

Approved by:
Resolution of the Board of
Directors
NC QazExpoCongress JSC
dated _____, 2024
(Minutes No. ____)

Social Policy
National Company QazExpoCongress Joint-Stock Company

Astana

1. Purpose

1. This Social Policy of National Company QazExpoCongress Joint Stock Company (the Policy) is developed in accordance with the legislation of the Republic of Kazakhstan, the Charter of National Company QazExpoCongress Joint Stock Company, the Code of Corporate Governance of National Company QazExpoCongress Joint Stock Company, the Sustainable Development Policy and other internal documents regulating the activities of National Company QazExpoCongress Joint Stock Company (the Company), as well as taking into account the requirements of the UN Global Compact, environmental and social factors, corporate governance factors (ESG - Environmental, Social, Governance), and sustainability reporting standards of the Global Reporting Initiative (GRI Standards).

2. The Policy is intended to improve the activities of the National Company QazExpoCongress Joint Stock Company in the field of social responsibility and defines the principles of the Social Policy.

2. Scope

3. This Policy applies to all business units of the Company, and its principles should be taken into account when developing internal regulatory documents on social issues and stakeholder engagement.

3. Terms and definitions

4. The following terms and definitions shall be applied in this Policy:

- 1) **Company** - National Company QazExpoCongress Joint Stock Company;
- 2) **social responsibility** - means fulfillment of voluntarily assumed obligations and the Company's responsibility for the impact of its decisions and activities on society and the environment;
- 3) **sustainable development** means development that meets the needs of the current time without compromising the ability of future generations to meet their needs;
- 4) **stakeholder** means a person or a group of persons interested in any decisions or activities of the Company: employees, management, sole shareholder, partners, suppliers, governmental authorities;
- 5) **environment** means the natural environment where the Company operates, including air, water, land, natural resources, people and their interrelationships;
- 6) **ethical behavior** means behavior that complies with accepted principles and traditions in the context of a specific situation, as well as is consistent with international norms;
- 7) **legislation** means a set of legislative and other regulatory legal acts of the Republic of Kazakhstan adopted in accordance with the established procedure;
- 8) **ESG factors** means environmental, social and corporate governance factors (ESG - Environmental, Social, Governance), which are observed by companies of all forms of ownership and which are taken into account by institutional investors and financing organizations in their investment strategies and credit policies;
- 9) **GRI** means Sustainability reporting standards of the Global Reporting Initiative

(GRI - Global Reporting Initiative).

4. Principles of Social Policy

5. The principles of the Company's Social Policy are:

Transparency. Systemic. Significance

This principle means that the Company strives to be transparent in its decisions and activities that affect others.

The Company aims to disclose its Policy, decisions made and activities carried out for which it is responsible in a clear, balanced and honest manner, which implies:

- aims and objectives of the Company;
- methods whereby decisions are made, implemented and analyzed, including the allocation of responsibility, accountability and authority;
- standards and criteria whereby the Company evaluates its performance.

The Company's social responsibility policy is of a regular nature and is aimed at the implementation of social programs in those areas, the need for which is relatively high during the period of their implementation.

Accountability

The principle of accountability implies that the Company is accountable to stakeholders for impacts on society and the environment as a result of its activities.

The Company assumes obligations to be responsible for decisions made and actions performed, as well as assumes obligations to perform actions to avoid harm to society and the environment.

The Company shall be responsible for:

- consequences of decisions made and activities performed;
- significant impact of the company's decisions and activities on all stakeholders.

Ethical behavior

The principle of ethical behavior defines the Company's style of behavior based on integrity, honesty, equality, sound leadership, and good faith.

The Company adopts standards of ethical behavior by:

- encouraging and promoting standards of ethical behavior;
- defining and disseminating standards of ethical behavior among its employees;
- minimizing conflicts of interest;
- establishing a mechanism to oversee and control the monitoring and implementation of standards of ethical behavior.

Respect for stakeholders' interests

The principle of respecting the interests of stakeholders means that the Company shall respect and consider the interests of its stakeholders. Formation and implementation of the Company's Social Policy shall take into account the interests of stakeholders by conducting a systematic dialog with stakeholders and making decisions based on a reasonable balance of the parties' interests.

Compliance with legal regulations

The principle of legal regulations establishes the requirement to comply with legal regulations. The Company takes measures to be aware of the laws and regulations applicable to it, informs those persons in the Company who are responsible for compliance with laws

and regulations and knows that they are being complied with, and ensures that the Company's relationships and activities are conducted within the existing legal framework.

The Company undertakes to:

- comply with the requirements of legislative and regulatory acts in all areas of its activities;
- ensure that its interactions and activities comply with the requirements of the legal framework;
- comply with the requirements of the internal regulatory framework and follow them honestly and impartially.

Respect for human rights

The Company respects internationally proclaimed human rights as the basis of its activities and advocates their protection. The principle of human rights implies recognition of the importance and universality of human rights. The Company respects human rights stipulated in the Constitution of the Republic of Kazakhstan, the Code of Corporate Ethics of the Company and takes measures to protect and respect these rights.

The Company is responsible for observance of human rights both within the structure of the organization and among stakeholders and considers it inadmissible to be involved in violation of these rights, taking into account the value of a human being regardless of his/her nationality, gender, language or other characteristics.

Efficiency

The principle of efficiency means that the Company continuously monitors and analyzes the social policy being implemented, assesses its efficiency in terms of fulfilling the functions that contribute to solving problems and providing tangible assistance, and forecasts the consequences of changes introduced in this sphere.

Preventing child labor

The principle of preventing child labor implies that the Company advocates the total elimination of child labor.

By performing work at too young age, children are deprived of their childhood and dignity; this labor is harmful to the physical, social, mental, psychological and spiritual development of the child. The use of child labor leads to deprivation of educational opportunities and as a result leads to an unskilled worker base.

Company will make continuous efforts to prevent child labor and, first and foremost, to eliminate the worst forms of such practices.

ESG Principles

A set of principles of ecological efficiency and environmental protection, social focus and good corporate governance based on standards recognized by the international community, including the UN Sustainable Development Goals, Global Reporting Initiative (GRI).

5. Key areas of activity in social responsibility

6. The key areas of the Company's activities in the field of social responsibility are defined as:

- 1) intra-corporate:
 - labor relations

- occupational health and safety;
- social support measures.
- 2) external activities:
 - fair dealing;
 - observance of the Company's interests and image;
 - stakeholder relations.

6. Labor relations

7. In the field of labor relations, the Company:

- 1) supports and recognizes the right to collective bargaining;
- 2) promotes the elimination of forced and child labor, discrimination in labor and employment;
- 3) responsible for relations with its employees;
- 4) recognizes and respects the rights of everyone in the hiring and employment practices, including:
 - choose or accept work freely, without discrimination or coercion of any kind, to dispose of their abilities to work, to choose their profession and occupation, and to advocate the total prevention of child labor;
 - not to be subjected to any discrimination on the basis of sex, age, physical disability, race, nationality, language, property, social and official status, place of residence, attitude to religion, political convictions, affiliation to a clan or class, or membership of a public association;
 - to be provided with working conditions that meet safety and hygiene requirements;
 - receive fair remuneration for labor;
 - other rights stipulated by the legislation of the Republic of Kazakhstan.

8. Obligations of the Company in this line of business:

- 1) providing decent working conditions in terms of pay, business hours, weekly rest days, safety, health and maternity protection;
- 2) ensuring equal rights and opportunities;
- 3) enabling employees to reach their potential, as well as encouraging their professional development;
- 4) respecting employees' family responsibilities, expressed through the provision of acceptable business hours, working conditions, such as childcare conditions, parental leave, etc.;
- 5) other obligations stipulated by the legislation of the Republic of Kazakhstan.

7. Occupational health and safety

9. Occupational health and safety is a core aspect of the Policy. The Company understands and recognizes that creating and maintaining a high level of safe working conditions can improve morale, productivity and commitment to the Company.

10. The Company's commitments in this area of activity are:

- 1) providing the necessary training and instructions on occupational health and safety;
- 2) striving to adopt and comply with international best practices, strictly comply

with national and international requirements and continuously improve the occupational health and safety management system;

3) active participation of management and employees in occupational health and safety issues, showing the importance of occupational health and safety through example. It is also important to involve employees in occupational health and safety activities, encouraging them to report potential hazards and suggest improvements;

4) keeping workplaces clean and tidy, ensuring adequate lighting, ventilation and climate conditions, and regular maintenance of equipment and machinery.

8. Social support measures

11. Company's obligations:

1) compulsory insurance of the employer's civil liability for harm to the life and health of an employee in the performance of labor (official) duties.

2) providing employees with the opportunity to receive quality additional medical services at the Company's expense through the voluntary medical insurance system;

3) payment of financial support for health improvement when providing paid annual labor leave;

4) provision of a system of financial aid payments to employees at the birth of children, marriage and death of close relatives;

5) application of the social leave system for employees who are required to take exams and defend their diploma theses, and for other reasons of objective necessity of each employee in the form of unpaid leave, study leave, maternity leave, unpaid leave to care for children, or due to the adoption of a newborn child (children).

9. Observance of the Company's interests and image

12. Company's obligations:

1) fulfillment by employees of their duties with a high level of professionalism, realizing their responsibility to society. This includes fulfillment of their tasks, compliance with the Company's internal regulations and standards.

2) compliance with ethical norms and applicable laws in their work. This implies honesty, transparency, fairness and respect for partners and colleagues.

3) respect and protection by employees of the Company's business reputation. This includes maintaining confidentiality of information, avoiding situations that may damage the Company's image and preventing conflicts of interest.

4) maintaining open and constructive communications within the team and with external partners. Cooperation and mutual assistance contribute to the creation of a positive working atmosphere and strengthen the Company's reputation as a reliable partner.

5) striving of employees to continuously develop their professional skills and knowledge. This will improve the quality of work, offer better solutions and maintain the Company's competitiveness.

10. Interaction with stakeholders

13. Relations with stakeholders are a key aspect of the Company's activities, as they directly affect its success and sustainable development. Stakeholders include a wide range

of stakeholders, such as employees, management, the sole shareholder, partners, suppliers, and state authorities. The Company strives to maintain transparent, open and mutually beneficial relations with all its stakeholders based on the principles of respect, trust and honesty.

14. Company's obligations:

1) recognizes the importance of each stakeholder and strives to take into account their interests and expectations in decision-making. Values diversity and strives for an inclusive approach in all aspects of its activities.

2) maintaining open channels of communication with all stakeholders, providing timely and accurate information on its activities, objectives, policies and results.

3) taking responsibility for its actions and decisions to stakeholders, striving to meet high standards of transparency and accountability. The Company is ready for dialog and constructive engagement to address emerging issues and concerns.

4) striving to build long-term relationships with key stakeholders based on mutual trust and respect. Active search for opportunities for joint initiatives and projects that benefit both the Company and its partners.

11. Honest business conduct

15. The Company understands and recognizes that honest business conduct, including anti-corruption, is a necessary factor when interacting with stakeholders.

16. The practice of honest business conduct improves the social and economic environment where the Company operates by enhancing reliability and honesty, preventing corruption, providing reliable information for decision-making by stakeholders and promoting honest internal corporate relationships.

17. Company's measures:

1) implementing and improving policies and practices that promote the prevention of corruption, facilitation payments, bribery and extortion;

2) implementation of anti-corruption measures in accordance with the legislation of the Republic of Kazakhstan;

3) demonstration of the level of compliance of remuneration of the Company's employees with the work performed and the level of qualification;

4) carrying out its activities by methods and means that meet the requirements of the legislation of the Republic of Kazakhstan;

5) timely fulfillment of obligations on payment of taxes and other payments of the Company to the state budget;

6) counteracting legalization of illegally obtained income;

7) observance of fair competition principles;

8) application of security measures excluding unfair methods of work in the Company;

9) raising awareness of the personnel regarding the importance of compliance of performed actions with the requirements of the legislation of the Republic of Kazakhstan;

10) prevention of participation in activities that may mislead, give knowingly false information or its concealment;

11) provision of reliable information to stakeholders;

12) observance of transparency, publicity and objectivity of the decisions made.

12. Final provisions

18. This Policy shall be open to the general public and shall be posted on the corporate website. The Company shall regularly disclose the results of the implementation of this Policy to stakeholders in the relevant section of the corporate website, as well as in the Company's annual sustainability report.

The Company voluntarily decides on socially-oriented behavior. This Policy is the main step in this direction.

19. The Company's efforts will be aimed at identifying the methods by which the Policy principles, key aspects and issues are applied to various structural units of the Company.

20. The Company understands that the process of Policy integration should not be done suddenly or at the same speed for all key aspects and issues. Measures taken to address several social responsibility issues in a short or longer period of time will be analyzed for feasibility and will take into account the Company's capabilities, available resources and priorities of the issues.

21. Employees of the Company responsible for social policy activities shall be held accountable for non-compliance with the provisions of this Policy.

22. If necessary, the relevant structural units of the Company shall provide reports on social aspects within the framework of GRI standards.

23. Responsibility for non-compliance with the provisions of this Policy shall be applied in accordance with the procedure stipulated by the legislation of the Republic of Kazakhstan, the Charter of the Company and other internal regulatory documents of the Company.
