vision, mission and corporate culture

Bank Mandiri has refined its Vision and Mission Statements as set out in the Bank Mandiri Long Term Plan 2015-2020, which was formulated by the Board of Directors and approved by the Board of Commissioners.

vision

To be Indonesia's most admired and consistently progressive financial institution

mission

- To be oriented toward fulfilling market needs
- To develop professional human resources
- To gain maximum benefit for stakeholders
- To conduct transparent management
- To care for social and environmental issues

To accomplish the above mission, Bank Mandiri has formulated the following elaborations:

- We strive to build long term relationships based on trust with our customers, both businesses and individuals. We serve all customers with world-class, innovative financial solutions. We want to be known for the best performance, people and teamwork.
- By enabling the growth and success of our customers, we play an active role in supporting the long term growth of Indonesia and we will consistently deliver strong returns to the shareholders.

culture

To support the achievement of its Vision and Mission, as well as the success of its strategies, Bank Mandiri has implemented a corporate culture that establishes its core values. This corporate culture is abbreviated to "TIPCE" which stands for:

trust	To instill trust and confidence in stakeholders through open and sincere relationships based on trustworthiness.
integrity	To think, speak and act truthfully, with dignity and upholding professional ethics.
professionalism	Committed to completing work accurately, based on a high level of competence and with a full sense of responsibility.
customer focus	To always position our internal and external customers as the primary partners in mutually beneficial relationships that sustain growth.
excellent	To strive at all times to achieve excellence as an expression of our love and pride as Bank Mandiri personnel.