

No	Aspects; Principles; Recommendation	Comply or Explain
D.1.3.	<p>Recommendation 20 : Public Listed Company has a policy in place for supplier or vendor selection and capability improvement.</p> <p>Explanation : Policy regarding supplier or vendor selection useful to ensure that the Public Company to obtain goods or services that are needed at competitive prices and good quality. Where as policy increasing the ability of suppliers or vendors beneficial to ensure that the chain supply chain runs efficiently and effective. Ability of suppliers or vendors in supplying/ fulfilling goods or services what the company needs will affect quality of the company's output.</p> <p>Thus, the implementation of policies it can guarantee continuity of supply, both in terms of quantity and quality Public Company needs. As for coverage this policy covers the criteria in the election supplier or vendor, procurement mechanism transparent, capacity building efforts supplier or vendor, and fulfillment of rights relating to suppliers or vendors.</p> <p>The company has procurement related policies goods and services that contain selection and increasing supplier capacity or vendor stated in the Guidelines standard Procurement.</p>	<p>Bank Mandiri has a policy on Selection and Enhancement of the ability of Suppliers or Vendors, namely:</p> <ol style="list-style-type: none"> 1. Operational Policy (KOPR), article 205 concerning Operational Facilities and Infrastructure - Procurement (Procurement) 2. Procurement Operational Guidelines (SPO) standards which regulate, among others (Chapter III): <ol style="list-style-type: none"> A. General provisions include: <ol style="list-style-type: none"> 1) Basic Principles of Procurement 2) Procurement Ethics 3) Procurement Planning 4) Loading Guidelines B. Provisions for the Implementation of Procurement of Goods and Services include: <ol style="list-style-type: none"> 1) Procedures for Procurement of Goods and Services 2) Procurement Process 3) Procurement Process Stages 4) Job Implementation and Job Handover 5) Provisions for Employee Change (added/less) specifically in the field of construction services. 6) Implementation of Procurement Activities to Overcome Certain Conditions. 7) Document and Payment Process. 3. Procurement Technical Operational Guidelines (PTO) which regulate, among others (Chapter III): <ol style="list-style-type: none"> a. Reviewing aspects in implementing candidate qualifications Provider of goods and services b. Procedure for partner accreditation (Provider of Goods and Services) c. Aspects that need to be considered in a procurement process d. Partner Monitoring includes: <ol style="list-style-type: none"> 1) Partner Data Monitoring 2) Partner Performance Monitoring consisting of: <ol style="list-style-type: none"> a. Periodic Partner Performance Evaluation b. Partner Performance Evaluation based on the Contract <p>Description: Comply</p>
D.1.4.	<p>Recommendation 21 : Public Listed Company has policy(ies) in place regarding fulfillment of creditor's rights.</p> <p>Explanation : 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>	<p>The policy on fulfilling creditor rights is regulated in:</p> <p>Fund Product SPO, Product Manual and SPO Customer Complaint Management, which briefly regulates:</p> <ol style="list-style-type: none"> 1. Right to obtain a sufficient explanation of the characteristics of the product. 2. Right to be able to access the fund product terms and conditions through the Bank Mandiri website. 3. Ease to transact through branches, e-banking services or other facilities determined by the Bank. 4. Obtain interest in the amount according to the provisions in force at the Bank. 5. Procedures for handling and resolving customer complaints. <p>Bank Mandiri Funds and Services Policy, Articles 240 Customer Protection</p>

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			<p>In the activity of raising funds and providing services, the Bank pays attention to the principle of customer protection.</p> <p>To protect customers, the Bank pays attention to the rights and obligations of customers while taking into account the interests of the Bank. The rights and obligations of the parties are poured into documents both application documents, as well as agreement documents and other forms of documents.</p> <p>Banks are required to ensure customers understand the rights and obligations of customers as stated in the document before making a Bank transaction.</p> <p>Description: Comply</p>
D.1.5.		<p>Recommendation 22 : Public Listed Company has a whistleblowing system in place.</p> <p>Explanation : Well-developed whistleblowing system policy will provide assurance regarding protection for witness or whistleblower of an indication of violation committed by the respective Public Listed Company's employee or management. Implementation of such system policy will impact on the realization of good corporate governance culture. Whistleblowing system policy may include, among others, type of violations reportable via the whistleblowing system, method of reporting, protection and confidentiality assurance of the whistleblower's identity, report handling, report managing party, and result of handling and follow up of report.</p>	<ol style="list-style-type: none"> 1. Bank Mandiri has had a whistleblowing system in place under the name Letter To CEO (LTC). LTC is a facility used to submit reports regarding frauds or indications of fraud, either committed by employee or vendor, to the Group's CEO by emphas Permission on the disclosure of the report in order to enhance the effectiveness of Bank Mandiri's internal control system. 2. Bank Mandiri's LTC has been implemented since 2009, and has been refined in 2018. 3. LTC is regulated in the Letter to CEO (LTC) Technical Guidelines on August 1, 2018. 4. Since revitalization in 2018, LTC management has involved parties independent to provide a safe environment that encourages employees and stakeholders to report. The reporter can include a complete identity or anonymously (the identity is only known to independent parties). 5. Submission of LTC reports can be submitted through the media as follows: <ul style="list-style-type: none"> - Website https://whistleblowing.tips/wbs/@bmri-lettertoceo - Email to bmri-lettertoceo@rsm.id - Letter to POBOX 1007 JKS 12007 - SMS and WA ke 0811-900777 <p>Description: Comply</p>
D.1.6.		<p>Recommendation 23 : Public Listed Company has policy(ies) in place regarding the provision of longterm incentive to the Board of Directors and employees.</p> <p>Explanation : Long-term incentive is a type of incentive provided based on long-term performance achievement. Long-term incentive plan is based on the idea that a company's longterm performance is reflected on share value growth or other long-term targets. Long-term incentive is useful to maintain loyalty and to motivate the Board of Directors and employees to improve their performance or productivity, which in turn will lead to improvement of the company's long-term performance.</p>	<p>Bank Mandiri has a policy of providing long-term incentives to Commissioners and Directors in accordance with the provisions in Financial Services Authority Regulation No.45/POJK.03/2015 concerning Implementation of Governance in the Provision of Remuneration for Commercial Banks. Bank Mandiri implements Governance in Providing Remuneration that has considered various aspects, including bank financial stability, the creation of risk management, term liquidity requirements short and long term, and potential income in the future. Bank Mandiri can postpone deferred variable remuneration (Malus) or withdraw variable paid remuneration (Clawback) to officials classified as Risk Taker (MRT) Materials. As a follow-up initiative in line with the cultural transformation, Bank Mandiri is in the process of drafting a concept related to the implementation of the Risk Taker Material for officials (L2 / BoD Minus One).</p>