

## Procurement of Goods and Services

### POLICY EXECUTION

Maybank Indonesia's Goods and Services Procurement Policy is a manifestation of its sound Governance process, which is transparency in procurement. This policy serves as the key reference for all goods and/or service procurement activities at the Bank. Maybank Indonesia is committed to implementing an impartial and transparent process of procurement of goods/services to allow fair treatments to all partners and to restrict improper procurement process i.e. manipulating, misrepresenting important facts, or conducting other fraudulent practices.

Maybank Indonesia has established a policy for the procurement of goods/ services, which offers guidelines to the Company in realizing the purchase of goods/services needed by work units to support bank operations/services to customers. The goods/ services purchased must meet some important aspects, among others: the items or services to be purchased meet the specified quality standards, are most reasonably priced, have proper mechanism of goods/ services delivery, and a billing method that meets the Bank's requirement.

Throughout 2019 tender participants followed/saw for themselves the transparent and objective tender process as it was run by a credible tender team who would later notify bidding participants with the tender results at the end of the process. Overall, this policy is also a manifestation of GCG principles of TARIF (Transparent, Accountable, Responsible, Independent and Fair).

### CRITERIA-RELATED ACTIVITY AND PARTNER (SUPPLIER) SELECTION

The bank gives appreciation to partners who have participated in the bidding process with adherence to the established procedures and selected partners to realize the procurement of goods/services needed. Partners who are selected to procure goods and/or services those who have been registered through a selection process where the Maybank Indonesia Vendor Relations team check the reliability of each vendors as they participate in the tender for the first time. The team will review this process periodically.

During 2019, the selection process and criteria for prospective business partners were conducted with due regard to the requirements of legality, quality, feasibility, as well as reputation of the prospective partner in providing goods/ services, or the execution of a project given by Maybank Indonesia.

In addition, each of the partners must comply with Maybank Indonesia's Code of Ethics and Code of Conduct on which they have put their signatures and must act professionally in the entire procurement process or in any other project assigned to them by Maybank Indonesia. In providing services to meet the needs of work units, Maybank Indonesia is supported by a Procurement Management System (PMS) to ensure an effective and efficient process of procurement of goods/ services.