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During Indosat's 42 years of operation, it has been a matter of pride that we have been able to sustainably serve the national public, our customers and stakeholders in general, not only through our products and brands but by supporting good business practices as well as through socially and environmentally conscious CSR activities.

It is our aspiration to grow and develop in parallel to the society around us. As such, sustainability is a core issue that guides our actions and policies every day with the hope of making a positive difference to the world around us.

It is with great appreciation to all our stakeholders and with gratitude to God Almighty that I present our second Sustainability Report, as an embodiment of Indosat's commitment to serve the community and to responsibly implement our goals of sustainability. This year's Sustainability Report theme 'Making a Difference' runs parallel to our 2009 Annual Report theme of 'Making Changes,' as together we seek to communicate to the public the entirety of Indosat's actions towards positively impacting the world.

Throughout 2009, Indosat held many initiatives to create change and make a difference by improving our products and services, bettering the quality of community life, and preserving our environment. All of these efforts, encompassing both business activities and social contributions, have added up to make a real difference for our consumers and stakeholders while also keeping the Company on a path of sustainable growth. By this we mean the ability to keep continue growing and developing in the long term, a target which is also reflected by our stated Corporate Social Responsibility goal which is to grow, in compliance with laws and regulations and to care for the community.

Our commitment to being a responsible and ethical Company dates back to our establishment in 1967, when Indosat was first established. Since that time, our ability and desire to serve consumers as well as our community in the spirit of excellence has been instrumental in driving our progress as a Company into a leading international telecommunications services provider in Indonesia, one that is able to offer a full range of services in cellular, fixed data (MIDI) and fixed voice). By delivering high quality service products and services, developing a good working environment for our employees, implementing good corporate governance practices including compliance with extant regulations and maintaining good relationships with all stakeholders, our Company has been strengthened, differentiating itself from other telecommunications services providers while also developing a greater capacity to give back to society.

Key initiatives in 2009

We made positive changes on all fronts in 2009, building on our previous work with the goal of making a difference to consumers, employees, shareholders, our environment and the community at large—in other words, to all stakeholders. In order to maximize the effectiveness of these changes, we focused on five areas that were established by our Corporate Social Responsibility (CSR) committee in 2008, namely Organizational Governance, Labor Practices, Consumer Issues, Environment, and Community Involvement & Development.

These five areas for action comprehensively address our desire to engage all our stakeholders including consumers, employees and communities as well as third parties such as Distributors and Suppliers/Vendors. In addition, Indosat's five CSR pillars also refer to the ten principles of the United Nations' Global Compact agreement, which are laid forth in detail in the next section. Of the many activities and initiatives that we undertook

, I would like to highlight the following. First, on the t, with the support of our majority shareholder Qatar ess strategy to focus on increasing our value to customers. We did this by reorganizing the company structure around customer types, with Strategic Business Units (SBUs) each focused on maximizing revenue from one customer segment only for example from Consumer Wireless or Corporate Solutions. This move was intended to create a more customer-focused organization, and improve consumers' experience by enhancing the quality and availability of our products and services.

Second, we made changes to strengthen our Good Corporate Government (GCG) policies and procedures as an integral part of our drive towards sustainability. Our GCG activities built on the work of previous years, furthering compliance with our values and relevant regulations and realizing our GCG values in a variety of ways which are described in more detail in the 2009 Annual Report as well as elsewhere in this report.

Thirdly, through our 2009 CSR campaign titled *Satukan Cinta Negeri* (Uniting our Love of our Nation), we focused on making a difference with regard to education, health, community development and the environment, threefour areas that Indosat has supported over time as we feel that efforts in these areas have a high impact and benefits for all involved. A few of our major initiatives are outlined below, while the full report of our activities is laid out in Chapter Six of this report.

In keeping with our commitment to creating a culture of innovation in the nation's young generation, in 2009 Indosat held the Indosat Wireless Innovation Contest (IWIC) for the fourth year in a row. The IWIC is a competition venue in the area of wireless technology specifically for the young generation. In 2009 the competition was broadened to include new categories and prizes this year, and attracted more interest than ever, with more than 1300 participants since 2006.

Our Indosat Science and Multimedia School (ISMS) program, which has a similar goal of promoting science and learning by providing science learning facilities for secondary schools all over Indonesia, continued to advance as well. As of 2009, 103 high schools throughout the nation benefited from this program.

Whereas for teachers, in a parallel effort to improve the ability and competence of science and mathematics teachers, Indosat also held the 'Improving the Competence of Science Teachers in Managing and Using their Laboratories, and Improving Math Ability' program for the sfourthecondthird year running in West Sumatera.

An evaluation survey conducted afterwards concluded that 99% of the students felt that the teaching quality and their own comprehension had improved. In the health sector, more mothers and children as well other members of the community benefited from our community health services in 2009 as we increased the number, geographic range and services offered by our Mobil Klinik Sehat Keliling Indosat (Indosat Mobile Health Clinics). As of 2009, Mobil Klinik operations were deployed in several new areas including Medan, Lampung, Banten, Tasikmalaya, Tegal, Jember, Pontianak and Jayapura. In total the Mobil Klinik treated 216,455 individuals in 2009, of which 68.2% were mothers and children, This program won the MetroTV Millennium Development Award for Reducing Child Mortality for its achievements in improving child and maternal health.

With regard to environmental preservation, in 2009 we successfully decreased emissions through our renewable energy system, namely by using solar energy, wind energy and biofuel; together this has successfully lowered carbon emissions to 2.4 tons. Our collaboration with 25 farming groups in Sumbawa Besar – West Nusa Tenggara to produce biofuel has also improved the quality of life for the local community In addition, we pushed



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and fruit trees that can benefit the community while
ting erosion.

Apart from these initiatives, Indosat also held programs to channel funds to disaster victims and worthy causes. An in-house Disaster Relief team also stands ready to assist by restoring services and assisting victims in the community. Among others, Indosat provided substantial assistance during the 2009 Padang earthquake through various activities such as the direct provision of food and clothing, free health services through our mobile Mobil Klinik Sehat KlinikKeliling in the disaster area, free telephone facilities, deployment of a Disaster Response team to evacuate victims, and other assistance such as the provision of communication facilities for the Disaster Response Team in Padang, and cash assistance to the Red Cross – West Sumatera. These initiatives directly reflected the participation of Indosat and its employees, Indosat subscribers, the Blackberry community, and of Qtel Group employees working in Indonesia at that time.

These initiatives are just a few of the many activities that Indosat undertook in 2009 to make a difference in the lives of people and the environment around us.

Future Outlook

It is our hope that the impact of our actions will continue to make a difference far into the future, and all stakeholders will be able to enjoy benefits of our efforts. We continue to be committed to our GCG and CSR programs, which have the full support of the Board and senior management.