MAIN RESULTS OF CRMS AND IC DEVELOPMENT ACTIVITIES IN 2024

| CRMS and IC development activities | Result |
| --- | --- |
| Development of risk assessment apparatus using econom-ic-mathematical models and expert opinions | › Quantitative risk assessment models were developed for selected risks;<br>› The Methodology for Risk Assessment of Investment Projects was updated. |
| Improvement and maintenance of the Internal Control System | › The Guarantee Map of Kazakhtelecom JSC was updated;<br>› Level 3 business process classifiers were developed in line with TMForum recommendations. |

## AREAS OF DEVELOPMENT OF THE CRMS AND IC

In the context of an unpredictable business environment where we face new challenges and high volatility, we recognise the need to continuously improve our risk management model and internal controls. We have clearly defined our objectives and direction based on fundamental concepts and standards. We are active to implement improvements and recognise where we are going and how to achieve our risk management and internal controls objectives.

Based on the following criteria:

- Corporate Governance and Culture;
- Strategy and goal setting;
- Operational Effectiveness;
- Monitoring and implementation of change;
- Information, communication and reporting;
- Control procedures.

# INTERNAL AUDIT

**The Internal Audit Service (hereinafter – IAS) is a body of the Company's Board of Directors that ensures the organisation and implementation of internal audit in the Company, directly subordinated and accountable to the Board of Directors and supervised by the Audit and Sustainable Development Committee.**

The IAS operates in accordance with the Regulations on the Internal Audit Service and the Annual Audit Plans of Kazakhtelecom JSC.

In its activities, the Service is guided by the principles of independence, objectivity, competence, and professional attitude to work, as well as by quality standards and the standards of internal auditors' activities established by the International Standards for the Professional Practice of Internal Auditing of the Institute of Internal Auditors. In accordance with Standard 7.1 (Organisational Independence), the IAS complies with organisational independence.

As part of its core activities in 2024, in accordance with the Annual Audit Plan and the instructions of the Board of Directors, the Service carried out 15 audit events; the plan was fulfilled by 107%.

Based on the results of an independent external assessment of the IAS activities conducted by KPMG, it was confirmed that the IAS activities comply with the requirements of the International Standards for the Professional Practice of Internal Auditing in all material aspects. According to the assessment of compliance with the Standards' requirements, the IAS compliance rate made up 98%.