



MESSAGE OF THE CHAIRMAN OF THE MANAGEMENT BOARD

GRI 2-22

**B. MUSSIN**Chairman of the Management Board
of Kazakhtelecom JSC

Dear shareholders, colleagues, customers and partners!

The 2024 was a period of comprehensive operational implementation of strategic initiatives for Kazakhtelecom JSC. The primary objectives of the Management Board were to ensure the stability of the Company's technological platform, improve service quality, and monitor the execution of large-scale projects amid increased infrastructure load.

Special focus in 2024 was placed on the practical execution of the Company's key technological initiatives. As part of a large-scale program aimed at improving customer service quality, we launched a mass upgrade of user equipment, migrated tens of thousands of subscribers to optical solutions, and expanded infrastructure in a number of cities and rural areas. Significant attention was also given to logistics reliability, the quality of technical support, and coordination between branches and the central office.

In parallel, we strengthened our focus on digital products and technological independence: throughout the year, Kazakhtelecom introduced a range of proprietary cloud solutions tailored to the needs of businesses and public organizations. Coordination was ensured for the Company's participation in the international project to build the Trans-Caspian fiber-optic communication line, while domestically, we launched the innovation and startup support ecosystem – Activation Hub. These initiatives became key elements of our operational agenda and laid the groundwork for future development.

A major priority for the Company remained the implementation of the ESG agenda. We consistently developed responsible governance practices, integrated environmental sustainability principles, and enhanced our focus on social responsibility. In 2024, Kazakhtelecom continued its programs to reduce carbon emissions, expanded gender equality initiatives, improved occupational safety, and promoted digital inclusion. We provided high-speed internet access in remote villages and carried out projects to support vulnerable population groups. Special attention was paid to climate risk management – in 2024, we conducted a comprehensive assessment and an environmental audit of our production activities. Our maturity in sustainability was recognized through an international ESG assessment by S&P Global, in which we scored 50 out of 100 points under the CSA methodology. ESG principles have become an integral part of our strategy and operational model.

Work in 2024 was accompanied by both external challenges and internal tasks. We strengthened management oversight, optimized processes, and continued the implementation of new approaches to customer data and IT infrastructure. Internal programs were carried out to support staff development, improve qualifications, and enhance workplace safety.

Our greatest asset remains our team. It was the coordinated work of thousands of our employees

that made it possible to achieve our goals. On behalf of the Management Board, I would like to thank each employee for their contribution, and extend my appreciation to our customers, shareholders, and partners for their trust and cooperation.

In 2025, we will continue our course toward the development of telecommunications infrastructure, digital solutions, and operational resilience, maintaining a strong focus on service quality, system reliability, and internal process efficiency.