



Misrepresentation

To avoid misrepresentation, Bank Mandiri established policies, among others:

1. Bank's Officials who represent the Bank in dealing with third parties have acted according to their capacity and authority.
2. Bank's Officials who represent the Bank have given the correct information, documents, and reports in the correct way.
3. Bank's Officials have avoided the actions that can cause misunderstanding from other parties.

Relation With Work Partner

Bank's Officials always prioritize the Bank's interest in dealing with work partner. In dealing with work partners, Bank Mandiri officials had to prevent corruption, collusion and nepotism as well as a negative image. Bank's Officials in cooperating with the working partner have implemented the professionalism and justice principles based on good faith.

Behavioural in Competing

Bank's Officials have been responsible for creating and maintaining healthy competition in conducting business. Therefore, Bank's Officials have stayed away, avoid and prevent the unhealthy ways of competing to develop their career.

Relation with Other Organization

The Bank's Officials have been able to make business contacts with other organizations including competitors as long as they provide benefits to the Bank. The Bank's Officials have avoided all forms of inappropriate collaboration/alliance with other parties.

Procurement of Goods and Services According To Ethics and Basic Principles of Procurement of Goods and Services

Provisions related to the Procurement of Goods and Services, namely the Procurement SPO has been updated and approved on March 1, 2017. The Procurement SPO is a guide of Bank Mandiri in conducting the procurement of strategic and non-strategic goods and services to support the Bank's operational activities according to quality, quantity and the time set at the best price and applying the principles of risk control management.

In carrying out the procurement process, procurement executives are required to sign an Integrity Pact to be able to carry out the procurement of goods and services. In addition, the procurement process must also refer to the basic principles of procurement implementation which include:

Effective	Procurement activities must be in accordance with the requirements / plans that have been set and can provide optimal benefits for Bank Mandiri.
Effecient	Procurement activities are carried out to achieve quality as specified, with the agreed time at the best price level.
Open and Compete	Implementation of procurement must be open to providers of goods and services that have met the requirements and carried out through fair competition among suppliers of goods and services that meet certain conditions / criteria based on clear and transparent provisions and procedures.
Transparent	All provisions and information regarding the implementation of procurement, including technical and administrative requirements, evaluation procedures, evaluation results, determination of prospective Goods and Services Providers, are open.
Fair and Not Discriminatory	Provide equal treatment for all prospective Goods and Services Providers and does not lead to providing benefits to certain parties in any way and / or reason.
Accountable	The procurement process, results and payments must be accountable
Responsible	The procurement process is carried out carefully and complies with applicable regulations.
Independent	Procurement decisions are taken objectively and are free from pressure from any party.



To realize the procurement activities based on the above principles, Bank Mandiri implements the following matters:

1. Separation of functions in the Procurement Implementing Unit, namely the unit conducting the selection of prospective partners / vendors, the unit conducting the procurement process, the unit making up the Estimated Self Price; and Compliance Work Unit.
2. Always subject to and comply with internal and external regulations.
3. Implementation of the principles of risk management which includes identification, assessment, mitigation and monitoring and measurement of operational risk.
4. Guided by Bank Mandiri's Work Culture based on values:
 - Trust, Integrity, Professionalism, Customer Focus and Excellence
 - Good Corporate Governance (GCG), and
 - Comply with the Code of Conduct and implement the precautionary principle.
5. Comply with Bank Mandiri's code of conduct, namely:
 - One Heart One Mandiri (How do we work as a Team)
 - Mandiri Tangguh (How do we personally as Mandiri work)
 - Growing Healthy (How do we develop business and performance)
 - Meeting Customer Needs (How do we behave to customers)
 - Together Building the Country (How do we interpret work and responsibility).

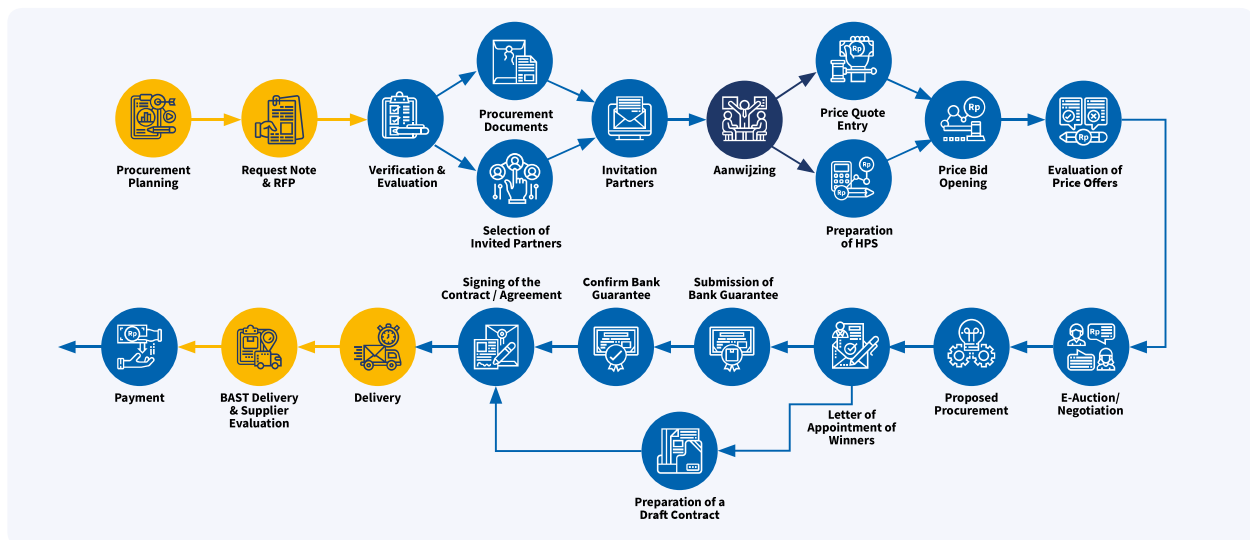
All parties involved in the Bank Mandiri procurement process include Procurement Implementing Units, Goods and Services Users and Goods and Services Providers obliged from time to time to comply with the following ethics:

- a. Carrying out each obligation in an orderly manner accompanied by a sense of responsibility to achieve the smooth and accuracy achievement of procurement objectives.
- b. Working professionally and independently on the basis of honesty and maintain confidentiality of documents that should be kept confidential, such as Self Estimated Price (HPS), to prevent irregularities in the implementation of procurement activities.
- c. Not influencing each other directly or indirectly to prevent and avoid unfair competition.
- d. Accepting and be responsible for all decisions made in accordance with the agreement of the parties.
- e. Avoiding and preventing conflicts of interest between the parties.
- f. Avoiding and preventing waste in the implementation of procurement activities.
- g. Avoiding and preventing the abuse of authority and / or collusion with the aim of personal, group or other party benefits that can directly or indirectly harm Bank Mandiri.
- h. Avoiding and preventing corruption, collusion and nepotism (KKN) in the procurement process.
- i. Not accepting gifts or rewards of any kind, either directly or indirectly.

Procedures for Procurement of Goods and Services

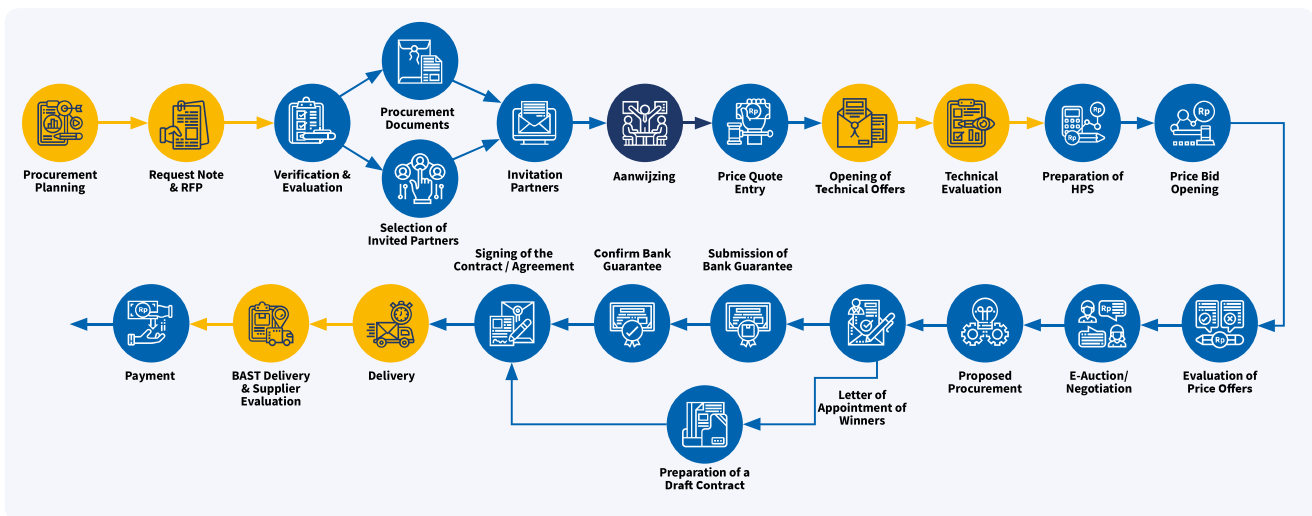
Bank Mandiri has procedures for procuring goods and services that can be described through 3 (three) schemes based on the level of complexity.

Simple Procurement Process Flow (One Stage One Cover)

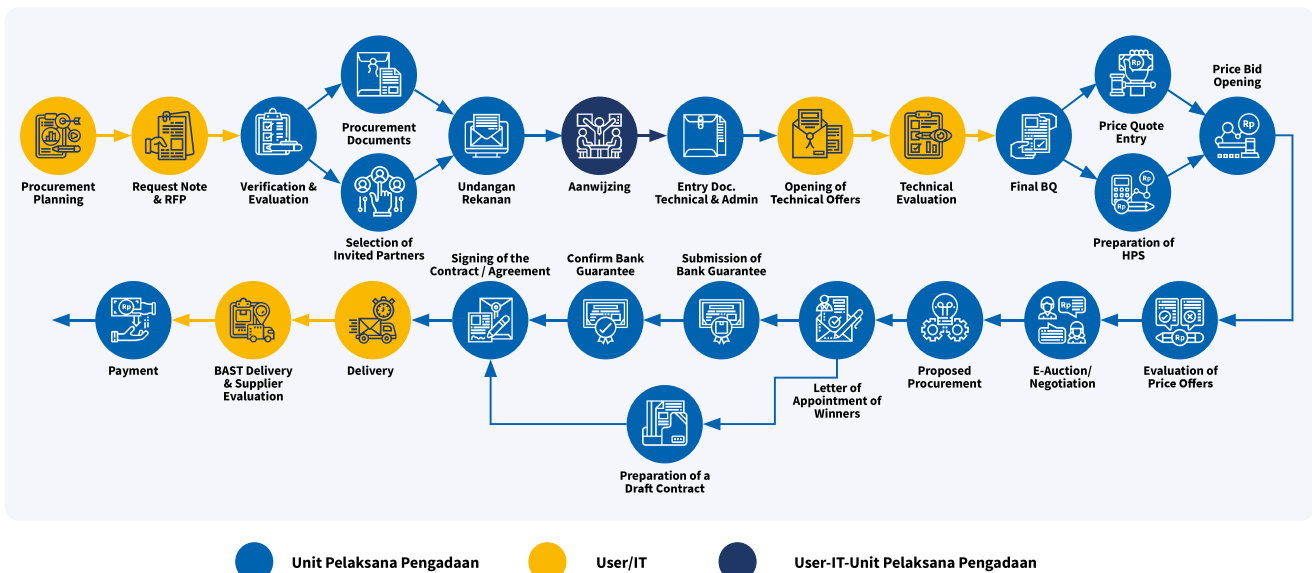




Process Flow for Medium Complexity Procurement (One Stage Two Covers)



High Complexity Procurement Process Flow (Two Stages)



● Unit Pelaksana Pengadaan ● User/IT ● User-IT-Unit Pelaksana Pengadaan

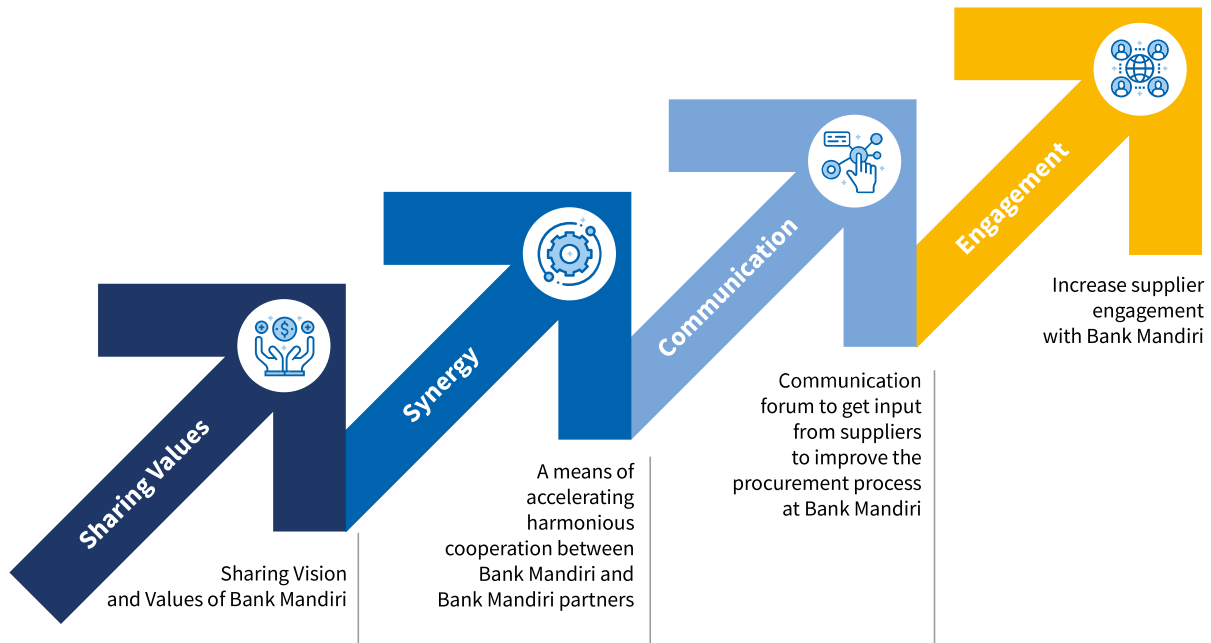
Bank Mandiri through the Internal System Strategic Procurement Group (Procurement Unit), has an application to support supplier procurement management activities, including:

No	Application Name	Application Description	Application Function
1	Bank Mandiri Portal Procurement	It is a web-based tool used to interact, among others, for Bank Mandiri with Suppliers and Prospective Suppliers	<ol style="list-style-type: none"> 1. Accreditation / registration of prospective suppliers. 2. Media introduction of potential suppliers. 3. Updating supplier data. 4. Monitoring News of Handover (BAST) of goods / services. 5. Tender Announcement.
2	Supplier Relationship Management Application	It is a web-based tool used by the Supplier Relationship Management unit to manage Bank Mandiri suppliers.	<ol style="list-style-type: none"> 1. Monitoring Requests for partner recommendations. 2. Analyzing the List of Selected Partners to be invited (DRTU). 3. Means for managing the List of Bank Mandiri Selected Partners (DRTM). 4. Means for evaluating and evaluating supplier capabilities.



Supply Competency Development Program

Bank Mandiri has carried out development activities to improve the quality of Bank Mandiri suppliers / vendors, through the implementation of Vendor Meetings and Vendor Gatherings accompanied by the awarding of the Vendor Award. The benefits of having a Vendor Meeting and Vendor Gathering are as follows:



Due to the COVID-19 pandemic, in 2020 Bank Mandiri will not hold a Vendor Meeting. This is also one of the policies in preventing and controlling the spread of COVID-19.



Achievements and Awards Initiative Corporate Social Responsibilities of Fair Operation

Bank Mandiri's commitment to implementing social responsibility related to fair operating practices increased stakeholders' trust in Bank Mandiri. Therefore, in 2020 Bank Mandiri received various awards related to the fair implementation of social responsibility in the field of operations. Among the awards are:

Award Name:

ASEAN Asset Class

Event:

ASEAN CG Scorecard

Organizer:

ASEAN Capital Markets Forum

Award Name:

ASEAN Asset Class

Event:

ASEAN CG Scorecard

Organizer:

ASEAN Capital Markets Forum

Award Name:

Best CRO & GRC Leader

Event:

Penghargaan GRC & Performance Excellence Award 2020

Organizer:

Majalah BusinessNews

Award Name:

The Best GRC Overall For Corporate Governance & Performance 2020 (Digital & Wholesale Banking)

Event:

Penghargaan GRC & Performance Excellence Award 2020

Organizer:

Majalah BusinessNews

Award Name:

Most Trusted Company

Event:

Indonesia Good Corporate Governance Award: The Most Trusted Companies 2020

Organizer:

Majalah SWA dan Indonesian Institute for Corporate Governance