

Bank Mandiri Profile

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

Company Name

PT Bank Mandiri (Persero) Tbk

Business Activities

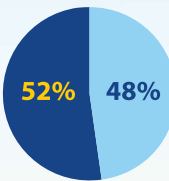
Banking

Legal Form

Limited Liability Company

Share Ownership

**PT Danantara
Asset Management
(Persero)**



30.32% Foreign Institutions
13.37% Domestic Institutions
4.28% Domestic Retail
0.03% Foreign Retail

Head Office Address

Menara Mandiri 1, Jl. Jenderal Sudirman Kav 54-55 Jakarta 12190 Indonesia

Operational Locations

Domestic: All provinces in Indonesia

Overseas: Singapore, Malaysia, Hong Kong, Timor-Leste, People's Republic of China, the United Kingdom, and the Cayman Islands

Phone

(021) 5265045

Facsimile

(021) 5274477, 527557

Website

www.bankmandiri.co.id

Call Center

14000 - (021) 52997777

Company Email

Corporate Communications: corporate.communication@bankmandiri.co.id

Investor Relations: ir@bankmandiri.co.id

Vision and Mission [OJK C.1]

VISION



Bank Mandiri's long-term vision for 2025–2029 is to become
“The Best Financial Institution in Southeast Asia”

This aspiration signifies Bank Mandiri's ambition to become the best for all stakeholders, including customers, employees, shareholders, society and the environment, as well as regulators

Bank Mandiri is committed to delivering best-in-class customer services recognized at the regional level, while continuing to prioritize its role as a catalyst for national economic growth

MISSION



“Providing integrated and innovative financial solutions based on technology with excellent service, focused on customer satisfaction, financial inclusion, and increasing value for shareholders, to drive Indonesia's economic growth to be competitive on a global level”

To support its vision, Bank Mandiri strives to effectively facilitate the interests of all stakeholders as follows:

1. Customers: Bank Mandiri is committed to being a trusted financial partner by providing innovative solutions, enhancing services to lead the market, and remaining relevant in the financial industry.
2. Employees: Bank Mandiri is dedicated to creating an inspiring and progressive work environment, supported by targeted development programs to foster employee growth and maximize contributions.
3. Shareholders: Bank Mandiri is committed to creating sustainable value for shareholders through healthy growth, focusing on RoE, PBV, and increasing market capitalization, establishing itself as a symbol of credibility and financial strength in the banking industry.
4. Community and Environment: Bank Mandiri is committed to Net Zero Emission and sustainable social initiatives to support the environment, society, and sound corporate management.
5. Regulators: Bank Mandiri upholds superior governance and prudent principles to become a trusted institution in the eyes of regulators, with stable performance and satisfactory ratings.

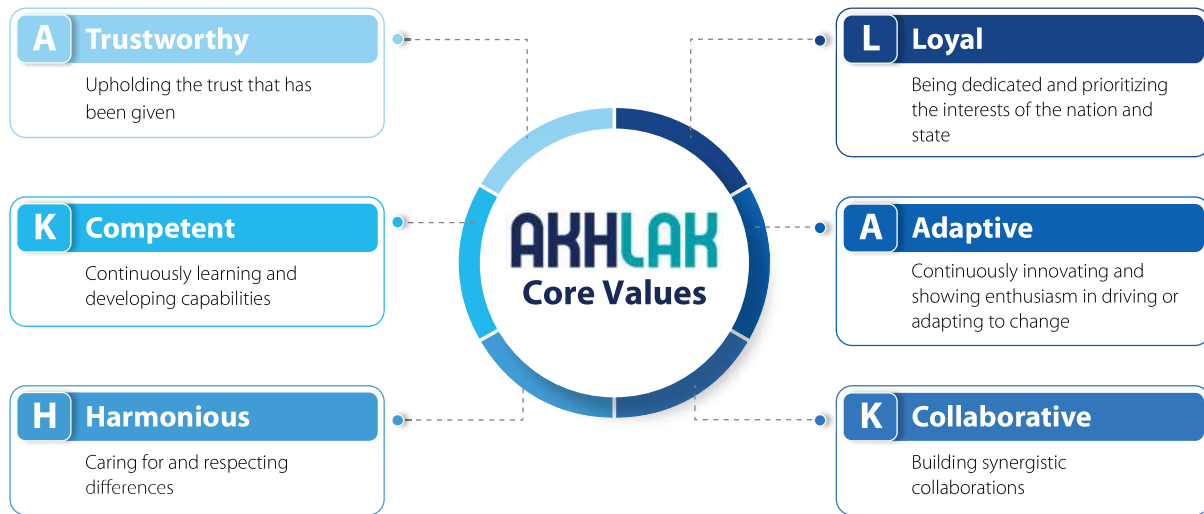
REVIEW OF VISION AND MISSION BY THE BOARD OF COMMISSIONERS AND BOARD OF DIRECTORS

To ensure the alignment of Bank Mandiri's Vision and Mission with its ongoing operations, the Bank routinely reviews its Vision and Mission. The Bank's Vision and Mission have been discussed and approved by the Board of Directors and the Board of Commissioners. The new Vision and Mission have been formulated alongside the development of Bank Mandiri's Corporate Plan for 2025-2029, which continues to emphasize the Bank's primary purpose, “Spirit to Prosper the Nation.” These new Vision and Mission statements have also been incorporated into the Bank's Business Plan for the 2025-2027 period.

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

Since 2020, all State-Owned Enterprises (SOEs) have been required to implement the core values known as AKHLAK. This requirement refers to the Circular Letter of the Minister of State-Owned Enterprises No. SE-7/MB/07/2020, issued on 1 July 2020, concerning the Core Values of Human Resources in SOEs.

AKHLAK Core Values and Bank Mandiri’s 18 Behavioral Guidelines:



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)



Learn

Providing insight in order to acquire/reinforce new and different knowledge, behaviors, skills or values.



Synergy

Providing insight to cooperate and collaborate for the Company's interests to achieve our vision and mission.



Grow

Providing insight to develop personally and professionally.






Contribute to Indonesia

Providing insight to contribute, share, and provide meaning and benefit to Indonesia.





Scale and Operational Network [OJK C.3]

Subsidiaries

 <p>Indonesia</p>	<ol style="list-style-type: none"> 1. PT Bank Syariah Indonesia Tbk (BSI) 2. PT Bank Mandiri Taspen (Bank Mantap) 3. PT Mandiri Tunas Finance (MTF) 4. PT Mandiri Utama Finance (MUF) 5. PT AXA Mandiri Financial Services (AXA Mandiri) 6. PT Mandiri Sekuritas (Mansek) 7. PT Mandiri Capital Indonesia (MCI)
 <p>Malaysia</p> <p>8. Mandiri International Remittance Sdn. Bhd. (MIR)</p>	<p>9. Bank Mandiri (Europe) Limited London</p>  <p>United Kingdom</p>

Second-Tier Subsidiaries

Bank Mandiri has four (4) entities that are classified as second-tier and third-tier subsidiaries, held through its subsidiaries.

 <p>Indonesia</p> <ul style="list-style-type: none"> • PT Mandiri Manajemen Investasi (MMI) • PT Mitra Transaksi Indonesia (MTI) 	 <p>Singapore</p> <ul style="list-style-type: none"> • Mandiri Securities Pte. Ltd. (MSPL) • Mandiri Investment Management Pte. Ltd. (MIMS)
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Operational Areas [GRI 2-6] [OJK C.3]

Domestic Offices





Overseas Offices

BANK MANDIRI HONG KONG

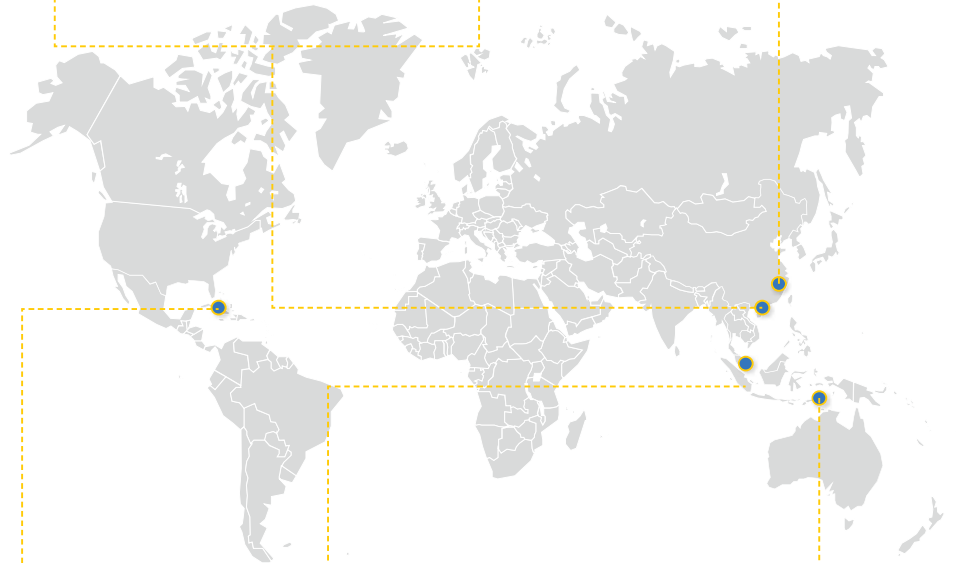
Address:
7th Floor Far East Finance Centre 16, Harcourt Road, Hong Kong
Phone:
+852-2881-3632
Fax:
+852-2529-8131, +852-2811-0735
Website:
www.bankmandirihk.com
SWIFT Code:
BMRHKHH

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 China
Phone:
+86-21-2033-2625, +86-21-2028-2806, +86-21-5037-2509
Fax:
+86-21-5037-2707, +86-21-5037-2547
SWIFT Code:
BMRICNH



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:
BMRKYKY

BANK MANDIRI SINGAPURA

Address:
12 Marina View, #19-01 Asia Square Tower 2, Singapore 018961
Phone:
+65-6213-5688, +65-6213-5680
Fax:
+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
Telp:
+670-331-7777, +6221-526-3769, +6221-527-1222
Phone:
+670-331-7190, +670-331-7444, +6221-252-1652, +6221-526-3572

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
Phone:
+670-7307-7777

Overseas Subsidiaries



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 MALAYSIA

Address:
Wisma MEPRO, Ground & Mezzanine Floor, 29 & 31 JI. Sultan
Azlan Shah, 51200 Kuala Lumpur
Phone:
+60192619200
Website:
www.mandiriremittance.com

