

4.1.4. Risk-oriented approach in the area of sustainable development

Risks and opportunities in the area of sustainable development are annually assessed at the Company. The assessment of risks is conducted on the basis of a systemic approach to sustainable development and includes the analysis of the impact of ESG factors for internal and external stakeholders.

ESG risks are taken into account in the corporate management system and included in the risk register of Kazakhtelecom JSC. The Company has identified the following risks under the E, S and G aspects:

Table 13. ESG risks

Environmental ● C-22 — Environmental/climate-related risk	E
Social ● O-16.3 — Increase in social tension ● O-16.4 — Occupational injuries ● O-20.1 — Non-compliance with fire safety requirements/Occurrence of fires ● C-31 — Risk of non-competitive ICT solutions/services	S
Governance ● P-11.2 — Presence of corrupt actions ● P-11.3 — Non-compliance with the code of ethics ● O-15 — Information security breach	G

4.1.5. Contribution to the achievement of sustainable development goals

The Company supports the UN global 2030 Agenda for Sustainable Development and shares the UN Sustainable Development Goals (SDGs).

Kazakhtelecom JSC recognises the significance of all seventeen Sustainable Development Goals and singles out nine key goals that are particularly relevant for the telecommunications sector, the specifics of the Company's activities and the fulfilment of the Strategic directions of the Company's growth.

Table 14. Priority Sustainable Development Goals of the UN

Brand of first choice	Digital platform	Effective organization
11 SUSTAINABLE CITIES AND COMMUNITIES Make cities and human settlements inclusive, safe, resilient and sustainable	10 REDUCED INEQUALITIES Reduction of inequality within and between countries	4 QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
15 LIFE ON LAND Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	12 RESPONSIBLE CONSUMPTION AND PRODUCTION Ensure sustainable consumption and production patterns	8 DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
17 PARTNERSHIPS FOR THE GOALS Strengthening of the means of implementation and revitalisation of the work under the Global Partnership for Sustainable Development	16 PEACE, JUSTICE AND STRONG INSTITUTIONS Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation