

# Non-financial Support for Underserved Groups

We understand that supporting underserved groups requires a broader approach than only access to financial services. Therefore, Bank Mandiri introduces various non-financial initiatives focused on improving the capacity of individuals and communities. These efforts include skills training, educational support, and strengthening community-based small businesses. With this approach, we aim to create opportunities that enable them to achieve economic and social independence, while building stronger and more inclusive communities.

## Community Empowerment through the CSR Program

[F.25]

Bank Mandiri recognizes the important role in supporting responsible economic growth and community empowerment through its corporate social responsibility and environmental responsibility (CSR) programs. Referring to ISO 26000, which focuses on running businesses in an ethical and transparent way, and providing a positive contribution to society and the environment, Mandiri's CSR program is managed by the Corporate Social Responsibility Department under the Corporate Secretary Group. The person in charge of this TJSL program is the SEVP Corporate Relations, who operates under the supervision of the President Director.



Before its implementation, Bank Mandiri conducted an evaluation to understand the potential and specific needs of the community, and adopted the concept of creating shared value (CSV) to deliver various benefits to stakeholders, in accordance with Ministry of SOE Regulation No. PER-1/MBU/03/2023.

## Objectives

1. To build a harmonious relationship between the Bank and the community.
2. To support the growth of micro, small, and medium enterprises (MSMEs), making them resilient, sustainable, and competitive through professional management.
3. To promote MSME development while considering aspects of equality, independence, professionalism, and ethics.
4. To preserve the quality of life and improve the living standards of society, including in the fields of education, health, and welfare.

## Implementation Basis

1. Law No. 7 of 1992 on Banking, as amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
2. Law No. 19 of 2003 on State-Owned Enterprises, as last amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
3. Law No. 40 of 2007 on Limited Liability Companies, as last amended by Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
4. Government Regulation No. 47 of 2012 on Corporate Social and Environmental Responsibility.
5. Regulation of the Minister of State-Owned Enterprises of the Republic of Indonesia No. PER-1/MBU/03/2023, dated March 24, 2023, on Special Assignments and the Corporate Social and Environmental Responsibility Program for State-Owned Enterprises.

## Principles

Referring to PER-1/MBU/03/2023 regarding the Specific Guidelines for the CSR Program for State-Owned Enterprises, four principles are set out for the CSR program:

1. Integrated, based on risk analysis and business processes that are interconnected with stakeholders.
2. Strategic, having a clear direction to achieve the Bank's objectives.
3. Impact-Oriented and Measurable, contributing and providing benefits that drive change or create added value for both stakeholders and the Bank.
4. Accountability-Driven, ensuring responsibility and transparency to mitigate risks of misuse or irregularities.

## Pillars [GRI 203-2]

The TJSL program of Bank Mandiri aims to create a significant positive impact on improving community welfare by providing opportunities for individuals to independently develop economic activities. To ensure optimal impact, Bank Mandiri conducts comprehensive assessments to understand the potential and needs of the local community. All implemented programs are evaluated periodically to ensure their effectiveness. These evaluations are carried

out in monthly internal meetings within the Corporate Social Responsibility Department. Through this approach, no community complaints regarding TJSL programs were recorded during the reporting year. [GRI 413-1, 413-2] [F.23, F.24]

The implementation of TJSL is guided by four key pillars: social, legal and governance, economic, and environmental.



### Social

Fulfilling the basic human right to live in fairness and equality to improve the welfare of society overall.



### Law and Governance

Ensuring legal certainty and governance that is effective, transparent, accountable, and participatory, creating stability and security based on the law.



### Economic

Promoting sustainable economic growth through job and business opportunities, inclusive industries, infrastructure development, and clean energy that is supported by the community.



### Environment

Managing natural resources and the environment sustainably as a way of ensuring the survival of life on Earth.

Type of Activities	Achievements (Number of Programs)	2024	
		Target	Realization
Social Pillar	492	Rp112 Billion	Rp112.02 Billion
Economic Pillar	343	Rp82.5 Billion	Rp82.50 Billion
Environmental Pillar	348	Rp52.5 Billion	Rp52.51 Billion
Legal and Governance Pillar	12	Rp3 Billion	Rp3 Billion
<b>Total</b>	<b>1,195</b>	<b>Rp250 Billion</b>	<b>Rp250.03 Billion</b>

In 2024, Bank Mandiri successfully disbursed Rp250.03 billion in Corporate Social and Environmental Responsibility (TJSL) funds, marking a 43% increase from the previous year's Rp174.6 billion. This growth reflects Bank Mandiri's commitment to achieving sustainability goals through impactful programs that benefit both society and the environment.

## CSR Program Achievements

Bank Mandiri's commitment to implementing TJSL (Corporate Social and Environmental Responsibility) programs has been recognized by various institutions. The numerous awards received throughout 2024 reflect its dedication to initiatives that create a tangible impact on society.

No	Date	Award		Awarding Institution
		Award Name	Category	
1	March 2024	Indonesia CSR Excellence Awards 2024	1. The Best Leadership Focus Commitment on CSR 2. Excellence Community Program Award The Best CSR in MSME Program The Best Integrated CSR Awards	First Indonesia Magazine
2	April 2024	Kelana Wastra 2024	Largest B2B Transaction Volume Category	Ministry of State-Owned Enterprises (BUMN)
3	May 2024	Development of Underdeveloped and Transmigration Regions of Indonesia	Contribution in Promoting the South Sumatra Transmigration Area as a Competitive Transmigration Region	Ministry of Villages, Development of Underdeveloped Regions, and Transmigration
4	May 2024	TOP CSR Awards 2024	1. TOP CSR Awards 2024 on Stars 5 2. TOP Leader on CSR Commitment	Top Business
5	June 2024	Bisnis Indonesia (BISRA) 2024	Gold Champion Social Responsibility to Accelerate Stronger Recovery	Bisnis Indonesia 2024
6	July 2024	Jakarta Cooperation Movement Award	1. Community Empowerment Category 2. Environmental Category	Jakarta Provincial Government
7	July 2024	National Family Day	Implementation of the Stunting Mitigation Program in Gunung Kidul Region	National Family Planning Agency (BKKBN)
8	September 2024	7 Most Popular Brand of The Year 2024	Social Program/Community Development Category	Jawa Pos
9	October 2024	Trade Expo Indonesia	Best Booth Category more than 100 m <sup>2</sup> at Trade Expo Indonesia 2024	Ministry of Trade
10	October 2024	CSR Awards 2024, Impact Symphony: Corporate Social Responsibility Appreciation Night 2024	Most Impactful Program on Health and Education	Investor Trust

## CSR Program Implementation

Bank Mandiri's Corporate Social Responsibility (TJSL) program is designed to reach communities surrounding its operational areas, as well as strategically selected groups. In 2024, the program's implementation focuses on three main priorities: education, environment, and the development of Micro and Small Enterprises (UMK).

Some of Bank Mandiri's flagship TJSL programs in 2024 include:

 <b>Education Priority</b>	 <b>Environmental Priority</b>	 <b>Micro and Small Enterprise (UMK) Development</b>	 <b>Others</b>
<ul style="list-style-type: none"> <li>• Urban Livin</li> <li>• Mandiri Air</li> <li>• Mandiri Scholarship</li> </ul>	<ul style="list-style-type: none"> <li>• Mandiri Clean Action</li> <li>• Mandiri Health</li> <li>• Mandiri Green Circle</li> <li>• Disaster Response</li> </ul>	<ul style="list-style-type: none"> <li>• Mandiri Young Entrepreneurs (WMM)</li> <li>• Bank Mandiri's Rumah BUMN (RB)</li> <li>• Urban Festival</li> <li>• Homecoming with Mandiri</li> <li>• Mandiri Sahabat Desa</li> <li>• Mandiri Sahabat Difabel</li> <li>• Rice Milling Unit (RMU)</li> <li>• Mandiri Sahabatku</li> </ul>	<ul style="list-style-type: none"> <li>• Mandiri Sharing Kindness</li> <li>• Infrastructure and Public Facility Development</li> </ul>

### Mandiri Bersama Mandiri Program

This program serves as the core initiative of Bank Mandiri's TJSL, aiming to empower communities and support sustainable economic growth in Indonesia. Through a collaborative and innovative approach, it is designed to foster greater economic independence within society.

As part of Bank Mandiri's commitment to the Sustainable Development Goals (SDGs), this program specifically contributes to SDG 8: Decent Work and Economic Growth, with the following key objectives:

- Improving the economic well-being of communities across Indonesia.
- Strengthening community-based economic empowerment.
- Enhancing financial literacy for underprivileged groups.
- Promoting sustainable community development.
- Supporting the National Economic Recovery Program (PEN) initiated by the government.



#### Young Entrepreneurs Mandiri (WMM)

This program provides young entrepreneurs with opportunities to grow their businesses through various facilities, including business training, mentoring, and access to business networks and investors. Additionally, WMM plays a role in supporting the young entrepreneurial community, enabling them to expand their businesses and become role models in the business world.



- Reaching over 3,000 participants in the Business Existing category
- Providing education to 1,010 entrepreneurs



### Rumah BUMN (RB) Bank Mandiri

As a center for MSME development, Rumah BUMN serves as a platform for entrepreneurs to enhance their business capabilities. Through various training sessions and mentoring programs, MSMEs are encouraged to develop high-quality products and expand their market reach, both nationally and internationally. This program also includes business capacity building, digital marketing enhancement, access to financing through the People's Business Credit (KUR) scheme, as well as certification and intensive training for MSME entrepreneurs.



**23 Rumah BUMN**  
units across  
Indonesia



**15,101**  
fostered  
MSMEs



**100+** training sessions  
provided to MSMEs and  
Rumah BUMN facilitators



### Urban Festival

A program designed to accelerate MSME growth through a rigorous selection process to identify the best MSMEs. Selected participants receive exclusive training and the opportunity to further develop their businesses. This program not only provides recognition and appreciation for outstanding MSMEs but also grants access to business networks and investment opportunities to accelerate their business growth.



**In 2024, over 5,000**  
participants joined  
the selection  
process.



**20 MSMEs**  
were  
selected as  
finalists.



**5 MSMEs** were awarded  
as main winners, receiving  
business capital and  
mentorship access.



### Mandiri Clean Action

Bank Mandiri encourages public awareness of environmental cleanliness through this collective initiative, involving employees and communities in maintaining clean public areas and large event spaces.

#### Facilities provided

- Recycling Vending Machines to raise recycling awareness.
- Garbage Boats to collect waste from water bodies near event locations.
- Garbage Trucks for efficient waste management.

#### 2024 Event Locations

- Gelora Bung Karno (GBK) Stadium during Indonesia's National Team matches.
- Mandiri Jogja Marathon 2024.





### Urban Livin

This program promotes sustainable and inclusive urban lifestyles by educating communities about environmental and social responsibility. It focuses on three pillars: environment, education, and economy, integrating sustainability into daily activities through local community collaborations.



#### Mandiri Waste Sorting

Community-based waste management education.

- Organic Waste Processing using biodigester machines.
- Eco-enzyme Production from household waste.
- Collaboration with communities and schools to increase environmental awareness.

#### Mandiri School Equivalency Program

Providing educational access to individuals who could not complete formal education. This program offers equivalent primary (Paket A), junior secondary (Paket B), and senior secondary education (Paket C).

In 2024, 242 participants completed their education and obtained an accredited diploma from BAN PNF.



### Mudik Bersama Mandiri

To support communities in celebrating religious holidays with family, Bank Mandiri provides free transportation for thousands of homecoming travelers annually.



In 2024, a total of 6,256 travelers participated in this program, supported by a fleet of 145 buses.



### Mandiri Sahabat Desa

Bank Mandiri is committed to fostering self-sufficient and empowered villages through infrastructure development and economic empowerment. This program focuses on rural economic development by providing support for small businesses, education, and social infrastructure.



#### Support Provided

- Education includes financial literacy training.
- Infrastructure encompasses the provision of solar-powered clean water systems, the construction of communal sanitation facilities, and street lighting.
- Distribution of production equipment for fisherwomen and the repair of fishing boats.
- Healthcare focuses on stunting prevention aid packages and free healthcare services.



The primary location in 2024: Morowali, Central Sulawesi.



### Mandiri Sehat

Mandiri Sehat focuses on improving healthcare services for communities, particularly in areas with limited access to medical facilities. Through this program, Bank Mandiri aims to enhance healthcare access for vulnerable communities, support the availability of healthcare facilities in remote areas, and help people receive better and more affordable medical services.

#### Services provided:

- Health Services for Abdi Dalem in Ngayogyakarta.
- Medical equipment donations, including 24 ambulances and 688 community health posts (posyandu).
- Blood donation programs, conducted four times a year.
- Emergency response vehicles for disaster situations.



### Mandiri Sahabat Difabel

This program aims to empower individuals with disabilities by improving their quality of life through access to education, skills training, and economic support. Bank Mandiri is committed to promoting equality and inclusion, ensuring that every individual has the same opportunity to grow and contribute.

#### Support Provided

- Providing financial literacy training for the disabled community.
- Skills training and education programs to enhance employment opportunities.
- Development support for MSMEs managed by individuals with disabilities.



**In 2024, 100 individuals with disabilities received MSME development support.**



### Rice Milling Unit (RMU)

The RMU program is designed to help farmers improve their harvest yields by providing modern and efficient rice processing infrastructure. This initiative not only enhances productivity but also strengthens farmers' well-being through a more optimized production system, minimizes disadvantageous supply chains, and increases their bargaining power in the market.

#### Support provided includes:

- Construction of rice processing buildings and facilities.
- Provision of rice production machinery and equipment.
- Institutional assistance for farmers to enhance productivity.



**Bank Mandiri established RMU in three locations: Pamarican, Kebumen, and Jembrana, benefiting 27,520 farmers.**



### Mandiri Sahabatku

Since 2011, Bank Mandiri has been conducting a series of entrepreneurship training programs for Indonesian Migrant Workers (PMI) and their families, aiming to equip them with entrepreneurial skills so they can become independent business owners upon returning to their home country. These training sessions are delivered both offline and online, reaching PMI in various countries, including Hong Kong, Malaysia, South Korea, Japan, Indonesia, and Arab nations. Additionally, the mentorship program collaborates with alumni of Mandiri Young Entrepreneurs (WMM) and Rumah BUMN to provide continuous mentoring and training for selected PMI and their families.



A total of 20,482 Indonesian Migrant Workers (PMI) have received financial management education through the Mandiri Sahabatku program.



### Mandiri Lingkar Hijau

Focusing on waste management and circular economy to create positive environmental and social impacts. This program includes waste collection from the food and beverage industry, research and processing of waste into economically valuable products, and training for communities on sustainable waste management.



In 2024, the Mandiri Lingkar Hijau program was launched for the first time in Bandung, in collaboration with farmer groups, coffee shops, vocational high school (SMK) students, and Mandiri Young Entrepreneurs Alumni.



### Mandiri Air

Bank Mandiri provides access to clean water for communities in need. The Mandiri Air program aims to improve access to clean water and proper sanitation in areas facing water infrastructure challenges. This program includes the development of clean water and sanitation systems, as well as education on water management and environmental hygiene to support a better quality of life.

#### Main focus:

- Development of clean water and sanitation systems.
- Education on water management and environmental hygiene.



The program's primary locations are in 17 villages across Nabire, Pandeglang, Temanggung, and Banyumas.





### Beasiswa Mandiri

Beasiswa Mandiri is a program focused on expanding educational access for outstanding students in Indonesia, particularly those facing financial constraints. This program aims to develop a generation of highly competent, competitive young individuals who can contribute to the nation's progress.



#### Main targets:

- Outstanding students from various universities in Indonesia.
- Children from underprivileged families with excellent academic potential.
- Sons and daughters of TNI/Polri members as a tribute to their families' service.
- National Flag Hoisting Troop (Paskibraka) members as a recognition of their dedication.

#### Types of scholarships provided:

- Full tuition assistance for selected students.
- Financial support for academic needs such as books, stationery, and research activities.
- Skills training and personal development programs, including mentoring and leadership training.
- Internship opportunities at Bank Mandiri to gain professional work experience.

## Bangkit Bersama Mandiri Program

As part of Bank Mandiri's commitment to supporting community well-being, the Bangkit Bersama Mandiri program is designed to address various social, health, education, and environmental challenges. This initiative goes beyond short-term assistance by fostering long-term community resilience in a sustainable manner.

This program aligns with the priorities of the Sustainable Development Goals (SDGs), particularly SDG 10: Reduced Inequalities, with key objectives including:

- Supporting disaster-affected communities through emergency response and post-disaster recovery.
- Assisting underprivileged groups in meeting their basic needs.
- Improving access to essential infrastructure such as places of worship, sanitation facilities, and other public amenities.
- Building a sustainable ecosystem that promotes social and economic well-being for communities.



### Mandiri Disaster Response

As a disaster-prone country, Indonesia requires a swift and well-coordinated response to support affected communities. Bank Mandiri's Disaster Response Program reflects its commitment to providing emergency assistance and supporting post-disaster recovery. In its implementation, Bank Mandiri collaborates with the National Disaster Management Agency (BNPb), the Ministry of State-Owned Enterprises (BUMN), and local governments to ensure aid is delivered quickly and effectively.

#### Aid Recipient Locations:

##### Volcanic Eruption Disaster Response

- Mount Merapi, West Sumatra
- Mount Ruang, North Sulawesi
- Mount Lewotobi, East Flores, East Nusa Tenggara (NTT)

##### Flood Disaster Response

- Kerinci Regency, Jambi
- Humbang Hasundutan Regency, North Sumatra
- Karanganyar Regency, Central Java
- Demak Regency, Central Java
- Grobogan Regency, Central Java
- Ciledugkulon Village, Cirebon Regency, West Java
- North Sulawesi Region
- Ogan Komering Ulu Regency, South Sumatra
- Kudus Regency, Central Java
- Sepaku District, Penajam Paser Utara Regency, East Kalimantan
- Pesisir Selatan Regency, West Sumatra
- Belopa, Luwu Regency, South Sulawesi
- Gorontalo Regency, Gorontalo

##### Landslide Disaster Response

- Lebong Regency, Bengkulu
- Tanah Datar Regency, West Sumatra
- Agam Regency, West Sumatra

**Earthquake Disaster Response in Sumedang Regency, West Java.**

**Fire Disaster Response in Manggarai, South Jakarta.**



A total of more than 16,000 aid packages containing food, medicine, and other essential supplies were distributed.



### Mandiri Sharing Kindness

The Mandiri Berbagi Kebaikan program reflects Bank Mandiri's social commitment to supporting underprivileged communities, particularly during major religious holidays and other significant moments. The assistance provided is designed to deliver direct benefits and help alleviate the burdens of those in need.



#### Aid Recipient Locations:

##### Ramadan

57,000 care packages for orphans and underprivileged communities.

##### Eid al-Adha

- A total of 5,000 canned qurban meat was distributed to outer islands and disaster-affected areas, including Mount Ruang (North Sulawesi), Agam Regency (West Sumatra), Bontang (East Kalimantan), Morowali (Southeast Sulawesi), and Mentawai (West Sumatra).
- Additionally, 278,100 qurban meat packages were distributed simultaneously across all Bank Mandiri operational areas.

##### Mandiri Jogja Marathon

The CSR Dropbox Shoe Donation Program collected 300 pairs of gently used shoes from marathon participants to be distributed to informal workers, including rickshaw drivers, horse cart drivers, and sanitation workers.

##### Bank Mandiri Commemorative Anniversary

- A total of 2,600 orphans received educational assistance.
- Additionally, 70,200 social aid packages were provided through the Pasar Murah Mandiri program, offering essential goods at affordable prices for underprivileged families.

##### Christmas Day

A total of 2,000 gift packages were distributed to orphanages and nursing homes.



### Public Infrastructure Development [GRI 213-1]

Access to basic infrastructure is a key factor in improving community well-being. Bank Mandiri's Public Facilities Development Program focuses on providing facilities that support social and economic life, particularly in areas with limited infrastructure.



#### Program Impact:

- Enhancing access to basic services, especially for communities in remote areas.
- Improving quality of life through better facilities.
- Driving local economic growth by improving connectivity and supporting infrastructure.

#### Facilities Built in 2024:

- Places of worship, including mosques, churches, and temples.
- Rural roads and bridges to improve community accessibility.
- Sanitation and clean water facilities in various regions.
- Other public facilities, such as renovations for uninhabitable homes.

## Evaluation of the CSR Program

Bank Mandiri regularly conducts monitoring and evaluations to ensure the effectiveness and improve the implementation of CSR programs in the future. In an effort to monitor local conditions and issue developments, Bank Mandiri maintains regular communication through routine meetings and other communication channels with the government, relevant institutions, and community leaders. Additionally, Bank Mandiri applies the Social Return on Investment (SROI) method as part of the evaluation to assess the impact generated by the CSR programs. The SROI score reflects the economic value of the social impact generated by the CSR program. [GRI 2-25, 3-3, 413-1, 413-2] [F.23]

Program Name	SROI Value
Gelora Bung Karno (GBK) Eco Food Court	2.76
Rumah BUMN South Jakarta	3.9
Papua Medical Community Without Borders	1.7
BUMNU Jember	2.89
Rice Milling Unit (RMU) Kebumen	3.2
Rice Milling Unit (RMU) Pamarican	3.7

**Note:** The SROI value reflects the ratio between the social value generated and the costs incurred for each program. A score greater than 1 indicates that the program provides greater social benefits compared to its investment, meaning it has a positive impact on the community and surrounding environment.



## Financial Literacy Program to Support Financial Inclusion

Bank Mandiri continues to push for financial inclusion by enhancing financial literacy through implementation of the CSR program focusing on educational activities and the development of supporting facilities and infrastructure. This initiative is designed to reach people from various backgrounds, providing practical insights to help them manage their finances wisely while maximizing economic opportunities.

As part of its financial inclusion and literacy strategy, Bank Mandiri adopts a phased approach involving three levels of literacy: Beginner, Skilled, and Independent. Each level is designed to address the unique needs of participants, providing relevant financial education supported by infrastructure that encourages financial independence.

### Independent Level

#### Description:

Focuses on business owners or individuals who are ready to manage their finances or businesses independently by utilizing digital technology and complex financial strategies.

#### Literacy Programs:

- Mandiri Young Entrepreneur (WMM)
- Livin' Up Your Financial

### Skilled Level

#### Description:

Focuses on individuals on business owners who are developing their businesses by enhancing their skills in financial and business management in a more structured way.

#### Literacy Programs:

- Rumah BUMN
- Mandiri SME Center
- Rice Milling Unit (RMU)

### Beginner Level

#### Description:

Focus on individuals or business actors who are new to financial literacy, aiming to help them understand the basic concepts of personal and business finance.

#### Literacy Programs:

- Mandiri Sahabatku
- Digital Financial Education through Social Media





## Bank Mandiri Financial Literacy

Program Type	Program Name	Target Participants	Social Impact (Quantitative) 2024
Financial Education	Livin' Up Your Financial	Youth Generation	1,799 participants from two universities.
	Mandiri Sahabatku	Indonesian Migrant Workers (PMI)	Participated by PMI from six countries: Hong Kong, Malaysia, South Korea, Japan, Indonesia, and Saudi Arabia. As of 2024, a total of 20,482 PMI have joined the program.
	Digital Financial Education through Social Media	Communities in remote areas and Youth Generation	Promoted digital financial education through 190 posts across three of Bank Mandiri's social media platforms: Facebook, X (Twitter), and Instagram, with a total of 97.22 million views.
Training or Business Management Tools	Rumah BUMN	Micro Entrepreneurs	A total of 23 Rumah BUMN have been established across various regions in Indonesia, focusing on enhancing the capacity of MSMEs.
	Mandiri SME Center	Micro Entrepreneurs	There are 101 Mandiri SME Center locations with a total of 1,494 debtors.
	Mandiri Young Entrepreneur (WMM)	Micro Entrepreneurs	Reaching more than 3,000 participants in the existing business category and providing education to 1,010 entrepreneurs.
	Rice Milling Unit (RMU)	Farmers	Establishment of RMU at three locations, namely Pamarican, Kebumen, and Jembrana, benefiting 27,520 farmers.

In addition to the CSR program, Bank Mandiri also conducts financial literacy initiatives through various other programs as follows.

### Mandiri Education Livin' Up Your Financial

Through the "Livin' Up Your Financial" Mandiri Education program, Bank Mandiri continues to develop financial literacy activities in collaboration with educational institutions as hosts and Financial Services Authority (OJK) representatives as one of the speakers. This program is attended by academics aged around 17-25 years and the general public aged around 25-50 years. In 2024, two sessions of Mandiri Education Livin' Up Your Financial have been held, with the main focus on digital-era investment.



**Mandiri Edukasi Goes To Universitas Papua**

Date of Execution:  
**May 14, 2024**  
Participants:  
**664 Participants**



**Mandiri Edukasi Goes To Universitas Pattimura**

Date of Execution:  
**November 26, 2024**  
Participants:  
**515 Participants**

## Digital Financial Education Through Social Media

In the digital era, Bank Mandiri leverages social media to enhance financial literacy, particularly reaching communities in remote areas. Through official platforms such as Facebook, Twitter, and Instagram, engaging and relevant educational content is provided to address public information needs.

In 2024, 88 Facebook posts achieved 20.53 million views, 53 X (Twitter) posts garnered 23.53 million views, and 49 Instagram posts received 53.17 million views. This not only delivers insights on financial management but also encourages the public to take concrete steps to improve their financial literacy.

## Mandiri SME Center

Mandiri SME Center was established to meet the needs of customers by providing four access solutions required by small and medium-sized enterprises (SMEs). As of December 2024, there are 101 Mandiri SME Centers spread across all operational areas of Bank Mandiri. The Mandiri SME Center business model aims to develop the business potential of SMEs within a certain radius, with a focus on accelerating and simplifying the credit financing process. Additionally, Mandiri SME Centers also enhance the competencies of MSME players through mentorship and training programs, including tax consultation services and financial reporting education.

### Mandiri SME Center Services



#### Banking and Capital Access

Providing an easy, fast, and flexible financing process for SMEs, including digital access to banking products.



#### Human Resource Capability Enhancement Access

Improving human resource capabilities through training and collaboration with institutions, as well as providing portals to support customer needs.



#### Network and Marketing Access

Helping SMEs with product branding and facilitating collaboration and marketing through digital platforms and e-commerce.



#### Information Technology (Digital) Access

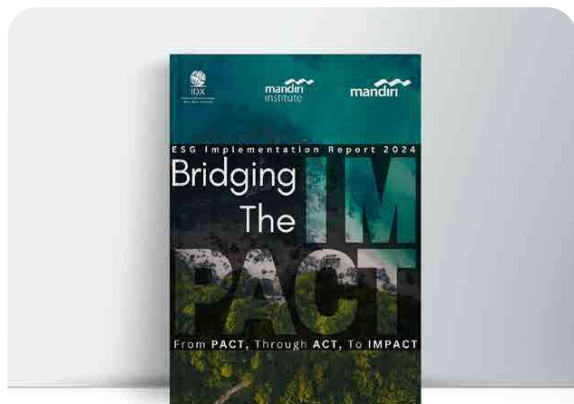
Offering technology training and supporting collaboration with startups, as well as organizing events to promote technology-based products.

## Policy Advocacy and Sustainability Research

In addition to literacy and education, Bank Mandiri's efforts also involve policy advocacy and sustainability research aimed at creating systemic impact and strengthening the sustainability structure in society. Bank Mandiri supports the transition to a low-carbon economy through sustainability research facilitated by the Mandiri Institute, a research center established in 2014. The Institute plays a key role in providing policy input to the government and stakeholders through focus group discussions and research related to the financial sector, sectoral trends, and global standards.

The research focus includes green economy, sustainability, and the implementation of environmental, social, and governance (ESG) from the supply and demand sides of funding. On the supply side, the research covers the adoption of ESG by financial institutions, such as banks and asset managers. On the demand side, the research highlights how companies integrate sustainability into their business strategies.

## ESG Implementation Report 2024: Bridging The Impact



The ESG Implementation Report 2024, published by the Mandiri Institute, highlights the growing adoption of ESG values by companies in Indonesia, supported by frameworks such as the Global Reporting Initiative (GRI), International Financial Reporting Standards (IFRS), Task Force on Climate-related Financial Disclosures (TCFD), and Task Force on Nature-related Financial Disclosures (TNFD). In Indonesia, regulatory bodies like the Financial Services Authority (OJK) and the Indonesian Institute of Accountants (IAI) are driving sustainability reporting by adopting IFRS S1 and S2, aligning with national sustainability priorities.

According to the 2024 Mandiri Institute ESG Implementation Survey, most listed companies adopt ESG practices to enhance corporate value (87%) or comply with regulations

(80%), with an increasing emphasis on governance aspects in 2024. These findings indicate that ESG is becoming an increasingly strategic element, driven by a combination of internal initiatives and external pressures.

However, challenges remain in ESG implementation, particularly in measuring greenhouse gas (GHG) emissions. While 64% of listed companies have measured Scope 1 and 2 emissions, only 51% of these include Scope 3. Among non-listed companies, only 36% measure Scope 1 and 2 emissions, and just 45% of them account for Scope 3.

On the other hand, sustainable financing presents significant opportunities, although adoption remains low. Only 7% of companies have issued sustainable bonds, but interest in these instruments is high, with 43% of companies expressing interest. With substantial potential in the renewable energy sector, Indonesia has an opportunity to expand the sustainable finance market as part of its efforts to support the national decarbonization agenda.

Globally, policies such as the Carbon Border Adjustment Mechanism (CBAM) and the European Union Regulation on Deforestation-Free Products (EUDR) pose challenges that require careful anticipation. As a key exporter of palm oil and steel, Indonesia must mitigate the impacts of these policies to remain competitive. This report underscores the importance of sustainability research in addressing these risks and encourages companies to learn from international best practices to strengthen ESG implementation and enhance global market competitiveness.

## Dissemination of Sustainability Research Results and Policy Advocacy

The dissemination of research findings is conducted through the Mandiri Institute Insight 2024 forum. This forum brings together practitioners and experts to discuss the importance of cross-sector synergy in bridging the implementation of global ESG standards with the readiness of Indonesia's financial and business sectors. The launch of this research provides in-depth insights into the implementation of ESG in both listed and unlisted companies, while also identifying challenges and opportunities to advance sustainable finance in Indonesia. Through Mandiri Institute, Bank Mandiri aims for this report to serve as a strategic guide for the government, businesses, and other stakeholders to accelerate ESG adoption, strengthen sustainability commitments, and support Indonesia's economic transformation toward global competitiveness.



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