



CONTRIBUTION TO THE ACHIEVEMENT OF THE SUSTAINABLE DEVELOPMENT GOALS

The Company supports the global United Nations 2030 Agenda for Sustainable Development and aligns its operations with the UN Sustainable Development Goals (SDGs).

Kazakhtelecom JSC acknowledges the importance of all 17 SDGs and highlights nine key Goals that are especially relevant to the telecommunications sector, the Company’s specific operations, and the implementation of its Strategic Growth Areas.

PRIORITY UN SUSTAINABLE DEVELOPMENT GOALS

PREFERRED BRAND	DIGITAL PLATFORM	EFFICIENT ORGANIZATION
11 SUSTAINABLE CITIES AND COMMUNITIES SDG 11 Make cities and human settlements inclusive, safe, resilient and sustainable.	10 REDUCED INEQUALITIES SDG 10 Reduce inequality within and among countries.	4 QUALITY EDUCATION SDG 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
15 LIFE ON LAND SDG 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION SDG 12 Ensure sustainable consumption and production patterns.	8 DECENT WORK AND ECONOMIC GROWTH SDG 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
17 PARTNERSHIPS FOR THE GOALS SDG 17 Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.	16 PEACE, JUSTICE AND STRONG INSTITUTIONS SDG 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE SDG 9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.



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UN SDG	Relevant SDG Target	Projects, Initiatives, and Activities of Kazakhtelecom JSC	2024 Results
4 QUALITY EDUCATION  Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	› Operation of the Corporate University of Kazakhtelecom JSC aimed at cooperating with educational institutions and providing opportunities for student internships within the Company. › Training programs in the following areas: Leadership Academy, EX Academy, HSE&ESG Academy, Service and Sales Academy, Technical Academy, IT Academy, Qazaq & English Academy, Finance Academy, Jas Academy.	› 39,732 learners trained in 2024. › Average number of training hours per employee – 30.80.
8 DECENT WORK AND ECONOMIC GROWTH  Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation.	› Continuous improvement of network infrastructure. › Development of innovation and new businesses: 5G, IoT, Smart City, product labeling, etc. › Technical development and network support.	› Over 91,000 km of fiber optic network coverage. › GPON network modernization in Almaty and Karaganda through replacement of outdated station equipment.
	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	› Implementation of the Human Rights Policy, Equal Opportunity, Inclusion and Diversity Policy, and Community Engagement Policy. › Provision of social support for employees, including under the Collective Agreement.	› 92% of employees covered by the Collective Agreement. › Over KZT 300 million in total social payments under the “Demeu” program.



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9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	9.1 Develop quality, reliable, sustainable and resilient infrastructure to support economic development and human well-being, with a focus on affordable and equitable access for all.	9.1 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation › Implementation of the “Tazartu” program to modernize network infrastructure. › Implementation of the “SAPA+” program aimed at upgrading user routers to improve service quality; › Development of the FTTx broadband network; modernization of GPON; connecting rural settlements.	9.1 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation › 70,000 subscribers migrated to modern optical communication lines. › Modems replaced for 50,000 clients with upgraded equipment. › Connection opportunities created for 49,780 apartments in MABs, 2,341 in private homes; 110 Wi-Fi stations in 104 villages; 6,500 new users.
		9.2 Significantly increase access to ICT and strive to provide universal and affordable access to the Internet in least developed countries.	9.2 Significantly increase access to ICT and strive to provide universal and affordable access to the Internet in least developed countries. › Construction and expansion of optical networks in major cities across Kazakhstan to ensure broadband internet access.	9.2 Significantly increase access to ICT and strive to provide universal and affordable access to the Internet in least developed countries. › 28 FOCL segments constructed with a total length of 129 km to connect mobile base stations. › Internet access speed upgraded from 10 to 50 Mbps in 891 rural schools.
10 REDUCED INEQUALITIES 	Reduce inequality within and among countries	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices.	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices. › Implementation of the “Supporting Women in Regions” program aimed at enhancing the knowledge and competencies of the Company’s female personnel. › Enforcement of the Equal Opportunity, Inclusion and Diversity Policy.	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices. › Women make up 14% of the Management Board.



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11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities and human settlements inclusive, safe, resilient and sustainable	11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management.	› In response to large-scale natural floods, Kazakhtelecom JSC waived service fees and debts for subscribers affected by the floods. › Provision of subsidized internet and voice services; expansion of digital accessibility.	› KZT 1 billion donated by Kazakhtelecom JSC to support flood-affected citizens. › Social tariff introduced for people with special needs.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	12.2 By 2030, achieve the sustainable management and efficient use of natural resources.	› Implementation of energy consumption reduction measures; › Implementation of the Kazakhtelecom JSC Low-Carbon Development Program for 2022–2032.	› Climate risks and opportunities assessment conducted.
		12.6 Encourage companies to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	› Adoption of sustainability principles and values; › Publication of the Annual Sustainability Report in compliance with GRI Standards; › Implementation of the ESG Development Roadmap at Kazakhtelecom JSC.	› Climate Risk and Opportunity Report published as part of the ESG strategy. › Over 90 ESG initiatives of the Roadmap implemented in 2024.
15 LIFE ON LAND	Protection, restoration and sustainable use of terrestrial ecosystems, sustainable forest management, combating desertification, halting and reversing land degradation and halting biodiversity loss	15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.	› Implementation of land reclamation activities following network construction; › Implementation of activities in accordance with the Biodiversity and Land Resources Management Guide; › Assessment of current activities related to biodiversity in the Company’s areas of operation.	› In 2023–2024, Kazakhtelecom JSC conducted an assessment and monitoring of the impact of its activities on biodiversity, land and water resources, ambient air, and physical impact in its areas of presence.



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16 PEACE, JUSTICE AND STRONG INSTITUTIONS Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	16.5 Substantially reduce corruption and bribery in all their forms.	› Implementation of the Anti-Corruption Policy; › Regular anti-corruption training sessions for employees; › Internal analysis of corruption risks.	› 100% of employees and members of key corporate governance bodies have been informed about anti-corruption policies and practices; › Corruption risk assessments were conducted in 75% of business units evaluated.
17 PARTNERSHIPS FOR THE GOALS Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	17.6 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of the Sustainable Development Goals in all countries, particularly developing countries. 17.7 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.	› Engagement with legislative and executive authorities, civil society institutions, local communities, and business communities; › Participation in international and national associations; › Membership in working groups, specialized committees of government bodies and associations.	› Participation in the international conference “Europe 2024 GCCM” and in the “CC-Global Awards 2024” ceremony; › Organization of the Carrier Meeting ahead of the seventh annual GCCM CIS 2024 Almaty conference to strengthen partnerships with telecom operators from near and far abroad.