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## Communication On Progress – Realizing Our Commitment

The 2010 Indosat Sustainability Report is the third such report produced by the Company. It signals our ever-growing commitment and responsibility to our stakeholders. This report comprises reviews of various programs and policies put forth in 2010 towards ensuring the sustainability of our business and of the community and environment around us. By implementing initiatives in the five key areas of Indosat's Corporate Social Responsibility (CSR) Program, namely Organizational Governance, Consumer Issues, Labor Practices, Environment and Community Involvement, we endeavor to fulfill our stakeholders' interests, and ensure that their interests continue to develop in tandem together with us.

The theme for the 2010 Sustainability Report . Realizing Our Commitment . reflects on how Indosat strives to address the different needs of our diverse stakeholders. These stakeholders include our customers, employees, vendors and suppliers, distributors, as well as communities and the environment. Because these stakeholders are an important part of our business operations and indeed, our existence as a business entity, looking after their interests should ensure our sustainability in the long term.

Indosat takes seriously its commitments as a sustainable responsible business. We are committed to uphold the highest standards in corporate governance practices, to abide by the 10 Principles of the UN Global Compact, and to contribute positively to communities and the environment. We realize these commitments by running a sound, profitable and growing business, even as we strive to share the benefits of such growth together with our stakeholders, including shareholders, customers, employees, business partners, communities and the environment.

Beginning in 2010, we make it our formal policy to request our suppliers and vendors to comply with certain provisions in our Code of Ethics as a pre-requisite of doing business with us. In doing so, we are taking concrete steps to help promote the practice of Good Corporate Governance in the operations of our business partners, which we believe will be for their ultimate benefit. Our cellular network modernization program initiated in 2010 has also given us the opportunity to contribute more to environmental preservation through the use of modern equipment and advanced technology that are more energy efficient and environmentally friendly. Meanwhile, we continue to strengthen and improve the quality of our various community engagement programs in areas of education, healthcare, environment and disaster relief. The Indosat Wireless Innovation Contest continues to provide a forum for innovations in wireless technology applications by the younger generation. Our Mobile Clinic community healthcare program, in particular, has been broadened to include also opportunities for mothers in economically disadvantaged communities, as the target of our Mobile Clinic services, to supplement their household income by selling our products. We continued to support the Government's environmental program of A Billion Tree initiative through the planting of 43,000 trees in river drainage basin areas. Teams from Indosat were also active in disaster relief activities in Wasior, Mentawai and Merapi, helping alleviate the sufferings of disaster victims through donations of healthcare supplies and telecommunication facilities as well as other forms of aid.

Our commitment to sustainability takes many forms. Delivering innovative and high quality products and services to ensure that Indosat will continue to be the provider of choice in the market for telecommunications solutions. Integrating best practice in corporate governance and environment objectives into our business operations that will also benefit our various business partners as well as the environment.



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education and healthcare support as a responsible contributing employee so that they, in turn, will give the best for the company.

These are ways with which Indosat continues to generate positive impact on all its stakeholders and ensuring its sustainability into the future.