



Code of Conducts

The Code of Conduct is a manifestation of the Company's commitment to ensure the application of high standard GCG that refers to the best practices of credible and trusted banking institutions. Credibility and trust from the public, shareholders and customers are determining factors for the development and continuity of the Company's business. The Company's business activities must comply with applicable laws and regulations and uphold norms and ethics. Awareness of good ethics implementation will enhance and strengthen the positive image of the Company and make it recognized as a Good Corporate Citizen. Therefore, the Company always upholds its integrity by preserving and applying the Code of Conduct as the basis of the attitudes and actions of all Company personnel to work professionally and ethically by using basic principles that refer to the vision, mission, and values as well as applicable internal and external regulations.

Vision, Mission and Corporate Culture Values as The Foundation of The Code of Conduct

The Company has formulated several policies that serve as ethical and behavioral guidelines for each element of the Company in performing business activities. The Company strives to apply ethical and behavioral standards in all of its business activities in accordance with its vision, mission, and cultural values through the enforcement of the Code of Conduct.



Vision







To be The Best Mortgage Bank in Southeast Asia by 2025

Mission

1. To actively support the government in advancing the wellbeing of Indonesians through home ownership.
2. To realize the life dreamed by millions of Indonesians through the provision of a decent home.
3. To become the home of Indonesia's best talent.
4. To increase shareholder value by focusing on sustainable profitability growth as a blue chip company with solid risk management principles.
5. To become the financial partner to stakeholder within the housing ecosystem by providing end-to-end solutions and excellent service through digital innovation.

Corporate Culture Values

Corporate culture values are reflected in the AKHLAK culture as the Company’s core values and consist of 18 core behavioral guidelines as follows:

Culture Value	Main Conduct AKHLAK
 <p>A Trust Hold fast to the trust given</p>	<ul style="list-style-type: none"> • Fulfill promises and commitments; • Take responsibility for the decisions, tasks and actions taken; • Adhere to moral and ethical values.
 <p>K Competent Continue to learn to develop capabilities</p>	<ul style="list-style-type: none"> • Increase self-competence to respond to ever-changing challenges; • Help others learn; • Completing tasks of the highest quality
 <p>H Harmonious Caring for each other and respecting differences</p>	<ul style="list-style-type: none"> • Respect everyone regardless of background; • Likes to help others; • Building a conducive work environment.
 <p>L Loyal Dedicated and prioritizing the interests of the nation and state</p>	<ul style="list-style-type: none"> • Maintaining the good name of fellow employees, leaders, BUMN and the State; • Willing to make sacrifices to achieve a greater goal; • Obey the Leaders as long as it does not conflict with law and ethics.
 <p>A Adaptive Continue to innovate and be enthusiastic in moving or facing change</p>	<ul style="list-style-type: none"> • Quickly adjust to become better; • Continuously making improvements following technological developments; • Act proactively
 <p>K Collaborative Build synergies</p>	<ul style="list-style-type: none"> • Providing opportunities for various parties to contribute; • Open in working together to produce added value; • Mobilizing the use of various resources for common goals.



Contents of The Code of Conduct

The Code of Conduct contains ethical and behavioral standards for the Company as a business entity and all its elements in interacting with various internal and external interested parties. The application of the Code of Conduct aims to realize ideal behaviors that develop into a work culture based on the noble values believed by the Company. The Code of Conduct is summarized into 4 chapters which are briefly described as follows:

01. Introduction	<p>This Code of Conduct is the codification or a compilation of policies, employee regulations, and agreements that have been jointly established between the Company and employees who will influence, shape, and set forth the standards of behavior, both for Management and employees in performing all business activities.</p> <p>The implementation of the Code of Conduct, either Compliance or Non-Compliance, becomes one of the aspects assessed in the employee's performance appraisal. Therefore, the Code of Conduct will always be used as a guideline in the formulation of policies, manuals/procedures and management practices in the Company. The consistent application of the Code of Conduct will demonstrate the Company's efforts in upholding noble business values and ethics in conducting business, while simultaneously reinforcing the principles of Good Corporate Governance.</p>										
02. Business Ethics Standards	<table border="1"> <tr> <td data-bbox="363 683 399 750">1.</td> <td data-bbox="406 683 1396 750"> <p>Bank Ethics with Employees Fair employee treatment, employee discipline, and prohibition of employee involvement in the Bank's securities business activities.</p> </td> </tr> <tr> <td data-bbox="363 761 399 828">2.</td> <td data-bbox="406 761 1396 828"> <p>Bank Ethics with Customers The Bank prioritizes customer satisfaction and trust and employees are required to support the Bank's efforts to achieve customer satisfaction.</p> </td> </tr> <tr> <td data-bbox="363 840 399 929">3.</td> <td data-bbox="406 840 1396 929"> <p>Bank ethics with suppliers of goods and services The selection of suppliers of goods and services must be based on an assessment of ability, achievement, compliance and objectivity in price, quality, availability, requirements and services provided by partners/suppliers</p> </td> </tr> <tr> <td data-bbox="363 940 399 996">4.</td> <td data-bbox="406 940 1396 996"> <p>Bank Ethics with Competitors The Bank views competitors as drivers of continuous performance improvement.</p> </td> </tr> <tr> <td data-bbox="363 1008 399 1075">5.</td> <td data-bbox="406 1008 1396 1075"> <p>Bank Ethics with Partners The Bank upholds mutual trust and respect, as well as togetherness with business partners in accordance with applicable business principles.</p> </td> </tr> </table>	1.	<p>Bank Ethics with Employees Fair employee treatment, employee discipline, and prohibition of employee involvement in the Bank's securities business activities.</p>	2.	<p>Bank Ethics with Customers The Bank prioritizes customer satisfaction and trust and employees are required to support the Bank's efforts to achieve customer satisfaction.</p>	3.	<p>Bank ethics with suppliers of goods and services The selection of suppliers of goods and services must be based on an assessment of ability, achievement, compliance and objectivity in price, quality, availability, requirements and services provided by partners/suppliers</p>	4.	<p>Bank Ethics with Competitors The Bank views competitors as drivers of continuous performance improvement.</p>	5.	<p>Bank Ethics with Partners The Bank upholds mutual trust and respect, as well as togetherness with business partners in accordance with applicable business principles.</p>
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04. Implementation and Enforcement	<p>Each Bank employee must report any evidence of a deviation from the Corporate Code of Conduct to the Human Capital Management & Culture Specialist Division and the identity of the reporter is to be protected. The Division then follows up on each report and submits the results of the study to the Board of Directors and/or Commissioners in accordance with the scope of their responsibilities. Finally, the Board of Directors and Commissioners will make a decision regarding the various actions available, such as coaching, disciplinary sanctions and/or corrective and preventive actions that are required to be performed by direct superiors in their respective work environments.</p>										