



Performance Highlights



Report of the Board of Commissioners and Directors



Company Profile



Management Discussion and Analysis on Company Performance



Human Capital

# Vision, Mission and Corporate Culture

## 2016 – 2020

Corporate Plan Restart  
(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



## 2005 – 2009

Dominant Multi Specialist  
(Regional Champion Bank)



## 2003 – 2005

Domestic Power House  
(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) Provides maximum profit to all interested parties.
  - 2) Ensuring profit growth and increase sustainable.
- d. Implement open management
  - 1) Providing maximum benefits to all concerned parties.
  - 2) 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.