

KAZAKHTELECOM JSC'S POLICY ON QUALITY, ENVIRONMENTAL PROTECTION, OCCUPATIONAL SAFETY AND HEALTH

Kazakhtelecom JSC (hereinafter referred to as "the Company"), being the leading telecommunications operator of the Republic of Kazakhstan, has a powerful modern communication network of national scale and covers all major target markets of consumers of infocommunications services. The Company is the largest fixed telephony operator in Kazakhstan, a recognized leader in providing telecommunications services, including rural communications services, as well as one of the largest data network operators.

The Company's management views the creation of an integrated management system as an effective tool for analyzing customer requirements, building effective internal and external business processes, and their continuous improvement.

Providing sustainable economic development, providing high quality services, providing safe and healthy working environment, reducing the negative impact of production processes on the environment are the main directions of the Kazakhtelecom JSC's Quality, Environmental Protection, Occupational Safety and Health Policy.

To achieve its purposes, the Company's management assumes the following obligations:

to meet customer requirements to the maximum extent possible, to conduct a systematic analysis of current and future expectations of customers and their satisfaction with the Company's products and services based on feedback from customers;

improve the efficiency of the Company's operations and its competitiveness, taking into account the interests of consumers, shareholders and employees;

systematically and purposefully improve the professional level of the Company's employees, as well as personnel knowledge in the field of quality, labor protection, industrial safety and ecology;

create a favorable socio-psychological climate in the team, allowing the full use of the creative potential of the personnel;

use scientific and technical achievements in the sphere of the Company's activity;

provide a high level of corporate culture focused on ethical business conduct;

form reliable relationships with suppliers and business partners in order to increase flexibility and speed of joint reaction to the changing market and consumer expectations;

to form a stable motivational mechanism of safe behavior at work, responsibility both for their own life and health and for the life and health of the person working next to them;

provide safe working conditions and minimize any potential risks associated with the Company's activities in order to prevent injuries and deterioration of personnel health;

promptly identify the environmental aspects of the Company's activities that have a negative impact on the environment;

constantly strive to treat the environment with care and to reduce the negative impact on the environment;

to prevent problems and their causes by improving the internal control system and risk-oriented approach of the integrated management system;

optimize, maintain and constantly improve the integrated management system in accordance with the requirements of international standards ISO 9001, 14001, ISO 45001 and their national counterparts ST RK ISO 9001-2016, ST RK 14001-2016, ST RK ISO 45001-2019 and to improve its performance, in compliance with applicable laws and regulatory requirements of the Republic of Kazakhstan in the field of quality management system, environmental protection, occupational safety and health;

provide maximum personnel involvement in the process.

Kazakhtelecom JSC's Policy in the field of quality, environmental protection, occupational safety and health is an expression of principles and values arising from the purposes and objectives of the Company.

Purposeful work on implementation of this Policy is an obligation and professional duty of each employee of the Company.

By providing quality today, the Company determines its future in the telecommunications market.