

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 March 15-16 2019 and October 13-15 2019.

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.

The Company's visions and missions have been discussed and approved by the Board of Directors and the Board of Commissioners. Adjustments are made to the scope of the Mission in response to the implementation of sustainable finance, as stated in the Sustainable Financial Action Plan (RAKB) which was approved by the Board of Directors and the Board of Commissioners and submitted to FSA (Financial Services Authority) on November 28, 2018.

CORPORATE CULTURE

To improve Human Capital quality in connection with the era of digitalization with the majority of employees consisting of millennials, a cultural revamp has been carried out systematically for the betterment of Work Cultures based on core values, i.e. Trust, Integrity, Professionalism, Customer Focus, and Excellence, Code of Conduct, and Business Ethics as a foundation to build Mandirians of resilient characters. The cultural revamp efforts generate 5 new Bank Mandiri Work Cultures, including 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 serve as guidelines for ways of thinking, acting, and behaving daily.

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

One Heart one Mandiri

All Mandirian must prioritize the interests of Mandiri above other interests, collaborate, and have empathy and mutual respect.

Strong Mandirian

The entire Mandirian must have a pattern learners think, work smart, agile, adaptive and solutive, and have a high intrapreneurship and resilience.

Growing Healthy

All Mandirian must be able to think and act in a balanced manner, not just pursuing Key Performance Indicator (KPI) only, but also able to control risk, make process improvements, and improve capabilities to build a business a long-term (sustainable) sustain.

Fulfilling Customers' Needs

Explore needs and maintain professional relationships with customers, and can provide solutions to meet customer needs appropriately.

Together Build The Nation

Behavior of Mandirian who can interpret work, as well as contribute and a balanced role as an agent of development.

