

## CODE OF CONDUCT

3	Implementation of Bank Business	<ol style="list-style-type: none"> <li>1. Mis-representation             <ol style="list-style-type: none"> <li>a. Bank staff representing the Bank in dealing with third parties act according to their capacity and authority.</li> <li>b. Bank staff representing the Bank provide correct information, documents and reports in the right way.</li> <li>c. The Bank's Board of Directors avoids actions that can cause misunderstanding from other parties.</li> </ol> </li> <li>2. Relations with Business Partners             <ol style="list-style-type: none"> <li>a. always prioritize the interests of the Bank in dealing with business partners.</li> <li>b. Prevent the occurrence of corruption, collusion and nepotism and negative images in dealing with work partners.</li> <li>c. In working with partners, the principles of professionalism and justice are based on good faith.</li> </ol> </li> <li>3. Behaviour in Competing             <ol style="list-style-type: none"> <li>a. Responsible for creating and maintaining healthy competition in conducting business.</li> <li>b. Avoid and prevent unfair ways of competing in developing his career.</li> </ol> </li> <li>4. Relations with Other Organizations             <ol style="list-style-type: none"> <li>a. can conduct business contacts with other organizations including competitors as long as they provide benefits to the Bank.</li> <li>b. Avoid all forms of collaboration/improper alliances with other parties.</li> </ol> </li> <li>5. Obtain and Use Third Party Information             <ol style="list-style-type: none"> <li>a. avoid obtaining confidential information from third parties/competitors in inappropriate ways.</li> <li>b. Do not recruit competitor employees with the aim of obtaining confidential information from competing companies.</li> </ol> </li> <li>6. Relation to Regulators             <ol style="list-style-type: none"> <li>a. Adhere to the ethical principles and provisions that apply in fostering relationships with Regulators</li> </ol> </li> </ol>
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Respectful Workplace Policy (RWP) is a policy on a safe work environment, respecting and protecting human value and dignity, promoting mutual respect, free from discrimination, exclusion or restrictions, bullying and harassment, as well as various other forms of violence both mental and physical for all levels of the Bank including parties related to the Bank.

RWP is structured to create a harmonious, inclusive, conducive and productive work environment so as to foster the Bank's business sustainability and uphold Human Rights.

In order to implement RWP principles, all levels of the Bank must respect equality and differences (prohibited from behaving/discriminating), and avoid disrespectful behavior, including but not limited to behavior that will offend, intimidate, humiliate others, and/or various forms of harassment, bullying and other forms of violence that have the potential to degrade human value and dignity.

The Head of Work Unit has the role, duty, and responsibility to realize and maintain a harmonious, inclusive, conducive and productive work environment in their respective work units

### Compliance to Code of Conduct

Bank Mandiri has a code of conduct that explains the basic principles of personal and professional behavior carried out by the Company. The code of conduct applies to all Bank Mandiri employees both contractual and permanent employees, and applies to all Board of Commissioners and Directors.

The application of a code of conduct is expected to encourage the realization of professional, responsible, reasonable, appropriate and trustworthy behaviour in conducting business relationships with fellow co-workers and work partners.

### Dissemination of the Code of Conduct

The code of conduct has been communicated and socialized to the Board of Commissioners and its supporting aspects, Directors, officials one level below the Board of Directors and all employees, including through:

1. Company Website.
2. Email administrator delivered to all employees of the Company.
3. At the time of the signing of the collective labour agreement carried out between the union of the Company and the management of the Company.
4. Standing banners, flyers and other advertising media in the Company's office area.

In addition, the code of conduct can also be accessed at any time by all employees of Bank Mandiri through the Bank Mandiri portal called the Knowledge Management System (KMS).

### Effort In Implementation and Enforcement of the Code of Conduct

The employees can report alleged violations of the implementation of the code of conduct to superiors through a whistleblowing system mechanism called a Letter to CEO (LTC). Any action that has been proven as a violation of the code of conduct will be subject to sanctions in accordance with applicable regulations.