

# STAKEHOLDER ENGAGEMENT

## Engagement approach and principles

KMG strives for openness, transparency, and mutually beneficial cooperation with stakeholders. Key principles:

- **Transparency:** providing reliable information in compliance with international standards.

- **Dialogue:** building constructive relationships and taking into account stakeholder expectations.
- **Sustainable development:** integrating environmental, social, and governance agenda into business processes.

Stakeholder group	Principles	Methods of engagement	Initiatives
Shareholders	Openness, honest dialogue.	<ul style="list-style-type: none"><li>• Feedback channels (email, telephone);</li><li>• Annual General Meeting of Shareholders;</li><li>• Face-to-face meetings and consultations.</li></ul>	<ul style="list-style-type: none"><li>• Publishing annual reports on the corporate website;</li><li>• Investor Day on the KASE.</li></ul>
Investment community <a href="#">For more details, see the Shareholder and Investor Relations section</a>	Transparency and regulatory compliance.	<ul style="list-style-type: none"><li>• Providing access to financial results on the website;</li><li>• Semi-annual and quarterly presentations;</li><li>• Organising roadshows and conference calls.</li></ul>	<ul style="list-style-type: none"><li>• Publishing press releases;</li><li>• Organising meetings and information sessions.</li></ul>
Government and local authorities	Efficient implementation of national objectives, partnership.	<ul style="list-style-type: none"><li>• Participation in working groups;</li><li>• Performance against instructions;</li><li>• Direct correspondence.</li></ul>	<ul style="list-style-type: none"><li>• Reporting on social and environmental performance.</li></ul>
Associations, local communities, public organisations	Active involvement, support for social projects.	<ul style="list-style-type: none"><li>• Participating in public councils and working groups;</li><li>• Disclosing information in mass media and on the corporate website.</li></ul>	<ul style="list-style-type: none"><li>• Implementing corporate social responsibility programmes;</li><li>• Publishing sustainability reports.</li></ul>
Mass media	Transparency, reliability.	<ul style="list-style-type: none"><li>• Press releases;</li><li>• Holding briefings and press conferences;</li><li>• Timely coverage of events and activities in social media.</li></ul>	<ul style="list-style-type: none"><li>• Organising press tours and information sessions;</li><li>• Response to mass media's queries.</li></ul>
Subsidiaries and associates	Direct and specific communication.	<ul style="list-style-type: none"><li>• Meetings involving managers;</li><li>• Business trips to assets;</li><li>• Direct correspondence.</li></ul>	<ul style="list-style-type: none"><li>• Access to information;</li><li>• Giving instructions;</li><li>• Information letters.</li></ul>
Customers, suppliers, partners, other organisations	Agreements entered into in good faith and on arm's length conditions.	<ul style="list-style-type: none"><li>• Entering into agreements.</li></ul>	<ul style="list-style-type: none"><li>• Access to information;</li><li>• Distribution of press releases.</li></ul>
Trade unions and employees	Equal opportunities, support for employee development.	<ul style="list-style-type: none"><li>• Employee performance evaluation;</li><li>• Insights into employee satisfaction and engagement.</li></ul>	<ul style="list-style-type: none"><li>• Holding internal surveys and meetings;</li><li>• Implementing labour productivity management systems.</li></ul>

## Upholding human rights

KMG is committed to sustainable business development, with a strong focus on both financial and social performance.

We are dedicated to upholding internationally recognised human rights, as enshrined in the International Bill of Human Rights and ILO's labour standards, and implementing the UN Guiding Principles on Business and Human Rights.

KMG staunchly upholds the requirements of labour legislation in the Republic of Kazakhstan, ensuring compliance with its provisions, which prohibit any forms of labour discrimination against individuals based on their origin, social status, position, wealth, gender, race, nationality, language, religion, beliefs, place of residence, age, physical disabilities, or affiliation with public associations.

We make no use of child or forced labour and acknowledge the equal rights of all employees, regardless of their race, religion, or gender.

No instances of discrimination were reported in 2024.

In 2022, KMG's Board of Directors approved the Human Rights and Public Relations Policy.

For more details on this policy, see the [Corporate Documents](#) section on the Company's [website](#).

We undertake the following human rights commitments:

- respecting human rights in accordance with international standards;
- introducing programmes to address human rights issues within the industry, with the approval by the senior management of KMG and its subsidiaries and associates;
- monitoring and reporting the impact of business activities on human rights;
- following established procedures for handling complaints and grievances at KMG;
- providing remedies and legal protection to mitigate or alleviate any negative impacts;
- exercising due care in relation to human rights by monitoring the impact of business activities on human rights and preparing relevant reports;
- ensuring that employees have access to legal protection to address any negative impacts of business activities on human rights;
- communicating KMG's expectations regarding human rights to employees and third parties.

For more details on human rights protection, see the [Company's Sustainability Report](#).

