



STRATEGIC ESG GOALS

Strategic priorities of Kazakhtelecom JSC in sustainable development:

- › Integration of innovative infocommunication technologies and improving service quality to enhance population well-being;
- › Ensuring sustainable and inclusive economic growth;
- › Reducing environmental impact through improved energy efficiency and rational use of natural resources;
- › Creating a safe, inclusive, and motivating working environment that fosters employee development and well-being.

To implement key ESG initiatives, the ESG Development Roadmap of Kazakhtelecom JSC is updated annually. In 2024, over 90 activities were carried out under the Roadmap, aimed at improving corporate governance, reducing environmental impact, enhancing social responsibility, and increasing operational transparency.

KEY ESG INITIATIVES OF THE COMPANY



ENVIRONMENTAL ASPECT

- › Assessment and reduction of energy consumption in operations to improve energy efficiency;
- › Setting targets to reduce GHG and pollutant emissions in line with international standards; investing in greenhouse gas offset projects;
- › Waste management.

SOCIAL ASPECT

- › Strengthening data protection and client confidentiality; ensuring accessibility of telecommunications services for all, including people with disabilities;
- › Implementing diversity and inclusion programs in the workplace;
- › Providing opportunities for training and career development;
- › Promoting health and safety of employees;
- › Supporting local communities through CSR initiatives.

GOVERNANCE ASPECT

- › Ensuring an inclusive and independent Board of Directors;
- › Developing robust anti-corruption policies and procedures; promoting ethical business conduct;
- › Managing, identifying, and mitigating ESG-related risks.



ENVIRONMENTAL ASPECT

Reduction of energy consumption, equipment modernization, waste management, and launching low-carbon initiatives.



SOCIAL ASPECT

Occupational safety, development of an inclusive environment, employee training, and community engagement.



GOVERNANCE ASPECT

Development of anti-corruption practices, integration of ESG risks into management, and enhancing corporate governance efficiency.

KEY PERFORMANCE INDICATOR RESULTS FOR 2024

GRI 403-9, 401-1

ENVIRONMENTAL ASPECT⁶

0%

Reduction of lighting system energy consumption through energy-saving bulbs

0%

Reduction of lighting system energy consumption through motion sensors

0%

Reduction of PC energy consumption through sleep mode and shutdown

0%

Reduction of energy consumption through transition from copper to fiber-optic lines

SOCIAL ASPECT

84%

NPS (Net Promoter Score) – Consumer loyalty index

68%

SRS Index

38%

Internal user satisfaction (ENPS)

0.19

LTIF

GOVERNANCE ASPECT

14%

Share of women on the Board of Directors and Executive Body

0.05%

Reduction of employee turnover to 5%

ISO 37001 certification

In 2024, Kazakhtelecom JSC successfully passed the certification assessment and obtained a Certificate of Compliance with ST RK ISO 37001.

Annual corruption risk assessment across all departments where corruption risks may arise

75% of structural units were assessed for corruption-related risks

ESG (climate) risk identification

In 2024, qualitative and quantitative assessments of climate risks and opportunities were conducted.

⁶ These activities were implemented in 2023.