

SUMMARY REPORT

on the audit of quality management systems, environmental management and occupational safety and
health management

07 February 2025

Organization	Kazakhtelecom JSC
Location	Legal address: Moscow, Republic of Kazakhstan, Astana, Yessil district, Sauran str., 12
	Actual address: Republic of Kazakhstan, Astana, Yessil district, Sauran str., 12
Location of sites/ branches/representative offices* where the audit was conducted	According to the audit plans.
Type of audit	certification
Purpose of the audit	assessment of compliance of quality management systems, environmental management and occupational safety and health management, energy management with audit criteria and requirements of the organization's management system documents;
Audit criteria	ST RK ISO 9001-2016 (ISO 9001:2015), ST RK ISO 140012016 (ISO 14001:2015), ST RK ISO 45001-2019 (ISO 45001:2018), ST RK ISO 50001-2019 (ISO 50001:2018)
Time of the audit	January 27 - February 7, 2025
Head of the Audit Team	Abdiyeva Maira Imangaliyevna
Expert auditors	Yelemessova Akmaral Nurzhanovna Karpov Alexey Vladimirovich Bozhanov Maxim Alexandrovich
Technical Expert(s)	Ormyshev Aybek Serikbekovich Yerzhanov Saken Nurlanovich
Trainee(s)	-
Accompanying	in accordance with the audit plan
Audit scope	Organization and provision of telecommunication services. Operational management of the logistics chain of purchases of goods, works and services, centralized and decentralized supplies of equipment and goods (including imports) to transit warehouses. Storage and distribution and delivery of goods to end users. Carrying out equipment maintenance. Provision of training, retraining, advanced training and staff development; carrying out applied research; development of internal technical documents. Project implementation
OKED code*	61.10.9, 61.20.1, 61.20.9, 61.90.1, 61.10.1, 85.59.9, 71.12.1
IAF code*	31,34

1 The audit of integrated quality management systems, environmental management, and occupational safety and health management is based on a random check of information provided by the customer – Kazakhtelecom JSC.

The audit of quality management systems, environmental management, and occupational safety and health management was carried out according to plans approved by the authorized person of the head of the Certification body for management systems of West Kazakhstan branch of JSC "National Center for Expertise and Certification", agreed with representatives of JSC Kazakhtelecom. The timing of the audit duration is reflected in the audit plans.

2 Deviations from the audit plans and programs and their reasons – none.

3 Important issues that affected the audit plans and programs – none.

4 Significant changes that have occurred since the last audit – none.

5 Information about unresolved issues – none.

6 A brief description of the audit results:

JSC Kazakhtelecom has implemented a quality management system since 2003, and an environmental management and occupational safety and health management system since 2018. The scope is described in the Integrated Management System Manual, there are no exceptions to the scope of applications. The energy management system is being audited for the first time.

The audit was conducted during a random check of the information provided by JSC Kazakhtelecom.

The scope of integrated quality management systems, environmental management, occupational safety and health management, and energy management covers the Central Office and 10 branches. By sampling, in 2025, the certification audit was conducted in the Central Office and 8 branches of JSC Kazakhtelecom, in Astana and Almaty.

Central Office	Republic of Kazakhstan, Astana, Yessil district, Sauran str., 12
Business-to-Business Division	Republic of Kazakhstan, Astana, Dostyk St. 18, Business center Moscow
Business-to-Customer Division	Republic of Kazakhstan, Astana, Yessil district, 1 Almaty street, Assyl Tau Business Center
“Network” Division Association	Republic of Kazakhstan. Almaty: Panfilov St. 72/74, Panfilov St. 129, Brusilovsky St. 70, Tchaikovsky St. 39, Ermak St. 17, md. Miras 25, Republic of Kazakhstan, Astana: Abay St. 31, Abay St. 26, Republic St. 64, Kutpanov St. 7a, Kenesary St. 65
Telecom Supply Directorate	Republic of Kazakhstan, Astana, Turkestan str., 8/2, Olympus Palace Business Center
Service Factory	Republic of Kazakhstan, Almaty: Yessenov, 23/7, Nazarbayev avenue 240A, Chaliapin St., 19A Republic of Kazakhstan, Astana: Asyltau Business Center, 1 Almaty Street, 12A Alash Highway
Corporate University	Republic of Kazakhstan, Astana, Mangilik El avenue, 55/14
Information Technologies	Republic of Kazakhstan, Almaty, Tchaikovsky St., 39, md.
Occupational Safety Directorate	Republic of Kazakhstan, Astana, Yesil district, Sauran str., 12

Compliance with the audit criteria was established through interviews with department heads, documentation analysis, and direct supervision of workplace processes.

In accordance with the requirements of the standards, Kazakhtelecom JSC has clearly identified its external and internal factors, the needs and expectations of stakeholders are monitored,

and all staff demonstrate awareness and a clear understanding of their factors and the needs and expectations of stakeholders when interviewed during the audit process.

It should be noted that all the processes carried out in Kazakhtelecom JSC have been analyzed, clearly documented, the inputs and outputs describing the process have been identified; resources; responsibilities and authorities; risks in relation to these processes, criteria and methods (including monitoring, measurement and related performance indicators) necessary to ensure the effective functioning of these processes have been established. processes and their management. The documentation and automation of the integrated management system processes is the strongest side of Kazakhtelecom JSC, which was demonstrated during the audit.

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Leadership and commitment to integrated management systems were expressed in the approval by the Chairman of the Management Board of the Quality Policy, Energy Policy, approved by the Order of JSC No. 394 dated 11.12.2023; Environmental Policy (extract from the Minutes of the in-person meeting of the Board of Directors of JSC dated 21.04.2023); Occupational Safety and Industrial Safety Policy of JSC, approved by the decision of the Management Board of 12/30/2024, No. 48/163. The policies were developed taking into account the strategic direction of development of Kazakhtelecom JSC and the intentions of the management, brought to the attention of the staff and posted for staff access in the regulatory framework of Lotus Notus. Familiarization with the Policies is carried out by the responsible staff during the introductory briefing, after applying for a job, a list of documents and Policies is defined that are mandatory for employees to familiarize themselves with Lotus Notus.

In order to ensure confidence that management systems can achieve the intended results, in accordance with the Rules for the Identification, Assessment and Monitoring of JSC risks, approved by the decision of the Board of Directors of JSC (decision of the Board of Directors of JSC Minutes No. 20 dated 11.12.2024) and the Rules for certain types of risks, approved by the decision of the Board of Directors of JSC (Minutes No. 13 dated 10.12.2021) identified the risks of business processes in JSC. The Risk Register, key risk indicators, and risk management action plans are presented. A cumulative database of realized risks is maintained on an ongoing basis. Risks are monitored on a regular basis. The report on risk management and internal controls for the third quarter of 2024 has been presented (Decision of the Board of JSC No. 43/137 dated 25.2024). minutes No. I dated 19.09.2023 of the decision of the Board of Directors of JSC approved the Risk Management Policy, Rules for accounting and analyzing data on realized risks and incidents, Methods for calculating and cascading risk appetite, and Methods for generating a guarantee card. The minutes of the Board of Directors of JSC No. 20 dated 11.12.2024 approved the Methodology for developing, implementing and monitoring a system of key risk indicators.

In general, the staff is aware and involved in the development of integrated management systems. The duties, responsibilities and powers of the staff are defined at each workplace, Regulations and job descriptions are communicated through the Lotus Notus system. There is a high level of documentation of the processes, the bulk of the documented information is contained on electronic media.

All the results of audits conducted in the structural divisions of Kazakhtelecom JSC are indicated in audit reports No. 16 dated 04.02.2025, No. 17 dated 05.02.2025, No. 18 dated 06.02.2025, No. 19 dated 07.02.2025.

7. Number of identified inconsistencies and notifications:

Name of the branch	Nonconformity category	designation of the standard	minutes numbers '0 non-compliance/notification	Number of inconsistencies/notifications
Telecom Supply Directorate	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
Business-to-Business Division	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
Business-to-Customer Division	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
Corporate University	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-

	Notifications	-	-	-
Information Technologies Division	Significant	-	-	-
	Minor	7.4.2 ST RK ISO 45001:2019 (ISO 45001:2018)	№1	1
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
Service Factory	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	9.3 ST RK ISO 9001-2016 (ISO 9001:2015),	№1	1
“Network” Division Association	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
“Network” Division Association	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-
Central Office	Significant	-	-	-
	Minor	-	-	-
	This was also eliminated during the audit	-	-	-
	Notifications	-	-	-

8 Possible areas of improvement:

- improvement of the process of instructing employees on issues of HSE, fire safety in the workplace;
- revision and analysis of energy efficiency indicators for buildings (thermal energy, etc.), energy analysis with the results of the energy audit;
- improving the process of informing staff about their personal contribution to the effectiveness of the energy management system.

9 Actions based on the results of the previous audit: -

Corrective/preventive* actions taken in relation to previously identified nonconformities/notifications* _____

*effective/ineffective

10 The management systems certification mark is not applied at the time of the audit of management systems(s), recommendations on its application are given.

11 Effectiveness of management systems(s):

The audit provided evidence that the quality management systems, environmental management and occupational safety and health management and energy management of Kazakhtelecom JSC comply with the requirements of the standards of the Republic of Kazakhstan ISO 9001-2016 (ISO 9001:2015), the Republic of Kazakhstan ISO 14001-2016 (ISO 14001:2015), the Republic of Kazakhstan ISO 45001-2019 (ISO 45001:2018), ST RK ISO 50001-2019 (ISO 50001:2018) and achieve the planned results.

12 Conclusions and recommendations:

The quality management, environmental management and occupational safety and health management and energy management systems of Kazakhtelecom JSC comply with the requirements of the standards ST RK ISO 9001-2016 (ISO 9001:2015), ST RK ISO 14001-2016 (ISO 14001:2015), ST RK ISO 45001-2019 (ISO 45001:2018), ST RK ISO 50001-2019 (ISO 50001:2018).

The audit objectives have been fulfilled

- The management of Kazakhtelecom JSC is invited to ensure that the causes of the identified notifications/inconsistencies are eliminated and that corrective actions are planned and carried out in a timely manner according to the deadlines set out in the notification protocols, but no later than 01.03.2025.

- The Audit Group recommends that the West Kazakhstan branch of the Management System Conformity Assessment Body of National Center for Expertise and Certification JSC issue certificates of conformity to Kazakhtelecom JSC for quality management systems, environmental management, occupational safety and health management, and energy management in relation to the field of certification: Organization and provision of telecommunications services. Operational management of the logistics chain of purchases of goods, works and services, centralized and decentralized supplies of equipment and goods (including imports) to transit warehouses. Storage and distribution and delivery of goods to end users. Carrying out equipment maintenance. Provision of training, retraining, advanced training and staff development; carrying out applied research; development of internal technical documents. Project implementation

The report is confidential and is not subject to disclosure to third parties.

13 Temporary (production) sites for indication in the certificate(s) of conformity in agreement with the customer:_____

name, location of production sites

14 Mailing addresses:

- Certification body for management systems of West Kazakhstan branch of JSC "National Center for Expertise and Certification"
- Kazakhtelecom JSC

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