

4.3.4. Local communities



Key indicators for 2025

45.752

KZT billion

total amount of tax payments and contributions by Kazakhtelecom JSC in 2025

>650

schools

were provided with high-speed Internet access as part of the digital education infrastructure development

Key events of 2025

▶ Participation in the charitable “Charity Samruk Marathon — 2025” aimed at the development of mass sports, charity and social responsibility, as well as fundraising for the creation of inclusive classrooms in schools and support for children with special educational needs;

▶ Conduct by the Company's employees of social initiatives as part of the “Nauryznama” decade, including visits to social institutions (nursing homes, infant homes, orphanages, crisis centres);

▶ Support for communications veterans.

4.3.4.1. Management approach

GRI 3-3

The Company strives to contribute to the development of the regions of its presence and to provide the local population with quality communication and internet, makes a contribution to the reduction of the digital inequality between cities and villages, and also provides assistance to those who are in acute need of it.

The main document regulating the activities on interaction with local communities is the “Policy on interaction with local communities”.

The “Policy on interaction with local communities” defines the unified principles of Kazakhtelecom JSC of management of interaction with local executive bodies, public organizations, and the local population in the regions of the Company's presence and is aimed at maintaining favourable constructive relations with them.

The Policy is formed on the basis of the principles set forth in the following international documents: the UN Global Compact, the Universal Declaration of Human Rights, the Convention of the International Labour Organization, and also takes into account the UN Sustainable Development Goals.

Principles of the Policy:

- To ensure a contribution to the support of socio-economic development in the regions of presence in the course of its entrepreneurial activities;
- To contribute to the improvement of the quality of life of representatives of local communities in the regions of presence;
- To maintain constructive relations with local communities with account for their opinions, interests, views and preferences;
- To comply with the legislation of the Republic of Kazakhstan;
- To minimise social and environmental risks and impacts on the local population in the regions of carrying out of its activities.

GRI 203-1

At the Company, there are no special subdivisions implementing programmes of interaction with local communities, since charitable and sponsorship activities of the Sovereign Wealth Fund Samruk-Kazyna JSC group of companies are carried out through the Social Projects Development Fund.

Table 65. Share of expenses on social programmes, KZT million A

Indicator	2025
Investments in external social programmes	0

The key directions of charitable assistance of the Social Projects Development Fund Samruk-Kazyna Trust in 2025 were:

- support of medical, children's and other social institutions;
- provision of sponsorship assistance to the Corporate Fund Samruk-Kazyna Trust for the organization and holding of the sports charity marathon “Charity Samruk Marathon — 2025”, aimed at the development of mass sport, charity and social responsibility, as well as the raising of funds for the creation of inclusive classrooms in schools and the support of children with special educational needs;
- conducting by employees of the Company of social initiatives within the framework of the “Nauryznama” decade, including visits to social institutions (homes for the elderly, orphanages, children's homes, crisis centres);
- organization by employees of regional subdivisions of visits to veterans of communications registered at the Company, timed to the professional holiday and the Day of the Elderly Person.



For more on the activities of the Samruk-Kazyna Trust Fund, you can read on the site <https://sk-trust.kz/>

4. Sustainability report

4.3.4.2. Contribution to the development of local communities

GRI 413-1

Kazakhtelecom JSC conducts activities throughout the territory of Kazakhstan and plays a significant role as one of the largest employers and taxpayers of the country. The Company fulfils its tax obligations in full and on time, ensuring a high level of transparency.

Aware of its responsibility to the regions of presence, Kazakhtelecom JSC strives to strengthen its positive influence on local communities, taking a complex of measures within the framework of the Development Strategy. The Company actively contributes to the development of regional labour markets, providing jobs and creating opportunities for employment.

Economic value is formed through the main activity of the Company generating income. This value is distributed through payments of wages to employees, dividends to shareholders, taxes and other obligatory payments, procurement of goods and services, as well as through voluntary social investments. Kazakhtelecom JSC demonstrates a responsible attitude to the impact of its activities on the environment, local communities and biodiversity. More detailed information is presented in the section “Impact on biodiversity”.

The Company's contribution to the local and national economies, as well as local communities, is expressed in:

- direct business activity and focus on enhancing efficiency;
- creation of direct and indirect jobs;
- implementation of social investments.



45.752

KZT billion

total amount of taxes and payments
in 2025

4.3.4.3. The Company's interaction with local communities

GRI 2-26, 2-29

Kazakhtelecom JSC ensures the consideration of the interests, expectations and opinions of employees, partners, local communities and other stakeholders in the planning and implementation of its projects.

The Company regularly builds a constructive and respectful dialogue with local communities, striving to take into account their needs and to minimise possible risks related to operational activities.

Main ways of the Company's interaction with local communities:

- Provision of current information by means of publications in the media on development plans, on the results of Kazakhtelecom JSC activities in the area of sustainable development;
- Conducting of surveys, questioning through corporate media with the aim of determining the opinion of local communities on the events planned by the Company on the territory of the regions of presence;
- Work with requests through feedback channels;
- Planning and implementation of social investments and charitable activities within the framework of socio-economic support of the regions of presence;
- Conducting of direct dialogues within the framework of participation in joint meetings, working groups and standing committees with representatives of local communities;
- Building of joint effective work on the development of the regions of presence with representatives of state authorities.

Kazakhtelecom JSC continues participation in the implementation of the national project "Comfortable School", aimed at the development of modern educational infrastructure and the provision of educational organizations with high-speed access to the Internet network.

In 2025, the Company continued systemic work on the development of digital infrastructure in the sphere of education. Kazakhtelecom JSC provided high-speed access to the Internet network to 524 schools across the Republic of Kazakhstan, contributing to enhancing the accessibility of digital educational resources and the introduction of modern educational technologies.

On the eve of the conference of education workers in August 2025, Kazakhtelecom JSC jointly with the Ministry of Enlightenment of the Republic of Kazakhstan organized the SmartED Seminar 2.0, in which representatives of the Company, the Ministry and digitalization departments of the regions participated. During the event, key directions of modernization and digitalization of the educational environment were discussed, which contributed to the strengthening of interaction with state bodies and the promotion of initiatives on the development of digital education.

Provision of schools with digital infrastructure within the framework of the “Comfortable School” national project

According to the Resolution of the Government of the Republic of Kazakhstan of 30 November 2022 No. 963, the pilot national project “Comfortable School” has been approved, providing for the provision of all schools being built with access to the Internet network at the speed of not less than 100 Mbit/s.

As at 1 January 2025, Kazakhtelecom JSC ensured the construction of fibre-optic communication lines (FOCL) for 162 of 217 schools provided for by the project, which amounts to 75% of the total number of facilities. The implementation of the works was carried out with the assistance of Samruk-Kazyna Construction JSC, performing the functions of the directorate on the targeted construction of education facilities and the coordination of the implementation of the national project.

The implementation of this direction contributes to the formation of a modern educational environment, the development of digital infrastructure and the creation of conditions for the introduction of educational technologies in organizations of secondary education.