

# INSIDE

## SANDVIK MONGOLIA LLC

EMPLOYEE NEWSLETTER  
# 4 - OCTOBER 2020

A MESSAGE FROM NOMINGEREL ENKHBOLD

SUCCESSFUL OYU TOLGOI SERVICE CONTRACT EXTENSION

SEMP 2020 – YOUR VOICE MATTERS

PSYCHOLOGICAL COUNSELLING SERVICE NOW AVAILABLE

**Our people:**  
the key to success in  
everything that we do



# A MESSAGE FROM NOMINGEREL ENKHBOLD - HR BUSINESS



**Nomingerel Enkhbold - HR Business Partner**

Dear Sandvik team,

Welcome to the next edition of Inside Sandvik Mongolia newsletter.

I have joined Sandvik Mongolia in March 2017 and my main focuses for over the past three years were mainly on setting human resources objectives, streamlining the organizational structures, implementing training and development programs to further enhance employees' skillset, as well as carrying out environmental, health and safety programs to support our employees' and their families' health and wellbeing.

As a Sandvik employee, we value and prioritize health and safety at all times. To support these values a "Healthy and Happy Employee" survey was conducted among all employees in Mongolia. According to the results, majority of respondents raised mental health issues as a key concern. Therefore, we implemented a Psychological Counseling Service, as a first initiative of the "Healthy and Happy Employee" program. With

this service, our employees and their family members have the opportunity to access a psychological counseling service on issues they are facing. There will also be a series of sessions on personal psychology, attitude, stress and energy management. It is fantastic to see that these programs are being well received by our people.

The "Healthy Happy Employee" program is not just a one-time event, it will generate many more programs in the future. I hope that all of you will take an active part in the program. Feel free to provide your feedback on above initiatives.

Sandvik recognizes and supports diversity and inclusion among our people. We value diversity and offer the same welcome to all employees and partners, regardless of race, gender, nationality, ethnic origin, religion, age or sexual orientation. To ensure diversity and to support local employment in the areas we operate, we recently hired eight people from Umnugovi province, including two people with disabilities.

We use Sandvik Employee Engagement Survey (SEMP) to help us listen regularly to our employee's and to understand and act upon their ideas, needs and concerns. We can then turn what we hear into actions to support continuous improvement, improve company and employee performance and continue with our aim of making Sandvik a great place to work. The survey will be open for all of us until 16 October 2020. I encourage all of you to share your opinion to start the conversation and help create a great place to work!

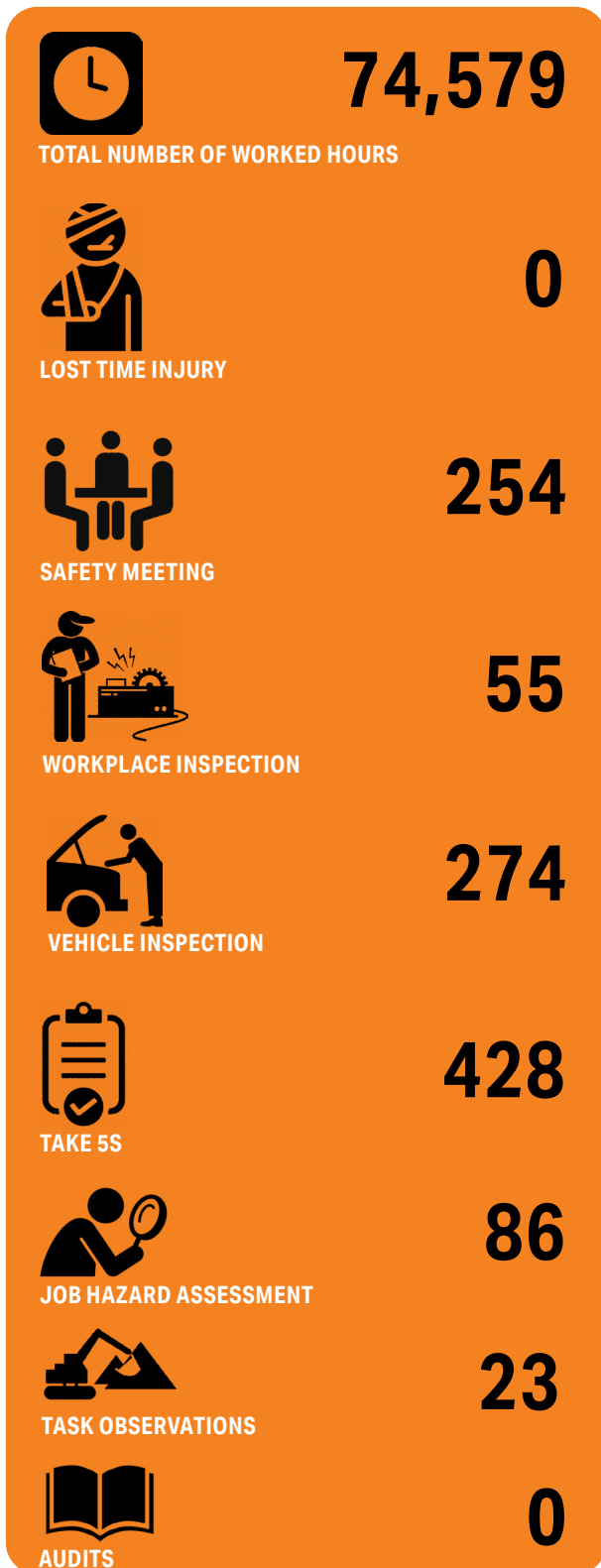
Although there are no cases of community transmission in Mongolia to date and the government has lifted some restrictions, the prevalence of Covid-19 is still high worldwide, so protect your health at all times and take preventative measures like washing your hands regularly and using hand sanitizers. Wearing a mask in public places is also essential for us to be safe.

**Yours sincerely,**

**Nomingerel Enkhbold**

# EHS UPDATES IN THE THIRD QUARTER

## EHS POSITIVE AT UB WORKSHOP



BEFORE



AFTER



There were many lines on each compressor tools, which created untidy conditions and trip hazards. The installation of additional air compressor supply line has facilitated some of the task in the workshop and made it possible to carry out outdoor work with compressor tools, reducing dust emissions inside the workshop area.

This compressor line can be connected to a variety of tools such as air gun, solvent gun and air grinder, which has increased productivity.

BEFORE



AFTER



The UB workshop did not have a sink for hand washing before and employees who work there had to go to the office to wash their hands. In order to prevent any infectious diseases, hand washing station is placed in the shop.

## LEADS WITH HAND SAFETY

Our client, Oyu Tolgoi LLC organized a Hand Safety Campaign among 18 teams of Underground Maintenance Department for the period of one month from June 2020 as part of their bigger initiative "Let's Love Our Hands" campaign.

Sandvik Mongolia's Underground Maintenance crews successfully participated in the campaign and Sandvik "B" crew earned the trophy for its best performance in hand

safety. The winner of the trophy was determined based on the teams' initiatives to prevent hand and finger related injuries, reduction in number on hand and finger injuries, and the right usage of protective equipment during the campaign period.

**Let's congratulate Sandvik "B" crew for their achievement in hand Safety. Keep up the good work!**



**Sandvik Mongolia B Crew, Shaft # 1, Oyu Tolgoi Project**



**Sandvik Mongolia C Crew, Shaft # 1, Oyu Tolgoi Project**

## VISIT TO HAZARD PARK CENTER AT OT

On 25 Aug, Sandvik OT contract surface team visited the Hazard Park Center at Oyu Tolgoi site and attended Risk Experience for Visitors training. Our guys enjoyed the experience a lot said Nominchuluun (a.k.a Jojo), site administrator. There were 5 rooms decorated to show critical hazards and risks including electrical, hand tool usage and chemical's. Also, 3D device delivered

experience of operating equipment in underground and participants felt how the speed affects on our body and equipment damage. Overall, this program helped to improve employees' understanding of underground mine and awareness of identifying and preventing hazards. Team said there were many elements of the training which are adoptable both at work and home.





# LET'S LOVE OUR MOTHER NATURE

In the midst of a global pandemic, the planet still needs us to care. The waste level in Mongolia is continuing to rise as the annual waste level reached 1.1 million tons in recent years according to the World Bank.

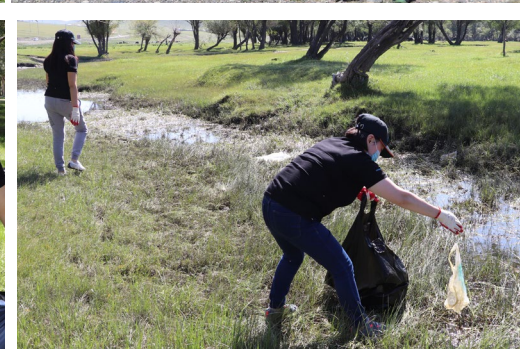
In addition, due to the lock-down restrictions the domestic travel has increased three-fold according to some studies. That also meant increased waste in the national parks and beautiful landmarks.

Sandvik Mongolia initiated a "LET'S LOVE OUR MOTHER

NATURE" social responsibility campaign aimed at increasing environmental awareness among staff.

As part of the "LET'S LOVE OUR MOTHER NATURE" campaign, Sandvik Mongolia LLC employees cleaned up about 2 tons of waste through three trips to the Gorkhi-Terelj National Park and contributed to creating a clean environment for people to travel.

Well done to all the staff who actively participated in the campaign and preserved the nature.





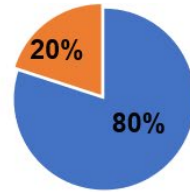
## HR UPDATES

125

73 BASED AT OT MINE SITE

86%

NATIONAL EMPLOYEES



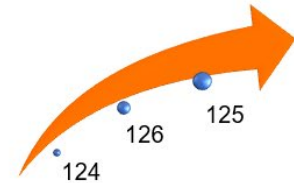
GENDER

2<sub>year</sub> 10<sub>months</sub>

AVERAGE YEARS OF SERVICE

35<sub>years</sub>

AVERAGE AGE



HEADCOUNT OVER (last 3 months)

## SEMP 2020 – YOUR VOICE MATTERS



improvement, as well as improve our overall performance and make Sandvik an even better place to work", says Stefan Widing, President and CEO.

Your team performance dialogue take place starting from November and onwards, and is perhaps the most important part of the process: that is when you sit down with your manager and discuss the results and agree on improvement actions, which are then followed up.

With your help, we can make Sandvik an even better place to work!



With this QR Code and link, employees can access the survey via any mobile device, even if they don't have a Sandvik email address or equipment

SEmp is our global all employee engagement survey aiming to measure how we feel about our work environment, learn what motivates us to succeed, and to help us understand what can be improved in Sandvik. The survey will run from 21 September - 16 October.

"The purpose with our survey is to listen to our employee's thoughts and ideas and use them to support continuous



# SOME RECENT APPOINTMENTS

WELCOME ON BOARD GUYS!



**Name:** Ganbarkhas Tumenbayar  
**Position:** Facility Supervisor  
**Start date:** July 21, 2020  
**Professional background:** Mining Management  
**Hobby:** Watching movies, surfing on YouTube  
**Personal principles:** Open and honest  
**Favorite sports:** Judo and Basketball  
**Favorite books:** Gazar Shoroo and Tungalag Tamir  
**Family:** Married with 2 sons



**Name:** Javzanpagam Gankhuyag  
**Position:** Site Administrator  
**Start date:** July 20, 2020  
**Professional background:** International Management  
**Hobby:** Reading books, horse riding  
**Personal principles:** Purpose, faith and perseverance are the beginning of all  
**Favorite sport:** Swimming  
**Favorite books:** Personal development books  
**Family:** lives with her mother



**Name:** Saruul Galbadrakh  
**Position:** Service Administrator  
**Start date:** August 03, 2020  
**Professional background:** Supply Chain Management  
**Hobby:** Hiking, traveling, reading books  
**Personal principle:** Treat everyone equally  
**Favorite sports:** Yoga, dancing  
**Favorite books:** Agatha Christie books  
**Family:** engaged



**Name:** Nyamkhuu Battseren  
**Position:** Data Clerk  
**Start date:** August 11, 2020  
**Professional background:** Japanese Language Translator  
**Hobby:** Hiking, photoshooting  
**Personal principles:** Be honest  
**Favorite sports:** Hiking, running and watching figure skatings  
**Favorite books:** Literature  
**Family:** Single

## APPOINTMENTS/TRANSFERS



**Name:** Delgersaikhan Bayar-Erdene  
**Position:** Khanbogd Warehouse Supervisor  
**Department:** Logistics  
**Date of appointment:** August 3, 2020  
**Location:** Khanbogd, Umnugobi aimag



**Name:** Ariunbold Purevbold  
**Position:** Leading Hand/Field Service  
**Department:** Parts and Service  
**Date of appointment:** August 17, 2020  
**Location:** UB Workshop



**Name:** Enkh-Amgalan Baatarkhuu  
**Position:** Parts Controller  
**Department:** Logistics  
**Date of appointment:** August 3, 2020  
**Location:** OT Mine Site (Decline Project)



## ULZII HONoured WITH LONG SERVICE AWARDS



*Ulzii receives Long Service Award*

On 06 August 2020, a reception was held in Head Office of Sandvik Mongolia LLC for celebrating the Long Service Award of Ulziikhishig Davaadagva, Logistics Manager of Sandvik Mongolia.

Ulzii joined Sandvik Mongolia as an Order Desk Administrator on August 1, 2010 and promoted to Logistics Manager in 2013 and has been with us for 10 years already. Ulzii is the third person who reached 10 years' service milestone with Sandvik Mongolia LLC in its history. During all this time she efficiently managed the Logistics and Customer Order Desk function of the organization and provided support to the leadership team by analyzing all warehouse throughput data through effectively planning, monitoring and reviewing warehouse day to day operation.

Let's congratulate Ulzii and wish her all the best for the upcoming years!

## UUREE HONoured WITH LONG SERVICE AWARDS



*Uuree receives Long Service Award*

On 02 October 2020, a reception was held in Head Office of Sandvik Mongolia LLC for celebrating the Long Service Award of Uurtsaikh Galbadrakh, Senior Accountant at Sandvik Mongolia.

Uuree started her career with Sandvik Mongolia as an Accountant on September 27, 2010 and worked for about seven years before being promoted to Senior Accountant on May 1, 2017.

During all this period, she effectively managed the organization's financial activities, prepared financial and tax reports to the management, maintained accurate financial records in accordance with local laws and standards, monitored the use, storage and protection of the organization's assets, and had provided effective financial management and oversight.

Congratulations to the Uuree on behalf of the everyone!



# STAFF OUTINGS - 2020

Sandvik Mongolia management team puts much effort to organize the annual "SUMMER OUTING" event in a unique and memorable way.

In this sense, the "SUMMER OUTING - 2020" event was successfully organized on August 14, 20 and 26 with the participation all of three crews from the mine-site and the staff in Ulaanbaatar Head Office.

During each event in the spirit of Sandvik's Environmental

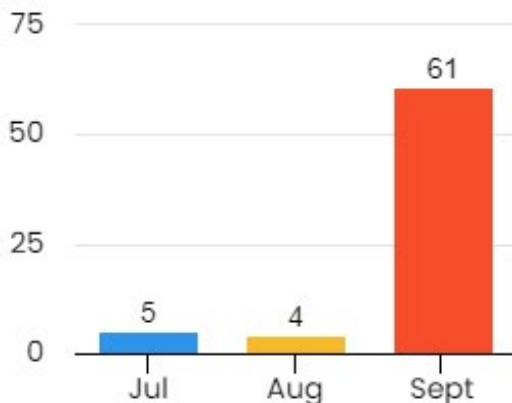
goals we adopted the motto Let's love the mother nature and participated in garbage collection walks and tested our agility through PAINT BALL and participated in other fun competitions.

We'd like to thank Nomin, Ulamaa, Bayasaa and Urnukh for their excellent facilitation of the event and making this year's outing unforgettable!





# TRAINING UPDATES IN THE THIRD QUARTER



**TOTAL 70 EMPLOYEES TRAINED**

**4 NEW EMPLOYEES**



**8 TYPES OF TRAININGS DELIVERED**



**272 HOURS OF INSTRUCTOR-LED SESSIONS**



**GASI LICENCES: 1 NEWLY ACQUIRED 44 RENEWED**



**97 EMPLOYEES DID 97 TYPES OF SANDVIK E-LEARNINGS, SPENT 382 HOURS**



**2 EMPLOYEES STARTED ONLINE ENGLISH COURSE**

## WORKDAY LEARNINGS ARE ACCESSIBLE FOR ALL SITE-BASED EMPLOYEES



Sandvik Mongolia UG project team have started taking advantage of the product line Load and Haul online based trainings. In order to increase technical knowledge of our staff a fixed desktop was installed at Oyu Tolgoi Shaft-1 site in June 2020 enabling employees with no Sandvik emails and computer to access internal Workday system learnings. As a result, total 50 employees have done 55 types of e-learnings spending 327 hours to increase their capacity.

We continue to encourage our employees to take advantage of this opportunity and look forward to the positive results.

# WHO IS WHO

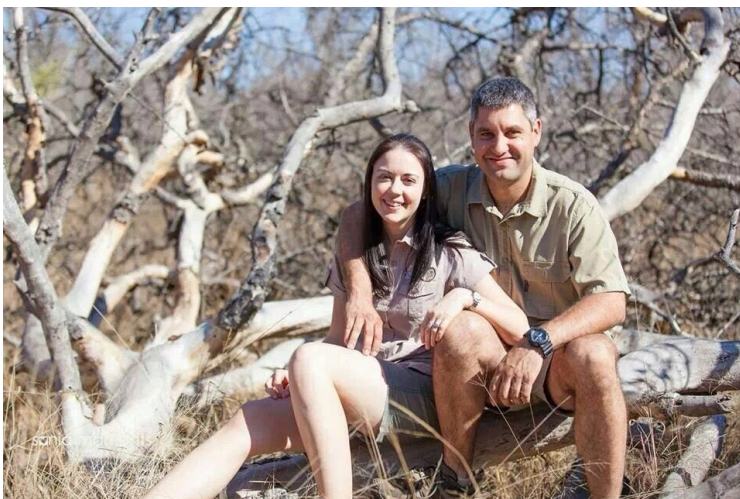
## LET'S GET TO KNOW EACH OTHER MORE

Due to diversely located workplace, mine-roster schedule and especially language barrier, in some cases, we do not get much chance to talk and get to know each other. As a Sandvik Mongolia Family, we have to know our fellow colleagues, their believes and backgrounds to effectively communicate and collaborate. To correct this and to be the bridge between those people who rarely meet, Inside Sandvik Mongolia started to highlight our employees.

Let's get to know more about

- **Petrus Jacobus Schoeman (a.k.a Kobus)** – Project Manager (OT site)
- **Ulziikhishig Davaadagva** - Order Desk & Logistics Manager (UB Warehouse)
- **Nominchuluun Batbayar** - Admin (OT site) and
- **Narangerel Damba** - Team Lead (OT site) through this issue.

## LET'S KNOW MORE ABOUT KOBUS SCHOEMAN PROJECT MANAGER AT OT



### Could you please tell us about yourself?

- Hey all, I am from South Africa as all of you might know by now. I live in a small town in the heart of the bushveld called Phalaborwa with my lovely wife Adel. I am the oldest child of 4, I have two brothers and one sister.  
I am very passionate about wildlife and the protection and conservation thereof, I have been heavily involved in anti-poaching in the past and also as a guide.  
I have been working in the mining, construction and forestry industry for 20 years now. I worked for other OEM's such as Bell Equipment and Terex.

### What is your prior experience before joining Sandvik Mongolia and what lead you to work for Sandvik Mongolia?

- As mentioned earlier I worked for other OEM's such as Bell Equipment and Terex, I had my own field service business for 4 year before joining a mine in Angola to get there ADT fleets availability up, while working in Angola I received a call from a previous colleague who asked if I would be interested to come and work in Mongolia, always up for a challenge I said yes and 4 years later I am still in Mongolia.

### In your opinion, what are the advantages of working for Sandvik Mongolia?

- Biggest advantage to me is the diversity of the team, there's not many places out there that you would have the opportunity to work with people with such a diverse background ranging from Country, Language, Cultures and Believes. Secondly working so close together with the other OEM's not something you would see on other sites.

### How does your workday look like?

- Mmmm let's see, get up at 4:00 in the morning, in the LV by 4:50 and at the office by 5:00, catch up with the night shift guys, handover meeting at 5:30, pre-start meeting at 6:00 and then reconciliation meeting at 6:20, then the day starts with a strong coffee from here on its meeting, meetings, meetings and a million emails this goes on until 17:00 when the night shift guys start to arrive at the office and the dayshift guys come to surface. 17:30 handover meeting and normally anything from 18:00 to 18:30 head back to camp, read a bit or watch a movie, phone my wife Adel at 19:30 and try to switch the lights off at 21:00.



### What is your proudest accomplishment at Sandvik Mongolia?

- As a team we have grown leaps and bounds from when we started the contract and to see the growth in the leadership skills of some of our team leaders makes me very proud.

Personally, becoming Project Manager, it is a great privilege to lead such a great team as the OT contract team.

### Could you please tell us your impression about Mongolia as a country?

- In short, love the summer, hate the winter LOL, I am not a big fan of the cold. It's a beautiful country with vast open spaces and such a diverse of different types of terrain, I have not seen much of the country but that what I have seen took my breath away.

One of the advantages being stuck in country due to the Covid is that we have time to see the country and I must admit it is a privilege to see the beauty of your country, when I did the drive from OT to UB my breath was taken away by the beauty of the desert and its wide open spaces to see the nomadic people and their herds as they seek greener pastures after the first rains.

We did a motorcycle trip in the Terelj area and all I can say is WOW, the countryside we travelled through was absolute beautiful, the river are so clean and smells and different scents that could be smelt while riding through the forests was amazing. We plan to do a fishing trip before the winter starts and I am really looking forward to it as this will allow me to see more of the country.

I think Mongolia is a great country and has great potential.

### Could you please tell us about your hobby and also what do you do after work or during roster break for pleasure?

I must mention at this stage that my wife always says I have to many hobbies so I will name my top-rated ones.

- I love Scuba Diving, I am not nearly as experienced as Robbie but I do have my Advance Open water and Nitrox certification.

- I love to ride motorcycles, I use to race the endure circuit I moved away from that and currently ride adventure bike, I currently own a KTM 990R and I love putting it through its paces on different off road and gravel conditions.

- I love fishing, especially Bass fishing and use to compete in competitions.

- Don't know if this counts as a hobby, I love spending time in nature and have a passion guiding people through the African wilderness learning them about our wildlife and nature from the smallest bug to the tallest tree.

- Lastly, I have a huge passion for Bonsai trees, I currently have around 30 Bonsai trees and that is one of the first



things I do when I arrive home is to trim and cut them back into shape.

After work on the mine we don't have much time to ourselves, I like to read or watch a series, speak to the family and just try and relax in preparation for the next day. When I'm home, always one of the above mentioned, doing work and repairs around the house or spend time with my friend and in the bush.

### How are you coping with new realities posed by COVID-19 outbreak?

Unfortunately, there's not much we can do about the current situation, how am I coping with it? Solely through the support of my wife Adel, my team on site, the other OEM expats on site and Robbie, without the support from all of





them it would have been even harder to get through this.

*I would like to mention at this point that even though we all were forced into this situation and the uncertainty being the worst of it all, there are some positives that came out of it as well, the team has come a long way and I feel stronger bonds have been made during this period than there would have been if we carried on with the normal rosters.*

*The current situation has given the team leads time to show what they are made of with the limit expats we have on site and I must say they are doing an awesome job and I am proud of them and the teams!*

*Although I am looking forward at going home, I am not looking forward at leaving the team behind.*

*I would like to take this opportunity to thank the expats that stayed behind and kept going through these rough times and uncertain times, it's not easy being away from ones family for so long and all of you did this without a blink of an eye. Some of you have gone home and others are getting close to going home, you guys must enjoy your time with your friends and families and thank you for the sacrifices you have made to do a roster of 6-7 months, please also thank your families for me as it is just as hard for them as it is for us.*

*For the guys that just returned, thanks for coming back and going through the 5-week quarantine and relieving the other guys.*

*Hopefully soon we can get the other guys back and get the whole team back together.*

***I am sure that time will come very soon and good luck for your everything.***

- Thanks





## ULZII AND HER TEN YEARS COMMITMENT AT SANDVIK MONGOLIA



With her son, UC BERKELEY Campus, California

### Could you please tell us more about yourself?

I am the younger daughter of two from my family. My dad used to be an auto engineer and my mom was a pediatrician before their well-deserved retirements. My elder sister followed our mother's path and became a doctor. Currently, I live with my husband and a son who is an 8th grader in secondary school. My husband works in the telecommunications sector.

I graduated from the Technical University of Mongolia (then named) with a Bachelor degree in Business Administration. I also hold a master's degree in International Business from the university in the United States.

### Could you please tell us about your prior experience before joining Sandvik Mongolia and what lead you to work for Sandvik Mongolia?

After receiving my bachelor's degree, I accumulated working experience through working on a project implemented by the Mongolian Ministry of Agriculture and also working for private entities. Then decided to pursue my graduate degree and moved to the United States in 2002. In order to earn my tuition and living expenses, I've done several part-time jobs just like any other students. After graduating in 2006, I worked as a Logistics Coordinator for Louis Dreyfus, one of the cotton export companies in the US for four years.

After living and working in states of North Carolina and California for eight years, I moved back to Mongolia with my family in May

of 2010. Then in July 2010, I applied for Order Desk Administrator position at Sandvik Mongolia. At that time, my understanding about Sandvik was very limited and I still remember that I was searching about Sandvik and its operation on internet before the interview. Although I had received offer letters from a few other companies, I decided to work in Sandvik Mongolia. Probably because the company was more compelling than others due to its reputation as a multinational group company operating in more than 150 countries. I think the decision was right on and the 10 years commitment was worth every second.

### Just recently, you are honored with a Long Service Award for your 10 years' service to Sandvik Mongolia. Could you please tell us about how our organization has developed over these ten years period?

Although 10 years is a long time, it felt to me that it has passed very fast. When I first joined the company in 2010, the UB office had a small team of 8 and there was a Finnish specialist and two mechanics at OT site.

At the beginning of my career with Sandvik, one of the tasks I was performing was to prepare spare parts price listing for the underground mining equipment operating at Oyu Tolgoi. At that time, there was no integrated ERP (Enterprise Resource Planning) system, so preparing them required a lot of manual works on Excel spreadsheets. Sometimes I wonder what would happen if the order quantity was same level as now.

Our warehouse was located at Misheel Expo just on the other side of the road of our current facility in UB. The main customers were including OT, Leighton (currently Thies),



Receives her LONG SERVICE AWARD



**With Rock Tools Team, Hong Kong**

Major Drilling, MAK, AIDD, and Boroo Gold.

Working in a small team requires individuals to have multi-tasking skills. All of us were responsible for number of tasks. For example customs clearance, customer order delivery, and inventory counting were all coordinated by those who could afford.

It is gratifying to see that over the past decade, our company has grown steadily in terms of scope, market share, and human resources.

### **What is your proudest accomplishment at Sandvik Mongolia?**

Logistics is a broad concept covering the period from the time the customer needs to have spare parts to the time it is delivered to the customer. Our department manages the integrated process of cost and time efficient transportation, storage, planning, and their effective control. It is always pleasing to see that our customers are satisfied with the results of our work.

To do that Sandvik Group's extensive logistics network, production units and large distribution centers allow us to supply the parts that our customers want from anywhere in the world in the shortest time at the lowest cost.

On August 3, 2020, Sandvik new warehouse in Khanbogd

soum of Umnugovi province officially started its operation. As a result, the safety and comfort of our employees at the brand new facility, transportation, spare parts, and readiness are becoming more and more important.

### **In your opinion, what are advantages to working for Sandvik Mongolia?**

I learned a lot in these years and have grown personally and professionally. Sandvik offers a good collaborative working environment and high degree of concern for its employee well-being and I think that is the biggest advantage over other companies.

### **How does your workday look like?**

I prioritize my tasks and write them down on a diary from urgent to deferrable. When I arrive in the morning, I start talking to my team about that day's urgent orders, deliveries, and important shipments, as well as the safe ways to perform them. There are a lot of emergencies every day in our workday. Especially due to the current situation, there are numerous issues related to order delays, so each of them requires different adjustments. Our work is characterized by the fact that we must make decisions in a short period of time to fulfil customers demand in time. If I don't finish my work during working hours, I go home and do it. In general, it is not easy for me to be relieved if something important is left unfinished.

### **Thank you for your introducing yourself.**

Thank you. Through this newsletter, I wish all my fellow colleagues the best of luck.



## LET'S KNOW MORE ABOUT NOMINCHULUUN



With her family

### Could you please tell us about yourself?

Hello. My name is Nominchuluun. I was born in Ulaanbaatar. Currently live with my husband and 5-year-old son. I graduated from the Mongolian State Conservatory and the School of International Studies. While working I am doing my Master of Business Administration at the University of the Humanities and I intend to receive my diploma within this year.

### Regarding your prior experience before joining Sandvik Mongolia and what lead you to work for Sandvik Mongolia?

Prior to joining Sandvik Mongolia, I worked for Bayan Airag gold mine for three years. I also worked for World Vision International and two projects implemented by the United Nations. For miners, Oyu Tolgoi project is the pinnacle they want to reach. So I was very interested in working there especially for Sandvik among others. In 2018, I sent a job application to one of the advertised jobs based in UB, but unfortunately I was not selected. Luckily for the second time, when the Site Administrator position was announced, I got the job. As a memento I keep my first flight ticket to OT with me even until now. I am sure I will continue to work for the company in many years to come.

### In your opinion, what are the advantages of working for Sandvik Mongolia?

Sandvik is an excellent company to work for. As a multinational organization with people-centered management style, it provides opportunities for its employees to improve their expertise and skill sets. It also allows employees to do their job on their own, without pressure.

Interestingly, even South Korean visas for Mongolian employees working with Sandvik are issued quickly lol.

### How does your workday look like?

I get up at 5:10 in the morning and start work at 6:00 by attending the pre-start meeting. By working at OT project, you will automatically become an "Early bird" lol. Then immediately start doing the things I need to do every day, such as checking your email, keeping track of our guys' timesheets, sending training requests, ordering and distributing PPEs, booking flights, cage ticket allocations. At 11:00 we have lunch at Mazaalai mess hall and wrap up 18:00 in the evening.

My Outlook calendar is usually full of reminders. I also use notebooks regularly. These help me to remember those requests that came to me and I do everything so as not to fail someone's trust. I get a lot of joy when I cross out those accomplished tasks from my to do list. I love my job because I like to think that my job fulfils others needs.

### What is your proudest accomplishment at Sandvik Mongolia?

Personally, I like to plan a lot, and I think that because I am well-organized, I can keep work files and documents in an orderly and timely manner. One of the



accomplishments in mind is about a training delivery. It was important for our three crews to be permitted to operate LVs and John Deere equipment at the underground mine in September 2019, when Sandvik became solely responsible for its own equipment maintenance. By 2020, almost all of our mechanics are licensed to drive LVs and John Deere. As an administrator, I am pleased with this result came with hard work and collaboration with the Oyu Tolgoi Training Department. In fact, I am probably one of the people who sent the most training requests to OT Training Department.

**You work in a male dominant mining sector and with many male colleagues. How do you feel like?**

I like working with men. They are simple and easy to work with. I proud to see all of them working 12 hours a day in difficult conditions vigorously, participating in one of the world's largest underground mine development. I am proud of our guys who work all day at a depth of 1,300 meters below the ground and come in smiling when they meet me.



**Could you please tell us about your hobby? What do you like to do after work or during roster break for pleasure?**

I like reading books and playing music. I studied percussion at the Mongolian State Conservatory, so I play all the percussion musical instruments including drums and the xylophone. I also play piano. Learned how to play guitar, ukulele, and harmonica on my own. When you sit down and play music, you are cut off from the rest of the world and that's the beauty of musical instruments.

Oyu Tolgoi site has a library, so it's nice to read the books you want at site in the evening. When I was young, my mom scolded me for reading too much.



I'm interested in meditation, yoga, the inner peace and energy. There has been a lot of talk lately about the importance of the energy and thoughts that a person emits. The changes in the world in 2020 seem to be a proof of that. I like going out in nature. From there you feel comfort and positive energy.

**How are you coping with new realities posed by COVID-19 outbreak?**

I see this Covid-19 virus as a signal that humanity needs to go inside. I try to meditate as regularly as possible. By increasing the frequency of the energy you emit, you can live a happier and healthier life. We need to create an environmentally friendly lifestyle by treating the environment properly and not producing too much waste. My husband and I work in a minesite, leaving our son with his grandparents. Kindergarten and school closures will continue to be a problem. I learned to wear a mask all the time.

**Thank you for introducing yourself to your colleagues.**

- Thank you.



## LET'S KNOW MORE ABOUT NANGIA - C CREW TEAM LEAD



### Could you please tell us about yourself?

My name is Narangerel Damba. I was born as the eldest son of my family in April 1988 in Ulaanbaatar. I have 3 younger siblings and an elder sister. Currently, I live with my spouse, two daughters and a son. I graduated from the 42nd highschool in Songinokhairkhan district and received my undergraduate degree in Industrial Mechanization from Mechanical Engineering School of the Mongolian University of Science and Technology in 2013.

### Could you please tell us about your work experience?

My father was a truck driver. Growing up with him and accompanying him in his transportations triggered me to pursue study in mechanical

engineering field. I started my working career in 2008 as a truck driver in Eco-Geo LLC, well digging, engineering and geological exploration company. Then I changed my position and worked as a Mechanical engineer until the end of 2014.

In 2015, I joined Bats-Urguu LLC, a subcontractor for the Oyu Tolgoi Concentrator and worked there for more than a year as a Senior Mechanic. Then I joined Sandvik Mongolia on July 1, 2016. Due to a need for night shift, C crew was first established. Since then, I have been working on positions as Trade Assistant, Mechanic and Team Lead over 4 years.

### In your opinion, what are the advantages of working for Sandvik Mongolia?

In general, there are many advantages. There is a lot of support for personal development. Salary is paid on time. There is not any extra pressure if you just do what you have to do. If you work on roster basis, you can have a long, relaxing week off. In addition to these, I really like Sandvik primary colors cyan and orange.

### How does your workday look like?

My work day is usually very busy. I never imagined that a person in a senior position would work so hard. I get up at 4 in the morning and head for the canteen for my food and packed lunch. From here, I travel by bus to the office at Shaft#1 for my handover meeting with the previous shift.

At 5:30 we have maintenance meeting with all OEMs present where we talk about our safety interactions during the previous shift and what equipment is planned for service and discuss the general day to day priorities.

From there, I change my clothes and go to the underground mine via the last cage at 6:40. Where I then interact with my boys on what was discussed during the morning meeting and guide everyone on what needs to be done that day and support those who need it. Half an hour coffee break at 9:30 and lunch break at noon are the only relaxing times for us and rest of time all kinds of work goes on.

At the end of the day we update our shift report, close out the days workorders and make our way back to the cage for 4:40. When get back to surface, I take a shower, and at 5:10 I hand over the work to



the next shift supervisor in the surface office and it all starts again in the next day.

**What is your proudest accomplishment at Sandvik Mongolia?**

*I think I have evolved myself very well after I joined Sandvik Mongolia. When I first worked on underground mining equipment, I realized that my technical experience and apprehension was really primitive. I was surprised to see Sandvik's automated and intelligent equipment. Underground mining equipment looks clumsy and large at first glance, but in reality it is more sophisticated than the small vehicles we drive.*

*After realizing my weakness, I worked hard to improve my technical skills. At the time, Sandvik Mongolia was responsible for the maintenance of underground mining ancillary equipment besides our own equipment and the maintenance of more than 20 types of equipment allowed me to improve my professional skills relatively quickly.*

*I think the biggest achievement for me was that my professional skills were evaluated by the management and I was given the opportunity to lead the C crew. My team also welcomed the fact that someone who worked together from the beginning took the lead.*



**Could you please tell us about your hobby? What do you like to do after work or during roster break for pleasure?**

*I have various hobbies. From the very young age, I loved to play basketball and was called regularly to my school basketball team to play in district and city wide competitions. There was a time we became the champions of Songinokhairkhan District Basketball Tournament. Also, I play for Underground Mobile Equipment Maintenance Team at OT where we became the winners of the 2018-2019 OT Basketball Championship which is organized annually among all companies operating at OT. I also played chess as a child and won a bronze medal in the district wide chess tournament. During my roster breaks, my family likes to go out in the countryside and travel around the beautiful places of Mongolia. Lately, I've been interested in photography, so I'm preparing my photographic equipment to get even better.*

**Thank you for introducing yourself to your colleagues.**  
- Thank you.





# SANDVIK MONGOLIA SECURES SERVICES CONTRACT EXTENSION WITH OT



In August Sandvik Mongolia was successful in securing the Oyu Tolgoi Underground Load and Haul Equipment Maintenance Services Contract for the period from 01 September 2020 to 31 August 2022.

Oyu Tolgoi is jointly owned by the Government of Mongolia (34 per cent) and Turquoise Hill Resources (66 per cent, of which Rio Tinto owns 51 per cent). Rio Tinto has managed the Oyu Tolgoi project since 2010 on behalf of the partnership. Once underground production is fully ramped-up in 2027, Oyu Tolgoi is expected to produce more than 500,000 tons of copper per annum.

Since 2008 Sandvik Mongolia has been working with Oyu Tolgoi LLC, and at the end of 2011 extended this supplier partnership to include an underground maintenance service agreement to provide 12 hours/7 days of service and maintenance works at underground development of Hugo North deposit. Now Sandvik Mongolia provides 70 skilled employees 24 hours/7 days to fulfill above contract.

Sandvik Mongolia Managing Director Brad Clarke said: "The combination of our global leading underground equipment expertise and ability to leverage our experienced Mongolia-based team provides us with the foundations for success. We are proud to be part of the growth of a world-class copper and gold operation and deliver long-term solutions to our respected customer, Oyu Tolgoi."

# KHANBOGD WAREHOUSE HAS DONE 30 DELIVERIES TO OUR CUSTOMER



Our new warehouse in Khanbogd soum, Umnugovi aimag started its operation in early August 2020. This new facility will play an important role in the region and brings us closer to our customers in the Umnugovi area.

The facility improvement project has been completed and the necessary inventory has been stocked. The team in the new facility delivers orders three times a week on Tuesdays, Thursdays and Sundays directly to the Oyu Tolgoi site.

The Khanbogd warehouse, with five employees led by T.Ganbarkhas, the Facility Supervisor, has done over 30 deliveries of orders to OT's underground warehouse, decline project and open pit warehouse since its inception.





## REBUILDS TAKING OFF IN MONGOLIA

UB Workshop has now completed second LH621 Rebuild for TKAJV with the loader being dispatched to the client on the 13th August.

The rebuilds have been completed safely and within time and the customer response on the work has been very positive.

The successful completion of the two LH621 rebuilds has allowed us to prove to our other Underground client, Oyu Tolgoi, that the Ulaanbaatar workshop is perfectly placed

and are more than capable of completing rebuilds on Oyu Tolgoi equipment and subsequent to this they have agreed to putting an LH410 through a life extension rebuild in our workshop in Ulaanbaatar.

Additionally, Mongolia will be Rebuilding two TH663's for TKAJV in the facility before the end of the year and that brings the total rebuilds for 2020 to 5 LOHA units.

**Fantastic job guys and keep up the good work!**





# SANDVIK INSTALLS FIRE SUPPRESSION SYSTEMS ON CAT EQUIPMENT IN MONGOLIA

The Sandvik Mongolia team recently completed the installation and commissioning of Sandvik Eclipse Extreme Fire Suppression Systems (FSS) on two CAT 6020B excavators working at Boroo Gold Mine in northern Mongolia.

Boroo Gold Company LLC, a subsidiary of OZD Group, has a strong focus on developing safe and responsible mining in Mongolia, with their operations focusing on improving control measures to manage the risks of fire and explosion, including early detection and suppression.

As a result, Sandvik was approached by Wagner Asia Equipment LLC, a local Caterpillar distributor in Mongolia, to supply and install the FSS on their CAT excavators, and conduct training for their personnel and provide aftermarket service support.

Following the successful installation and commissioning of the FSS on the two CAT 6020B excavators, Wagner Asia Equipment LLC also placed an order for FSS for a CAT 966L Wheel Loader and a CAT 824K Wheel Dozer.

Overall, the orders have generated 138 million MNT (\$68,000 AUD) in business for Fire Suppression and have opened the door for Sandvik to supply and install FSS for other large, open-cut mining equipment in Mongolia.

The Sandvik Mongolia LLC sales team has also organised a one-week FSS business development trip to various mine sites in South Gobi region in September 2020. During the trip, they met with mine company management teams and maintenance superintendents to promote Eclipse FSS and raise product awareness while further developing customer relations, especially with end users.

The team is also conducting regular training and accreditation, with 26 Sandvik Mongolia personnel now accredited with Green and Gold cards, and 15 non-Sandvik personnel from 5 different customers accredited with Grey Cards.



# SANDVIK MONGOLIA SUPPORTS THE NATIONAL CANCER COUNCIL

With Sandvik's ongoing focus on supporting the local community, Sandvik Mongolia LLC has contributed to the operational cost of Tara Lodge a part of the National Cancer Council of Mongolia in July 2020.

Tara Lodge has been operating since 2014 and provides low-cost accommodation and out-patient services for cancer patients from rural areas. Patients can stay with their caregivers during treatment in Ulaanbaatar. Due to the quarantine restrictions caused by the covid-19 outbreak, the National Cancer Council was not able to organize any

public events for fundraising and had a funding shortfall for the operational costs of Tara Lodge.

Sandvik Mongolia's contribution thru Austcham Mongolia will be used to cover the lodge's operational costs over the next six months and will be used to support cancer patients in their fight against cancer.

We wish all the best to the team at "Tara Lodge" in their efforts to assist and support patients in their battle against cancer in Mongolia!





# UNUR BUL ORPHANAGE – CHILDREN'S PLAYGROUND REFURBISHMENT PROJECT

As a part of the continuing effort to support the Mongolian community Sandvik Mongolia LLC has assisted in the refurbishing of the children's playground at the "Unur Bul" Orphanage. This was done in collaboration with the Australian Chamber of Commerce in Mongolia during September 2020.

This was a much-needed upgrade as the old playground equipment was well-used but aged. We transformed the playground into a stimulating play environment for children under 10 in line with Sandvik's social wellbeing and community engagement policy. The playground

gives the children an essential outdoor area to play and supports the development of social and physical skills.

"Unur bul" Orphanage was first established in 1991 by Order No. 259 of the Council of Ministers of Mongolia and was later renamed as the Unur Bul Children's Center in 2016. Today, the Center has around 181 children, including 72 children under ten and 109 teenagers. The orphanage provides a shelter, child protection, health care and psychological services to the Mongolian community.



# NOMINGEREL.E APPOINTED AS THE NEW CHAIRMAN OF AUSTCHAM MONGOLIA



**HE.Dave Vosen - Australian Ambassador to Mongolia, Nomingerele Enkhbold - HR Business Partner at Sandvik Mongolia @Australian Embassy in Ulaanbaatar**

We are pleased to announce that Nomingerele Enkhbold, HR Business Partner at Sandvik Mongolia LLC, has been appointed as the new Chairman of Australian Chamber of Commerce in Mongolia's Board on 06 August 2020.

Australian Chamber of Commerce in Mongolia (AustCham Mongolia) is a non-governmental organization with over 50 active member companies. Since 2013, AustCham has promoted the business interests of its members through business-to-government, business-to-business relations with the support of the Australian Embassy, Austrade, leading institutions, professionals and "thought leaders."

In relation to this new appointment H.E Dave Vosen, Australian Ambassador to Mongolia welcomed Nomingerele Enkhbold to the Australian Embassy and discussed

the Chamber's contribution on improving trade turnover between two countries and enhancing business partnerships among members, and wished her every success in her new role.

## SANDVIK SPONSORS AUSTCHAM NETWORKING EVENT



Sandvik Mongolia LLC participated in the Sundowner event organized by the Australian Chamber of Commerce as a Gold Sponsor. The networking event took place at the Naadam Terrace of Shangri-La Hotel on September 10, 2020.

This is the first public event since the easing of lock-down restrictions and was attended by more than 200 members from more than 50 organizations. Sandvik Mongolia had the advantage of being able to sponsor this event and raised Sandvik brand awareness among key mining players of Mongolia.



EMPLOYEE ASSISTANCE PROGRAM 2020

**PSYCHOLOGICAL COUNSELING  
SERVICE**



*Professional, experienced psychologists, strict adherence  
to ethics, maintaining personal privacy,  
Will give you psychological counseling.*

**DURATION: 2020.10.01-2020.12.25**  
**EVERY THURSDAY**

**Stage of psychological counseling:**

1. Call 99792088 during business hours to register for the psychological counseling.
2. Get psychological counseling on time.
3. The duration of psychological counseling is 50-60 minutes.

**Notice:** Please be on time, if not possible, notify 1-2 days in advance



# ARE YOU CONCERNED ABOUT A BREACH OF OUR CODE OF CONDUCT?

Please Speak Up – we will listen to you and act on your concerns!

You can report concerns or ask questions relating to our Code of Conduct to your manager or through the Speak Up portal online or by phone service. The Sandvik Code of Conduct is an important part of the Sandvik Culture and contains non-negotiable principles for how we should act.



[SANDVIK.COM/SPEAKUP](https://www.sandvik.com/speakup)

