

ENVIRONMENT, SOCIAL, GOVERNANCE REPORT

Date:	
Name of the issuer:	"MIK Holding" JSC
Issuer code (MSE symbol):	MIK
Sector:	Financial services
Reporting boundary (legal entities/subsidiaries included in this report):	"MIK Holding" JSC "MIK HFC" LLC
Reporting period:	2024.01.01-2024.12.31
Full name, job title, contact information of the person responsible for this report:	U.Dorj, Head of the Sustainable Development and External relations department /99218291/ dorj.u@mik.mn
Full name, job title, contact information of CEO or Chairman of the Board:	B.Gantulga, Chief executive officer
Sign off by CEO or Chairman of the Board:	

	Area	Indicator	Performance (previous year)	Performance (reporting year)	Unit	Additional Information	Comments	Reference
MS1.1	Sustainable Management system indicators	Sustainable Management system indicators						
		Senior management commitment						
		Does your company have a sustainability commitment statement in place?	Yes	Yes		The MIK group company's strategic and business plan outlines a comprehensive approach to achieving the company's long-term sustainable growth. Also, the company's Sustainable Development Policy sets out and formally approves its Sustainable Development Mission. https://www.mik.mn/mn/m310	If not available, explain	GRI 102
		Does your company have a sustainability policy and/or strategy with targets?	Yes	Yes		The Sustainable Development Policy was officially approved in February 2024. https://www.mik.mn/mn/m3402	If not available, explain	GRI 103, ISO 14001
MS2.1	Sustainability strategy/policy and procedures	Does your company have dedicated committees that are entirely/partially responsible for sustainability?	No	No		27/Annex_2404_Resolution_MIK%20Holding%20BOD_SDPolicy_20240213.pdf The company addresses sustainable development matters through its Executive Management Committee and Risk Management Committee, both of which report to the CEO. In 2025, the company is working to formally include sustainable development as a standing agenda item for the Executive Management Committee. Additionally, a Sustainable Development Committee operates under the Board of Directors.	If not available, explain	GRI 103, ISO 14001
MS2.2	Governance structure	Does your company have a dedicated ESG/sustainability director/s (full-time/part-time) at the board level?	Yes	Yes		The Sustainable Development Committee under the Board of Directors was established by Order No. 23/17 of MIK Holding JSC, dated December 11, 2023. https://www.mik.mn/mn/m348	If not available, explain	GRI 102
MS3.1		Does your company have a dedicated ESG/sustainability manager/s (full-time/part-time) at the executive level?	Yes	Yes		The Chairperson and members of the Standing Sustainable Development Committee under the Board of Directors are responsible for overseeing sustainable development matters.	If not available, explain	GRI 102
MS3.2		Does your company have a dedicated ESG/sustainability officer (full-time/part-time) at the operational level?	Yes	Yes		The company's Chief Executive Officer and the Deputy CEO in charge of Business Development are responsible for overseeing the company's sustainable development matters. They provide direct supervision of the Sustainable Development and External Relations Department.	If not available, explain	GRI 102
MS3.3		Does your company cover sustainability issues in board meetings as part of the official agenda on a regular basis?	Yes	Yes		The Director of the Sustainable Development and External Relations Department, the Senior Specialist for Sustainable Development, and the Sustainable Development Specialist are all employed on a full-time basis.	If not available, explain	GRI 102
MS3.4			Yes	Yes		The implementation of the Sustainable Development Policy is included in the Board of Directors' operational plan, and a progress report is submitted semi-annually to the Sustainable Development Committee under the Board. Additionally, the agenda of the Sustainable Development Committee has been clearly defined and officially approved.	If not available, explain	GRI 102

MS3.5	Materiality assessment	Does your company have publicly available 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?	Yes	Yes		In 2022, MIK has conducted materiality assessment and defined materiality matrix. https://www.mik.mn/mn/m420	If not available, explain	SASB
MS4.1	Organization capacity	Annual average hours of sustainability training per employee (hr), by gender	1.5	5.1	hr	Representatives from relevant departments regularly participate in international training programs focused on global best practices. In addition, employees involved in sustainability and finance attend trainings and seminars organized by international financial institutions, financial organizations, and sustainability-focused associations.	If not available, explain	GRI 102
MS4.2	Monitoring	Is sustainability included under the scope of the audit committee (and other relevant board committee) and internal control functions?	Yes	Yes		Audit unit develops a risk-based audit plan for internal audit, taking into account risk levels and indicators of sustainability issues.	If not available, explain	GRI 102, SDG 12
MS4.3	Sustainability reporting and verification	Does your company disclose a sustainability report (stand alone) or integrated into annual report at least annually?	Yes	Yes		Sustainability report is integrated into annual report. https://mik.mn/mn/m332	If not available, explain	GRI 102, SDG 12
MS5.1	Membership	Does the company prepare a TCFD-aligned climate disclosure?	No	No			If not available, explain	GRI 102, SDG 12
MS5.2		Number of sustainability associations, networks, and national or international advocacy organizations in which the company participates with a significant role including business declaration	Yes	Yes		Mongolian Sustainable Finance Association (Principal Member/ PCAF /Partnership for Carbon Accounting Financials/ - Member	If not available, explain	GRI 102, SDG 17
MS6.1	Environmental indicators							
E1.1	Energy	Total direct energy consumption (kWh) and cost spent (MNT)	577.7	556.3	mWh 000	Connected to central electricity and heating network.	If not available, explain	GRI 302, SDG 12
E1.2	Electricity	Total electricity consumption, cost spent (kWh, MNT), and reduction (year-to-year)	139.4	144.1	mWh 000	The company implements regular initiatives to reduce office electricity consumption, such as placing reminder posters above light switches, displaying recommendation notices next to elevators, distributing energy-saving tips to all employees, and encouraging the habit of turning off lights in unoccupied rooms and offices.	If not available, explain	GRI 302, SDG 12
E1.3	Heat	Total heat consumption, cost spent (Gj - GigaJoule or kWh, MNT), and reduction (year-to-year)	1,254Gj 348.6 mWh	1,175Gj 326.6 mWh	Gj	To promote heat conservation, the company regularly initiates awareness campaigns and consistently adjusts indoor heating levels based on the outdoor temperature.	If not available, explain	GRI 302, SDG 12
E1.4	Fuel	Total fuel consumption (coal, oil, gas etc.) (Liter / kg &%, Gj), cost spent (MNT), and reduction (year-to-year)	8,026 liter, 89.7 mWh	8,560 liter, 83.6 mWh	Liter	The amount of fuel consumed by official vehicles has been recorded. These vehicles are equipped with gasoline engines and use high-combustion efficiency AI-95 gasoline.	If not available, explain	GRI 302, SDG 12
E1.5	Non-renewable energy	Share of non-renewable energy consumption (%)	100	100	%	Central electricity system	If not available, explain	SFRD
E1.6	Renewable energy	Share of renewable energy consumption, and type of renewable energy source (%)	0	0	%		If not available, explain	GRI 302, SDG 7

E2.1	GHG emissions	GHG emissions	Total Scope 1,2 and 3 emissions		Total GHG emissions: 1,835,679.63 Scope 1: 19.93 Scope 2: 295.85 Scope 3 aggregate: 1,835,363.84 Financed emissions: 1,835,350.22 Other: 13.62 /	CO2/tonH	The company has conducted a GHG emissions assessment, categorizing emissions into two groups: those resulting from financed activities and those from its own operations. For financed emissions, the company applied the Partnership for Carbon Accounting Financials (PCAF) methodology in alignment with the GHG Protocol, with a specific focus on Scope 3 emissions. For operational emissions, the company identified and calculated emissions from the following sources: Scope 1 – Fuel consumption from company-owned and leased vehicles Scope 2 – Electricity and heating consumption related to office operations Scope 3 – Emissions from financed activities, business travel, waste generation, and water usage Emissions were calculated using the Greenhouse Gas Protocol methodology, specifically by multiplying activity data by corresponding emission factors. For Scope 1 and 3, the emission factors were selected from the public database provided by the Greenhouse Gas Protocol. For Scope 2, some emission factors were sourced from major domestic research studies. While this calculation reflects an accurate report based on the company's selected methodology, it is important to note that no officially approved national methodology currently exists in Mongolia for GHG emissions accounting. Therefore, the company does not assume responsibility for any consequences arising from the use of the chosen emission factors or the resulting calculations.	GRI 305, SDG 13, WRI/WBCSD GHG protocol.
E2.2		Reduction of GHG emissions	Reduction of total Scope 1,2 and 3 emissions	-	-	CO2/tonH	The company has selected 2024 as the baseline year for its GHG emissions accounting. As such, data on GHG emission reductions is not yet available for reporting at this stage.	GRI 305, SDG 13, WRI/WBCSD GHG protocol.
E2.3		Total carbon offset	Total carbon offset (Tree planting programs and by supporting external projects aimed at reducing GHG emissions etc)	No	58.55	CO2/tonH	As part of the spring and autumn tree-planting days, the company not only organized tree-planting activities but also supported employees in planting trees at their summer houses and home yards by providing professional guidance, training, and saplings. Additionally, the company established the "Mik Grove" and is working toward expanding this initiative on a regular basis. In 2024, under the "Billion Trees" national campaign, a total of 2,342 trees were planted. (According to common estimates, one tree absorbs an average of 25 kg of CO₂ per year, resulting in an estimated 58,550 kg (or 58.55 metric tons) of CO₂ potentially absorbed annually from this initiative.)	GRI 305, SDG 13, WRI/WBCSD GHG protocol.
E3.1	Climate change	Climate change policy	Does your company have a stand-alone/integrated climate change policy?	No	Yes		Since October 2023, the company has been implementing its Environmental and Social Risk Management Procedure, which was formally approved and integrated into operations. In the section titled "Environmental and Social Risk Mitigation and Management Measures", the procedure outlines specific actions to be taken when risks are assessed as medium or high. These measures are actively followed in the company's operations to effectively manage and reduce environmental and social risks.	GRI 201, TCFD, SDG 13
E3.2		Climate risk and opportunity assessment	Did your company conduct a climate risk and opportunity assessment (scenario analysis, stress test, set science-based targets etc.)?	No	Yes		In alignment with IFRS S2, which came into effect in 2024, the company has identified and assessed potential physical and transition risks related to climate change. As part of this process, climate-related hazards such as wildfires, droughts, dzud (severe winter conditions), and flooding were evaluated. Among these, flood risk was assessed as a potentially material risk to the company. To quantify the potential financial impact, the company performed climate scenario analysis and stress testing. The results indicated that flooding could have a significant effect on the value of mortgage collateral. As a result, beginning in Q4 2024, the company has incorporated this risk into its financial reporting by applying stressed collateral values and recognizing the impact through adjustments to impairment provisions.	GRI 201, TCFD, SDG 13

E3.3	Economic loss	Total amount of economic loss faced due to climate related disasters and events	No	Yes	MNT	In 2024, the company did not incur any economic losses directly attributable to climate change. However, flood risk related to climate change has been identified as a potential threat that may reduce the value of collateral assets backing residential mortgage-backed securities (RMBS) and increase the likelihood of loan defaults. Based on climate scenario analysis, the annual probability of flooding was estimated under two global temperature change scenarios: High-temperature scenario: 1.6% annual flood probability Low-temperature scenario: 0.45% annual flood probability Under the 0.45% flood probability scenario, an estimated 101 khoroos (subdistricts) in Ulaanbaatar are expected to be at risk of flooding. If the flood probability increases to 1.6%, the number of at-risk khoroos is projected to rise by an additional 52, highlighting the increasing exposure to flood-related risks.	If not available, explain	GRI 201, TCFD, SDG 13
E3.4	Climate investment	Total amount invested, annually, in climate-related infrastructure, resilience, and product development	0	0	MNT		If not available, explain	GRI 201, TCFD, SDG 13
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	Yes		In 2024, the company developed a methodology titled "Assessment and Identification of Climate-Related Risks and Opportunities", drawing from international best practices. Using this methodology, climate-related risks were assessed across three time intervals: current, medium-term (2030), and long-term (2050). A total of 36 risks were identified at the company level, comprising 18 physical risks and 18 transition risks. In response, the company has begun implementing a risk mitigation, adaptation, and response plan, aligning it with its core business operations to effectively manage potential risks associated with climate change.	If not available, explain	GRI, SASB, World Economic Forum
E4.1	Water usage	Total amount of water withdrawn/used	1192	940	m3		Connected to the central water supply network.	GRI 303, SDG 6
E4.2	Saved water	Total amount of water saved due to conservation and efficiency improvements	61	252	m3		To reduce office water consumption, water-saving faucet aerators were installed on all restroom sinks across floors starting from March 2024. Posters with the message "Let's Save Water" were placed near kitchen faucets, and regular tips and recommendations on responsible water usage are shared with all employees. As a result, in 2024, the office consumed 940 m³ of water, achieving a savings of 252 m³.	If not available, explain
E4.3	Water reuse and recycle	Percentage and total volume of water recycled and reused	0	0	%			If not available, explain
E4.4	Water discharges	Total wastewater discharged by destination	0	0	m3/Liter			If not available, explain
E5.1	Waste	Total amount of waste discharged	8.5	8.1	ton		To reduce waste and promote sorting habits, individual waste bins were removed from employees' workspaces, and segregated waste bins were installed on each floor. Regular recommendations and guidelines on waste separation are shared with all staff, and informative posters and instructions are consistently displayed throughout the office. In 2024, the company generated 8.1 tons of waste, marking a reduction of 0.4 tons compared to the previous year.	GRI 303, SDG 12
E5.2	Waste recycling	Waste recycling percentage	2.25	5	%		Recyclable wastes are sorted and delivered to the "Sudalt" Waste Sorting Center. Starting from March 2024, used coffee grounds have also been collected and delivered to designated facilities, significantly contributing to waste reduction. In total, 445.3 kg of recyclables were delivered in that year.	GRI 306, SDG 12
E5.3	Hazardous waste	Total amount of hazardous waste (including e-waste) discharged	0.1	0.05	ton		Hazardous waste, such as used batteries and irreplaceable electronic devices, is handed over to New Method LLC, a certified recycling company. Decommissioned electronic assets, which have been written off from accounting records, are either donated or sold to employees at discounted prices.	GRI 306, SDG 12
E6.1	Biodiversity	Share of sustainably managed public space, or green space created as of total area	3.1	3.1	%		A total of 47.5 m² of space has been converted into green landscaping. Out of the total 1,527 m² area, 450 m² is built-up, and 1,029.5 m² is paved. To enhance greenery around the office environment, an additional 202 trees—including 200 elms and 2 spruces—were planted surrounding the office.	GRI 304, SDG 15
E6.2	Wild plants and animals	Number of species conserved	0	0	Number of species			If not available, explain
E6.3	Activities negatively affecting biodiversity-sensitivity	Share of operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity or cultural value)	0	0	%			If not available, explain
Social Indicators								
SFDR, IFC Performance Standard 6								

S5.2	Policy and process for social impact assessment and land acquisition	Does your company have a policy or process for social impact assessment (includes land acquisition)?	No	No		IFC Performance Standards <i>If not available, explain</i>
S5.3	Grievance policy	Does your company have a grievance policy/mechanism?	Yes	Yes		GRI 102, SDG 16 <i>If not available, explain</i>
S5.4	Disclosure to communities	Does your company have a grievance mechanism and system to disclose relevant information to affected communities?	Yes	Yes		IFC Performance Standards <i>If not available, explain</i>
S5.5	Worker/community complaints	Percentage of community complaints i) addressed and ii) resolved	100	100	%	GRI 413, SDG 8 <i>If not available, explain</i>
S5.6	Community investment	Percentage of revenue invested in community programs and initiatives	0.24	0.02	%	GRI 413, SDG 8 <i>If not available, explain</i>
S6.1	Procurement policy	Does your company have a policy in place to related to local procurement and supply chain ESG risk and opportunity management?	Yes	Yes		GRI 204, SDG 8 <i>If not available, explain</i>
S6.2	Local procurement share	Percentage of the procurement budget used for significant locations of operation that is spent on local suppliers	35.7	15	%	GRI 204, SDG 8 <i>If not available, explain</i>
S6.3	Sustainable procurement share	Percentage of new suppliers selected by ESG/sustainability criteria	7.1	1	%	GRI 204, SDG 8 <i>If not available, explain</i>
G1.1	Anti-corruption policy and ethics	Does your company have an Anti-corruption policy and/or Code of Ethics?	Yes	Yes		GRI 205, SDG 16 <i>If not available, explain</i>
G2.1	Board independence	Percentage of board seats occupied by independent members	33.3	33.3	%	GRI 102, OECD Principles of Corporate Governance, SDG 16 <i>If not available, explain</i>
G2.2	Treatment/rights of minority shareholders	Does your company have a policy to protect minority shareholders	Yes	Yes		GRI 102, OECD Principles of Corporate Governance, SDG 16 <i>If not available, explain</i>
G2.3	Corporate governance policy	Does your company have a Corporate Governance policy/code?	Yes	Yes		GRI 102, OECD Principles of Corporate Governance, SDG 16 <i>If not available, explain</i>
G3.1	Compliance policy	Does your company have a Compliance policy?	Yes	Yes		GRI 102, OECD Principles of Corporate Governance, SDG 16 <i>If not available, explain</i>

G3.2		Compliance program	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	Yes		Compliance Operations Procedure" "AML/CTF Procedure" (Anti-Money Laundering and Counter-Terrorism Financing Procedure) "Annual Compliance operational plan"	If not available, explain	GRI 102, OECD Principles of Corporate Governance, SDG 16
	Additional sector specific indicators								
FS1	Financial services	Access to finance	Annual number of participants in financial literacy and inclusion initiatives	38,166	53,239	participants	As part of its efforts to enhance financial literacy and protect financial consumers, the company has actively shared information related to mortgage loans and financial education content through various social media platforms, including Facebook, Instagram, Twitter, LinkedIn, and Threads. These posts aim to improve public understanding of financial topics and support informed decision-making. The company currently has a combined total of 53,239 followers across these five public channels.	If not available, explain	SDG 1
FS2		E&S risk management	Percentage of transactions assessed by ESG risk criteria and Exclusion lists	0	0	%	Within the framework of investment and loan portfolio acquisitions, MILK HFC LLC conducts Environmental and Social Risk Assessments (ESRA) for partner institutions in accordance with its "Environmental and Social Risk Management Procedure." For sectors such as mining, agriculture, and construction, additional sector-specific risk assessment questionnaires are used to account for their unique characteristics. The results of these assessments are factored into all investment and portfolio acquisition decisions. As of the end of 2024, there were no partner entities operating in sectors listed under the Exclusion list defined in the Environmental and Social Risk Management Procedure.	If not available, explain	Mongolian Sustainable Finance Principles
FS3		Sustainable issuance	Share of green/sustainable loans in compliance with Mongolia green/SDG taxonomy as of total loan portfolio	37.4 44.3	37.5 44.4	%	In 2024, 100% of new counterparties entering into transactions underwent a full ESRA, and the outcomes were duly considered in the decision-making process. 37.5% of the households receiving mortgage loans had transitioned from ger districts to apartment housing. 44.4% of the loans were issued to households with a female primary borrower.	If not available, explain	SDG 13, Mongolia Green Taxonomy