



## RESPECT FOR HUMAN RIGHTS AND EQUAL OPPORTUNITIES



### MANAGEMENT APPROACH

#### GRI 3-3, 406-1

Kazakhtelecom JSC is committed to protecting and upholding human rights, creating equal opportunities for all employees, and preventing conditions that may lead to gender inequality or any form of discrimination.

The Company informs employees, contractors, and other stakeholders about its policies and principles of good faith business conduct.

Kazakhtelecom JSC views the protection of human rights and the provision of equal opportunities as an integral part of its operations. The foundation of this work is laid out in the following key documents:

- › Human Rights Policy
- › Policy on Equal Opportunities, Inclusivity, and Diversity.



These Policies are available on the Company's website [telecom.kz](https://telecom.kz) in the "Sustainable Development" section, under the "Human Rights and Equal Opportunities" subsection.

### PROTECTION AND PROMOTION OF HUMAN RIGHTS

#### GRI 2-23

The Policy sets forth the principles that guide the Company in upholding human rights at all stages of its operations.

Key principles of the Human Rights Policy include:

- › The Company complies with the legislation of the Republic of Kazakhstan, as well as with international human rights norms and standards, including the Universal Declaration of Human Rights adopted by the UN General Assembly, the UN Global Compact, and the ILO Declaration on Fundamental Principles and Rights at Work.
- › The Company believes that all individuals are free and equal in dignity and rights, regardless of gender, race, skin color, nationality, language, origin, age, place of residence, religious beliefs, personal convictions, membership or non-membership in public associations or social groups, property or family status, social or professional standing, or any other factors not related to professional qualities.
- › The Company does not tolerate any form of discrimination or violation of human dignity, nor any physical or psychological violence in the workplace.

- › The Company opposes forced labor, child labor, and human trafficking.
- › The Company ensures the protection of human dignity and the inviolability of private life.
- › The Company adheres to the principle of zero tolerance for corruption.
- › The Company strives to develop a human rights risk management procedure in line with international best practices.

- › The Company aims to identify and prevent any adverse human rights impacts within its operations.
- › The Human Rights Policy applies to Kazakhtelecom JSC employees, shareholders, clients, and other stakeholders.

The Company's Human Rights Policy applies to Kazakhtelecom JSC employees, shareholders, clients, and other stakeholders.



## EQUAL OPPORTUNITIES

The Company continues to implement the “Policy on Equal Opportunities, Inclusivity, and Diversity,” which is aimed at promoting practices of equality, inclusivity, and diversity, considering individual characteristics, and preventing discrimination at all levels of employment. The Policy aligns with international best practices and standards and complies with the legislation of the Republic of Kazakhstan.

Key principles of the Policy include:

- › Compliance with the legislation of the Republic of Kazakhstan and adherence to the principles set forth in the Equal Remuneration Convention (Convention No. 100) and the 1958 Discrimination (Employment and Occupation) Convention (Convention No. 111).

- › Ensuring equal opportunities, inclusivity, and diversity for all employees.
- › Providing employees with social guarantees in accordance with the legislation of the Republic of Kazakhstan.
- › Cultivating a corporate culture based on mutual respect, free of social biases and cultural barriers.
- › Providing a decent, safe, and comfortable working environment in which every employee feels respected, accepted, and heard, and is empowered and entitled to fulfill their job responsibilities.
- › Encouraging transparency in labor relations and supporting employee development and career building through assistance and opportunities for professional growth.
- › Promoting team diversity and supporting diversity development initiatives, including prioritizing the hiring of local candidates and implementing targeted hiring programs.

The Policy applies to Kazakhtelecom JSC employees, shareholders, clients, and other stakeholders.

The Company ensures equal opportunities for employees in selection, recruitment, assessment, promotion, development, training, and compensation processes.

A collective agreement is in force at the Company, based on the principles of social partnership, fostering cooperation between employees and the Company. The agreement is aimed at improving work efficiency and protecting employees’ social and labor interests. It outlines the general positions of the parties regarding the regulation of labor relations, remuneration, employment, social guarantees, and benefits. The Company participates in negotiations on drafting, amending, and supplementing the collective agreement, observes negotiation deadlines, ensures the operation of joint commissions, and provides the information necessary for the negotiation process. The Company strictly complies with the terms of the collective agreement. In accordance with labor law, every employee has the right to participate in collective bargaining through their representatives and to review the signed agreement.

Kazakhtelecom JSC ensures equal pay regardless of position or gender. The Company’s average monthly wage is not dependent on job title and is determined in accordance with the Company’s compensation rules. More information about the Company’s compensation approach and key 2023 results can be found in the “Employee Relations” section.

### GRI 406-1

The Company monitors the prevention of discrimination on any grounds and ensures a fair and equitable approach to compensation. No incidents of discrimination were recorded at Kazakhtelecom JSC during the reporting period.

As part of key national and corporate initiatives on human rights and gender equality, Samruk-Kazyna JSC is initiating the development of a 2025 Action Plan aimed at upholding human rights and promoting equal opportunities, including for Kazakhtelecom JSC.

This Plan will serve as a logical continuation of a number of strategic documents, including the Human Rights Action Plan, the Equal Rights and Opportunities Plan for Men and Women, as well as the Action Plan for the 2025 Year of Skilled Trades.

In addition, within the framework of the memorandum between Samruk-Kazyna JSC and the United Nations Development Programme, the Managing Directors for Social and Labor Relations of portfolio companies signed Declarations of Intent confirming their commitment to the principles of human rights and gender equality. The Plan under development will be mandatory for implementation by all Portfolio Companies of the Fund, including Kazakhtelecom JSC, and will form the foundation for consistent and systematic work in this area across the entire group.

