Company Identity [GRI 2-1] [OJK C.2, C.3, C.4]

: PT Bank Mandiri (Persero) Tbk Company Name **Business Sector** Banking **Legal Form** : Limited Liability Company 33.52% Foreign Institutions Government 12.25% Local Institutions of the **52%** Republic of 2,22% Local Retail Indonesia **Share Ownership** 0.01% Foreign Retail Public* The Government of the Republic of Indonesia, as the holder of Series A Dwiwarna (Golden Share), is the Majority and Controlling Shareholder of PT Bank Mandiri (Persero) Tbk Plaza Mandiri **Head Office Location** Jl. Jenderal Gatot Subroto Kav. 36-38 Jakarta 12190 Indonesla 1. Domestic: All provinces in Indonesia **Operational Locations** : 2. International: Singapore, Malaysia, Hong Kong, Timor-Leste, People's Republic of China, United Kingdom, and Cayman Islands **Telephone** : (021) 5265045 **Facsimile** (021) 5274477, 527557 Website : www.bankmandiri.co.id **Call Center** 14000 - (021) 52997777



Vision and Mission [OJK C.1]



Driven by the goal of fostering prosperity for the nation, Bank Mandiri's long-term vision for 2020–2024 is "To Be Your Preferred Financial Partner", which can be described as follows:

- A commitment to building long-term relationships based on trust, serving both business and individual customers. Bank Mandiri delivers international-standard services and provides innovative financial solutions. We strive to be recognized for our exceptional performance, talented human resources, and strong teamwork.
- b. Playing an active role in supporting Indonesia's long-term growth and consistently delivering high returns for our shareholders.





To support its vision, Bank Mandiri has established its mission: "To seamlessly integrate our financial products and services into our customers' lives by delivering simple, fast, digital banking solutions", further elaborated as follows:

- a. Market-oriented approach
 - Prioritizing customer interests by providing the best service through a professional and friendly approach.
 - 2. Delivering one-stop solutions to customers through synergy with subsidiaries.
 - Offering competitive and secure products while focusing on the development of digital banking products and networks to meet customer needs.
- Developing professional resources
 - Recruiting, training, and developing our human resources based on their talents and abilities.
 - Ensuring fair growth opportunities for all our employees, while providing rewards and promotions based on performance and dedication.
- Maximizing Benefits for Stakeholders
 - 1. Generating optimal returns for shareholders while considering the interests of other stakeholders.
 - Ensuring sustainable growth and continuous profit improvement.
- Implementing transparent management
 - Upholding high work commitment and accountability.
 - 2. Practicing open management and fostering effective collaboration.
- Caring for the community and environment.
- Considering community and environmental interests in every decision-making process.



Corporate Culture [GRI 2-23] [OJK F.1]

Since 2020, all State-Owned Enterprises (SOEs) are required to implement core values known as **AKHLAK**. This mandate is based on Circular Letter of the Minister of SOEs Number: SE 7/MB/07/2020, issued on July 1, 2020, regarding the Core Values of Human Resources in SOEs.

Core Values (AKHLAK) and 18 Behavioral Guidelines of Bank Mandiri:



TRUSTWORTHY

Upholding the trust that has been given. Behavioral guidelines for the value of "Trustworthy":

- Fulfilling promises and commitments;
- Taking responsibility for tasks, decisions, and actions taken;
- · Adhering to moral and ethical values.

COMPETENT

Continuously learning and developing capabilities. Behavioral guidelines for the value of "Competent":

- Enhancing personal competencies to address ever-changing challenges;
- Helping others to learn;
- · Completing tasks with the highest quality.

HARMONIOUS

Caring for and respecting differences. Behavioral guidelines for the value of "Harmonious":

- Respecting everyone, regardless of their background;
- Being willing to help others;
- · Creating a conducive work environment.

LOYAL

Being dedicated and prioritizing the interests of the nation and state. Behavioral guidelines for the value of "Loyal":

- Upholding the good reputation of colleagues, leaders, SOEs, and the nation;
- Willing to make sacrifices to achieve greater goals;
- Being obedient to leadership as long as it aligns with laws and ethics.

ADAPTIVE

Continuously innovating and showing enthusiasm in driving or adapting to change. Behavioral guidelines for the value "Adaptive":

- · Quickly adapting to become better;
- Continuously improving by keeping up with technological advancements;
- Acting proactively.

COLLABORATIVE

Building synergistic collaboration. Behavioral guidelines for the value of "Collaborative":

- Providing opportunities for various parties to contribute;
- Being open to collaboration to create added value;
- Mobilizing the use of diverse resources for shared goals.



Bank Mandiri adopts AKHLAK as the fundamental foundation in human resource (HR) management. These values are implemented through various Human Capital strategies and initiatives to shape our employees into Strategic Business Leaders with AKHLAK who can compete globally. The application of these values also strengthens Bank Mandiri's position as a talent factory, supporting the role of SOEs as drivers of economic growth and accelerators of social welfare.

As a State-Owned Enterprise, Bank Mandiri integrates the core values of AKHLAK into its cultural programs, designed to transform the mindset and behavior of our employees. These core values are applied in our daily work activities to develop employee resilience. This aligns with Bank Mandiri's efforts to realize its Employee Value Proposition (EVP): Learn, Collaborate, Grow, and Contribute to Indonesia.

EMPLOYEE VALUE PROPOSITION (EVP)



Scale and Operational Network

Subsidiaries 10JK C.31

Indonesia

- PT Bank Syariah Indonesia Tbk (BSI)
- PT Bank Mandiri Taspen (Bank Mantap)
- PT Mandiri Tunas Finance (MTF)
- PT Mandiri Utama Finance (MUF)
- PT AXA Mandiri Financial Services (AXA Mandiri)
- PT Mandiri Sekuritas (Mansek)
- PT Mandiri Capital Indonesia (MCI)

Malaysia

Mandiri International Remittance Sdn. Bhd. (MIR)

United Kingdom

Bank Mandiri (Europe) Limited (BMEL)

Second-Tier and Third-Tier Subsidiaries [OJK C.3]

Indonesia

- PT Mandiri Manajemen Investasi (MMI)
- PT Mitra Transaksi Indonesia (MTI)

Singapore

- Mandiri Securities Pte. Ltd. (MSPL)
- Mandiri Investment Management Pte. Ltd. (MIMS)

Operational Areas [GRI 2-6] [OJK C.3]

Domestic Offices

REGION I SUMATERA 1

Address:

Jl. Pulau Pinang No. 1, Medan 20111 Phone:

(061) 43000200 Fax:

- (061) 4153273
- 15 Branch Offices 189 Sub-Branch Offices
- 1,091 ATMs

REGION II SUMATERA 2

Address:

Jl. Kapten A. Rivai No. 1008, Palembang 30137 Phone: (0711) 5229300

- 14 Branch Offices
- 203 Sub-Branch Offices
- 845 ATMs

REGION IX KALIMANTAN

Address:

Jl. Lambung Mangkurat No. 3, Banjarmasin 70111 Phone:

(0511) 3365767, 3365770

- 12 Branch Offices 120 Sub-Branch Offices

751 ATMs

REGION X SULAWESI AND MALUKU

Address:

Jl. R.A. Kartini No. 12-14, Makassar 90111 Phone: (0411) 3629096, 3629097, 3634811, 3633013

Fax:

(0411) 3629095, 3650367

- 19 Branch Offices
- 164 Sub-Branch Offices
- 683 ATMs

REGION XII PAPUA

Address:

Jl. Dr. Sutomo No.1, Jayapura 99111 Phone: (0967) 537081, 537183-4, 537189 Fax:

(0967) 537181

- 10 Branch Offices
- 35 Sub-Branch Offices
- 256 ATMs

REGION VI | JAVA 1 : Jl. Soekarno Hatta No. 486, Bandung 40266 Address : (022) 7506242, 7511878 Phone : (022) 7505810 Fax 9 Branch Offices 190 Sub-Branch Offices 1,192 ATMs

REGION III JAKARTA 1

Address:

Jl. Daan Mogot Jakarta Barat 11460 (021) 30723777-8

- 12 Branch Offices
- 211 Sub-Branch Offices
- 1,701 ATMs

REGION IV JAKARTA 2

Address:

Jl. Kebon Sirih No. 83, Jakarta Pusat 10340 (021) 39833036

- 11 Branch Offices
- 193 Sub-Branch Offices
- 1,546 ATMs

REGION V JAKARTA 3

Address:

Jl. Jend. Sudirman Kav. 54-55, Jakarta Selatan 12190 Phone: (021) 5267337

- Fax: (021) 5267371, 5267365
- 8 Branch Offices 166 Sub-Branch
 - Offices
 - 1,467 ATMs

REGION VII JAVA 2

Address:

Jl. Pemuda No. 73 Semarang 50139 Phone: (024) 3520484, 3520486

- (024) 3520485
- 11 Branch Offices 226 Sub-Branch Offices
- 1,202 ATMs

REGION VIII JAVA 3

Address:

Jl. Basuki Rahmat No. 2-4, Surabaya 60271 (031) 99205001

- 13 Branch Offices
- 252 Sub-Branch Offices
- 1,610 ATMs

REGION XI BALI AND NUSA TENGGARA

Address:

Jl. Surapati No. 15-17, Denpasar 80238 Phone: (0361) 236118 Fax: (0361) 224077.

- 261453, 235924
- 5 Branch Offices 104 Sub-Branch Offices
- 525 ATMs



Overseas Offices

Bank Mandiri Hong Kong

Address:

7/F Far East Finance Centre, 16 Harcourt Road, Hong Kong

Phone:

+852-2881-3632

Fax:

+852-2529-8131, +852-2811-0735

Website:

www.bankmandirihk.com

SWIFT Code:

BMRIHKHH

Remittance Office Hong Kong

Address:

Shop 3. G/F. Keswick Court 3 Keswick Street, Causeway Bay, Hong Kong Phone:

+852-2881-6650

Fax:

+852-2881-5386

Bank Mandiri Shanghai

Address:

Room 4101, Shanghai Tower No. 501, Yin Cheng Zhong Road, Pudong New District, Shanghai 200120, People's Republic of

Phone:

+86-21-2033-2625, +86-21-2028-2806,

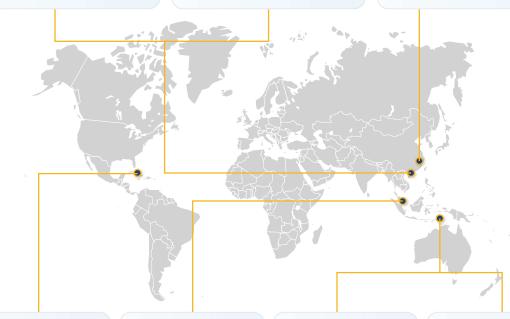
+86-21-5037-2509

Fax:

+86-21-5037-2707, +86-21-5037-2547

SWIFT Code:

BMRICNSH



Bank Mandiri Cayman Islands

Address:

Cardinal Plaza 3rd Floor, #30 Cardinal Avenue.

PO BOX 10198, Grand Cayman KY 1 - 1002 Cayman Islands Phone:

+1-345-945-8891

Fax:

+1-345-945-8892 SWIFT Code: **BMRIKYKY**

Bank Mandiri Singapore

Address:

12 Marina View,

#19-01 Asia Square Tower 2, Singapore 018961 Phone:

+65-6213-5688,

+65-6213-5680

+65-6844-9833,

+65-6844-9808

Website:

www.ptbankmandiri.com.sg **SWIFT Code:** BMRISGSG

Bank Mandiri Dili, **Timor Leste**

Address:

25 Rua de Abril No. 10 Colmera, Dili, Timor Leste

+670-331-7777

Bank Mandiri Dili, Timor Plaza, Timor Leste

Address:

Timor Plaza - Unit #/Unidade No. #203; 233; 204; 230; 231; 232 Jl. Nicolau Lobato. Comoro, Dili, Timor Leste

+670-331-7777

Subsidiaries outside the territory of Indonesia

Bank Mandiri (Europe) Limited London

Address:

2nd Floor, 4 Thomas More Square, Thomas More Street London, E1W

1 YW, United Kingdom

Phone: +44-207-553-8688

Fax:

+44-207-553-8599

Website: www.bkmandiri.co.uk

SWIFT Code:

BMRIGB2L

Mandiri International Remittance Sdn Bhd

Address:

Wisma MEPRO, Ground & Mezzanine Floor, 29 & 31

Jl. Sultan Azlan Shah, 51200

Kuala Lumpur

Phone: +60192619200

Website:

www.mandiriremittance.com