

Overview Respectful Workplace Policy (RWP)

Objective

PT Bank Mandiri (Persero) Tbk is committed to fostering a safe, comfortable, and harmonious workplace that upholds the principles of mutual respect, protection, and equal opportunity for all employees, management, and stakeholders. This policy is established in alignment with Surat Edaran Menteri BUMN No SE-3/MBU/04/2022 tahun 2022 tentang Kebijakan Berperilaku saling Menghargai di Tempat Kerja (Respectful Workplace Policy) di Lingkungan Badan Usaha Milik Negara (BUMN). As a State-Owned Enterprise (SOE/BUMN), PT Bank Mandiri (Persero) Tbk remains fully committed to implementing and upholding these principles, ensuring a work environment where professionalism, inclusivity, and respect are at the forefront.

PT Bank Mandiri (Persero) Tbk has a strict zero-tolerance policy towards any form of harassment, whether sexual or non-sexual, and discrimination in the workplace or in any work-related activities. This is clearly stated in the Respectful Workplace Policy (RWP), which is designed to protect the dignity of all individuals, promote mutual respect, and ensure a work environment free from discrimination, bullying, harassment, and both physical and mental abuse. Through the RWP, PT Bank Mandiri (Persero) Tbk is committed to fostering a harmonious, inclusive, conducive, and productive work environment that promotes business sustainability and upholds human rights, ensuring a workplace free from harassment.

Scope

The Director of Compliance and Human Resources, along with all Heads of Work Units, is responsible for ensuring the consistent application of this Respectful Workplace Policy (RWP) to uphold diversity and inclusion across the organization. This policy applies to all Bank Mandiri operations, including employees at all levels—such as the Board of Commissioners, Board of Directors, and all staff—as well as external partners acting on behalf of the Bank, and subsidiaries or affiliated entities. To ensure effective implementation, PT Bank Mandiri (Persero) Tbk actively promotes anti-discrimination and harassment, gender diversity and inclusion, workplace well-being, and fostering a respectful work environment through annual training and outreach programs, reinforcing an inclusive and respectful workplace culture.

Prohibited Action

PT Bank Mandiri (Persero) Tbk is fully committed to combating discrimination in the workplace. Referring to ILO Convention No. 111 on Discrimination in Employment & Occupation, discrimination is defined as any act of differentiation, marginalization, restriction, exclusion, or

preference—whether direct or indirect—that results in the reduction or elimination of recognition, implementation, or enjoyment of human rights and fundamental freedoms. PT Bank Mandiri (Persero) Tbk firmly believes that such actions result in inequality of opportunity and unfair treatment of individuals or groups within corporate activities and social interactions in the workplace.

Bank Mandiri strictly prohibits all forms of discrimination in the workplace, including but not limited to:

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|-----------------|--|
| (a) Ethnicity | (i) Social Status |
| (b) Race | (j) Marital Status |
| (c) Nationality | (k) Economic Status |
| (d) Skin Color | (l) Language |
| (e) Religion | (m) Political Preference |
| (f) Gender | (n) Or any other personality characteristics |
| (g) Age | |
| (h) Disability | |

Reporting and Investigation Process

In the event of discriminatory actions, all employees have access to various confidential reporting channels to ensure transparency and protection, including:

- (a) Head of working unit – through employee grievance handling mechanism
- (b) Whistleblowing System Letter to CEO (WBS-LTC) – managed by a third party to ensure the confidentiality of the whistleblower’s identity
- (c) HC4U Service

Once a report is submitted, the clarification, review, and investigation process will be conducted by the HC Engagement & Outsource Management (HCEOM) Group, Senior Investigator (SIV)/Regional Business Control (RBC), and the respective Head of Work Unit, following the applicable procedures. The recipient of the report is required to maintain strict confidentiality of the whistleblower’s identity, and Bank Mandiri is committed to following up on every report received in accordance with established procedures. Reports must be made in good faith and should not be personal complaints, malicious accusations, or defamatory statements. To support employees who are victims of human rights violations, Bank Mandiri provides professional counselors trained in Psychological First Aid (PFA). These counselors assist victims in the reporting process, provide protection, and facilitate mental well-being recovery during the proceedings

Corrective and Disciplinary Action

Individuals proven to have committed acts of discrimination, violence, bullying, and harassment in the workplace will face sanctions as outlined in the Collective Labor Agreement (CLA), Human Resources Standard Operating Procedures (SPSDM) and their amendments, as well as applicable laws and regulations. Each violation will be followed up in accordance with the Employee Discipline Regulations (PDP), which govern the types of violations and the penalties that may be imposed, including:

- (a) Actions contrary to norms, including immoral conduct, either inside or outside the Bank, may be subject to termination of employment (TOE).
- (b) Failure to respect fellow employees may be subject to a second written warning.
- (c) Arbitrary behavior toward other employees may be subject to a final written warning and termination.
- (d) Violations of work rules or procedures may be subject to termination of employment (TOE).

For cases of sexual harassment, in accordance with the Criminal Code (KUHP), such offenses are classified as complaint-based offenses (*delik aduan*). Therefore, Bank personnel who are victims of violence or sexual harassment have the right to report and file both criminal and civil charges against the perpetrator through law enforcement authorities.