



RISK-BASED APPROACH TO SUSTAINABLE DEVELOPMENT

Kazakhtelecom JSC conducts annual assessments of sustainability-related risks and opportunities. The assessment process includes an analysis of ESG factor impacts on internal and external stakeholders.

KEY IMPACTS, RISKS, AND OPPORTUNITIES (SWOT ANALYSIS) OF KAZAKHTELECOM JSC IN SUSTAINABLE DEVELOPMENT

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS
Economic Aspect › Innovation and technological advancement; › Local economic growth. Social Aspect › Dynamic Company development; › Urbanization growth. Environmental Aspect › Growing relevance of environmental pollution and natural resource depletion issues.	Economic Aspect › Slowing global economic growth; › Potential political instability; › Potential economic crisis due to the pandemic. Social Aspect › Customer dissatisfaction due to ICT service disruptions; › Intensifying competition. Environmental Aspect › Natural resource depletion; › Climate change; › Environmental pollution; › Global consumption growth.	Economic Aspect › Market coverage expansion; › Development of new technologies for business and government; › Growing demand for ICT services due to the pandemic. Social Aspect › Smart home technology solutions; › Advantages of cloud storage for the public; › Enhancing education and healthcare through ICT. Environmental Aspect › Adoption of sustainable development principles; › Greening of industries.	Economic Aspect › Changes in governance structures; › Political tensions, cyberattacks. Social Aspect › Geopolitical risks; › Social vulnerabilities including strikes and protests. Environmental Aspect › Increase in local environmental issues; › Stricter environmental regulations.