



Ombudsman Institute

The Ombudsman in the Fund and portfolio companies ensures the maintenance of the principles of business ethics and the adequate settlement of social and labor disputes.

He advises employees who have applied to him and participants in labor disputes and conflicts, helping them to develop fair and constructive solutions. **GRI 2-24**

The appointment of the Ombudsman is carried out by the Fund's Board of Directors every two years.

The activities of the Fund's Ombudsman are regulated by relevant legislation, the Fund's Corporate Governance Code, the Regulation "On the Ombudsman of Samruk-Kazyna JSC, and organizations belonging to the Fund's Group and are based on the best practices of the International Ombudsman Association.

The Ombudsman Institute operates in more than 9 portfolio companies, as well as subsidiaries and affiliated organizations of the Fund.

To accept appeals, together with the Center for Social Interaction and Communications, the Nysana Call Center hotline has been organized, to which all the Ombudsmen of the Fund's Group of Companies are connected. **GRI 2-25**
GRI 2-26 In 2023, more than 22,586 requests were received, of which 1,722 were relevant. Various consultations and clarifications were given on all relevant appeals, and negotiations were held in various formats. Compared to 2022, the number of appeals increased by 66%, which may indicate increased employee confidence in the Ombudsmen and increased transparency in the Fund.



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In 2023, the "Council of Ombudsmen" was launched. The Ombudsmen of the Fund's portfolio companies exchange experiences and consider critical cases from practice.

For a deeper understanding of social and labor problems on the ground, the Fund's Ombudsman organized visits to Pavlodar, Turkestan, Kyzylorda, Atyrau, and Mangystau regions. During the trips, the Fund's Ombudsman visited enterprises in the oil and gas sector, the nuclear industry, and other sectors of the Fund. In 2024, it is planned to continue the practice of the Ombudsman's departure to the regions of presence.