

Centre for Social Cooperation and Communications



Center for social cooperation and communications

To effectively regulate social and employee relations and strengthen social partnership, the Fund's Group of companies has the Centre for Social Co-operation and Communications.

Its goal is to prevent social and employment conflicts, maintain social, sanitary-epidemiological and emotional well-being, strengthen the corporate identity

of production personnel and identify protest moods by developing and implementing best practices for effective management of social and employee relations and communications.

SAMRUK RESEARCH SERVICES

Since 2013, CSCC has been conducting a comprehensive social stability survey Samruk Research Services (SRS). The survey is conducted in all companies that are part of Samruk-Kazyna Holding.

Analysis of SRS social stability level allows diagnosing problem areas in social and employee relations of production teams and taking timely preventive measures.

Based on the results of the survey conducted in 2024, the Social Stability Index is 72% (+2 p.p. compared to 2023). This indicator is an aggregate index of engagement, well-being and social tranquillity. The study covered more than 37,000 respondents.

SOCIAL STABILITY INDEX (SRS)

72%

The 2024 Annual Study resulted in 57 analytical SRS reports and 1,296 automated reports by division, as well as outreach to portfolio company management.

SOCIAL STABILITY MONITORING CENTRE

The Social Stability Monitoring Centre (SSMC) collects and analyses operational data on preconditions or facts of social tension in teams in 24/7 mode via 5 communication channels (e-mail, telephone, WhatsApp messenger, website and QR code).

The SSMC works to collect and analyse complaints and appeals received directly from the portfolio companies on a quarterly basis, the results are submitted to the Fund. In 2024, 1,535 complaints and appeals were received and analysed. The Feedback system has been introduced, which provides for checking

the satisfaction of applicants with the answers received. There is an interactive Social Stability Map, through which the situation at the Group's enterprises is monitored in real time. In case of crisis situations, as well as to coordinate interaction between the Fund's units and portfolio companies, the Fund's Operational Headquarters has been established.

At the same time, the SSMC supervises the work of the Ombudsman Council with a quarterly meeting and holds an annual forum for Ombudsmen, trade union leaders and mediators to share experiences.



IR (INDUSTRIAL RELATIONS)

To evaluate employment conditions of production personnel proactively, IR screenings of social and living conditions were conducted. According to the results of IR screening, 43,602 non-compliances in the field of sanitary and epidemiological well-being were identified for the Group of companies of Samruk-Kazyna JSC for 2023. In 2024, 13,138 non-compliances (more than 30% of the total number of non-compliances) for the Group of companies of Samruk-Kazyna JSC were eliminated. The average number of non-conformities per 1 enterprise decreased from 221 (2023) to 168 (2024).

Also, to ensure a level playing field, equal rights and opportunities, a statement of intent was signed between Samruk-Kazyna JSC, ten portfolio companies and the United Nations Development Programme in Kazakhstan. SSMC was designated as a coordinator for the implementation of systemic measures to ensure the rights of employees and gender equality of Samruk-Kazyna JSC.

RESEARCH DIVISION

The department participates in the field visits of the SSMC as part of the Social Measurement initiative. At the same time, based on the results of the SRS survey, the department provides advisory support in drafting the action plan and

monitors the implementation of the action plan aimed at improving employment conditions and reducing social tension of the enterprises within the SRS perimeter.

YOUTH POLICY

As part of the strategic approach to involving young professionals in management processes and improving social stability, a series of significant initiatives were implemented in the Group of companies of the Fund.

A competence centre was formed from young specialists of the Fund's Group of companies (80,000 people). An annual forum among young professionals is held to unite active young people, identify leaders and form a team for

systematic work on the implementation of youth policy.

The Zheti Kadam programme has been running for three years to develop leadership, management and social skills.

TAZA KAZAKHSTAN

Within the framework of the Taza Kazakstan national environmental initiative, the Group of companies of the Fund implements a number of activities aimed at developing ecological culture and improving the environment:

Mass cleanups are organised on the territory of enterprises and in public areas, including eco-educational trainings and master classes. Tree plantings are organised at production

facilities and in adjacent areas (100,000 saplings in 2024).

Separate waste collection is being actively introduced. Waste paper, plastic and used batteries were collected.

SSMC PLANS FOR 2025

- Conducting an annual Samruk Research Services social stability survey with subsequent analyses and recommendations to improve the level of social stability in portfolio companies.
- Ongoing monitoring of social stability: prompt collection, analysis and interpretation of data on potential risks and facts of social tension for timely response and prevention of alarm zones.
- Comprehensive IR screening of employees' social and living conditions to identify risk areas and subsequent formation of the Action Plan.
- Conducting social measurements in

- the Group's production facilities to screen social and living conditions.
- Introduce proactive measures to protect human rights, including the integration of human rights due diligence mechanisms.
- Continuation of work on greening the territory of Kazakhstan within the framework of the Taza Kazakhstan Republican Programme with all portfolio companies of the Fund participating.