**Employee Social Support at Kazakhtelecom JSC**

Kazakhtelecom JSC is committed to maintaining a strong social support system that ensures safe, fair, and comfortable working conditions for all employees. The Company's Collective Agreement, which currently covers 92% of the workforce, serves as a key framework for delivering this support and promoting employee well-being.

In accordance with the Collective Agreement, the Company continued to provide the following social benefits in 2024, regardless of the type of employment (permanent or temporary):

* Life insurance
* Medical care
* Parental leave
* Pension programs

Kazakhtelecom JSC also provides the option for remote work. The terms and procedures for the implementation of remote work are determined in accordance with the Labor Code of the Republic of Kazakhstan and the Company’s internal regulations.

In addition to these core benefits, the Collective Agreement also establishes a wide range of additional social support measures, including:

**Support in Case of Downsizing and Retirement**

The Collective Agreement includes specific provisions for employees affected by organizational changes such as downsizing or retirement. These include:

* Reassignment to available internal vacancies
* Early retirement based on length of service
* Paid time off for job searching
* One-time severance or retirement payments

**Annual Leave Entitlements**

Kazakhtelecom JSC provides paid annual leave in line with employee categories:

* 30 calendar days – for employees in managerial, specialist, and administrative roles
* 27 calendar days – for employees in working-class positions

In addition, extra paid annual leave may be granted in accordance with the terms set out in the Collective Agreement.

**Compensatory Payments**

As outlined in Appendix 3 of the Collective Agreement, *"Employee Compensation System of Kazakhtelecom JSC"*, employees are entitled to various additional payments and allowances, including:

* Overtime pay
* Night shift pay
* Compensation for work on public holidays and weekends
* On-call duty pay (home standby)
* Additional pay for physically demanding work or work involving hazardous and/or dangerous conditions
* Other compensation-related supplements, as defined by internal regulations.

Additional details regarding the employee social support system are available in the 2024 Integrated Annual Report of Kazakhtelecom JSC.