



SUSTAINABILITY
REPORT
2022

CONTENTS

INTRODUCTION

- Letter from Our CEO
- Bank overview
- About this Report

SUSTAINABILITY

- Our approach
- Green Bank
- Alignment with UN SDGs
- Environment, Social, Governance (ESG)

ENVIRONMENT

- Tackling climate change
- Sustainable finance

SOCIAL

- Diversity, equity & inclusion
- Employee well-being and development
- Labor practices & Human Rights
- Community engagement

GOVERNANCE

- Corporate governance
- Ethics & compliance
- Data Protection & Information Security

APPENDIX

- SASB Index
- ESG & sustainability reporting guidance for Mongolian companies Index
- GRI Index



LETTER FROM OUR **CEO**

We are proud to introduce the Trade and Development Bank of Mongolia's first Sustainability Report, which marks a significant milestone in our commitment towards fostering a sustainable future.

We firmly believe that financial institutions play a pivotal role in Environment, Social, Governance (ESG) practices based on their/our extensive partnerships. With this in mind, we have prepared our first Sustainability Report in line with domestic and international standards to share our accomplishments and future plans in achieving sustainable development. Additionally, we aim to highlight the urgent need to address the challenges posed by climate change, environmental degradation and social inequality.

The report outlines our key sustainability objectives, highlights and the initiatives we have undertaken to integrate sustainability into our core business strategies. We have made substantial investments in energy-efficient technologies, sustainable water and waste use/treatment and green infrastructure projects. By financing these projects and supporting sustainable initiatives, we are actively contributing to the green economy of Mongolia.

In addition to our environmental efforts, we have also taken significant steps to promote social equality and inclusion. Through various community engagements and philanthropic initiatives, we have empowered individuals and supported financial education, healthcare and entrepreneurship. We firmly believe that social progress and economic development go hand in hand.

Furthermore, our Sustainability Report showcases our commitment to responsible governance practices. We adhere to the highest ethical standards and prioritize responsible governance in our everyday operations.

We are fully aware that sustainability is an ongoing journey. We remain committed to reducing our carbon footprint, expand our social impact and promote financial sustainability. I would like to express my deepest gratitude to our employees, dear customers and the partners who have made invaluable contributions to our efforts. We cannot achieve sustainable development without joint efforts and a united will. Only together, we can create a better and more sustainable future.

Best regards,

ORKHON ONON
CEO

A stylized, handwritten signature in black ink, consisting of fluid, overlapping loops and a long, sweeping tail that extends to the right.

BANK OVERVIEW

Trade and Development Bank of Mongolia (TDBM) was established in 1990 and over past decades, has become a leading banking and financial services provider in Mongolia. The oldest bank of the country prides itself for its leading position in the universal banking service provider, offering to its clients over 130 types of international standard banking products, professional and user-friendly banking services. TDBM is undoubtedly the major player in the financial and banking markets as well as a major innovator of the Mongolian financial sector.



MISSION

We provide comprehensive financial services that exceed expectations of our customers through innovative technology in order to enable them to achieve their desires and aspirations.



SLOGAN

TOGETHER TOWARDS SUSTAINABILITY

It is a definition of sustainable development that encourages banks, customers, partners, and the country to work together for a common goal of meeting the needs of today's global population without diminishing the needs of the future generations.



VISION

To be the leading bank in Mongolia's development and prosperity.

OUR VALUES

Бидний харилцагч

Б

Үнэлэмжтэй

Ү

Төгс төгөлдөр

Т

Эгнэгт нээлттэй

Э

Эвсэг баг

Э

Гүйцэтгэл төгс

Г

Чин хүндлэл

Ч

C

Customer centric

R

Recognition

E

Excellence

A

Accessible

T

Teamwork

O

Outperforming

R

Respect



Total assets
₮9.65 trillion

Correspondent relationship with
300+ international banks
and financial institutions

Total
2,179 employees

Green loan portfolio
₮53 billion

Net profit
₮194.25 billion

Social loan portfolio
₮1.1 trillion

94 out of TOP-100 Mongolian
corporations are bank's long-term
customer

43% of corporate loans in
the banking sector

Operating income
₮412.27 billion

88 nostro accounts

ABOUT THIS **REPORT**

Sustainability Report of TDBM for 2022 covers activities of the Bank on sustainable development, green and social finance, as well as on integration of environment, society and governance (ESG) aspects in the banking operations for the financial year from 1 January 2022 to 31 December 2022. The report consists of in total 13 sub-sections, each of which covers TDBM's relevant aspirations, key goals and strategies, as well as progress to date.

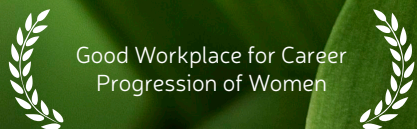
The report aligned with reporting frameworks and standards such as Sustainable Accounting Standards Board (SASB), ESG & Sustainability Reporting Guidance for Mongolian companies and Global Reporting Initiative (GRI). These indices and relevant metrics are provided at the end of this report.



SUSTAINABILITY

OVERVIEW OF THIS SECTION:

- Our approach
- Green Bank
- Alignment with UN SDGs
- Environment, Social, Governance (ESG)

4 QUALITY
EDUCATION

₹57.7 billion

Total amount of loans granted by TDBM to the education sector.

21 professionals

As part of the GCF Readiness program managed by TDBM, 21 financial sector professionals were provided with the opportunity of enrollment in an international certified online courses on sustainable finance and impact investing.

5 GENDER
EQUALITY

Gender Committee

Ensures the implementation of Gender Equality Policy within the Bank.

Gender networking club

Voluntarily operates with the aim of spreading knowledge and information about gender within the Bank.

8 DECENT WORK
AND ECONOMIC
GROWTH

89 branches

TDBM delivers its products and services through 89 branches and settlement centers, including representative office in Tokyo, Japan.

5,643 business clients

As of 2022, TDBM holds total business loan portfolio of MNT 2,706.8 billion (~USD 785.8 million) of 587 corporate clients; MNT 520.6 billion (~USD 151.1 million) of 5,056 SME clients.

13 CLIMATE ACTION



Paperless and electronic sales center

With the launch of Ikh Nayad-Lite branch, TDB is transitioning paper-based registration for the Bank's electronic services to digital formats.

International study tour

As part of the GCF Readiness program managed by TDBM, a study tour on green finance capacity building was successfully organized with 34 participants to Germany and Netherlands, in cooperation with MSFA and International Finance Corporation.

OUR APPROACH

The bank's commitment lies in assisting our clients in addressing environmental and social risks by providing financing to businesses that prioritize environmental and social responsibility. We impose stringent requirements on our clients, ensuring they prioritize ESG risk management, uphold human rights, and protect labor rights in all their business endeavors. Furthermore, we foster close collaboration with our clients throughout the implementation of these principles.

MILESTONES FOR SUSTAINABILITY

2012

Became the first bank in Mongolia to implement Environmental and Social Risk Management System (ESRMS) fully into its banking operation, in partnership with the Dutch Development Bank (FMO).

2013

- Underwent an external audit conducted by PwC to evaluate the implementation of its E&S policy.
- Co-organized Mongolia's inaugural Sustainable Finance forum.
- After the forum, TDBM and other Mongolian commercial banks at the time joined the Mongolian Sustainable Finance Initiative.

2014-2015

Formulated specific requirements for high-risk loan requests in alignment with IFC Environmental and Social Performance Standards and updated its Environmental and Social Responsibility policy along with its procedural documents.

2019

- Signed up to the Green Investment Principles (GIP).
- Joined the Mongolian Renewables Industries Association, becoming the inaugural bank to secure membership.
- Launched its Gender Equality Policy.

2020

- Established the Green Funding Office (GFO) during the restructuring process. GFO concentrates its operations on securing external funding for climate projects and programs while implementing international best practices of sustainable finance in the bank's core business operations.
- Attained Accredited Entity status from the Green Climate Fund (GCF).

2021

- Secured external funding of MNT 71.2 billion for its Green Loan Program and Women Entrepreneurship Support Program.
- Obtained a SPO on TDBM's Sustainability Framework, provided by Moody's ESG.
- Pioneered and organized its inaugural Green Finance Forum, with the participation of the UNDP, Bank of Mongolia, and other respective organizations.
- Achieved approval from Green Climate Fund (GCF) board on Readiness program: "Upscaling sustainable and green finance practices in Mongolia".



GREEN BANK

In 2020, TDBM celebrated its 30th anniversary, contemplating the journey that has propelled Mongolia's development and progress as a longest-standing commercial bank in the country. Recognizing the significance of sustainable and green development in shaping our collective future, the bank established its long-term objective to become a leading bank in the realm of sustainable finance.

In November 2013, all commercial banks in Mongolia jointly declared their commitment to implement the "Mongolian sustainable finance program," which was a significant stride towards the country's sustainable development. These banks are concentrating their united effort towards addressing the climate change, water, soil, and air pollution, and human rights violations, while striving for sustainable development through mitigating environmental and social risks.

In 2020, the Bank started working with its new organizational structure and the Green Funding Office ("GFO") was established within the Foreign Fund Management and Monitoring Unit of the International Banking Department. The GFO is working proactively to develop and implement best global practices in terms of raising sustainable financing for co-financing projects together with international financial institutions.

The Bank is currently in the phase of creating a foundational system for becoming a **Green Bank** in the long run through aligning its business and internal operations with the green economy model, reaching **Net-Zero** operation, and providing sustainable financing worth of **USD 2 billion** by 2030 to its clients.

Furthermore, our objectives in this area include accurately measuring and disclosing our contributions to sustainable development by implementing Task Force on Climate-related Financial Disclosures (**TCFD**) by 2025. By doing so, we aim to identify potential climate-related risks and opportunities for both banks and its customers, thus paving the way for immediate actions.

SUSTAINABILITY FRAMEWORK

For the first time in Mongolia, TDBM has developed the Sustainability Framework and started to provide green and social loans under this framework. TDBM obtained a Second Party Opinion on its Sustainability framework from then Vigeo Eiris (V.E.), now re-branded as Moody's ESG, and confirmed its alignment to the International Capital Market Association (ICMA)'s Green Bond Principles 2018, Social Bond Principles 2020 and Sustainability Bond Guidelines 2018, with a rating of 'Robust'. TDBM's Sustainability Framework describes the process of issuing Green, Social and Sustainability bonds and selecting loans that can be financed within eligible categories to fulfill the Bank's economic, environmental, and social responsibilities, as well as indicating the tracking, monitoring, reporting and disclosure processes of its net proceeds.



ESG AND SUSTAINABLE FINANCE AWARDS

2016, 2017

“Best Sustainable Finance Bank” for its outstanding implementation of Environmental and Social Risk Management System and sustainable practice in its operations by Mongolian Sustainable Finance Association (MSFA) and the Bank of Mongolia.

2021

“Honorable Sustainable Finance Bank” award from MSFA and Bank of Mongolia.

2018, 2022

“Leading Sustainable Finance Bank” by MSFA.

2022

- “Good Workplace for Career Progression of Women” in the “Good Workplace Awards 2022” by Nitotech LLC, Mongolia’s fastest-growing human resource platform.
- “Leadership in Gender Equality” award by MSFA.
- “Best Bank for ESG” and “Best Bank for CSR” in Mongolia from “2022 Asiamoney Best Bank Awards”.

PARTNERSHIPS



GREEN
CLIMATE
FUND



Global
Green Growth
Institute



MONGOLBANK
CENTRAL BANK OF MONGOLIA



CCRCC
Climate Change Research & Cooperation Centre



ENERGY REGULATORY
COMMISSION



Green
Investment
Principles



CLIMATE
INVESTMENT
PLATFORM



ToC
МОНГОЛЫН ТӨТӨРӨГӨЙ
ХАМТООЛЫН ХӨДӨӨ



MRIA
Mongolian Renewables
Industries Association



AG Asian
Gateway



IRENA
International Renewable Energy Agency



south pole



THE UNIVERSITY
of EDINBURGH



Frankfurt School
of Finance & Management
German Excellence. Global Relevance.



ASIA LEDS
PARTNERSHIP



SHAMBALA 2056
ENGINEERING CAMPUS

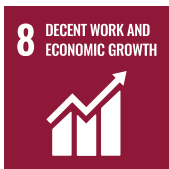
ALIGNMENT WITH THE SUSTAINABLE DEVELOPMENT GOALS (SDGs)



- 4.1** By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.
- 4.3** By 2030 ensure equal access for all women and men to affordable quality technical, vocational and tertiary education, including university.
- 4.5** By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous people, and children in vulnerable situations
- 4.7** By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.



- 5.1** End all forms of discrimination against women and girls everywhere
- 5.5** Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.
- 5.c** Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.



- 8.3** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage formalization and growth of micro-, small- and medium- sized enterprises including through access to financial services.
- 8.10** Strengthen the capacity of domestic financial institutions to encourage and to expand access to banking, insurance and financial services for all.



- 13.3** Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction, and early warning
- 13.a** Implement the commitment undertaken by developed country Parties to the UNFCCC to a goal of mobilizing jointly USD100 billion annually by 2020 from all sources to address the needs of developing countries in the context of meaningful mitigation actions and transparency on implementation and fully operationalize the Green Climate Fund through its capitalization as soon as possible.

Sustainable development is being raised as a crucial focus for businesses across all industries, especially for the financial sector, given its global reach. As a responsible financial institution, TDBM remains committed to aligning its area of impacts with the United Nations Sustainable Development Goals (SDGs). Since 2020, while implementing all 17 SDGs, TDBM has been concentrating more on the four of them, namely Quality education, Gender Equality, Decent work and economic growth, and Climate action. Therefore, MNT 1.12 trillion worth of sustainable funding was disbursed in line with these SDGs.

4 QUALITY EDUCATION



- Under the “Boundless dreams” project initiated by TDBM, a total of 53 general education schools, universities, and kindergarten libraries have been renovated by 2022, benefiting more than 180,000 children and youth and contributing to their education.
- As part of the GCF Readiness program on “Upscaling sustainable and green finance practices in Mongolia”, TDBM provided the opportunity of enrollment in Frankfurt School’s certified online courses on sustainable finance and impact investing for 21 employees from 15 institutions including local FIs, NBFIs and financial regulators.
- TDBM supported and participated in “Greenify” hackathon organized by the UN Youth Delegate Program. During this event, TDBM delivered a presentation to enhance the sustainable finance knowledge and experience of the participants.
- In 2022, more than 17500 employees (with overlapping numbers) participated in various training programs offered by the bank. These programs included internal training, external online training, and professional organization training. Notably, over 650 employees engaged in internal training focused on sustainable development, covering the following topics:
 - a. Sustainable finance, climate change training
 - b. Green and social loan training
 - c. Training for new relationship managers on E&S assessment and Gender Policy
 - d. “Gender sensitivity” training for the members of “Gender Networking Club” - voluntary club organized and formed by employees of TDBM.
- In 2022, 52 students engaged in internships across TDBM branches.
- As of 2022, total amount of loans granted by TDBM to the education sector reached 57.7 billion MNT.

5 GENDER EQUALITY



- Bank has established a Gender Committee to supervise all gender-related activities, and has implemented the Gender Equality Policy throughout the organization and in its relation to clients. As a result, TDBM is committed to promoting gender-sensitive participation of both women and men by ensuring that gender equality is upheld in all aspects of its operations, products, and services.
- In 2022, the Bank had a workforce comprised of 67 percent females and 33 percent males. Additionally, 45 percent of the Bank’s mid-level managers were female, while the remaining 55 percent were male.
- As of 2022, 34 percent of CEOs of TDBM’s corporate clients were women and 66 percent were men, while 35 percent of CEOs of the SME clients were women and 65 percent were men. Furthermore, 73 percent of TDBM’s retail customers who acquired business loan products are female, while 27 percent are male. With respect to the gender distribution of TDBM’s retail customers who have acquired consumer loans, 52 percent are female, and the remaining 48 percent are male.
- “Gender Networking Club” of the TDBM has been established and is operating with the aim of spreading knowledge and information about gender within the Bank.

8 DECENT WORK AND ECONOMIC GROWTH

- Vision of TDBM is to be the leading commercial bank in Mongolia providing its customers with tailored banking services and products accordingly, to international standards while creating value for its shareholders. Bank's mission is to be close to customers both in traditional and digital ways helping them to realize their aspirations. TDBM effectively mitigated COVID-19 pandemic-related unforeseen risks and played a significant role in contributing to the post-pandemic economic recovery of Mongolia.
- As of 2022, TDBM holds second largest share in shareholders' equity among its peers, second largest share in loans outstanding and third largest share in deposits. Furthermore, TDBM serves more than 500 large enterprises across nearly all major economic sectors of the country, being headquartered in the capital city of Ulaanbaatar and operating well-established network of 89 branches and settlement centers, including representative office in Tokyo, Japan, as well as 285 ATMs and 10,999 POS terminals.
- As of 2022, a total of 587 corporate clients of TDBM had total outstanding business loans of approximately MNT 2,706.8 billion (~USD 785.8 million); 5,056 SME clients had total outstanding business loans of around MNT 520.6 billion (~USD 151.1 million), while 65,223 retail clients had total outstanding consumer loans of around MNT 864.0 billion (~USD 250.8 million).
- As of 2022, TDBM had around MNT 4.15 billion (~USD 1.2 million) outstanding consumer green loans with 1,390 loans issued. The Bank's outstanding amount of Green business loans tripled in 2022 year-over-year, totaling to around MNT 30.45 billion (~USD 8.8 million) in 2022. Moreover, TDBM's social loan portfolio, including its Women Entrepreneurship Support Loans, amounted to nearly MNT 1.1 trillion (~USD 309 million) in 2022, representing 24% of the bank's total loans.

13 CLIMATE ACTION

- The Ikh Nayad-Lite branch, which operates on paperless and electronic technology, has commenced its services, driving complete transition of paper-based registration for TDBM's electronic services to digital formats. Furthermore, the bank has minimized paper usage by digitizing internal documents through electronic system.
- As of 2022, TDBM's total green loan portfolio amounts to 52.5 billion MNT. Projects and programs financed by TDBM's Green Business Loan products are projected to reduce greenhouse gas emissions by 47,834 tons of CO2 equivalents annually.
- For the reporting period, a total of 460 customers received energy-saving electronic goods and electric scooters through the "Green consumption loan" provided by TDBM in cooperation with Shoppy LLC.
- As an accredited entity of the GCF, the Bank is actively pursuing co-financing opportunities from the GCF and various international banks, financial, and development organizations for climate change mitigation and adaptation projects and programs. These projects will encompass all sectors of the economy, including energy production, supply, agriculture, industry, and their respective supply chains, which have been identified as priority economic sectors under Mongolia's Nationally Determined Contribution for reducing greenhouse gas emissions.
- As part of the GCF Readiness program on "Upscaling sustainable and green finance practices in Mongolia", an international study tour on green finance capacity building and knowledge sharing was successfully organized with 34 participants to Germany and Netherlands, in cooperation with MSFA and International Finance Corporation.
- The bank continues the Green Hour campaign to save energy by turning off the lights for one hour daily.
- In 2022, the bank has undertaken an energy audit by a licensed professional organization and has implemented various measures to enhance energy efficiency. Notable actions include the replacement of basement lighting with energy-efficient alternatives, installation of automatic sensor faucets in bathrooms, and maintenance activities to minimize heat loss. To foster awareness and responsibility towards energy conservation, TDBM consistently communicates relevant information through internal channels to its employees.
- TDBM has jointly organized "Go Zero" event with Shambala Engineering Campus LLC to raise awareness of business entities to go toward clean, sustainable operations and to reduce their internal carbon footprint.



SUSTAINABLE DEVELOPMENT TRAINING

The Bank arranges regular training sessions for its employees covering diverse areas such as sustainable development, environment, society, and governance. In 2022, average hours of sustainability training per employee were amounted to 0.7 hours. Moreover, the Bank ensures a constant flow of sustainable development-related news and information to its employees through internal web and e-mail channels.

SUSTAINABLE SUPPLY CHAIN



Through its procurement policy, TDBM supports the acquisition of goods, works, and services that contributes to sustainable development, such as through prioritizing measures to prevent soil, air, and water pollution, encouraging natural resource conservation and promoting corporate social responsibility. This approach is explicitly stated under Clause 4.7.7 of TDBM's Operational procedure for purchasing goods, works, and services. Apart from considering aspects like price and quality while making any purchase, the bank endeavors to support national producers, women entrepreneurs, and people with disabilities.

SUSTAINABLE CONSUMPTION



The bank submits its energy efficiency action plan to the Energy Regulatory Commission and ensures its diligent implementation. In 2022, the bank has undertaken an energy audit by a licensed professional organization and has implemented various measures to enhance energy efficiency. Notable actions include the replacement of basement lighting with energy-efficient alternatives, installation of automatic sensor faucets in bathrooms, and maintenance activities to minimize heat loss. To foster awareness and responsibility towards energy conservation, TDBM consistently communicates relevant information through internal channels to its employees.

ENVIRONMENT, SOCIAL, GOVERNANCE (ESG)

ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT SYSTEM

In 2012, TDBM achieved a significant milestone by becoming the first commercial bank in Mongolia to adopt “Environmental and Social Risk Management System” (ESRMS), in partnership with the Dutch Development Bank (FMO). This comprehensive system aims to thoroughly assess, evaluate, and monitor the potential adverse impacts and risks on the environment and society arising from borrowers’ loan utilization. The bank strives to promote responsible lending practices and ensure sustainable outcomes for the environment and the community by implementing ESRMS.

ESG POLICIES AND PROCEDURES

As part the ESRMS implementation, TDBM has been enforcing “Environmental and Social Responsibility Policy” since 2012, along with its accompanying document “Environmental and Social Responsibility Policy Implementation Guidelines” to monitor and evaluate the environmental and social risks associated with loans. The bank is committed to adhering to the Law of Mongolia on Environmental Protection, and other pertinent laws and regulations, while also aiming to comply with international agreements, protocols, concepts, and best practices related to environmental protection and sustainability.

The bank’s Environmental and Social Responsibility Policy aims to recognize, evaluate, and mitigate environmental and social risks associated with customers. These considerations are then incorporated into the credit decision-making process to minimize any potential adverse effects on the environment and society resulting from both the bank’s financing and its customers’ business activities. Deputy CEO for Risk and the Credit Underwriting Department ensures the policy is effectively implemented in the bank’s core business operations. The Environmental and Social Risk Analyst at the Credit Risk Department holds the responsibility for implementing environmental and social responsibility policies and guidelines, and ensuring regular information dissemination to Credit Officers at the bank’s branches.

The bank adopts a distinct financing policy concerning sectors with potentially high environmental and societal risks. These sectors encompass:

- Financing policy for the mining sector
- Financing policy for the construction sector
- Financing policy for the sector of supplying, processing and manufacturing raw material of livestock

ASSESSMENT OF CLIENT ENVIRONMENTAL AND SOCIAL RESPONSIBILITY

WHAT?

The borrower's main and financing activities undergo comprehensive environmental and social responsibility assessments, encompassing both the preliminary and comprehensive assessments. These assessments are conducted in adherence to Mongolia's laws, regulations, and international conventions.

WHEN?

As per the "Environmental and Social Responsibility Policy" and the accompanying implementation guideline, the preliminary and comprehensive assessment of the environmental and social responsibility will be conducted for business loan requests that are above MNT 100 million with the loan tenor of minimum 12 months.

WHO?

Environmental and Social Risk Analyst at the Credit Underwriting Department assesses the environmental and social risks associated with loan applicants' activities and provides recommendations during the loan approval process.

HOW?

During a comprehensive assessment, various factors such as the loan applicant's environmental practices, social responsibility, and competence are thoroughly assessed historically. Assessment report is drawn based on the company's compliance with the IFC Environmental and Social performance standards.

Should the environmental and social risk analyst assess that the loan applicant's activities carry potential environmental and social risks that can be mitigated, specific requirements designed to address and minimize these risks will be reflected on the loan agreement while the implementation will be closely monitored over the course of the loan. Moreover, in cases where the loan applicant's activities are evaluated to potentially cause significant environmental and societal damage or are listed as excluded for financing, the Bank adopts a preventive approach by declining to finance such activities, aiming to mitigate potential risks in the future.

ENVIRONMENT

OVERVIEW OF THIS SECTION

- Tackling climate change
- Sustainable finance



↓ 47,834 tons of CO₂e

Through TDBM's Green Business Loans, total of 47,834 tons of carbon dioxide equivalents are expected to be reduced annually.

TACKLING CLIMATE CHANGE

ACCREDITED ENTITY OF THE GREEN CLIMATE FUND

GCF is the largest global fund dedicated to mitigating greenhouse gas emissions, fostering climate change adaptation, and promoting sustainable and green development within developing countries. In 2020, following the GCF Board decision, TDBM was accredited by the fund, enabling it to offer concessional financing of up to 250 million US dollars for large-scale national projects and programs supporting sustainable and green development.

As part of its ambition to enhance sustainable finance, the bank is actively engaged in executing several climate mitigation and adaptation projects and programs in collaboration with GCF and international financial institutions.



BELT AND ROAD INITIATIVE

The Green Investment Principles (GIP) were introduced for the first time at the "Belt and Road" conference held in April 2019. This initiative aims to establish a sustainable "Belt and Road" through financial means. It emphasizes the incorporation of environmental considerations into projects and programs, endorsing green investments, curbing carbon emissions, mitigating pollution-inducing investments via comprehensive environmental risk assessments, and encouraging transparency and innovation in the pursuit of its objectives. Representatives from TDBM participated in the inaugural gathering of the GIP member organizations and the "Belt and Road - New Energy" international forum in August 2019. As a result of this participation, TDBM became a member of the GIP principles and joined the working groups dedicated to Environmental and Climate Risk Assessment and Innovation of Green Financial Products.

VOLUNTARY PARTNERSHIP

- Mr. Randolph S. Koppa, Chairman of the Board of TDBM, holds the position of Vice-Chair of Climate change & Sustainable Finance WG at the Business Council of Mongolia.
- Mr. Orkhon Onon, Executive Director of TDBM, serves as Chairman of the Board of Directors for Mongolian Sustainable Finance Association and a member of the Board of Directors for "Billion Tree Fund".
- Representatives from TDBM actively participate in the MSFA's "Green Loan Policy and Products Professional Council" and the "ESG and Climate Risk Professional Council".

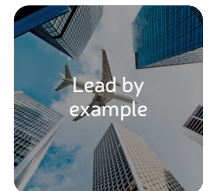
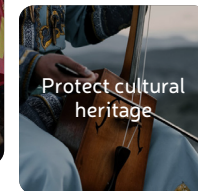
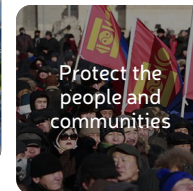
SUSTAINABLE FINANCE INITIATIVE

TDBM played a pivotal role in co-hosting the "Mongolia Sustainable Finance Forum 2013" event, serving as a foundational step towards advancing sustainable finance practices and establishing Mongolian Sustainable Finance Association. This collaborative effort involved partners such as Dutch Development Bank, Mongolian Bankers Association, International Finance Corporation, and Banking and Finance Academy. Following the forum, Mongolian commercial banks signed a declaration committing to socially and environmentally responsible sustainable finance initiative, which have been consistently upheld and implemented to this day.



MONGOLIAN SUSTAINABLE FINANCE PRINCIPLES

Since 2015, TDBM has been diligently adhering to the eight principles of sustainable finance outlined by Mongolian Sustainable Finance Association. As a founding member of the association, bank submits a biannual report on sustainable finance implementation.



As part of the GCF Readiness program on “Upscaling sustainable and green finance practices in Mongolia”, which commenced in 2022 with the support of GCF grant, TDBM collaborated closely with Mongolian Sustainable Finance Association (MSFA) to conduct following activities.

- TDBM arranged the enrollment of 21 employees from banks, non-banking financial institutions (NBFIs), and financial regulatory organizations in Mongolia in sustainable finance and impact investing online courses offered by Frankfurt School in Germany. Upon completion of the course, participants will gain expert skills enabling them to introduce and implement policies and strategies related to sustainable finance and climate finance within their field of expertise.
- International study tour on green finance capacity building and knowledge sharing was successfully organized to the cities of Amsterdam, Utrecht, and The Hague in the Netherlands, as well as in Frankfurt, Germany, in cooperation with MSFA and International Finance Corporation. The delegation consisted of 34 mid and high-level managers and supervisors from commercial banks, NBFIs, Mongolian Mortgage Corporation, Bank of Mongolia, Financial Regulatory Commission, Mongolian Bankers Association, Banking, and Finance Academy, Mongolia Green Finance Corporation, and MSFA. During the tour, joint meetings with renowned banking and financial institutions, associations, partnerships, and investment funds based in Netherlands and Germany were organized, to explore large-scale green projects and programs financed by these organizations, studying their experiences and practices.

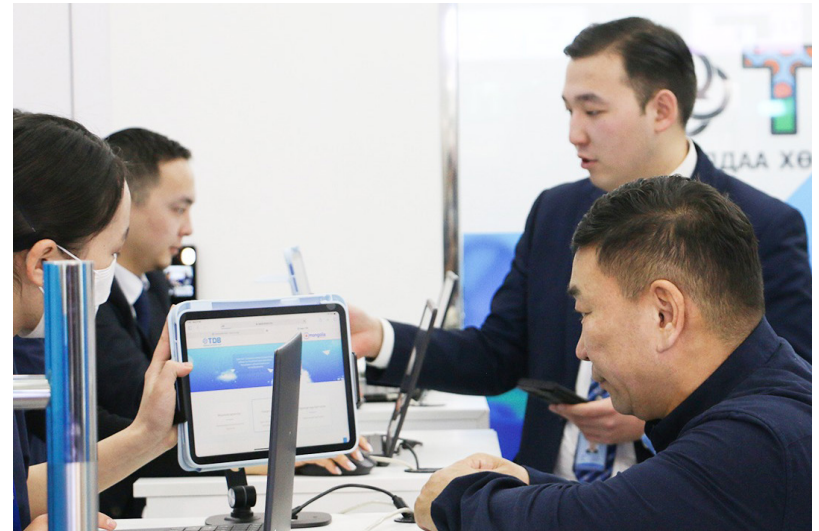


IKH NAYAD-LITE BRANCH: A PAPERLESS AND ELECTRONIC SALES CENTER

Ikh Nayad-Lite branch, which operates on paperless and electronic technology, has commenced its services, driving complete transition of paper-based registration for TDBM's electronic services to digital formats. Furthermore, the bank has minimized paper usage by digitizing internal documents through electronic system.

Features of the Ikh Nayad-Lite branch:

- Paperless, eco-friendly operation with modern interior incorporating digital concepts.
- Authentication of customers are facilitated through E-Mongolia and electronic signatures.
- Customer requests are electronically processed.
- Apart from money transfer and business banking services, all sort of banking services are delivered.
- The client independently registers and submits the request on the device, thereby minimizing the risk of incorrect information.
- The client's requests are electronically recorded in the bank's software, alleviating the workload of employees.
- Customer records are created electronically, enhancing employee productivity.
- A kiosk device is deployed to facilitate obtaining a digital signature.



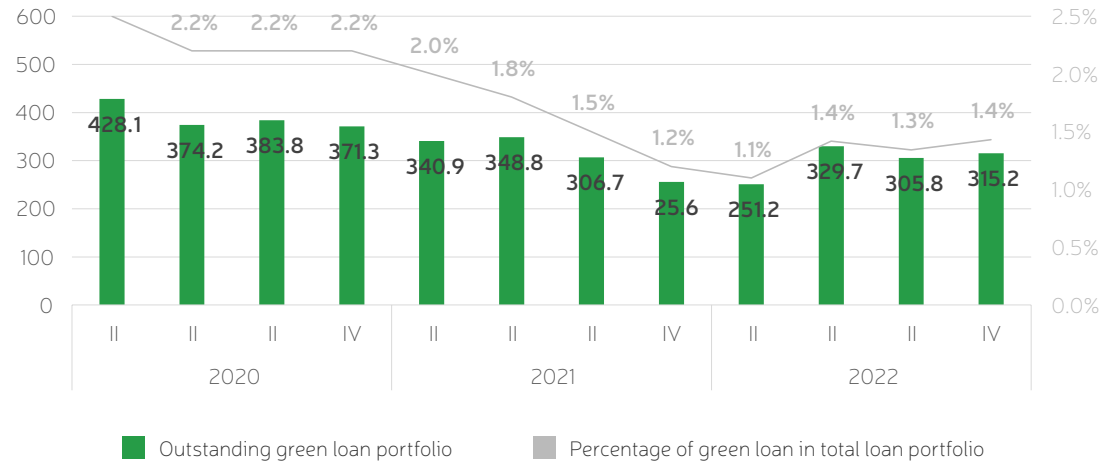
SUSTAINABLE FINANCE

National Sustainable Finance Roadmap of Mongolia was approved in December 2018, comprising three sections:

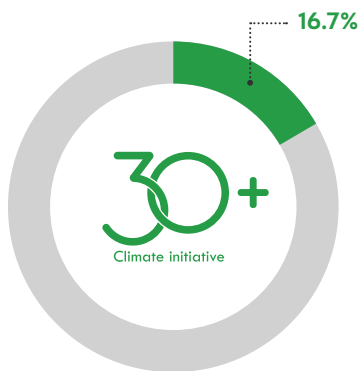
“Environmental and social risk assessment”, “Green loan” and “Sustainable finance partnership and policy environment”. The concept of sustainable finance has been expanding across all sectors in Mongolia.

Notably, the banking sector has been actively championing green financing by offering dedicated financing products for climate mitigation and adaptation projects.

Outstanding green loan portfolio held by Mongolian banks
(MNT billion)



TDBM's green loan market share
(as of 2022 Q4)



TDBM launched a range of sustainable finance products to the market, catering to customers who prioritize environmentally friendly practices and operations. Over the last five years, the Bank has experienced remarkable growth, with its green loan portfolios expanding by an average of 27 percent annually, culminating in a total value of 52.5 billion MNT.

SUSTAINABLE FINANCE PRODUCTS

TDBM successfully secured external funding of MNT 71.2 billion for its Green Loan Program and Women Entrepreneurship Support Program. In order to ensure the effective implementation of these programs, the Bank launched various sustainable finance products and services to the market.

RETAIL GREEN LOAN PRODUCTS

TDBM launched its **Eco car loan**, **Consumer green loan**, and **Green consumption loan** respectively in 2018, 2020, and 2021. Green consumption loan was launched in partnership with Shoppy LLC, with the aim to encourage eco-conscious behavior among citizens by offering eco-friendly products from various businesses with highly favorable loan terms. TDBM's Eco car loan is available for financing the purchase of a hybrid, LPG, and electric vehicles that are new or not more than 10 years old.



CONSUMER GREEN LOAN

Loan product with the aim to mitigate climate change and reduce air and soil pollution through promoting purchase of eco-labeled products and services. The product is available to support eco-labeled products that adhere to quality standards.



GREEN CONSUMPTION LOAN VIA AN E-COMMERCE PLATFORM

Online loan product for financing eco-labeled products and services, launched in cooperation with E-commerce platforms.



ECO CAR LOAN

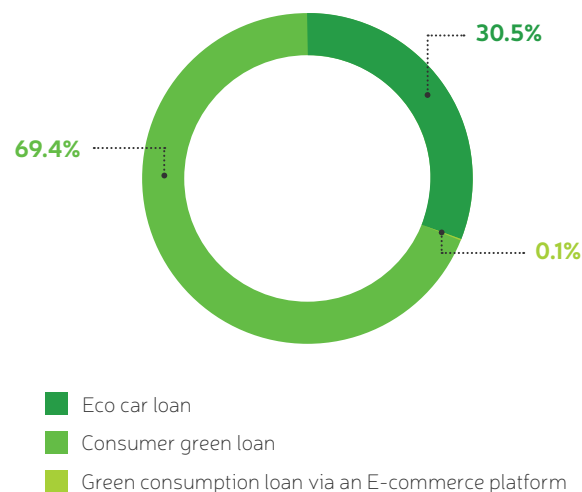
Loan product with favorable terms for financing hybrid and LPG vehicles.



ELECTRIC CAR LOAN

Loan product with favorable terms for financing pure electric vehicles.

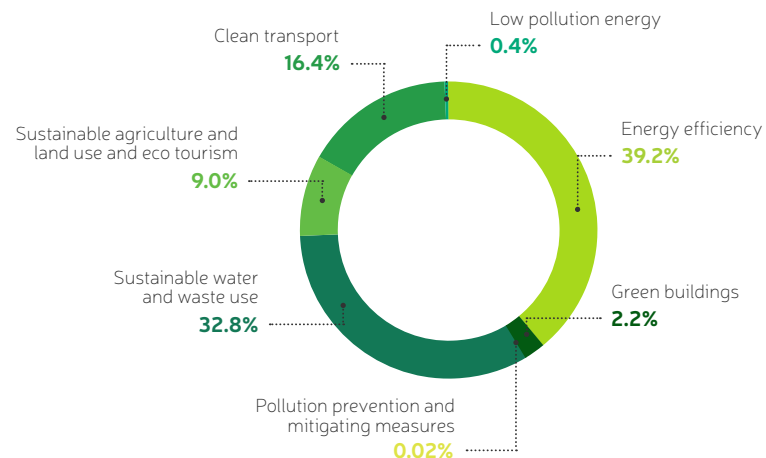
TDBM's retail green loan portfolio, by products
(as of 2022 Q4)



GREEN BUSINESS LOAN

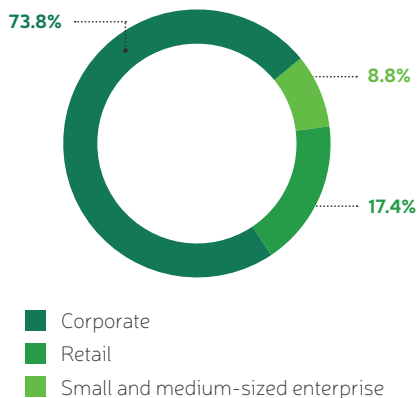
In support of the Sustainable Development Goal 13: Climate Action, TDBM launched Green business loan product to the market in August 2021 with favorable loan terms, serving as a crucial pillar of support in achieving the goal.

Green businesses that are aligned with the requirements outlined in both Mongolian Green Taxonomy and TDBM's Sustainability Framework are available for financing. As of 2022, TDBM's total green loan portfolio amounted to **MNT 52.5 billion**, of which 39.2% and 32.8% respectively was allocated to finance projects within Green taxonomy categories of Energy efficiency and Sustainable Water and Waste Use.

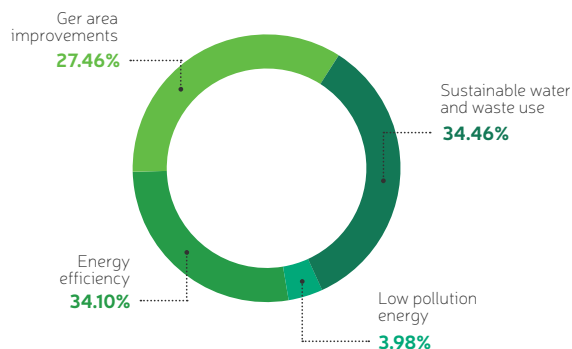


Through TDBM's Green Business Loans, total of 47,834 tons of carbon dioxide equivalents are expected to be reduced annually.

TDBM's green loan portfolio
(by segments)



Green taxonomy classifications of GHG emission reduction projects financed by TDBM



For Green Business Loan clients, eligible green projects are assessed with Emission reduction calculation tool developed by South Pole Carbon Asset Management Ltd., to define whether these projects qualify with requirements of TDBM's Sustainability Framework, the Mongolian Green Taxonomy, and to estimate its potential emission reduction. This tool was developed upon the initiation from Mongolian Ministry of Environment and Tourism, in partnership with Asia LEDS Partnership, MSFA, and TDBM.



MINISTRY OF ENVIRONMENT
AND TOURISM



SOCIAL

OVERVIEW OF THIS SECTION

- Diversity, equity & inclusion
- Employee well-being and development
- Labor practices & Human rights
- Community engagement

2,179

Employees had opportunity to increase their salaries

450+

Employees have been promoted



₹17.53 billion

Supported **13**
types of activities

500

Individuals were recruited

Social loan portfolio of

₹1.1 billion

Leading bank of
Gender equality

Compliant
handling

100%

DIVERSITY, EQUITY & INCLUSION

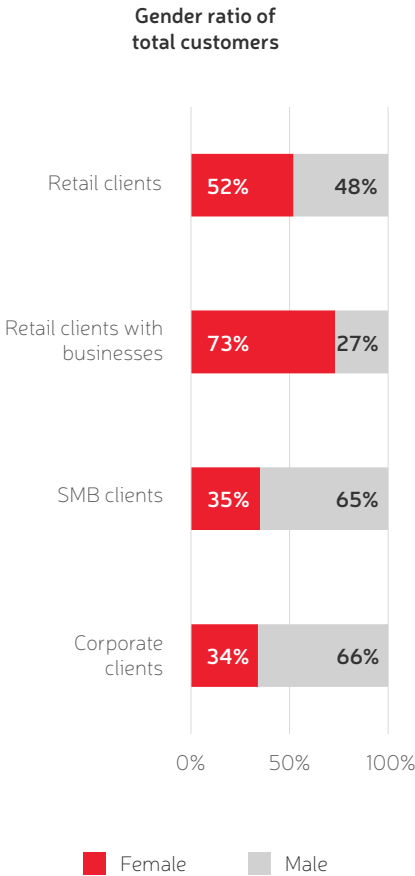
GENDER EQUALITY POLICY

TDBM is a committed bank to the elimination of all forms of inequality and discrimination and to promote gender sensitive banking services, thus approved its Gender Equality Policy in December of 2019, and re-established its Gender Committee in 2021. Within the framework of the “Gender Equality Policy”, the Bank will contribute to gender equality by promoting gender sensitivity and gender mainstreaming across its operations, products and services. This policy is aligned with the principles of the United Nation’s Sustainable Development Goals, in particular with the SDG 5: Gender equality, Law on Promoting the Gender Equality, National Program on Gender Equality (2017-2021), and Gender strategy for organizations and agencies under the authority of the Minister of Finance of Mongolia (2016-2024) respectively.

The Gender Committee ensures the effective implementation of the Gender Equality policy within TDBM. The Committee is responsible for preparing the annual implementation report, collecting sex disaggregated data, and conducting both qualitative and quantitative gender analysis of the departments and units within the organization.

To enhance the skills and knowledge of the Bank’s staff and promote awareness of gender equality, TDBM organized training sessions for approximately 100 mid-level management staff. Additionally, the new staff orientation program included dedicated training on “TDBM’s Gender Equality Policy.” Under the Gender Committee, the Gender Networking Group was established with the aim of promoting gender equality and facilitating discussions on innovative topics, issues, and challenges relevant to corporate policies. The Gender Networking Club comprises of voluntary members from the bank’s staff and hosts regular meetings to address various aspects of gender equality and diversity. The club also provides advice to the Gender Committee on innovative ideas and activities to promote diversity and gender equality.

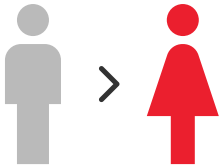
TDBM is committed to combating workplace sexual harassment and all forms of discrimination. This commitment is reflected in policies such as “TDBM’s Code of Conduct,” “TDBM’s Whistleblowing Policy,” and “TDBM’s Gender Equality Policy.”



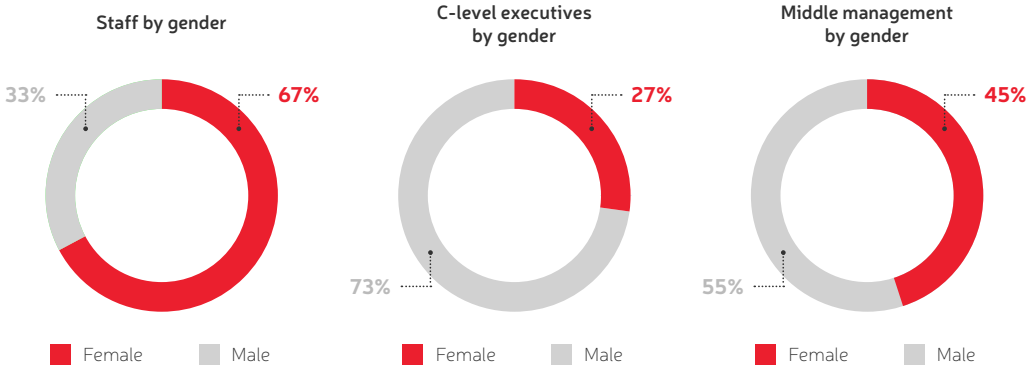
In partnership with MSFA, and as their “Leading Sustainable Finance Bank” for 2022, TDBM is working to develop gender sensitive financial sector. Our current goal is to address the existing gap in the financial system and gender inequality by introducing gender sensitive and inclusive financial products in the market.

In line with this objective, TDBM introduced its Women Entrepreneur Support Loan (WESP) in October of 2021 to further support SMEs and advance gender inclusivity. WESP is a concessional loan product that is offered for women-led SMEs, with a requirement to finance businesses where women make up the majority in terms of ownership, management, and employment.

The Bank adheres to the “Law on Labor of Mongolia” and provides appropriate compensation and working conditions to employees with disabilities. Currently, individuals with disabilities constitute **0.6%** of TDBM’s total workforce.



Difference in average salary
516,452 ₮



	Gender		Location		Age			Total
	Male	Female	UB	Provincial	Below 26	26-35	Above 36	
Total employees	721	1458	1983	196	703	1028	448	2179
New employee	184	316	470	30	325	155	20	500
Contract employee	-	19	19	-	-	-	19	19

Our commitment is to advance fairness, diversity, and equal opportunities within the workplace. Additionally, we prioritize the well-being and sustainable growth of our employees by offering competitive salary and compensation packages. We are dedicated to maintaining our leading position in the banking industry and ensuring fair compensation for our employees. To achieve this, we continually enhance our internal systems by benchmarking against industry standards in the financial sector.

Comparison to the Minimum wage		
	Male	Female
Average salary	6.2*	4.9*
G4-5 level Head and Senior manager	11.1*	10*
G2-3 level Manager and staff	5*	4.5*
G1 level Staff	3.4*	2.4*

*times higher

EMPLOYEE WELL-BEING AND DEVELOPMENT

TRAINING AND DEVELOPMENT

As an advocate for sustainable growth and responsible banking, TDBM consistently invests in the professional development of its employees. Through providing essential trainings, the Bank equips its staff with the skills required in an evolving sustainable finance landscape and in an inclusive society.

TDBM holds a prominent position within the financial sector and has established comprehensive training models through its sustainability and human resource policies. The bank is committed to delivering innovative and diverse training programs aimed at developing technical skills, fostering a culture of participation, and promoting responsible investing.

In 2022, a total of 217 different types of training programs were conducted 622 times for 17136 employees with reoccurring attendance. To provide a break down, on average, each employee attended 9 trainings throughout the year and average annual training to employee ratio was 4.1 hours.

To support the self-development and career growth of its employees, the Bank offered various online learning platforms, including Udemy and Melarn.mn, accessible to all staff members. These platforms allowed employees to explore training programs related to their professional growth.




During the reporting period, out of the 622 internal training sessions, 142 (approximately 23%) were specifically designed for mid-level management. Additionally, 9 sessions (around 1%) were exclusively for C-level executives, while the remaining 76% of training sessions focused on capacity building and knowledge-sharing for all employees.

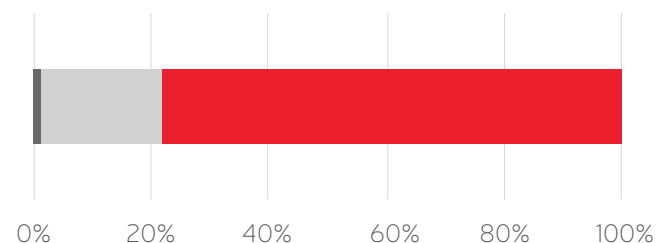


17136 employees

622+ training of

217 types

Training of TDBM employees



- C-level executives
- Middle management employees
- Total employees

Ensuring the continuous development of our employees is crucial for our enduring prosperity. In line with our commitment to sustainable and responsible business objectives, we prioritize a seamless transition process and offer a range of diverse opportunities to our staff. This process holds significant importance for our organization as it fosters talent retention, cultivates a culture of ongoing learning, and creates optimal experiences for both the company and its employees.

In 2022, we introduced an enhanced salary system aimed at bolstering the satisfaction of our esteemed workforce comprising 2179 individuals. During the reporting period, 116 types of full-time positions were created and 500 individuals were employed. Aligned with the Bank's vision, mission, and long-term commitment to continual progress and employee advancement, we created and implemented the "TDBM's Competency Dictionary." This framework serves to identify the necessary qualifications essential for achieving desired job goals and objectives. Consequently, the Bank has achieved sustainable business growth by fostering the development and enrichment of our employees' capacities and skills, while simultaneously redesigning our performance evaluation system.

KPI based evaluation: TDBM carries out quarterly evaluations of its employees, assessing their performance based on key performance indicators (KPIs). The primary requirement for the evaluation is being employed for more than half of the reporting period. In 2022, 85% of the employees underwent this assessment.

Career planning: Once the new employee is accepted into a full-time position, their career journey begins, and they receive feedback from the head of the relevant department and the HR officer as needed. Our HR department follows an insourcing policy, which involves posting internal job advertisements and ensuring a transparent hiring process. Employees have the opportunity to submit their medium and long-term career plans through the internal system. Based on these plans, the HR department assigns employees to suitable positions. Throughout the reporting period, 457 employees (equivalent to 1 out of every 4 employee) experienced both horizontal and vertical career shifts, with 67% of these transitions being female staff members.



2,179

Employees had the opportunity to increase their salaries



500

Individuals were employed



450+

Employees have been promoted

The Bank grants childcare leave based on employee requests and as per the requirements. In the specified reporting period, a total of 124 employees benefitted from childcare leave, resulting in total of 137 employees taking absence for childcare purposes. Additionally, 78 employees returned from their childcare leave and were successfully reinstated in their previous positions. The employee stability index reached 100%, indicating that all 78 employees who returned in 2022 are currently employed and actively working at the bank.

The Bank provides following compensations and benefits:

- Social insurance premium;
- Healthcare premium;
- Providing suitable remuneration and extra annual annual leave days for employees with disabilities;
- Childcare leave (maternity leave of 120 days, along with long-term childcare leave until the child reaches 3 years of age);
- Paternity paid leave of 10 days;
- 1 day of paid leave and financial compensation in the event of an employee's wedding;
- Bereavement leave of 5 days and financial compensation;
- Up to 4 hours of monthly paid leave for all employees;
- Pension plans, determined based on the number of years worked and are provided upon the retirement of employees;
- Every quarter, high-performing employees are rewarded with trips abroad;
- Performance based bonus compensation and salary;
- Employees have the option to dress in business casual attire either every day or specifically on Fridays, depending on the nature of their work;
- TDBM's Customer service policy has been updated, allowing front-line employees to work comfortably throughout the summer season;
- Gifts and phone allowances on special celebration days;
- Employees are eligible to join TDBM's various workplace social clubs, such as the Good Readers, Hiking Club, English Speaking Club and more, to take part in organizing and participating in events and activities;
- Reimbursement of up to \$1,000 for employees successfully completed internationally recognized professional qualifications;
- Employee discounts at the Bank's partnering companies;
- Depending on the nature of the work, "no-desk" or online working conditions are allowed.

OCCUPATIONAL SAFETY AND HEALTH

The Bank adheres to occupational safety and health standards by promoting safety of a workplace within the organization and incorporating relevant regulations and policies into clause 4 of the bank's premise use policy. All employees are informed about relevant occupational safety policies based on the nature of their work:

- Guidance on workplace safety procedures for drivers,
- Guidance on workplace safety procedures for front-line employees,
- Guidance on workplace safety procedures for electric engineers,
- Guidance on workplace safety procedures for plumbers,
- Guidance on workplace safety procedures for carpenters,
- Guidance on workplace safety procedures for office workers.



In 2022, a total of 69 hours of training were organized, comprising 37 hours of in-house and 32 hours of external professional trainings, all focusing on Occupational safety and health.

During the "Preventative and early-detection checkups" organized by the Ministry of Health, the Bank actively ensured the participation of all employees.

LABOR PRACTICES & HUMAN RIGHTS

TDBM places the well-being, rights, and prosperity of its employees above all else. We are committed to providing a work-life balance, recognizing excellent performance, fostering growth, promoting inclusivity, and maintaining a safe and supportive workplace environment. We also maintain an ethical approach to our partnerships.



The Bank's "Dispute Resolution Committee" was established to ensure the honest, equal, and balanced resolution of any disputes that may arise between the employer and employees. This committee includes representatives from both the employer and employee sides.



TDBM firmly opposes forced labor and strictly prohibits any such occurrences. The Bank follows a proper procedure of mutual agreement and formal contracts at all levels of employment, whether for full-time or contract employees.

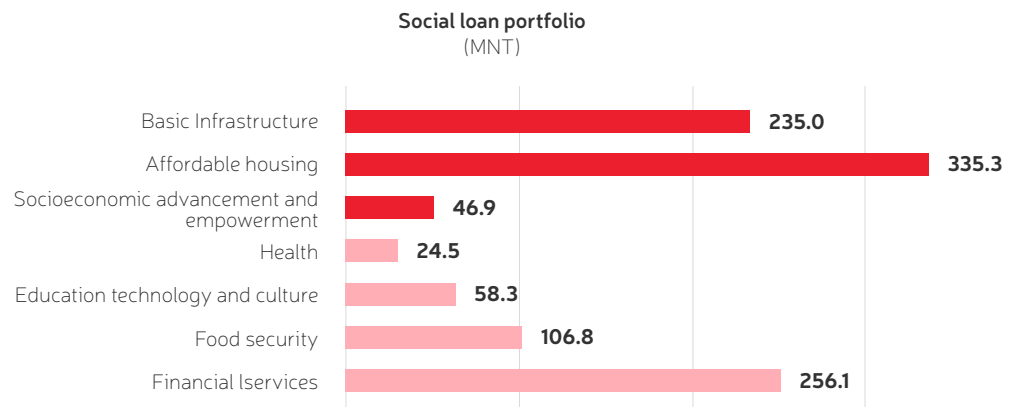
The Bank follows following procedures for its procurement:

- Requirements for the supplier are specified in the article 4.8 of TDBM's "Operational procedure for purchasing goods, works, and services":
 - In 4.8.5: the supplier's operation must not involve activities that are prohibited by the Mongolian laws and legislations;
 - In 4.8.6: the supplier's operation must not have negative impact on the environment or the society;
- The Bank procurement process takes into account whether the supplier is involved in forced labor or not.

COMMUNITY ENGAGEMENT

SOCIAL FINANCING

As of 2022, TDBM's social loans outstanding amounted to MNT 1.1 trillion, representing 24% of the bank's total loan portfolio. A total of MNT 617.2 billion was allocated to financings in "Social Development" sectors such as affordable housing, basic infrastructure, and socioeconomic advancement and empowerment.



SUPPORTING SMEs

TDBM's SME department has been supporting SMEs by offering fast and risk free, tailored products and services, to encourage environmentally friendly and socially responsible business practices. In order to enhance financial access for our SME clients, the Bank has formed partnerships with Government of Mongolia, Asian Development Bank, JICA, International Investment Bank and International Bank for Economic Co-operation to offer concessional business and project loans.



As of December 31, 2022, the Bank's total outstanding loans provided to SMEs amount to **MNT 422,590.72 million:**

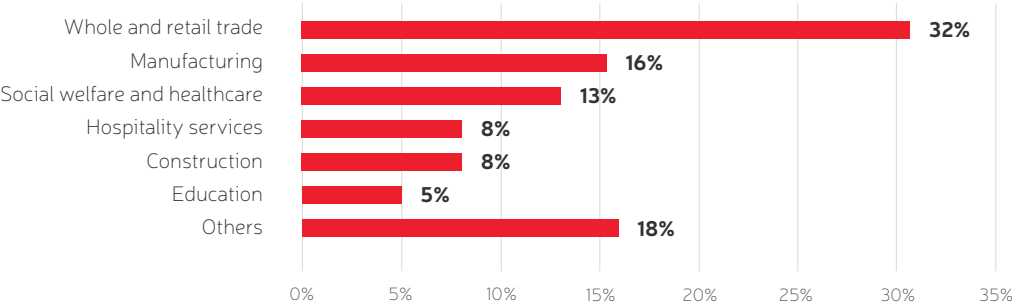
- Employment support loan
- Repo loan
- JICA project loan
- Credit Guarantee Fund loan
- SME - project loan for environmental protection
- Women entrepreneur support loan
- Green business loan
- Business loan
- Other loans offered to SMEs

WOMEN ENTREPRENEURSHIP SUPPORT LOAN

The Bank introduced the Women Entrepreneurship Support Loan (WESL) banking product in October 2021, specifically designed for Mongolian SMEs solely owned and led by women. The aim was to cater to those businesses that lacked sufficient collateral for accessing financial services. As of the Q4 of 2022, the Bank has provided a total loan amount of MNT 17.53 billion to support women entrepreneurs across 9 economic sectors.



WESLs by business sector



FINANCIAL LITERACY

“MONGOLIANS WITH SAVINGS” PROGRAM

In 2021, TDBM introduced a program with the goal of fostering financial literacy and encouraging saving habits among Mongolian citizens. The program achieved significant success, reaching 500,000 customers and resulting in a 4% increase in their term deposits.



In 2022, TDBM actively took part in the “UNSEND” campaign, a collaborative effort by the Mongolian Bankers Association, Bank of Mongolia, and National Police Agency. The campaign’s objectives were to combat cyber fraud, promote information security awareness, and enhance financial literacy in society.

Furthermore, in 2022, the Bank took proactive measures to protect our customers from cybersecurity risks by launching an educational campaign every month. This initiative covered essential topics, including “Understanding personal data”, “Ensuring digital privacy and personal data protection”, “the Bank’s measures to safeguard customer data”, “Best practices for defending against phishing attacks”, “Securing against the use of insecure software programs or applications”, “Ensuring safety of access equipment”, “Preventing cyber fraud and safety of payment cards”, “Two-factor authentication”, “Promoting safe usage of smart devices”. These insights were effectively communicated through posters and online guidelines on the Bank’s various social platforms.

FINANCIAL LITERACY OF RETAIL CUSTOMERS



127,426 customers

6 forums

62 event

9 campaign

Furthermore, in 2022, the Bank took proactive measures to protect our customers from cybersecurity risks by launching an educational campaign every month. This initiative covered essential topics, including "Understanding personal data", "Ensuring digital privacy and personal data protection", "the Bank's measures to safeguard customer data", "Best practices for defending against phishing attacks", "Securing against the use of unsecure software programs or applications", "Ensuring safety of access equipment", "Preventing cyber fraud and safety of payment cards", "Two-factor authentication", "Promoting safe usage of smart devices". These insights were effectively communicated through posters and online guidelines on the Bank's various social platforms.



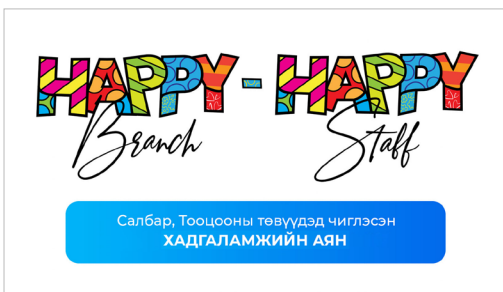
MONGOLIANS WITH SAVINGS



SALES MARATHON



WORLD SAVINGS DAY



HAPPY BRANCH - HAPPY STAFF



HAPPY 23 DAYS



HAPPY STAFF - HAPPY TEAM



HAPPY LOYALTY - VISA IN QATAR



VISA CASHBACK



UNIONPAY CASHBACK

FINANCIAL LITERACY OF BUSINESS CUSTOMERS

In partnership with Japan International Cooperation Agency (JICA), TDBM conducts monthly training sessions on project financing on 15th day of each month. During the reporting period, project financing trainings and information sessions were extended to business owners in Darkhan and Erdenet cities, along with workshops conducted by Credit Guarantee Fund.

The Bank is dedicated to consistently raise awareness of its financial services and products. In 2022, we developed informative video contents focused on the significance of "Trade Finance product" and the advantages of choosing guaranteed product options to minimize potential risks, and distributed it through various channels such as TDBM's website, Bloomberg TV and social media platforms.

In addition, we are proactively organizing a series of events and workshop to our business customers to promote our banking products and services. In 2022 we successfully conducted following events:

- Collaborated with Bloomberg TV Mongolia on "Women's Summit 2022" and extended invitations to 180 women entrepreneurs to provide them with a platform for networking and learning opportunities,
- In response to customer requests, the Bank conducted training sessions on Trade finance products, with a particular focus on Letter of credit and Letter of guarantee, to over 100 employees of 10 companies.



CORPORATE SOCIAL RESPONSIBILITY

In 2022, TDBM organized and sponsored **13** diverse types of activities and events as part of its corporate social responsibility efforts:



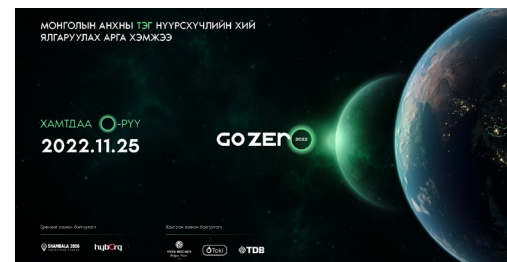
BOUNDLESS DREAMS

TDBM refurbished the libraries of general education school number 133, 146 and school number 5 of Orkhon province. Furthermore, the Bank extended its support to university libraries, providing essential materials and equipment to the National University of Mongolia, Mongolian State Conservatory and Mongolian National University of Medical Sciences.



DUDU CHILDREN'S MUSEUM

Joined the campaign to save the "Dudu Children's Museum" by purchasing 250 tickets.



SHAMBALA ENGINEERING CAMPUS

TDBM collaborated with Shambala Engineering Campus LLC to co-organize "Go Zero" event, aimed at raising awareness among business entities to adopt clean and sustainable practices, as well as reducing their internal carbon footprint.



SHAMBALA 2056

As part of "Shambala 2056", TDBM employees contributed to the tree planting campaign in Art'n Tech land Art in Erdene soum of Dornogobi province.



HAPPY ART - HAPPY FAMILY

"HAPPY ART - HAPPY FAMILY" painting competition was held to provide parents an opportunity to create cherished memories with their children. The paintings were displayed to the public at various UB city bus stops, during the Happy show event and via virtual art exhibit.



BLOOMBERG MEDIA SCREEN ADVERTISEMENT

Collaborated on promoting World Heart Day and World Children's Day.



MONGOLIANS WITH SAVINGS

In the Maamuu children's saving sales campaign, 42 children were awarded monetary savings as prizes, while 1 lucky child won a tour to Turkey. Additionally, 20,000 received Tomyo educational platform's monthly access to learn all levels of 5 languages.



"DIAMOND" SPONSOR

To strengthen business ties between nations, the Bank played significant role as the "Diamond" sponsor in annual events of Mongolian Business Council, Australian Chamber of Commerce and American Chamber of Commerce in Mongolia.



"GREENIFY" HACKATON

TDBM supported and participated in "Greenify" hackathon organized by the UN Youth Delegate Program. During this event, TDBM delivered an insightful presentation to enhance the sustainable finance knowledge and experience of participants.

CUSTOMER SERVICE

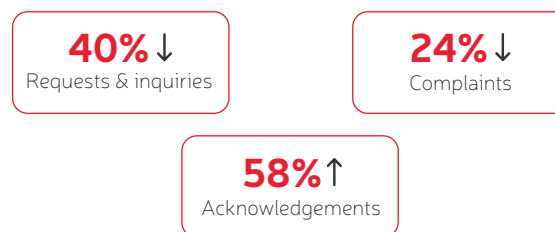
RESOLUTION OF CUSTOMER COMPLAINTS

The Customer Service Department (CSD) is responsible for receiving and resolving customer requests, inquiries, and complaints regarding the Bank, under the "TDBM's Customer Service Policy" and "TDBM's Consumer Right Protection Procedure". The CSD consistently ensures that customer requests and inquiries are received through various channels, prioritizing the security of customer information throughout the bank. The CSD promptly and comprehensively addresses inquiries, working in collaboration with other departments of the bank via an internal platform, to prevent the recurrence of similar issues.

Placing a QR code banner designed to receive feedback from customers on all branches of the bank made it possible for customers to promptly issue their feedback. The CSD provides essentials to the public regarding customer feedback management following World Consumer Rights Day, which takes place on the 15th of March annually.

In the reporting period, a total of 3065 inquiries, 1986 complaints, and 250 acknowledgements were received, and 5380 inquiries and complaints were promptly resolved in full achievement.

Compared to 2021:



CUSTOMER SERVICE IMPROVEMENT

The Customer Service Policy is adhered to by all employees across the bank's operational levels, aligning with the bank's strategy and goals. It has recently been updated to incorporate the principles outlined in the Law of Gender Equality and the Law of Rights of People with Disabilities. This update ensures the provision of gender-sensitive services and promotes equality for all customers.



We have implemented research-based improvements following internationally recognized methodologies such as **CSAT** and **NPS** to capture customer feedback from all banking channels. This allows us to assess the quality of our services and measure customer satisfaction levels. Our aim is to exceed customer expectations by enhancing these indicators. In line with our strategic goal of becoming a Customer Centric Bank, we conduct research on global standards and initiate projects and programs to integrate these standards into our banking operations.

To ensure efficient, reliable, and inclusive service delivery, we have updated our Queue management system in bank branches. This upgrade enables us to measure and monitor performance metrics related to customer service standards, perform data analysis, and gauge customer satisfaction for each individual.

To continually improve the quality of customer service in our branches, we regularly conduct surveys through SMS or phone calls to gather feedback on service quality. Moreover, we have introduced a method to assess and enhance the quality of customer data using various indicators in our operations. This has resulted in an **18%** increase in customer profile updates compared to the same period last year.

As part of our customer service policy, we have digitally transformed paper-based customer documents into a Digital Profile Database. This shift allows us to serve customers in an environmentally friendly, paperless, and digital manner.

In addition, we have successfully integrated our bank's core system with the international **Genesys** platform to improve our call center services. Customers now have the option to access services through Interactive Voice Response (IVR) without the need to contact a bank employee. This integration also enables us to quickly reach out to a large number of customers simultaneously and provide information through social channels.



Our utmost priority is to promptly communicate with our customers regarding our products and services using various banking channels, SMS, email, notice services, and through our dedicated bank employees. Furthermore, we ensure that we promptly receive and attend to customer requests and inquiries in accordance with the established timeframe.

GOVERNANCE

OVERVIEW OF THIS SECTION

- Corporate governance
- Ethics & compliance
- Data protection & information security

CORPORATE GOVERNANCE

Excellence in corporate governance is the key factor of our sustainable corporate operations. This gives us opportunities to reflect on the environmental, social, and economic issues in the decision-making processes and the bank's long-term strategies. An accurate governance system establishes a solid framework for conducting sustainable activities, promoting transparency, responsibility, and ethics.

BOARD OF DIRECTORS

TDBM's Board of Directors values transparency and honesty at all levels. Through its processes, it achieves transparent, open governance and communications under all circumstances addressed. The Board provides vision and strategy to direct and support banking operations.



RANDOLPH KOPPA
Chairman



ERDENEBILEG.D
Director



KHURELBAATAR.D
Director



YANJMAA.D
Director



BOLORMAA.J
Independent director



DELGERSAIKHAN.J
Independent director



NYAMSUREN.N
Secretary of the board

MANAGEMENT TEAM

The management team of TDBM consists of highly competent managers in banking and finance. Proper corporate governance structure and years of experience are the keys to the success of our management team. It also enables us to maintain the long-term profitability of the bank and increase shareholder value.

EMPLOYEES

The key to TDBM's success is our energetic and competent employees and improving the development structure of fair incentives, support and promotion enables us to offer the best services to our clients.

CORPORATE GOVERNANCE PURPOSE

Our purpose is to improve corporate governance, bring it in line with international best practices and principles and become internationally recognized, with a good reputation, and raise valuable investment.

THE BOARD OF DIRECTORS' OPERATIONS

The Bank has adopted and follows the governance policies and procedures under the Proper Governance Regulations of the Bank of Mongolia. The Bank adheres to the "Operational Procedures of the Board of Directors" in its operations.

The operational aspects of the Board of Directors (BOD), including its structure, appointment of the Chairman, director requirements, director assignment and recruitment, shareholder meeting rules, are effectively managed through this procedure. Additionally, the Bank maintains specific operational policies and procedures for the Audit Committee, Nomination and Remuneration Committee, Risk Management Committee, and BOD office, which are consistently upgraded to enhance proper governance within the Bank.

TDBM annually submits a governance internal assessment report to the Bank of Mongolia for evaluation, in accordance with the "Regulation on the Implementation of the Corporate Governance Principles for Banks" authorized by Order No. A-143 of the President of the Bank of Mongolia on May 9, 2022. In 2022, the assessment of TDBM's governance was deemed "good."

THE NOMINATION AND REMUNERATION COMMITTEE

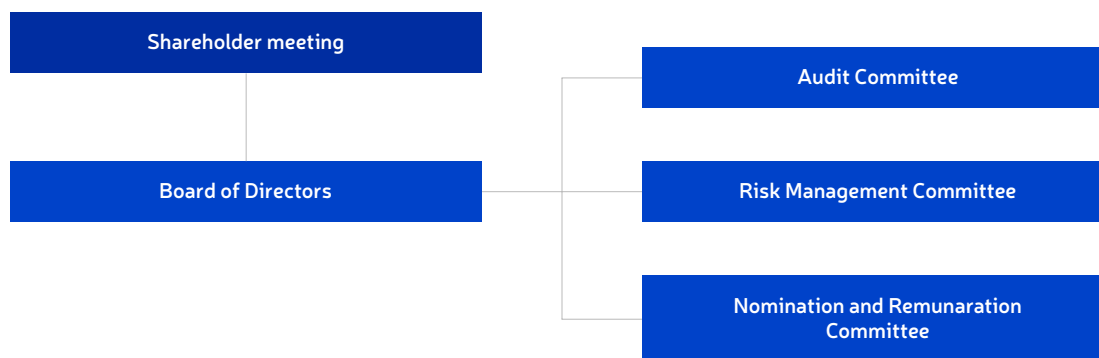
The committee's responsibility is to support the efficient and bankable execution of monitoring and management tasks related to the BOD committee.

THE AUDIT COMMITTEE

The Audit Committee is responsible for assessing and drawing conclusions regarding the Bank's internal audit, external audit, internal control system, risk management, financial statement, code of conduct, compliance of regulations and laws, and communicating the findings and sharing the results of its audit activities to the shareholders and the board of directors, and enhancing the Bank's governance system at all levels.

THE RISK MANAGEMENT COMMITTEE

The Risk Management Committee holds the responsibility of establishing the risk management policy, assessing emerging risks, and determining the risk-bearing capacity of the Bank. It identifies and manages the primary categories of risks, including credit risks, market risks, liquidity risks, and operational risks, by guiding and ensuring integrated management to implement optimal measures for risk identification, prevention, control, reduction, and overall risk management.



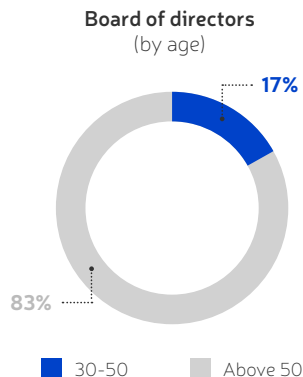
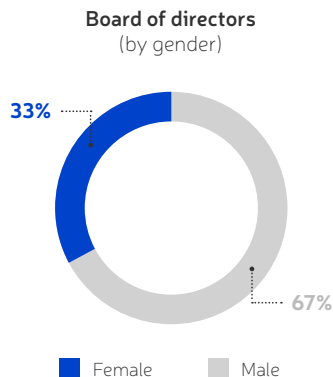
According to Section 75.1 of Article 75 in the Company Law, the Board of Directors assumes authority over the company during the Shareholders' Meeting recess, and it is entrusted with the rights outlined in Article 76 of the Law. As of December 31, 2022, the Board of Directors at TDBM comprises six members, out of which two members hold an independent status.

According to the BOD Committee regulations, the Nomination and Remuneration Committee, which operates under the Board of Directors, is responsible for discussing matters related to the nomination and dismissal of BOD members, the structure and composition of committees under the BOD, and presenting these issues to the BOD meeting.

When selecting BOD members, certain criteria are followed in accordance with both general legal requirements or clauses 32.1.1-32.1.7 of the "Banking Law" and additional legal requirements for independent members, such as clauses 33.3.1-33.3.8 of the "Banking Law," as well as clauses 79.1.1-79.1.5 of the "Company Law." To align with good international practices, the following five criteria are employed to assess a person's suitability for management roles:

1. Work experience
2. Reputation
3. Conflict of interest and independence of opinion
4. Time commitment
5. Community compliance.

Moreover, we hold the belief that the Board of Directors' composition, strengths, skills, and capabilities should be carefully tailored to align closely with the Bank's medium-term strategic goals, anticipated challenges, and potential future risks.



MANAGEMENT TEAM



ORKHON.O
Chief Executive Officer



RAHN WOOD
President



STEPHANE LAMOUREUX
First Deputy
Chief Executive Officer



BANZRAGCH.O
First Deputy
Chief Executive Officer



ENKHMEND.A
First Deputy
Chief Executive Officer



SOLONGO.O
Deputy Chief
Executive Officer



MUNKHNAST.P
Deputy Chief
Executive Officer



GANBAYAR.TS
Deputy Chief
Executive Officer



GANTUMUR.L
Deputy Chief
Executive Officer



BAATAR.S
Deputy Chief
Executive Officer



GANTSETSEG.G
Deputy Chief
Executive Officer

ETHICS & COMPLIANCE

COMPLIANCE POLICY

TDBM revised the "Compliance Policy" in 2021 and approved it by the Board of Directors. Also the "TDBM's Operational Procedures of Compliance" were revised in 2022 and approved by the Board of Directors.

The Bank is committed to upholding compliance obligations in alignment with its established policies and procedures. This commitment includes cooperating with State authorities, engaging with foreign and domestic financial institutions, ensuring adherence to legal requirements, integrating compliance into internal banking operations, and actively participating in activities aimed at combating money laundering and terrorist financing.

As a result, during the implementation of this policy and procedure, several principles were enhanced, including the Principle of Regulatory compliance, the Principle of Fairness, the Principle of Protecting the Reputation, Legal Rights, and Interests of the Bank, the Principle of Respecting the Legal Rights and Interests of the Customers, the Principle of Transparency and Clarity, the Principle of Evidence-based decision-making, the Principle of Accountability, the Principle of Innovation, and the Principle of Independence.

This enabled the Bank to broaden the scope of its compliance activities beyond anti-money laundering and combating the financing of terrorism to encompass international and sustainable development objectives. As mentioned earlier, the development and expansion of the Bank's Compliance policies and procedures were guided by adherence to the international standard ISO 37301: Compliance management system. This standard encompasses all international requirements essential for fostering long-term, accurate, and sustainable banking operations. Consequently, every unit and department within the Bank has become an integral part of the compliance implementation process, ensuring that the Bank, as a whole, operates in a compliant manner.



NEW EMPLOYEE TRAINING

We have organized 19 New employee trainings for a total of **349** new employees.



REINFORCEMENT TRAINING

3 sessions of Reinforcement training were organized encompassing **194** employees.



SPECIALIZED TRAINING

A total of 2 Specialized trainings were organized for the following departments:

- International Banking Department
- Trade finance and accounting unit

In 2021, the Bank underwent a revision of its "Compliance Policy," while in 2022, the "Compliance Procedures" were similarly updated. These revisions were conducted in accordance with the ISO37301 standard and received approval from the Board of Directors. As a result, the Bank now adheres to these policies and procedures in its daily operations.

The primary objective of these compliance policies and procedures is to optimize the organization of compliance functions, clearly define the compliance roles of various departments and units within the bank, and ensure their implementation at all levels of the organization. By doing so, the Bank aims to prevent risks and ensure adherence to regulatory requirements.

The compliance policy and procedure not only comply with the ISO37301 standard but also align with international agreements, other standards, and recommendations provided by entities such as the Basel Committee on "Bank's Compliance and Compliance Duties," and the Mongolian Banking Association's "Bank's Compliance Policies and Duties." Moreover, this approach extends beyond the Compliance Unit alone, as other related departments and units within the bank have embraced the advantages of integrating compliance measures into their activities at all levels.

Additionally, the Bank has also established and monitored the implementation of regulations such as the "Code of conduct," "Whistleblowing Policy," and "Anti-corruption Policy." These regulations are overseen by relevant committees and departments. As a result of these collective efforts, the Bank has cultivated a robust internal management system that ensures alignment with international and domestic laws, agreements, and standards, concerning internal policies, regulations, procedures, and instructions.

WHISTLEBLOWING POLICY

The Bank operates in accordance with the laws of Mongolia and adheres to universally accepted moral norms and its own ethical standards. It formulates specific instructions, procedures, policies, and ethical principles that must be followed by its employees, thus fostering a highly ethical working environment and mechanism. To encourage the reporting of any actions that may potentially harm the Bank's operations or reputation while safeguarding the dignity and reputation of its employees and the Bank itself, a "TDBM's Whistleblowing Policy" has been implemented. This policy extends to all stakeholders of the Bank, including the Board of Directors, Executive Management, employees, and individuals representing the Bank through contracts and powers of attorney.

The primary aim of this policy is to protect the interests of whistleblowers and facilitate the confidential and prompt resolution of issues. Whistleblowers have multiple channels available to report concerns, ensuring a comprehensive and accessible mechanism, as follows:

- Window of Internal Staff platform for submitting feedbacks and complaints;
- Email address of the Ethics committee - ethic@tdbm.mn;
- 1799 internal number;
- Submit paper applications and complaints in person.
- In case of whistle-blowing by the Bank's customer:
- 19001977, 70161988;
- info@tdbm.mn

CODE OF CONDUCT

Every employee at the TDBM adheres to the "Code of Conduct", also newly hired employees shall be familiarized with it and sign it on their first day of joining the organization. The Ethics Committee is responsible for overseeing the implementation of staff ethics and handling any complaints or disputes that arise. In the event an employee submits a petition or request to the Ethics Committee, they will receive protection in accordance with "TDBM's Whistleblowing Policy".

ANTI-CORRUPTION POLICY

The "TDBM's Anti-corruption Policy" was approved by the Order of the CEO No. 12/1575 dated September 12, 2012. This policy regulates the Bank's anti-corruption activities, prevention of corruption and bribery, determination of anti-corruption measures, and prevention of operational risks.

INTERNAL AUDIT

Following TDBM's Internal Audit Policy, the Internal Audit Department (IAD) operates with the objective of safeguarding the rights of the bank's stakeholders and ensuring the objectivity of corporate governance, risk management, and monitoring processes. Additionally, it strives to standardize assessment and analysis activities, identify areas of risk, and enhance financial, operational, and strategic integration by providing valuable advice to enhance corporate value.

Within its policy, the Internal Audit Department has been considering sustainability issues regarding the bank's governance, risk management, monitoring. During the reporting period, IAD conducted a risk-based verification of the implementation of the Bank's Environmental and Social Responsibility (ESR) policy, gave evaluations and conclusions, and provided recommendations throughout the audit of the activities of the Credit Risk Department (CDR), which implements the bank's Credit Policy and credit risk management at the customer level.

Moreover, IAD includes the credit activities of branches and cash offices in its annual audit work plan, offering independent verification, evaluation, conclusions, and recommendations to assess, mitigate, and manage environmental and social responsibility risks related to loans that fall under the scope of the ESR risk assessment, as outlined by TDBM's policies, procedures, and instructions.

RISK-BASED PLANNING

The Bank compiles annual **ICAAP** (Internal Capital Adequacy Assessment Process) reports, adhering to Basel standards, to evaluate its capital adequacy. Within these reports, the Bank identifies potential risks that may arise during the implementation of short-term and medium-term business strategies and plans, utilizing internal methodologies to assess whether it possesses sufficient capital to address these risks adequately.

Furthermore, the Bank conducts stress tests concerning both external and internal factors that may arise in the future. These tests calculate how various scenarios would impact the bank's credit, market, operational, interest rate, concentration, liquidity (as part of the **ILAAP** report), and other risks. This analysis aids in formulating equity and liquidity capital plans for the Bank.



DATA PROTECTION & INFORMATION SECURITY

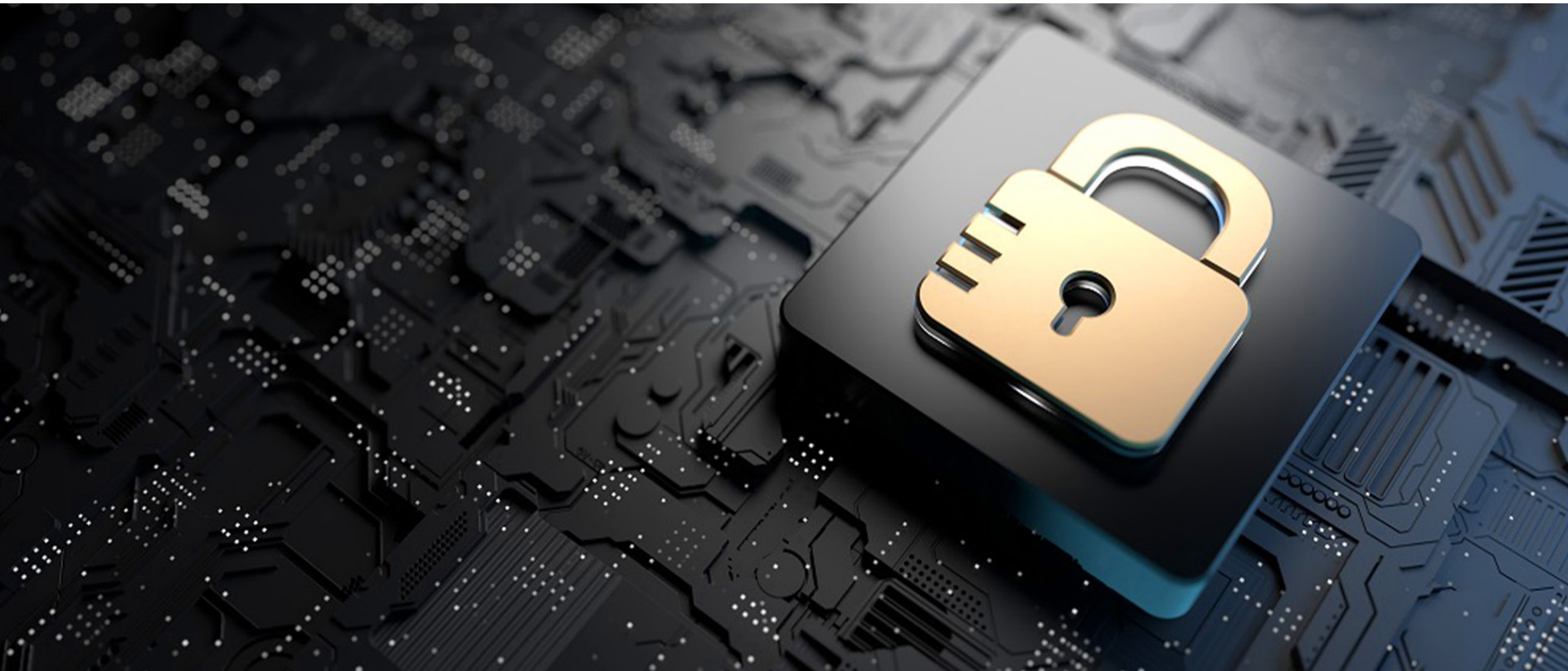
TDBM places significant emphasis on various activities such as adopting the best international practices and utilizing selected technologies to ensure the data protection and information security of customers and the Bank, focusing on continuous personnel development by aligning these activities with the Bank's vision, mission, and long- and medium-term strategic objectives. Furthermore, TDBM takes a proactive approach in identifying potential risks and organizes ongoing security measures to safeguard the Bank effectively.

We fully meet and verify the requirements of the Payment Card Industry Data Security Standard (PCI DSS) every year in order to ensure the security and confidentiality of information security operations, banking network infrastructure, server systems and equipment by an internationally recognized external audit organization.

Under the purview of the Information Security Department, there are two units responsible for distinct roles: the Information System Security Unit and the Cyber Security Unit. These units play a crucial role in implementing the bank's information security policy, safeguarding customer data information, and conducting continuous system security operations. To ensure effectiveness, each unit is staffed with experts specialized in their respective fields of security.

The Bank conducts regular activities in the realm of information security education to proactively mitigate electronic risks and enhance security awareness among both internal employees and all its customers.

We use the latest technologies and have automated the information security process, enhanced our cyber attack protection systems, and continuously improved our information security control center to bolster the Bank's operational continuity, ensure the reliable delivery of financial and electronic products and services to our valued customers, and advance the overall level of information security for their protection.





APPENDIX

OVERVIEW OF THIS SECTION:

- SASB index
- ESG & sustainability reporting guidance for Mongolian companies index
- GRI Index

SASB INDEX

TOPIC	ACCOUNTING METRIC	CODE	DISCLOSURE	
Data Security	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	FN-CB-230a.1	In 2022, there were no data security breaches related to the indicators.	
	Description of approach to identifying and addressing data security risks	FN-CB-230a.2	See "GOVERNANCE - Data Protection & Information Security" in this report.	
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	FN-CB-240a.1	For the reporting year, TDBM has a outstanding loan amount of 542 billion MNT with 3186 number of loans to support SMEs, and loan amount of 750 billion MNT with 6288 number of loans to support the community development.	According to the standard, when determining the amount of "loans granted to small businesses", the loans granted to businesses with an annual income of 1 million USD or less shall be included. Based on the Law "ON SUPPORTING SMALL AND MEDIUM-SIZED INDUSTRIES AND SERVICES", the Bank identifies small and medium-sized enterprises (SMEs) and prepares a report on loans granted to SMEs and submits them to the Bank of Mongolia. According to the law, an SME is an enterprise with up to 200 employees, an annual sales of up to 2.5 billion MNT, and operating in the fields of production, trade, and services. In order to use a category that approximates the amount of income specified in the standard, the indicator in this section - the amount of "loans granted to small businesses" - uses the above definition provided by law.
	(1) Number and (2) amount of past due and nonaccrual loans qualified to programs designed to promote small business and community development	FN-CB-240a.2	As of 2022, TDBM has 353 past due loans worth 89 billion MNT to support SMEs, and 152 loans worth 249 billion MNT to support community development.	
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	For the reporting year, TDBM has 213,424 debit cardholders and 215,590 domestic current account holders. Moreover, 67,135 new customers were added in 2022, of which 37,347 were debit cardholders and 27,759 were current account holders.	
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	See "SOCIAL - Community engagement - Financial literacy" in this report.	

Incorporation of Environmental, Social, and Governance Factors in Credit Analysis	Commercial and industrial credit exposure, by industry	FN-CB-410a.1	3,458,972.89 million MNT (total amount of 10 sectors with the largest disbursement) See "Audited Financial Statements - 17.Loans and advances to customers; 33.Risk management" in TDBM's Annual Report 2022.	
	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	FN-CB-410a.2	See "SUSTAINABILITY - Environment, Social, Governance (ESG)" in this report.	
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1	In 2022, the Bank had a total of 132,312,376.00 MNT monetary loss, which resulted from Bank of Mongolia, customer complaints related to the products and services and disputes of internal labor relations.	
	Description of whistleblower policies and procedures	FN-CB-510a.2	See "GOVERNANCE - Ethics & compliance - Whistleblowing Policy" in this report.	
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1	N/A	
	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2	See "GOVERNANCE - Risk-based Planning" in this report.	

ESG & SUSTAINABILITY REPORTING GUIDANCE FOR MONGOLIAN COMPANIES INDEX

Ref	Area	Indicator	Description	Description	Unit of measure for target	Response
MS	Sustainability Management System Indicators					
MS1.1	Sustainability Management System	Senior management commitment	Does your company have a sustainability commitment statement in place ?	Yes		See "SUSTAINABILITY - Green bank" in this report. On April 10th of 2021, TDBM announced Bank's long-term sustainable goal during its "Climate 30+ Green Forum 2021", which is to attract up to USD 2 billion in sustainable finance by 2030, furthermore to become a Net Zero Bank by 2050. https://fb.watch/kyZWWGREwV/?mibextid=v7YzmG
MS2.1		Sustainability policy and procedures	Does your company have a sustainability policy with targets?	Yes		TDBM has reflected and approved the Sustainable Development Goals in its integrated strategic plan. Monitoring, reporting, and verification are managed within the annual plan of the Bank.
MS2.2			Does your company have a set of sustainability procedures?	Yes		See "SUSTAINABILITY -Environment, Social, Governance (ESG)" in this report.
MS3.1		Governance structure	Does your company have dedicated committees that are entirely/partially responsible for sustainability?	No		Sustainable development/ESG issues are being managed by the Chairman of the Board of Directors Mr.Randolph Koppa at the BOD level, the First Deputy Chief Executive Director Mr.Banzragch O. at the senior management level, and by the Green Funding Office and the environmental & social risk analyst at the operational level. The assignment of the official to be responsible for sustainable development at the BOD level is reflected in the Bank's strategic plan.
MS3.2			Does your company have a dedicated ESG/sustainability director/s (full-time/part-time) at the board level?	Yes		
MS3.3			Does your company have a dedicated ESG/sustainability manager/s (full-time/part-time) at the executive level?	Yes		
MS3.4			Does your company have a dedicated ESG/sustainability officer/s (full-time/part-time) at the operational level?	Yes		
MS3.5			Does your company cover sustainability issues in board meetings as part of the official agenda on a regular basis?	No		

MS4.1		Materiality assessment	Does your company have materiality process, assessment and/or matrix, explaining how your company avoids, mitigates, or remediates negative impacts to the economy, environment, and society, and enhances positive ones?	No	hours	Environmental and social responsibility policy and its implementation guidelines are followed in the loan activities to encourage clients to determine, assess and reduce their own environmental and social risks. There is no impact assessment matrix for the Bank's internal activities. In November of 2022, Bank conducted an energy audit regarding the environmental impact. The Bank is planning to develop the methodologies to establish energy efficiency in its internal activities in 2023 according to the energy audit's advice.
MS5.1		Organizational capacity	Annual average hours of sustainability training per employee (hr), by gender	0.7		See "SUSTAINABILITY - Sustainable development training" in this report.
MS6.1		Monitoring	Is sustainability included the scope of the audit committee (and other relevant board committee) and internal control functions?	Yes		See "GOVERNANCE - Ethics & compliance" in this report.
MS7.1		Sustainability reporting and verification	Does your company disclose a sustainability report (stand-alone/or integrated into annual report) at least annually?	Yes		It is being reported as a subsection of "Sustainability" of the Bank's annual report. https://www.tdbm.mn/bundles/public/report/2021_Annual_report_eng.pdf.pdf
MS7.2			Does the company prepare a TCFD-aligned climate disclosure?	No		TDBM is aiming to introduce Task Force Climate-related Financial Disclosures (TCFD) into banking operations by 2025.
MS7.3			Are the sustainability data assured by an independent third-party?	No		
MS8.1		Memberships	Number of sustainability associations, networks, and national or international advocacy organizations in which the company participates with a significant role including business declaration on human rights.	Yes		TDBM is a signatory toward sustainable development for the following organizations: - GIP for the Belt and Road Initiatives; - Mongolian Sustainable Finance Association; - Mongolian Renewables Industries Association.

E	Environmental Indicators					
E1.1	Energy	Total energy consumption	Total direct energy consumption and cost spent	4,522,041.90	kWh	
E1.2		Electricity	Total electricity consumption, cost spent, and reduction (year-to-year)	2,328,428.90	kWh	
E1.3		Heat	Total heat consumption, cost spent, and reduction (year-to-year)	7897.01	Gcal, Gj - Gegajoule or kWh	
E1.4		Fuel	Total fuel consumption and reduction (year-to-year), including: 1. Coal, gas or fuel used for heating 2. Petroleum, diesel or fuel used for transport	107,6	litr/kg & %, Gegajoule, MNT	
E1.5		Non-Renewable energy	Share of non-renewable energy consumption	100	%	
E1.6		Renewable energy	Share of renewable energy consumption	0	%	There are no renewable energy resources in TDBM Building.
E2.1	GHG emissions	3.1 Emissions	Total Scope 1 and Scope 2 emissions		CO2/tons	TDBM has reflected in its main strategic plan to conduct an agreement with a potential organization to collaborate in determining the GHG emission from its internal activities, evaluating its difference, and reducing the GHG emission on a scientific basis. The implementation process will start in 2023.
E2.2		3.2 Emissions reduction	Reduction of total Scope 1+2 GHG emissions (year-to-year)		CO2/tons	See "ENVIRONMENT - Sustainable finance - Green Business loan" in this report.
E2.3		3.3 Carbon offsetting	Total carbon offset (tree planting program or supporting the foreign projects to reduce the emissions, etc.)		CO2/tons	TDBM has reflected in its main strategic plan to conduct an agreement with a potential organization to collaborate in determining the GHG emission from its internal activities, evaluating its difference, and reducing the GHG emission on a scientific basis. The implementation process will start in 2023.

E3.1	Climate change	Climate policy	Does your company have a stand-alone/integrated climate change policy?	No		TDBM is aiming to introduce Task Force Climate-related Financial Disclosures (TCFD) into its banking operations by 2025. In line with this, Bank is planning to predict the climate-related risks from internal and client activities, assess the opportunities from the anticipated risks, as well as to develop and follow the required guidelines and policies.
E3.2		Climate risk and opportunity assessment	Did your company conduct a climate risk and opportunity assessment (scenario analysis, stress test, etc.)?	No		
E3.3		Economic loss	Total amount of economic loss faced due to climate related disasters and events	-	MNT	
E3.4		Climate investment	Total amount invested, annually, in climate-related infrastructure, resilience, and product development	52.5 billion	MNT	See "ENVIRONMENT - Sustainable Finance" in this report.
E3.5		Prevention/adaptation to climate change	Does your company have activities/steps to prevent and (if not preventable) adapt to the impact of climate change?	No		TDBM is aiming to introduce Task Force Climate-related Financial Disclosures (TCFD) into its banking operations.
E4.1	Water	Water used	Total amount of water withdrawn/used	5190	m3/l	In 2022, there has been growth in water usage in TDBM, due to the increase in human resources.
E4.2		Water saved	Total amount of water saved due to conversation and efficiency improvements		m3/l	
E4.3		Water reuse	Percentage of water recycled and reused	0	%	
E4.4		Water discharged	Total water discharged	0	m3/l	
E5.1	Waste (solid waste)	Waste discharged	Total amount of waste discharged	304	tons	
E5.2		Waste recycled	Waste recycling percentage	0	%	TDBM is aiming to implement sustainable waste management in its banking operations.
E5.3		Hazardous waste	Total amount of hazardous waste (including e-waste) discharged	8	tons	Bank has a separate collecting box for used batteries to supply them to recycling facilities.

E6.1	Biodiversity	Landscape planning, design greenery	Share of sustainably managed public space, or green space created as of total area	40	%	
E6.2		Wild plants and animals	Number of species conserved	0	number of species	Currently, it is not possible to estimate the number of conserved species.
E6.3		Activities negatively affecting biodiversity - sensitivity	Operational sites owned, leased, managed in, or adjacent to, projected areas and areas of high biodiversity or cultural value	0	%	N/A

S	Social Indicators					
S1.1	Human capital development	Employee turnover	Year-over-year change of full-time employees	-	%	
S1.2		Jobs created	Increase in the total number of full-time employees compared to the same period of the previous year	116	units	See "SOCIAL - Employee well-being and development" in this report.
S1.3		Training	Annual average hours of training per employee	4.1	hours	See "SOCIAL - Employee well-being and development" in this report.
S2.1	Occupational, health and safety	OHS policy	Does your company have an OHS Policy (stand-alone or integrated)?	Yes		See "SOCIAL - Employee well-being and development" in this report.
S2.2		Incidents	Annual work-related injury rate	0	%	No accident has occurred.
S2.3		OHS training	Annual average hours of OHS training per employee	0.03	hours	See "SOCIAL - Employee well-being and development" in this report.
S2.4		Health programs	Percentage of employees covered by voluntary health programs such as medical checks	≈2000	person	See "SOCIAL - Employee well-being and development" in this report.

S3.1	Equal opportunity	Gender policy	Does your company have a Gender Policy (stand-alone or integrated)?	Yes		See "SOCIAL - Diversity, equity & Inclusion" in this report.
S3.2		Anti-sexual harassment policy	Does your company have an anti-sexual harassment policy (stand-alone/ integrated)?	No		
S3.3		Non-discrimination policy	Does your company have a non-discrimination policy (stand-alone/ integrated)?	No		
S3.4		Gender balance	Percentage of total employee headcount by men and women	33/67	%	
S3.5		Board level gender balance	Percentage of board-level positions held by men and women	33/67	%	
S3.6		C-level gender balance	Percentage of C-level positions held by men and women	73/27	%	
S3.7		Junior level gender balance	Percentage of junior-level positions held by men and women	55/45	%	
S3.8		Gender pay gap	Ratio of average male salary to average female salary	0.8	ratio	
S4.1	Access & Inclusion	Disability policy	Does your company have a publicly available Disability policy (stand-alone/ integrated)?	No		There are no particular policies or procedures for disabled people. TDBM follows the Labour Law of Mongolia, where the policies for the disabled are reflected comprehensively.
S4.2		Employees with disability	Percentage of employees with disability	0.6	%	See "SOCIAL - Diversity, equity & Inclusion" in this report.
S4.3		Access to facilities	Assessment of facility accessibility	No		
S4.4		Fines	Amount of fines paid for noncompliance with laws and regulations regarding disability	0	MNT	No incident has occurred.

S5.1	Community engagement & disclosure	Stakeholder engagement	Does your company have a stakeholder/ community engagement policy approved by the Board?	No		"TDBM intends to adhere to the revised ""Governance Codex"" that received approval from the Financial Regulatory Committee in March 2022 through Resolution №1. The Bank is currently in the process of obtaining approval from the Board of Directors for the necessary policies and procedures in alignment with the codex.
S5.2		Policy and process forSOCIAL impact assessment and land acquisition	Does your company have a policy or process forSOCIAL impact assessment and land acquisition?	Yes		In the E&S responsibility assessment, the Bank monitors whether the company meets the 8 performance standards of the IFC. In Clause 5 of the standard, the bank's financing activities are assessed by determining the need for land acquisition or forced resettlement based on the official explanations and documents submitted by the loan applicant.
S5.3		Grievance policy	Does your company have a grievance policy/ mechanism?	Yes		See "SOCIAL - Community engagement - Customer service" in this report.
S5.4		Disclosure to communities	Does your company have a mechanism and system to disclose relevant information to affected communities and stakeholders?	Yes		
S5.5		Worker/community complaints	Percentage of community complaints 1) addressed and 2) resolved	100	%	
S5.6		Community investment	Percentage of revenue invested in community programs and initiatives, by SDG breakdown	0.032	%	See "SOCIAL - Community engagement - Corporate Social Responsibility" in this report.
S6.1	Supply chain management	Procurement policy	Does your company have a policy in place to related to local procurement and supply chain ESG risk and opportunity management?	No		See "SUSTAINABILITY - Sustainable supply chain" in this report.
S6.2		Local procurement share	Percentage of the procurement budget used for significant locations of operation that is spent on local suppliers	30	%	
S6.3		Sustainable procurement share	Percentage of suppliers selected by ESG/ sustainability criteria	8	%	

G	Governance indicators					
G1.1	Corruption and ethics	Anti-corruption policy	Does your company have an Anti-corruption policy and/or Code of Ethics	Yes		See "GOVERNANCE - Ethics & compliance" in this report.
G2.1	Corporate Governance	Board independence	Percentage of board seats occupied by independent members	33	%	See "GOVERNANCE - Corporate governance" in this report.
G2.2		Treatment/ rights of minority shareholders	Does your company have a policy to protect minority shareholders?	No		There are no special procedures. We have full rights granted by the "Company Law," the "Banking Law," and the "Regulations of the Trade and Development Bank". We actively participate in the management of the Bank through shareholders' meetings and voting on relevant matters within the given rights. The rights and obligations of shareholders are clearly outlined in Sections 4, 6, and 7 of the Regulations of the TDBM. In this way, shareholders have the right to attend and vote at shareholders' meetings, and they are entitled to receive comprehensive information regarding ownership, the attendee list, as well as financial and non-financial details.
G2.3		Corporate governance policy	Does your company have a Corporate governance policy/codes?	Yes		See "GOVERNANCE - Corporate governance" in this report.
G3.1	Compliance	Compliance policy	Does your company have a Compliance policy?	Yes		See "GOVERNANCE - Ethics & compliance" in this report.
G3.2		Compliance program/ procedures	Does your company have a compliance program including information on employee training, auditing, and monitoring systems, reporting violations, guidance for conflicts of interest, sanctions etc.?	Yes		

FS	Additional sector specific indicators (only fill out questions relevant to your company's operating industry/sector)					
FS1	Financial services	Access to finance	Annual number of participants in financial literacy and inclusion initiatives	≈128,000	person	See "SOCIAL - Community engagement - Financial literacy" in this report.
FS2		E&S risk management	Percentage of transactions assessed by ESG risk criteria and Exclusion lists	77.3	%	TDBM has conducted an ESG assessment of 77.3 % of loans of the total loan portfolio. Assessment and analysis were conducted on 47.75% or 3461 loans of low risk, 10.74% or 487 loans of medium risk, and 41.5% of high risk.
FS3		Sustainable issuance	Share of green/sustainable loans in compliance with Mongolia green/SDG taxonomy as of total loan portfolio	24	%	See "SOCIAL - Community engagement - Financial inclusion, social development" in this report.

LINKING THE SDGS AND THE GRI STANDARDS

SDG	Unit	Sources	
SDG 4 Quality Education			
Target 4.3, 4.4, 4.5	Average hours of training that the organization's employees have undertaken during the reporting period, by:	GRI Standard 404-1	
	1. Gender;		N/A
	2. Employee category		See "SOCIAL - Employee well-being and development" in this report.
SDG 5 Gender Equality			
Target 5.1 End all forms of discrimination against all women and girls everywhere	a. When a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at significant locations of operation to the minimum wage.	GRI Standard 202-1	See "SOCIAL - Diversity, equity & Inclusion" in this report.
	b. When a significant proportion of other workers (excluding employees) performing the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these workers are paid above the minimum wage.	GRI Standard 202-1	
	a. Total number and rate of new employee hires during the reporting period, by age group, gender and region.	GRI Standard 401-1	
	b. b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.	GRI Standard 401-1	
	Average hours of training that the organization's employees have undertaken during the reporting period, by: 1. Gender; 2. Employee category.	GRI Standard 404-1-a	See "SOCIAL - Employee well-being and development - Training and development" in this report.
	a. Total number of employees that were entitled to parental leave, by gender. b. Total number of employees that took parental leave, by gender. c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	GRI Standard 401-3	See "SOCIAL - Employee well-being and development - Training and development" in this report.
	b. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.		
	c. Return to work and retention rates of employees that took parental leave, by gender.		
	Target 5.1 End all forms of discrimination against all women and girls everywhere	GRI Standard 404-3-a	See "SOCIAL - Employee well-being and development - Training and development" in this report.

	<p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ol style="list-style-type: none"> 1. Gender 2. Age group: under 30 years old, 30-50 years old, over 50 years old 3. Other indicators of diversity where relevant (such as minority or vulnerable groups) <p>b. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ol style="list-style-type: none"> 1. Gender 2. Age group: under 30 years old, 30-50 years old, over 50 years old; 3. Other indicators of diversity where relevant (such as minority or vulnerable groups). 	GRI Standard 405-1	See "SOCIAL - Diversity, equity & Inclusion" in this report.
	Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	GRI Standard 405-2-a	
	<p>a. Total number of incidents of discrimination during the reporting period.</p> <p>b. Status of the incidents and actions taken with reference to the following:</p> <ol style="list-style-type: none"> 1. Incident reviewed by the organization; 2. Remediation plans being implemented; 3. Remediation plans that have been implemented, with results reviewed through routine internal management review processes; 4. Incident no longer subject to action. 	GRI Standard 406-1	There were no cases of employee discrimination or related complaints during the reporting period.
Target 5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation	<p>Operations and suppliers considered to have significant risk for incidents of:</p> <ol style="list-style-type: none"> 1. child labor; 2. young workers exposed to hazardous work. 	GRI Standard 408-1-a	See "SOCIAL - Labor practices & Human Rights" in this report.
	<p>Operations and suppliers considered to have significant risk for incidents of forced or compulsory labor either in terms of:</p> <ol style="list-style-type: none"> i. type of operation (such as manufacturing plant) and supplier; ii. countries or geographic areas with operations and suppliers considered at risk 	GRI Standard 409-1-a	
	Percentage of new suppliers that were screened using social criteria	GRI Standard 414-1-a	When choosing a new supplier, indicators such as experience and financial responsibility, positive and negative information from the public is considered in selection.

	<ul style="list-style-type: none"> a. Number of suppliers assessed for social impacts. b. Number of suppliers identified as having significant actual and potential negative social impacts. c. Significant actual and potential negative social impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why. 	GRI Standard 414-2	N/A
Target 5.4 Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate	<ul style="list-style-type: none"> a. Extent of development of significant infrastructure investments and services supported. b. Current or expected impacts on communities and local economies, including positive and negative impacts where relevant. c. Whether these investments and services are commercial, in-kind, or pro bono engagements. 	GRI Standard 203-1	N/A
	<ul style="list-style-type: none"> d. Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: <ul style="list-style-type: none"> 1. life insurance; 2. health care; 3. disability and invalidity coverage; 4. parental leave; 5. retirement provision; 6. stock ownership; 7. others b. The definition used for 'significant locations of operation. 	GRI Standard 401-2	See "SOCIAL - Employee well-being and development" in this report.
Target 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	<ul style="list-style-type: none"> a. describe the nomination and selection processes for the highest governance body and its committees; b. describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration: <ul style="list-style-type: none"> 1. views of stakeholders (including shareholders); 2. diversity; 3. independence; 4. competencies relevant to the impacts of the organization. 	GRI Standard 2-10	See "GOVERNANCE - Corporate governance" in this report.

	<p>c. describe the composition of the highest governance body and its committees by:</p> <ol style="list-style-type: none"> 1. executive and non-executive members; 2. independence; 3. tenure of members on the governance body; 4. number of other significant positions and commitments held by each member, and the nature of the commitments; 5. gender; 6. under-represented social groups; 7. competencies relevant to the impacts of the organization; 8. stakeholder representation. 	GRI Standard 2-9-c	See "GOVERNANCE - Corporate governance" in this report.
SDG 8. Decent work and economic growth			
Target 8.1 Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries	a. Direct economic value generated and distributed (EVG&D) on an accruals basis, including the basic components for the organization's global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components:	GRI Standard 201-1	824,542,604.00
	1. Direct economic value generated: revenues;		412,271,302.00
	2. Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments;		172,790,891.00
	3. Economic value retained: 'direct economic value generated' less 'economic value distributed'.		239,480,411.00
	b. Where significant, report EVG&D separately at country, regional, or market levels, and the criteria used for defining significance.		N/A
Target 8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services	Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally).	GRI Standard 204-1-a	30%

Target 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	a. report the total number of employees, and a breakdown of this total by gender and by region.	GRI Standard 2-7-a	See "SOCIAL - Diversity, equity & Inclusion" in this report.
	b. Report the total number of: 1. Permanent employees, and a breakdown by gender and by region; 2. temporary employees, and a breakdown by gender and by region; 3. non-guaranteed hours employees, and a breakdown by gender and by region; 4. full-time employees, and a breakdown by gender and by region; 5. part-time employees, and a breakdown by gender and by region.	GRI Standard 2-7-b	
	a. report the total number of workers who are not employees and whose work is controlled by the organization and describe: 1. the most common types of worker and their contractual relationship with the organization; 2. the type of work they perform.	GRI Standard 2-8-a	a. 19 employees. 1. Out of this, all contractors provide cleaning services.
	Percentage of senior management at significant locations of operation that are hired from the local community.	GRI Standard 202-2-a	82%
Target 8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms	Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labor.	GRI Standard 409-1-b	See "SOCIAL - Labor practices & Human Rights" in this report.
Target 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	a. report the percentage of total employees covered by collective bargaining agreements;	GRI Standard 2-30	
	b. for employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations.		
	c. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	GRI Standard 402-1	a. In accordance with the Labor Law, the employee is notified 30 days in advance of the termination of the employee's job or position or change of duties.
	d. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.		

Target 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment	<ul style="list-style-type: none"> a. report the percentage of total employees covered by collective bargaining agreements; b. for employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from other organizations. 	GRI Standard 403-1-a	See "SOCIAL - Employee well-being and development" in this report.
	<ul style="list-style-type: none"> a. Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them. b. For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements. 	GRI Standard 403-8	
	<p>A statement of whether an occupational health and safety management system has been implemented, including whether:</p> <ul style="list-style-type: none"> 1. the system has been implemented because of legal requirements and, if so, a list of the requirements; 2. the system has been implemented based on recognized risk management and/or management system standards/guidelines and, if so, a list of the standards/guidelines. 	GRI Standard 403-1-b	
	<ul style="list-style-type: none"> a. If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: <ul style="list-style-type: none"> 1. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system; 2. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited; 3. the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party b. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. c. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. 	GRI Standard 403-2-a	
	A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so, why any workers, activities, or workplaces are not covered.	GRI Standard 403-2-d	

<p>Target 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	<ul style="list-style-type: none"> a. For all employees: <ul style="list-style-type: none"> 1. The number and rate of fatalities as a result of work-related injury; 2. The number and rate of high-consequence work-related injuries (excluding fatalities); 3. The number and rate of recordable work-related injuries; 4. The main types of work-related injury; 5. The number of hours worked. b. For all workers who are not employees but whose work and/or workplace is controlled by the organization: <ul style="list-style-type: none"> 1. The number and rate of fatalities as a result of work-related injury; 2. The number and rate of high-consequence work-related injuries (excluding fatalities); 3. The number and rate of recordable work-related injuries; 4. The main types of work-related injury; 5. The number of hours worked. c. The work-related hazards that pose a risk of high-consequence injury, including: <ul style="list-style-type: none"> 1. how these hazards have been determined; 2. which of these hazards have caused or contributed to high-consequence injuries during the reporting period; 3. actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls. d. Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls. e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked. f. Whether and, if so, why any workers have been excluded from this disclosure, including the types of worker excluded. g. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used. 	<p>GRI Standard 403-9</p>	<p>N/A</p>
---	--	---------------------------	------------

SDG 13. Climate action

Target 13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	a. Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	GRI Standard 302-1	Total of 105,956 liters of fuel (288,212,933 MNT)
	In joules, watt-hours or multiples, the total:		
	1. Electricity consumption		2,328,428.90
	2. Heating consumption		7897.01
	3. Cooling consumption		N/A
	4. Steam consumption		N/A
	b. Total energy consumption within the organization, in joules or multiples.		4,522,041.90
	c. Energy intensity ratio for the organization.	GRI Standard 302-3-a	
	d. Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	GRI Standard 302-4-a	N/A



TOGETHER
TOWARDS
SUSTAINABILITY