

Grievance procedures

WHISTLEBLOWING (CALLS TO THE HOTLINE)

- GRI 2-26** For the timely detection and prevention of anti-corruption violations, the Fund operates the Hotline, a centralised whistleblowing system, which can be used to report any violations, including fraud, corruption, discrimination, unethical behaviour and other violations related to the activities of the Fund and portfolio companies. The hotline is operated by an independent operator and the complaint handling process is automated.
- GRI 2-25** To raise employees' awareness of the hotline, videos, posters and screensavers with hotline contacts are permanently placed in publicly accessible places.
- GRI 2-24**
- GRI 2-26** Awareness raising and promotion of the hotline is carried out to improve the whistleblowing culture, including with the involvement of senior company management, including the whistleblower protection and anti-harassment policies established by the Fund.
- GRI 2-25** We take into account emerging or potential negative impacts on society based on the feedback we receive and take the necessary corrective actions.

During the reporting period, the Hotline received a total of 551 reports and enquiries, of which 486 were considered. The main share of reports and enquiries was related to employment conflicts (39%).

There were 176 complaints about corruption/theft, or 31%. At the same time, 11 reports and enquiries were confirmed on the facts of corruption and 6 reports and enquiries on the facts of fraud/theft.

Reports and enquiries received by the Hotline in 2024, by type, %



Of the reports and enquiries reviewed during the reporting period, 152 or 26% were confirmed. Compared to 2023, the number of reports and enquiries on the Fund group remained almost at the same level (547 reports in 2023, 551 reports in 2024). Confirmed reports and enquiries on the facts of corruption, fraud, theft and embezzlement were transferred to subsequent instances.

Confirmed reports for 2024 by topic

Topics of reports	Quantity
Labour conflicts	55
Violation of procedures	35
Corruption	38
Health hazard	9
Fraud, theft, embezzlement	7
Others	8

Hotline is available both for employees of the Fund and portfolio companies and for third parties interacting with the Fund (clients, counterparties and other interested parties).

Reports may be submitted by all persons in Russian, Kazakh and English languages through the following communication channels:



by phone number
8 800 080 4747
(toll-free calls in Kazakhstan)



email
mail@sk-hotline.kz



via the internet portal
www.sk-hotline.kz



via WhatsApp messenger
with the number
+7 771 191 8816



In 2024, the Fund ensured the receipt, analysis and processing of all reports and enquiries received through official feedback channels. All reports and enquiries are treated confidentially, in compliance with the principles of objectivity, impartiality and equal treatment.

GRI 2-26 The effectiveness of grievance mechanisms is assessed through the performance of validated grievances.