

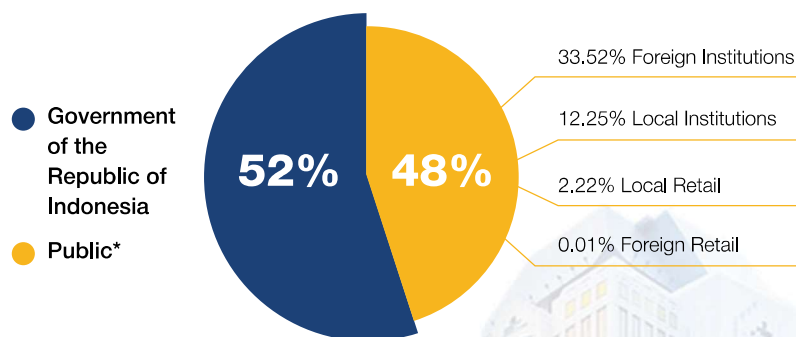
Company Identity [GRI 2-1] [OJK C.2, C.3, C.4]

Company Name : PT Bank Mandiri (Persero) Tbk

Business Sector : Banking

Legal Form : Limited Liability Company

Share Ownership



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

Head Office Location : **Plaza Mandiri**
Jl. Jenderal Gatot Subroto Kav. 36-38
Jakarta 12190 Indonesia

Operational Locations : 1. Domestic: All provinces in Indonesia
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]



Vision:

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.** 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.



Mission:

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
 1. 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.
 3. Offering competitive and secure products while focusing on the development of digital banking products and networks to meet customer needs.
- b.** Developing professional resources
 1. Recruiting, training, and developing our human resources based on their talents and abilities.
 2. Ensuring fair growth opportunities for all our employees, while providing rewards and promotions based on performance and dedication.
- c.** Maximizing Benefits for Stakeholders
 1. Generating optimal returns for shareholders while considering the interests of other stakeholders.
 2. Ensuring sustainable growth and continuous profit improvement.
- d.** Implementing transparent management
 1. Upholding high work commitment and accountability.
 2. Practicing open management and fostering effective collaboration.
- e.** Caring for the community and environment.
- f.** 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.

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.

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.

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.

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.

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 [OJK C.3]

Indonesia
<ul style="list-style-type: none"> 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)

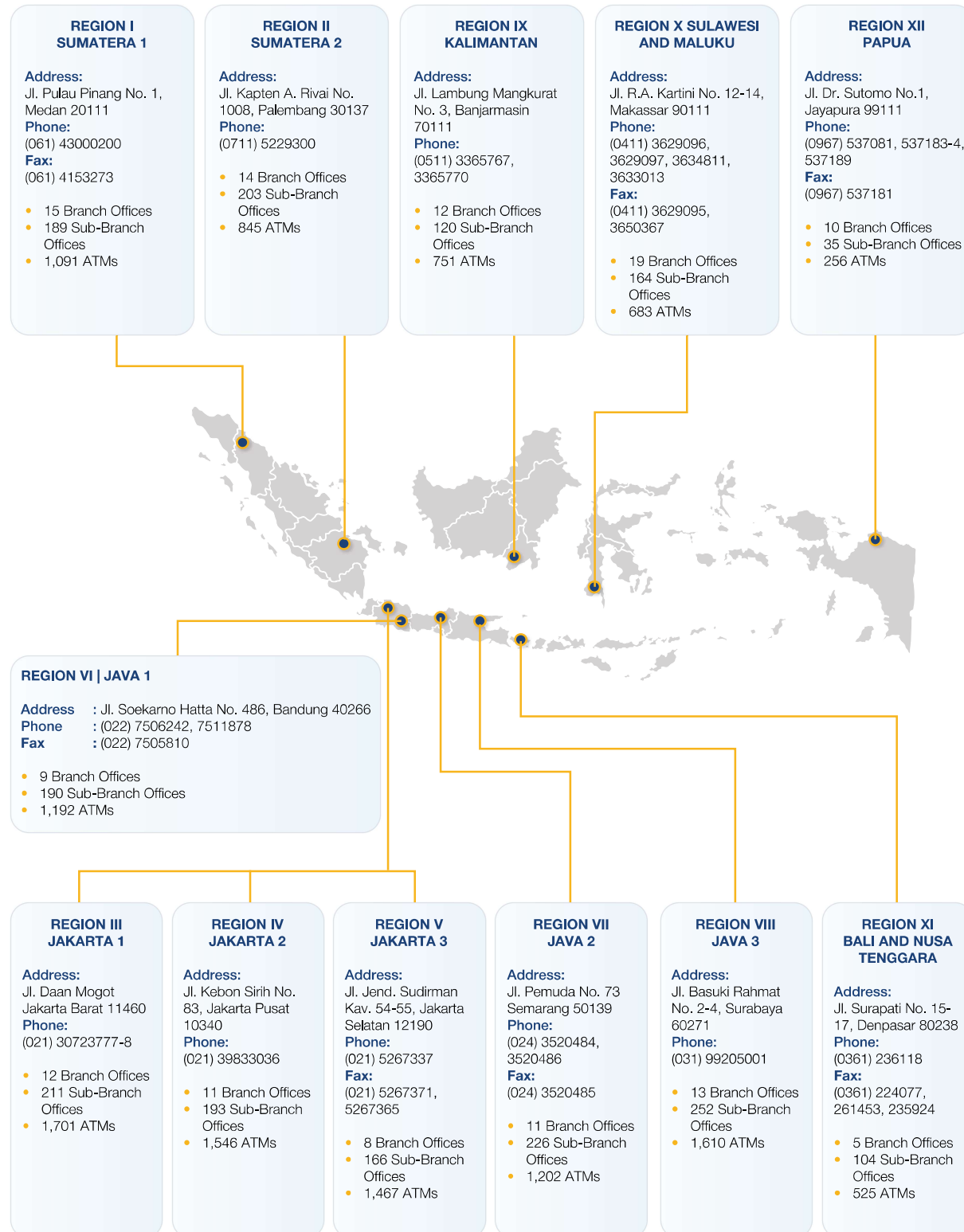
Second-Tier and Third-Tier Subsidiaries [OJK C.3]

Indonesia
<ul style="list-style-type: none"> PT Mandiri Manajemen Investasi (MMI) PT Mitra Transaksi Indonesia (MTI)
Singapore
<ul style="list-style-type: none"> Mandiri Securities Pte. Ltd. (MSPL) Mandiri Investment Management Pte. Ltd. (MIMS)

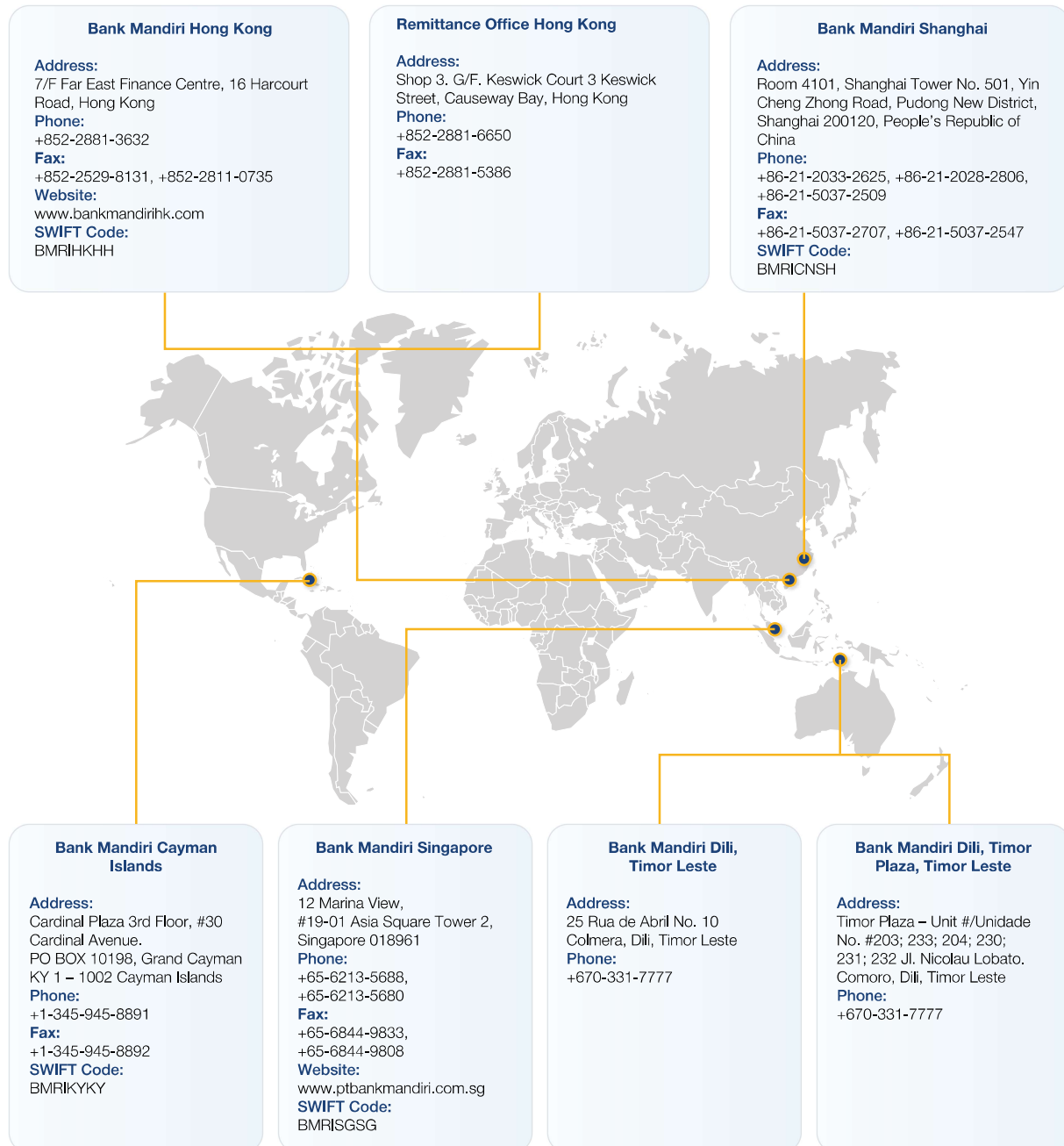
Operational Areas

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

Domestic Offices



Overseas Offices



Subsidiaries outside the territory of Indonesia

Bank Mandiri (Europe) Limited London	Mandiri International Remittance Sdn Bhd
<p>Address: 2nd Floor, 4 Thomas More Square, Thomas More Street London, E1W 1 YW, United Kingdom</p> <p>Phone: +44-207-553-8688</p> <p>Fax: +44-207-553-8599</p> <p>Website: www.bkmandiri.co.uk</p> <p>SWIFT Code: BMRIGB2L</p>	<p>Address: Wisma MEPRO, Ground & Mezzanine Floor, 29 & 31 Jl. Sultan Azlan Shah, 51200 Kuala Lumpur</p> <p>Phone: +60192619200</p> <p>Website: www.mandiriremittance.com</p>