

Principle	Recommendation	Remarks of OJK's Recommendation	Elaboration of Implementation at Bank Mandiri
	20. Public Listed Company has a policy in place for supplier or vendor selection and capability improvement.	<ul style="list-style-type: none"> Supplier or vendor selection policy is helpful to ensure that Public Listed Company receives the required goods or services at competitive prices and in good quality. Supplier or vendor capability improvement policy, on the other hand, is helpful to ensure that the supply chain operates efficiently and effectively. Supplier or vendor capability in supplying/providing the required goods or services will affect the quality of a company's output. Implementation of such policies can guarantee supply continuity, either in terms of quantity or quality, as required by the respective Public Listed Company. The scope of the policy may include criteria for supplier or vendor selection, transparent procurement mechanism, measures to improve supplier or vendor capability, and fulfillment of rights related to the supplier or vendor. 	<p>Bank Mandiri has implemented specific Public Listed Company Governance Guideline regarding Supplier or Vendor Selection and Capability Improvement for vendors or associates, in the form of:</p> <ol style="list-style-type: none"> Bank Mandiri's Operational Policy (KOBM), Article 420 on Procurement Basic Principles of Procurement Procurement Operational Guideline Standard (SPO), Chapter III.B. Goods and Services Procurement Provisions, which consist of: <ol style="list-style-type: none"> Goods and services procurement methods Procurement process Procurement phases Job exTaking a leaveon and job handover Specific provisions regarding job change (addition/reduction) for construction services Implementation of procurement activities to address specific conditions Payment documents and process In the Procurement PTO, associate selection procedure is described in Chapter III.C.1 Provisions on Implementation of Accreditation for Associates (Goods and Services Providers) Selection Criteria for Goods and Services Providers (Associates) In implementing Goods and Services Provider selection, the Company has defined a set of aspects, which are reviewed periodically, as a platform for associate selection. The Company has defined criteria for associates recommended to invite into a specific goods and services procurement process. Evaluation of associates' performance has been performed through 2 (two) models, i.e. Project Performance Evaluation and Periodic Evaluation. Vendor gathering has also been carried out periodically with the purpose of, among others, obtaining feedbacks from associates for improvement of goods/services procurement process in order to achieve effective procurement process. <p>Remarks: Comply</p>
	21. Public Listed Company has policy(ies) in place regarding fulfillment of creditor's rights.	Policy(ies) regarding fulfillment of creditor's rights is used as a guideline in taking loans from any creditor. The policy aims at maintaining fulfillment of creditor's rights while also maintaining creditor's trust to the respective Public Listed Company. The policy may include considerations in setting up agreements and follow ups in fulfillment of a Public Listed Company's duties to creditors.	<p>The policy on fulfillment of creditor's rights has been manifested in:</p> <p>Funds Product SPO, Product Manual, and Customer Complain Management SPO, which in brief governs:</p> <ol style="list-style-type: none"> The right to obtain adequate explanation on product characteristics. The right to access funds product requirements and terms through Bank Mandiri's website. Ease of transaction through branch offices, e-banking service, or other means as specified by the Bank. The right to obtain interest at specific rates as applicable in the Company. <p>Remarks: Comply</p>