

Vision, Mission and Corporate Culture

2016 – 2020

Corporate Plan Restart
(Indonesia's Best, ASEAN's Prominent)



Indonesia's Best,
ASEAN's Prominent

2015 – 2020

Corporate Plan
(The Best Bank
in ASEAN by 2020)

2010 – 2014

Indonesia's Most Admired
and Progressive Financial Institution

2003 – 2005

Domestic Power House
(Regional Champion Bank)

2005 – 2009

Dominant Multi Specialist
(Regional Champion Bank)

Vision

Bank Mandiri's long-term vision in 2020 is to become Indonesia's best, ASEAN's prominent with key milestones including:

- a. Achieving the value of Market Capitalization of IDR500 trillion in 2020,
- b. Year on year credit growth is 3% above the market, and
- c. Become an employer of choice in Indonesia.

The description of the said vision is as follows:

- a. Commits to build a long term relationship with business and individual customers based on trust. Bank Mandiri serves every customer with compliance to the international service standards through innovative financial solutions. It also strives for recognition for the best performance, human capital, and teamwork.
- b. Actively participates in driving long term growth of Indonesia and consistently provides high return for the shareholders.



Mission

To support the Vision, the Missions of Bank Mandiri have been stated as follows:

- a. Oriented towards market needs fulfillment
 - 1) Prioritizing the interest of customers.
 - 2) Providing the best service in a professional and friendly manner.
 - 3) Suggesting competitive and secured products.
- b. Developing professional human capital
 - 1) Providing equal job opportunity for everyone.
 - 2) Recruiting, training, and developing human capital based on skills and capabilities.
 - 3) Providing reward and promotion to compensate achievement and dedication
- c. Gaining maximum benefit for the stakeholders.
 - 1) Memberikan keuntungan yang maksimum kepada semua pihak yang berkepentingan.
 - 2) Menjamin pertumbuhan dan peningkatan laba yang berkesinambungan.
- d. Melaksanakan manajemen terbuka
 - 1) Providing maximum benefits to all concerned parties.
- e. Ensuring sustainable growth and profit increase.
- e. Caring for social and environmental issues Taking into account social interests and environment in making decisions.

To support Bank Mandiri in transforming into a banking institution that pays attention to the Environment, Social, and Governance (LST) aspects in its operations, on November 28, 2018, Bank Mandiri has carried out adjustment in the Mission scope by incorporating the LST elements in a sustainable context as follows:

- a. Carry out operations and good corporate governance in banking operations and activities, and
- b. Contribute to sustainable growth by considering economic, environmental and social needs.

Review on Vision and Mission by the Board Commissioners and Directors

In order to ensure the compatibility of the Vision and Mission of Bank Mandiri that has been running, Bank Mandiri always reviews the Vision and Mission every 5 (five) years. Whereas the achievement of milestones is always reviewed every 6 (six) months, both for short and medium term targets, namely by implementing a Mid-Year Retreat and End of Year Retreat which is attended by all Directors and Senior Executive Vice Presidents (SEVP). During 2018, Board Retreats were held twice, that were on July 13-15 2018 and September 28-29 2018, both events took place in Bali.

Besides being attended by top management (Board of Directors and SEVP), Bank Mandiri also invited independent parties in the Board Retreat to review the Vision and Mission and the achievement of several main indicators so that Bank Mandiri's Vision in 2020 can be achieved in accordance with agreed targets.

Bank Mandiri's vision and mission have been discussed and approved by the Board of Directors and the Board of Commissioners. The scope of mission adjustments is carried out in the context of implementing sustainable finance, as stated in the Sustainable Financial Action Plan (RAKB) that has been approved by the Board of Commissioners and has been submitted to the Financial Services Authority (OJK) on November 28, 2018.

Corporate Culture

Throughout 2018, the revamp culture process has been carried out systematically to perfect the Work Culture with a foundation of core values, namely Trust, Integrity, Professionalism, Customer Focus, and Excellence), Code of Conduct, and Business Ethics as a foundation to build a strong character of independence. The results of the revamp culture are 5 new Bank Mandiri Work Culture, namely: **Satu Hati Satu Mandiri (One Heart One Mandiri)**, **Mandirian Tangguh (Strong Mandirian)**, **Tumbuh Sehat (Growing Healthy)**, **Memenuhi Kebutuhan Pelanggan (Fulfilling Customer Needs)**, and **Bersama Membangun Negeri (Together Build The Nation)** that is a guide in thinking, acting, and behaving daily.

Explanation of 5 (five) new work cultures is as follows :

