



Duties and Responsibilities of the Board of Directors PT Bank Mandiri (Persero) Tbk.

Duties and Responsibilities of the Board of Directors

The main duties of the Board of Directors according to the Articles of Association are:

1. To operate and responsible for the management of the Company for the interests of and in accordance with the purposes and objectives of the Company stipulated in the Articles of Association, and lead the management of the Company.
2. To maintain and manage the Company's assets; all of which have been well executed during 2017.

Scope of Work and Responsibilities of Each Member of the Board of Directors

President Director

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.

Vice President Director

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.

Director of Operations

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.





3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company operations strategy, consolidating communication and programs to improve the quality of customer service.
6. Coordinating and directing the optimization of the customer data usage to support the Company business activities.
7. Coordinating and directing the preparation and management of complaint handling procedure and customer disputes.
8. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development.

Director of Finance & Treasury

1. Directing, evaluating, and coordinating Company management in Finance & Treasury in accordance with the Articles of Association, Resolutions of the Company GMS, and applicable laws and regulations.
2. Directing, evaluating, and coordinating work units and subsidiaries in Finance & Treasury, as well as coordinating with other Directors.
3. Leading, directing, and coordinating the development and offers of the best Finance & Treasury products and making sure that the development and offers is qualified and highly competitive products.
4. Aggressively leading and coordinating the management of Finance & Treasury products while considering the Company policies and prudential principle.
5. Effectively leading and coordinating the promotion for Finance & Treasury products in accordance with market research and customer segments.
6. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
7. Maintaining the Company image and assisting good relationship with the regulators and stakeholders.
8. Supporting the role of the Regional CEO in running the coordination function to create an alliance with another Strategic Business Unit.

Director of Wholesale Banking

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.





4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Wholesale Banking strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the management of Corporate Banking and Commercial Banking products while considering the Company policies and prudential principle.
7. Effectively leading and coordinating the promotion for Corporate Banking and Commercial Banking products in accordance with market research and customer segments.
8. Leading and directing the front liner marketers to be able to run the Standard Procedure in Corporate Banking and Commercial Banking well.
9. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
10. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development.

Director of Distributions

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Distributions strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the marketing the Company products in the regional while considering the Company policies and prudential principle.
7. Leading and directing the front liner marketers to be able to run the Standard Procedure of the Company products well.
8. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
9. Directing and developing Regional to reach market share target and improve business volume target in the Regional.

Director of Retail Banking

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.





3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Retail Banking strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the management of Retail Banking products while considering the Company policies and prudential principle.
7. Effectively leading and coordinating the promotion for Retail Banking products in accordance with market research and customer segments.
8. Leading and directing the front liner marketers to be able to run the Standard Procedure in Retail Banking well.
9. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
10. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development.

Director of Risk Management & Compliance

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the implementation of good corporate governance principles.
6. Approving the steps needed to ensure that the Bank is compliance with the applicable laws and regulations as well as maintaining so that the Bank business activities do not violate the applicable laws and regulations.
7. Supervising and maintaining the Bank compliance to every agreement and commitment between the Bank and external parties.
8. Developing work organization of Risk Management & Compliance so that the Company has reliable policies, procedures and methods in implementing the Risk Management & Compliance.
9. Monitoring the compliance and supervisory implementation inherent in every Risk Management & Compliance organization work unit.
10. Coordinating, directing, and monitoring the legal cases handling that is complex and/or bankwide by giving legal advice to the work unit, management or by optimizing the legal officer.
11. Effectively coordinating, directing, and monitoring legal actions by integrated case handling with clear targets.





12. Ensuring the implementation of Human Resources (HR) policies in the work unit below his supervision, including every HR functions (Architect to Adieu) coordinated by/with the SEVP Human Capital.

Director of Commercial Banking

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Government & Institutional strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the management of Government & Institutional products while considering the Company policies and prudential principle.
7. Effectively leading and coordinating the promotions of Government & Institutional products.
8. Leading and directing the front liner marketers to be able to run the Standard Procedure in Government & Institutional well.
9. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
10. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development.

Director of Digital Banking & Technology

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Digital Banking & Technology strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the management of Digital Banking & Technology products while considering the Company policies and prudential principle.
7. Effectively leading and coordinating the promotions of Digital Banking & Technology products.





8. Leading and directing the front liner marketers to be able to run the Standard Procedure in Digital Banking & Technology well.
9. Developing Information Technology to work as business partner with every Company organization work unit and ensuring that the Company owns the most suitable technology solutions for the current situation and future business needs through effective and efficient information technology plans, development, achievement, implementation, maintenance and sustainable supports.
10. Coordinating and directing the optimization of the customer data usage to support the Company business activities.
11. Providing assistance on customer relation through periodic on the spot visit and customer project monitoring.
12. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development

Director of Treasury

1. Conducting Company management in accordance to the task fields specified in the General Meeting of Shareholders or the Board of Directors Meeting.
2. Directing and implementing the strategies and policies for the task fields in his accountability by considering the specified Company vision, strategy and policy.
3. Preparing and approving work plan, development plan the business and human resources in the task field in his accountability for the benefits of the Company in order to achieve the interest and purpose of the Company.
4. Supervising the smooth process of the Company in accordance with the specified strategy and policy.
5. Coordinating and directing the preparation for Company Treasury, Institutional Banking & Financial Institution and Subsidiaries Management strategy, consolidating communication and programs to improve the quality of customer service.
6. Aggressively leading and coordinating the management of Treasury and Institutional Banking & Financial Institution products while considering the Company policies and prudential principles.
7. Effectively leading and coordinating the promotion for Treasury and Institutional Banking & Financial Institution products in accordance with market research and customer segments.
8. Directing and developing Regional to reach market share target and improve business volume target in the Regional as the Director of Regional Development.

