

### 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

|                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Environmental</div> <div><div>E</div></div> <div><ul style="list-style-type: none"><li>● C-22 — Environmental/climate-related risk</li></ul></div>                                                                                                                                                                                 |
| <div>Social</div> <div><div>S</div></div> <div><ul style="list-style-type: none"><li>● O-16.3 — Increase in social tension</li><li>● O-16.4 — Occupational injuries</li><li>● O-20.1 — Non-compliance with fire safety requirements/Occurrence of fires</li><li>● C-31 — Risk of non-competitive ICT solutions/services</li></ul></div> |
| <div>Governance</div> <div><div>G</div></div> <div><ul style="list-style-type: none"><li>● P-11.2 — Presence of corrupt actions</li><li>● P-11.3 — Non-compliance with the code of ethics</li><li>● O-15 — Information security breach</li></ul></div>                                                                                  |

### 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

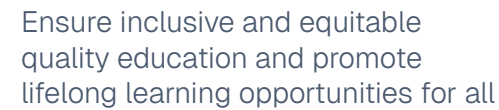
| Brand of first choice                                                                                                                                                                                                                                   | Digital platform                                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

## UN SDG

## Relevant SDG targets

## Projects, initiatives and measures implemented by Kazakhtelecom JSC

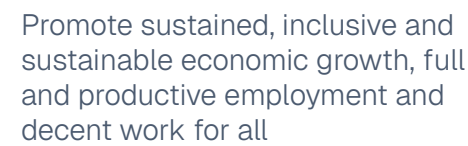
## Results for 2025



**4.4** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

- Corporate university, Leadership academy, EX academy, HSE&ESG academy, Service and Sales Academy, Technical Academy, IT Academy, Qazaq&English academy, Financial Academy programmes.
- Development of digital and AI competencies of employees, training jointly with UC Berkeley, technical courses on Cisco, C#, machine learning and AI, training of engineering and technical teams on the GPU cluster.
- Internships, work placements, master-classes, guest lectures and career-orientation events for students of specialised universities and colleges.
- Connection of educational institutions to high-speed internet, development of digital infrastructure of schools, SmartED Seminar 2.0.

- In 2025, 69,606 trainees underwent training, with a total volume of training of 579,415 hours and an average number of training hours per employee of 32.59 hours.
- More than 80 employees underwent training in AI and digital transformation jointly with UC Berkeley; 50 ODS employees completed technical courses in digital and AI areas.
- 470 students of specialised universities and colleges completed work placements and internships at the Company in 2025.
- In 2025, the Company connected 524 schools to high-speed internet, while operational divisions additionally connected 156 educational institutions to FOCL.



**8.2** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.

- Al-Farabium GPU cluster, development of computing capacities for AI solutions, provision of GPU resources to B2B and B2G clients.
- Development of the Big Data platform, SKAI DATA DWH/ETL/BI, “Data Factory”, OFD Categoriser, TV+ analytical platform.
- Digitalization of client processes, Full Digital, TelecomKz mobile application, automation of requests and client scenarios.

- A GPU cluster based on NVIDIA H200 with a performance of 26.8 PFLOPS FP64 and more than 1.5 EFLOPS FP8 was put into operation; the cluster took 103rd place in the TOP-500 ranking.
- Data marts, management dashboards and analytical solutions were created for business divisions; the data are used for client segmentation, anti-fraud, targeting, product analytics and monetisation.
- The share of clients in 2025 using online services and digital sales channels reached 72.2%, the share of revenue via digital channels –36%.

**8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

- Implementation of the Human Rights Policy, the Equal Opportunities, Inclusivity and Diversity Policy, the Local Community Engagement Policy.
- Provision of social support to employees, including measures provided for by the Collective Agreement.

- The Company affirms its commitments to the prevention of discrimination, physical and psychological violence in the workplace, forced labour and child labour, human trafficking, and also strives to develop the human rights risk management procedure in accordance with international best practices.
- An updated Collective Agreement was signed, which covers 94% of the Company's employees. In accordance with it, life insurance, medical services, parental leave and pension programmes are provided to employees regardless of the nature of their employment.





Table 15. Contribution to the achievement of the Sustainable Development Goals of the UN

| UN SDG                                                                             |                                                                                                                                                                                              | Relevant SDG targets                                                                                                                                                                                                                                       | Projects, initiatives and measures implemented by Kazakhtelecom JSC                                                                                                                                                                                                                                           | Results for 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | Ensure sustainable consumption and production patterns                                                                                                                                       | <b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.                                                                                                                                                            | <ul style="list-style-type: none"><li>Formalisation and definition of the Company's approaches to the sustainable use of resources and waste recycling.</li></ul>                                                                                                                                             | <ul style="list-style-type: none"><li>In 2025, the Company developed and approved the Water Resources Management Programme and the Production and Consumption Waste Management Programme.</li><li>In 2025, more than 258 tonnes of obsolete cables were dismantled; under the FTTH project, it is planned to release around 7.7 thousand tonnes of copper cable.</li><li>In 2025, 92.6 tonnes of waste were recycled; decommissioned telecommunication equipment and cable scrap are transferred to specialised organizations for storage and recycling.</li></ul> |
|                                                                                    |                                                                                                                                                                                              | <b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.                                                                      | <ul style="list-style-type: none"><li>Implementation of the Roadmap for the Development of ESG Practices at Kazakhtelecom JSC.</li><li>Setting of targets for e-waste, storage batteries, cables and office waste.</li></ul>                                                                                  | <ul style="list-style-type: none"><li>Implementation of 49 measures of the Roadmap for the Development of ESG Practices in 2025.</li><li>The Programme establishes target and interim indicators until 2032 for the share of recycled e-waste, the number of items of equipment for reuse and the reduction of the storage period of decommissioned equipment.</li></ul>                                                                                                                                                                                           |
|  | Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss | <b>15.1</b> Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements. | <ul style="list-style-type: none"><li>Conduct of land reclamation measures following network construction.</li><li>Conduct of measures in accordance with the Biodiversity and Land Resources Management Guidelines.</li><li>Participation in the nationwide environmental campaign Taza Qazaqstan.</li></ul> | <ul style="list-style-type: none"><li>In 2023–2024, the assessment and monitoring of the impact of Kazakhtelecom JSC's activities on biodiversity, land and water resources, atmospheric air, and physical impact in the locations of presence was carried out.</li><li>As part of Taza Qazaqstan, environmental events were held in Astana and Almaty, a children's drawing competition, an eco-fair, a competition of installations from secondary materials; 75 thousand trees were planted together with school pupils.</li></ul>                              |

Table 15. Contribution to the achievement of the Sustainable Development Goals of the UN

| UN SDG                                                                                                                                                                |                                                                                                                                                                                   | Relevant SDG targets                                                                                                                                                                                                                                                                                                            | Projects, initiatives and measures implemented by Kazakhtelecom JSC                                                                                                                                                                                                                                                                                               | Results for 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <div><div>16</div><div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div></div></div> | Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels | <b>16.5</b> Substantially reduce corruption and bribery in all their forms.                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>● Implementation of the Anti-corruption Policy.</li><li>● Regular conduct of anti-corruption training for employees at the Company.</li><li>● Conducting an internal analysis of corruption risks.</li></ul>                                                                                                                | <ul style="list-style-type: none"><li>● In 2025, no confirmed cases of corruption and bribery at Kazakhtelecom JSC and its subsidiary JSC were recorded.</li><li>● In 2025, 13,651 employees, or 75%, as well as 5,730 business partners were informed.</li><li>● All new employees take a mandatory introductory online course; in 2025, training of management was conducted on corporate governance, compliance and AI technologies.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div><div></div></div>             | Strengthening of the means of implementation and revitalisation of the work under the Global Partnership for Sustainable Development                                              | <b>17.16</b> Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries. | <ul style="list-style-type: none"><li>● Engagement with legislative and executive authorities, civil society institutions, local communities and business communities.</li><li>● Participation in international and national associations.</li><li>● Membership in working groups, specialised committees of government structures and in associations.</li></ul> | <ul style="list-style-type: none"><li>● Participation in the international award ceremonies “Global Connectivity”, “Best Network Partner” and “CC-GlobalAwards 2025”.</li><li>● In September 2025, Kazakhtelecom JSC participated in the international events of the UN Global Compact held as part of the 80th session of the UN General Assembly in New York.</li><li>● The business programme from 22 to 26 September at the UN Global Compact Hub venue was dedicated to sustainable development issues and the exchange of best practices in responsible business conduct.</li><li>● On 22 September, as part of the “SDG Innovation Powerhouse: Catalyzing System Change” session, the Chairman of the Management Board of Kazakhtelecom JSC, Bagdat Mussin, was a speaker at a high-level panel discussion.</li><li>● The Company’s participation in the events contributed to the development of international cooperation and the promotion of the principles of sustainable and responsible business conduct.</li></ul> |
|                                                                                                                                                                       |                                                                                                                                                                                   | <b>17.17</b> Encourage and promote effective public, public–private and civil society partnerships, building on the experience and resourcing strategies of partnerships.                                                                                                                                                       | <ul style="list-style-type: none"><li>● Investment agreement with the MDDIAI for the “Accessible Internet” project.</li><li>● Joint work with the Ministry of Education, digitalization departments, government bodies and akimats on educational and social infrastructure.</li></ul>                                                                            | <ul style="list-style-type: none"><li>● In 2025, an investment agreement was signed on the connection of more than 2,991 rural population centres to high-speed internet.</li><li>● SmartED Seminar 2.0 was held; projects for the connection of schools, video surveillance in educational institutions and the development of digital infrastructure in the regions were implemented.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |