

# Independent Assurance Statement



## Independent Assurance Statement No. 0160/KSP-I/2025

### To the management and stakeholders of PT Bank Mandiri (Persero) Tbk,

We were engaged by PT Bank Mandiri (Persero) Tbk ('BANK MANDIRI') to provide assurance regarding its Sustainability Report 2024 ('the Report'). The assurance engagement was conducted by our assurance team, which possesses extensive relevant professional and technical competencies and experience. The team comprised certified sustainability reporting specialists and certified sustainability reporting assurers to ensure a high level of competency in executing the engagement.

### Independence

We carried out all assurance undertakings with independence and autonomy, having not been involved in the preparation of any key part of the Report, nor did we provide any services to BANK MANDIRI during 2024 that could conflict with the independence of the assurance engagement.

### Assurance Standards, Levels, and Criteria

Our work was carried out in accordance with AA1000 Assurance Standards v3 (AA1000AS v3) issued by AccountAbility and International Standard on Assurance Engagements ISAE 3000 (Revised), 'Assurance Engagements other than Audits or Reviews of Historical Financial Information', issued by the International Auditing and Assurance Standards Board.

By designing our evidence-gathering procedures to obtain a moderate level of assurance as set out in AA1000AS v3, readers of the report can be confident that all risks or errors have been reduced to a very low level, although not necessarily to zero. Moreover, BANK MANDIRI's adherence to the AccountAbility Principles (AP) was evaluated in accordance with the criteria of AA1000AP (2018) on Inclusivity, Materiality, Responsiveness, and Impact. In addition, the Report, within the agreed scope, has been assessed according to the GRI Standards criteria.

### Limitations

Our scope of work was limited to a review of the accuracy and reliability of specified data and interviews with data providers, persons in charge of data collection and processing, as well as persons in charge of sustainability performance-related information.

### Responsibility

BANK MANDIRI is responsible for the preparation of the report and all information and claims therein, which include establishing sustainability management targets, performance management, data collection, and other performance actions.

In performing this engagement, meanwhile, our responsibility to the management of BANK MANDIRI is solely for the purpose of verifying the statements it has made in relation to its sustainability performance, specifically as described in the agreed scope, and expressing our opinion on the conclusions reached.

### Methodology

In order to assess the veracity of certain assertions and specified data sets included within the Report, as well as the systems and processes used to manage and report them, the following methods were employed during the engagement process:

Reviews were conducted on the Report, internal policies, documentation, management and information systems, and included interviews with relevant staff in sustainability-related management and reporting. This also involved following data trails to the initial aggregated source and checking data samples in greater depth.

### Scope of Assurance

We provided a Type 2 assurance engagement under AA1000AS v3. This involved:

- 1) Assessment of BANK MANDIRI's adherence to the AA1000AP (2018); and
- 2) Assessment of the accuracy and quality of the specified sustainability performance information contained within the Report, in relation to the agreed scope of GRI Standards which includes Environmental and Social KPIs:
  - Environmental:
    - 305. Emission
  - Social:
    - 404. Training and Education
    - 417. Marketing & Labelling
    - 418. Customer Privacy



## Conclusions

Conclusions in regard to adherence to the AA1000AP (2018) of Inclusivity, Materiality, Responsiveness, and Impact include the following findings:

### Inclusivity

BANK MANDIRI has demonstrated a commitment to promoting an inclusive work by promoting diversity, and equity. The assessment has shown that there are comprehensive policies and procedures in place that take into account the different needs and backgrounds of all stakeholders. Moreover, BANK MANDIRI has established appropriate channels and mechanisms for feedback and suggestions from stakeholders.

However, to enhance its commitment to inclusivity, BANK MANDIRI is recommended to develop strategies for attracting and retaining a diverse workforce by ensuring inclusive practices and updating existing policies. These updates should promote inclusivity and address any potential biases or discrimination within the organization. We also encourage BANK MANDIRI to enhance stakeholder trust and engagement, as well as improve long-term business resilience.

### Materiality

We found that BANK MANDIRI has demonstrated a good understanding of material aspects that impact stakeholders and the business itself. BANK MANDIRI has identified key material issues relevant to its operations and has incorporated them into its sustainability reporting process.

However, we recommend that BANK MANDIRI further strengthen its commitment to materiality principles by conducting assessments to identify sustainability aspects that can guide and support decision-making.

### Responsiveness

We found that BANK MANDIRI has demonstrated a strong commitment to engaging with stakeholders and addressing their concerns in various aspects by establishing clear mechanisms for responding to stakeholder concerns transparently and ensuring prompt follow-up. Through proactive stakeholder and local community engagement, BANK MANDIRI has been able to build strong relationships with its stakeholders and create a culture of trust and collaboration.

However, BANK MANDIRI should continue to enhance its responsiveness framework by promoting greater collaboration between the company and its stakeholders.

## Impact

BANK MANDIRI has demonstrated a commitment to addressing stakeholder concerns and engaging with the local community. This responsiveness has helped BANK MANDIRI maintain a positive reputation and build strong relationships with its stakeholders. The company focuses on measuring and reporting social performance metrics to minimize or eliminate negative impacts while maximizing positive relationships with the community and other stakeholders. Furthermore, BANK MANDIRI should consider promoting sustainability initiatives with its supply chain to lower its carbon footprint, waste, and environmental degradation.

### Conclusion on the accuracy and quality of the specified sustainability performance.

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe the data of the Report, in relation to the agreed scope, has been materially misstated.

All key assurance findings are included herein, while detailed observations and follow-up recommendations have been submitted to BANK MANDIRI management in a separate report.

Jakarta, January 23, 2025

**PT Sucofindo**  
Engagement Leader



**Syaeful Bahrie**

Certified Assurance Practitioner No. 10024117

Certified Sustainability Reporting Assurer No. A-PK2I3-2501-008



*Sucofindo is an independent and state-owned company based in Indonesia that offers a wide range of inspection, testing of industrial products, marine survey, quality assurance and quality control, certification of management system such as ISO 9001, ISO 14001, and OHSAS 18001, as well as certification of various product standards. Sucofindo is member of IDSURVEY Holding Company.*

*Sucofindo is known for its high level of professionalism and competence, and its services are recognized not just in Indonesia, but also internationally. Sucofindo has a variety of technologies and equipment that helps them provide expertise and support their client's business objectives. Over the years, Sucofindo has gained a reputation for its reliability, integrity, and consistency with delivering quality services.*

**PT SUCOFINDO**  
**HEAD OFFICE**  
Graha SUCOFINDO  
Jl. Raya Pasar Minggu Kav. 34  
Jakarta - 12780

(62-21) 7983666  
customer.service@sucofindo.co.id  
@SUCOFINDOOFFICIAL SUCOFINDO

www.sucofindo.co.id