

Business Plan		Mongolia	
Main Purpose		[REDACTED - International Relations- promotion and p 35 (1a)]	
Four-Year (Strategic) Goals for 2015/16 - 2018/19			
1	<u>Trade & Investment:</u> (i) major UK companies invest successfully in Mongolia; [REDACTED - International Rela		
2	[REDACTED - International Relations- promotion and protection of UK interests abroad; Policy Developmer		
3	[REDACTED - International Relations- promotion and protection of UK interests abroad Section 27 (1c,d); Pi		
4	<u>Consular:</u> (i) deliver a consistently high quality service focussed on priority and vulnerable customers and resp UK interests abroad; Policy Development Section 35 (1a) (iii) proactive communications campaigns reduce r respond swiftly and effectively to crises.		
5	[REDACTED - International Relations - bilateral relations, promotion and protection of UK interests abroac		
6	<u>Delivery:</u> embassy impact and VFM increased through (a) embedding of Diplomatic Excellence values and glo operational policy and standards embedded in embassy culture esp. corporate services (procurement, finance		
Outcomes for 2015/16 Please set out the main outcomes for the year ahead, in order of Goals they will help to achieve			
i	[REDACTED - International Relations- Bilateral relations; relations with international organisations; promo Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 4:		
ii	[REDACTED - International Relations- Bilateral relations; relations with international organisations; promo Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 4:		
iii	[REDACTED - International Relations- Bilateral relations; relations with international organisations; promo Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 4:		
iv	[REDACTED - International Relations- Bilateral relations; relations with international organisations; promo Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 4:		
v	<u>Consular/Crisis Management:</u> Embassy supports CROM Beijing to deliver consular targets. Increased service fr focus on local outreach to improve consular and crisis response. Embassy CMP and preparedness meets globa		

vi	[REDACTED - International Relations- Bilateral relations; relations with international organisations; promo Section 27 (1a,b,c,d)]
vii	<u>Multilateral Engagement</u> : Mongolia continues to strengthen RBIS internationally by playing a positive role on development agenda/SDGs, OGP, EITI and Freedom Online Coalition. [REDACTED - International Relations- I organisations; promotion and protection of UK interests abroad Section 27 (1a,b,c,d)] Effective ASEM plann diplomatic academy enable Mongolia to project shared-values more effectively.
viii	<u>Internal HMG Comms</u> : Embassy reporting/atmospherics enables London policy leads to take well judged polic decision makers, and celebrates success.
ix	<u>Delivery</u> : A well run embassy that routinely meets targets. Budgets efficiently managed at all levels. Removing introduction of a 'campaign approach' to delivery unlocks potential and increases impact. Change managed th celebration of success, and targeted L&D support.

Diplomatic Excellence Outcomes for 2015/16 Please set out your Outcomes
capability in support of Diplomatic Excellence.

1	<u>Network</u> : Quality and impact of embassy output increased as all members of staff: incentivised and supported source, model and share best-practice routinely; have increased understanding of London priorities/drivers ar approach.
2	<u>People</u> : Quality, impact and staff-satisfaction increased through effective use of 70:20:10 L&D approach to de through training needs assessment, clearly embedded in PDPs and making use of wide range of materials, incl Development of stronger London and regional peer-to-peer networks helps identify and share best-practice ai

Link to guidance						
rotection of UK interests abroad Section 27 (1c,d); Policy Development Section				Heads of Mission / Directors should re the ratings.		
				Explanation		
				MYR Rating	EYR Rating	
itions- promotion and protection of UK interests abroad; Policy Development Section 35 (1a)]						
t Section 35 (1a)]						
olicy Development Section 35 (1a)]						
onsive to customer feedback; [REDACTED - International Relations- promotion and protection of number and severity of consular cases; (iv) crisis preparedness fully embedded in an Embassy able to						
d Section 27 (1a,c,d)]						
al best-practice (b) barriers removed to effective One Team working and delivery (c) HMG , HR) and security.						
priority, indicating which of the Four-Year	4 Year Goals	Manifesto Commitment	FCO Priority Outcome/ OGD Lead	ODA (Y/N)	MYR Rating	EYR Rating
tion and protection of UK interests abroad 3 (2)]	<u>1</u> , 2, 3, 5	Y			Green	
tion and protection of UK interests abroad 3 (2)]	1,2, 3, 4, <u>5</u>	Y (supports all outcomes)			Amber	
tion and protection of UK interests abroad 3 (2)]	1, <u>2</u> , 5	Y (supports all outcomes)			Amber	
tion and protection of UK interests abroad 3 (2)]	<u>1</u> , 5	Y			Amber	
om region reduces routine work, enabling greater al best-practice standards.	<u>4</u> , 5	N			Green	

tion and protection of UK interests abroad	1, <u>3</u> , 4, 5	Y			Green	
key HMG priorities, including the post-2015 Bilateral relations; relations with international ing, election to UNHRC and launch of new	1, 2, <u>3</u> , 5	Y			Green	
y and operational decisions, informs wider HMG	1-5, <u>6</u>	Y (supports all outcomes)			Amber	
; barriers to cross-embassy working and rough regular and sustained staff engagement,	1-5, <u>6</u>	N			Amber	
(1-2) for the year ahead to strengthen	Diplomatic Excellence Strand (Policy, People, Network)			MYR Rating	EYR Rating	
l to develop effective regional/global networks to rd routinely consider these in their delivery	Network				Green	Significant t staff away c based GRE/
velop necessary skills and competences, identified luding Dip Academy and in-house expertise. t all levels.	People				Amber	2014 Staff s performanc personality and skills st
				Overall MYR Rating	Overall EYR Rating	
				Amber		Embassy co from RT ph; celebrated now beddir without ad Internation

Mid-Year / End-Year Review 20150908

Review their Post's / Directorate's progress at the MYR and EYR stages and provide RAG ratings on the delivery of

Explanation

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[REDACTED - International Relations- Bilateral relations; relations with international organisations; promotion and protection of UK interests abroad Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 43 (2)]
[REDACTED - International Relations- Bilateral relations; relations with international organisations; promotion and protection of UK interests abroad Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 43 (2)]
Lobbying improved proposed Labour Law amendments (key UK business concern). Election/responsible mining focussed BPB presentation in autumn session. But still no clarity on Travel Bans. Positive steps in procurement law, [REDACTED - International Relations- Bilateral relations; relations with international organisations; promotion and protection of UK interests abroad Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 43 (2)]
[REDACTED - International Relations- Bilateral relations; relations with international organisations; promotion and protection of UK interests abroad Section 27 (1a,b,c,d) ; Commercial Interests - prejudice interests of person and public authorities Section 43 (2)]
Travel Advice reviewed/updated regularly. CMP reviewed/updated August 2015. On target to achieve full spend of consular budget in UB/key provinces - used to help significant consular spike over the summer. With a small consular team (0.38 Pro-Crisis) undertaking significant retraining following a maternity leave. Further embassy-wide CM training needed (scheduled). RISKS: serious of missions we cover [normal Crisis risks].

[REDACTED - Bilateral relations; relations with international organisations; promotion and protection of UK interests abroad

ASEM preparations in early stages, but commitment to deliver recognised by EU expert-delegation - many challenges remain. TI COMMERCIAL RELATIONS Section 43(2)]. [REDACTED International Relations Section 27 (1a) BILATERAL AND COMMERCIAL

Increased DipTel/email reporting continues. Better-quality, more analytical economic reports well received. Engagement with w done. RISKS: capacity means new autumn DipTel/reporting schedule fails to be implemented; atmospheric reporting opps not ic

Good working relationship with regional centre in Manila established. [REDACTED - International Relations Section 27(1a) Bila and busy UKTI team rising to challenge of separate budgeting. Post Management and Budget committees established. Internal introduced. ESD visit - key recommendations already implemented or in hand. Introduction of 'campaign approach' on key cross improved systems take longer to embed than expected, undermining budget profiling. [REDACTED - International Relations Sec

Explanation
(Diplomatic Excellence Strand Owners should provide a score as well as a narrative. 200 word

uptick in regional engagement inc. mentoring/shadowing, but esp. staff creating or joining regional networks. Regular discussion Jay. UKTI team actively engaged with new NE Asia UKTI group and via these in closer dialogue with UKTI London. Informal link v AT creative. RISK: post remains 'isolated' due to geographic location.

survey results discussed with all staff (Feb 2015). 2015 L & D plan designed to address the causes of the (few) weaker survey score management, Good Line Manager training for all staff set for Oct. Well-planned and designed strategy development/team bu analysis further engages staff, breaks down barriers and value of diversity better understood. Local training launched (politics/t aring. RISKS: change of staff and systems sees dip in Staff Survey results this year.

Overall Progress (max 250 words)

ntinues to deliver on a wide-range of challenging outcomes despite serious internal and external economic/political turbulence. ase II/BG Group signing, unblocking £ms in UK contracts, effective political lobbying e.g. to attend ATT CSP1, successful GREAT e at the highest levels (e.g. RT-PM letters; only mention by UKTI CEO at his HOMs breakfast: as an e.g. of a HOM/Embassy grasping in. An increased CBP focus, greater cross-team working and more empowerment for staff at all levels means embassy is begin ditional resources (new comms team, delivery of GREAT campaign, increased political reporting and an increased and more strat ial Relations Section 27 (1a) Bilateral Relations]. [PERSONAL INFORMATION section 40 (2), (3)]

f Outcomes and a brief explanation for

on of UK interests abroad Section 27 (1a,b,c,d) ; Commercial Interests -

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udget. Increased consular outreach significantly increased embassy
onsul, 0.15 Vice-Consul) this can be difficult to manage. Pro-consul
all team unable to handle sustained increase in Consular cases/breadth

Section 27 (1a,b,c,d)]

EST signs MOU with UB City for GCF/Climate platform (July) [REDACTED - RELATIONS Section 43(2)]

vider channels (e.g. HMA CSW blog) increases awareness. More to be identified/delivered

teral Relations] Measures taken to address LE pay budget strain. Small all-staff training implemented. New systems to improve compliance s-embassy deliverables to increase impact starting to bear fruit. RISKS: **tion 27(1a) Bilateral relations]**

s maximum)

i of London priorities, landscape inc. focus at with Turkish UKTI network started. Visit by HK-

res. L & D needs assessment andilding Away Day held in Aug, including DISC budget) and increase in internal mentoring

Significant success across the outcomes - vents e.g. Hamlet (attracting VVIP praise) - g the T&I agenda). Significant UKB turn-over ning to be able to deliver much more :egic Prosperity focus). [REDACTED -