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# Ombudsman

**GRI 2-24** The Ombudsman ensures compliance with the principles of business ethics and the effective settlement of social and labour disputes. He advises workers, participants in labour disputes and conflicts who have appealed to him, facilitating the development of fair and constructive solutions.

The Ombudsman is appointed by the Board of Directors of the Fund every two years. The Ombudsman's activity is regulated by the relevant legislation, the Corporate Governance Code, the Regulations On the Ombudsman of Samruk-Kazyna JSC and the Organisations of the Fund's Group, and is based on the best international practices, including recommendations of the International Ombudsman Association. The Ombudsman Institute operates in 12 portfolio companies, 8 of them provide for the position of the Ombudsman, in 3 companies the position of the Ombudsman is combined with other positions.

Since 2013, the Fund has had a Corporate Ombudsman Council, where ombudsmen of portfolio companies exchange experience and review key cases from practice. The meetings of the Council of Corporate Ombudsmen include training programmes with the invitation of business trainers and experts, as well as discussions and presentations by experienced ombudsmen. For example, in 2024, ombudsmen received human rights training.

In 2024, the Ombudsmen of the portfolio companies visited a number of companies, including the Shymkent Oil Refinery, Kazakhtelecom JSC and uranium mining divisions of NAC Kazatomprom JSC, the Sh. Chokin Kapshagay HPP, the Samruk-Green Energy LLP solar power plant, the Atyrau regional branch of Kazpost JSC and other facilities to better understand social and labour issues on the ground. Ombudsmen met with employees, trade union activists and company management to discuss problems and issues on observance of labour rights.

**GRI 2-25** To accept reports and enquiries, Nysana hotline call centre has been set up jointly with the  
**GRI 2-26** Centre for Social Interaction and Communications, to which all Ombudsmen of the portfolio companies are connected.

How to contact the Fund's Ombudsman:



Through the Nysana hotline in 2024, the Ombudsman received more than

# 25,797

reports and enquiries from employees of the Fund Group and third-party organisations, of which



# 1,535

were deemed relevant. They concerned issues on social and labour relations.

For each such appeal, consultations, explanations were given, and negotiations were held in various formats. Compared to 2023, the number of relevant reports and enquiries decreased by 11%.

## Accessible referral channels:

**Ombudsman:**

**SERIKBAI TRUMOV**



Nysana Call Centre  
**8 800 080 30 30**



Online platform  
**e-Otinish**



E-mail:  
**s.trumov@sk.kz**



Phone:  
**+7 (7172) 55-26-33**  
**+7 701 489 33 30**

Any employee of the Samruk-Kazyna Group of Companies can directly address the Ombudsman on issues of human rights, labour relations, ethics and other sensitive topics.