

Freedom of Association

Bank Mandiri seeks to always perform work practices to accommodate employees' rights, which, among others, is to establish Labor Union. Union of Bank Mandiri Employees (SPBM) was established as one of the main methods in achieving a congenial, harmonious, secure, and dynamic industrial relation to guarantee assurance of rights and obligations of the employees or corporate management, composure during work, improvement of employees' well-being, and business performance of the company.

SPBM was established in 2000 and is registered in the Department of Manpower and Transmigration of the Republic of Indonesia No. KEP.804/M/BW/2000 and recorded in the same Department under No. 45/V/P/V/2001. SPBM is located in a head office in Plaza Mandiri 12th Floor, Jalan Jend. Gatot Soebroto Lot 36-38, Jakarta Selatan. SPBM and Bank Mandiri have entered into a Collective Labor Agreement (PKB), the current PKB is the 9th PKB for the 2019-2021 period and has been registered and approved by the Ministry of Manpower Number KEP.277 / PHIJSK.PK / PKB / XII / 2019, December 23, 2019.

THE ROLE OF MANAGEMENT IN EMPLOYMENT POLICY

The management of Bank Mandiri participated in the review process until the signing of the Collective Labor Agreement with SPBM and all policies related to human resources, which were decided at the Board of Commissioners 'Meetings, Directors' Meetings and Committee Meetings to ensure the achievement of harmonious, safe, dynamic and dynamic industrial relations and ensure certainty employee and management rights and obligations are fulfilled.

RETIREMENT TRAINING

In addition to providing competency improvement training for active employees, Bank Mandiri also provides special training for employees who wish to enter retirement, namely the Pre-Retirement Service. The training is given with the aim of forming mentality and expertise as well as equipping employees to remain productive even though they are no longer active employees. In 2019, this training has been opened by 26 batches with a total of 432 employees and spent Rp10 billion. In accordance with the objectives of the training, the material provided for 5 (five) days, inter alia, is related to the preparation of retired employees financially and psychologically.

EVALUATION OF EMPLOYEE TURNOVER

Bank Mandiri is fully aware that Human Capital is one of the most important assets in supporting the

improvement in the quality of the Bank's performance. Therefore, Bank Mandiri always maintains the comfort and security of each employee while working to increase employee engagement with Bank Mandiri. In addition to going through employee engagement surveys, Bank Mandiri also conducts regular monitoring every year of the Attrition Rate (employee turnover rate, both those who resign and leave outside Bank Dependents (CLTB)). That way, Bank Mandiri can analyze and know for certain the profile of the employee who resigned, specifically the reasons / background for resignation of the employee.

During 2019, there were 2,538 Bank Mandiri employees leaving the company. With regard to employee turnover, Bank Mandiri has developed a strategy for employee fulfillment / recruitment so that the amount of human capital remains adequate for the Company's needs, including through the Officer Development Program (ODP) and Staff Development Program (SDP).

Provision of Healthcare Facility

Health is crucial for every one. Each individual is expected to maintain his health by living a healthy lifestyle as early as possible. In that case, Bank Mandiri plays a role in maintaining the employees' health by providing health care facility for the employees and their family members. Bank Mandiri continuously reviewed the benefit of health care facility to improve the well-being of the employees.

Improvement of health care facility is performed by reflecting on the study of benchmark result in several banks and availability of health care budget (Bank capability). This improvement is aimed at aligning the health care facility for Bank Mandiri employees with market trend, as well as managing it to be more effective and simpler to be reviewed in order to enhance the employees' well-being and to maintain competitiveness.

Mandiri Club Fitness

Bank Mandiri provides sport facilities called Mandiri Club Fitness to help maintain the health of all employees. Mandiri Club Fitness was established in 2003 on the initiative of some employees who love to exercise. In recent years, this club is managed by Lifecoach with an experience to manage and provide fitness instructor. Available classes include spinning, zumba, yoga, circuit training, weight training, and ladies training. In addition to fitness, this club also facilitates other types of sport, such as basketball, pencak silat, dancing, and others. Sport facility enables the employees to have fitter body, which, in turn, will increase their productivity.