

Corporate culture and values

We continue to create and develop an effective corporate culture based on strong leadership teams, implementing the fundamental principles of meritocracy and investment in personnel development.

Further promotion should be given to corporate values that will contribute to the achievement of the strategic goals and key priorities of the Fund. Corporate values HIT (Humility, Integrity, Transparency): humility, honesty, and transparency underlie the corporate culture and are the main principles of internal and external communications. **GRI 3-3**

Each manager and employee of the Fund takes responsibility for following corporate values, which are embedded in ethical standards of behavior.

AMONG THE MAIN EVENTS OF 2023 IS THE HOLDING OF THE HR FORUM "BOLASHAGYMYZ – BIRLIKTE!" (FOR THE FUTURE – TOGETHER!) WITH THE CENTRAL THEME OF HUMAN CAPITAL DEVELOPMENT OF THE FUND GROUP OF COMPANIES, WHICH ATTRACTED THE ATTENTION OF MORE THAN TWO HUNDRED HR PROFESSIONALS.

At the forum, the industry's most critical issues were discussed to form a common understanding of the tasks and priorities of the Fund's Personnel Policy, increase the level of communications among companies, exchange experience and effective HR practices. The event was attended by managers and HR specialists from the Fund's largest portfolio companies, as well as their branches and subsidiaries.

As part of the HR Forum, a new project was launched, which will become a center of attraction for expertise and networking in the field of human resource management – "HR school", where the Group's employees will learn advanced industry practices.

The Fund's portfolio companies have launched a new interaction platform for the professional community of HR companies of the Fund – HR connect. HR connect is aimed at stimulating the exchange of experience and best practices within the Group of Companies. The platform will become a platform for finding new solutions, both in matters of training and developing the potential of employees and improving the skills of the Group's HR directors.

We pay special attention to training and supporting young professionals. In May 2023, a training program for young HR specialists of the Fund Group from all over Kazakhstan was held in Astana. The main theme of the course was trending

areas – diversity and inclusion.

The School of Corporate Volunteering was launched at JSC NC Kazakhstan Temir Zholy to inspire and support employees' participation in the company's social and charitable initiatives. 120 people have already completed a training course. Employees received new knowledge and skills and participated in the environmental youth project "Clean Games" and the intellectual game "Temirzhol bilgirleri".

In addition to holding events for the employees, we conduct various safety master classes for their children on basic traffic rules, fire safety rules, protection from strangers, and Internet use.

Further directions of development:

- Launch of new training programs (HR, PR, IR schools, etc.):
 - C&B School, scheduled to start in April 2024;
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 - PR school, scheduled to start in May 2024;
 - IR School, scheduled to start in June 2024.
- International accreditation FMD Global/Global CCU.
- Implementation of the SBA LMS system (automated system for disseminating knowledge and experience). Today, the LMS (learning management system) hosts HSE and Financial Freedom courses. Negotiations are also underway with partners to host online courses.
- Creation of a center for applied qualifications with expert and methodological support.
- Development of industrial training programs: "School of Oil and Gas Industry and Petrochemistry," "School of Transport and Communications," "School of IT and Telecommunications," "School of Energy," "Health&Safety School."
- Implementation, development, and updating of adaptation programs for all personnel levels.
- Introduction of mentoring for newly hired employees (Buddy program).
- Improving the professional competencies of HR employees, including certification of HR employees.

