

**CODE OF CONDUCT
ANNUAL GENERAL MEETING OF SHAREHOLDERS ("Meeting")
PT BANK QNB INDONESIA TBK ("Company")
Jakarta, 19 August 2021**

The Code of Conduct of the Meeting was made by referring to the applicable laws and regulations and in special conditions adjusting to the appeal of the Government of the Republic of Indonesia, as well as attention to health protocols for the community in public places and facilities related to prevention and control of the coronavirus disease (Covid-19) spread.

I. CODE OF CONDUCT REGARDING PREVENTION AND CONTROL COVID-19

1. The Company ensures that Shareholders who cannot attend or choose not to attend the Meeting can exercise their rights by granting Power of Attorney through:
 - a. Electronic General Meeting System facility (eASY.KSEI) provided by KSEI on the link <https://akses.ksei.co.id/> or;
 - b. Fill in the Power of Attorney form that has been uploaded on the Company's website and can be downloaded on the Company's website (www.qnb.co.id).

2. The shareholders or their proxies who will be physically present at the Meeting, must follow the health protocol related to prevention and control of Covid-19, as follows:
 - a. The Company requires every Shareholder or its proxy to have and show the original PCR Swab Test with negative COVID-19 result obtained from a hospital, public health centre, clinic or doctor, issued 1 calendar day prior to the Meeting (issued on 18 August 2021).
 - b. Do a body temperature measurement before entering the Meeting venue to ensure that the Meeting Attendants are not having a body temperature above normal (or higher than 37.3° Celsius).
 - c. Using double masks, a combination of cloth masks over medical masks that cover the nose, mouth and chin throughout the event and to avoid the use of scuba masks.
 - d. Maintain self-sanitation by utilizing hand sanitizers that provided.
 - e. Maintain social distance minimum 2 meters.
 - f. Not making physical contact in any form.
 - g. Sit in the seats provided in the meeting room and forbidden to walk around during the Meeting.
 - h. For health reasons and in the context of controlling and preventing the spread of the COVID-19, the Company does not provide food and drinks, goody bags/souvenirs. Not allowed to eat and drink in the building where the Meeting takes place (without exception).
 - i. Follow the direction of the Meeting in implementing the physical distancing policy, both before, during, and after the Meeting is over. For this reason, in the context of physical distancing, the Meeting limits the Capacity of the Meeting room.
 - j. Follow the procedure and protocols for the preventing the spread and transmission of Covid-19 set by the Company.

3. Meeting room settings are set, as follows:
 - a. Meeting participants are welcome to occupy the Meeting Room determined for the meeting.
 - b. Shareholders and / or their Proxies can still participate actively during the question and answer process and voting in accordance with the mechanism set out in this Code of Conduct and by complying with applicable laws and regulations.

II. MEETING RULES

1. The Meeting will be held in Indonesian language.

2. The Meeting is chaired by a member of the Board of Commissioners appointed by the Board of Commissioners.

3. At the Meeting opening the chairman will explain to the Shareholders at least about the general condition of the Company, the Meeting agenda, the decision making mechanism related to the Meeting agenda and the procedure for using Shareholders' rights to raise questions, opinions, proposals or suggestions.
4. Shareholders who entitled to attend and vote at the Meeting are Shareholders whose names are registered in the Register of Shareholders of the Company or in a securities account at PT Kustodian Sentral Efek Indonesia ("KSEI") on July 27, 2021 at 04.00 pm Western Indonesia time. Shareholders.
5. The invitees are other parties who are not Shareholders. The invitees are also present at the invitation of the Board of Directors, and do not have the right to issue opinions and/or questions or to note in the Meeting. However, without prejudice to the rights of the Shareholders, the chairman of the Meeting may request information and/or explanations from the invitees regarding the Meeting Agenda being discussed at the Meeting.
6. Shareholders may appoint their proxies to attend the Meeting, with the following conditions:
 - a. Granting power of attorney through the KSEI Electronic General Meeting System Facility ("eASY.KSEI) provided by KSEI as an electronic authorization mechanism in the process of the Meeting ('eProxy') which is conducted no later than 1 (one) working day prior to the implementation of the Meeting. Power of attorney through e-Proxy cannot be given to members of the members of the Board of Directors and members of the Board of Commissioners, also employees of the Company.
 - b. Issuing a Power of Attorney to physically attend the Meeting for Shareholders in the form of a script with notes that members of the Board of Directors, members of the Board of the Commissioners also employees of the Company may act the Shareholders' proxy at the Meeting. However, the votes they cast were not taken into account in the voting. The Power of Attorney format can be downloaded on the Company's website.
7. Materials of the Meeting are available since the date of the invitation to the Meeting which can be downloaded on the Company's website.
8. Quorum of Attendance at the Meeting:
 - For 1st until 4th and 6th agenda: This Meeting can make valid decisions if attended by shareholders or their proxies representing more than 1/2 (one half) of the total number of shares has been placed by the Company with valid voting rights.
 - For 5th agenda: This Meeting can make valid decisions if attended by shareholders or their proxies representing more than 2/3 (two thirds) of the total number of shares has been placed by the Company with valid voting rights.
 - The calculation of the number of Shareholders, carried out by a Notary is only done 1 (one) time, that is before the Meeting is opened by the chairman of the Meeting.
9. The participation of shareholders in the meeting, can be done by the following mechanisms:
 - a. Present themselves in the meeting; or
 - b. Proxy by electronic through eASY.KSEI application; or
 - c. Proxy by non-electronic.
10. Discussion on the Meeting agenda is carried out with the following mechanism:
 - a. The Chairman of the Meeting will open, lead and close the Meeting.
 - b. The Chairman of the Meeting may ask other members of the Board of Commissioners or members of the Board of Directors to provide an explanation of each agenda item (if necessary).
11. Question and Answer Mechanism:
 - a. The Chairman of the Meeting will provide an opportunity to Shareholders or their proxies to raise questions and/or express opinions in connection with the agenda of the Meeting after the discussion of the entire agenda, prior to the submission of the proposed decision.
 - b. Only Shareholders or their proxies are entitled to raise questions and/or express opinions about the agenda of the Meeting.

- c. The process of submitting questions and/ or opinions by the Shareholders in the form of script that are physically present at the Meeting as follows:
 - 1) The officer confirms whether the Shareholders will ask questions and/ or opinions;
 - 2) If any, questions and/or opinions that have been written by the Shareholders are submitted to the officer to submit to the Notary and the Chairman of the Meeting or the appoint party to provide an explanation.
 - d. The process of submitting questions and/or opinions by the Shareholders who attend the Meeting electronically through eASY.KSEI as follows:
 - 1) Questions and/ or opinions are submitted through the cat feature in the “Electronic Option” column available in the E-Meeting Hall screen at eASY. KSEI;
 - 2) Questions and/or opinions can be submitted as long as the “General Meeting Flow Text” column has the status of ‘Discussion started for the agenda item no.[1].
 - e. Provisions for submitting questions and/or opinions by the Shareholders who are present physically or electronically at the Meeting:
 - 1) Shareholders write their names, numbers of shares owned, as well as questions and/or opinions;
 - 2) For the proxies, the written submission must be accompanied by a description of the name of the Shareholders and the number of their share ownership, as well as questions and/ or opinions.
 - f. For the time efficiency, question and answer session is allocated a maximum of 30 (thirty) minutes.
 - g. The Chairman of the Meeting or the party appointed by the Chairman of the Meeting will answer or respond to questions or opinions raised.
 - h. After all questions and/or opinions for the Meeting agenda have been responded by the Chairman of the Meeting or the party appointed by the Chairman of the Meeting, the Chairman of the Meeting will proceed with the submission of the proposed resolutions of the Meeting.
12. Shareholders who have provided PoA electronically as well as non-electronic can submit questions or opinions on the meeting points by using the inquiry form and the procedure can be downloaded on the Company's website (www.qnb.co.id) and send it by email: Corporate.Secretary@qnb.co.id no later than 13 August 2021.
13. Voting procedures:
- a. Voting is done openly (verbally). In the Meeting, each shares gives the owner the right to cast 1 (one) vote.
 - b. Accordingly, the votes cast by the Shareholders shall apply to all the shares their owned. For this reason, Shareholders are not entitled to give power of attorney to more than one proxy for a portion of the number of shares their own with different votes. This provision does not apply to Custodian Banks or Securities Companies that represent Shareholders in a mutual fund.
 - c. The voting process for Shareholders who attend the Meeting electronically through eASY.KSEI (e-Voting) is carried out with the following procedure:
 - 1) The voting process takes place at eASY.KSEI on the E-Meeting Hall, Live Broadcasting sub menu;
 - 2) Shareholders who attend or provide power of attorney electronically at the Meeting through eASY.KSEI, but they not yet made their vote, have the opportunity to submit their vote during the voting period through the E-Meeting Hall screen at eASY.KSEI;
 - 3) During the voting process, the “General Meeting Flow Text” column will show the status of voting for agenda item no. [1] has started;
 - 4) If the Shareholders do not vote for the Meeting Agenda until the status of the Meeting as shown in the “General Meeting Flow Test” column changer to “voting for agenda item no.[1] has ended”, then the Shareholders are considered abstained;
 - 5) Direct voting electronically through eASY.KSEI is allocated for \pm 1 (one) minute.
 - d. Voting for Shareholders in the form of script who are physically present at the Meeting shall be conducted in the following manners:
 - 1) Shareholders who abstain (do not cast a vote) or vote against will be asked to raise their hands and submit their voting cards;
 - 2) Shareholders who do not raise their hands are deemed to have voted in favor of the proposal being discussed. This provision also applies to Shareholders who leave the Meeting room at the meeting of voting;

- 3) The proxies who are authorized by the Shareholders to abstain or cast a disapproving vote who at the time of decision making by the Chairman of the Meeting do not raise their hands will be deemed to have voted in favor of all the proposals submitted.
 - e. In accordance with Article 47 of the OJK Regulation of the GMS and Article 25 paragraph (13) of the Company's Articles of Association, Shareholders of with valid rights who attend the Meeting, but abstain, are deemed to have expressed the same vote as the Majority of Shareholders who cast votes.
 - f. The Chairman of the Meeting will ask the Notary to announce the results of the voting.
 - g. The provisions are referred to in this point mutatis mutandis apply to Shareholders who grant power of attorney through e-Proxy.
14. Live Broadcasting of the Meeting
- a. Shareholders who have been registered with eASY.KSEI no later than the specified time limit can watch the Meeting through Zoom Webinar by accessing the eASY.KSEI menu, the GMS impressions submenu located at the AKSes facility (<https://access.ksei.co.id/>).
 - b. GMS broadcasts have a capacity of up to 500 (five hundred) participants with attendance determined on a first come first serve basis.
 - c. Shareholders who do not have the opportunity to watch the Meeting through the GMS impressions are considered valid to attend electronically, and share ownership and voting choices are taken into account at the Meeting, as long as they have declared their presence in eASY.KSEI.
 - d. Shareholders who only watch the Meeting through the GMS impressions, but do not declare their presence on the eASY.KSEI application, then the person concerned will not be counted in the quorum of attendance of the Meeting.
15. Meeting Decisions:
- a. All decisions of the Meeting are taken based on deliberation to reach consensus, in the event that decisions based on the deliberation for consensus are not reached, decisions are taken by voting.
 - b. – For 1st until 4th agenda: The Meeting decision shall be valid if approved by more than 1/2 (a half) of total shares with voting right which are present in the Meeting.
– For 5th agenda: The Meeting decision shall be valid if approved by 2/3 (two third) of total shares with voting right which are present in the Meeting.
– For 6th agenda: Only a report, the meeting approval is not requested for the Meeting.
 - c. All Shareholders or their proxies must comply with and respect the decisions that have been taken by the Meeting.
16. Others:
- a. Meeting participants are expected to be orderly in following the Meeting until the meeting is closed and not in and out of the meeting room before the meeting closes.
 - b. Participants in the Meeting are expected to deactivate their cellular phones during the Meeting, so as not to disrupt the proceedings of the Meeting.
 - c. The Chairman of the Meeting or an official appointed by the Chairman of the Meeting has the right to take the necessary actions to maintain orderliness in the implementation of the Meeting.
 - d. This code of conduct was made by taking into account the Company's Articles of Association and the provisions of applicable regulations. What happens during the Meeting, which has not been regulated in this code of conduct, will be determined by the Chairman of the Meeting by taking into account the Company's Articles of Association and applicable provisions.