

# TENGER INSURANCE LLC MONGOLIA



Khosbayar's Pre-Training presentation

# About us

Tenger Insurance LLC was established in 2001, with the investment of Tenger Financial Group. Tenger Insurance is one of the leading insurance companies, which steadily operates for the second decade in the Mongolian insurance market. It offers sophisticated risk management solution to its corporate and retail customers and has earned their highest respect and trust. Moreover, it's clients trust and rely on its commitment, transparency and good corporate governance, as well as reinsurance capacity.

Tenger Insurance will maintain its leading position in the Mongolian insurance market with its scale of cooperation and collaboration, transparent financial operations, high corporate social responsibility, and the best corporate governance practice.

We deliver insurance services via our branches, 121 agents, and 30 broker partners, and through the branches of XacBank, Khan Bank and many other banks of Mongolia.

As of the last quarter of 2020, Tenger Insurance is providing insurance services to over 50 percent of the TOP-100 companies of Mongolia, and major domestic and international infrastructure and mining projects implemented in Mongolia.

# Mission

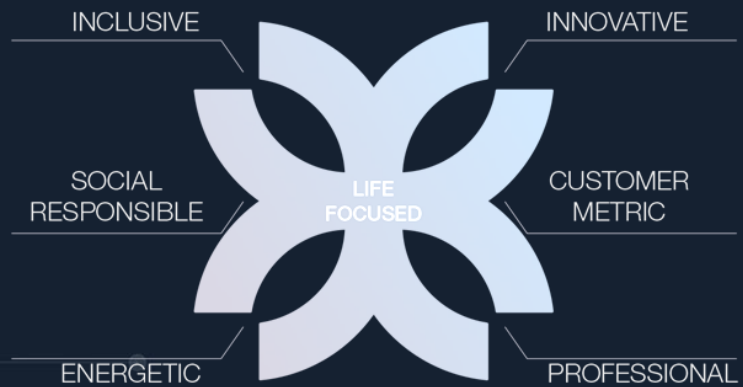


## OUR VISION

To bring world class financial services to Mongolia.

## OUR MISSION

Being a lifelong partner for our customers in providing value added financial solutions embracing the highest standards of triple bottom line mission: People, Planet, and Profit



Established in  
**2001**

Branches  
**15**

Employees  
**82**

Agents  
**121**

## My main duties:

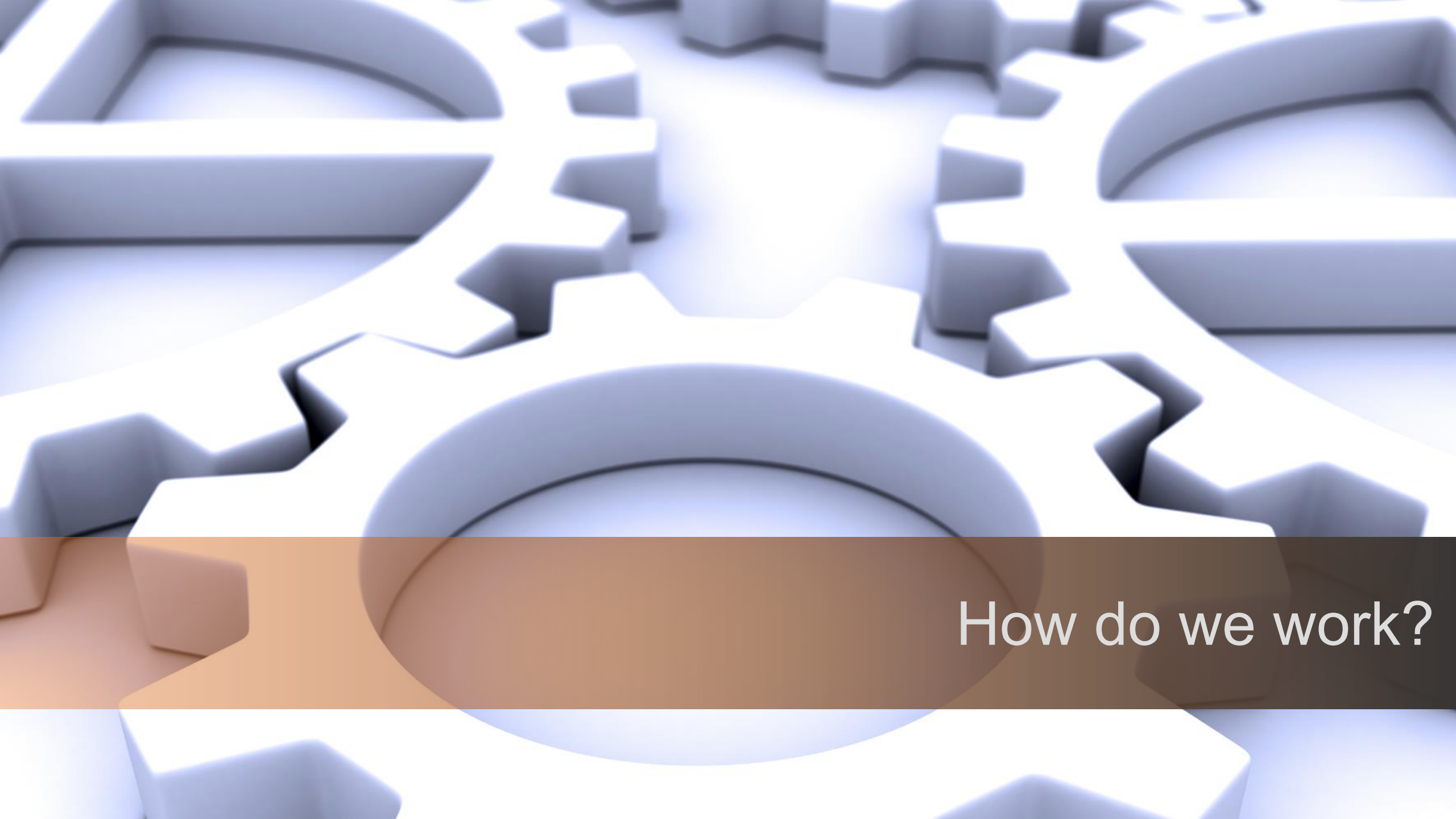
- Being a partner to the business on all HR related matters
- Resolving employee issues and conducting through investigations where required
- Advising management on HR related issues in line with statutory laws and company guidelines
- Partnering with line management and employees to enhance employee engagement
- Participating in and/or leading projects focused on continuous improvement



- [Recruit and hire new employees](#)
- [Manage training and development initiatives](#)
- [Keep track of employee performance](#)
- [Manage and improve communication](#)
- [Manage organizational and company culture](#)
- [Create a safe and inclusive work environment](#)
- [Oversee and manage benefits and compensation](#)
- [Handle conflicts, disciplinary actions, and terminations](#)

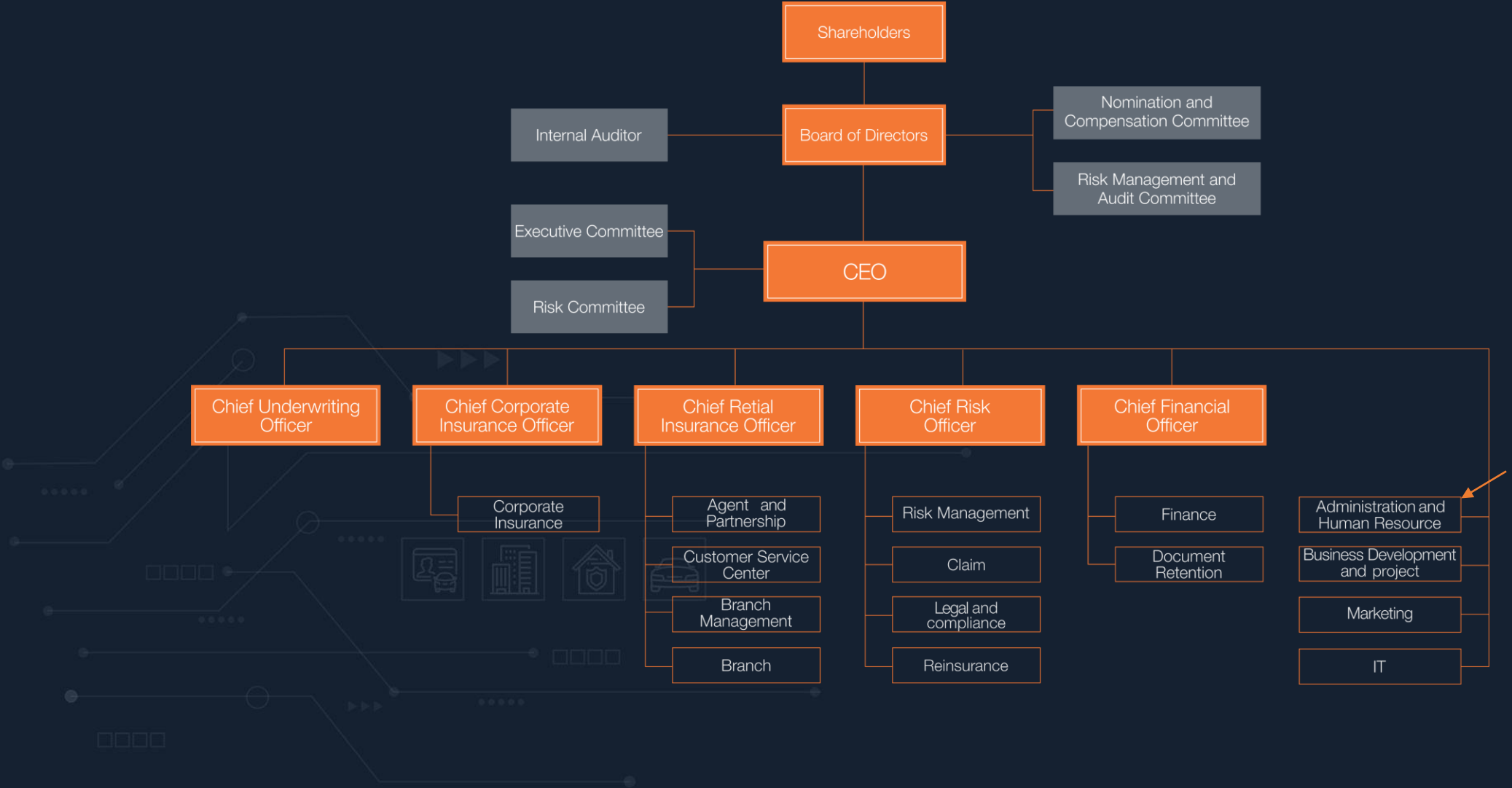
**Khosbayar Chuluunbaatar /2006 NICC's participant  
*Director of Human Resource & Administration*  
Mongola**





How do we work?

# Organization chart



# PRODUCTS



1. Property liability insurance;

2. Equipment insurance;

3. General liability insurance;

4. Professional liability insurance;

5. Employee's personal accident insurance;

6. Worker's compensation insurance;

7. Worker's compensation comprehensive insurance;

8. Products liability insurance;

9. Vehicle insurance;

10. Special purpose machinery insurance;

11. Heavy trucks insurance;

12. Marine Cargo;

13. Carrier liability insurance;

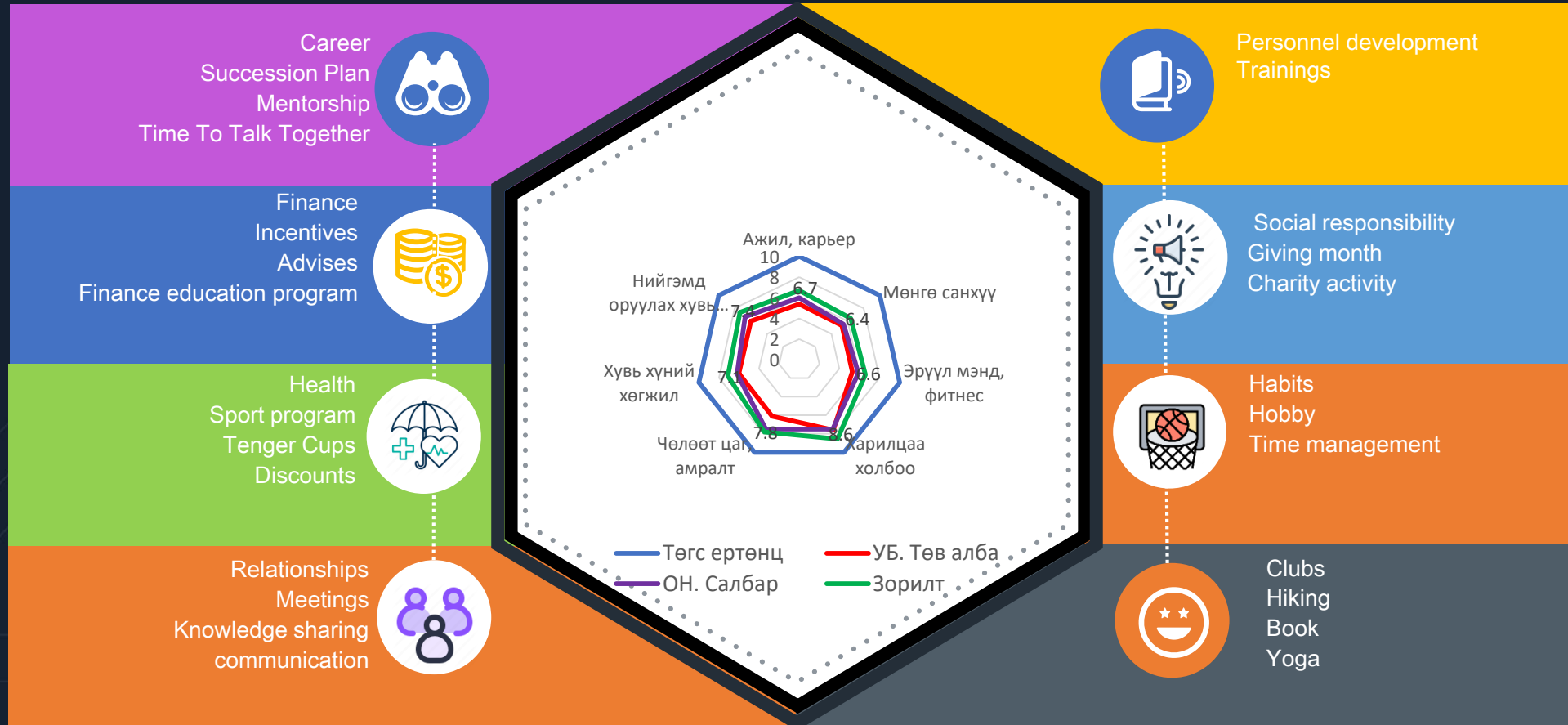
14. Tenant's liability insurance;

15. Voluntary driver's liability insurance;

16. Driver's liability insurance;

Planning and implementing motivating techniques to ensure satisfaction and productivity of all employees

### Employee well-being program



Since participated in NICC program, one of I implemented program in my HR action plan



# Employee wellbeing program



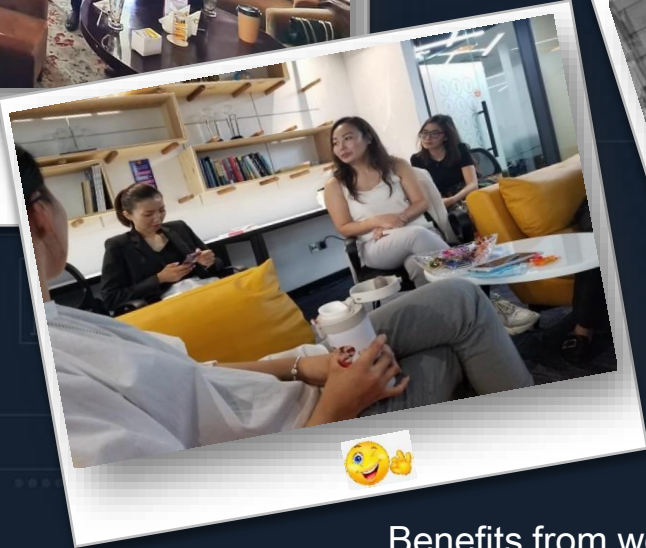
Book club

Hiking club

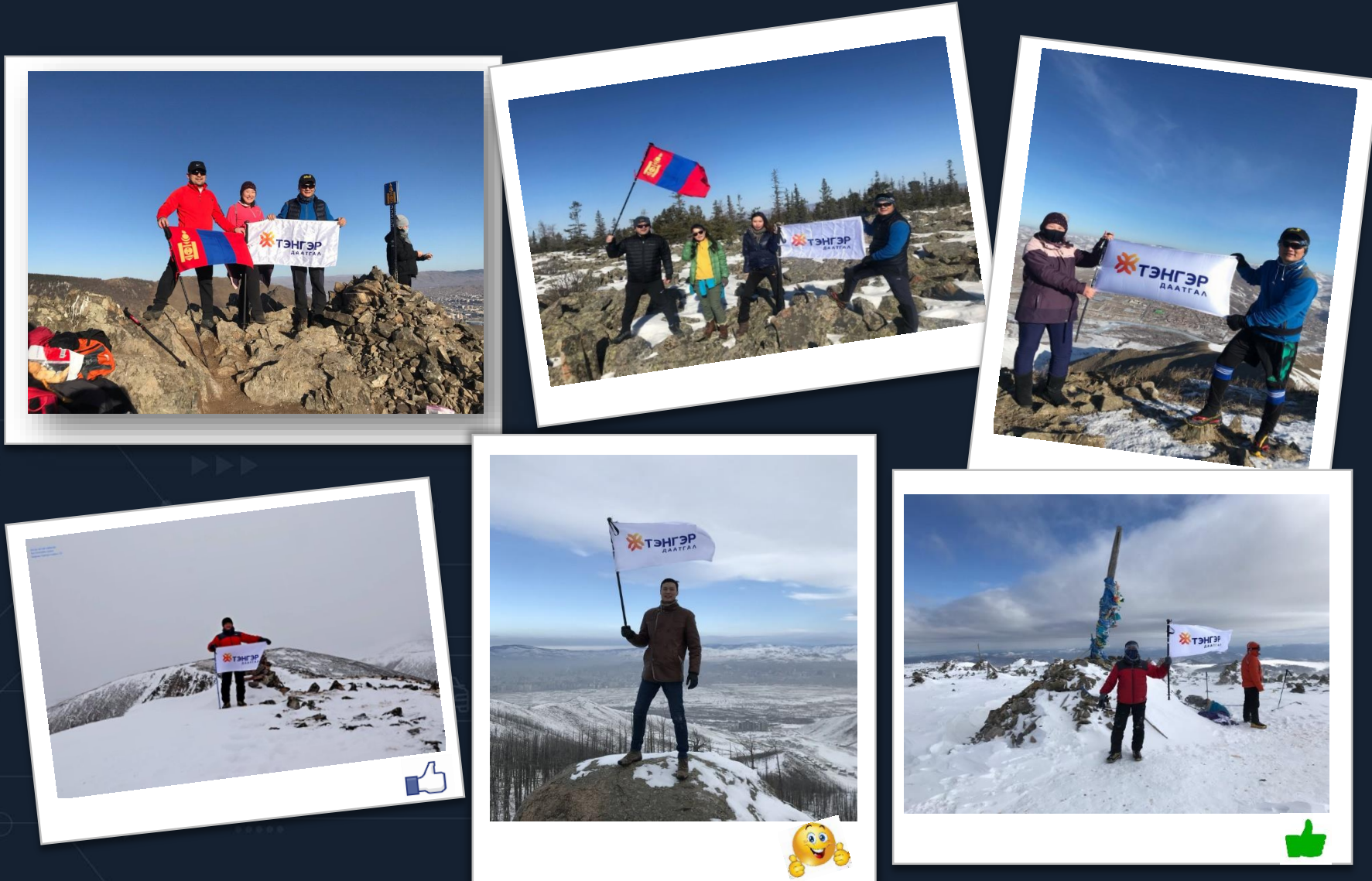


Our wellbeing program is the experience of health, happiness, and prosperity. It includes having good health, high life satisfaction, a sense of meaning or purpose and ability to manage stress and Covid19 impacts

Book club



Benefits from wellbeing: Environmentally responsible, more productive at work, more involved in social activities, help others, keep learning, and connect



It was helped to communicate, develop relationships with others and maintain a support network

## COVID19 counter measures

We focused our staff Wellness, and in particular health, has become a key priority in the last year.

As we slowly shift into a post-pandemic world, it will be important to keep a close on wellness as employees deal with yet another change. There continues to be a great deal of uncertainty for many employees when it comes to the health of loved ones, their job security for the future and high levels of general anxiety surrounding world events.

We implemented those P&P's

- ✓ Paid leave
- ✓ Job security
- ✓ Staying flexible
- ✓ Online trainings
- ✓ Preventive measures /Masks, vaccination, guidance etc



**ТЭНГЭР**  
ДААТГАЛ

### Shared Space



**Анхаарах зүйлс:**

- Ажилласан хэсгээ цэвэрлэнэ үү.
- Суусан самдлаа хураана үү!

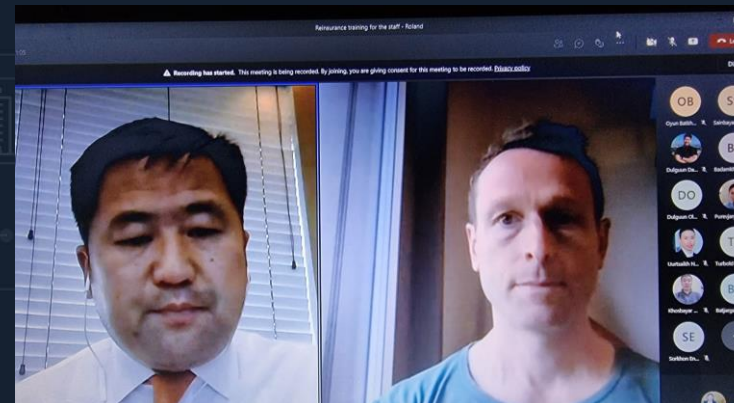
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### Coffee Corner



**Анхаарах зүйлс:**

- Нунтаг кофе чанаргүй.
- Харгалсан арга, тавгааг угаана.
- Кофены булагыг цэвэрхэн байлгана.



## Our company's current HR issues

- ✓ Challenges of Employee Productivity
- ✓ Challenges of Employees' Health
- ✓ Challenges of Communication
- ✓ Succession Planning, HR strategy
- ✓ Safety of the workforce

## Current Labor situation in Mongolia

Labor law has just renewed by 1<sup>st</sup> of Jan.2022

Prices for consumer goods and services rose by 13.4 percent in 2021



COVID-19 infections are increasing in Mongolia. The Ministry of Health reported that 5,098 COVID-19 new cases were confirmed over the weekend

# Thank you for attention

