

MOEX's professional school is continuing its successful Internal Coaches project, as part of which Group employees run short workshops, training sessions and seminars, to promote knowledge-sharing among the company. In 2019, internal coaches ran 40 training sessions and 495 employees took part.

MOEX pays particular attention to efficiency management skills. Tools available to managers include results obtained through MOEX FeedBack, a continuous feedback resources. All managers also have the opportunity to assess managerial competences using 360-degree feedback and adjust development plans based on the resulting recommendations.

SOCIAL SUPPORT

As part of the Group's social policy to provide social security for its employees, Moscow Exchange provides social support and guarantees over and above the basic legal minimum. Corporate social support is provided in accordance with the Regulation on Employees' Corporate Social Support approved by the Group's executive bodies in 2016. Priorities for social support include health care, maternity and support for children. All Group companies provide voluntary health insurance schemes and international medical insurance for their employees, as well as travel insurance policies including accident and sickness insurance.

The Group has a standing Social Committee which can provide financial assistance to employees in the event of an accident or force majeure not covered by insurance schemes.

The Group also promotes healthy living, including specially arranged Health Days. Running, triathlon, indoor soccer, hockey, basketball, volleyball and yachting clubs are arranged for employees. MOEX's facilities have a gym and shower rooms, as well as bicycle parking facilities for those who cycle to work.

Corporate educational and entertainment clubs operating include MOEX Smart Club, MOEX Data Science, MOEX Walk, MOEX Kitchen and MOEX Dance. All of these measures contribute to the development of MOEX corporate culture and support employee welfare and health.

OCCUPATIONAL SAFETY AND HEALTH PROTECTION

MOEX places high value on its employees' life and health, and maintains high standards in occupational safety and health protection. Management sets relevant tasks and goals for occupational health and safety, as well as planning and financing measures to achieve these goals. Management undertakes to respect these values and calls on employees to do the same.

Provision of an optimal work-life balance is controlled through regular assessment of working conditions, maintenance of high sanitary standards, and implementation of sanitary and preventative health measures. This helps to support a high level of workplace efficiency.

In 2019, working conditions were specially assessed at 103 NCC locations. The assessment found no harmful or hazardous operational factors, and working conditions were considered acceptable.

In addition, professional risks at all MOEX and NCC locations were assessed to determine professional hazards for employees in the course of their duties, and to determine the scale of any hazards and the severity of possible consequences.

In 2019, managers received training on first aid and on occupational and fire safety. A total of 70 people participated, and were trained on basic occupational and fire safety, as well as on how to respond promptly to emergencies.

The Group regularly organises briefings on occupational, electric, fire and civil safety and emergencies. In 2019, 374 new employees completed the occupational safety induction course.

MOEX's internal corporate portal contains instructions and provisions on occupational safety, as well as articles about health, and allows for remote learning on occupational safety topics.

Employees who feel unwell or need urgent medical aid can be treated by in-house corporate doctors at their facilities in the Exchange's offices in Moscow.

To maintain safe working conditions and prevent industrial injuries and occupational illness, the Group has established failsafe measures including procedures for dealing with injuries and sickness based on existing response and mitigation plans and plans currently under development.