

HUMAN CAPITAL MANAGEMENT PROGRAM IN 2023

Awards

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

- **Mandatory Award**

The highest appreciation given by the management to Mandiri Best Employee (MBE), namely the award to the best employees for consistency in delivering the best performance, as well as implementing corporate culture that are being reflected in work behavior in line with the Core Values of AKHLAK, aim at elevating employee motivation and engagement to continue to make the best contribution.

In 2023, the total number of employees receiving MBE awards were 121 employees and 15 employees of subsidiaries.

- **Thematic Award**

An appreciation to the Work Unit/Employees who have contributed and have achievements in supporting bank-wide initiatives, including related to the execution of corporate strategies, business growth and sustainability, strengthening the mindset of strong learners, and implementing corporate culture, with the following details:

- a. **Best Strategy Bankwide**

Appreciation to Work Units that have the best performance achievements through the implementation of 3-3-1 strategies, 8 Strategic Goals, and LUNAR

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

Appreciation to Mandirian that exceeds the target in billing and in line with applicable ethics.

- c. **Best Bansos Heroes**

Appreciation to the Work Unit that has made the best contribution in the distribution of Social Assistance to the community.

- d. **Best Facilitator**

Awards to Mandirian who are active as teachers/trainers.

- e. **Mandiri Service Award**

Mandiri Service Award (MSA) 2023 is an event to select the best Frontliner and Branch consisting of 2 (two) main activities, namely:

1. National Frontliner Championship (NFC) is Bank Mandiri's Frontliner competition program which is attended by Regular Branches, Smart Branches, Priority Outlets with General Banker, Customer Service, Teller, Security, RM Priority Banking, and Service Quality Officer categories.
2. Service Excellence Award is the selection of Branches (conventional and smart branches), Priority Outlets, and Areas with the best service value in each Region nationally based on survey values conducted by externally.

For 2023, NFC was held on 15 -17 November 2023. This national-level competition was attended by 60 best frontliners from a total of 17,000 frontliners spread across 2,400 branches throughout Indonesia from Region I to Region XII. 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.

Through this MSA event, Bank Mandiri hopes that all Frontliners, Branches, Priority Outlets, Areas, and Regions can be motivated to strive to be the best and consistently provide remarkable customer experience to customers.

- f. **Mandiri Innovation eXperience (MIX)**

MIX is Bank Mandiri's innovation platform to address future business challenges. Bank Mandiri will give appreciation to this innovation.

- g. **Mandiri Best ESG Stewardship**

Appreciation to Work Units that support the achievement of the "Indonesia Sustainability Champion" target through the development of sustainable products, the implementation of green operations and community empowerment.