



## Performance and Reward Management PT Bank Mandiri (Persero) Tbk.

Bank Mandiri distribute the company's target to each individual based on the potential and capability of personnel, as outlined in the Key Performance Indicator (KPI) Employees.

Furthermore, the individual performance planned, established, reviewed and rated using tools system named the Individual Performance Management System (IPMS) which specifically arranged structured so employees can carry out their duties

optimally, enhances employee loyalty and drive the work climate that is open, positive and progressive. IPMS assessment process carried out in the form of an annual cycle Working Planning (planning and goal setting) as well as monitoring and evaluation. This process is done online at Mandiri system Easy Internet-based so it can be accessed by any employee anywhere and anytime.

Bank Mandiri give rewards to employees whom their performance becomes the foundation of the principles of competitiveness and fairness, where reward given to employees, either in financial or non-financial things that are tailored to the ability of Bank Mandiri. One form of financial reward to Bank Mandiri employees is the annual performance bonus which given because of the optimum performance of Bank Mandiri that has been achieved. Meanwhile, performance bonuses are granted in accordance with the assessment of the performance of each employee assessed through Mandiri Easy. In addition to the compensation that is cash, Bank Mandiri also provides benefits to employees in the form of a health facility, days off, credit employee welfare and other facilities by location and occupation.

Non-financial reward is given in a series of event Mandiri Excellence Award which is the highest appreciation for employees and work units best in various categories involving the subsidiary. In order to support and improve Bank Mandiri performance, the Company ensure the presence of top talent to fill all strategic positions. Programs in preparation for succession among other talent as a leadership development program for senior and middle management through Coaching and Mentoring program, the Great Leader Program, and Leadership Forum Program. Senior and middle management were also measured levels of capabilities through the Mandiri program for assessment by a consultant to prepare a development program that suits each individual.

### **Employment Engagement Survey**

The employee engagement survey of Bank Mandiri which conducted in 2016 has successfully got score of 73.7% which is the highest category (platinum) for the employee engagement survey. By the results of this survey, Bank Mandiri obtained 2 (two) awards, namely Platinum and Best of the best Award Winner in Indonesia Employee Engagement Award 2016 that organized by the Indonesian Banking Development Institute (LPPI), Stability, Performance and BlessingWhite Indonesia.

Several factors that contribute to the high score of Bank Mandiri employee engagement survey in this year, among others, good relation with colleagues, clarity about the priorities and objectives of





the work, as well as an understanding of the contribution of the work performed to support the company's strategy.

### **Career Development**

Bank Mandiri ensure that all employees have a big chance and same career opportunities based on the principles and provisions that applicable in Bank Mandiri. Related to this, employees whom can be promoted are employees who have met the criteria in the guidelines Promotion. This promotion and transfer program is one form of employee career development and implemented in accordance with the promotion cycle that takes place in May and November.

### **Retirement**

Bank Mandiri provides special training related to pension preparation for employees of retirement age. This is known as Pra-Purna Bhakti (Pre-Retirement) training that aims to prepare the mind and skills to help pensioners stay productive, despite their retirement. By 2017, this training has beenopened 3 batches with total participants of 39 employees and and cost Rp1.48 billion.

