MISSION OF KAZAKHTELECOM JSC

Formation of a long-term ESG agenda at the level of a leading telecommunications company, exerting minimal impact on the environment. The Company's scope of activity is aimed at the primary improvement of social security, without limiting economic growth.

SUSTAINABLE DEVELOPMENT MANAGEMENT STRUCTURE

GRI 2-9, GRI 2-12, GRI 2-13, GRI 2-14

The Company is consistently developing its sustainable development management system, ensuring its integration at all levels of corporate governance. The ESG agenda remains a constant area of focus for the Board of Directors, which approves relevant policies, monitors the implementation of initiatives, and ensures strategic alignment of the Company's activities with sustainability principles.

The Board of Directors:

- defines the Company's strategy and key areas of activity in the field of sustainable development;
- reviews and approves sustainability reporting;
- oversees the integration of sustainability principles into the Company's operations;
- manages sustainability-related risks, including climate risks.

The Board of Directors regularly (annually and quarterly) receives reports on the Company's performance in the field of sustainable development.

To ensure a more systematic approach to these matters, the Audit and Sustainable Development Committee has been established and operates at Kazakhtelecom JSC. Its functions related to the oversight of sustainability include:

- preliminary approval of the Company's Annual Report in terms of the quality of disclosed non-financial information;
- developing recommendations for the Board of Directors on sustainability-related topics and the implementation of ESG and low-carbon development principles;
- overseeing the transformation of business processes in line with sustainability principles, ethical conduct, and responsible investment;
- recommending to the Board of Directors the approval of new and the evaluation of existing sustainability policies, plans, and programs, as well as priority projects, key actions, and initiatives;
- reviewing issues related to low-carbon development and carbon footprint management, including potential risks and constraints posed by the global climate agenda;
- providing recommendations to the Board of Directors regarding alignment of the Company's activities, corporate reporting, and documentation with the requirements of international sustainability ratings, and monitoring implementation of measures to improve the Company's performance in such ratings;
- monitoring the quality of the Company's public sustainability disclosures.

GRI 2-13

The unit responsible for sustainability management at Kazakhtelecom JSC is the Department of Corporate Governance and Sustainable Development. The Department regularly conducts an inventory of internal regulatory documents, policies, practices, and internal control systems, as well as identifies and manages sustainability risks. At least semi-annually, the Department submits sustainability-related matters to the Audit and Sustainable Development Committee for review, including approval of new documents, performance reporting, and other significant topics.

Implementation of sustainability principles, adoption of policies and standards, and accurate disclosure of information are supervised by the Chairman of the Management Board and General Directors of branches, in line with the Company's action plan. Oversight of ESG goal achievement and key performance indicators is entrusted to the Chief Administrative Officer. Internal communications on ethics and standards compliance are handled by the Compliance Officer/Head of the Compliance Service, while external communications with the public fall under the responsibility of the Press Secretary.

Structural units responsible for human resource management, occupational safety, industrial safety, and environmental protection implement specific elements of the ESG agenda, initiate and coordinate sustainable development projects, and contribute to the achievement of the Sustainable Development Goals. The Head Office of Kazakhtelecom JSC oversees the implementation and results of these initiatives.