and apply the principles of anti-corruption, collusion and nepotism.
4. Commitment to Customers
Holding a commitment to customers by building a "Trustworthy" attitude and providing appropriate solutions.

The XL Axiata Code of Conduct applies without exception to all XL Axiata leaders and

employees. Violation of the Code of Conduct, applicable business ethics or regulations, will be considered intolerable behaviour and will be subject to disciplinary action. It may also result in punishment, formal warning, demotion or termination. The Board of Directors is responsible for ensuring that this standard is implemented throughout the Company's operational activities.

There were no violations of the code of conduct within XL Axiata during 2022. This indicates that the Code of Conduct has been implemented by all organs of the Company.

WHISTLEBLOWING SYSTEM [2-25, 2-26]

The implementation of good sustainability governance cannot be separated from the support of stakeholders who contribute to the Company's integrity. Furthermore, XL Axiata recognizes that the Company's existence can have an impact, both positive and negative, on the environment and society. To

mitigate the negative impact, XL Axiata has a mechanism in place for stakeholders and external parties to submit complaints or reports via a whistleblowing system (WBS) called SPEAK UP. Reporting can be done by accessing the web-based reporting system on <https://axiatagroup.integrityline.com>

Reports sent to the official SPEAK UP channel will be received by the Administrator of the SPEAK UP channel, which includes the Head of the Internal Audit Division and the Investigation Unit, which is a function of the Internal Audit Division. If a report necessitates further investigation, the

appointed investigator may be from the Company, Axiata Group Berhad, or a third party. If the investigation reveals that the employees committed acts that violate the law or the code of ethics, they will be dealt with in accordance with the Company Regulations and applicable laws.

The Company will protect and maintain the confidentiality of the whistleblower and provide guarantees of protection for the whistleblower against threats that may arise as a result of the reporting. During 2022, there were 9 (nine) reports of complaints received through the Whistleblowing Channel

(SpeakUp Channel) or directly reported to the Investigation Team. Of the 9 (nine) reports received, 3 (three) are classified as violations, 2 (two) have been resolved, and 1 (one) are still under investigation.

CONSTRAINTS, CHALLENGES AND OPPORTUNITIES OF SUSTAINABLE FINANCE [E.5]

In integrating sustainability into its operations, the Company encounters limitations, difficulties, and opportunities. The following are the challenges the Company is currently facing:

Obstacles/Challenges	How to Overcome Obstacles/Challenges	Opportunities that can be developed and sustainability implementation
Lack of employee understanding of sustainability	Provide training and education on sustainability to all employees	Measuring the Company's efficiency more accurately
Data that is not recorded properly	Record data and improve the recording work system	Creating new products/ technologies that consider sustainability aspects
The difficulty of controlling/ supervising the implementation of sustainability that has been carried out by the Company	Establish a unit responsible for sustainability and appoint XL Axiata's Head of Sustainability and Internal Communication as the person in charge of sustainability	Cooperate with other parties by paying attention to sustainability aspects

ECONOMIC PERFORMANCE





With economic performance, XL Axiata promotes economic equality through the distribution of direct economic value. In 2022, XL Axiata's direct economic distribution reached Rp29.04 trillion, an increase of 8.66% from the previous year.



ECONOMIC PERFORMANCE



XL Axiata, as a corporate entity, exerts an influence on both the local and national economy. The Company's impact on the economy is beneficial in that it can aid the government in promoting a fair distribution of wealth among the populace through engagement with local communities, generating employment opportunities, contributing to the tax base, disbursing dividends, providing employee compensation, and other related measures. **[3-3]**

ECONOMIC PERFORMANCE

The Company demonstrated positive economic performance in 2022, with a direct economic income of Rp29,614 billion, a 7.65% increase or the equivalent of Rp2,105 billion from the preceding year. The Company re-distributes this direct economic value to its stakeholders by way of operating expenses, employee benefits, dividend

disbursements, tax payments, and CSR fund allocations. Consequently, the Company's total economic value distribution in 2022 amounted to Rp29,037 billion, an 8.66% increase from Rp26,559 billion in 2021. Below is a table showing the distribution of the Company's economic value.

Economic Value Acquisition Distribution (In Rp Million) [201-1]

Economic Performance	2022	2021
ECONOMIC VALUE ACQUISITION		
Revenues	29,141,994	26,754,050
Profit (loss) exchange difference - net	(61,295)	9,506
Gain from the sale and leaseback of tower	446,805	419,013
Others	(28,807)	230,325
Finance income	111,718	87,715
Share of profit/(loss) from associate entity	3,838	8,609
Total Direct Economic Acquisition	29,614,253	27,509,218
ECONOMIC VALUE DISTRIBUTION		
Depreciation expenses	10,569,622	9,956,227
Infrastructure expenses	7,733,947	7,989,540
Sales and marketing expenses	2,617,998	2,566,963
Interconnection and other direct expenses	2,876,477	1,536,159
Salaries and employee benefits expenses	1,325,529	1,075,801
General and administrative expenses	342,279	279,818
Amortisation expenses	7,567	-
Finance cost	2,777,385	2,378,186
Income tax expense/(benefit)	231,842	419,733
Cash dividends paid	544,078	338,182
Community expenditure	10,419	18,984
Total Economic Value Distribution	29,037,143	26,559,593
Retained Economic Value	577,110	949,625

ECONOMIC PERFORMANCE

The Effect of Climate Change on Business [201-2]

While climate change may not directly affect the telecommunications industry, it presents fresh opportunities for growth within the sector. XL Axiata, as a telecommunications company, can leverage its digital products to drive the development of the digital economy and consequently impact people's financial behaviour. However, XL Axiata has not conducted a precise assessment of the financial implications of climate change on its business.

Defined Benefits Program and Other Pension Plan Obligations [201-3]

In accordance with the Manpower Law, the Company has a policy of providing employee benefits and pensions by providing facilities for employee participation in pension plans. The pension program within XL Axiata consists of:

1. DPLK (Financial Institution Pension Fund) in the form of definite contributions with the Company's contribution of 7% of wages and contributions from employees of 3% of wages.
2. JP (Pension Guarantee) from BPJAMSOSTEK in the form of a definite contribution of 3% of wages where 2% of contributions are paid by the Company and 1% of contributions from employees.

The maximum wage limit will be adjusted periodically based on Government Regulation (PP) No. 45 of 2015.

The estimated actuarial liabilities as of 31 December 2022 and 2021, are based on actuarial assessments by independent actuaries, as stated in their reports dated 20 January 2023 and 24 January 2022, respectively.

Assuming the calculation of benefit payments based on pension funds, as of 31 December 2022, the funds allocated reached Rp183,030 million, a decreased compared to 2021 of Rp53,318 million.

In accordance with the Company Regulations and Collective Labour Agreement (CLA), it is determined that the normal retirement age of employees is 56 years. During the reporting period there were 5 employees who retired. The Company has paid obligations to the employees who retire.

Financial Assistance from the Government [GRI 201-4]

In 2022, XL Axiata did not receive financial assistance from the government.

Comparison of Production Performance, Portfolio, Financing, or Investment, Income and Profit and Loss [F.2]

Description	Unit	Realisation 2022	Realization 2021
Number of BTS	Unit	146,023	162,282
Quantity of Products Sold (mobile card)	Unit	19,639,296	22,790,121
Number of Customers	Million People	57.48	57.90
Total Data Traffic	Petabyte	7,991	6,549
Income	IDR-Billion	29,142	26,754
Net Profit/Loss	IDR-Million	1,121,188	1,287,807

ECONOMIC PERFORMANCE

Comparison of Targets and Investment Realization in Environmentally Sound Projects [F.3]

The Company's commitment to sustainability is manifested in the form of sustainable investment, where the Company makes investments by paying attention to environmental aspects. In 2022, the Company has invested in the following environmentally sound projects:

Year	Target	Realisation
2022	250 Solar Panel Site	a. Solar panel designed by XL Axiata and integrated in 2022. Plan to integrate 48 site more in 2023 b. UKL/UPL (Environmental Management Business/Environmental Monitoring Business) Report Fee of Rp20,000,000/year for Tanjung Morawa (Opex) c. Cost of Making Temporary Storage Place (TPS) B3 of Rp130,000,000 (Capex) in Tanjung Morawa
2021	-	-

Proportion of Senior Management from Local Communities [202-2]

XL Axiata provides opportunities for local communities to work and develop with the Company, including providing opportunities for local employees to develop themselves by occupying positions at the senior management level.

In 2022, the proportion of senior management from the local community is 3 personnel. The following is a table of the proportion of senior management coming from local communities:

Description	2022	2021
Number of Employees	1,501	1,575
Number of Local Employees	1,485	1,557
Number of Local Employees Occupying Senior Manager Positions	3	3
Number of Female Employees	443	477
By Region		
Jabodetabek	1,346	1,413
Outside Jabodetabek	155	162

Supply Chain and Use of Local Suppliers [204-1]

The Company's supply chain is strictly selected, with suppliers of goods and services being selected through direct selection and appointment methods that adhere to all applicable laws and regulations, ensuring that no party is negatively affected. Below is a table of the suppliers that have provided goods and services to the Company in 2022.

Description	Total Vendors		Work Contract Value	
	2022	2021	2022	2021
Local (Indonesia)	464	490	10,491,116,341,698	18,005,684,258,675
Foreign (Overseas)	50	43	382,971,987,548	366,294,514,221
Total	514	533	10,874,088,329,246	18,371,978,772,896

ENVIRONMENTAL PERFORMANCE





XL Axiata's environmental management policy is carried out by implementing environmentally friendly business operations through technological advances. This year, XL Axiata launched the Green BTS program which is believed to be able to save energy by up to 50%.



ENVIRONMENTAL PERFORMANCE



XL Axiata recognizes that its operations have an impact on the environment, both directly and indirectly. As such, the Company strives to maintain a balance between development progress and environmental sustainability by minimizing negative environmental impacts while protecting vital ecosystems that support life on Earth for long-term survival and business continuity.



ENVIRONMENTAL PERFORMANCE



XL Axiata has an integrated environmental management policy of POL – FIN-002 HSE Policy signed by Dian Siswarini on 11 February 2022. XL Axiata implements its environmental management policy by leveraging digital transformation as the company is convinced that technology has the potential to decrease emissions and improve energy utilization, leading to enhanced energy efficiency.

In addition to digitalization, XL Axiata has also carried out environmental management in accordance with applicable laws and regulations such as carrying out the following procedures:

- › Environmental Aspect and Impact Identification (IADL)

- › Hygiene management
- › Waste management
- › Greening and plant maintenance
- › 4R (Reduce, Replace, Reused dan Recovery)

In managing environmental impact, the Company carries out the following procedures:

- › Perform periodic maintenance to company vehicles
- › Using company vehicles that are not more than 3 years old
- › Dispose of printer toner in accordance with applicable regulations
- › Separating organic and inorganic waste
- › Communicate to employees to use reusable shopping bags. [3-3]





ENVIRONMENTAL PERFORMANCE

Environmental Cost [F.4]

XL Axiata allocated funds for environmental management in 2022 of Rp150 million which were used for waste management and environmental monitoring in accordance with UKL/UPL (Environmental Management Business/Environmental Monitoring Business). The following details the costs of environmental management by the Company.

Activities	2022	2022	Description of the scope of use of environmental costs
	Realization	Realization	
UKL/UPL Report Fee (Environmental Management Business/Environmental Monitoring Business)	20,000,000	18,170,000	UKL/UPL (Environmental Management Business/Environmental Monitoring Business) Report Cost for Tanjung Morawa (Opex)
Cost of Making Temporary Storage Area (TPS) B3	130,000,000	-	Cost of Making Temporary Storage Area (TPS) B3 in Tanjung Morawa (Capex)

Use of Environmentally Friendly Materials [F.5, 301-1, 301-2]

As a company engaged in the telecommunications industry, the main raw materials in the Company's operations are paper, cellular cards and data supported through BTS towers.

To avoid excessive use of raw materials and reduce the use of raw materials that are not environmentally friendly, XL Axiata takes the following measures:

1. Implementing an environmentally friendly raw material procurement policy where in obtaining operational raw materials, XL Axiata requires the use of environmentally certified raw materials, such as the use of FSC or PEFC certified paper.
2. Efficiently use paper by optimizing the use of digital technology in every business and operational activity of the Company such as using email for correspondence, using applications for attendance, applying for leave, and so forth.
3. If paper printing is absolutely necessary, the Company endeavours to perform a thorough review to eliminate any spelling mistakes in the

written documents. This will ensure that printing is a one-time event. Additionally, efficiency can be achieved by printing on both sides of the paper or reusing waste paper that still has blank pages for draft recordings.

4. At the time of vendor registration, XL Axiata applies requirements that vendors must comply with sustainability missions.

Energy Consumption [F.6, F.7, 302-1, 302-2, 302-3, 302-4, 302-5]

The Company's operational activities rely on non-renewable energy sources such as electrical energy and diesel fuel for BTS that lack access to electricity, as well as pertalite type fuel oil for transportation. To promote sustainability, the Company has replaced non-renewable energy with renewable energy sources, such as solar energy. This involves the installation of solar panels in 250 BTS locations across Indonesia.

XL Axiata's commitment to environmental sustainability is demonstrated through its implementation of eco-friendly business operations. This involves the efficient management of paper

ENVIRONMENTAL PERFORMANCE



materials, electrical energy, fuel oil, emissions, water, and waste. To achieve the best outcomes, the management is guided by the 3R principle, which emphasizes reducing, reusing, and recycling resources. Some of XL Axiata's programs related to the environment are as follows:

- a. Control and manage energy and emissions.
 - b. Sorting office domestic waste by providing trash cans with adequate amount.
 - c. Reduce the use of plastics such as plastic cups, plastic bottles, and plastic cutlery in office space, canteen, pantry and meeting rooms.
 - d. Reduce paper usage by implementing digitization systems in various processes operations, such as the process of procurement, approval, and others.
 - e. Replacing copper cables to fibre optics that are more environmentally friendly.
 - f. By utilizing COUPA as an integrated digital procurement system, the generation of paper waste is reduced, consequently supporting the Go Green initiative
1. Intelligent Ventilation Cooling System (IVS), use of DC fans and Air Conditioning.
 2. Outdoorizing a number of sites to eliminate the use of air conditioning as a coolant.
 3. The use of BTS Single RAN is to combine several types of BTS into one. The utilization of Green BTS through network modernization with the latest technological devices, can save 50% of energy use.
 4. The use of Hybrid System Charge Discharge Battery (CDC) in BTS in remote non-electric areas to reduce diesel consumption by an average of 54%.
 5. Reduction in the use of new refrigerants for BTS cooling and XL Axiata offices.
 6. Electricity usage.
 7. Descope generator, disable the generator and switch the power backup function completely to the battery.
 8. Increase the use of Solar Panels and Lithium Batteries.

ENVIRONMENTAL PERFORMANCE

The following details XL Axiata's energy consumption in 2022, in light of the aforementioned initiatives:

Energy Consumption within the Company

Energy Consumption Activities	Energy Source	Type of Energy (Renewable or Non-Renewable)	2022		2021	
			Energy Consumption	Energy Intensity	Energy Consumption	Energy Intensity
Energy Consumption in Organization						
Energy consumption for building lighting and operations	PLN Electricity	Non-renewable	840,667,225.92 Kwh	388 Gj/ Pentabyte	804,373,707.25 Kwh	458 Gj/ Pentabyte
			3,026,402.01 Gj		2,895,745 Gj	
Energy Consumption for Gasoline	Gasoline (Pertalyte)	Non-renewable	242,090.78 litres		238,152 litres	
			7,988.99 Gj		7,859.016 Gj	
Energy consumption for Solar (Diesel)	Solar	Non-renewable	1,971,499.44 litres		2,471,627 litres	
			70,973.98 Gj		88,978.57Gj	
Total Energy Use			3,105,365 Gj	2,997,993 Gj		

Information:

- 1) Fuel consumption from liters is converted to Gjoules using The Greenhouse Gas Protocol Initiative, 2004.
- 2) Electricity consumption from kWh is converted to Gjoules using The Greenhouse Gas Protocol Initiative, 2004.

Based on the above table, the Company's energy consumption in 2022 rose by 3.58%, from 2,997,993 Gj to 3,105,365 Gj. This increase corresponds with the 22.02% rise in data/traffic production in 2022, as compared to the previous year. Despite the increase, the Company's energy intensity in 2022 remained lower than the previous year, which was recorded at 388 Gj/Petabyte.

Energy Consumption by Operational Area

Location	Energy Consumption	
	Non-renewable	Gigajoule
WEST		
Electricity (KWh)	180,741,972,68	650,671.10
Solar - Diesel (Liter)	626,185,61	22,542.68
Petrol (Litres)	52,742	1,740.49
JABO & HQ		
Electricity (KWh)	201,938,118,95	726,977.23
Solar - Diesel (Liter)	378,952,53	13,642.29
Petrol (Litres)	55,443,63	1,829.64
CENTRAL		
Electricity (KWh)	255,607,315,5	920,186.34
Solar - Diesel (Liter)	408,538,3	14,707.38
Petrol (Litres)	60,371	1,992.24
EAST		
Electricity (KWh)	202,379,818,8	728,567.35
Solar - Diesel (Liter)	557,823	20,081.63
Petrol (Litres)	73,534,16	2,426.63
TOTAL (2022)		3,105,365

ENVIRONMENTAL PERFORMANCE

Emissions [F.11, F.12, 305-1, 305-2, 305-3, 305-4, 305-5]

The Company's operational activities produce emissions from stationary energy combustion, mobile energy combustion, electricity consumption, and so forth. In an effort to control its emissions, the Company conducts comprehensive emission monitoring and management by carrying out the following:

1. Developed Energy Monitoring System – multiplatform to monitor energy consumption.
2. Realtime Network Monitoring System – to monitor operations, including monitoring sites.
3. In May 2022, X-Camp launched 'Xinergis', a smart energy solution to meet the needs of real-time monitoring of electricity consumption, amount of clean water usage, and generator fuel consumption in buildings or offices.
4. Regular evaluation and coordination between departments to discuss initiatives that can be carried out for improvement regarding Emissions.
5. Implementing more implementation for Solar Panels (Renewable Energy).
6. Conducting communication campaigns to save energy and electricity among XL Axiata employees.

Tabel Emisi GRK

GHG Emission Coverage	Unit	2022		2021	
		Total Emissions	Emission Intensity (tCO ₂ e/Pentabyte)	Total Emissions	Emission Intensity (tCO ₂ e/Pentabyte)
Total emission scope 1	tCO ₂ e	5,834.11	0.73	7,164	1.09
Total emission scope 2	tCO ₂ e	648,260.92	81.12	620,274	94.71
Total Scope 1 and Scope 2 Emissions	tCO₂e	654,095.03	81.85	627,438	95.81

Note:

1) GHG Emission Calculation using IPCC 2006 Guidelines, and Oil and Gas Research and Development Center 2017.

The Company's emission intensity in 2022 stood at 81.85 Tons CO₂e/pentabyte, remained lower than previous year of 95.81 Tons CO₂e/pentabyte. The decrease in the Company's emission intensity indicates the Company's success in managing emissions generated from business operations. By 2030, the Company's target is to reduce 45% of carbon emissions generated from the Company's business operations.



ENVIRONMENTAL PERFORMANCE

**Water** [F.8]

The Company utilizes groundwater for domestic activities, such as Toilet Washing Bath (MCK) in its operational activities. Mindful of the limited availability of clean water, the Company exercises prudence in water consumption. To this end, the Company conducts water-saving campaigns to raise employee awareness and installs water-saving posters in operational areas. Additionally, the Company employs automatic water taps to prevent excessive water consumption, promptly replaces

leaking water pipes, and carries out reforestation around operational areas to preserve groundwater quality and prevent overflow.

For water disposal, the Company uses a Wastewater Treatment Plant (WWTP) managed by a third party, namely the building owner. Water waste management through WWTP is carried out in order to produce waste that meets environmental quality standards when discharged into water bodies or city channels.

ENVIRONMENTAL PERFORMANCE



To date, the Company has been unable to provide data on water consumption and disposal due to water service management being under the purview of building services managed by building owners.

Waste Management

[F.13, F.14, F.15]

In carrying out its operations, XL Axiata produces several kinds of waste, namely B3 and Non B3

waste, both in solid and liquid form. Non B3 solid waste is obtained from daily waste, both food waste, paper, leaves and plastic. Solid B3 waste is obtained from used lamps and electronic waste. While liquid non-B3 waste is obtained from the use of oil.

To reduce ecological impacts and prevent pollution of the surrounding environment, the Company implements several processes to manage its production waste based on the type of waste. For Non B3 solid waste, the Company manages it by providing a disaggregated trash can provided in the office. Meanwhile, non-B3 waste is managed by providing temporary shelter. All waste generated, both non-B3 and B3 waste is handed over by third parties and entered into building services. For these efforts, the Company did not find any spills or waste leaks, both B3 waste and non-B3 waste.

Biodiversity [F.9, F.10]

The Company engages in the information and communication technology industry, where its operations do not involve direct interaction with the environment. However, the Company takes measures to ensure that its BTS towers are not located in proximity to nature reserves or protected forests, to prevent any potential threat to biodiversity arising from its operations.

Environmental Complaints

[F.16]

During the reporting period, the Company did not attain any public complaints related to the environment.

SUSTAINABILITY **PERFORMANCE -** **SOCIAL**





XL Axiata's responsibility in the social aspect can be seen in the working relationship between management (the Company) and employees and the relationship between management (the Company) and the community. The working relationship between management and employees is carried out through HR and OHS management programs, while XL Axiata's relationship with the community is carried out through CSR programs.



OCCUPATIONAL HEALTH AND SAFETY



The Company's most valuable asset is its Human Resources (HR), which requires prudent management and development. It is the Company's responsibility to ensure proper employee management, a safe and healthy work environment, and work protection to enhance productivity and the quality of employee performance.

The Company's most valuable asset is its Human Resources (HR), which requires prudent management and development. It is the Company's responsibility to ensure proper employee management, a safe and healthy work environment, and work protection to enhance productivity and the quality of employee performance.

The Company has a strong commitment to incorporate Occupational Health and Safety (OHS) aspects in all of its

activities, aiming to achieve zero accidents and no occupational diseases. To achieve the best possible work environment, the Company implements the OHS Management System (OHSMS) which follows Government Regulation No. 50 of 2012 on the Implementation of Occupational Safety and Health Management System, ISO 45001: 2018 (Occupational Health and Safety Management System), and ISO 14001: 2015 (Environmental System Management). [3-3, 403-1]

The following are the goals to be attained through the implementation of OHSMS:

1. Improve the efficiency of planned, measurable, and integrated occupational safety and health measures.
2. Involve management, workers/ laborers, and/or trade unions/ trade unions to prevent and decrease occupational accidents and diseases.
3. Establish a secure, pleasant, eco-friendly, and productive workplace to enhance productivity.



Legal References

The application of OHS within XL Axiata refers to a number of laws and regulations governing occupational health and safety and its derivatives, as follows:

1. Law No. 1 of 1970 on Occupational Safety
2. Law No. 23 of 1992 concerning Health
3. Law No. 13 of 2003 concerning Manpower
4. Law No. 11 of 2020 concerning Job Creation
5. Government Regulation of the Republic of Indonesia No. 50 of 2012 on the Implementation of Occupational Health and Safety Management System (OHSMS)
6. Presidential Decree No. 22 of 1993 concerning Diseases Arising from Employment Relations
7. Occupational Health, Safety and Environment Policy (HSE) of XL Axiata
8. OHSMS Policy Manual

Application of HSE within XL Axiata

On 11 February 2022, XL Axiata's HSE Policy was signed by Mrs. Dian Siswarini, which reflects the Company's dedication to enhancing customer satisfaction and delivering an efficient, healthy, secure, and eco-friendly workplace for both employees and customers. This is accomplished by adopting a continuous improvement program through the Health, Safety, and Environment Management System (OHSMS) and by prioritizing and implementing HSE aspects in operational activities.

XL Axiata has established company regulations regarding sexual harassment, in addition to HSE policy. The regulations are outlined in Article 51, which specifies certain behaviours that can result in termination of employment, including committing immoral acts or engaging in gambling within the Company (point f), as well as attacking, molesting, threatening, or intimidating co-workers or entrepreneurs in the Company's environment (point g).



OCCUPATIONAL HEALTH AND SAFETY

The implementation of HSE in the XL Axiata environment is carried out by all XL employees and is managed by the Facility Compliance and HSE Assurance unit under the Facility Operation and HSE Department, which has the following duties and responsibilities:

- › Conducting Hazard Identification and Risk Control (IBPR)
- › Identifying Environmental Aspects and Impacts (IADL)
- › Conducting Compliance Tests for Laws and Regulations concerning HSE
- › Setting Goals, Objectives and Programs for Occupational Health, Safety and Environment (HSE)
- › Perform Documentation (HSE Policy, HSE Procedure, HSE Work Instructions, HSE Parameter Standards, and HSE Forms)
- › Applying Contractor Safety Management System (CSMS)
- › Organizing HSE Monthly Meetings
- › Conducting HSE Competency Training
- › Measuring HSE Performance
- › Organizing HSE Inspections
- › Conducting HSE Audits; Internal Audit at least once a year, second party Audit (Vendors and Partners) at least once a year and External Audit (3rd Party) at least once every 3 (three) years
- › Conducting HSE Management Review Meetings at least once a year
- › Improvement and Corrective Action.

The following is the Organization Structure of Facility Operation & HSE – Facility Compliance and HSE Assurance Department:



OCCUPATIONAL
HEALTH AND SAFETY

OHS Work Program in 2022

The Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have implemented the following OHS work programs in 2022:

1. Identifying HSE

In 2022, the Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have identified HSE as shown in the table below: [403-2]

Activity Types	Location	Potential Hazards	Mitigation
Work at heights	All XL Offices and XL Sites	Falling from a Height	<ul style="list-style-type: none"> › The procedure of working at height › Emergency Preparation Procedure › PPE Procedure › Hygiene Procedures › Secure Work Permit › Working Methods › Job Safety Analysis (JSA) › HSE Induction › Work at height Competency Certification and a valid License › First Aid Competency Certification in Accidents (First Aid) › First Aid Box › Protective Equipment (Helmet, body harness, stair gloves, safety shoes) › Work Accident Emergency Preparation Plan
Working with Electricity	All XL Offices and XL Sites	Electrocuted	<ul style="list-style-type: none"> › Lock Out and Tag Out › Emergency Preparation Procedure › PPE Procedure › Hygiene Procedures › Secure Work Permit › Working Methods › Job Safety Analysis (JSA) › HSE Induction › Certificate of Competence of K3 Technicians and or Electrical OHS Experts and a valid License › Certification of First Aid Competencies in Accidents (First Aid) › First Aid Box › APPEAR › Protective Equipment (Helmets, Electric Gloves, safety shoes) › Work Accident Emergency Preparation Plan
Working with Hazardous and Toxic Materials and Materials (B3)	All XL Offices and XL Sites	Skin irritation	<ul style="list-style-type: none"> › Procedures for Handling the Transportation and Storage of Hazardous and Toxic Materials and Materials (B3) › Personal Protective Equipment (PPE) Procedures › Emergency Preparation Procedure › HSE Induction › Safety Data Sheet (SDS) according to the Material and Material used › Personal Protective Equipment according to the characteristics of the Material (Eye Protection, Mask, Rubber Gloves, Safety Shoes, etc.) › Work Accident Emergency Preparation Plan



OCCUPATIONAL HEALTH AND SAFETY

Activity Types	Location	Potential Hazards	Mitigation
Driving	All XL Offices and Sites	Crash	<ul style="list-style-type: none"> › Driving Procedures › Have a valid driver's license and vehicle number certificate › Daily and periodic maintenance of the vehicle
Lifting	All XL Offices and Sites	Ergonomics	<ul style="list-style-type: none"> › Material and or material lifting procedure › Personal Protective Equipment (PPE) Procedures › Emergency Preparation Procedure › HSE Induction › Personal Protective Equipment (Helmet, Work Gloves, Safety Shoes) › First Aid Box › Emergency Preparation Plan

Based on the OHS identification results mentioned above, it has been determined that the rate of work-related accidents in 2022 was as follows: [\[403-9, 403-10\]](#)

Operational Area	2022				2021				2020			
	Minor	Major	Fatal	Total	Minor	Major	Fatal	Total	Minor	Major	Fatal	Total
By Number of Employees (person)												
Head Office - Jakarta	-	-	-	-	2	1	-	3	-	-	-	-
Central	-	-	-	-	1	-	-	1	-	-	-	-
East	3	-	-	3	8	-	-	8	-	-	-	-
West	5	-	-	5	6	-	-	6	-	-	-	-
Total	8	-	-	8	17	1	-	18	-	-	-	-
Based on Number of Working Days (days)												
Head Office - Jakarta	3,905,264 Man Hours				3,990,800 Man Hours				4,166,448 Man Hours			
Central	434,544 Man Hours				450,208 Man Hours				494,208 Man Hours			
East	409,376 Man Hours				423,808 Man Hours				456,192 Man Hours			
West	267,168 Man Hours				274,302 Man Hours				289,344 Man Hours			
Total	5,016,352 Man Hours				5,138,848 Man Hours				1,406,192 Man Hours			

2. OHSMS Audit [\[403-6\]](#)

XL Axiata conducts periodic audits or assessments of their OHSMS implementation within the Company, which are carried out by third-parties. The assessment includes the creation and documentation of the OHS plan, adherence to OHSMS-based work safety protocols, monitoring standards, development of skills and capabilities, and other relevant factors. In the most recent audit, the Company received a conformity score of 88.55% (Satisfactory) in

accordance with Government Regulation No. 50 of 2012 concerning the Implementation of Occupational Safety and Health Management System. This score is valid for a period of three years, specifically from 2019 to 2022.

In addition, XL Axiata also has ISO 45001: 2018 for Occupational Safety and Health Management System and ISO 14001: 2015 for Environmental Management System

OCCUPATIONAL
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3. Remedial and Precautionary Measures [403-7]
The corrective actions for unsafe conditions, unsafe actions, and work accident investigations have resulted in a 95% correction rate of existing sources of hazard.
4. Contract Safety Management System (CSMS)
A HSE assessment is performed on contractors working within the XL Axiata environment to ensure that the objectives of the company's Safety, Health, and Environmental Management System are met.
5. Management Review Meeting (RTM)
In December 2022, the Chairman of P2K3 led a Management Review Meeting, which was attended by all P2K3 members. During this meeting, the HSE XL Axiata performance for 2022 was reviewed, and it was noted that all work programs had been implemented 100% and zero accidents had occurred. The meeting also involved discussions regarding the HSE goals and programs that are to be implemented in 2023.
6. Improving the Quality of Health at Work [403-6]
XL Axiata provides healthcare facilities to improve the health care of employees that can be accessed free of charge and at any time by all XL employees. Health facilities include fitness centers, day care and lactation rooms for breastfeeding mothers, XL Axiata sports communities such as XL Axiata Da Bikes, XL Axiata Runner, XL Axiata Basketball, XL Axiata Futsal&Football, MTXL (Majlis Taklim XL) and XL Axiata Music.
7. Occupational Health Services
In an effort to improve the health of employees, XL Axiata has a health clinic that provides free occupational health services that can be accessed by all employees in the office during working hours. The clinic has competent medical workers who will identify the health of the employees.

**Occupational Health and Safety
Advisory Committee (P2K3)** [403-4]

XL Axiata has established the Occupational Health and Safety Advisory Committee (P2K3) to oversee the OHS aspect, as well as to serve as a forum for cooperation between employers and employees for the development of mutual understanding and effective participation in the implementation of OHS. The P2K3 has been officially recognized by the DKI Jakarta Provincial Disnakertrans & Energy with No. 2043 of 2022, dated 27 June 2022. Subsequently, changes to the P2K3 management were made, and it was re-validated by the P2K3 Disnakertrans & Energi DKI Jakarta Province with No. 2866 of 2022, dated 20 December 2022.

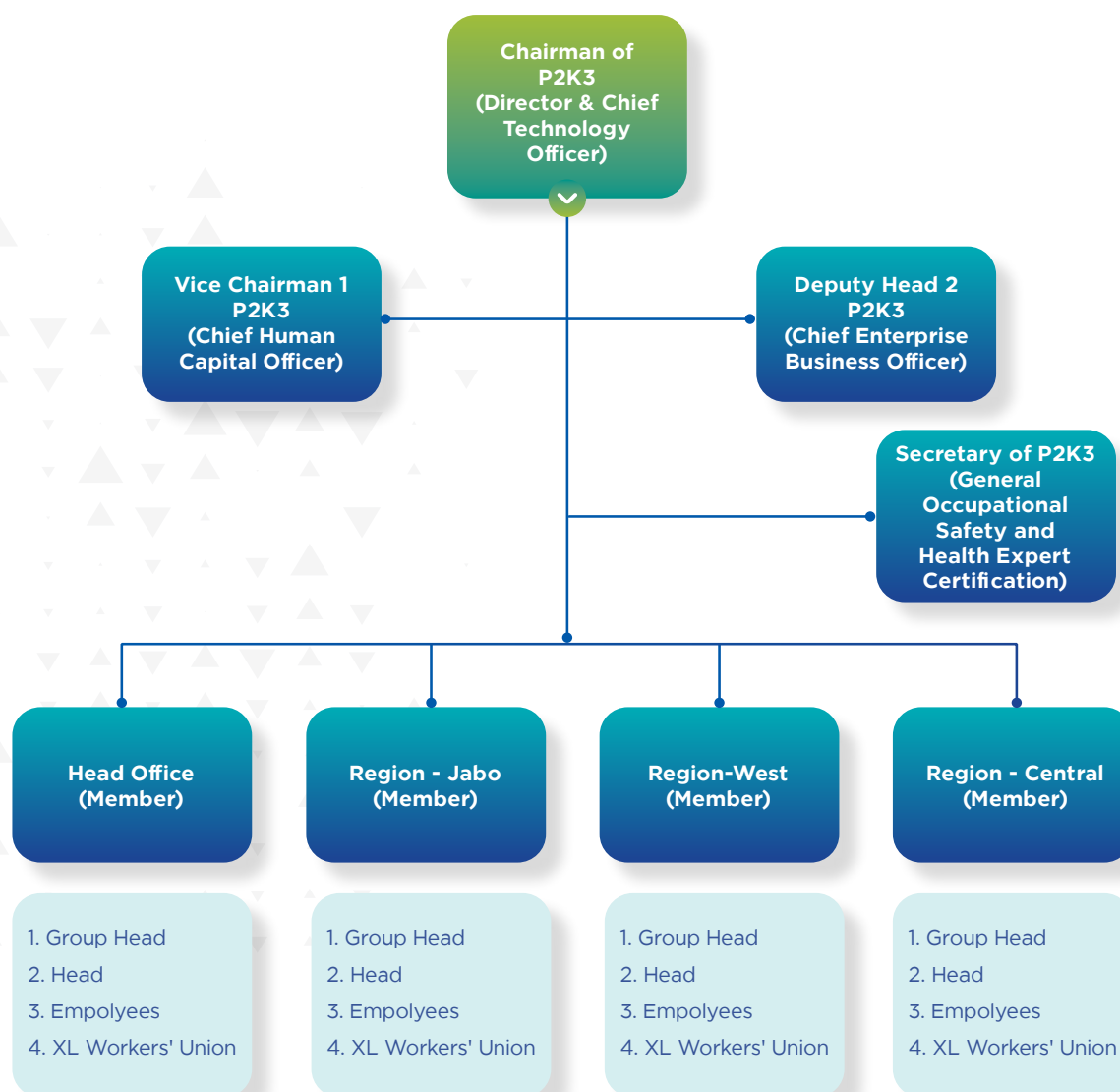
The Organizational Structure of the Occupational Safety and Health Advisory Committee (P2K3) has the following structure and composition:

- › Chairman of P2K3: I Gede Darmayusa (Director of Technology)
- › Vice Chairman 1 P2K3: M. Hira Kurnia (Chief Human Capital Officer)
- › Deputy Head 2 P2K3: Feby Sallyanto (Chief Enterprise & SME Officer)
- › Secretary of P2K3: Andi Chandra (General Occupational Safety and Health Expert Certification)
- › Member:
 - Group Head
 - Head
 - Employees
 - XL Workers' Union



OCCUPATIONAL HEALTH AND SAFETY

P2K3 Organizational Structure



P2K3 represents all employees who are members of XL Axiata with the following duties: [\[403-8\]](#)

1. Building an OHS conscious culture
2. Provide XL Axiata safety performance reports every quarter to the Manpower Office
3. Socializing OHS to employees
4. Implementing various OHS aspect trainings
5. Ensuring OHS programs and monitoring the effectiveness of their implementation
6. Develop risk control measures against OHS hazards in the work environment
7. Organizing management reviews held once a year.

OCCUPATIONAL
HEALTH AND SAFETY**Implementation of P2K3 Duties in 2022**

During 2022, XL Axiata's P2K3 has carried out its duties by organizing various activities including:

1. ISO 45001:2018 Certification of Occupational Safety and Health Management System
2. ISO 14001:2015 Certification of Environmental Management System
3. Socialization of OHS Culture in employees

HSE Training [403-5]

Throughout 2022, the Facility Operations and HSE Department and the Facility Compliance and HSE Assurance unit have organized OHS training to increase employee competence and awareness of the importance of OHS. OHS training in 2022 is as follows:

Training Name	Material	Organizers	Place and Time of Implementation
HSE e-Learning	HSE Awareness	Internal	Electronic and 16 September – 03 October 2022
Oil and Gas OHS Supervisor	Oil and Gas Occupational Safety and Health	Pythagoras National Professional Certification Body	3 - 7 October 2022
Boseit	Boseit	Lautan Tenang Jaya	3 - 5 February 2021
Working at High	Working at High	Lautan Tenang Jaya	29 September 2022
Basic Sea Survival	Basic Sea Survival	Lautan Tenang Jaya	28 September 2022
First Aider Level 2	First Aider Level 2	Lautan Tenang Jaya	12 October 2022
Emergency Response Training	Practice	Building Management XL Axiata Tower	11 & 13 August 2022
First Aid	First Aid	Internal	21 June 2022
Internal Audit ISO 45001:2018 & ISO 14001:2015	Internal Audit ISO 45001:2018 & ISO 14001:2015	Productivity Quality Management (PQM)	24 April 2022
› Hazard Identification and Risk Control (IBPR)	› Hazard Identification and Risk Control (IBPR)	Productivity Quality Management (PQM)	28 January 2022
› Identification of Environmental Aspects and Impacts (IADL)	› Identification of Environmental Aspects and Impacts (IADL)		
Awareness ISO 45001: 2018 & ISO 14001:2015	Awareness ISO 45001:2018 & ISO 14001:2015	Productivity Quality Management (PQM)	19 January 2022

HSE Target

XL Axiata is continually enhancing the implementation of HSE to reach the goal of achieving Zero Work Accident Fatalities.



EMPLOYMENT ASPECTS



XL Axiata enforces a Human Resources (HR) management policy that is founded on the principles of equality and equal opportunity. The committed is devoted to providing equal chances to all individuals, irrespective of their ethnicity, religion, race, social status, physical condition, or gender, to participate in employee recruitment and development programs, including offering remuneration and other benefits.

[F.18, 3-3]

The responsibility for managing employees at XL Axiata rests with the Human Capital Committee (HC Committee), which was established by the Board of Directors on 12 July 2019. The committee carries out its responsibilities by adhering to Law No. 13 of 2003 on Manpower and its related regulations, which have been

updated to include Law No. 11 of 2020 concerning Job Creation.

In 2022, the Human Capital Committee is in the process of implementing a new work method by digitalizing the Human Capital management system. One such measure is the introduction of the Human Capital Super App (XLife), which

acts as an integrated touch point for employees.

XL Axiata oversees employee management from recruitment to retirement while adhering to all relevant labour regulations in Indonesia. The company has a policy of managing employees in compliance with these regulations.

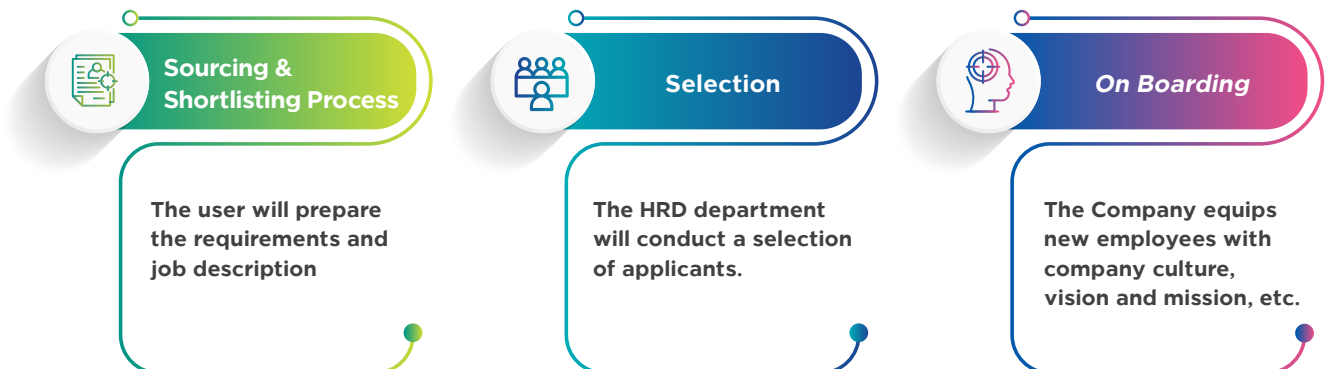


Recruitment

XL Axiata has developed a talent management system to foster a highly competent work team. This structured system is designed to identify, develop, motivate, retain, and place the most exceptional talent within the Company. The talent management system at XL Axiata begins with a recruitment process aimed at acquiring the best candidates.

XL Axiata ensures that the recruitment process is conducted transparently and equitably, with an emphasis on gender equality based on the required qualifications. The principle of equal work opportunities serves as the foundation for the Company's approach to selecting the most suitable candidates to become part of XL Axiata's workforce.

XL Axiata Recruitment Process





EMPLOYMENT ASPECTS

XL Axiata's recruitment process involves third-party recruitment companies, both domestic and international, as well as platforms such as LinkedIn, Jobstreet, job fairs, and others. Throughout the process, XL Axiata takes into account several factors when evaluating candidates, including:

1. Competence is evaluated based on the candidate's ability, expertise, and knowledge relevant to the intended position. This includes functional competencies related to the candidate's job responsibilities, as well as leadership and pivotal duties obtained through their work experience. Functional and leadership competencies are categorized into various levels corresponding to the different responsibilities of each position.
2. Cultural alignment is assessed based on the candidate's personal values and how well they align with XL Axiata's values, which are further divided into values and management leadership models.
3. Commitment is evaluated based on the candidate's professional drive and career aspirations towards the intended position.
4. Agility refers to the candidate's capability to adapt to and navigate the challenges posed by rapid change (volatility), unforeseen issues and events (uncertainty), organizational complexity (complexity), and unclear situations or conditions (ambiguity), commonly known as VUCA.

In 2022, XL Axiata recruited 138 new employees consisting of 104 male employees and 34 female employees. Data on employee recruitment results for the last 3 (three) years are presented in the table below: [\[401-1\]](#)

Description	Employee Recruitment			
	2022		2021	
	Male	Female	Male	Female
Employees By Age				
<25 years old	2	4	3	-
25-30 years old	35	12	28	14
30-35 years old	34	11	35	23
35-40 years old	17	4	31	6
40-45 years old	13	3	15	2
45-50 years old	1	-	7	-
>50 years old	2	-	1	-
Sum	104	34	120	45
Based on Regions				
Head Office	88	34	89	43
Region-West	1	-	6	1
Region-Jabo	9	-	10	1
Region-Central	4	-	11	-
Region-East	2	-	4	-
Region-North	-	-	-	-
Total	104	34	120	45

Meanwhile, the number of employees leaving in 2022 was 211 employees, consisting of 143 male employees and 68 female employees. This number increased by 3.94% from previous year of 203 employees.

EMPLOYMENT ASPECTS

Employee Turnover

The level of employee turnover serves as an indicator of the working conditions within a company. A work environment that is comfortable, healthy, and safe typically experiences lower turnover rates. The Company remains committed to providing a comfortable, healthy, and safe work environment in order to retain its top talent. However, in 2022, the employee turnover rate increased to 14.1%, up from 12.9% in 2021. The table below outlines the employee turnover rates for 2022. [F.21]

Employee Turnover Rate

Employee Turnover	2022			2021		
	Male	Female	Total	Male	Female	Total
Incoming employees (recruitment)*	104	34	138	120	45	165
Outgoing Employees						
Natural retirement	42	26	68	33	20	53
Passed Away	3	-	3	1	1	2
Resigned**	62	28	90	59	15	74
Dismissed For Misconduct	7	5	12	6	0	6
Expired Contract	29	9	38	47	21	68
Total	143	68	211	146	57	203
Percentage	13.5%	15.3%	14.1%	13.3%	11.9%	12.9%
**Reasons for Resigning						
At Own Request	62	28	90	59	15	74
Not Performing Well	81	40	121	87	42	129

Employee Demographics [C.3, 2-7]

The Company currently has 1,501 employees, reflecting a decrease of 4.70% compared to the previous year's total of 1,575 employees. The demographic data of the Company's workforce is categorized according to gender, age, business unit, education level, position level, and employment status, as shown below.

Employee Composition by Operational Area and Employment Status

Operational Area	2022			2021		
	Male	Female	Total	Male	Female	Total
Head Office-Jakarta	883	422	1,305	916	456	1,372
Region-West	39	6	45	42	5	47
Region-Jabo	37	4	41	37	4	41
Region-Central	44	4	48	46	4	50
Region-East	55	7	62	57	8	65
Total	1,058	443	1,501	1,098	477	1,575



EMPLOYMENT ASPECTS

Employee Composition by Operational Area and Employment Status

Operational Area	2022			2021		
	Permanent	Contract	Total	Permanent	Contract	Total
Head Office-Jakarta	1,166	139	1,305	1,227	145	1,372
Region-West	31	14	45	33	14	47
Region-Jabo	14	27	41	15	26	41
Region-Central	23	25	48	26	24	50
Region-East	37	25	62	38	27	65
Total	1,271	230	1,501	1,339	236	1,575

Employee Composition by Employment Status and Gender

Employment Status	2022			2021		
	Male	Female	Total	Male	Female	Total
Permanent	875	396	1,271	918	421	1,339
Contract	183	47	230	180	56	236
Total	1,058	443	1,501	1,098	477	1,575

Employee Composition by Job Title and Gender

Job Level	2022			2021		
	Male	Female	Total	Male	Female	Total
President Director	-	1	1	-	1	1
Management	4	1	5	4	1	5
Chief	6	-	6	3	-	3
Group Head	15	32	47	32	14	46
Head	45	124	169	127	53	180
Staff/Individual Contributor	892	381	1,273	932	408	1,340
Total	962	539	1,501	1,098	477	1,575

EMPLOYMENT ASPECTS

Composition of Employees by Age and Gender

Employment Status	2022			2021		
	Male	Female	Total	Male	Female	Total
<25 years	3	7	10	2	3	5
25-30 years	99	60	159	75	61	136
30-35 years	222	117	339	225	128	353
35-40 years	245	90	335	258	97	355
40-45 years	268	85	353	292	92	384
45-50 years	164	55	219	180	65	245
>50 years	57	29	86	66	31	97
Total	1,058	443	1,501	1,098	477	1,575

Composition of Employees by Education and Gender

Employment Status	2022			2021		
	Male	Female	Total	Male	Female	Total
S2/S3	96	34	130	120	34	154
S1	887	367	1,254	902	402	1,304
Diploma	75	42	117	76	40	116
High School Equivalent	-	-	-	-	1	1
Total	1,058	443	1,501	1,098	477	1,575

As of the end of 2022, the Company has non-employee workers in the form of interns. The number of interns in 2022 reached 269, as indicated in the table below: [2-8]

Interns

Information	2022		2021	
	Male	Female	Male	Female
Interns	149	120	79	53
Based on Internship Location				
Head Office-Jakarta	144	114	79	53
Region-West	1	1	-	-
Region-Jabo	-	1	-	-
Region-Central	1	3	-	-
Region-East	3	1	-	-
Region-North	-	-	-	-



EMPLOYMENT ASPECTS

Employee Diversity [405-1]

The diversity of employees is shown based on the age and gender composition that can be seen from the level of the Board of Commissioners, Directors, to employees. The following is a table of the diversity of the Company's employees for the last 3 (three) years.

Proportions	2022	2021
A. Board of Commissioners and Board of Directors		
By Age		
<25 years old	-	-
25-30 years old	-	-
30-35 years old	-	-
35-40 years old	-	-
40-45 years old	-	-
45-50 years old	4	4
>50 years old	9	10
By Gender		
Male	10	11
Female	3	3
B. Employees		
By Age		
<25 years old	10	5
25-30 years old	154	136
30-35 years old	339	353
35-40 years old	336	355
40-45 years old	351	384
45-50 years old	217	241
>50 years old	88	95
By Gender		
Male	1,054	1,094
Female	441	475

EMPLOYMENT ASPECTS

Remuneration and Employee Welfare [202-1, 405-2]

The employee remuneration system is implemented competitively in accordance with the minimum wage level applicable in the operational area, as regulated by the Law on Manpower, Law No. 11 of 2020 concerning Job Creation, and Government Regulation No. 36 of 2021 Wage Policy.

The provision of minimum wage is directed to the achievement of decent living needs for employees by taking into account the price of basic necessities, inflation rate, standard of living, and other variables

in accordance with the company's operational area. XL Axiata does not distinguish between the provision of minimum wages to men and women, this is in accordance with the spirit of ILO Convention No: 100/1951 on Equal Remuneration for Men and Women Workers for Work of Equal Value. [F.20]

In addition to providing remuneration, the Company also provides facilities and benefits for employees whose type and amount are adjusted to the employee's position level. The following are the facilities and benefits provided to XL Axiata employees: [401-2]

Remuneration/Facility Type	2022	
	Permanent Employees	Non-Permanent Employees
Basic Salary	v	v
Long-term incentives in the form of cash or stocks	v	v
Allowances		
Holiday Allowance	v	v
Income Tax Allowance	v	v
Leave allowance	v	v
Transportation allowance	v	v
Communication allowance	v	v
Education allowance	v	v
Leave		
Annual Leave	v	v
Maternity Leave	v	v
Menstrual Leave	v	v
Leave of Worship	v	v
Progressive Leave	v	v
Others		
Healthcare	v	v
DPLK (Manulife)	v	x
Life insurance	v	v

Description:

v : provided

x : not provided



EMPLOYMENT ASPECTS

XL Axiata also provides rewards given to support employee welfare in the form of:

- › My Flexpro is the development of a one-fits-all employee non-cash program (i.e. Medical Plan Benefits, Let's Learn Program, annual leave) that not only covers health benefit programs and educational purposes, but also includes travel, health, additional leave purchases, and pension programs.
- › Provision of tuition fees
- › Opening up opportunities for a variety of other individual development programs
- › Travel for Employees as an appreciation of performance and achievement of targets
- › Token Appreciation is a non-cash appreciation given to employees who have actively contributed to the company's strategic initiatives programs

Maternity Leave [401-3]

XL Axiata grants its employees annual leave and special leave in accordance with regulations to enable them to spend quality time with their families. Female employees are entitled to three months of maternity leave without any adverse impact on their job rights or positions. Additionally, fathers are granted two days of leave when their wives give birth as a means of supporting families in preparing for the birth process effectively.

Throughout 2022, a total of 81 XL Axiata employees applied for maternity and paternity leave, consisting of 31 female employees and 50 male employees. Of these, 86.42% confirmed that they returned to work for the Company after their leave period had ended, as outlined in the table below.

Description	2022		2021	
	Male	Female	Male	Female
Number of employees eligible for maternity leave	-	290	-	309
Number of employees taking maternity leave	50	31	46	38
Number of employees returning to work	42	28	45	36
Total number of employees returning to work after maternity leave ends, who are still employed 12 months after returning to work	42	27	45	36
The rate of employees taking maternity leave who return to work and can be maintained	42	27	41	33

Child Labour and Forced Labour

[F.19, 408-1, 409-1]

Child Labour and Forced Labour

In carrying out the Company's operations, XL Axiata has a clear policy regarding the minimum age of employees and employee working hours. The policy was taken as a concrete form of the Company's support for the elimination of child labour and forced labour. To this end, in accordance with the Company Regulations, XL Axiata has regulated the requirements for recruitment,

including the final education which indicates that each candidate belongs to the adult category, while the agreed working hours are 8 (eight) hours 1 (one) day and 40 (forty) hours 1 (one) week for 5 (five) working days in 1 (one) week, in accordance with article 77 of Law No. 13 of 2003 concerning Manpower. As for employees who for some reason work beyond working hours, they will get overtime pay in accordance with the applicable provisions at XL Axiata. The clear policy on employee age and working hours as mentioned above, in addition to being an implementation of labour laws and internal

EMPLOYMENT ASPECTS

Company regulations, is also in line with Law of the Republic of Indonesia No. 20 of 1999 on the Ratification of ILO Convention No. 138 Concerning Minimum Age for Admission to Employment, and Law of the Republic of Indonesia No. 1 of 2000 on the Ratification of the ILO Convention No. 182 Concerning The Prohibition and Immediate Action for The Elimination of The Worst Forms of Child Labour. Meanwhile, the implementation of working hours with clear time limits, to avoid the occurrence of forced labour is in line with Law of the Republic of Indonesia No. 19 of 1999 on the Ratification of ILO Convention No. 105 Concerning the Abolition of Forced Labour. The Company's compliance with regulations on the prohibition of child labour and forced labour resulted in no incidents or findings of cases of child labour and forced labour in the Company during the reporting year.

Employee Competency Development

The role of Human Resources is integral to the Company's business continuity. Employees, as the Company's most vital asset, play a significant role in maintaining job stability and enhancing performance. This is particularly crucial in the current era where businesses must swiftly adapt to evolving conditions. Hence, the Company requires employees who can promptly adapt to all changes by prioritizing comprehensive employee development.

For 2022 our development and training focus on 10 key Capabilities that support the XL Strategy. The key capabilities are as follows:

1. Convergence mindset and understanding
2. Partnership, Collaboration, Creativity
3. Agility
4. Change Leadership (Transformation leader)
5. Customer Experience (CX)
6. Advance Analytic, AI/ML
7. Digital Savvy
8. Cloud Technology
9. 5G
10. Enterprise Business

Competency Development Costs

Every year the Company provides a budget which amount is determined based on needs while taking into account the Company's financial capabilities. In 2022, the Company incurred training and development program costs of Rp7,690,000,000. The cost of realizing this development increased by 120% from 2021 which amounted to Rp3,503,116,647. The increase in the realization of training costs is due to:

1. Change of training method from previously online to offline (refreshment)
2. Expanding training, related to digitization and convergence
3. Supporting training activities in the region
Examples: internalization of CX in Palembang and Surabaya branch offices, training convergence in Kalimantan).

Description	Unit	2022	2021
Training Fee	Rp	7,690,000,000	3,503,116,647



EMPLOYMENT ASPECTS

**Training Program [F.22, 404-2]**

In 2022, the number of employees who took part in the training was 149 employees with an average training hour of 63.34 per employee. The training program are consisted of the following:

The key training program provided to employees within FY2022:**1****Key Capabilities 5G development**

- › #Program conducted: 77 programs
- › Participants: 3,854 trainees
- › Learning hours: 24,369 hours
- › Top 3 participants by directorate: Technology (39%), Enterprise & SME (22%) and Digital Transformation & Enterprise design (10%)
- › Main 5G training program:
 1. 5G Champion program (a development program to provide end-to-end advanced technical skills to 15 dedicated potential 5G Champions as a special task force to support Technology, IT & Digital cross-function/unit interaction)
 2. Huawei Talent Development Program: a strategic partnership program between XL Axiata and Huawei to provide comprehensive development program to management and employees related to leadership, digital transformations, 5G and fixed mobile convergence

2**Advance Analytics & AI/ML Program**

- › #Program conducted: 21 Programs
- › Participants: 3,272 Trainees
- › Learning hours: 4,465 hours
- › Top 3 participants by directorate: Commercial Consumers (37%), Digital Transformation & Enterprise design (35%), Finance (14%)
- › Main Program:
 1. AI Bootcamp with Emeritus: a development program to provide baseline understanding of AI with 6 modules that relevant with XL Axiata needs to develop AI ecosystem to elevate company automation. This program is provided to 26 participants comes from Technology, IT, Marketing, and HC cross-function/unit interaction.
 2. AI Train the Trainers Bootcamp with Intel: a development program to elevate potential internal trainer AI key capabilities across company to strengthen digital transformation initiatives and prepare future workforce talent to embrace them for new digital ecosystem.
 3. This program is provided to 25 participants comes from Technology, IT, Marketing, Finance, Enterprise and HC cross-function/unit interaction.

EMPLOYMENT ASPECTS

3

Digital Savvy Development

- › #Program conducted: 22 Programs
- › Participants: 1,291 Trainees
- › Learning hours: 10,299 hours
- › Top 3 participants by directorate: Strategic Transformation & IT (33%), Commercial Go To Market (15%), Technology (14%)
- › Main Program:
 1. IT Developers Bootcamp: a development program to provide better customer experience, strengthen digital transformation journey and to enhance IT Developers team capabilities in area back end, front end web and mobile, also automatic testing.
 2. This program is provided to 20 participants in IT Directorates across divisions with comprehensive journey like assessment, bootcamp training, project assignment & mentoring, showcasing, and final assessment.

4

Enterprise Development

- › #Program conducted: 9 Programs
- › Participants: 529 Trainees
- › Learning hours: 384 hours
- › Main development program also including the certification needed by Enterprise to supporting Big Tender

5

Cloud Capability Development

6

Coaching & Mentoring Program:

- Program to facilitate internal XL expertise to become mentor and for employee to become mentee or coachee
- › 18 Sessions
 - › 14 mentors
 - › 117 mentees
 - › Average 1.3 learning hours



EMPLOYMENT ASPECTS

The following is a table of employee training programs in 2022. [404-1]

Description	Number of Employees Receiving Training (a)			Training Hours (b)	Average Training Hours Each Employee
	M	F	Total		(c = b/a)
2022					
Overall	1,050	441	1,491	94,441.76174	63.34
2021					
Overall	1,091	474	1,565	76,518.4422	

Employee Performance Assessment [404-3]

The performance assessment process of XL Axiata employees is carried out objectively, transparently, and minimizes bias to prevent the emergence of unfair treatment that causes discomfort and loss of trust in the workplace as well as ineffective individual development that harms both parties.

The employee performance assessment process is based on the Company's Key Performance Indicators (KPIs), which are then aligned with CEO KPIs and KPIs per Directorate, and followed by the establishment of individual employee KPIs. This approach guarantees that the Company's KPIs are aligned with individual employees' goals. Employee

individual KPI assessments are conducted twice a year or every semester, taking into consideration the mid-year performance review aspects. This ensures that management can intervene if performance issues arise at the end of the year or if results deviate from expectations.

In 2022, the number of employees who received year-end performance assessments was 1,403 employees, consisting of 987 male employees and 416 female employees. Here is the performance assessment of XL Axiata employees in 3 (three) consecutive years.

Employee Level	Number of Employees Assessed			Assessment Results and Relevance of Career Development		
	M	F	Total	Promotion	Mutation/ Rotation	Demosi
2022						
Chief	4	-	4	1	-	-
Group Head	32	15	47	11	4	-
Head	117	44	161	23	5	-
Staff/Individual Contributor	834	357	1,191	129	56	2

EMPLOYMENT ASPECTS



Employee Engagement Survey

XL Axiata conducts regular employee engagement surveys to evaluate the effectiveness of its human resource management practices. The 2022 employee engagement survey uses different platforms and methods than the previous year. The results of a 2022 survey conducted by 1,526 employees showed 87% of employees had expressed their pride in the Company.

Assessment*	2022	2021	2020
Engaged	87%	95%	95%
Not Engaged	13%	5%	5%



LOCAL COMMUNITY ASPECTS



The Company manages sustainable community development programs through its CSR programs. This commitment is a reflection of the Company's awareness as a business entity that has attention to sustainable development. The Company believes that business performance must be in line with a positive contribution to the development of the country. [3-3]

LOCAL COMMUNITY ASPECTS

XL Axiata's CSR strategies and programs strive to provide practical solutions for the community to meet their needs. As such, XL Axiata conducts an assessment of the impact of operational activities on local communities. The following are the results of the assessment conducted by XL Axiata.

Impact of Operational Activities on Local Communities [F.23, 413-1, 413-2]

Operational Area	Impact	Mitigation	CSR Program
Spread throughout Indonesia	The Quota Donation Movement (GDK) is a program initiated by XL Axiata to mobilize the participation of customers and the public in general to voluntarily donate their quota, which is then distributed to improve the quality of education in schools in various corners of Indonesia.	In the midst of the Covid-19 pandemic, XL Axiata fully supports the policy of the Government of the Republic of Indonesia through the Ministry of Education and Culture of the Republic of Indonesia regarding the implementation of internet data quota assistance policies for students and educators at the PAUD, primary and secondary levels, students and lecturers, in supporting the implementation of distance learning during the COVID-19 pandemic.	Quota Donation Movement
Pilot Project in East Java	The pilot project target was chosen in East Java, as the largest number of Islamic boarding schools in Indonesia is in the East Java region.	Digital Pesantren is a form of XL Axiata's commitment to participate in the success of government programs in equitable distribution and increasing digital literacy towards the era of Society 5.0, especially in informal educational institutions, namely Pesantren. Training is intended for Santri & Santriwati who are tailored to the skills needed.	Pesantren Digital
Wakatobi, Natuna, Suak Gual (Belitung), Bali	The target area is in accordance with the target area of the Laut Nusantara application development roadmap, in collaboration with the Ministry of Maritime Affairs and Fisheries of the Republic of Indonesia.	Since its launch in 2018, the Laut Nusantara Application has been downloaded more than 62,000 times with 57,213 active users, and socialized in more than 500 fishing villages throughout Indonesia.	Laut Nusantara
Bandung	Online learning poses challenges for children, according to CNN, it leads to extended screen time and limited interaction, causing boredom. Moreover, this situation negatively impacts children's mental health and hinders the development of their social skills, particularly in urban areas. A study involving 153 children and 123 parents revealed that engaging in self-guided out-of-school activities without expert guidance exacerbates the situation.	Providing a place for children aged 6-10 years to experience entertaining experiences and develop their skills through activities outside school activities, which can be carried out from home.	Duleran



LOCAL COMMUNITY ASPECTS

Operational Area	Impact	Mitigation	CSR Program
Malang	Children at Mawadah Warahmah home care in Malang city with a total of 15 children who are attending school at the elementary school level. Reading and science education is crucial, especially during primary school age, and the home-care administrator has been unable to fulfill this need. The volunteers at the orphanage also acknowledge this issue. As a solution, XLFL awardees personally collected 86 books and created reading schedules for the children at the home-care.	Campaigns about literacy to the public, and offline mini workshops at Home-care. Book collection and reading schedule to ensure continuity	Maca Iteration
Medan	Self-criticism, particularly in relation to mental health, is a prevalent issue among the younger generation. Students aged 17-23 years old attending universities on the island of Sumatra also struggle with self-criticism and accepting themselves to varying degrees of severity. To address this issue, 347 young individuals underwent a 2-week learning program to understand the concept of self-criticism and develop positive habits.	Webinar with experts in the field of mental health, as well as journal writing activities for 14 days with reviews and feedback from facilitators	14-days of self acceptance project
Jakarta	Waste in Jakarta reaches 7,702 tons every day, with 34% of it being plastic waste. For this reason, building awareness for the young generation is very important. 100 participants from among students and students became beneficiaries, as well as agents of change through the 20-days challenge of new sustainable lifestyle in their respective institutions.	Build sustainable habits and lifestyles through webinars, social campaigns and collaborations with environmental organizations.	Journey to the Waste: Bringing Millennials Closer to Environment
Makassar	The South Sulawesi community of 1000 teachers aims to foster a culture of education for elementary school children across the region. Effective communication within and outside the community is crucial to achieve this objective. 32 individuals contributed to enhancing the overall development and quality of the organization.	Improving the quality of the South Sulawesi City teacher community in the field of Marketing and Human Resources through FGDs, training, manuals	Phinisi Project

LOCAL COMMUNITY ASPECTS

Operational Area	Impact	Mitigation	CSR Program
Yogyakarta	The Covid-19 pandemic has affected many sectors in Indonesia, as well as the economic sector. The MSME sector is one of the hardest affected, including in Yogyakarta. The 20 affected MSMEs managed to improve their performance through the development of their digital capacity.	Increasing the capacity of MSMEs in the field of digital marketing, especially the use of social media to expand audience reach through training.	Gudeg Project
Jakarta	Success in achieving a business roadmap and expanding the types of business products, from 1 business to having >2 businesses.	Mentoring in telegram group	Sisternet Smart Capital Competition
Salatiga	Increase in sales by 100%, and reach the target of increasing Instagram followers at 30%.	Mentoring in telegram group	Sispreneur
Bali	Achieve 30% of production target and 7% increase in turnover in 2023.	Mentoring in telegram group	Sispreneur
Lampung	Improving the quality of packaging designs tailored to target buyers and expanding distribution channels from offline to digital.	Mentoring in telegram group	Sispreneur
Tanjung Pakis	The digital literacy rate of 160 participants consisting of ultra-micro entrepreneurs increased by 100%; Using social media for fish balls and beach clothes.	Mentoring in whatsapp group	Nusantara Digital Village

The findings from the impact assessment serve as a basis for the Company to devise its CSR programs. For 2022, XL Axiata has developed six primary CSR initiatives, which are:

1. Sisternet
2. XL Axiata Future Leaders
3. Quota Donation Movement
4. Pesantren Digital
5. Laut Nusantara
6. XL Axiata Baik












LOCAL COMMUNITY ASPECTS

Budget Realization

Selama tahun 2022, Realisasi biaya sampai dengan akhir tahun 2022 mencapai Rp10,42 triliun. Berikut tabel realisasi anggaran program CSR tahun 2022. [F.25]

Types of Activities	Event Description	Sustainable Development Goals	Achieved	Realization 2022	Realization 2021
SISTERNET	Digitalization program to increase the capacity of Indonesian women MSMEs with a focus on increasing women's capacity	SDGs No. 4, 5, 10, 11, 17     	Good practices for women's empowerment programs at the G20 Indonesian Presidency 2022 in the W20 & G20 EMPOWER groups	4,794,701,172	4,970,556,000
XLFL	Student soft skills and leadership development programs to produce excellent human resources	SDGs No.1, 4, 10   	Program beneficiaries of more than 50,000 people in 2022	3,088,605,849	2,690,000,000
DESA DIGITAL NUSANTARA	This program aims to promote the empowerment of villages and its communities through the adoption of digital technology to all elements of life in the village	SDGs No. 1, 4, 5, 9    	Education to improve communities' digital literacy, construction of public facilities, installation of digital facilities and infrastructure, to donations.	1,407,902,500	NA
PESANTREN DIGITAL	Training programs around digitalization are aimed at Santri & Santriwati	SDGs No. 4, 11  	122 Pesantren	30,834,876	NA

LOCAL COMMUNITY ASPECTS

Types of Activities	Event Description	Sustainable Development Goals	Achieved	Realization 2022	Realization 2021
GERAKAN DONASI KUOTA	The quota donation program is distributed to improve the quality of education in schools in various corners of Indonesia.	SDGs No. 1, 4, 10   	3,104 Routers, 497 School, 145,150 Students	75,000,000	100,000,000
LAUT NUSANTARA	Application that synergizes with the Marine Research and Observation Institute (Ministry of Marine Affairs and Fisheries) and XL Axiata. The presence of this application is intended as a driver of fishermen's cultural transformation.	SDGs No. 4, 11  	More than 57,000 active users	880,220,623	200,000,000
XL AXIATA BAIK	Emergency response assistance programs	SDGS No 1, 2, 3, 10    	XL Axiata employees and partners help employees' families and surrounding communities, give donations, blood donations, employees being teachers, house renovations, building roads, building mosques, procuring water depots, building bridges to donating internet access and laptops for Islamic boarding schools and schools.	119,127,020	NA

XL Axiata's CSR performance for three consecutive years is as follows:

Description	Unit	2022	2021
Total CSR Funds Disbursed	Rp-Miliar	10,4	18,98



LOCAL COMMUNITY ASPECTS



CSR Programs 2022

CSR programs carried out by the Company in 2022 for the development of local communities, were as follows:

1. XL FUTURE LEADERS (XLFL)

XL Axiata strives to producing exceptional human resources (HR) capable of advancing Indonesia forward. The Company prioritizes the development of students' soft skills and leadership abilities, and collaborates with various educational institutions to enhance these efforts.

The XLFL program is designed to equip Indonesia's youth with the necessary skills to mitigate future challenges, including effective communication, adaptability, and creative

problem-solving. Entering a decade, the XLFL program has produced 1,100 alumni, many of whom have entered the professional world and pursued various career paths.

From October to December 2022, a total of 1,810 students benefited from XLFL Batch 10 Regular e-Workshop programs, as well as other workshop activities catered to non-XLFL scholarship recipients. These initiatives included elearn.id Workshops, Soft Skills & Leadership classes conducted by XLFL and UGM, and other related activities. Overall, XL Axiata Future Leaders successfully developed a total of 1,500 young leaders in 2022.

LOCAL COMMUNITY ASPECTS

During the Covid-19 pandemic, the Regular Workshop was held online using Zoom for XLFL Batch 10 participants. There are a total of 8 classes for this Batch. This workshop class represents various cities including Jakarta, Medan, Makassar, Surabaya, Yogyakarta and Bandung. Topics include leadership, communication, entrepreneurship, and others.

› **XLFL Provides Training to Andalas University Graduates**

The XL Axiata Future Leaders (XLFL) program offers training to Andalas Padang University (UNAND) graduates, primarily focused on preparing them with the essential skills needed to enter the workforce after graduation. Approximately 1,200 students from diverse faculties and departments attended the event held at the Andalas University Convention Hall in Padang on Wednesday (2/11).

The program offered includes workshops on crafting resumes and tips for facing interviews, particularly beneficial for graduating students in search of employment opportunities. Such provisions equip students with the necessary skills to apply for various job positions.

› **XLFL Holds Munas 2022**

This year's XLFL held an offline National Deliberation event for XLFL Batch 9 participants. The event, which was held in Jakarta on November 25-27, was filled with a series of events in the form of an exhibition of AIoT solutions by XLFL participants, war games, and 152 graduates of the 9th batch. The event was attended by XL Axiata management and representatives from the Ministry of Education and Culture.

› **XLFL Holds Alumni Meeting**

Apart from regularly conducting workshops for XLFL participants, the XLFL program organized an Alumni Meeting on Saturday, December 17, attended by 140 alumni residing in Jabodetabek. During this event, alumni pledged their commitment to support the XLFL program in the future through various activities that will be planned following the meeting.

2. SISTERNET

Since its launch on 23 April 2015, Sisternet has now helped more than 200,000 women. To continue to increase the value of benefits for Indonesian women, including women SMEs, Sisternet collaborates with various women's communities and organizations, as well as with many social activists in various regions. In addition, Sisternet is also actively collaborating with a number of government agencies. In addition to the Ministry of PPPA, Sisternet also collaborates with the Ministry of Communication and Information, the Ministry of Transportation, the Ministry of Villages, Development of Disadvantaged Regions and Transmigration, and the Ministry of Health.

Sisternet is a digitalization program aimed at enhancing the capacity of Indonesian women MSMEs by empowering women owners to develop their businesses, leverage digitalization, and become agents of change in their communities. Moreover, Sisternet, representing XL Axiata, actively participates in G20 and W20 Indonesia events.



LOCAL COMMUNITY ASPECTS

By the end of the 3rd quarter, the total beneficiaries of Sisternet had reached 57,000 female SMEs. In activities during October – December 2022, more than 19,000 app downloaders benefited from this program, including:

a. Smart Business Improvement Webinar 104

By selecting the right marketing strategy, the turnover can soar significantly. A smart webinar titled "Digital Utilization and the Right Marketing Strategy" can help to promote your products effectively, increase brand awareness, and improve turnover for womenpreneurs.

b. Beauty Class: Healthy Skin & Perfect Make Up Ready to Go to the Office Every Day"

In the series of XL's 26th Anniversary, Sisternet in collaboration with Ivan Gunawan Group held a Sisternet Beauty Class "Healthy Skin & Flawless Make Up Ready to Office Every Day Look" on Thursday, 13 October 2022. This event was held offline on the 36th floor of XL Axiata Tower, and was attended by approximately 100 participants.

c. W20 SISPRENEUR: W20 SISPRENEUR Friendly Session Level Up with Big Sisters"

To summarize the W20 SISPRENEUR series, a total of 1,081 participants from diverse fields and provinces in Indonesia took part in the W20 SISPRENEUR incubation class, which aimed to enhance women's access to knowledge on gender perspectives, business planning, marketing and branding, financial literacy, and digital marketing to reach a broader market. Following the incubation class, ten winners participated in mentoring sessions with local and global advisors, concluding with a closing mentoring ceremony marking the end of the W20 SISPRENEUR incubation program.

d. Smart Webinar: Business Level-Up 105: Strategies to Increase Your Product

Engagement and Awareness on Social Media To optimize the Building Online Business Performance smart webinar event, a sound digital marketing strategy is essential. Merely posting on social media is not sufficient. Besides devising creative content strategies, it is also crucial to consider the timing of posts.

e. W20 SIPRENEUR: G20 Side Event: Future SME Village, Bali Collection, Nusa Dua, Bali

Following the W20 Summit held in July, W20 delegates convened in Bali for a post-summit event. Among the agendas were ensuring the effective delivery of the W20 Communiqué to G20 Leaders and the transition from India's W20 Presidency to India's W20. As part of the G20 series, four winners of the W20 SIPRENEUR were selected to showcase their business booths at Bali Collection, ITDC, Nusa Dua Bali, for nine days. Additionally, XL Business Solutions hosted a talk show featuring two W20 SIPRENEUR winners, namely Caramia and Nirvana.

f. Opening of Smart Webinar Festival: Inclusion and Digitalization of Women MSMEs Drives Indonesia's Future Economic Recovery

Sisternet Smart Webinar Festival 2022 carries the theme "Sisternet Smart Webinar Festival 2022: Inclusion and Digitalization of Women MSMEs to Drive Indonesia's Future Economic Recovery" which will be held at the end of this year. On the first day of #FWP2022 event, the opening of the Smart Webinar Festival 2022 was held which was attended by invited guests and the MSME community with disabilities.

LOCAL COMMUNITY ASPECTS

g. Sisternet Smart Webinar Festival 2022
DAY 1: Class 1 Workshop: "Strategies for Targeting Audiences through Social Media Branding"

Smart webinar class, aimed at identifying opportunities to capture leads and increase conversion rates, will become increasingly accessible. Additionally, social media can serve as a valuable tool to analyse brand sentiment, drive traffic, target audiences, and track consumer behaviour trends.

h. Sisternet Smart Webinar Festival 2022
DAY 2: The Right Financial Management Techniques to Multiply Profits

Smart webinar class focused on effective business financial management can significantly impact business cash flow. This way, you no longer need to worry about covering business costs, paying employee salaries, servicing debt instalments, and other related operational expenses.

i. Sisternet Smart Webinar Festival 2022
DAY 2: Inclusive Business Trends and Opportunities in 2023

Smart webinar class that educate individuals on transitioning from conventional to digital methods, particularly in light of the Covid-19 pandemic, are becoming increasingly prevalent. Buying and selling products and services can now be accomplished through smartphones, saving time and cost, while ensuring faster transactions.

j. Sisternet Smart Webinar Festival 2022
DAY 2: Overcoming Burnout in Managing a Business

Smart webinar class aimed at helping employees cope with work burnout, particularly those experiencing pressure to start a business, are becoming increasingly important.

k. Sisternet Smart Webinar Festival 2022
DAY 2: Digital Marketing Trend 2023

Smart webinar class that aim to educate individuals on the latest online marketing trends highlight the constantly evolving nature of this field. As a business owner, it is crucial to stay up-to-date on current marketing strategies.

l. Sisternet Smart Webinar Festival 2022
DAY 2: Optimizing Technology and Minimizing Risk in Doing Business Digitally

Smart webinar class focused on initiating a business emphasize that anyone, including students, housewives, people with disabilities, farmers, and others, can start their own businesses using technology. This highlights the close relationship between technology and business. Although technology carries inherent risks, these can be minimized, allowing individuals to confidently and flexibly run their businesses without any doubts.

m. Sisternet Smart Webinar Festival 2022
DAY 2: Revenue Soars by Mastering Product Photo Techniques that Attract Buyers

Smart webinar class aimed at optimizing product photos emphasize the importance of using them as a medium of information, setting your store apart from competitors. Product photos should help shoppers understand colour, size, and other details, and also highlight the unique characteristics of your store, such as excellence and ongoing promotions. Moreover, it is crucial to ensure that product photos align with each other, are consistent, and are conceptual to establish a distinct store identity.



LOCAL COMMUNITY ASPECTS

n. Sisternet Smart Webinar Festival 2022
DAY 2: Tips for Success of Local Brands in Making Innovative Products

Smart webinar class focused on the use of new innovations highlight how they can be the right step in facing competition and effectively winning over the market. Without innovation, consumers are likely to grow bored and abandon products, ultimately leading to business failure amid intense competition.

o. Sisternet Smart Webinar Festival 2022
DAY 2: Strategies to Increase Profits and Selling Value with Business Certification

Smart webinar class focused on product or service development and marketing planning are essential for businesses looking to stay competitive. Therefore, improving the quality and standards of local products is crucial for industry players in the country. One approach to achieving this is obtaining product certification for goods or services intended for marketing.

p. Sisternet Smart Webinar Festival 2022
DAY 2: Business on a Global Scale: Business Opportunities and Challenges in the Global Market

Smart webinar class aimed at managing competition between local and international companies are increasingly important. The development of Micro, Small and Medium Enterprises (MSMEs) in Indonesia is on the rise and these businesses play a crucial role in advancing the country's economy. Not only do they provide new job opportunities, but MSMEs also contribute to economic growth, especially after the 1997 monetary crisis when large companies struggled to develop their businesses.

q. Sisternet Smart Webinar Festival 2022
DAY 2: Starting Business Strategy with the Right Business Roadmap

Smart webinar class focused on running a business, whether service-oriented or product-based, highlight the importance of a roadmap to ensure you and your team remain on track. Even if there are changes in ideas for improvement along the way, this map can serve as a guide, helping you avoid making hasty decisions.

r. Sisternet Smart Webinar Festival 2022
DAY 2: Viral Products with the Right Marketing Content

Smart webinar class focused on making products and services more viral emphasize the importance of understanding various ways and steps. One crucial element is developing the right marketing and content strategy.

s. Sisternet Smart Webinar Festival 2022
DAY 2: Attractive Product Packaging Techniques Create Added Product Value

Smart webinar class focused on product packaging design highlight the crucial role it plays in attracting buyers and increasing product sales.

t. Sisternet Smart Webinar Festival 2022
DAY 2: Getting to Know More About Consumer Characters & How to Understand Them

Webinar class aimed at getting to know consumers more closely emphasize the importance of understanding their diverse characteristics in the digital era. Consumer segments are becoming more specific and as a business owner, it's essential to approach potential customers differently. Understanding their demographics and psychographics can help you devise better sales strategies.

LOCAL COMMUNITY ASPECTS

3. QUOTA DONATION MOVEMENT (GDK)

Quota Donation Movement (GDK) is a program initiated by XL Axiata to encourage the participation of customers and the public in general to voluntarily donate their quota, which is then distributed to improve the quality of education in schools in various corners of Indonesia.

In the midst of the Covid-19 pandemic, XL Axiata fully supports the policies of the Government of Indonesia through the Ministry of Education and Culture of the Republic of Indonesia regarding the implementation of internet data quota assistance policies for students and educators at the PAUD, elementary and secondary levels, students and lecturers, in supporting the implementation of distance learning during the COVID-19 pandemic.

In October to December 2022, the GDK program focused on router donations and free quotas, in 6 Islamic boarding schools in the East Java region, with a total beneficiary of more than 2,400 students, with a total quota donated for the following year of 1,440 GB.

4. PESANTREN DIGITAL

Pesantren Digital is one of XL Axiata's commitments to support the government's program in the equal distribution and improvement of digital literacy towards the Society 5.0 era, especially in informal educational institutions such as pesantren (boarding schools). The training is intended for male and female students (Santri & Santriwati) according to the required skills, which in this case is training on Youtube Principal, Content Planning, Content Execution, Content Editing, Content Review, Optimization of YouTube Channel and YouTube On Air, introduction to Website and Website

Building. This training program is in collaboration with Benihbaik.com, ngalup.co, and also TV9. A total of 147 students participated in this training that came from 122 boarding schools spread across East Java.

5. LAUT NUSANTARA

Laut Nusantara is an innovative technology for catching fish in the form of an Android-based application that works in collaboration with the Marine Research and Observation Center (Ministry of Marine Affairs and Fisheries) and XL Axiata. The aim of this application is to drive a cultural transformation among fishermen, from simply "searching for fish" to "catching fish," through the utilization of information technology. With this single application, fishermen can plan their fishing activities more efficiently, independently identify the nearest fishing locations, estimate fuel requirements, anticipate selling prices, and consider weather and sea conditions while working at sea.

Since its launch in 2018, the Laut Nusantara application has been downloaded more than 62,000 times with 57,213 active users, and has been socialized in more than 500 fishing villages throughout Indonesia.

During October - December 2022, Laut Nusantara focused on developing new features and cooperation opportunities. In addition, socialization was also carried out by Wakatobi, Natuna, Suak Gual (Belitung), Bali with more than 5,000 beneficiary fishermen.



LOCAL COMMUNITY ASPECTS

6. XL AXIATA BAIK

XL Axiata is committed to continuing to increase its contribution to the community through useful and sustainable programs, one of which is through social sharing actions that have been carried out for years through company programs.

Since February 2021, XL Axiata has initiated the XL Axiata Baik program, which is not only limited to the work environment, but also encourages employees to make contributions that benefit the wider community. This program is carried out through employee initiatives and contributions from the company itself, and aims to create a culture of environmental awareness among employees. The management hopes that this program will inspire and lead to positive effects both internally and externally.

The four pillars of activities carried by XL Axiata Baik are:

- 1) Donate cash or non-cash
- 2) Healing, entertaining activities
- 3) Sharing, sharing knowledge based on employee expertise or hobbies
- 4) Environment, activities to clean the surrounding environment including places of worship

XL Axiata Baik has undertaken various activities including the Rising Indonesia Vaccination Center (SVIB) which was attended by thousands of XL Axiata employees and partners to provide assistance to employees' families and the surrounding communities. Other activities carried out under the program include donations, blood donations, employee education, house renovations, road construction, mosque construction, water depot procurement, bridge construction, as well as providing internet access

and laptops to Islamic boarding schools and schools. In 2022, XL Axiata Baik has continued to carry out various activities including:

- a. Booster Vaccine for XL Axiata employees and their families

XL Axiata supports the mutual cooperation vaccine program launched by the government to provide optimal service, as well as ensure the safety and comfort of all our employees, families, partners and customers from the impact of the pandemic. After carrying out the Gotong Royong Vaccine, in February 2022 XL Axiata carried out booster vaccines for employees and their families.

- b. Ramadhan Safari for XL Axiata employees
XL Axiata's Safari Ramadhan program is a regular Ramadan initiative that promotes goodwill. In April 2022, XL Axiata employees distributed hundreds of takjil (fasting breakers) to motorists and pedestrians passing by the XL Axiata Tower. This initiative was well received by both the employees and the local community.

In the same month, XL Axiata held a Free Joint Homecoming, which was attended by Employees and Employees' Families. Free Joint Homecoming dispatches 3 buses with 3 different destinations, namely Yogyakarta Line, Surabaya Line and Padang Line.

- c. XL Axiata Baik in Lake Toba Area
In July 2022, XL Axiata Baik conducted educational programs through teaching and sharing activities for several schools by providing education on internet and digital facilities. The program was carried out in 5 schools, including SMA Negeri 1 Girsang Sipanganbolon, SMP Negeri 1 Girsang

LOCAL COMMUNITY ASPECTS

Sipanganbolon, SMP Negeri 2 Girsang Sipanganbolon in Simalungun Regency, SMP Negeri 1 Ajibata in Toba Regency, and SMP Negeri 2 Muara in North Tapanuli Regency, which are located in the Lake Toba Area, North Sumatra. Moreover, XL Axiata provided cash funds to an orphanage in Balige, Toba Regency.

- d. XL Axiata Baik in Ubud and Gianyar, Bali
XL Axiata employees conducted teaching and knowledge-sharing activities about the digital world at SMAN 1 Ubud, providing education on the use of internet and digital facilities.

XL Axiata also extended financial aid, provided wifi and offered free data packages for one year to the Dharma Jati II Orphanage in Denpasar. Moreover, the children residing in the orphanage were invited to enjoy the performances at Bali Safari & Marine Park in Gianyar, Bali.

- e. XL Axiata Baik in Bandung
XL Axiata employees are conducting teaching and knowledge sharing activities about the digital world at Sam'an Darushudur Blind Islamic Boarding School (XLAB Mandiri). Additionally, the employees are providing cash funds, wifi, and free one-year data packages.

- f. XL Axiata Baik in Semarang
XL Axiata employees conduct teaching and knowledge sharing activities on the digital world at the Bina Yatim and Dhuafa Nurul Iman Foundation in Semarang. Additionally, in collaboration with the Indonesian Railway community, XL Axiata employees provide health assistance and basic food packages to the elderly living in the surrounding area of the foundation.
- g. XL Axiata Baik helps earthquake victims in Cianjur
In partnership with BenihBaik.com, XL Axiata distributed emergency relief aid to victims of the Cianjur earthquake. The aid was delivered directly to three evacuation points in Cianjur Regency, namely Nagrak Village in Cianjur District, Sukawangi Village in Warungkondang District, and Padaluyu Village in Cugenang District, West Java, on Monday (28/11). The assistance provided was tailored to the immediate needs of the victims in each camp, such as bottled water, milk, ready-to-eat snacks, blankets, baby diapers, cooking spices, basic medicine, tents, and blankets.
- i. In addition, XL Axiata Baik through the Employee Hobby Club and community held other sharing activities which were followed by the surrounding community independently.

PRODUCT AND CUSTOMER RESPONSIBILITIES





XL Axiata believes that quality products and services not only provide more added value to customers, but also able to increase competitiveness, which enables the Company to outperform our competitors.



PRODUCT AND CUSTOMER RESPONSIBILITIES



Excellent products and services not only offer greater value to customers but also enhance competitiveness, which enabling XL Axiata to outperform other competitors.

XL Axiata's Commitment to Consumers

XL Axiata considers consumers to be its stakeholders, and recognizes their influence on the Company's business continuity in the future. This significant role of consumers drives XL Axiata to make utmost efforts in providing the best products and services.

XL Axiata is committed to delivering excellent service by treating all consumers equally, without any discrimination based on ethnicity, religion, race, gender, skin colour, political views, and so forth. Treating consumers with equality is a way for the Company to comply with the Consumer Protection Law. [\[F.17\]](#)

PRODUCT AND CUSTOMER RESPONSIBILITIES

Moreover, to offer high-quality products and services, XL Axiata consistently strives to develop products and services that align with the changing market trends and requirements by:

- › Benchmarking products, promos, prices, journeys and other benefits with other operators
- › Conducting regular customer satisfaction surveys and making improvements based on the results of these surveys
- › Conducting "market knowledge insight" to be able to get supporting information about market/consumer perceptions of products, brands, market competition and consumer purchasing power capabilities
- › Monitoring and analyzing performance to be able to make the necessary improvements or corrections. [3-3]

Product Innovation

[F.26]

XL Axiata holds the belief that excellent quality products and services not only offer added

value to customers but also serve as a means to elevate competitiveness and gain an advantage over other industry players.

As an effort to develop products and product quality, XL Axiata undertakes the following steps:

- › Evaluation with NPS
- › Brainstorming to get new product ideas and innovations
- › Benchmarking with local and foreign operators and similar businesses
- › Keep up with technological developments and build products tailored to new technologies and market needs
- › Conducting market research with the Market Intelligence team to be able to find out updates and trends in the telco world in the community
- › Discuss internally with the IT & Network team to utilize new features, as part of the product development mission
- › Regular reviews and evaluations of existing products, to define features that can be further developed

The following were innovations carried out by XL Axiata throughout 2022, both through product innovation and work innovation to further improve the quality and efficiency of work:

- › Set E2E billing experience improvements on digital applications
- › Enhancing guaranteed purchases of digital transactions
- › Developing additional services to generate revenue growth on digital applications
- › Implementing digital 'self-troubleshoot' feature on apps for easier handling
- › Building centralized omnichannel capabilities in customer service areas
- › Monetization programs based on customer feedback
- › Personalized pricing to digital touchpoints
- › Building a digital ecosystem and collaborating with other brands that also prioritize digitalization.

PRODUCT AND CUSTOMER RESPONSIBILITIES

Impact of Products/ Services [F.28]

XL Axiata conducts an assessment of the potential impact of its products and services prior to their public release. This impact assessment is performed by the IT team to ensure quality control.

In assessing the impact of products/services, XL Axiata also pays attention to the safety of products and services provided to consumers by making the following efforts:

- › Design and build products tailored to market needs
- › Testing "quality assurance" of products and features before being sold to the market
- › Build a customer journey supported by SOPs, policies and systems that support the security of customer data such as registration, activation, purchase, payment to deactivation.

XL Axiata is committed to mitigating any negative impact resulting from its operational activities through the establishment of a complaint center. The Company's sustainability performance report includes information about this complaint center in relation to product and customer responsibility aspects.

Additionally, XL Axiata has taken the following measures to rectify any negative impact:

1. Respond to follow up customer complaints, for first level handling. Implement an internal escalation system for handling
2. Regular evaluations
3. Open for feedback
4. Open for discussion and compensate if it causes inconvenience to the customer

Moreover, XL Axiata ensures adherence to regulations governing customer data privacy. The Company has adopted ISO 27001 for the Information Security Management System (ISMS) and has formulated a strategy to ensure customer satisfaction through the following approaches:

1. Provide products that are safe and meet applicable standards and regulations, including compliance with ICNIRP (International Commission on Non-Ionizing Radio Protection) rules
2. Establish intensive relationships through marketing communications and direct service media with customers.
3. Provide clear product information and guarantee consumer protection of customer data privacy.

4. Provide understanding to potential customers and customers about matters related to the product.
5. Realizing investment in the development of main and supporting infrastructure and implementing product development programs according to the development of information technology.
6. Provide customer service facilities and resolve all customer complaints.
7. Carry out regular customer satisfaction surveys as a means of quality improvement.

By the end of 2022, all XL Axiata products have been evaluated for safety and impact, allowing consumers to safely utilize them. Consequently, there are no incidences of noncompliance concerning the health and safety impacts of products and services. [F.27, 416-1, 416-2]

Recalled Products [F.29, 301-1]

This sustainability report does not include any information on product recalls as there have been none as of December 2022.

PRODUCT AND CUSTOMER RESPONSIBILITIES



Customer Service

XL Axiata has identified five key elements to deliver quality customer service, which include:

1. Providing a Call center through Integrated Customer Service
2. Building Customer Experience & Service Operation Center (CE & SOC)
3. Maintaining Customer Privacy
4. Conducting customer satisfaction surveys
5. Providing appreciation to customers

1. Integrated Customer Service

XL Axiata has a designated team, the Service Management Directorate, that focuses on customer service. This Directorate includes a Customer Service Center (call center) that operates 24/7, providing customers and potential customers with a means to contact the Company for information about its products and services or to file complaints. The Customer Service Center handles all incoming calls and ensures that

customers' concerns are addressed promptly with effective solutions.

XL Axiata Customer Service Center (call center) provides integrated customer service by providing various customer service channels, such as:

- › More than 600 customer service officers consisting of call centers, XL Center and XL Care that are ready to respond to customer needs 24 hours a day, 7 days a week on telephone line 817.
- › Customer messaging service through Twitter social media accounts on AXIS @ask_ and Facebook myXLCare.
- › Contact customer service through myXL App, live chat on xl.co.id, and email customerservice@cxl.co.id
- › Visit to 96 XL Centers spread throughout Indonesia.

PRODUCT AND CUSTOMER RESPONSIBILITIES

2. Customer Experience & Service Operation Center (CE & SOC)

XL Axiata has established a Customer Experience & Service Operation Center (CE & SOC) to enhance customers' positive experience. Through CE & SOC, XL Axiata ensures customers receive the best possible experience when resolving issues, as it closely monitors the quality of service provided in addressing customer concerns.

No	CE & SOC FUNCTION	ADVANTAGES OF CE & SOC
1.	Become an integrated service quality monitoring center. For this reason, the Company developed an integrated monitoring room for 4 NOCs (Network Operation Centers), namely: Telco Network, IT Infrastructure, IT apps, and Billing.	Built with network elements consisting of hundreds of thousands of alarms powered by machines, rather than manually, thus successfully increasing the speed and accuracy of services.
2.	Facilitate coordination in overcoming potential problems related to network performance and service quality.	Can anticipate future needs, especially regarding network development plans and the adoption of the latest technology.
3.	Monitoring the dynamics of services, including the use of service facilities by customers.	

To measure Customer Service (CS) performance, XL Axiata takes measurements using criteria set by the KOMINFO Standards as shown in the following table:

Service Performance	Parameter	KOMINFO Standards	2022	2021	2020
Customer Complaint Handling Standards	Percentage of customer complaint management	>95%	99.41	99.55	99.46
Standard Service Interruption Report	Number of service interruption reports per 1000 customers	<20	0.6	1.0	0.03

As per the table provided, XL Axiata responded to 99.41% of general customer complaints, a slight decrease from 99.55% in 2021. Nonetheless, this demonstrates the Company's ongoing dedication to addressing customer issues effectively. Furthermore, the number of service interruption reports per 1,000 customers decreased from 1.0 in 2021 to 0.6. [\[F.24\]](#)

PRODUCT AND CUSTOMER
RESPONSIBILITIES**3. Customer Privacy**

XL Axiata upholds customer data privacy and security by implementing the ISO 27001 standard for the Information Security Management System (ISMS). This certification attests to the Company's capability to plan, manage, evaluate, and enhance measures to safeguard customer data and information. XL Axiata's commitment to complying with customer privacy regulations has yielded positive outcomes, with no complaints reported regarding customer privacy violations.

4. Customer Satisfaction Survey [F.30]

To determine the level of customer satisfaction with its products and services and gather feedback for potential improvements, XL Axiata conducts periodic customer satisfaction surveys. These surveys entail gathering information on product quality, identifying factors that drive customer satisfaction, and measuring customer experience and perceptions of the XL Axiata brand through the monthly Net Promoter Survey (NPS).

The performance of TNPS in 2022 yielded significant results. The satisfaction rate per quarter increased 4.5 times among the total 12 million customers who became respondents (achievement of Q4 2021 VS Q4 2022) Of course, if the company chooses to focus on customers, it will have a positive impact on the company's sustainability.

5. Customer Appreciation

In establishing good relationships and communication with consumers/customers, XL Axiata organizes an appreciation program for customer loyalty. During 2022, the activities held by XL Axiata for customer appreciation are as follows:

- a. XL Axiata reinforces its commitment to prioritize customer satisfaction through several established programs. Firstly, by introducing Customer Experience (CX) Initiatives aimed at providing the best digital telecommunications service experience in Indonesia. Secondly, by fostering a culture that consistently prioritizes customer satisfaction. Thirdly, by presenting special offers as a token of appreciation on Customer Day. Fourthly, by offering direct service from the board of directors and representatives at various XL Center outlets.

XL Axiata is committed to delivering the best possible digital experience to customers by implementing various Customer Experience (CX) initiatives. These initiatives include collecting real-time feedback from customers through the Net Promoter Score, which measures customer loyalty, and soliciting feedback to develop innovative solutions that address customer needs.

XL Axiata leverages customer feedback to fuel its innovation efforts aimed at enhancing customer satisfaction and experience. The outcome of this innovation drive is evident in the myXL and AXISNet applications, which offer customers practical solutions such as a quick fix for network problems and an easy-to-use feature for finding internet packages that align with their preferences. XL PRIORITAS customers can also lock bills for services they do not require, while AXIS customers can protect their credit through the credit lock feature. These features are a concrete reflection of XL Axiata's execution of Customer Experience (CX).

PRODUCT AND CUSTOMER RESPONSIBILITIES

XL Axiata has introduced "Xcel from the Hearth" as a pledge and assurance to its customers, which also reflects the company's goal of becoming the leading convergence operator in Indonesia. "Xcel from the Hearth" is a tangible expression of XL Axiata's vision, and it requires every employee to be transparent, compassionate, grateful for all feedback, and attentive to their duties. This commitment implies that XL Axiata will persist in innovating to deliver the finest service.

During Customer Day, several Directors and management representatives from XL Axiata visited various XL Center outlets to greet customers and provide both in-person and virtual services to families. At XL Center Ciputra World Jakarta, the Director and Chief Commercial Officer of XL Axiata, David Arcelus Oses, was accompanied by Junius Khoestadi, the Group Head of Indirect Channel Management, Retno Wulan, the Group Head of Customer Contact Center, and Muhamad Novan Adilandy, the Group Head of Direct Channel Management. XL Axiata management representatives also visited other XL Center outlets besides Jakarta to serve customers directly.

- b. On National Customer Day, the Premium team grants a quota bonus reward that can be redeemed in the application.
- c. Gifts/Merchandise given to Priority customers who visit XL Center during National Customer Day.
- d. Package price discounts to customers on special days (example: XL Birthday, Ramadhan Program, and End of Year).
- e. XL Axiata is celebrating its 26th anniversary by offering a range of promotions across all of its products. As a company dedicated to providing exceptional service and innovation to its customers in Indonesia, XL Axiata is marking this milestone with a variety of attractive anniversary deals. These promotions will be available from October 7th to October 9th, 2022 and include options for XL, AXIS, XL Axiata Business Solutions, and XL SATU services. Customers can choose from the following selection of 26th birthday promotions to take advantage of during this period:

PRODUCT AND CUSTOMER RESPONSIBILITIES

XL PREPAID PROMO



For XL services, there are several attractive XL Axiata anniversary promos in the form of:

- › 26% anniversary discount for package purchases at myXL using promo code 'XL26' (limited to 2600 customers every day)
- › Anniversary Package
 - 2.6GB YouTube package, priced at Rp 2600 valid for 1 day
 - 26GB package, priced at Rp 26 thousand valid for 7 days

- Vidio Diamond Mobile for 30 days + Vidio 5GB quota, priced at Rp 26 thousand (limited promo quota, and only available on 8 October 2022)

To get it, customers can buy through the myXL application, select the "26th Anniversary Deals" menu, valid from 7-9 October 2022.

PRODUCT AND CUSTOMER RESPONSIBILITIES

AXIS PROMO

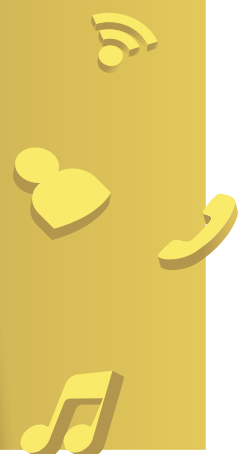
For AXIS, there are three attractive XL Axiata anniversary promo offers that are only valid on 8 October namely:

- › 26% discount of maximum Rp 10 thousand for bronet package purchase in 24 hours for 30 days
- › 26GB Anniversary Package, priced at Rp 26 thousand valid for 8 days, limited to 26 thousand customers who buy on 8 October 2022
- › Get Bonus Promo Voucher, by using the voucher code "HUTXLAXIATA26" on the AXISnet application will get a 1GB 1 day Tiktok bonus. The offer is limited to 26 thousand subscribers.



XL PRIORITAS PROMO

XL PRIORITAS provides a special XL anniversary promo offer in the form of a 26GB PRIO Booster for Rp 26 thousand valid for 7 days. This special booster offer is only valid on 8 October 2022 for all XL PRIORITAS customers who make purchases through the myXL application. In addition, specifically for new customers who activate XL PRIORITAS ranging from Diamond packages to Ultima, there is an Exclusive Gift Box containing a variety of special XL PRIORITAS merchandise. There are also shopping vouchers worth up to Rp 50 thousand for new customers who activate XL PRIORITAS in the Silver and Gold packages. This offer is valid for a limited time from 8-10 October 2022 at selected XL Centers.



PRODUCT AND CUSTOMER RESPONSIBILITIES

PROMO XL SATU

XL SATU provides two XL Axiata anniversary promo offers specifically for new and existing customers.

- › First, for new customers, a 26% discount promo for the first month's bill is specifically for those who subscribe to XL SATU Fiber on 8-9 October 2022.
- › Second, a special promo for existing customers, namely the speed booster promo, which is specifically for XL Satu loyal customers, can get their home internet speed up 1 level above the current package, just pay Rp 26 thousand for 30 days for purchases on 8-9 October 2022. Terms and conditions apply, please contact XL Satu Customer Representative at 820/08170123442.



PROMO XL AXIATA BUSINESS SOLUTIONS

XL Axiata Business Solutions, one of the parts of XL Axiata that focuses on providing integrated ICT solution services for corporations and SME also provides special XL Axiata anniversary promo offers specifically for customers.

- › From the Mobile Connectivity product, customers can get discounts for digital rewards of up to Rp 260 million. Then there is a special offer of bundling BIZ AVANA & Samsung A13 for 12 months.
- › For Fixed Connectivity & ICT customers, customers will get 1-month free Managed Service WIFI subscription for the first 26 corporate customers to register.
- › Meanwhile, in IoT products, there is an attractive offer of 1-month free subscription for Digital Fleetch.

The XL Axiata Business Solutions anniversary promo period is valid from 8-31 October 2022. To get this offer, customers can register on the xlaxiata.co.id/bisnis website.



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FEEDBACK FORM [G.2]

Thank you to you for reading the 2022 Sustainability Report of PT XL Axiata Tbk to improve the content of the Sustainability Report in the coming years, we hope that you will be willing to fill out this Feedback Sheet by circling one of the answers and filling in the available points.

1. The Sustainability Report is interesting and easy to understand:
 - a. Agree
 - b. Disagree
 - c. Don't Know
2. This report already describes the Company's performance in supporting the realization of sustainable development:
 - a. Agree
 - b. Disagree
 - c. Don't Know
3. This report increases your confidence in the sustainability of the Company
 - a. Agree
 - b. Disagree
 - c. Don't Know
4. The materials and data in this Sustainability Report are quite complete
 - a. Agree
 - b. Disagree
 - c. Don't Know
5. Are the designs, layouts, graphics and photographs in this Sustainability Report good?
 - a. Good
 - b. Not Good
 - c. Don't Know
6. What material topics are most important to you?
7. What material topics are least important to you?
8. What information is considered to be lacking from this Sustainability Report and needs to be added to future Sustainability Reports?



Identity of Sender:

Name :

Email :

Identify by stakeholder category:

- a. Shareholder
- b. Government/Regulator
- c. Community
- d. Customer
- e. Employee
- f. Business Partners
- g. Mass Media
- h. LSM
- i. Others, please state.....

Please return this form to:


Corporate Secretary


PT XL Axiata Tbk

XL Axiata Tower

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RESPONSE TO PREVIOUS YEAR'S REPORT FEEDBACK [G.3]

During 2022, PT XL Axiata Tbk did not receive a specific response regarding the 2021 Sustainability Report for further report improvements. However, the Company has made various refinements and improvements so that this report meets the provisions of POJK No. 51/POJK.03/2017, SEOJK No. 16/SEOJK.04/2021 and GRI Standard 2021 which are references for writing this report. We hope that this report can be a useful source of information for the stakeholders.

BUILDING A SUSTAINABLE FUTURE

2022 Sustainability
Report



PT. XL Axiata Tbk

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