

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 :

