

4.1.3. Strategic goals in the area of ESG

Strategic directions of Kazakhtelecom JSC in the area of sustainable development:

- introduction of innovative infocommunications technologies and the enhancement of the quality of the services provided to improve the quality of life of the population;
- ensuring sustainable and inclusive economic growth;
- reduction of the negative impact on the environment through the enhancement of energy efficiency and rational use of nature;
- creation of a safe, inclusive and motivating working environment, contributing to the development and well-being of employees.

Table 11. Key initiatives of the Company in the area of ESG

The diagram illustrates the three pillars of ESG (Environmental, Social, and Governance) in a horizontal layout. At the top, three blue rounded rectangular boxes are connected by a horizontal line. The first box on the left is labeled 'Environmental aspect' and contains a white circular icon with a green leaf. The middle box is labeled 'Social aspect' and contains a white circular icon with three stylized human figures. The third box on the right is labeled 'Corporate governance aspect' and contains a white circular icon with three vertical bars of varying heights. Below each box, the pillar name is repeated in a smaller font: 'Environmental', 'Social', and 'Governance'. Under each pillar name, a vertical blue line with circular markers at the top and bottom contains a list of specific initiatives. The 'Environmental' pillar lists six items, the 'Social' pillar lists five, and the 'Governance' pillar lists three.

Environmental aspect	Social aspect	Corporate governance aspect
Environmental	Social	Governance
- sustainable development management; - setting of targets for the reduction of GHG and air pollutant emissions in accordance with international standards; - investing in projects for the compensation of greenhouse gas emissions; - waste management; - water resources management; - biodiversity and reclamation.	- strengthening of measures for the protection of client data and confidentiality; ensuring the accessibility of telecommunication services for all, including persons with disabilities; - implementation of programmes for ensuring diversity and inclusivity in the workplace; - provision of opportunities for training and career growth; - strengthening the health and safety of employees; - support for local communities through CSR initiatives.	- formation of an inclusive and independent composition of the Board of Directors; - development of strict anti-corruption policies and procedures; - dissemination of ethical business conduct and behaviour in the organization; - management, identification and reduction of ESG-related risks.

For the implementation of key ESG initiatives, at the Company a Roadmap on the development of ESG practices of Kazakhtelecom JSC is annually formed and updated. In total during 2025, within the framework of the Roadmap, more than 49 measures aimed at the improvement of corporate governance, the reduction of environmental impact, the development of social responsibility and the enhancement of the transparency of activities were implemented.

Environmental aspect

Reduction of energy consumption, modernization of equipment, waste management and the launch of initiatives on low-carbon development.

Social aspect

Occupational health, the development of an inclusive environment, the training of employees and interaction with local communities.

Corporate governance

The development of anti-corruption practices, the strengthening of the role of ESG risks in management and the enhancement of the efficiency of corporate governance.

Table 12. Status of fulfilment of key measures of the Roadmap on the development of ESG practices of Kazakhtelecom JSC for 2025-2032

GRI 403-9, 401-1

Environmental aspect*

-5.12%

Reduction of energy consumption of lighting systems as a result of the use of energy-saving lamps

-1.8%

Reduction of energy consumption of lighting systems as a result of the introduction of motion sensors

-2.09%

Reduction of energy consumption of personal computers as a result of switching PCs to sleep mode and full shutdown

-20%

Reduction of energy consumption as a result of switching copper networks to fibre-optic communication lines

Social aspect

83%

NPS (Net Promoter Score) –Consumer Loyalty Index

59%

SRS Index

90%

Internal user satisfaction (eNPS)

0.07

LTIF

Corporate governance

14%

Share of women in the Executive Body

Obtaining ISO 37001 certification

In 2025, Kazakhtelecom JSC successfully passed the first inspection audit of the anti-bribery management system for compliance with the requirements of ST RK ISO 37001-2017, conducted by an accredited conformity assessment body. Based on the results of the audit, the effectiveness of the system was confirmed, and the conformity certificate is valid until 23 December 2027.

Annual assessment of corruption risks in all departments and divisions in which there is a probability of corruption offences arising

Share of structural divisions in respect of which corruption-related risk assessment was conducted –75%

Reduction of employee turnover to 5%

In progress, reduction achieved since 2024

Conducting identification of ESG (climate-related) risks

In 2024, work was conducted on the qualitative and quantitative assessment of climate-related risks and opportunities.

* for 2025, the planned reduction was not achieved. Within the framework of the energy audit, a Plan of corrective measures for 2026 was developed. The achievement of environmental indicators is on the way to the fulfilment of the target values set for 2032.