

Ensuring decent working conditions

We use a large-scale social support system that meets employees' interests, promotes their retention, and ensures comfortable working conditions. **GRI 3-3**

Supporting social stability by providing competitive wages and a social package for employees is an important aspect of the Fund's activities.

In addition to its social package, all guarantees and benefits provided by the Labor Code of the Republic of Kazakhstan are provided in the Fund and portfolio companies⁴⁴. We provide employees with a guaranteed social package, which includes the following types of social benefits and compensation:

- financial assistance for recovery before work leave,
- payments in connection with pregnancy and childbirth,
- monthly payments to employees on parental leave until the child reaches the age of 1.5 years,
- provide assistance in resolving housing issues,
- compensation upon termination of an employment contract in accordance with current legislation,
- a one-time payment in connection with the death of an employee for the organization of a funeral, a one-time payment to the family of an employee who died as a result of an accident at work. **GRI 401-2**

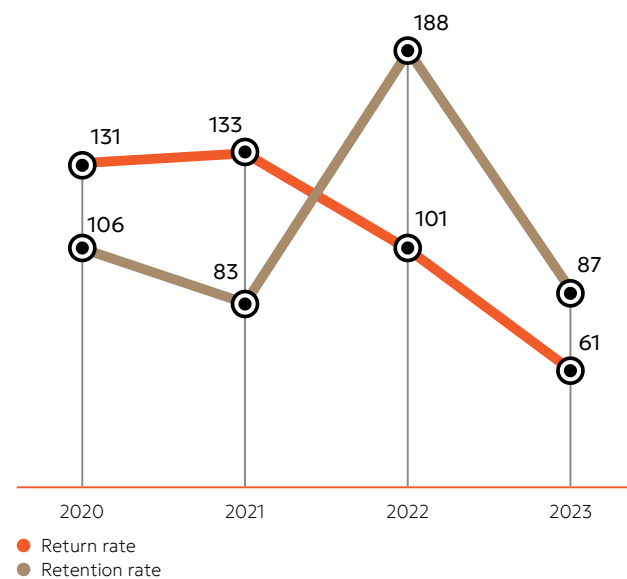
As one of the measures to support employees, our expenses for health improvement and education in 2023 amounted to KZT 25 billion, compared to KZT 20.8 billion in 2022.

In 2023, 8,555 people took maternity and parental leave (including 6% of men). All employees of the Fund Group had the right to maternity or childcare leave by Kazakhstan legislation. **GRI 401-3**

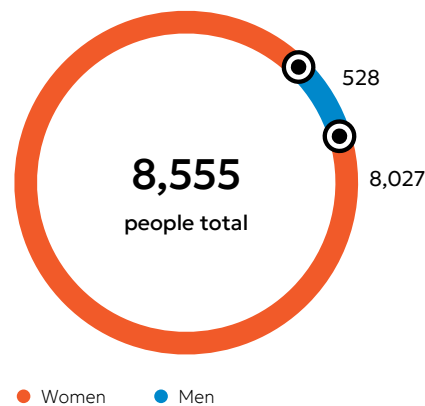
We provide voluntary health insurance to support the health of employees **GRI 401-2**

In addition to the basic social package, historically developed types of social support for employees are provided. **GRI 401-2** Social assistance of this kind is enshrined in collective agreements or regulated in the requirements of regulatory documents of an individual enterprise⁴⁵ **GRI 2-30**

Return rate and retention rate, %



Number of employees who took maternity and parental leave, people **GRI 401-3**



⁴⁴ The social package may vary depending on the company. The Fund does not provide benefits for employees in the form of share ownership. All significant benefits in the Fund Group are indicated.

Between 2% and 33% wage increases were given to

243
thousand employees

Expenses for health improvement and education in 2023 amounted to KZT

25
billion

We include payments to such support:

- for treatment and payment for medical operations if the costs of treatment exceed the limit established by the insurance program;
- disabled employees;
- employees in connection with the birth of a child;
- for short-term leave upon marriage;
- employees in connection with marriage;
- employees in connection with reaching the anniversary age;
- employees in connection with the death of relatives – with retention of wages;
- children of disabled employees, and many others.

GRI 404-1

Crisis periods in the economy do not affect the payment of these benefits.

Employees' pension savings are kept in the Unified Accumulative Pension Fund. They consist of a minimum pension rate guaranteed by the state; from individual pension savings (10% of monthly salary) and additional regional allowances. **GRI 201-3**

In 2023, the salaries of about 243 thousand Fund Group employees were increased from 2% to 33%, with an emphasis on low-paid positions.

The minimum notice period for significant changes in the organization's activities is no later than 15 calendar days unless

⁴⁵ If the employee is not a participant in the Collective Agreement, his working conditions are determined by the internal documents of the employing company.

labor and collective agreements provide for a more extended notice period. **GRI 401-2**

In 2023, we carried out significant work to improve employee well-being, focusing on supporting production staff. For example, the Preferential Lending Program of KEGOC JSC has been implemented to provide social support to employees to retain and attract highly qualified personnel in demand. As a result, in 2023, 51 employees purchased housing, and 129 employees were assisted in resolving housing issues by partially reimbursing housing costs.

We are working to create favorable working conditions. For example, in 2023, as part of the implementation of industrial relations standards, JSC NC Kazakhstan Temir Zholy allocated KZT 20 billion (KZT 3.5 billion in 2022) for:

- repair of 228 buildings, 465 premises, and 37 rest houses for locomotive crews;
- installation of 1,224 heating points for production employees;
- installation of 137 modular buildings;
- purchase of 384 vehicles;
- supply of more than 17 thousand units of furniture, more than 2.1 thousand units of household appliances;
- delivery of more than 2,800 units of small mechanization and 4 motorized locomotives.

Similar activities are planned for 2024, including building/premises repairs, rest homes for locomotive crews and purchasing modular buildings, etc.