

HUMAN CAPITAL MANAGEMENT PROGRAMS IN 2022

AWARDS

One of the ways that the Bank does to enhance employee engagement is by providing appreciation in the form of awards to the Bank employees through the Mandiri Employee Award (MEA). This award event is regularly held every year, with the following awarding categories:

- **Mandatory Award**

The highest appreciation given by the management to Mandiri Best Employee (MBE), which is an award to the best employee for consistency in showing the best performance, as well as in implementing corporate culture that are reflected in work behaviour in accordance with AKHLAK's Core Values, to enhance employee motivation and engagement in order to continue to deliver the best contribution.

In 2022, the number of employees who received the MBE award was 114 employees, consisting of the AVP/VP category for 40 employees, the Manager category for 40 employees, the Executive category for 34 employees and Subsidiaries for 17 employees.

- **Thematic Award**

An appreciation to the Work Unit/ Employees who have contributed and have achievements in supporting bankwide initiatives, including related to the execution of

company strategies, business growth and sustainability, strengthening the mindset of strong learners, and implementing corporate culture, with the following details:

- a. **Best Strategi 3-3-1**

Appreciation to the Work Units that have the best performance achievements through the implementation of the 3-3-1 strategy.

- b. **Best Collection & Recovery of The Year**

Appreciation to Mandirian who exceeds the target in billings and in accordance with applicable ethics.

- c. **Best Bansos Heroes**

Pemberian apresiasi kepada Appreciation to the Work Units that have made the best contribution in the distribution of Social Assistance to the community.

- d. **Best Facilitator**

Awarding to Mandirian who is active as a teacher/trainer.

- e. **National Frontliner Championship**

Mandiri Service Award for the National Frontliner Championship (NFC) category is a competition held to appreciate the best Frontliners in the General Banker, Customer Service, Teller, Security, RM Priority

Banking and Mandiri Call Staff categories of Bank Mandiri for the services provided to customers that are able to make an impact on employee engagement. Through this event, Bank Mandiri hopes that all Frontliners can be motivated to strive to be the best and consistently provide a remarkable customer experience to customers.

In 2022, the NFC was held on 23 - 25 November 2022. This national-level competition was attended by 76 of the best Frontliners, from a total of 17,000 Frontliners across 2,400 branches throughout Indonesia from Region I to Region XII. Before participating in the National level competition, the Frontliners have first gone through selection at the Branch, Area and Region levels. The Frontliners who participated in the competition at the National level were 1 of the best Frontliner representatives from each category who passed through the Region selection.