



## Vision, Mission and Company Culture



### VISION



With the purpose of the Spirit of Prospering the Country, Bank Mandiri's long-term vision for 2020-2024 was to become costumers' preferred financial partner, "To be your preferred financial partner" with the following description of the vision:

- a. Commitment to building long-term relationships based on trust with both business and individual customers. Bank Mandiri served all customers with international service standards by providing innovative financial solutions. Bank Mandiri wants to be known for its best performance, human resources and teamwork.
- b. Taking an active role in driving Indonesia's long-term growth and always produce consistently high returns for shareholders.



## MISSION



To support this vision, Bank Mandiri's mission had also been established, which was to Provide Reliable and Simple Digital Banking Solutions that Became a Part of Customer Life "Seamlessly integrate our financial products & services into our costumers' lives by delivering simple, fast digital banking solutions" with the description as following:

### a. Oriented to meeting market needs

- 1) Prioritizing the interests of customers by providing the best service by building a professional and friendly attitude.
- 2) Providing one stop financial solution services to customers through synergies with Subsidiaries.
- 3) Offering competitive and guaranteed products and focus on product development and digital banking networks to accommodate customer needs.

### b. Develop professional resources

- 1) Recruiting, training and developing human resources based on their talents and abilities.
- 2) Providing growth opportunities for all employees fairly and providing awards and promotions based on merit and dedication.

### c. Provide maximum benefits to stakeholders

- 1) Providing maximum benefits to shareholders while still paying attention to the interests of other stakeholders.
- 2) Ensuring sustainable growth and increase in profit.

### d. Implement open management

- 1) Having a high work commitment and responsibility.
- 2) Implementing open management and effective cooperation

### e. Care for the interests of society and the environment

Considering the interests of society and the environment in every decision making.



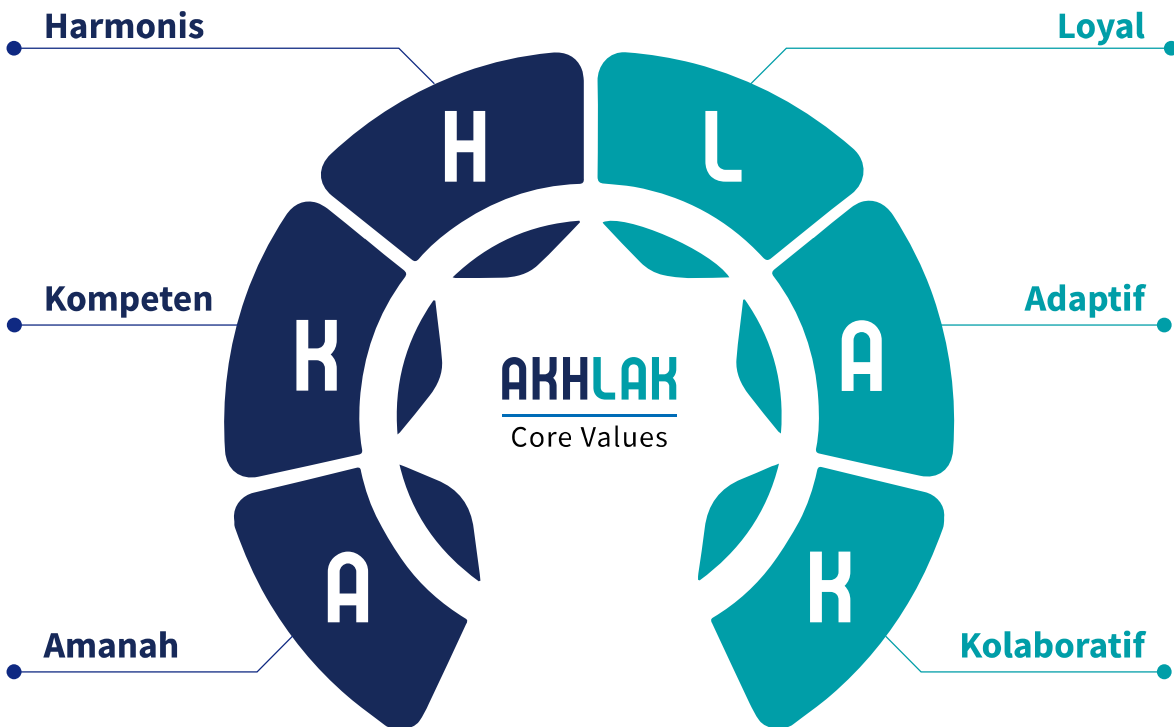
## Review Vision and Mission by The Board of Commissioners and Board of Directors

In order to ensure the conformity of the existing Vision and Mission of Bank Mandiri, Bank Mandiri always reviews the Vision and Mission on a regular basis. The Company's vision and mission have been discussed and approved by the Board of Commissioners and Directors. The new vision and mission of the Company have been prepared in line with the preparation of the Bank Mandiri Corporate Plan 2020-2024. The Bank Mandiri Corporate Plan 2020-2024 continues to prioritize Bank Mandiri's purpose, namely "Spirit of Prosperity of the Country". The new vision and mission have been outlined in the Bank's Business Plan (RBB) 2020-2022.

## Company Culture

As part of SOEs, Bank Mandiri followed up on the direction of the Ministry of BUMN regarding the implementation of Core Values for Human Resources "**AKHLAK**" (Trustworthy, Competent, Harmonious, Loyal, Adaptive, & Collaborative), and the **Employee Value Proposition (EVP)** namely Learn, Grow, and Contribute to Indonesia. Bank Mandiri was committed to providing full support regarding the implementation and uniformity of the Main Values and EVP which aimed to realize the role of SOEs as an engine of economic growth, an accelerator of social welfare, a provider of employment, and a provider of talent.

The explanation regarding AKHLAK's Core Values is as follows:





# AKHLAK



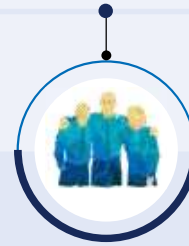
**AMANAH  
(TRUSTWORTHY)**

Uphold the trust given



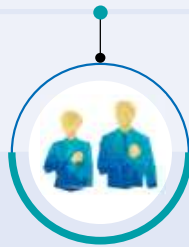
**KOMPETEN  
(COMPETENT)**

Continue to learn and develop capabilities



**HARMONIS  
(HARMONIOUS)**

Mutual care and respect for differences



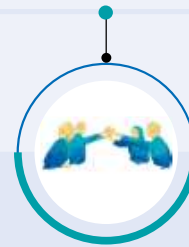
**LOYAL**

Dedicated and prioritizing the interests of the nation and state



**ADAPTIF  
(ADAPTIVE)**

Continue to innovate and be enthusiastic in moving or facing change



**KOLABORATIF  
(COLLABORATIVE)**

Build synergistic cooperation

