

POLICY OF JSC KAZAKHTELECOM IN THE FIELD OF QUALITY, ENVIRONMENTAL PROTECTION, LABOUR SAFETY AND HEALTH PROTECTION

JSC Kazakhtelecom (hereinafter - the Company or the Organization), being the leading telecommunications operator of the Republic of Kazakhstan, possesses a powerful modern communications network of national scale and covers all major target markets of consumers of info-communication services. The Company is the largest fixed telephony operator in Kazakhstan, a recognised leader in the provision of telecommunications services, including rural telecommunications services, and one of the largest data network operators.

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

Ensuring sustainable economic development, providing high quality services, ensuring safe and healthy production environment, reducing negative environmental impacts of production processes are the main directions of Kazakhtelecom JSC's Policy in the field of quality, environmental protection, professional health and safety of labour.

To achieve the set goals, the Company's management undertakes the following obligations:

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

to increase the efficiency of the Company's activities 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 the personnel's knowledge in the field of quality, labour protection, industrial safety and ecology;

create a favourable social and psychological climate in the team, allowing to fully use the creative potential of the personnel;

utilise scientific and technical achievements in the sphere of the Company's activities;

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

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

to form a sustainable motivational mechanism of safe behaviour at work, responsibility both for their own life and health and for the life and health of those working next to them;

ensure safe working conditions and minimise any potential risks associated with the Company's operations in order to prevent injuries and deterioration of personnel health;

timely identify environmental aspects in the Company's operations that have a negative impact on the environment;

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

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

optimise, maintain and continuously 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 increase its efficiency, complying with applicable norms of legislative and regulatory requirements of the Republic of Kazakhstan in the field of quality management system, ecology, occupational safety and health;

ensure maximum involvement of the personnel in this process.

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

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

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