

Developing Prosperous Communities

[OJK F.25], [GRI 3-3], [GRI 412-1]

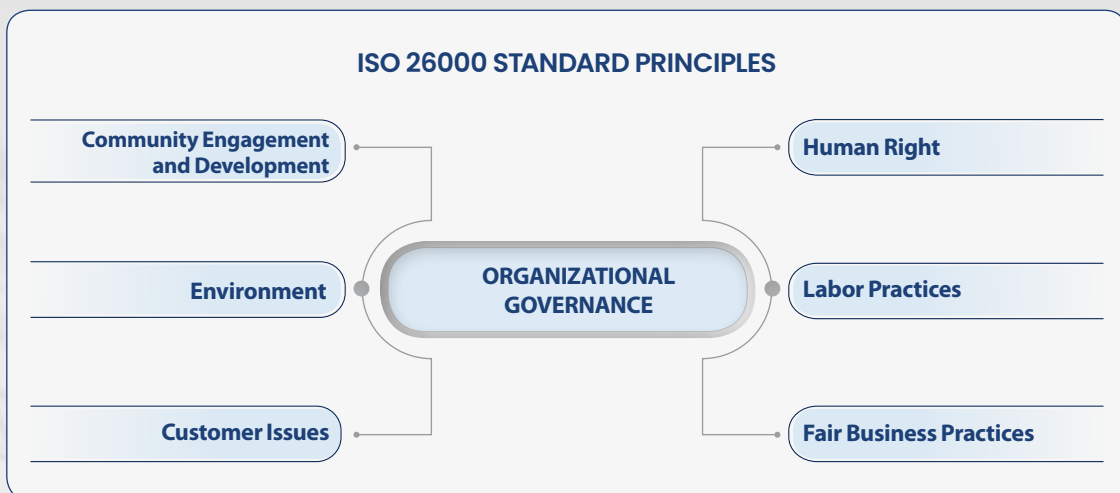
Bank Mandiri demonstrates a strong commitment to sustainably conducting business processes by consistently considering the balance of performance across economic, social, and environmental aspects by implementing various CSR programs supported by adequate budget allocations.

Bank Mandiri implements Corporate Social Responsibility and Environmental (CSR) programs as a form of support for achieving various Sustainable Development Goals. The implementation of these CSRE programs is a tangible manifestation of Bank Mandiri's accountability to all stakeholders. Through various development activities in the CSR program, Bank Mandiri demonstrates its commitment to meeting current needs without compromising, sacrificing, or destroying the fulfillment of future needs. By implementing these CSR programs, Bank Mandiri demonstrates that its current business development is focused on aligning performance across economic, social, and environmental aspects.

Bank Mandiri believes that by developing and reinforcing long-term values, it can establish a solid foundation for sustainability,

leading to the realization of sustainable competitive advantage and the strengthening of broader resilience to society and the environment.

Bank Mandiri implemented CSR programs in accordance with ISO 26000 through the concept of Creating Shared Value (CSV) with the characteristics of sharing benefits and value. This is in line with the Minister of State-Owned Enterprises Regulation No. PER-1/MBU/03/2023. Therefore, the implementation of CSR programs by Bank Mandiri is expected to provide optimal benefits for social and environmental development, contribute to creating added value for the company, and encourage the development of micro and small businesses to become more resilient and independent.



BASIS OF CSR IMPLEMENTATION

The CSR programs and activities are consistently conducted in accordance with the Bank's mission and aligned with Environmental, Social, and Governance (ESG) aspects. The CSR program is also under the guidance of various regulations, including:

1. Law No. 7 of 1992 on Banking as amended by Law No. 6 of 2023 on Enactment of Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
2. Law No. 19 of 2003 on State-Owned Enterprises as lastly amended by Law No. 6 of 2023 on Enactment of Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
3. Law No. 40 of 2007 on Limited Liability Companies as lastly amended by Law No. 6 of 2023 on Enactment of Government Regulation in Lieu of Law No. 2 of 2022 on Job Creation.
4. Government Regulation No. 47 of 2012 on the Social and Environmental Responsibility of Limited Liability Companies.
5. Ministerial Regulation of State-Owned Enterprises of the Republic of Indonesia Number PER-1/MBU/03/2023 dated March 3, 2023, on Special Assignments and Social and Environmental Responsibility Programs of State-Owned Enterprises.

CSR PRINCIPLES

Referring to PER-1/MBU/03/2023 on Special Assignments and Social and Environmental Responsibility Programs for State-Owned Enterprises, there are four principles for the systematic and integrated implementation of the CSR program to ensure that the implementation of the CSR program achieves performance targets in line with priorities and work plans. These four principles are:

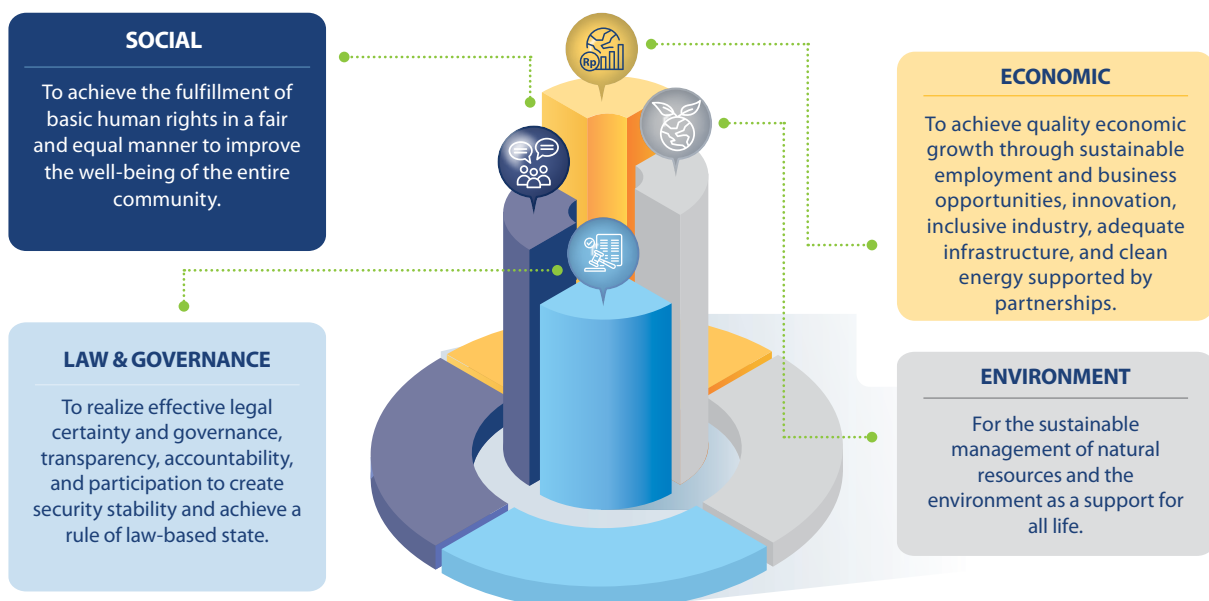
- a. Integrated, based on risk analysis and business processes related to stakeholder engagement;
- b. Directed, having a clear direction to achieve the Bank's goals;
- c. Measurable impact, contributing and providing benefits that result in changes or added value for stakeholders and the Bank.
- d. Emphasizing accountability, and being answerable, thus avoiding potential misuse and deviations.

CSR PILLARS

Strategic initiatives of Bank Mandiri's CSR are based on 4 (four) main pillars, namely social, environmental, economic, and legal and governance, in accordance with the Ministerial Regulation

of State-Owned Enterprises Number PER-05/MBU/04/2021 on the Social and Environmental Responsibility Program of State-Owned Enterprises.

BANK MANDIRI'S CSR PILLARS



CSR PROGRAM STRATEGY [F.23]

The CSR program of Bank Mandiri is expected to enhance the community's well-being by creating opportunities for economic activities. Another expected impact is that the community, as fund owners and users, can engage in transactions, thereby contributing to the growth of the national economy. Therefore,

to maximize the benefits, Bank Mandiri conducts an assessment to comprehend the potential and needs of the local community. The target for Bank Mandiri's CSR program for the 2023 reporting year according to the CSR Pillars is as follows:

TARGET FOR BANK MANDIRI'S CSR PROGRAM ACCORDING TO CSR PILLARS – 2023

PILLAR		Target (Rp)
1	Social	47,500,000,000
2	Economic	68,800,000,000
3	Environment	22,500,000,000
4	Law & Governance	11,200,000,000
5	Total	150,000,000,000

PURPOSE OF CSR

The purposes of Bank Mandiri's implementation of the CSR program are:

1. To realize a harmonious relationship between the bank and the community.
2. To help the independent, resilient, and competitive growth and development of micro, small, and medium enterprises with professional management.
3. To develop a pattern of fostering micro, small, and medium enterprises, emphasizing aspects of equality, independence, professionalism, and ethics.
4. To preserve environmental sustainability and help improve the quality of life of the community, covering areas such as education, health, and well-being.

SCOPE OF CSR

Bank Mandiri's CSR program is implemented to benefit the local community surrounding the bank's operational activities, as well as the broader community in a targeted manner. Throughout 2023, Bank Mandiri's CSR program concentrated on three primary areas: Education, Environment, and SME Development.

CSR MANAGEMENT STRUCTURE

Bank Mandiri's CSR program is overseen by the Corporate Social Responsibility Department under the Corporate Secretary Group. The person in charge of the CSR program is the Director of Institutional Relations.

CSR 2023 ACHIEVEMENTS

As evidence of Bank Mandiri's commitment to implementing CSR and achieving Sustainable Development Goals, in 2023, Bank Mandiri received various awards from third parties, including:

AWARD FOR THE CSR PROGRAM BANK MANDIRI IN 2023.

No.	Date	Award		Awarding Entity
		Award Name	Category	
1.	March 2023	Bronze Winner PR Indonesia Award 2023	CSR Program, Community-Based Development Sub Category	PR Indonesia
2.	March 2023	Best CSR in MSME (UKM) Program In Education Or Scholarship Category, Best CSR Global Program, The Best CSR Commitment	Indonesia CSR Excellence Award 2023	First Indonesia Magazine
3	March 2023	BCOMSS 2023	CSR Best Millenial and Community Involvement Category	BCOMSS

No.	Date	Award		Awarding Entity
		Award Name	Category	
4	May 2023	The Economics Indonesia Best CSR Award 2023 (Indonesia CSR Brand Equity Award 2023)	Indonesia Best CSR Award	The Economics
5	June 2023	TOP AWARD CSR 2023 CSR Innovation Programs For Sustainable Business Growth & TOP CSR AWARDS 2023 #GOLDEN TROPHY TOP ACHIEVEMENT	CSR Innovation Programs For Sustainable Business Growth	Top Business - Top CSR Award 2023
6	May 2023	TSLP Award 2023	Economic Recovery & Health in Yogyakarta	Secretariat of the Corporate Social and Environmental Responsibility Forum (TSLP)
7	August 2023	Merdeka Award Appreciation 2023	Innovative Program for Economic Independence	Merdeka Awards
8	August 2023	Indonesia CSR Awards 2023 (WARTA EKONOMI.CO.ID)	Category "BEST CSR 2023 PROGRAM IN DEVELOPING THE ECONOMIC POTENTIAL OF THE COMMUNITY BY FOSTERING MSMEs"	Warta Ekonomi.co.id
9	October 2023	Republika CSR Awards 2023	CSR in the MSME Sector	Republika
10	December 2023	IDX Channel CSR Awards 2023	Economic Development Initiatives (Urban Festival) Category	IDX Channel CSR Awards 2023

BANK MANDIRI CSR PROGRAM

SOCIAL PILLAR

Contribution to the Sustainable Development Goals (SDGs):



Routine Programs:

- Agricultural Equipment Facilities and Infrastructure
- Grocery Packages
- Meat Packages
- Disaster Response
- Ambulance Units
- Facilities and Infrastructure for Integrated Health Posts/Health
- Construction and Renovation of Facilities & Infrastructure for Educational Buildings
- Educational Facilities and Infrastructure
- Educational Scholarships

Initiative/Flagship Programs:

- Farmer Entrepreneurship Program
- Safari Ramadhan
- Mandiri Sehati Program
- State-Owned Enterprises (BUMN) Volunteer Service BUMN Scholarships
- Mandiri Scholarships

Achievements:

- Assistance with agricultural equipment at 18 locations
- Assistance with 42 ambulance units
- 860 Nutrition Packages
- Mass circumcision assistance to 1,490 people
- Renovation of school facilities and boarding schools at 113 locations
- Disaster response program at 17 locations
- 339,644 food packages for community social programs
- 302 beneficiaries of scholarship programs

ECONOMIC PILLAR

Contribution to SDGs:



Routine Programs:

- Agricultural and MSME facilities and infrastructure
- Public Street Lighting/Construction
- development and renovation of roads
- Development of village facilities and infrastructure

Initiative/Flagship Programs:

- WMM Program
- Mandiri Sahabat Difabel
- WMM Alumni Development
- Rumah BUMN
- Mandiri Urban Festival
- Mandiri Sahabatku

Achievements:

- MSME training for 9,702 people at 206 locations
- Rural road repairs at 37 locations
- Assistance for MSME equipment at 25 locations

ENVIRONMENTAL PILLAR

Contribution to SDGs:



Routine Programs:

- Infrastructure for Clean Water
- Construction and Renovation of Places of Worship
- Construction of clean water facilities and infrastructure
- Development of public facilities and infrastructure
- Construction of sanitation channels
- sports facilities and infrastructure

Initiative/Flagship Program:

- Mandiri Clean Water
- Environmental Ecosystem Initiatives
- Tree Planting Program
- Development Area

Achievements:

- Assistance in clean water facilities and infrastructure at 18 locations
- Construction/illumination of public roads at 37 locations
- Tree planting at 4 points with 350 tree seedlings
- Development of village facilities and infrastructure at 26 locations
- Renovation of places of worship in 73 mosques, 20 churches, and 23 temples

LAW AND GOVERNANCE PILLAR

Contribution to SDGs:

SDG 16: Peace, Justice, and Strong Institutions



Routine Program:

- Homecoming Together with SOEs

Achievements:

- 7,000 people participated in Homecoming Together with SOEs

CSR TARGET

Bank Mandiri set a target of Rp150 billion to support the implementation of CSR programs in 2023, focusing on social, economic, environmental, legal, and governance pillars. The funds disbursed for CSR programs by the end of 2023 amounted to Rp174.6 billion, an increase of 16.4% from the target allocation of Rp150 billion. This distribution comprised

Rp74.0 billion, or 42.4% of the realization, allocated to the social pillar, Rp70.4 billion, or 40.3% allocated to the economic pillar, Rp23.3 billion, or 13.3% allocated to the environmental pillar, and Rp6.9 billion, or 4% allocated to the legal and governance pillar. Below is a table detailing the realization of CSR programs by pillar for Bank Mandiri in 2023:

REALIZATION OF BANK MANDIRI'S CSR TARGETS IN 2023

No.	Pillars	Achievements (Number of Programs)	2023	
			Realization	Target
1	Social	426	Rp74.0 billion	Rp47.5 billion
2	Economic	280	Rp70.4 billion	Rp 68.8 billion
3	Environmental	232	Rp23.3 billion	Rp22.5 billion
4	Law and Governance	23	Rp6.9 billion	Rp11.2 billion
Total		961	Rp174.6 billion	Rp150 billion

CSR PERFORMANCE PROGRAM [GRI 203-2] [OJK F.25]

MANDIRI YOUNG ENTREPRENEUR (WMM)

Mandiri Young Entrepreneur (WMM) is Bank Mandiri's main CSR program that has been implemented since 2007 and aims to assist the government in fostering entrepreneurship in Indonesia, particularly among the younger generation. Entrepreneurship is an important element of a country's economy and one of the indicators of a country's economic progress.

The primary target is to form a community of young entrepreneurs to synergize within Bank Mandiri's and the government's programs, successfully becoming role models for those venturing into the entrepreneurial world.

With the tagline "Dare to Be Independent," the WMM Program is expected to continuously innovating to enhance program quality. The program serves as a direct bridge connecting tangible creative ideas utilized by the community and the environment. In 2023, the WMM Program saw a significant increase in registrants, reaching approximately 8,291 participants, including both Business Plan and Business Existing participants. Alongside the WMM 2023 awarding event, an expo showcased outstanding products from WMM alumni



across various cities in Indonesia. Beyond being a competition, WMM 2023 participants gained valuable knowledge and enhanced their capacity and resilience as entrepreneurs. This includes improving branding, communication skills, and other marketing strategies, as well as accessing the WMM Alumni Platform.



Rumah BUMN

Rumah BUMN (RB) is a program to increase the capacity and capability of MSMEs, fostering the development of high-quality Indonesian MSMEs.

The target is to enhance MSMEs to level up their standards and create exceptional and quality products and packaging designs, enabling them to compete at both the national and international levels. Rumah BUMN serves multiple functions, such as MSME Development, Provincial Disaster Task Force, Co-Working Space, Millennial Basecamp, and KUR/KUM Provision.

Bank Mandiri was mandated by the Ministry of SOEs to establish Rumah BUMN since 2017. In 2023, Bank Mandiri has established 23 Rumah BUMN with a total of 9,702 MSMEs at several locations such as Kampar Regency (Riau Province) to Bintuni (West Papua Province) as well as other major cities

such as Jakarta, Bogor, Medan, Semarang and Surabaya. Rumah BUMN's activities include BUMN Entrepreneur Week, acceleration programs for development of MSMEs and Rumah BUMN facilitators in the form of coaching and incubation certification training for MSMEs (Urban Festival).

During the Urban Festival, 15 MSME finalists, under the guidance of the Rumah BUMN, were selected following a curation process. At the event, 3 winners competed for prizes in the form of production equipment assistance to bolster their businesses. In 2023, an impact assessment was conducted at the Rumah BUMN in Cilegon, evaluating the benefits experienced by direct beneficiaries and other relevant stakeholders using the SROI method. The Social Return on Investment (SROI) value for the Rumah BUMN Program in Cilegon was determined to be 2.4.

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Mandiri Sahabatku

It is a series of entrepreneurship training activities for the Indonesian Migrant Workers (PMI) which has been implemented since 2011.

The intended target is PMI and it is expected as they return to their homeland, they already have entrepreneurial skills and thus can become an independent entrepreneur. The entrepreneurship training is not only for PMI but also for their family members.

Training for PMI is carried out offline and online by gathering PMI from several countries such as: Hong Kong, Singapore, Malaysia and UAE. Apart from offline training and online, the Foster Father Program was also held in synergy with the Mandiri



Young Entrepreneur (WMM) and Rumah BUMN alumni to provide continuous mentoring and training to selected PMI and PMI families.



Mandiri Edukasi

Mandiri Edukasi is a program aimed to enhance teaching skills for teachers in schools and to prepare elementary school students for Mandiri Edukasi 101.

The target of Mandiri Edukasi 101 is the development of Character Education Pilot Schools in 32 Public Elementary Schools (SDN) in Indonesia.

Mandiri Edukasi has successfully organized training and mentoring sessions in Character Education to enhance the skills of educational personnel and engage parents in promoting character education with a focus on health awareness in 32 public elementary schools (SDN) across Indonesia, accumulating a total of 260 locations and involving a total of 60,000 students.

HEALTHY HOMECOMING WITH SOE

As a demonstration of social responsibility, Bank Mandiri organized communal homecoming activities for the public and its employees within the company's vicinity. This free homecoming initiative served as a mandatory social activity for Bank Mandiri prior to Eid al-Fitr and was open for direct utilization by the general public.

The objectives of the activity encompass providing assistance to individuals, particularly those associated with Bank Mandiri, including customers and internal employees, who wish to return to their hometowns using public transportation. Additionally, the initiative aims to showcase Bank Mandiri's concern for the surrounding community and environment.

In facilitating the healthy homecoming journey with SOE on April 16-19, 2023, Bank Mandiri effectively assisted 7,000 travelers at the PBNU Office, TNI Headquarters Cilangkap, and Gelora



Bung Karno, in collaboration with the Ministry of State-Owned Enterprises and the Ministry of Religious Affairs Office.



Mandiri Entrepreneur Expo

The Mandiri Entrepreneur Expo is a joint event for entrepreneurs, featuring participants such as the Urban Festival finalists, which includes small and medium enterprises fostered by state-owned enterprises, and the Young Independent Entrepreneurs (WMM) Junior. The latter involves elementary school students in three categories: urban, rural, and 3T (remote, underdeveloped, and disadvantaged) area students, as well as students from Islamic elementary schools.

The objective of the Mandiri Entrepreneur Expo is to cultivate an entrepreneurial mindset from a young age and to potentially nurture exceptional and high-quality entrepreneurs. Throughout the event, participants were expected to develop outstanding and high-quality products. The top 3 winners of the Urban Festival competed for prizes in the form of production equipment assistance to bolster their businesses, namely: 1st place Dyah Puspita (Healthy Cempaka Noodles), 2nd place Nastarofika (Ulur Wiji), 3rd place Sabrina Naula (Recycling Village). Additionally, the top 3 winners of WMM Junior were: 1st place SDN 2 Citatah, West Bandung Regency, 2nd place SDN Sukaesmi, Cianjur Regency, 3rd place SDN Koda Permai, Sumbawa Regency.

Waste to Energy

The Waste to Energy program is a waste management initiative aimed at increasing the value of organic waste by converting it into energy or Waste to Energy (WTE) through the development of the Waste Management Center (SEKOLA) as a hub for waste management development and training in Pancer, Sumberagung Village, Pesanggaran, Banyuwangi - East Java.

The program's target is to promote the implementation of waste management, particularly in Pancer, Banyuwangi, Indonesia, to increase the utilization of organic waste into energy or Waste to Energy (WTE), as well as to develop community development programs and partnerships with various stakeholders in sustainable domestic waste management in Sumberagung Village.

From March 2022 to March 2023, the achievements of the WTE Program are as follows:

1. Installation of 1 BSF unit capable of managing more than 15,700 kg of organic waste.
2. Installation of 10 biogas units capable of managing more than 11,400 kg of organic waste.
3. Management of over 250,000 kg of various types of waste, including organic, residual, and inorganic waste.
4. More than 235,000 metric kg of CO₂e.

In 2023, we measured the impact or benefits perceived by direct beneficiaries and other related stakeholders using the Social Return on Investment (SROI) method. The SROI measurement was conducted for the MandiriPilahSampah program, resulting in an SROI value of 3.2.



Improving MSME Infrastructure [GRI 203-1]



The program aims to expand MSME market access by building promotional spaces for MSMEs in public areas such as sports arenas, cultural heritage sites, or strategic public locations.

The target of this program is local SMEs with excellent products that are in high demand among the public, as well

as those that have an economic impact, such as SMEs with a solid workforce base.

Several achievements have been accomplished across various locations. These include the establishment of the SME Center in the East

Parking Area of Gelora Bung Karno, benefiting 24 SMEs, the construction of the SME Center in the Menara Siger Bakauheni Cultural Heritage Area in Lampung, benefiting 33 SMEs, and the development of the SME Center in the Religious Tourism Area of Purwakarta. Additionally, a Creative Corner has been established in Omah Kurasi, Surabaya.

Entrepreneurship for Farmers



Farmer Entrepreneurship is a tangible manifestation of Bank Mandiri's commitment to enhancing inclusivity and the welfare of local farmers. This involves the development of physical infrastructure such as buildings, provision of equipment and rice processing complements, and the provision of institutional innovations for farmers, as well as development for farmers. The areas covered include the Integrated Rice Processing Center (SPBT) in Pamarican, Kebumen, and Jembrana.

This SPBT aims to form an integrated rural-based agricultural economy to improve farmers' livelihoods, increase rural purchasing power, break detrimental supply chains for farmers, and reduce poverty rates in those areas.

In 2023, we conducted impact measurement or benefit assessments perceived by beneficiaries directly and other relevant stakeholders, using the Social Return on Investment (SROI) method. SROI measurements were performed on the SPBT Pamarican and SPBT Kebumen programs. The SROI value for the SPBT Pamarican program was 3.7, and the SROI value for the SPBT Kebumen program was 3.2.

RISE TOGETHER WITH MANDIRI PROGRAM

This CSR program aims to address societal issues, including social well-being, health, education, environment, and the enhancement of public facilities and infrastructure. The objective is to generate positive outcomes for the community's well-being and prosperity. This initiative aligns with Bank Mandiri's commitment to realizing its social responsibility, encompassing assistance for both natural and non-natural disasters, educational support, healthcare improvement, public infrastructure development, places of worship, environmental conservation, and initiatives to alleviate poverty and enhance social welfare.

These targets align with the priority targets of the Sustainable Development Goals (SDGs), specifically SDG 10: Reduced Inequality.

The program consists of two activities, outlined as follows:

Disaster Response

This program emphasizes emergency disaster response activities in collaboration with all relevant stakeholders. This program aims to expedite the response to disaster impacts on communities by meeting their basic needs both during and after the disaster.

Bank Mandiri actively participated in disaster response endeavors throughout 2023, including:

- Disaster Response in Mulyorejo Village, Tirto, Pekalongan, Central Java
- Flood and Landslide Response in Tapanuli Tengah Regency
- Earthquake Response in Jayapura City
- Flood Response in Pati Regency
- Flood Response in Musi Rawas Regency
- Flood Response in Lahat Regency
- Landslide Response in Serasan Island, Natuna Regency
- Fire Response at Pertamina Plumpang Depot
- Flood and Landslide Response in Manado
- Flash Flood Response in Lumajang Regency
- Flood and Landslide Response in Garut City
- Flood and Landslide Response in Jembrana and



Karangasem Regencies

- Flood Response in Kudus
- Flood Response in Semarang
- Flood Response in Padang
- Flood and Landslide Response in North Sumatra
- Mount Marapi Eruption Response in West Sumatra

In its execution, Bank Mandiri consistently collaborates with the National Disaster Management Agency (BNPb), the Ministry of State-Owned Enterprises (BUMN), and relevant local governments to generate beneficial and effective outcomes in all disaster response endeavors.

CSR FUND DISTRIBUTION

In 2023, Bank Mandiri disbursed a total of Rp174.6 billion from the CSR fund, with 100% allocated to support the Non-MSME Funding Program, 10% for the Mandiri Young Entrepreneur Program, 1.1% for Rumah BUMNs, 2.7% for Healthy Homecoming

with BUMN, and 0.8% for Mandiri Sahabatku. The bank has allocated Rp250 billion for the year 2024. Below is the table of CSR fund distribution by Bank Mandiri.

Program	2023	2022	2021
Mandiri Sahabatku	Rp1.4 Billion	Rp500 Million	Rp1 Billion
Mandiri Young Entrepreneurs	Rp17.5 Billion	Rp8.9 Billion	Rp6.5 Billion
Rumah BUMN	Rp2 Billion	Rp2.6 Billion	Rp3.6 Billion
Healthy Homecoming with BUMN*	Rp4.7 Billion	Rp3.9 Billion	-

(* New Programs in 2023)

