



KAZAKHSTAN  
HOUSING  
COMPANY



# ANNUAL REPORT 2024



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The annual report of Kazakhstan Housing Company JSC is available in  
electronic and interactive formats in the state language, Russian, and  
English on the website.



# Key indicators

## Supporting housing supply

LEB bonds purchased in the amount of

462 billion tenge

32 guarantees issued for the completion of construction worth

187 billion tenge

659 thousand m<sup>2</sup>  
6,773 apartments

Subsidy contracts concluded on loans of private developers worth

3 billion tenge

42 thousand m<sup>2</sup>  
414 apartments

## Supporting housing demand

Provided for rent with redemption

236 apartments

worth  
3.9 billion tenge

## Development of information technology and analytics

Launch of the new version

Qazreestr 2.0

Modernization of the information system

Housing portal

in terms of creating a personal account for legal entities

Launch of the

Online-center for shareholders support

using AI

Implementation of the

CRM system

for automation of work with clients and partners

## Financial indicators

Net profit

41 billion tenge

Assets

1,573 billion tenge

ROA

2.66 %

ROE

16.23 %

## Address of the Chairman of the Board of Directors



### Dear Ladies and Gentlemen!

Providing affordable housing for Kazakhstanis remains a key priority of government policy. Over the last few years, the housing construction sector has been developing dynamically, that is promoted by active government measures and steady economic growth. However, despite the positive dynamics, the housing demand is increasing every year. Today in Kazakhstan, more than 600 thousand people are waiting in line for housing.

Under these conditions, the Kazakhstan Housing Company is adapting to new challenges, increasing its influence on the development of the housing sector. 2024 was marked a record for us: in the republic were commissioned 19 mln square meters of housing of which about 3.2 mln square meters were built with the support of the Company. The Company's share in the total volume of multi-family housing construction in the Republic of Kazakhstan was 26 %.

Over the past year, more than 25 thousand Kazakhstanis waiting in line for housing have been given the opportunity to purchase their own housing under rental programs with the right to privatize and loan housing. In addition, about 6 thousand citizens were able to protect their investments in shared-equity construction thanks to the Company's guarantees.

The overcoming the historical mark – more than 1 million Kazakhstanis have improved their living conditions with the help of our tools since 2009 was a landmark achievement of 2024. With the Company's participation, were commissioned more than 16.4 million square meters of housing which is equivalent to 222 thousand apartments.

We are confidently moving forward, continuing to improve our approaches, expand our product lineup and introduce new mechanisms to support housing construction. In 2024, we start work on the new phase of the long-term strategy until 2033, which will further strengthen the market and create additional opportunities for Kazakhstanis.

We sincerely thank our customers, partners and colleagues for the trust and fruitful cooperation. Together we are building the future by developing the housing sector and improving the quality of life of the citizens of Kazakhstan!

### Rustam Karagoishin

Chairman of the Board of Directors  
of Kazakhstan Housing Company JSC



# Address of the Chairman of the Management Board



## Dear clients, partners and colleagues!

The past year has been a success for the Kazakhstan Housing Company. In 2024, the total amount of financial support for the housing sector in Kazakhstan amounted to 651.6 billion tenge, which allowed thousands of Kazakhstanis to get closer to the dream of owning their own housing.

Through the bond purchase mechanism, we have financed akimats for a total amount of KZT 437.1 billion for the construction and purchase of loan and rental housing.

In addition, for the first time, the Company allocated 25 billion tenge for the renovation of dilapidated housing to the Akimat of Astana, which will improve housing conditions for residents of the capital and ensure the renewal of the “old” districts of the city.

An important area of work remains the rent-to-own program, which makes housing more affordable for various categories of citizens on the waiting list. In 2024, 236 apartments were sold under this program. The company pays special attention to the development of regions, including monotowns. Thus, employees of large industrial enterprises in Khromtau and Aksu cities of were given the opportunity to purchase housing under this program. At the same time, 15% of the housing fund was allocated to citizens waiting in line to receive public housing.

In 2024, the volume of guarantees for the completion of housing under construction and subsidies for loans of private developers amounted to 189.5 billion tenge.

Special attention is paid to the protection of the rights of shareholders. In 2024, the Company completed the construction of a residential complex in Atyrau with 150 apartments, where the first warranty case was announced as part of shared-equity construction. In June 2023, the Developer failed to comply with the time limits of commissioning, after which the Company announced a warranty case and assumed obligations to 120 shareholders. In 2024, the Company also announced three warranty cases and assumed the completion of objects under construction in Ust-Kamenogorsk, Shymkent and Astana, while protecting 304 shareholders.

Among the Company’s key initiatives aimed at improving the legal framework in the field of share participation are the guarantee of low-rise construction, a ban on preliminary reservation and investment agreement, as well as an increase in fines for illegal fundraising of citizens, the transition to cashless payments when purchasing housing under construction, etc.

The Kazakhstan Housing Company consistently implements measures to develop the housing market. We continue to work on improvement of efficiency of support tools, improving the regulatory framework, and implementing digital solutions to ensure transparency and accessibility of housing programs.

The development of the digital ecosystem remains an important area of the Company’s work. We are actively developing digital tools that make interaction with citizens more convenient and transparent. Among them, the [\*Housing Portal\*](#), the [\*Online-center for shareholders support, Qazreestr 2.0\*](#) and others.

Currently, any citizen in the Housing Portal can check information about all shared-equity construction projects that have the appropriate permit from LEB or a Company guarantee to raise funds from shareholders. This allows to protect citizens from developers who illegally carry out shared-equity housing construction.



In 2024, we launched a Personal Account for legal entities on the Housing Portal, allowing developers to have centralized access to all the Company's services rendered in the online mode.

Moreover, the "Online-center for shareholders support" has been launched in beta testing mode, based on the generative artificial intelligence – iBota chatbot, which provides citizens with up-to-date information about projects under construction and checks them for permits to raise funds from shareholders, advises on legislation on equity participation in housing construction.

In May 2024, an upgraded version of Qazreestr 2.0 has been launched with a new module for concluding and registering Equity Participation Agreement (EPA), which reduced the time for their execution from 3 to 1 business day. Together with Halyk Bank, a service has been also launched to verify legitimate shared-equity construction projects in the Halyk mobile application.

To automate work with clients and partners, increase the efficiency of processing requests and improve the quality of service, the Company has implemented a CRM system.

By the end of 2024, the Company's net profit amounted to 41 billion tenge, assets reached 1.6 trillion tenge and equity capital – 256 billion tenge, which emphasizes the high level of financial stability. This is also evidenced by the upgrade of the credit rating to "Baa2" by Moody's with "Stable outlook" and the confirmation of the rating at "BBB" by Fitch Ratings with a similar outlook.

We continue to move forward, opening up new opportunities and implementing new initiatives aimed at further developing the housing market.

In 2025, we will continue to improve mechanisms to support housing construction, creating new opportunities for citizens to purchase affordable and comfortable housing. Large-scale initiatives will be launched in this direction, including expanding the types of guarantees, supporting renovation projects, low-rise and individual construction, comprehensive development projects in the regions, financing the construction and modernization of engineering-and-communications networks, as well as financing the purchase of LEB housing for subsequent lease with the right to privatize to waiting lists.

I would like to thank all our clients and partners for their trust and cooperation, as well as the entire team for their high professionalism and contribution to the development of housing construction in our country.

### **Altay Kuzdibayev**

Chairman of the Management Board  
of Kazakhstan Housing Company JSC





# ABOUT THE COMPANY

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## GRI 2-1, 2-2

Kazakhstan Housing Company Joint Stock Company (formerly called – Mortgage Organization Kazakhstan Mortgage Company) was established in 2000 in accordance with the resolution of Management Board of the National Bank of the Republic of Kazakhstan to implement the Concept of long-term financing of housing construction and the development of mortgage lending.

In 2020, on behalf of the Head of State Kassym-Jomart Tokayev, MO Kazakhstan Mortgage Company JSC was reorganized by merging Baiterek Development JSC and Housing Construction Guarantee Fund JSC.

Baiterek Development JSC (until 2014 – Distressed Assets Fund JSC) acted as the financial operator of the “Nurly Zher” Program in financing the construction of credit housing through the purchase of government bonds of local executive bodies, as well as monitoring the progress of construction of credit housing. Other areas of the Company’s activities were the implementation of investment projects in the construction industry, the completion of activities launched as part of the anti-crisis measures of 2009–2010, and EXPO 2017 projects.

Housing Construction Guarantee Fund JSC was established in 2016 on the basis of the previously operating Kazakhstan Mortgage Loan Guarantee Fund JSC. The objective of the fund was to create an effective mechanism to protect the rights and interests of shareholders by guaranteeing the completion of shared construction projects.

As a result of the reorganization, the activities were optimized, duplicating functions within Baiterek NMH JSC were eliminated and administrative costs were reduced.

After the reorganization, the Company, in accordance with the Development Strategy for 2021–2023, became a Single operator of housing construction and in January 2021 changed its name to Kazakhstan Housing Company JSC and, combining all the products and services of the three companies, continued to ensure the continuity of operations and implementation of government programs.

## Geography of presence

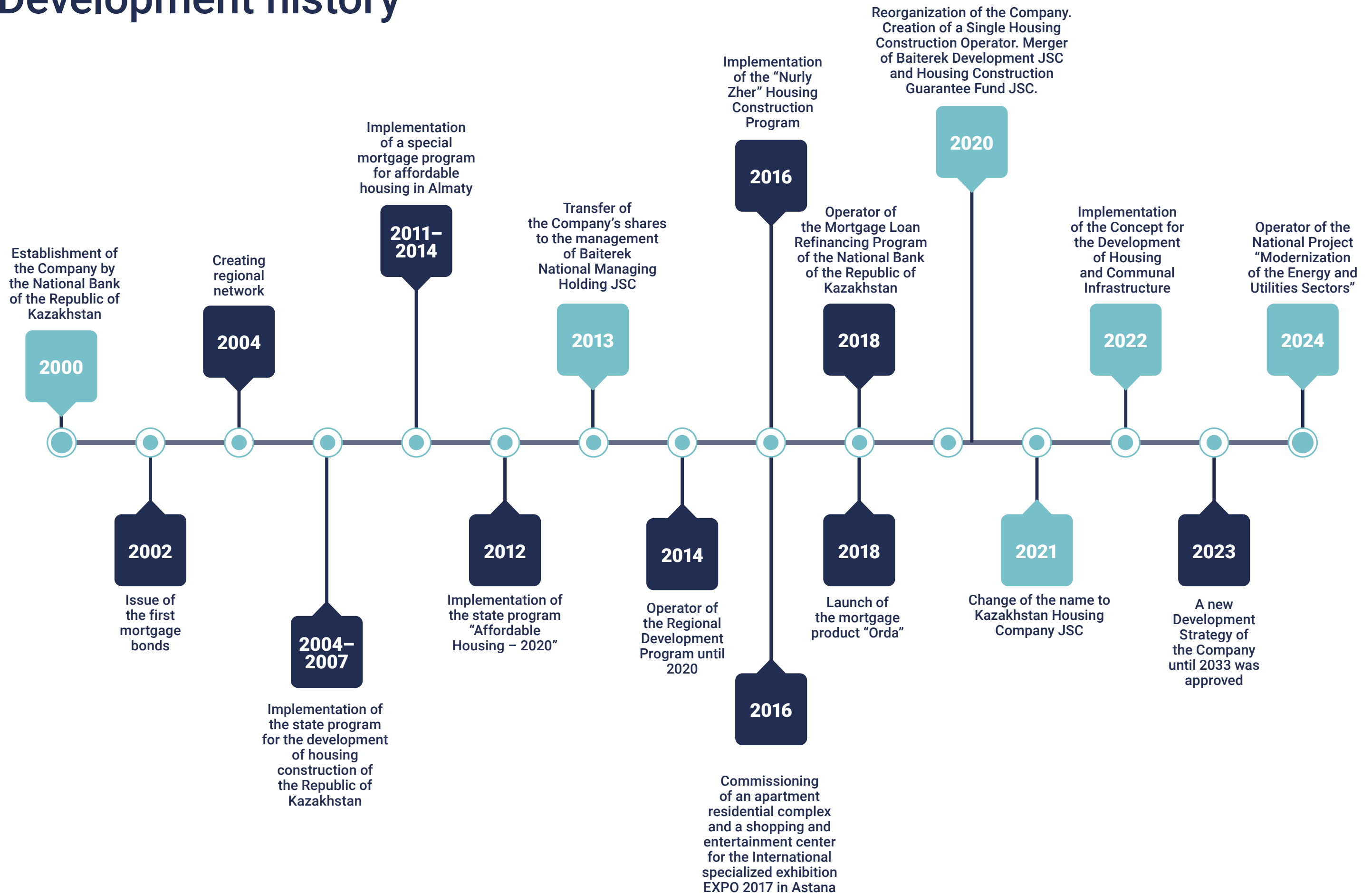
### GRI 2-1

Kazakhstan Housing Company JSC operates within the territory of the Republic of Kazakhstan, covering all regions of the country. The company actively operates in cities of national importance, regional centers and other localities, ensuring the accessibility of its services to a wide range of citizens.

The main aspects of the Company’s geographical presence:

- Central office: Located in the capital of Kazakhstan – Astana city, for effective interaction with government bodies and key partners.
- Regional representative offices: the Company has representative offices and partnership organizations in most regions of Kazakhstan, which allows to take into account regional specifics and the needs of the population.
- Online services: the company is actively developing digital services, allowing customers from any region to receive the necessary services remotely, which is especially important for remote and hard-to-reach settlements.

# Development history





# Business model of the Company

GRI 2-1, 2-6

## Capitals

Assets	Equity capital	Borrowing portfolio
1,573 billion tenge	256 billion tenge	1,317 billion tenge
Human capital	Social and reputation capital	
195 people	Single operator of housing construction	

## Strategy

### Mission

Providing the population of Kazakhstan with affordable and quality housing

### Vision

The main development institute for providing affordable housing to the people of Kazakhstan

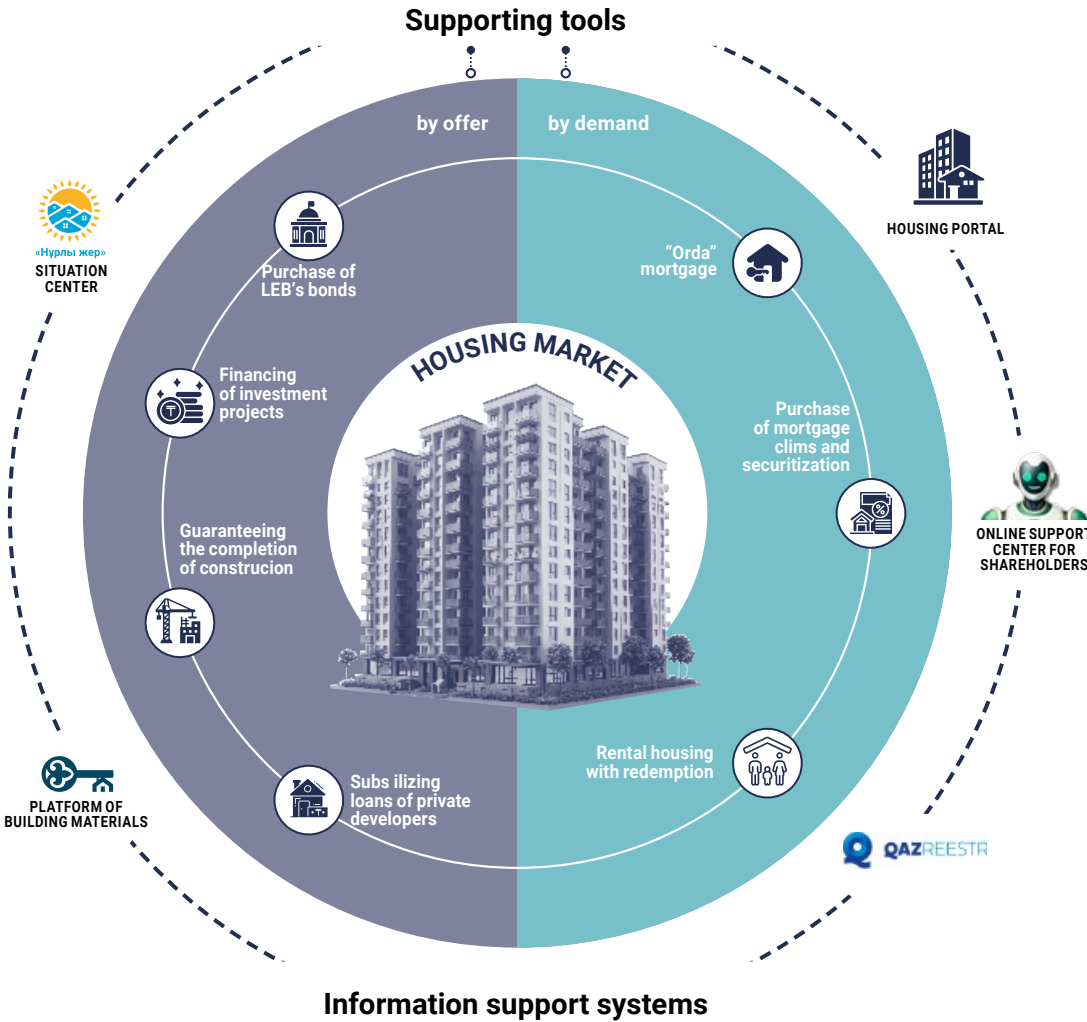
### Objectives

- Increase the volume of housing construction by encouraging the provate sector and servicing developers
- Increase housing affordability for citizens of Kazakhstan

### Sustainable Development Goals



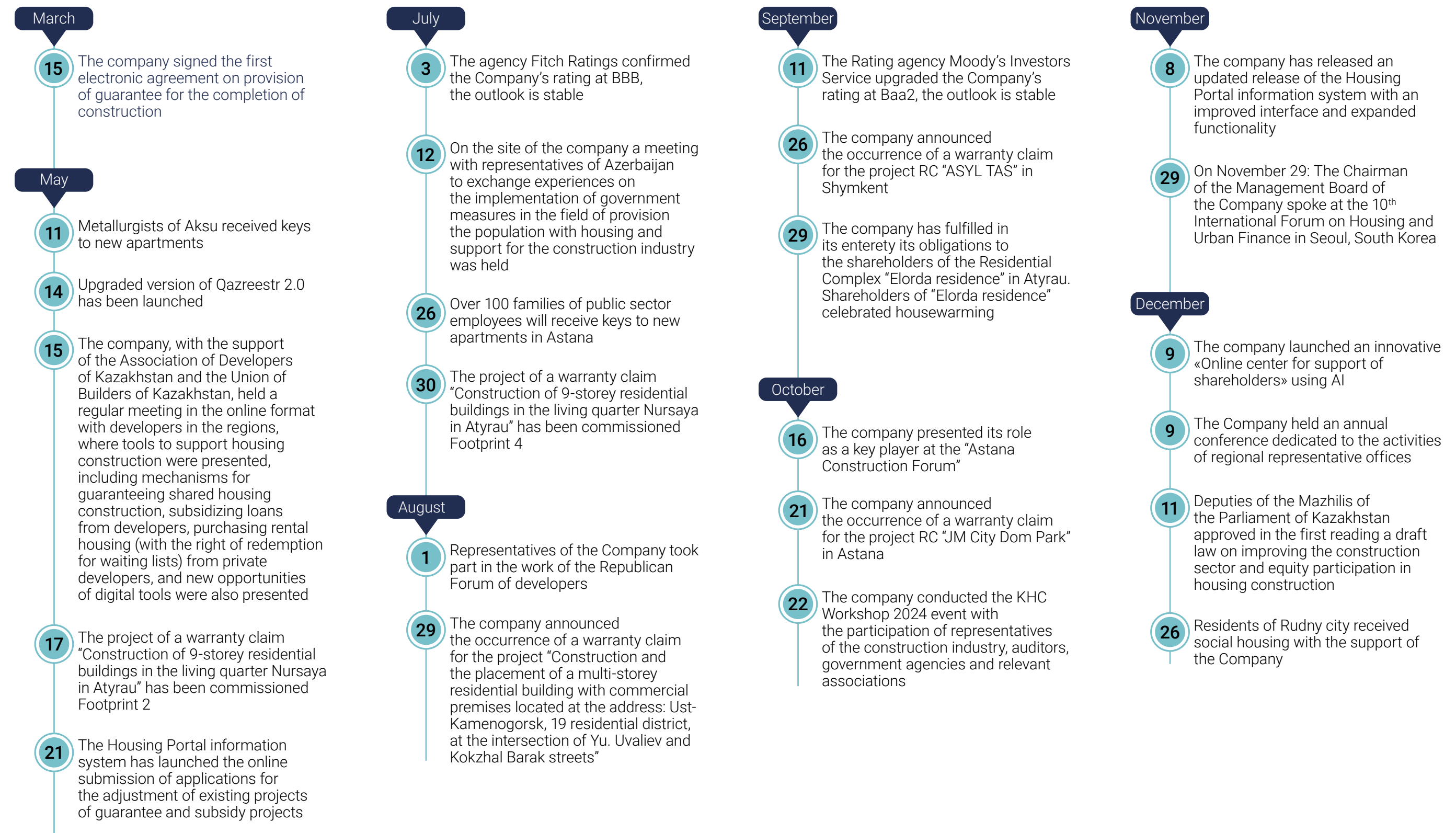
## Operating cycle



## Results

Commissioned through the Company's support instruments	Net profit	Dividends
3.2 mln m <sup>2</sup> of housing	41 billion tenge	70% of net profit
40,616 apartments		28 billion tenge
		ROA 2.66 %

# Key events





# OVERVIEW OF THE EXTERNAL ENVIRONMENT

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## Macroeconomic overview

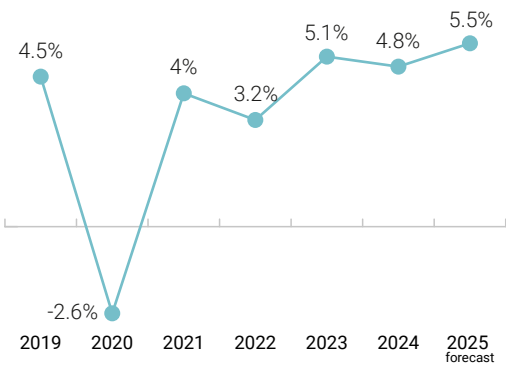
The growth of the economy of Kazakhstan at the end of 2024 amounted to 4.8%. Growth in the real sector was 5.6%, in the services sector – 4.7%.

The sectors showing the greatest growth: real estate transactions – 24%, electricity, gas, steam, hot water and air-conditioned supply – 18.7%, art, entertainment and recreation – 18.3%, wholesale and retail trade – 18.3%, car and motorcycle repair – 18.3% and provision of accommodation and catering services – 17.2%.

Investments in fixed capital increased by 7.5%. Investment inflows increased in education by 143%, professional and scientific activities by 42%, in financial and insurance activities by 35%, in administrative and support activities by 28%, and in manufacturing industry by 24%.

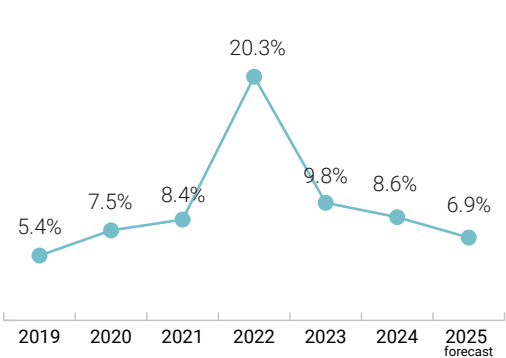
Annual inflation in Kazakhstan at the end of December 2024 amounted to 8.6%. Over the year, prices for food products increased by 5.5%, non-food products – by 8.3%, paid services – by 13.3%.

### GDP



Source: BNS of the ASP&R of the RK, forecast of the IMF

### Inflation



Source: BNS of the ASP&R of the RK, forecast of the NB of the RK

The IMF expects Kazakhstan’s GDP to grow by 5.5% in 2025, the EDB – 5.5%, while the ADB – by 5.3%. The Government of the Republic of Kazakhstan predicts the inflation rate in the Kazakhstan in 2025 at the level of at least 5.6%.

### Economic growth forecasts in 2025

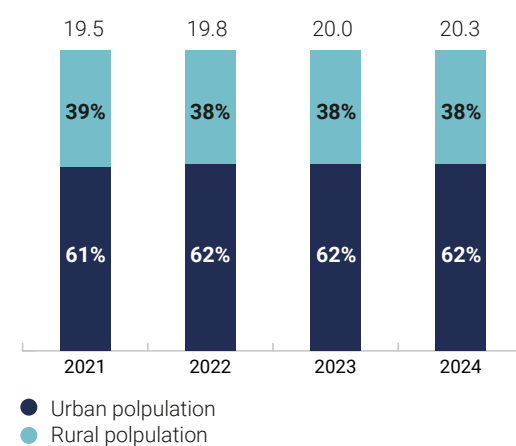
	IMF	EDB	ADB	Government of the Republic of Kazakhstan
World economy	4.1%	–	4.9% (for Asia)	–
Kazakhstan	5.5%	5.5%	5.3%	5.6%

## Overview of the housing and construction sector

According to the BNS ASP&R of the Republic of Kazakhstan, the population in Kazakhstan for the period of 2020 to 2024 increased by 5.8% and amounted to 20 million people.

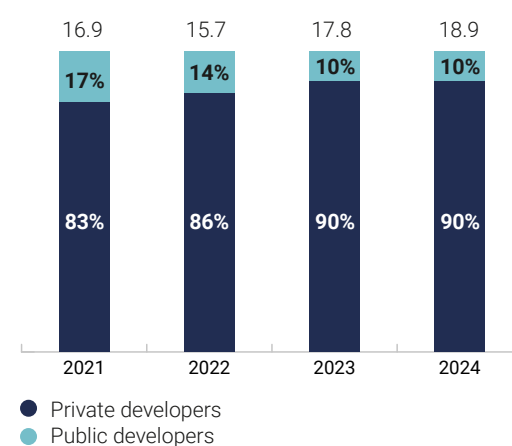
The total area of housing commissioned in 2024 amounted to a record 18.9 million m<sup>2</sup>, which is by 6.3% higher than in 2023. For comparison, 7.9 million m<sup>2</sup> were commissioned in 1990, 1.2 million m<sup>2</sup> in 2000, and 6.4 million m<sup>2</sup> in 2010.

Population dynamics in the RK, mln people



Source: BNS of the ASP&R of the RK

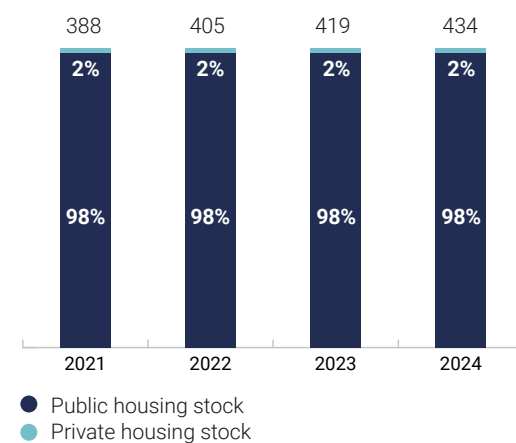
Area of housing commissioned, mln sq.m



Source: BNS of the ASP&R of the RK

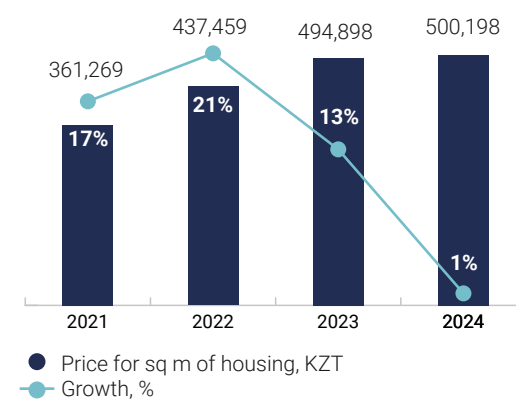
In 2024, the country's housing stock amounted to 434 million m<sup>2</sup>, which is by 3.5% more than in 2023. Private housing stock accounted for 98% of the total in 2020–2024.

Housing stock, mln sq.m



Source: BNS of the ASP&R of the RK

Price for 1 sq.m of primary housing in the RK for 2021-2024



Source: BNS of the ASP&R of the RK

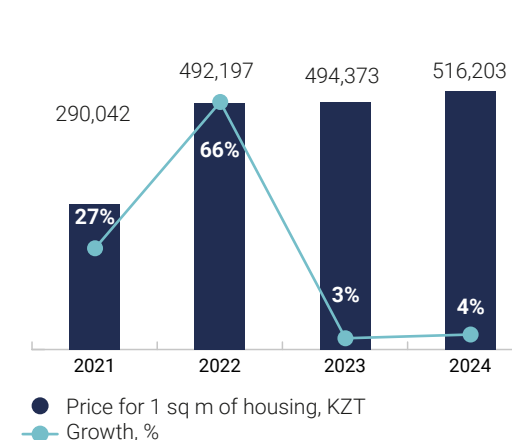
In 2024, prices for primary housing increased by 1% compared to 2023. A significant increase in prices for primary housing in 2024 was recorded in the following cities:

- Zhezkazgan – 134%;
- Kyzylorda – 13%;
- Pavlodar – 11%;
- Aktobe – 10%;
- Kokshetau – 10%.

In the secondary housing market, the price of 1 m<sup>2</sup> in 2024 increased by 4.4% compared to 2023 figures. In the context of regions, prices have increased significantly in cities such as:

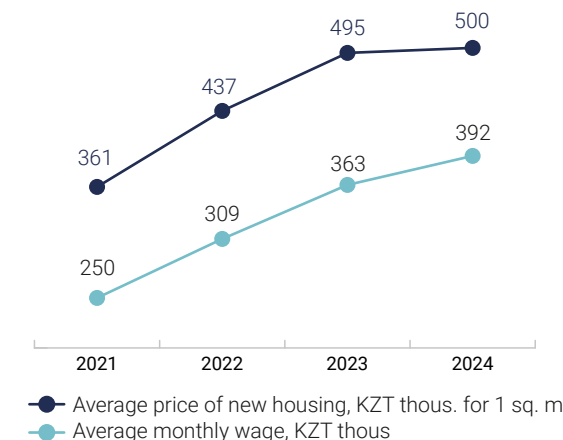
- Atyrau – 32%;
- Astana – 13%;
- Taraz – 11%;
- Konaev – 11%;
- Kokshetau – 9%;
- Petropavlovsk – 9%.

Price for 1 sq.m of secondary housing in the RK for 2021-2024



Source: BNS of the ASP&R of the RK

Population income growth rate and housing prices



Source: BNS of the ASP&R of the RK

In 2024, the average monthly nominal salary was 392 thousand tenge, which is by 8% higher than in 2023.

According to the website [hf.kezekte.kz](https://hf.kezekte.kz), the number of people on the LEB waiting list is 657,185 people for March 1, 2025, among them: government employees (196,179), citizens whose only home is recognized as unsafe (4,086), orphans (61,121), disabled people and participants of the Great Patriotic War (22), mothers of many children (138,390) and socially vulnerable segments of the population (257,387). The annual increase in the LEB waiting list is about 50 thousand people on the waiting list, while about 13 thousand apartments are put into operation annually within the framework of state programs of LEB. To maintain the number of LEB waiting lists at the current level, it is necessary to increase the volume of affordable housing to 70 thousand apartments per year. To provide affordable housing to all those on the LEB waiting list, it is necessary to increase the volume of affordable housing to 124 thousand apartments per year within 10 years.

Consequently, taking into account the dynamic rise in prices, both in the primary and secondary markets, there is a need to support and stimulate the housing construction sector in affordable price segments, as well as additional measures to support demand.

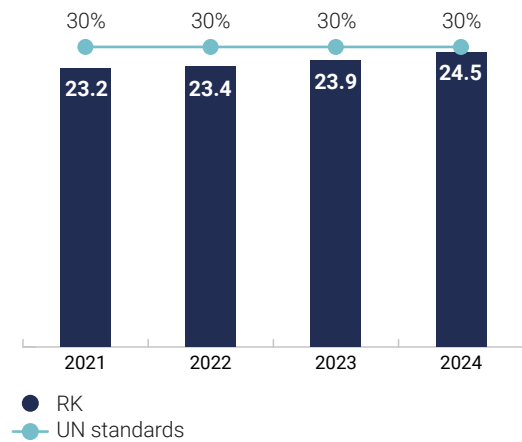


# Overview of the housing affordability

The housing capacity of the population in 2024 was 24.5 m<sup>2</sup> per person, while the UN social standard is 30 m<sup>2</sup> per person. To provide 30 m<sup>2</sup> per person, it is necessary to increase the housing stock of the Republic of Kazakhstan by 98 million m<sup>2</sup> from 434 million m<sup>2</sup> to 532 million m<sup>2</sup>.

For example, the level of housing capacity in developed countries such as the USA and Germany is 70 m<sup>2</sup> and 50 m<sup>2</sup> per person, respectively.

Availability of housing, sq.m per person



Source: BNS of the ASP&R of the RK

There are housing affordability indices that measure the amount of time takes to purchase standard housing – the HPI index (Housing price-to-income ratio) and the ability of the population to purchase standard housing with a mortgage – the HAI index (Housing Affordability Index).

According to UN standards, housing is considered affordable if it takes less than 3 years to purchase an apartment with average area and cost, average affordable – from 3 to 4 years, unaffordable – more than 5 years.

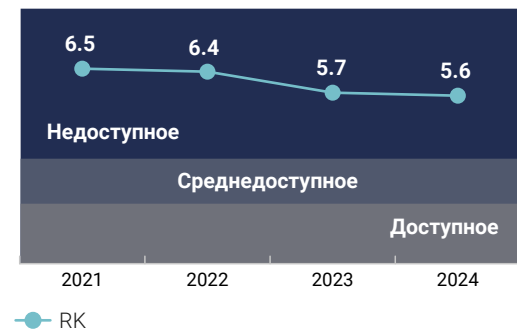
According to calculations of the HPI index, to purchase a standard apartment with an area of 54 m<sup>2</sup>, one working citizen of Kazakhstan will need 5.6 years (HPI1), as long as all income is used to purchase housing.

To purchase the same apartment, the average Kazakhstan family (3 people) will need 3.6 years (HPI2), as long as all income is used to purchase housing. However, no average family can use all its income to purchase an apartment over the course of several years. Assuming that a family can allocate no more than 1/3 of the total family cash income per year, that is, minus consumer expenses, while maintaining normal living conditions, then the average family will need 6.8 years (HPI3) to purchase a standard apartment.

There is also the Housing Affordability Index HAI (Housing Affordability Index), which determines a family's ability to purchase standard housing with a mortgage.

$$HAI = \frac{30\% \text{ of the average per capita income} \times 3 \text{ (number of family members)}}{\text{(Monthly mortgage payment amount)}} \times 100$$

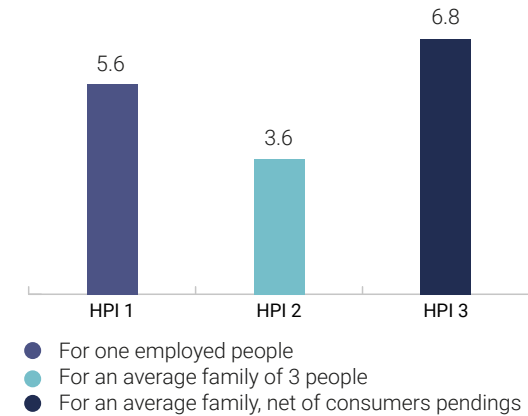
Comparison of housing affordability: the RK and the UN standards, years



Source: BNS of the ASP&R of the RK

The higher the index value (it should be over 100), the more affordable housing is for a family with its income level under existing mortgage conditions, that is, if the indicator is above 100, the mortgage is affordable, if the index value is below 100, the mortgage is unaffordable.

Number of years required to purchase a standard apartment in the RK



Source: BNS of the ASP&R of the RK

Index of availability of market mortgage products issued in 2024 by decile groups of the population of the Republic of Kazakhstan

HAI indicator			
Deciles <sup>1</sup>	Indicating the average per capita income per month	«Otbas Bank» (My Home)*	STB mortgage**
1	40,185 tenge	16	10
2	52,140 tenge	21	13
3	59,204 tenge	24	15
4	67,000 tenge	27	17
5	75,410 tenge	30	19
6	85,057 tenge	34	21
7	98,704 tenge	40	24
8	117,660 tenge	47	29
9	147,736 tenge	59	37
10	256,948 tenge	103	64

\* Subject to accumulation of 50% over 3 years with an estimated indicator of 16 (interest rate 5%, down payment 50%, 6 years term).

\*\* STB average interest rate 19% for 31.12.2024, down payment 20%, 15 years term.

Calculations of the HAI indicator showed that in the context of decile (10 percent) groups by income of the population, the conditions of the “Otbas Bank” (“My Home”) and “STB mortgage” program are considered inaccessible to the majority. The terms of the Otbas Bank (My Home) program are available only to 10% of our citizens, that is, to the high-income population.

At the same time, for social categories of citizens there is a preferential mortgage “7-20-25”, as well as the Otbas Bank programs (2-10-20) and (5-10-20).

It is important to note that solving housing problems is associated not only with a decrease in the cost of housing, but also with an increase in the income of the population, accordingly, a set of measures is needed to increase the income of the population.

<sup>1</sup> 1 – the poorest group of the population and 10 – the richest group of the population. Source: BNS of the ASP&R of the RK.

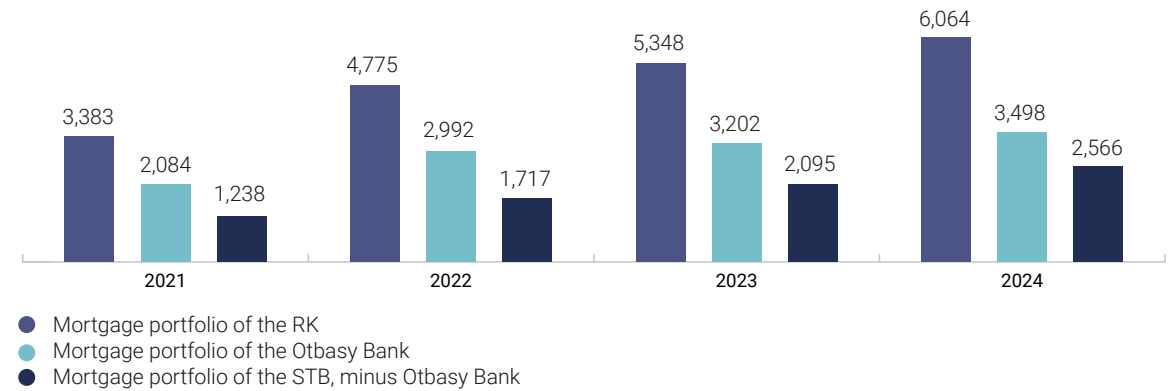
## Overview of the mortgage market

According to the National Bank of the Republic of Kazakhstan, as of December 31, 2024, the total mortgage portfolio of the Republic of Kazakhstan amounted to 6,064 billion tenge, including:

- Otbasys Bank JSC – 3,498 billion tenge (58 %);
- STB (excluding Otbasys Bank) – 2,566 billion tenge (42 %);

Since the beginning of 2024, the total mortgage portfolio of the Republic of Kazakhstan has increased by 13%. The growth of the mortgage portfolio of STB excluding Otbasys Bank JSC amounted to 22%, while the portfolio of Otbasys Bank JSC increased by 9%.

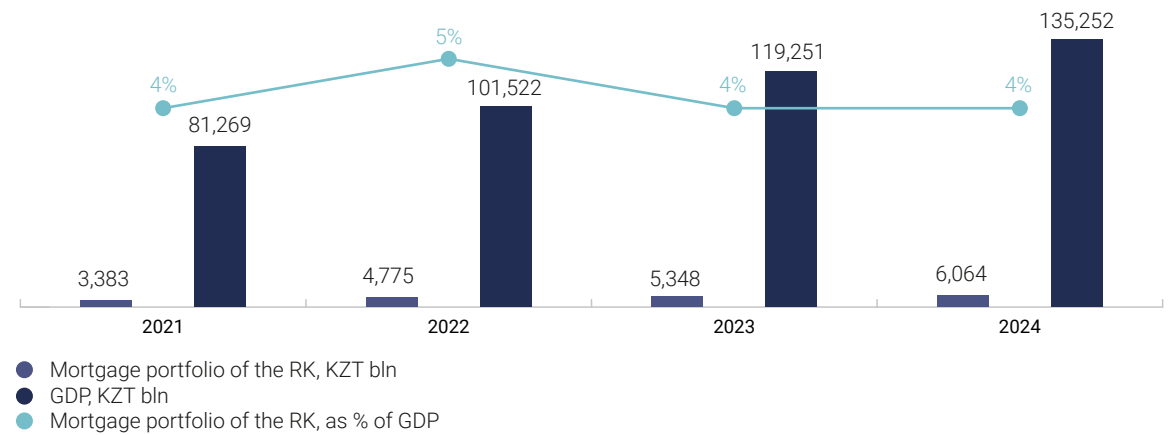
Mortgage portfolio of the RK, KZT bln



Source: BNS of the ASP&R RK

The share of the mortgage portfolio of the Republic of Kazakhstan in the country's GDP in 2024 was 4%, and it remains at the same level as in 2023.

Mortgage portfolio of the RK, in % of GDP

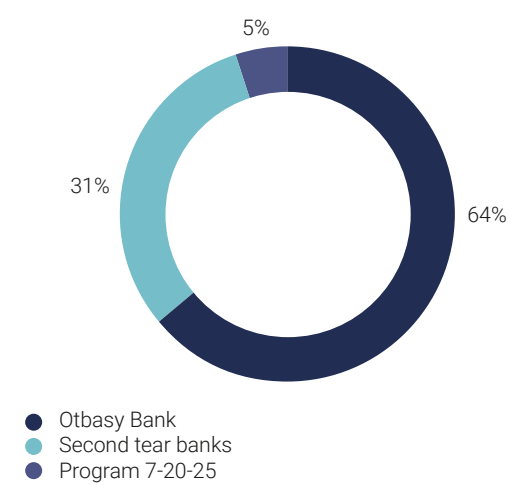


Source: BNS of the ASP&R RK

In 2024, mortgage loans were issued in the amount of 2,023 billion tenge, of which:

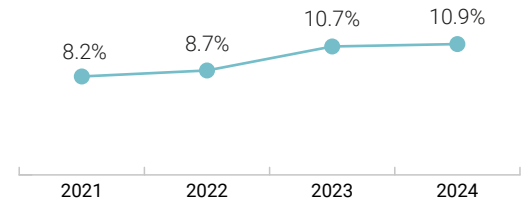
- Otbasys Bank JSC issued loans in the amount of 1,290 billion tenge (64 %);
- under the STB's own programs, loans were issued in the amount of 633 billion tenge (31 %);
- under the program "7-20-25", loans were issued in the amount of 100 billion tenge (5 %).

Structure of mortgage loans issued in 2024, by the RK mortgage programs, %



Source: Otbasy Bank JSC data, 7-20-25

Weighted average interest rate on loans issued by banks for construction and purchase of housing for citizens, %



Source: NB RK

In 2024, the weighted average interest rate on loans issued by STB for the construction and purchase of housing to citizens was 10.9%, which is 1.7% higher than in 2023.



# STRATEGIC REPORT

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The development strategy of the Kazakhstan Housing Company JSC for 2024 – 2033 was approved by the decision of the Board of Directors of the Company dated November 30, 2023.

## Mission

Providing the population of Kazakhstan with affordable and high-quality housing.

## Vision

A key development institution to provide the people of Kazakhstan with affordable housing.

## Strategic directions for activities

GRI 2-6

### 1. Supporting housing supply

Goal: increase the volume of housing construction by stimulating the private sector and providing services to developers

#### Objectives:

- financing the construction and renovation of housing through the purchase of LEB bonds;
- guaranteeing of equity participation in housing construction;
- subsidizing loans of private developers;
- financing of urban investment projects.

### 2. Supporting housing demand

Goal: increase the affordability of housing for citizens of Kazakhstan

#### Objectives:

- provision of rental housing;
- subsidizing mortgage loans.

## Our results

To assess the effectiveness of its activities, the Company constantly monitors and analyzes the achievement of its goals by using the following key performance indicators:

No.	KPI	Units	2024 Plan	2024 Actual	% of execution
<b>Strategic direction 1: Supporting housing supply</b>					
Goal: increase the volume of housing construction by stimulating the private sector and servicing developers					
Task 1. Financing the construction and renovation of housing through the purchase of LEB bonds					
1	Financing the construction and renovation of housing through the purchase of LEB bonds	billion tenge	407.1	462.1	114%
Tasks 2 and 3. Guaranteeing of equity participation in housing construction and subsidizing loans of private developers					
2	Volume of guarantees and subsidies issued	billion tenge	178.2	189.5	106%
Task 4. Financing urban development investment projects					
3	Volume of housing commissioning in the framework of financing urban investment projects	thousand sq. m.	65.6	64.4	98%
4	Increasing the coverage of the market of multi-family housing building by equity construction mechanisms	%	36	45	125%
<b>Strategic direction 2: Supporting housing demand</b>					
Goal: increase the affordability of housing for citizens of Kazakhstan					
Task 1. Provision of rental housing					
5	Providing rental housing with redemption	units	300	236	79%
<b>Other KPI within the framework of the Company's strategic directions</b>					
6	Share of loan and investment portfolio in total assets	%	77	82	106%

## Supporting housing supply

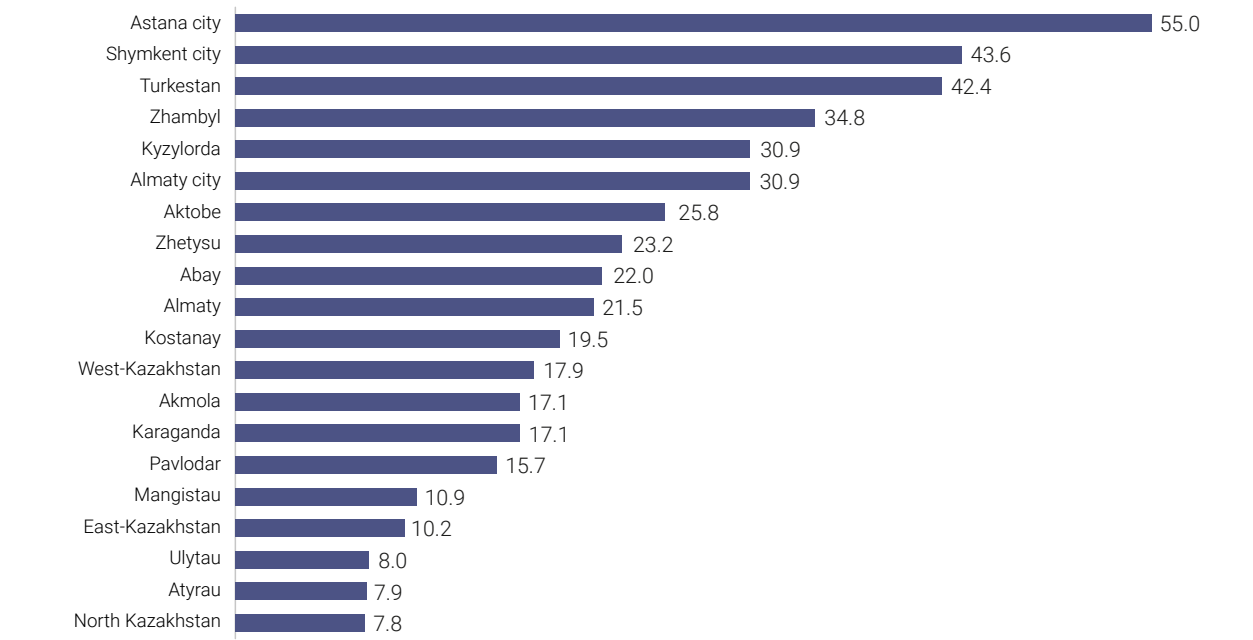
### Financing the construction and renovation of housing through the purchase of LEB bonds

GRI 203-1, 203-2

The Company's key goal is to increase the amount of affordable housing for the people of Kazakhstan. In this area, within the framework of the Concept for the Development of Housing and Communal Infrastructure for 2023–2029 (previously – under the Program “Nurly Zher”) and other documents of the state planning system, the Company finances the construction and/or purchase of credit housing for those on the waiting list of LEB, projects of renovation of the housing stock, purchase of housing for its subsequent lease with the right to privatize to those on the waiting list of LEB by purchasing LEB bonds.

The source of financing for the purchase of LEB bonds is the National Fund of the Republic of Kazakhstan in the amount of 277 billion tenge allocated in 2016–2019, funds of the National Bank of the Republic of Kazakhstan in the amount of 180 billion tenge allocated in 2024, as well as funds of Samruk-Kazyna Sovereign Wealth Fund JSC in the amount of 272 billion tenge allocated in 2024. Financing is carried out on a revolving basis.

Purchase of LEB bonds by region in 2024, KZT bln





In 2024, the Company purchased LEB bonds to finance the construction and purchase of affordable housing in the regions for a total amount of 462.1 billion tenge. In 2025, it is planned to finance the construction, purchase and renovation of housing through the purchase of LEB bonds in the amount of 330.0 billion tenge.

Due to the purchase of LEB bonds, 761.1 thousand m<sup>2</sup> of credit housing (9,172 apartments) were commissioned in 2024, as well as 16,379 apartments with an area of 1,071.8 thousand m<sup>2</sup> of rental housing were purchased.

To finance the renovation program in Astana city, LEB bonds worth 25 billion tenge were redeemed from the funds of the NB RK.

The measures taken not only make it possible to provide housing for citizens in need, but also have a positive effect on economic development, ensuring entrepreneurial activity, construction, and job creation. Moreover, all funds are refundable.

In total, in 2016–2024, by financing credit and rent housing within the framework of the Concept for the Development of Housing and Communal Infrastructure for 2023–2029, the Company purchased LEB bonds for 1,559.8 billion tenge. About 111.5 thousand apartments (7.6 million m<sup>2</sup>) were commissioned.

To ensure timely reinvestment of allocated funds and execution of indicators of governmental programs, the Company forms proposals for government agencies on the distribution of funds and provides digital monitoring of the disbursement of funds, as well as the pace of construction and sale of real estate.

## Guaranteeing equity participation in housing construction

GRI 203-1, 203-2

To ensure the protection of the rights and interests of shareholders, the Company provides guarantees for the completion of construction of a residential building in the event of a warranty event and the transfer of shares in a residential building to shareholders under agreements on equity participation in housing construction.

The company recognizes the occurrence of a warranty case upon the occurrence of the following events:

- violation of the commissioning period of a residential building;
- non-purpose use of money;
- the insolvency of the developer established by an enforceable court decision.

Upon the occurrence of a warranty case, the Company assumes an obligation to complete the construction of the facility, the financing of which will be carried out from the reserve funds formed from the guarantee contributions of developers and intended solely to cover the costs associated with the settlement of the warranty case.

The Law of the Republic of Kazakhstan “On equity participation in housing construction” establishes qualification requirements for the developer and the authorized Company for financial stability and experience. The Company applies control and monitoring mechanisms for the targeted use of shareholders’ money and the progress of construction through engineering companies.

According to the law, a developer, if intending to attract money from shareholders, can use one of the following methods:

- 1) obtaining a guarantee from the Single operator of housing construction;
- 2) participation in the project through bank financing;
- 3) raising money from equity holders after the construction of the frame of a residential house (residential building).

When the developer uses the second or third method, permission from LEB is required to raise money from equity holders. These three methods currently form the system of shared construction in Kazakhstan.

At the end of 2024, the Company issued 32 guarantees for the completion of the construction of residential buildings for a total amount of 186.6 billion tenge. The Company’s guarantee covers the construction of apartments for about 6,773 Kazakhstan families (658.5 thousand m<sup>2</sup>).

In 2025, the Company plans to guarantee equity participation in housing construction in the amount of 174 billion tenge.

In total, in 2024, 147 projects of shared-equity construction of residential real estate were implemented in Kazakhstan, of which 30 were LEB permits, 32 were guaranteed by the Company and 85 projects with the participation of STB. The share of guarantees issued by the Company was 27%.

In 2024, 671 thousand m<sup>2</sup> of housing (7,194 apartments) were commissioned due to the Company’s guarantee.

To promptly respond to the fulfilment of its obligations to shareholders, the Company constantly monitors the pace of construction of all objects, the influx of funds from shareholders, as well as expenditure transactions on the accounts in which their money is stored.

In 2023, a warranty case occurred under the project “Construction of 9-storey residential buildings in the living quarter “Nursaya” in Atyrau”. (Elorda Residence RC) with a total area of 25.6 thousand m<sup>2</sup>, 150 apartments. The Company fulfilled its obligations in accordance with the Law of the Republic of Kazakhstan “On Equity Participation in Housing Construction”. In 2024, the Company fully fulfilled its obligations to the shareholders of the Elorda Residence RC, and on September 29, 2024, the shareholders of the Elorda Residence RC celebrated a housewarming.

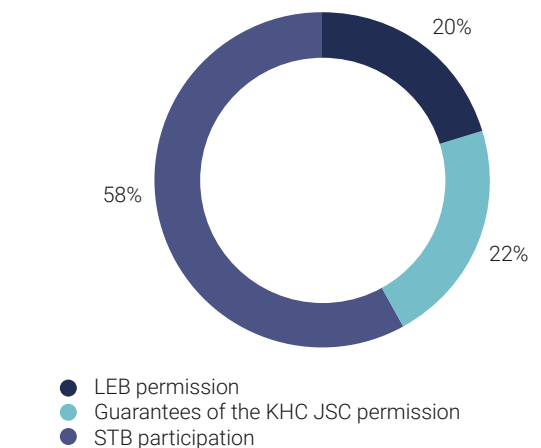
In the reporting period, the Company recognized the occurrence of warranty cases for three shared-equity housing construction projects.:

- JM CITY Youth Residential Complex in Astana, with a total area of 52.5 thousand m<sup>2</sup>, 390 apartments;
- SPARKLE DIAMOND YRC in Ust-Kamenogorsk, with a total area of 10 thousand m<sup>2</sup>, 93 apartments;
- Asyl Tas YRC in Shymkent, with a total area of 9.4 thousand m<sup>2</sup>, 112 apartments.

According to the Law of the Republic of Kazakhstan “On equity participation in housing construction”, the Company carries out measures to fulfill the Company’s obligations under the guarantee agreement.

Important tasks are monitoring housing affordability, creating comfortable living conditions for the population and determining the effectiveness of measures taken. Therefore, the Company is working on analytical research, including on the real estate and housing construction markets.

Share of issued guarantees by the Company in the RK in 2024, %



In 2024, the Company conducted a comprehensive study of the share of the “gray” market for shared housing construction in the Republic of Kazakhstan using the “mystery shoppers” method. The objects of the study were unfinished construction projects that were advertised on the websites krisha.kz, korter.kz, homsters.kz. A total of 586 objects were selected in 20 cities of Kazakhstan. For all these objects, calls were made to the sales departments. Additionally, 60 objects were selected, which sales offices were also visited in person.

Based on the results of the study, in 2024, the share of the “gray” market for shared housing construction was 67 %. Detailed information by region is presented in the table below.

No.	City	Total number of objects	Legal market	“Gray” market	Share of the “gray” market
1	Karaganda	26	0	26	100 %
2	Taraz	7	0	7	100 %
3	Semey	6	0	6	100 %
4	Besagash	4	0	4	100 %
5	Petropavlovsk	4	0	4	100 %
6	Turkestan	2	0	2	100 %
7	Taldykorgan	2	0	2	100 %
8	Kyzylorda	1	0	1	100 %
9	Aktau	55	1	54	98 %
10	Aktobe	25	1	24	96 %
11	Kokshetau	12	1	11	92 %
12	Uralsk	7	1	6	86 %
13	Konayev	5	1	4	80 %
14	Ust-Kamenogorsk	19	4	15	79 %
15	Atyrau	24	7	17	71 %
16	Pavlodar	3	1	2	67 %
17	Shymkent	49	19	30	61 %
18	Almaty	134	57	77	57 %
19	Kostanay	16	7	9	56 %
20	Astana	180	93	87	48 %
21	Kosshy	5	3	2	40 %
Total for RK:		586	196	390	67 %

As part of improving the legislation of the Republic of Kazakhstan, the Company has made proposals for the further development of the shared housing construction market. These proposals are aimed at improving the guarantee mechanism in terms of reviewing the developer’s experience, requirements for accounts in second-tier banks, etc. The corresponding legislative proposal in the reporting period, it was approved by the Mazhilis in December 2024.

## Subsidizing loans of private developers

GRI 203-1, 203-2

To stimulate the supply of primary housing from private developers, since 2017, an instrument to subsidize the interest rate on loans issued by second-tier banks to private developers has been introduced for the purposes of housing construction under the Program “Nurly Zher”.

Currently, by Decree of the Government of the Republic of Kazakhstan dated September 23, 2022 No. 736, this Program has become invalid, and a number of provisions and norms of the Program are reflected in the Concept of Development of housing and communal infrastructure.

The interest rate is subsidized for STB loans at an interest rate not exceeding the level of the base rate of the National Bank of the Republic of Kazakhstan by more than 5%, effective at the time of the decision on subsidization.

Annually, within the framework of the state program, subsidies are allocated from the republican budget to reimburse 7 % per annum of the interest rate on loans of developers.

According to the Concept, to reduce the costs of developers, the Company will continue the mechanism of subsidizing part of the interest rate on loans received for housing construction, subject to counter-requirements for the sale of part – at least 50 % of the volume of housing for social purposes from the received loan funds according to the standard, approved by the authorized body.

In 2024, the Company entered into subsidy agreements for a total loan of 3.0 billion tenge in the cities of Uralsk, Semey, Aktau, and also in the village of Araltal, West Kazakhstan region. The total area of the projects covered by the subsidy is 42 thousand m<sup>2</sup> (414 apartments).

## Financing of urban development investment projects

GRI 203-1, 203-2

As part of the implementation of investment projects, the Company finances urban development investment projects in accordance with internal regulatory documents.

An urban development investment project is a complex development that provides for the construction of multifunctional residential districts with developed infrastructure and includes, but is not limited to:

- at least 50 (fifty) thousand square meters of housing;
- construction of social infrastructure units and park areas.

In addition, an urban investment project may include the construction of commercial (business centers, shopping malls, etc.) and other non-residential real estate.

Financing is carried out by providing a credit and (or) a loan in accordance with the Company's internal documents on the terms of payment, urgency, repayment and security of the allocated funds. Financing can be provided using a mechanism for mixing funds from various sources.

Financing of urban investment projects can be directed to the construction of an object, the purchase, as well as the termination of encumbrances on a land plot and/or an object of unfinished construction, repayment and/or refinancing of debt in second-tier banks, as well as to the fulfillment of government tasks.

In order to realize its mission, in 2021, the Company financed the urban investment project "G4 City" in the Almaty region in the amount of 31.1 billion tenge. The project provides for the construction of the Gate City residential area in the village of Koyankus with a planned construction volume of 1.575 million m<sup>2</sup> on land with a total area of 108.57 hectares. In 2023, 106.3 thousand m<sup>2</sup> and 1,355 apartments were commissioned.

Also, in 2023, the Company approved financing of a pilot urban investment project that meets the Standards of integrated territorial development, "Jetisu" Bigville" in Astana (*stages Jetisu Aqsu 3, 4, 5, Jetisu Lepsi 4, 5, 6, 7*) in the amount of 10.5 billion tenge.

As part of the "Jetisu" Bigville" integrated development project, the developer undertakes to sell 439 apartments of social housing to the Company for the LEB waiting lists at fixed prices by 2026.

By the end of 2024, the Company provided a loan to the developer in the amount of 5.7 billion tenge under loan agreements to finance an urban investment project that meets the standard of integrated territorial development.

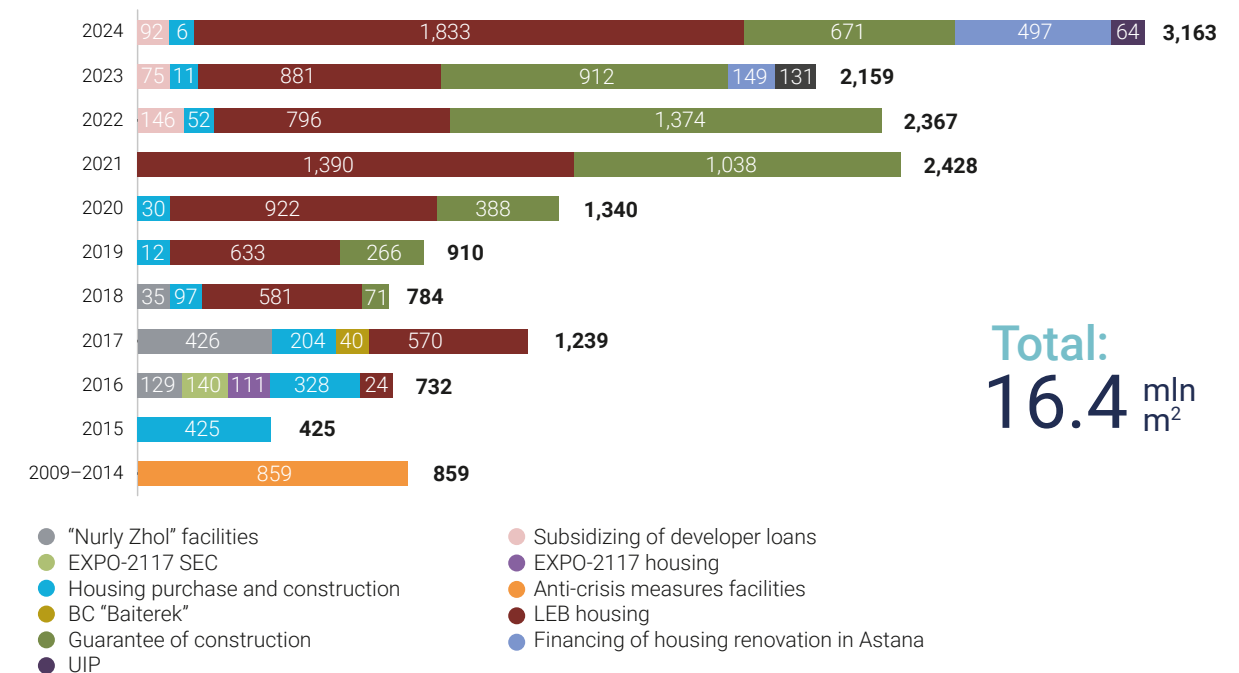
According to the results of 2023–2024, 89 thousand m<sup>2</sup>, 1,363 apartments were commissioned, of which 324 apartments were provided for rent with repayment to LEB waiting lists.

## Volume of housing commissioned with the Company's tools

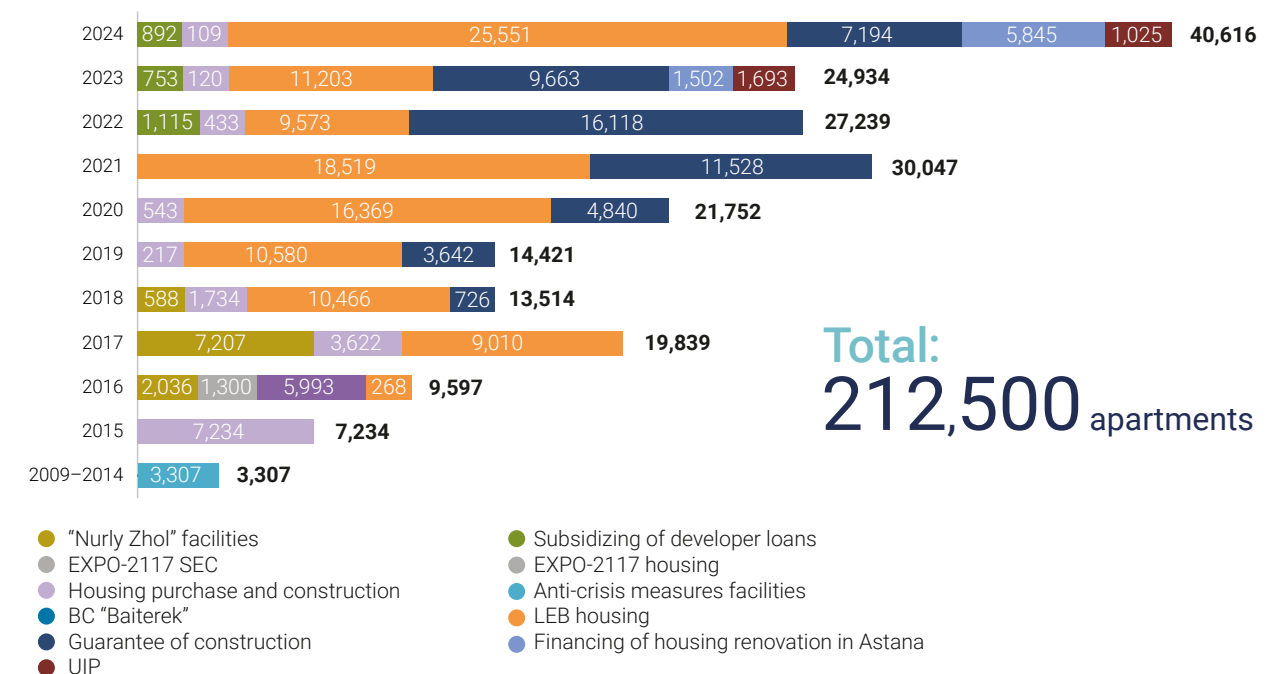
GRI 203-1, 203-2

Due to the Company's financing in 2009–2024, the commissioning of real estate with a total area of 16.4 million m<sup>2</sup> was ensured, of which the total housing area is 16.2 million m<sup>2</sup> (212,500 apartments).

### Area of commissioned real estate objects, thousand sq. m



### Volume of commissioned real estate facilities, apartments





# Supporting housing demand

## Providing rental housing

GRI 201-4, 203-1, 203-2

The sale of rental housing is a socially significant area of the Company’s activity, aimed at providing housing for people on the waiting list of LEB, as well as employees of state/non-state legal entities (including organizations subordinate to them), in accordance with concluded agreements/memorandums. Housing is provided for rent for a period of up to 20 years with redemption. The Company’s interest rate is 3.1 %.

### Program participants

LEB waiting list	Employees of state/non-state legal entities
<ul style="list-style-type: none"><li>• large families;</li><li>• single-parent families;</li><li>• families with or raising disabled children;</li><li>• orphans, children left without parental care;</li><li>• kandas;</li><li>• civil servants, military personnel, employees of special government bodies, employees of budgetary organizations;</li><li>• disabled people of 1–2 groups.</li></ul>	<ul style="list-style-type: none"><li>• own employees and employees of subordinate organizations of the Ministry of Health of the Republic of Kazakhstan and the Ministry of Education and Science of the Republic of Kazakhstan;</li><li>• own employees and employees of subordinate organizations of the Education Department and the Health Department under the local executive bodies, with which there are cooperation agreements;</li><li>• employees of other state/non-state legal entities (including organizations subordinate to them), who may be provided with rental housing with purchase in accordance with agreements concluded with state/non-state legal entities.</li></ul>

Funding in the amount of 189.3 billion tenge was provided for the implementation of this direction, including through receiving preferential loans from the National Fund of the Republic of Kazakhstan (141 billion tenge) and the republican budget (19.1 billion tenge), as well as increasing the authorized capital Companies for 29.2 billion tenge as part of the program “Affordable Housing 2020”.

The program covers more than 20 cities of the country, including Astana, Almaty, Shymkent, Aktobe, Kyzylorda, Aktau, Uralsk, Kostanay, Petropavlovsk, Karaganda, Pavlodar, Semey, Ust-Kamenogorsk, Taraz and others.

In 2019, the Company entered into agreements with the Ministry of Health and the Ministry of Education and Science of the Republic of Kazakhstan, as well as with the local executive bodies of Mangistau, Kostanay, Karaganda regions (sale of housing to employees of the Health Department and Education Department) to provide rental housing with purchase. In 2020, agreements were also signed with the Akimats of the cities of Astana and Aktobe, with the Ministry of Culture and Sports, and the Ministry of Information and Social Development.

In 2024, the Company provided 236 apartments for rent and purchase in the amount of 3.9 billion tenge, of which 121 were for those on the LEB waiting list and 115 for other categories of citizens.

The sale of housing was carried out within the framework of agreements concluded with the LEB and the Eurasian Group LLP.

Thus, for the period from 2015 to 2024, 23,276 agreements for the purchase of rental housing with redemption for an overall amount of 272.4 billion tenge were concluded.

In addition, in 2024, an agreement was signed with KamaTyersKZ LLP, which will provide housing for the organization’s employees and LEB waiting lists. In 2025, under this agreement, it is planned to provide rental housing with subsequent purchase to about 270 families.

In general, in 2025, it is planned to sell about 809 apartments for rent and purchase for those on the LEB waiting list and other categories of citizens. The Company will continue to provide rental housing for purchase within the framework of the Concept for the Development of Housing and Communal Infrastructure, in accordance with the concluded memoranda and agreements with LEB, as well as government and non-governmental organizations, based on the Company’s internal documents.

Financing will be provided by raising loans on the financial market and reinvesting incoming lease payments from the Company.

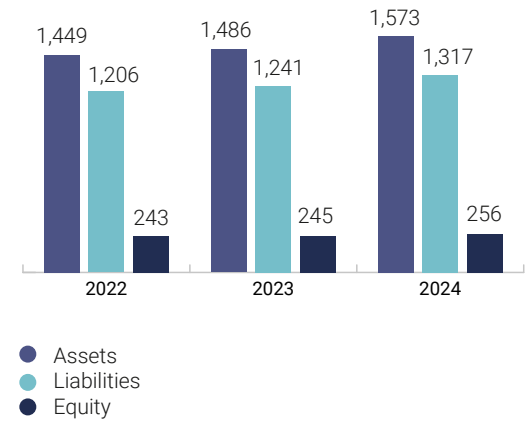
# Financial indicators of the Company

## GRI 201-1, 415-1

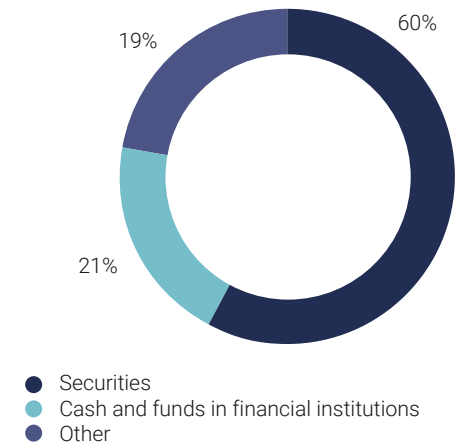
On the reason of its mission, the Company has a significant impact on the sustainable economic development of the Republic of Kazakhstan and performs important socio-economic functions.

As of December 31, 2024, the Company's assets amounted to 1,573 billion tenge, liabilities – 1,317 billion tenge, equity capital – 256 billion tenge.

Balance sheet figures, KZT, bln



Asset structure at the end of 2024, %

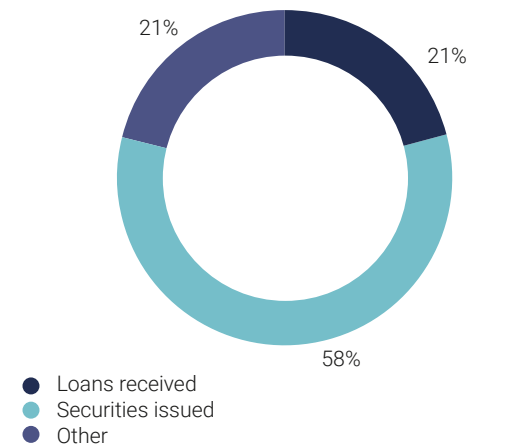


In the asset structure, the main portion is allocated as follows: 60% in securities (including bonds of LEB the within the framework of the Housing and Communal Infrastructure Development Concept and the Employment Roadmap Program), and 21% in cash and funds in financial institutions.

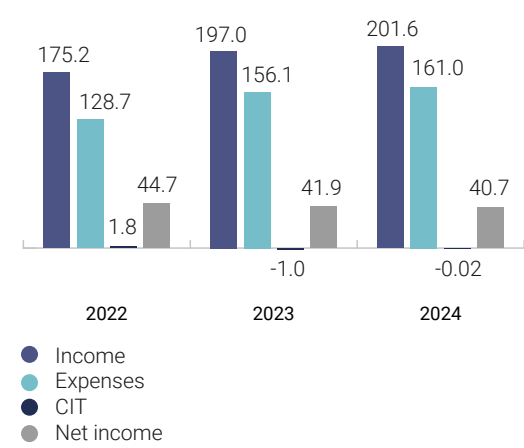
The majority share in the liabilities structure consists of issued securities of the Company (58%) and obtained loans (21%).

The Company's assets and liabilities by the end of 2025 are planned at 1,565 and 1,311 billion tenge, respectively. Own capital is projected at 254 billion tenge.

Structure of liabilities at the end of 2024, %



Profit and Loss Statement figures, KZT, bln



According to results of factual execution of the Development Plan of the Company, based on the results of 2024, the income amounted to 202 billion tenge, expenses – 161 billion tenge and corporate income tax (-0.02) billion tenge.

Net profit for 2024 amounted to 40.7 billion tenge.

The main part of the income consists of income within the framework of the Housing and Communal Infrastructure Development Concept and the Employment Road Map Program (52%) and income from the treasury portfolio (21%). In the structure of expenses, the largest share is occupied by financing costs (88%).

Administrative and staff costs account for 4% of the Company's total expenditure.

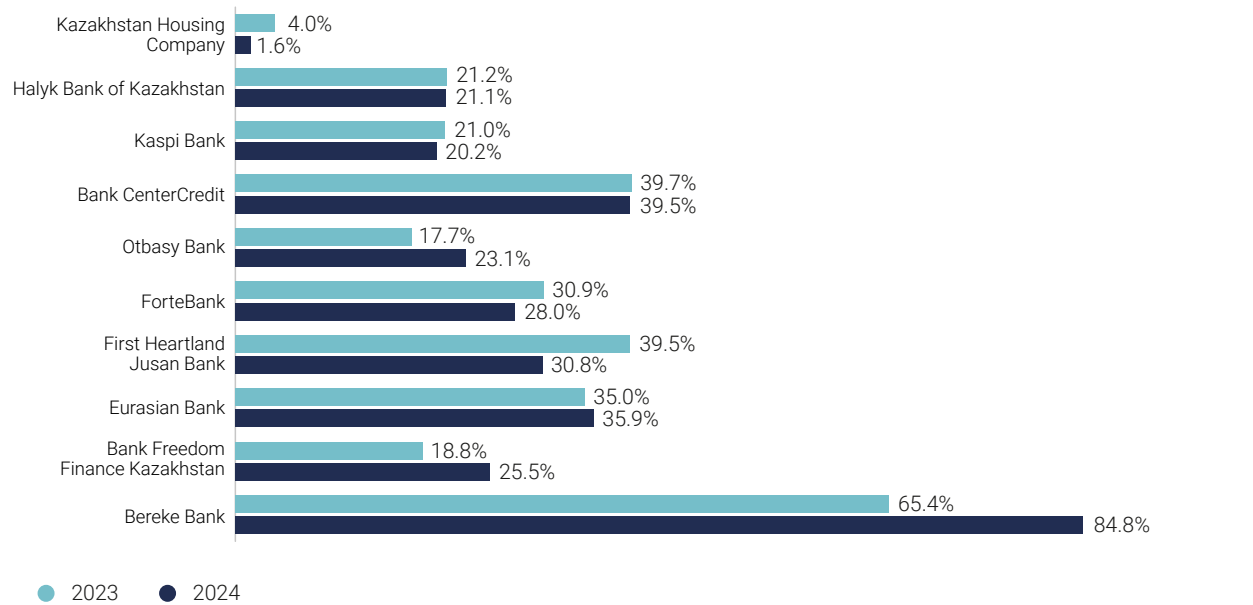
In accordance with the approved Development Plan of the Company, income for 2025 is planned at 174 billion tenge, expenses at 128 billion tenge and corporate income tax at 3.9 billion tenge. The Company's net profit in 2025 is expected to be 42 billion tenge.

## Key financial indicators

Financial indicators	2022	2023	2024
ROAA, %	3.11	2.85	2.66
ROAE, %	19.30	17.15	16.23
Debt/Equity, %	5.0	5.1	5.1

In 2024, the company significantly improved the Cost-to-Income Ratio compared to 2023, reducing it from 4.0% to 1.6%, which indicates an increase in operational efficiency against the background of an increase in other revenues. In general, a decrease in the Cost-to-Income Ratio for Kazakhstan Housing Company JSC is a positive signal, while an increase in this indicator for a number of banks in the Republic of Kazakhstan may indicate an increase in costs or a change in income structure.

## Cost-to-Income Ratio by banking organizations of the Republic of Kazakhstan



## Fund raising

In order to implement the government programs and Company’s development strategy to provide affordable housing to the population, the Company carried out in 2024:

- placement of its own bonds in the amount of 181.2 billion tenge;
- attraction of a loan in the amount of 272.0 billion tenge

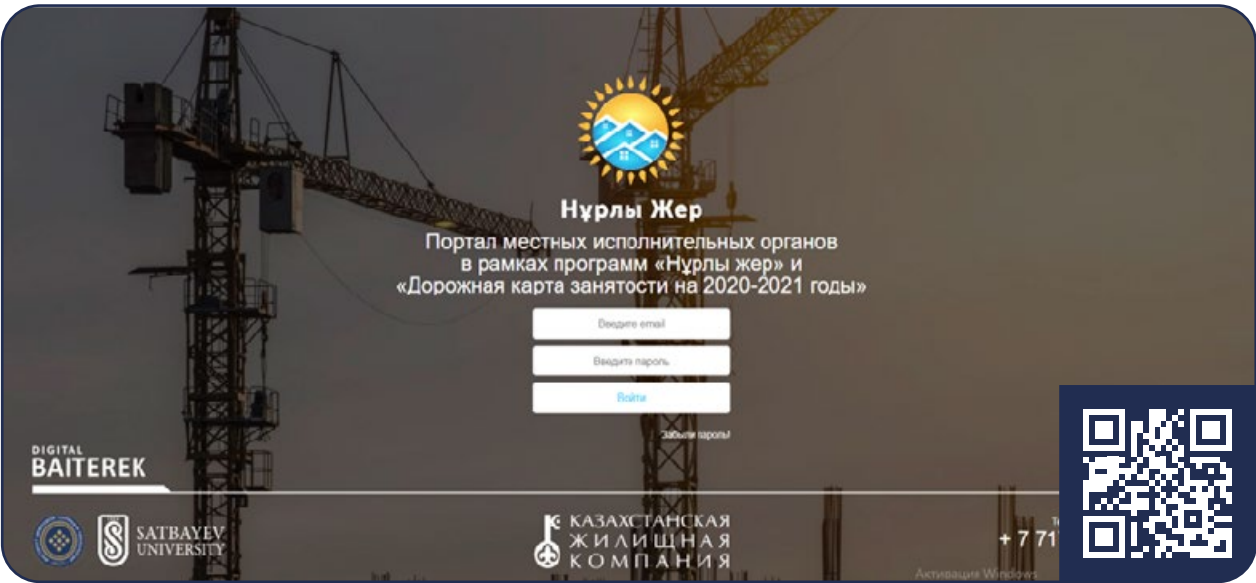
### Distribution of economic value

Indicator (thous. tenge)	2022	2023	2024
<b>Economic value created (income)</b>	170,255,471	178,807,523	168,849,242
Income from core business	154,242,417	165,829,715	164,627,550
Commission income	42,062	66,202	28,124
Net realized gain from transactions with investment securities measured at fair value, changes in which are reflected in profit or loss for the period	1,474,558	5,618,145	4,301,457
Net earned insurance premiums	2,604,931	1,634,103	1,394,796
Impairment gains/(losses) on debt financial instruments	11,891,503	903,602	(1,980,159)
Net income from foreign exchange transactions	–	4,755,756	477,474
<b>Distributed economic value</b>	(125,575,773)	(136,957,368)	(128,184,392)
Expenses from core business (payments to capital suppliers)	(103,279,571)	(106,998,904)	(108,224,936)
Commission expenses	(648,702)	(378,585)	(414,017)
Payroll expenses	(2,563,538)	(2,769,766)	(3,508,830)
Expenses on taxes and fees to the state budget	(1,915,696)	873,297	(293,699)
General and administrative expenses	(1,744,667)	(2,047,514)	(2,230,655)
Training	(21,592)	(24,280)	(30,880)
Reserves for guarantees issued	(6,307,198)	(1,531,167)	4,261,952
Other operating (losses)/income	(6,669,046)	(24,080,449)	(17,743,327)
Net loss from foreign exchange transactions	(2,425,763)	–	–
<b>Economic cost to distribute (net profit)</b>	44,679,698	41,850,155	40,664,850

For more detailed information, see the audited annual financial statements in Appendix 5.

## Digitalization

### The “Nurly Zher” Situation center



To monitor the progress of construction of real estate projects financed under the Concept for the Development of Housing and Communal Infrastructure until 2026 (previously under the Program “Nurly Zher”) and the Employment Roadmap for 2020–2021, the Company has developed the “Nurly Zher” Situation center and LEB Portal, as well as a mobile application for filling out data.

These solutions allow the Company, as a financial operator for the purchase of government securities of LEB, to:

- carry out intelligent monitoring of construction using automatic analysis of video information;
- create a data warehouse based on production indicators;
- conduct predictive data analysis using machine learning algorithms;
- integrate with government databases;
- conduct regular analytical studies.

According to a preliminary assessment, the development of the Situation Center made it possible to reduce the time for preparing a report for a LEB employee from 16 to 6 hours per week, as well as the time for checking and processing reports for a Company employee from 16 to 1 hour per week. The use of paper media for reports was also abolished, the number of which was 68 per month.

By the end of 2024, the Situation center has entered data on 1,669 construction entities within the framework of the Concept for the Development of Housing and Communal Infrastructure and 2,285 construction entities within the framework of the Employment Road Map for 2020–2021.

As part of the development of the “Nurly Zher” Situation center, the following work was carried out in 2024.

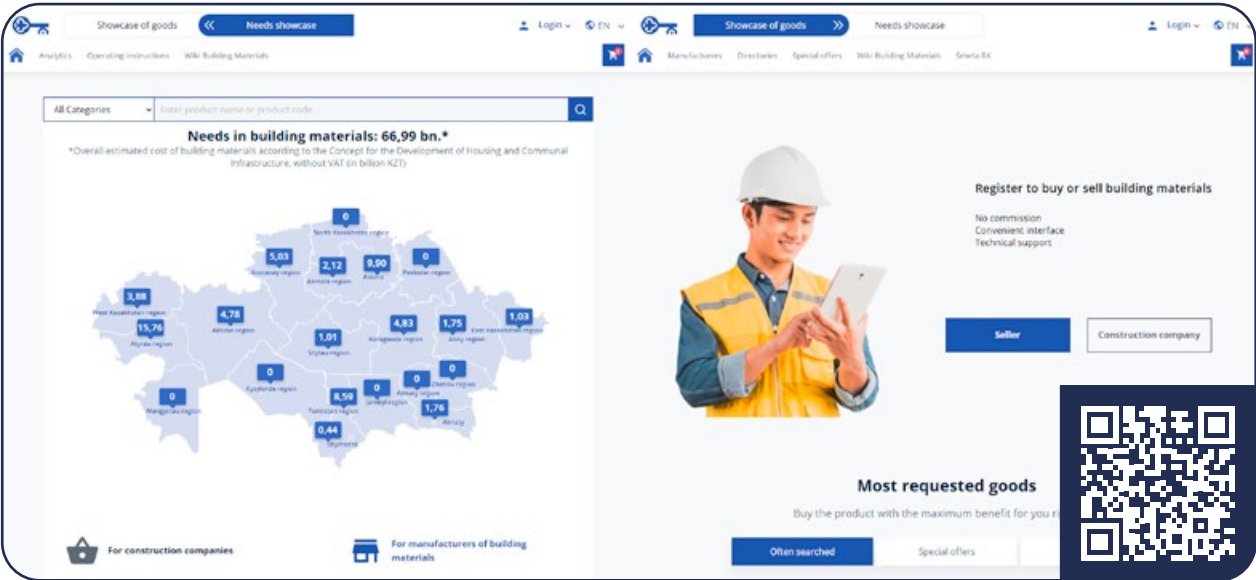


- Subsidy Objects Portal:*
- Integration with the Company’s 1C has been carried out to automatically fill in information on the subsidies paid.
  - The functionality of adding new subsidy agreements on units and automatic recalculation of the planned area of apartments at a fixed price has been introduced.
  - Other improvements have been made for the convenience of using the portal.

- Portal of guarantee units:*
- Implemented the functionality of checkerboard loading of apartments.
  - The functionality of online provision of weekly reports of engineering companies has been introduced.
  - Integration has been carried out with the information system of Otbasý Bank JSC for data transmission on the objects of guarantee.
  - Other improvements have been made for the convenience of using the portal.

In 2025, as part of the development of the Situation Center, it is planned to introduce new functionality for monitoring the construction and financing of units within the framework of the national project “Modernization of energy and utility sectors”.

## Online platform of building materials



To support Kazakhstan’s producers of building materials and increase Kazakhstan’s content in housing construction, the Company created an online platform of building materials, [www.material.kz](http://www.material.kz), within the framework of the “Nurly Zher” Program.

Kazakhstan’s producers of building materials can familiarize themselves with the needs of building materials within the framework of the Concept for the Development of Housing and Communal Infrastructure and, if necessary, send electronic commercial proposals to construction companies after registration. Construction companies will receive notifications of received commercial offers from material manufacturers via SMS messages and e-mail addresses.

The platform also allows Kazakhstan’s producers of building materials to create their own showcase of building materials with prices for construction companies. In turn, construction companies have direct access to Kazakhstan’s building materials without the cost of finding manufacturers.

*Online platform is created with the following goals:*

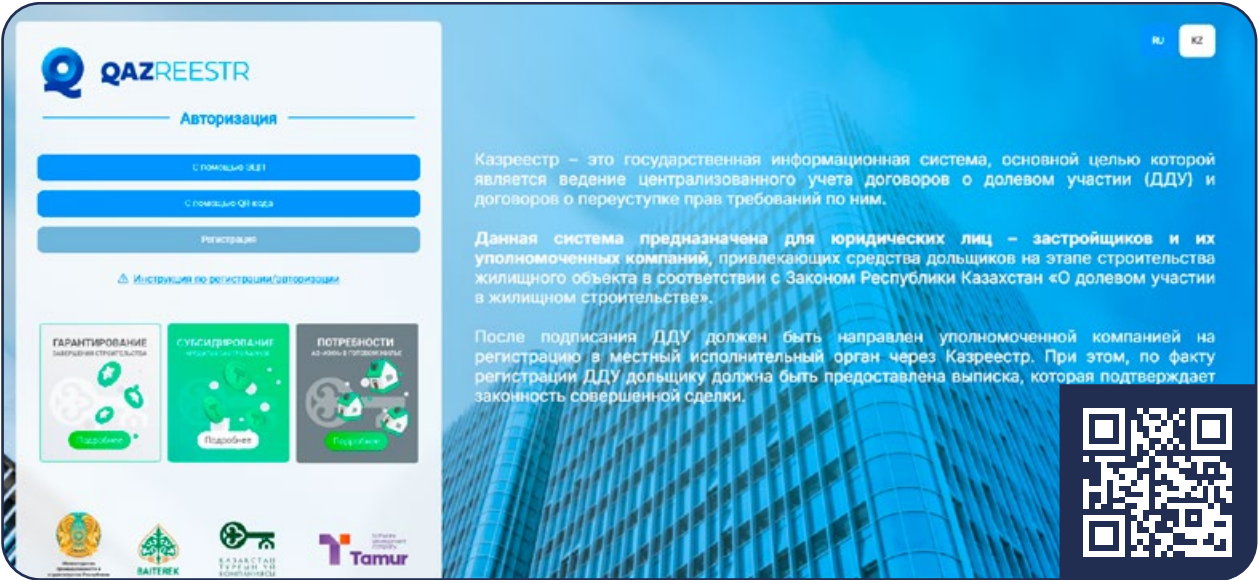
- To increase the transparency of the implementation of the “Nurly Zher” Program (Concept of housing and communal infrastructure development);
- To provide Kazakhstan’s producers with information on the needs for building materials under the “Nurly Zher” Program (within the framework of the Concept for the Development of Housing and Communal Infrastructure) and the opportunity to send electronic commercial proposals;
- To increase the share of Kazakhstan’s content in housing construction;
- To provide construction companies with the opportunity to receive advantageous offers on building materials;
- To reduce the cost of housing construction through disintermediation between construction companies and manufacturers of building materials;
- To switch to online cost planning and analysis systems with dynamic prices from Kazakhstan’s manufacturers.

On March 1, 2022, the information system was put into commercial operation.

In 2024, the directory of building materials of KazNIISA JSC was updated, an open API was developed for integration with external sites, and the existing functionality was improved: mass loading of products was implemented and new fields were added to users’ personal accounts.

Based on the results of 2024, 267 producers/suppliers of building materials were registered on the online platform, 751 products were published, and 59 commercial offers were sent to construction companies.

Qazreestr



Qazreester ([qazreestr.kz](http://qazreestr.kz)) is a state information system, the main purpose of which is to maintain centralized accounting of agreements on shared participation (ASP) and agreements on assignment of claims under them.

As of December 31, 2024, 130 developers, 963 shared housing construction units and 155 thousand ASP were registered in Qazreestr.

As part of the digitalization of shared-equity construction, on May 14, 2024, the Company launched a new version of Qazreestr – Qazreestr 2.0.

The main innovation of Qazreestr 2.0 is the implementation of the functionality for concluding electronic ASP using an electronic digital signature or QR code in the eGov Mobile application in online mode, as well as their subsequent automatic verification and registration in the information system. After registering the ASP, the shareholder automatically receives an electronic ASP file and an extract to his e-mail. In the old version of the system, the statement was provided to shareholders only through an authorized company.

This solution minimizes the risks of falsification of ASP, and also increases the convenience of obtaining public services, as the registration period for ASP is reduced from 3 days to several hours.

The new version of Qazreestr simplifies the registration procedure for developers and authorized companies. Previously, in order to create a personal account, the developer had to officially contact the local executive body and wait for an official response for up to 5 working days, now the developer is registered in the system independently. Now the developer has the opportunity to independently create a personal account for an authorized company.

In Qazreestr 2.0, the procedure for filling in information on a shared-equity construction unit has been simplified: filling in information has been automated through integration with government databases, full-fledged format-and-logical control has been introduced when entering data, and the user interface has been completely updated, which improves the use of the system and significantly reduces the risks of providing incorrect data.

An equally important functionality is the ability to adjust information about the shared-equity construction unit. If earlier it was necessary for the authorized company to officially contact the local executive body and wait for a response for up to 30 calendar days, then after updating the system, it is sufficient for the authorized company to submit an application for an adjustment to the Qazreestr, which must be reviewed by the local executive body within 3 working days.

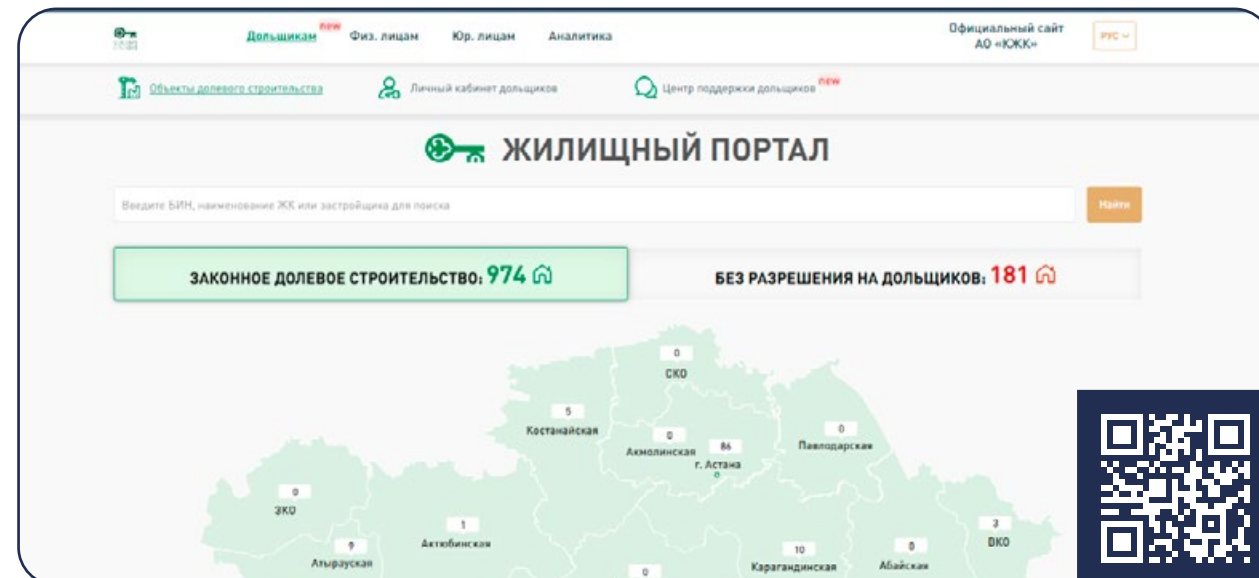
Thus, Qazreestr 2.0 improves the user-friendliness of the information system: the time required to receive public services is reduced, the risks of making mistakes when working in the system are prevented, and unnecessary document flow between the participants in the process is eliminated.

In June 2024, Halyk Bank of Kazakhstan JSC jointly with the Company launched a service for checking shared-equity units under construction in the Halyk application. In the application the information comes from Qazreestr, which keeps records of all legal equity objects.

In 2024, about 320 thousand users used the service for checking shared-equity units under construction in the Halyk application.

Currently, the Company carries out the works to provide a similar service in the applications of other second-tier banks.

## Housing portal



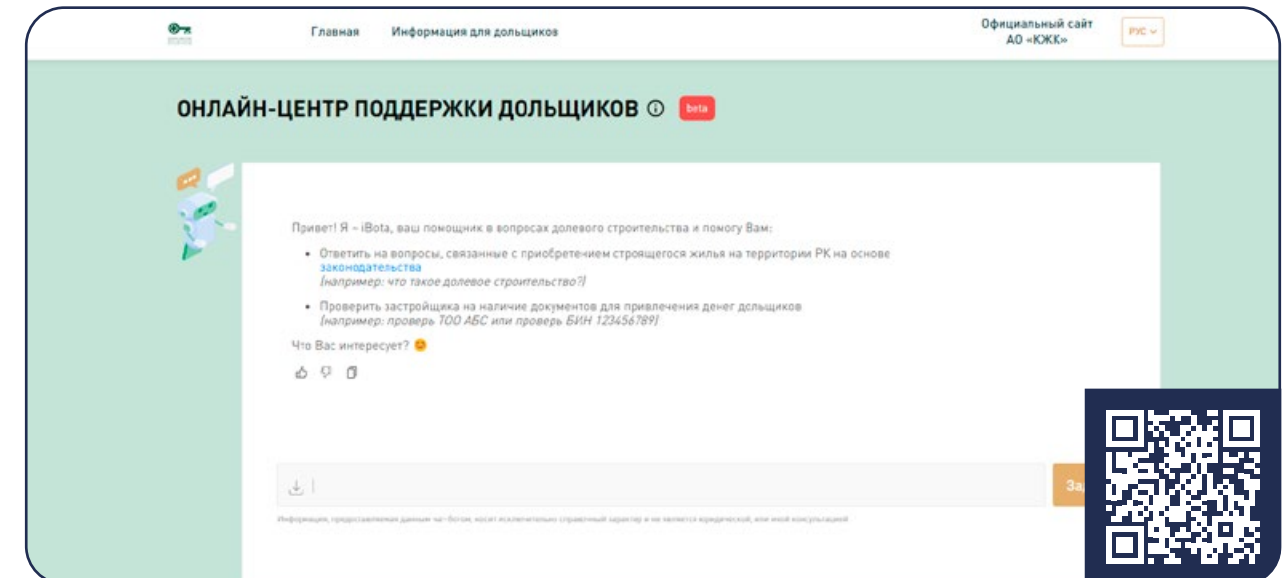
In October 2022, the Company put into commercial operation the “Housing Portal” IS ([homeportal.kz](http://homeportal.kz)), providing an online service for submitting applications for the Company’s services for individuals and legal entities, as well as information about shared-equity construction projects.

In October 2024, a new release of the Housing Portal was launched, which has become even more convenient and functional.

*Key innovations of the updated version:*

- The “Shared-equity construction units” section is now available on the main page. It makes it easy to check the units under construction for the legality of participation in shared construction across the country. There were added convenient search filters and the ability to view detailed information about each object.
- The Personal Account of the Company’s clients has been updated. The new design includes improved navigation, allowing you to quickly and conveniently receive all the necessary information on agreements and payment schedules. The new functionality significantly reduces the client’s path when working with the system. As of December 31, 2024, 11,872 users were registered in the Personal Accounts of the Company’s clients, 7,712 electronic applications/appeals were sent, and 234 electronic agreements for rental housing with an option to purchase were concluded.
- A new functionality has been launched for submitting and reviewing applications for rental housing with purchase in online mode. Now, the signing of agreements for rental housing with purchase is also carried out in electronic format: using an electronic digital signature or a QR code through the eGov Mobile application.
- Personal accounts for legal entities have been launched, where legal entities can apply for housing construction guarantees and interest rate subsidies for developer loans. The application review process is fully automated and is carried out in an online format, including the signing of a certificate of work performed. Information about the current status of applications is available in the new personal accounts, as well as the ability to track their status. The signing of agreements and additional agreements within the framework of the services provided is carried out in electronic format using an electronic digital signature or a QR code through the eGov Business application. Also, the possibility of submitting applications under existing agreements online within the framework of guarantee and subsidy schemes has been implemented. As of December 31, 2024, 169 companies were registered in Personal accounts for legal entities, 249 electronic applications for the Company’s services were sent, and 30 electronic agreements were signed.
- The Company’s Telegram-bot has been updated. The Company’s clients can receive important information about agreements and payments directly in Telegram in a convenient format.

## Online support center for shareholders



In December 2024, the Company launched the information system “Online Support Center for shareholders” using artificial intelligence in the Housing Portal. The “Online Support Center for equity holders” consists of sections of useful information in the field of shared-equity construction based on the legislation of the Republic of Kazakhstan and answers to frequently asked questions. A key component of the service is the iBota chatbot using generative artificial intelligence, created to protect the rights of equity holders and increase transparency in the shared-equity construction market.

*With the help of the iBota chatbot, shareholders can:*

- get answers to questions related to the purchase of housing under construction in Kazakhstan on the basis of the legislation of the Republic of Kazakhstan;
- check developers for the presence of permits to raise money from shareholders through integration with the Qazreestr system.

*Expected effect:*

- withdrawing the market from the shadow: increasing the share of legal shared-equity construction (today 67% of the market is in the “gray” zone);
- protecting the interests of shareholders: reducing the risks of fraud;
- speed and accessibility: reduce the processing time of requests and increase the availability of information.



# REPORT ON SUSTAINABLE DEVELOPMENT

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## Sustainable development management system

The Company is focused on balanced sustainable development and creating value for a wide range of stakeholders in the long term. The Company strives to effectively manage the impact of its activities on the environment, economy, and society and makes decisions taking into account the interests of stakeholders.

When solving problems in the field of sustainable development, the Company relies on its mission, the provisions of the Company's Development Strategy, and also uses international norms of behavior and principles enshrined in international standards in the field of sustainable development.

The Company considers the use of international standards in the field of sustainable development as a necessary condition for ensuring that its activities comply with best international practices and achieve goals and objectives in the field of sustainable development.

On January 18, 2022, there was approved the Sustainable Development Policy of Kazakhstan Housing Company JSC in a new edition. The provisions of the Sustainable Development Policy are subject to compliance by all employees of the Company in terms of interaction with stakeholders when planning and implementing their activities, developing internal documents, disseminating information and other types of communication.

As part of long-term development, the Company faces the following tasks:

- integration of the principles of sustainable development into the Company's activities;
- conducting activity analysis and risk control in the context of the three components of sustainable development;
- improving the quality of sustainable development management through the organization of systematic work;
- creation of mechanisms for effective interaction of the Company with stakeholders, including regular reporting on the results of activities in the field of sustainable development.

The Company ensures the consistency of its economic, environmental and social goals for sustainable development in the long term.

The Company’s goals in sustainable development

GRI 2-23

Economic component	Environmental component	Social component
<ul style="list-style-type: none"><li>break-even activity;</li><li>ensuring the interests of shareholders and investors;</li><li>improving the efficiency processes;</li><li>increased investment in the creation and development of more advanced technologies;</li><li>increasing labor productivity.</li></ul>	<ul style="list-style-type: none"><li>minimizing the impact on biological and physical natural systems;</li><li>responsible consumption and optimal use of limited resources;</li><li>the use of environmentally friendly, energy- and material-saving technologies;</li><li>increase transparency and reporting in their environmental practices;</li><li>raising environmental awareness among the Company’s employees</li></ul>	<ul style="list-style-type: none"><li>ensuring transparent competitive procedures and equal opportunities for employment;</li><li>fair compensation and respect for workers’ rights;</li><li>ensuring labor safety and maintaining the health of workers;</li><li>training and professional development of employees;</li><li>implementation of internal and external social programs.</li></ul>

The Company operates according to the principles of sustainable development outlined in the Corporate Governance Code: openness, accountability, transparency, ethical behavior, stakeholder interests, legality, human rights compliance, intolerance of corruption, and avoidance of conflict of interest.

The Company is committed to the principles of the UN Global Compact in its activities:

in the field of human rights protection	<ul style="list-style-type: none"><li>ensures and respects the protection of internationally proclaimed human rights, as well as, ensures non-involvement in human rights violations.</li></ul>
in the field of labour relations	<ul style="list-style-type: none"><li>supports and recognizes the right to conclude collective agreements;</li><li>promotes the eradication of forced and child labour, discrimination in labour and employment;</li><li>supports and recognizes the right to apprenticeships and internships for students, graduates of higher educational establishments, or other professionals.</li></ul>
in the field of environmental protection	<ul style="list-style-type: none"><li>supports an approach to environmental issues based on the precautionary principle, undertakes initiatives aimed at increasing responsibility for the state of the environment, promotes the development and dissemination of environmentally sound technologies.</li></ul>
in the field of fight against corruption	<ul style="list-style-type: none"><li>declares intolerance to all forms of corruption and other illegal actions, including extortion and bribery, and takes the necessary measures to prevent these facts.</li></ul>

The Company’s contribution to achieving the UN Sustainable Development Goals

GRI 203-1, 203-2

In 2015 at the UN Summit, Heads of State and Government adopted the 2030 Agenda for Sustainable Development, which includes 17 sustainable development goals (SDGs) aimed at ending poverty, combating inequality and injustice, and addressing issues related to climate change.



The Company, as part of its activities, also strives to contribute to the achievement of the SDGs. In this regard, work has been carried out to integrate the principles and goals of sustainable development into the Company’s Development Strategy.



In 2024, the Company’s Sustainable Development Policy and the Stakeholder Map were updated.

To date, 5 of the 6 SKPI (Strategic key performance indicators), approved in the Company’s Development Strategy for 2024–2033, are relevant to the SDGs.

KPI implementation for 2024 for achieving the SDGs

SKPI	Relevant to SDGs	Plan 2024	Actual 2024	% of execution
Financing of construction, purchase and renovation of housing through the purchase of LEB bonds.		407.1 billion tenge	462.1 billion tenge	114%
The volume of guarantees and subsidies issued		178.2 billion tenge	189.5 billion tenge	106%
The volume of housing commissioning in the framework of financing urban investment projects		65.6 thousand m²	64.4 thousand m²	98%
Increasing the coverage of the multi-family residential building market by shared-equity construction mechanisms		36%	45%	125%
Sale of apartments for rent with redemption		300 un.	236 un.	79%

In addition, by recognizing the importance of all 17 SDGs, the Company directly and indirectly contributes to the achievement of the SDGs.

SDGs	Objectives of the UN SDGs	Key results in 2024
	Establish reliable strategic mechanisms at the national, regional and international levels, based on pro-poor and gender-sensitive development strategies, to support accelerated investment in poverty eradication activities.	<ul style="list-style-type: none"><li>• The key socially significant projects implemented by the Company are financing preferential housing through the purchase of LEB bonds, providing rental housing with redemption for LEB waiting lists, as well as guaranteeing the completion of shared-equity construction.</li><li>• LEB bonds were purchased to finance the construction of affordable housing in the regions for a total amount of 462.1 billion tenge, including:<ul style="list-style-type: none"><li>• for the construction of credit housing – 165 billion tenge;</li><li>• for the purchase of rental housing – 272 billion tenge;</li><li>• for renovation – 25 billion tenge.</li></ul></li><li>• Due to the purchase of LEB bonds, 25,551 apartments were commissioned in the reporting period.</li><li>• Guarantees were issued for a total amount of 186.6 billion tenge. Due to the Company's guarantees, 7,194 apartments were commissioned in 2024.</li><li>• 236 apartments worth 3.9 billion tenge were provided for rent with redemption, of which 121 – for those on the LEB waiting list and 115 for other categories of citizens.</li></ul>
	Ensure overall health coverage, including financial risk protection, access to quality essential health services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	<ul style="list-style-type: none"><li>• Ensuring safe working conditions for workers:<ul style="list-style-type: none"><li>• The Company annually conducts training for employees on occupational safety and health, fire safety, and electrical safety.</li></ul></li><li>• Social package for employees:<ul style="list-style-type: none"><li>• The Company provides employees with the following types of social support: financial assistance for recovery as part of annual leave, financial assistance in connection with the birth of a child, financial assistance in connection with the treatment of the employee or his family members, etc.</li></ul></li><li>• Health insurance program for employees and providing employees with free access to medical services:<ul style="list-style-type: none"><li>• the Company's employees are covered by a health insurance program, which allows them to receive high-quality and varied medical services.</li></ul></li><li>• The Company provides support to projects aimed at maintaining public health and promoting a healthy lifestyle:<ul style="list-style-type: none"><li>• participation in sporting events, marathons;</li><li>• donor day.</li></ul></li></ul>

SDGs	Objectives of the UN SDGs	Key results in 2024
	<p>By 2030, substantially increase the number of young people and adults with in-demand skills, including professional-technical skills, for employment, decent work and entrepreneurship.</p> <p>By 2030, eliminate gender inequality in education and ensure equal access to education and professional-technical training at all levels for vulnerable groups, including people with disabilities, indigenous peoples and children in vulnerable situations.</p> <p>By 2030, ensure that all students acquire the knowledge and skills needed to promote sustainable development, including through education on sustainable development and sustainable lifestyles, human rights, gender equality, promoting a culture of peace and non-violence, global citizenship and value consciousness of cultural diversity and the contribution of culture to sustainable development.</p>	<ul style="list-style-type: none"><li>• Constant cooperation with universities is carried out in the framework of attracting university graduates for practical training.</li><li>• In 2024, the Company signed memoranda with Satbayev University and Astana IT University. Thus, in 2024, 15 students completed dual training.</li><li>• The Company has a system of continuous training and development of personnel, regardless of gender or social status.</li><li>• Seminars are held annually for employees regarding ecology and sustainable development.</li></ul>
	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	<ul style="list-style-type: none"><li>• The Company is guided by the principle of equal opportunities and does not discriminate against its employees in hiring, compensation, access to training, promotion, dismissal on grounds such as gender, race, language, religious, political and other beliefs, citizenship, nationality or social background, disabilities.</li></ul>



SDGs	Objectives of the UN SDGs	Key results in 2024
<div>7 AFFORDABLE AND CLEAN ENERGY</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>	<p><b>7.a</b> By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil fuel technologies, and encourage investment in energy infrastructure and clean energy technologies.</p> <p><b>17.6</b> Expand North-South and South-South cooperation, as well as triangular regional and international cooperation in the fields of science, technology and innovation and access to related advances; strengthen knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through the global technology facilitation mechanism.</p>	<p>As part of the development of international cooperation for the exchange of experience in the field of digitalization of real estate savings, issuance of “green” bonds and exchange of information in the field of systems for guaranteeing equity deposits and financing of housing construction, the following agreements/memorandums were signed:</p> <ul style="list-style-type: none"> <li>• In February 2020, a memorandum of cooperation was signed with the Japan Housing Finance Agency.</li> </ul>
	<p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including young people and people with disabilities, and equal pay for work of equal value.</p> <p><b>8.10</b> Strengthen the capacity of national financial institutions to promote and expand access to banking, insurance and financial services for all.</p>	<ul style="list-style-type: none"> <li>• Men and women can claim equal work, employment and equal pay, regardless of age, race, language, religious, political and other beliefs, citizenship, national or social origin, or disability.</li> </ul>
10 REDUCED INEQUALITIES	<p><b>10.3</b> Ensure equality of opportunity and reduce inequalities of outcomes, including by eliminating discriminatory laws, policies and practices and promoting the adoption of appropriate legislation, policies and measures in this regard.</p>	<ul style="list-style-type: none"> <li>• As part of the work of the Ombudsman, an anonymous survey is conducted annually to identify the level of awareness of employees about the possibility of protecting rights and interests, the state of anxiety in the team, manifestations of discrimination and existing problems in communication with managers.</li> </ul>

SDGs	Objectives of the UN SDGs	Key results in 2024
<div>11 SUSTAINABLE CITIES AND COMMUNITIES</div> <div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>	<p><b>11.6</b> By 2030, reduce the negative environmental impact of cities on a per capita basis, including by focusing on air quality and urban and other waste management.</p> <p><b>11.19</b> By 2030, build on current initiatives to develop other indicators to measure progress towards sustainable development, in addition to gross domestic product, and promote statistical capacity-building in developing countries.</p>	<ul style="list-style-type: none"> <li>• As part of the Sustainable Development Policy to improve the living conditions of Kazakhstan's, the Company strives to introduce an index of the quality of the urban environment in all regions of Kazakhstan.</li> </ul>
	<p><b>12.8</b> By 2030, ensure that people around the world have relevant information and knowledge about sustainable development and lifestyles in harmony with nature.</p>	<ul style="list-style-type: none"> <li>• As part of the action plan for sustainable development, measures are being taken to reduce the negative impact on the environment through the rational use of resources, and to increase the eco-consciousness of employees.</li> </ul>
<div>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</div> <div>17 PARTNERSHIPS FOR THE GOALS</div>	<p><b>16.1</b> Significantly reduce the prevalence of all forms of violence and reduce mortality rates from this phenomenon throughout the world.</p> <p><b>16.5</b> Significantly reduce corruption and bribery in all their forms.</p> <p><b>16.b</b> Promote and implement non-discriminatory laws and policies for sustainable development</p> <p><b>17.14</b> Make policies to ensure sustainable development more consistent.</p>	<ul style="list-style-type: none"> <li>• The Company has approved:                             <ul style="list-style-type: none"> <li>• Anti-corruption and anti-fraud policy;</li> <li>• Sustainable development policy.</li> <li>• Human rights policy;</li> <li>• Action plan in the field of sustainable development.</li> </ul> </li> <li>• The Company regularly conducts anti-corruption training for employees.</li> </ul>

## Implementation of the Company's Sustainable Development Action Plan by the end of 2024

### GRI 2-24

In order to implement the Sustainable Development Policy, the Company approves an Action Plan and monitors its implementation on a quarterly basis.

By the end of 2024, as part of the *environmental component*, measures were taken to minimize the impact on biological and physical natural systems, rational use of limited resources, as well as the introduction of environmentally friendly, energy- and material-saving technologies.

In addition, an analysis of the methodology for calculating greenhouse gas emissions from the Company's activities was carried out, on the basis of which a Methodology for calculating emissions from the Company's activities was developed. CO<sub>2</sub> emissions are estimated in three categories:

- Scope 1 – direct emissions;
- Scope 2 – indirect energy emissions;
- Scope 3 – other indirect emissions.

In 2024, the Company continued to work with the Asian Development Bank (ADB) on the implementation of the technical assistance project to the Government of the Republic of Kazakhstan "Support for the development of innovative financing for green housing construction" (hereinafter referred to as the Project), launched in 2022. As part of the Project, it is planned to develop design documentation and cost estimates for the housing construction component of a new low-carbon planned urban development unit, which includes energy-efficient green technologies, environmentally friendly strategies, principles of passive design and approaches to managing risks related to climate change and natural disasters, which at the same time will be accessible to the target population with low and the middle income level. During 2024, meetings were held of ADB consultants with representatives of the Company to discuss issues related to the implementation of the Project.

Also, within the framework of cooperation with international organizations, consultants, institutions, agencies on sustainable development, including green financing, meetings were held with Moody's, Fitch, GIG, during which issues on the issuance of green/social bonds were discussed.

In addition, in 2024 the work began to prepare for the Company's sustainability rating in 2025. In this regard, online-meetings with Fitch consultants were organized.

In order to reduce the negative impact on the environment through the rational use of resources and increase the eco-awareness of employees, the Company has implemented the following initiatives:

- information materials on sustainable development have been prepared and posted on the desktops of all employees;
- in January 2024, a workshop on greenhouse gas emissions was held with the participation of the Company's managers and employees. Additionally, on the Company's corporate website (<https://khc.kz/en/about-company/>) the information about greenhouse gas emissions from the Company's activities is posted;
- In May 2024, an eco-clean-up day was held to improve the territory of the Presidential Park;
- In May 2024, a planned briefing and training sessions on fire safety for all employees were conducted;
- In September 2024, the "Green Office" Concept of Kazakhstan Housing Company JSC was approved by the decision of the Company's Management Board;
- the analysis of the possibility of purchasing office supplies from environmental materials has been carried out.
- measures have been implemented to automate the electronic signing of documents. In the 2<sup>nd</sup> quarter of 2024, the process of electronic signing of lease agreements with the right of purchase was launched.

As part of the *social component*, the Company continuously implements actions aimed at:

- ensuring transparent competitive procedures and equal employment opportunities;
- respect for workers' rights, occupational safety and health;
- training and professional development of employees;
- implementation of internal and external social programs.

The Company adheres to international human rights standards, ensuring their protection and excluding any involvement in violations. In this regard, in December 2024, the Human Rights Policy of Kazakhstan Housing Company JSC was approved by the decision of the Company's Board.

The company actively cooperates with higher education institutions to attract students for practical training and internships. In 2024, memorandums of cooperation were signed with Satbayev University and Astana IT University, under which 15 students successfully completed dual studies.

As part of the *economic component*, the Company continuously implements actions aimed at:

- ensuring break-even operations;
- protecting the interests of shareholders and investors;
- improving the efficiency of business processes;
- increase in labor productivity.

In accordance with paragraph 5 of the RMP, the Company considers the use of international standards in the field of sustainable development as a necessary condition for ensuring that its activities comply with the best international practices and achieve goals and objectives in the field of sustainable development.

So, in 2024, the Company conducted an analysis of the agreements concluded by the Company for the possibility of including the principles of sustainable development.

The Company adheres to the principle of openness and strives for effective disclosure of information in all areas of the Company's activities, including operational and financial results, as well as issues of sustainable development and corporate governance.

In order to expand financing opportunities for green and social projects, the Company approved a Green and Social Bond Issuance Policy and an internal regulation on the selection and evaluation of projects in 2025, taking into account their compliance with national and international standards.

In 2025, the Company plans to conduct a detailed assessment of projects against the established criteria set forth in the regulation, as well as to increase the share of green projects going forward.

Every year, the Company publishes the results of its activities in the field of sustainable development in the relevant section of the corporate website and in annual reports prepared in accordance with the Standards of the Global Reporting Initiative in the field of Sustainable Development (GRI Standards), the International Sustainability Standards Board (IFRS S1) "General Requirements for disclosure of information on financial aspects of sustainable development", (IFRS S2) "Climate-related Information Disclosure", the provisions of the Corporate Governance Code and the Fair Disclosure Rules by the initiators of the admission of securities to Kazakhstan Stock Exchange JSC.

Stakeholders engagement

GRI 2-28, 2-29

The Company pays due attention to stakeholder engagement to implement a successful and effective sustainable development policy.

To determine the list of stakeholders, the degree of their influence and spheres of influence on the interests of the Company, the Management Board developed and approved the Company's Stakeholder Map, which complies with international standards for identifying and interacting with stakeholders.

The Company defines three groups of stakeholders depending on the area of influence: area of authority and responsibility, area of direct impact, area of indirect impact.

Key stakeholder groups

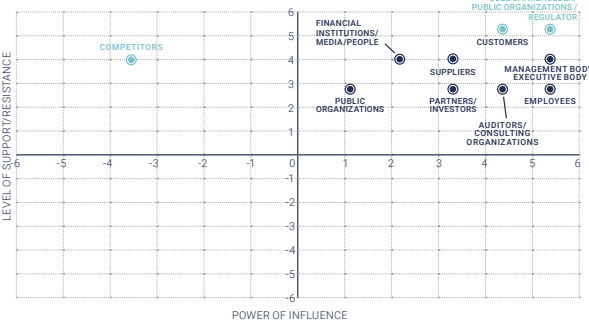
Area of authority/responsibility	Area of direct influence	Area of indirect influence
<ul style="list-style-type: none"><li>the Sole shareholder;</li><li>governing body;</li><li>executive body;</li><li>employees.</li></ul>	<ul style="list-style-type: none"><li>government agencies;</li><li>local executive bodies;</li><li>financial institutions;</li><li>partners;</li><li>investors;</li><li>clients, consumers;</li><li>suppliers;</li><li>consulting organizations;</li><li>auditors.</li></ul>	<ul style="list-style-type: none"><li>population;</li><li>public organizations;</li><li>mass media;</li><li>experts and analytics;</li><li>competitors.</li></ul>

In assessing the importance of stakeholders, the Company ranks stakeholders based on two factors: the degree of support/opposition of the stakeholder, and an assessment of the strength of his influence on the Company. Based on the obtained assessment of the importance of stakeholders, the Company's structural divisions determine the areas of interaction with stakeholders depending on the specifics of the activity.

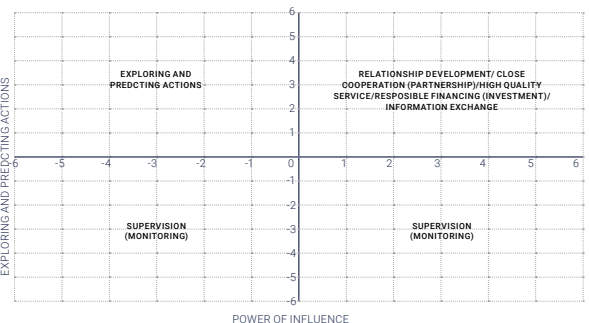
The main forms of interaction with stakeholders are joint programs and projects, memorandums of cooperation, joint working groups, reporting on activities, meetings, conferences, publications, interviews and other forms of interaction.

The Company interacts with stakeholders on issues such as strategic planning, financial activities, project management, supply of goods, works and services, lawmaking, operational activities, and interaction with the media.

Stakeholder Map



Engagement strategy



The process of organizing the Company's interaction with stakeholders is based on the principle of involvement, which implies taking into account the interests of stakeholders at all stages of the process of managing the Company's activities and involving stakeholders in the discussion of significant topics and important issues, potential risks and boundaries of responsibility.

In turn, engagement is achieved by observing the following three principles:

- materiality*. The Company clearly identifies its stakeholders and recognizes which stakeholder interests are significant;
- completeness*. In the course of its activities, the Company pays attention to the concerns of stakeholders, namely, understands their views, needs and expected performance results, as well as opinions on significant issues;
- response*. The Company consistently responds to all significant questions from stakeholders.

In order to organize management of relationships with stakeholders, the Company focuses its activities on the following basic principles:

- respects and takes into account the interests of all stakeholders;
- strives to actively inform target audiences about its activities;
- ensures objectivity, reliability, independence and a high level of information transparency in terms of the implementation of governmental programs, certain internal procedures (procurement, competitive selection among external candidates for employment, provision of financial and non-financial services), as well as in the use of financial resources;
- ensures open and productive cooperation with all stakeholders;
- fulfills its obligations to stakeholders;
- receives feedback from stakeholders on a regular basis.



Approaches to stakeholder engagement

Stakeholders	Involvement of a stakeholder	Company
The Sole shareholder and government bodies	<ul style="list-style-type: none"><li>respect for the interests of the sole shareholder;</li><li>implementation of legislative and executive functions;</li><li>payment of taxes and social obligations.</li></ul>	<ul style="list-style-type: none"><li>provides reliable information on the results of financial and economic activities in accordance with the requirements of the legislation of the Republic of Kazakhstan, the charter and internal documents of the Company;</li><li>ensures the implementation of the rights of the sole shareholder within the framework of corporate governance principles aimed at effective adoption of key decisions;</li><li>provides additional information about plans, achievements, problems of activity, as well as research from other organizations about the activities of the Company, with the exception of confidential information received from other organizations under contracts and/or agreements on information disclosure and/or confidentiality;</li><li>takes part in international credit ratings.</li></ul>
		<ul style="list-style-type: none"><li>sufficiently discloses current information about the financial condition, dividend policy and credit history, as well as the development prospects of the Company;</li><li>the Company's financial and management reporting is prepared and submitted in a timely manner in accordance with legal and regulatory requirements, while the financial reporting is audited by independent auditors;</li><li>information about the influence of the Sole shareholder and other interested parties (republican, local authorities), as well as the procedure for monitoring and approving transactions with interested parties is known, transparent and accessible;</li><li>carries out proactive communication when making investment and strategic decisions;</li><li>conscientiously fulfills its contractual obligations to business partners;</li><li>ensures information transparency, openness, equality, fairness, absence of discrimination and unreasonable restrictions on competition in strict accordance with the legislation of the Republic of Kazakhstan;</li><li>complies with the principles in the field of corporate governance and improvement of the corporate governance system in accordance with leading world practice.</li></ul>

Stakeholders	Involvement of a stakeholder	Company
Clients	<ul style="list-style-type: none"><li>reliability and compliance with deadlines for fulfilling obligations;</li><li>fulfillment of social obligations.</li></ul>	<ul style="list-style-type: none"><li>the Company's services are available to consumers;</li><li>ensures the security of consumer data and commercial information to protect against leakage and misuse;</li><li>provides services of the same quality and provides the same level of service without discrimination to all consumer groups;</li><li>contributes to improving the quality of service and servicing of the population, which is expressed in improving customer service standards;</li><li>provides clients with information about new tools and operating principles on a regular basis;</li><li>contributes to improving the financial literacy of consumers and their clients to the best of its ability and in accessible forms.</li></ul>
Employees	<ul style="list-style-type: none"><li>implementation of the Labor Code;</li><li>observance of rights;</li><li>competitive wages and social benefits;</li><li>professional development and training;</li><li>safe and comfortable working conditions.</li></ul>	<ul style="list-style-type: none"><li>ensures an open, transparent personnel policy aimed at the formation of qualified and motivated personnel;</li><li>provides all employees with equal opportunities to realize their potential in the process of work, impartial and fair assessment of their activities;</li><li>selection and career advancement of employees in the Company are carried out solely on the basis of professional abilities, knowledge and skills;</li><li>effective communication and interaction of employees is ensured by organizing internal corporate sources of regular information to employees and communication channels, including through the work of an internal portal, regularly studying the opinions and suggestions of employees, and organizing the activities of working groups.</li></ul>
Public	<ul style="list-style-type: none"><li>social and charitable initiatives;</li><li>contribution to the development of the regions of presence.</li></ul>	<ul style="list-style-type: none"><li>effectively and efficiently interacts with the public (including by organizing regular meetings (round tables, briefings, conferences);</li><li>actively participates in the implementation of socially significant projects;</li><li>responses to requests from individuals and legal entities sent to the Company are provided in a timely manner and in full;</li><li>when conducting sponsorship and charitable activities, the Company provides assistance to vulnerable segments of the population and low-income citizens in order to revive national values, support culture, science and education.</li></ul>

The Company actively cooperates with international institutions, organizations and initiatives, which helps to strengthen its market position, expand opportunities for sustainable growth and increase the trust of investors and partners.

**The UN Global Compact**

In March 2025, the Company joined the United Nations Global Compact, the world’s largest corporate sustainability initiative, bringing together more than 20,000 participants in 160+ countries<sup>3</sup>. This decision reflects the company’s strategic commitment to the ten universal principles of human rights, labor standards, environmental protection and anti-corruption, as well as its commitment to achieving the Sustainable Development Goals (SDGs).

Joining the initiative provides the Company with:

- access to a global platform for sharing experiences and best practices in the field of ESG;
- the opportunity to participate in specialized UN programs, training and projects;
- recognition at the international level as a socially responsible market participant;
- tools and recommendations for integrating sustainable development into strategy and operational activities.

The Company plans to publish an annual Communication on Progress (CoP), a report on achieving results in key areas of sustainable development as part of its participation in the UN Global Compact.

**Eurasian Association for the Development of Inclusive Society**

In April 2025, Kazakhstan Housing Company JSC signed a memorandum of cooperation and mutual understanding with the Eurasian Association for the Development of Inclusive Society.

This document was the beginning of a systematic partnership aimed at creating an inclusive urban environment that takes into account the needs of all categories of citizens, including people with disabilities and people with limited mobility.

The goal of cooperation is the integration of accessibility principles into the design and development processes, which will improve the quality of life of the population and ensure the sustainable development of cities in the Republic of Kazakhstan.

Key areas of cooperation:

- development of accessibility standards for urban infrastructure and public spaces;
- training of specialists in inclusive design;
- monitoring, certification and independent examination of units for compliance with national and international requirements;
- creation of an incentive system for developers to implement inclusive solutions;
- development of an accessible digital and navigation environment;
- formation of an intersectoral expert community;
- organization of events for the exchange of knowledge and practices.

The cooperation is non-commercial in nature and is based on the principles of voluntariness, transparency and independence. Using the expert potential of the Association will allow the Company to introduce modern approaches to the design of an inclusive environment, consistent with the best international practices.

**Rating agencies**

To strengthen the trust of investors, counterparties and regulators, as well as to ensure access to international sources of financing, the Company cooperates with leading international rating agencies – Moody’s Investors Service and Fitch Ratings.

These agencies assign credit ratings to the Company that reflect its financial stability, management quality, and ability to fulfill its obligations to investors. The availability of such ratings is an important element of the Company’s reputation and investment strategy. The ratings are updated on a regular basis and are publicly available.

**Cooperation with Japan Housing Finance Agency**

The Company cooperates with the Japan Housing Finance Agency (JHFA) to share international experience in the field of sustainable housing financing and the development of “green” finance instruments.

Within the framework of the signed memorandum of understanding, the parties share knowledge and practices in the field of public housing policy and sustainable bond issues. This partnership provides access to Japan’s unique experience, which is used in the implementation of the Company’s programs.

**Essential issues**

**GRI 3-1, 3-2, 3-3**

When preparing the annual report, the Company was guided by the principles of determining the content of the report defined by the GRI Standards:

*Stakeholder engagement* – when disclosing information, the interests of the stakeholders identified during the interaction with them were taken into account. The information that is most important to stakeholders was disclosed.

*Context of sustainable development* – in this annual report the Company’s work is presented taking into account a broad socio-economic context. The company defines its work within the framework of the external environment, which includes economic, social and environmental aspects.

*Materiality* – the issues recognized as the most significant for the Company’s activities were covered in more detail in the annual report. The rest of the information was provided in less detail so as not to overload the document and make it easier for the user to work with the information.

*Completeness* – The Company covers as fully as possible the essential issues of its activities in the field of sustainable development, including all the details that are important for a complete understanding of the situation.

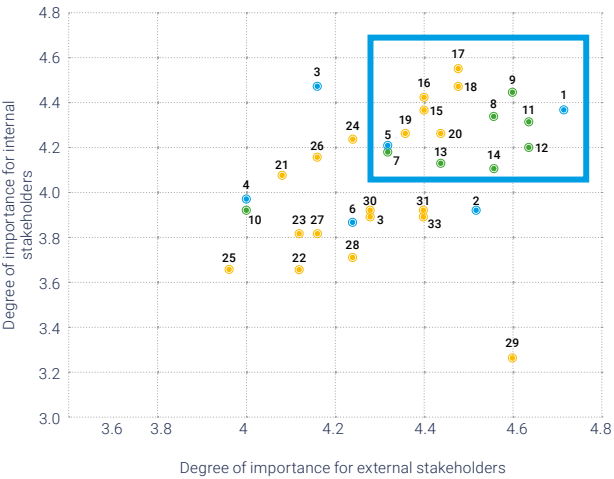
The principles of materiality and stakeholder engagement helped to select the most significant sustainable development issues, which are reflected in this annual report. The principles of the context of sustainable development and completeness were applied to a greater extent in the disclosure of information on selected issues.

As part of the preparation of the report, in 2024 the Company conducted a procedure to identify significant aspects of the Company’s activities in the field of sustainable development that are recognized as important by internal and external stakeholders.

The survey was attended by representatives of the Sole Shareholder, subsidiaries, government agencies and the media, suppliers, partners, investors, as well as employees of the Company. They were requested to assess each issue according to the degree of importance on a scale from 1 to 5 points, where 1 means “the least important issue”, 5 – means “the most important issue”.

<sup>3</sup> <https://unglobalcompact.org/what-is-gc/participants/180166>

MATERIALITY MATRIX



Based on the results of a survey of internal and external stakeholders, a materiality matrix was constructed. The issues in the upper-right corner of this matrix were recognized as the most significant issues to be disclosed in the Report. Based on the results of the survey, it was found that the list of significant issues identified in the previous reporting period remains relevant. The Company's main priorities remain unchanged, as they reflect the strategic directions and expectations of key stakeholders.

Taking into account the continued importance of these issues, the Company continues its activities based on previously established principles of sustainable development, as well as improves their implementation mechanisms in accordance with current challenges and best international practices.

Issues of sustainable development	Nº
Economic performance	1
Market presence	2
Indirect economic impacts	3
Procurement practices	4
Fight against corruption	5
Obstacle to competition	6
Materials	7
Energy	8
Water	9
Biodiversity	10
Emissions	11
Discharges and waste	12
Compliance with environmental legislation requirements	13
Supplier environmental assessment	14
Employment	15
Labour-management relations	16
Health and safety in the workplace	17
Training and education	18
Diversity and equal opportunities	19
Non-discrimination	20
Freedom of association and collective bargaining	21
Risk of child labor	22
Risk of forced or compulsory labour	23
Security practices	24
The rights of indigenous and small-numbered peoples	25
Assessment of observance of human rights	26
Local communities	27
Assessing the impact of suppliers on society	28
Political activity	29
Consumer health and safety	30
Marketing communications	31
Privacy of the consumer	32
Compliance with the requirements	33

Organizational structure of sustainable development management

GRI 2-13, 2-22, IFRS S1, S2

Management of the Company's sustainable development is inextricably linked with the corporate governance system. One of the fundamental principles of the Company's Corporate Governance Code is the principle of sustainable development.

The Company periodically analyzes and evaluates management processes; if necessary, processes are adjusted and relevant information is brought to the attention of all interested parties.

The Company integrates the principles of sustainable development into the Development Strategy and key processes of the Company, including planning, reporting, risk management, investments, operating activities and others, as well as into decision-making processes at all levels, starting from management bodies (Sole shareholder, Board of Directors, Management Board) and ending with ordinary employees.

The Company's Board of Directors provides strategic leadership and control over the implementation of sustainable development.

The Company's Management Board ensures the formation of an appropriate sustainable development management system and its implementation, and also approves the corresponding action plan in the field of sustainable development.

The Company's structural units are responsible for compliance with the provisions of the Sustainable Development Policy. Responsible structural units of the Company, determined by the Management Board, implement measures in the field of sustainable development that ensure the achievement of strategic KPI in this area.

The heads of responsible structural units of the Company are personally responsible for the implementation of measures and achieving efficiency in the field of sustainable development within their competencies.

The Company's structural units provide information on the results of implementation of activities in the field of sustainable development, as well as information for inclusion in the Company's annual report at the request of the structural division in charge of the Company's activities in the field of sustainable development, and, if necessary, make proposals for improving the Company's activities in this area.

The structural unit in charge of the Company's activities in the field of sustainable development, determined by the Management Board, performs the following functions:

- carries out planning of activities in the field of sustainable development;
- coordinates the activities of the Company's structural divisions aimed at achieving the goals and objectives of the Sustainable Development Policy;
- prepares a report on the implementation of the action plan and KPI in the field of sustainable development;
- prepares the Company's annual report including a section on sustainable development;
- conducts training seminars for Company employees in the field of sustainable development with the involvement of external trainers or independently;
- interacts with international organizations, institutions, agencies on issues of sustainable development.

The Company analyzes both internal and external impact factors to identify risks in the field of sustainable development. Risks in the field of Sustainable development are included in the Company's risk register in order to take measures to minimize them.



Our people

The Company’s personnel management policy is aimed at forming and developing a cohesive team of professionals capable of efficiently and promptly solving assigned tasks. The Company has established uniform standards for working with staff, requirements for the processes of recruitment, training and evaluation, remuneration and social support.

The Company’s employment relations are based on the principles of legality and respect for the universally recognized rights of employees.

The Company guarantees equal opportunities for all employees, excluding any discrimination based on gender, race, language, religious, political or other beliefs, citizenship, national or social origin, as well as limited opportunities. These principles are followed at all stages: when hiring, determining working conditions, paying, training, promotion and dismissal.

The Human Resource Management Department uses a comprehensive range of search and selection channels to attract the most qualified candidates. When selecting candidates for vacant positions, candidates are considered both from the Presidential Youth Personnel Reserve, as well as from the Unified Personnel Reserve of the Holding Group of Companies.

Increasing the level of labor productivity of employees is carried out through a fair and systematic assessment of their activities by applying KPI, personnel certification and motivational measures.

To ensure fair and competitive compensation for work, the Company has introduced a grading system and regularly reviews wages, focusing on market conditions and indicators of similar industries.

The company actively takes care of creating safe and comfortable working conditions that meet the requirements of the legislation of the Republic of Kazakhstan. The Company documents and investigates all incidents and problems related to occupational safety and health with the aim of minimizing or eliminating them. The necessary training and advanced training of employees in the field of occupational safety and health is also carried out.

Structure and equal opportunity

GRI 2-7, 2-8, 405-1

In 2024, as part of the implementation of the strategic directions of the Company’s activities, as well as in connection with the reform of the housing legislation of the Republic of Kazakhstan, changes in the form of management of multi-apartment residential buildings, changes were made to the organizational structure of the Company

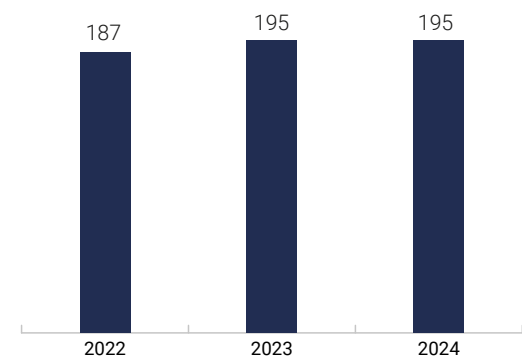
At the end of 2024, the actual number of employees of the Company was 195, which corresponds to the level of 2023. Of the actual number of employees of the Company as of December 31, 2024, women account for 50%, men – 50%.

The share of women in leadership positions is 23%. The majority of staff (77%) is in the age category from 30 to 50 years.

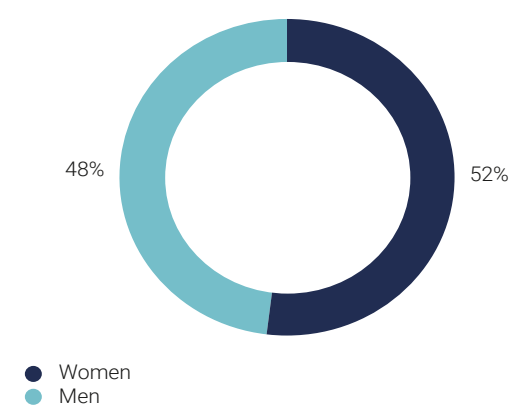
The average age of the Company’s employees is 38 years.

The Company also enters into an agreement for the provision of personnel services, under which employees from the outstaffing sector are involved. The main goal of attracting outstaffing workers is to optimize the costs of performing work associated with performing routine tasks of a structural unit, or design and consulting work for a certain period.

Payroll number of employees, staff units



Gender composition of employees, %



The procedure and conditions for attracting workers of all types are provided for by the labor legislation of the Republic of Kazakhstan and internal documents of the Company.

The company strives to provide a positive and inclusive work environment where people are valued for the skills and experience they bring to their work. Maintaining diversity and inclusivity among employees is the key to a Company’s success.

Employees structure as of December 31, 2024

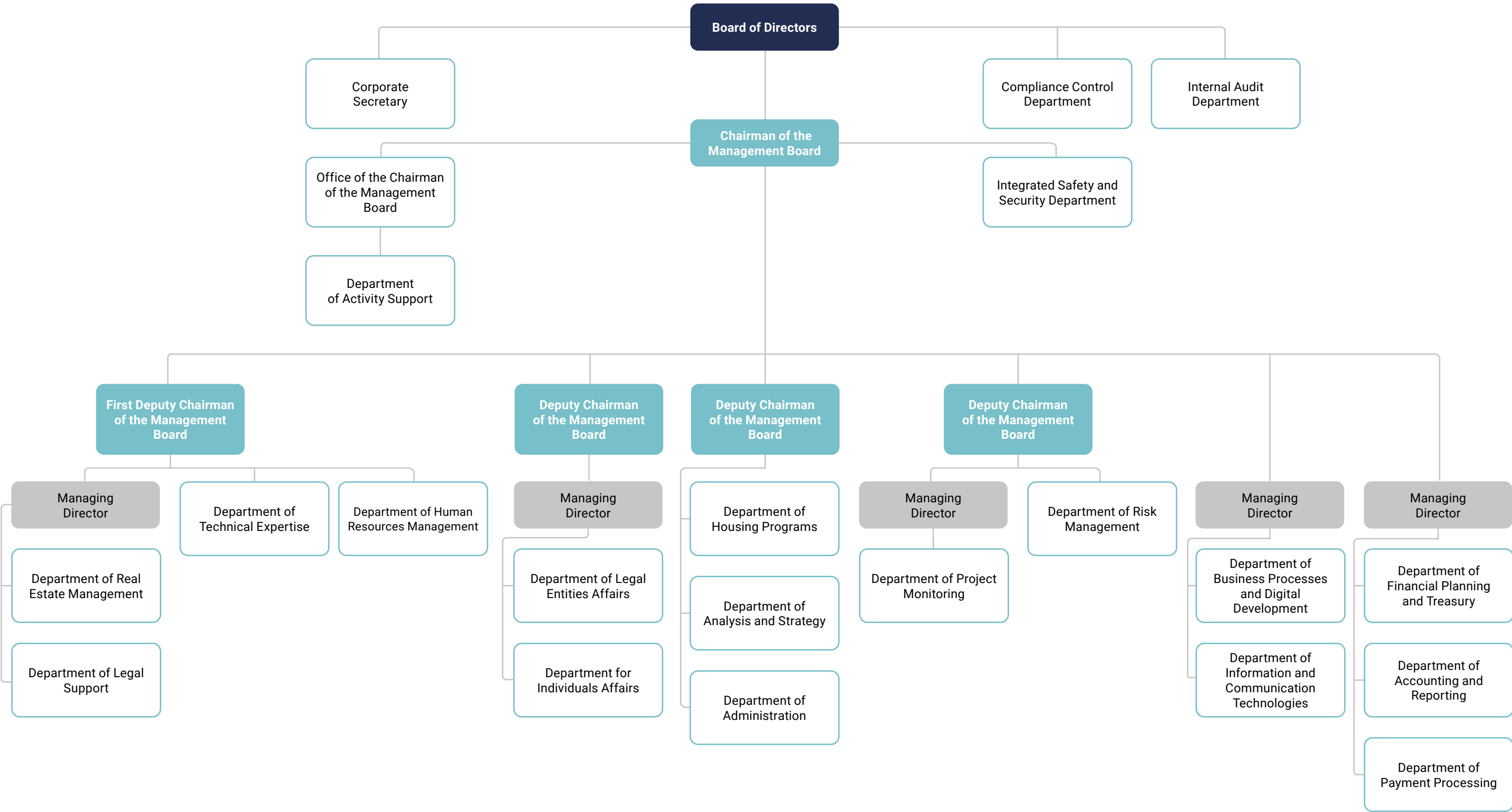
Indicator (people)		Total	Management Board	Middle managers	Specialists
Gender groups	Men	94	5	18	71
	Women	101	0	8	93
Age groups	under 30 years old	26	0	1	25
	30-50 years old	150	5	21	124
	above 50 years old	19	0	4	15
Total		195	5	26	164

By welcoming differences and different points of view, the Society creates a richer professional experience within the Company and improves the Company’s ability to develop innovative ideas and concepts and make more informed decisions.

The Company does not allow employees to be limited in their labor rights and freedoms or receive any advantages depending on gender, race, language, religious, political and other beliefs, citizenship, national or social origin, disabilities, property, family, social and official status position, and other circumstances not related to the business qualities of employees. During the reporting period, the Company did not identify any cases of discrimination on any grounds.

The Company, as part of its activities, is guided by the principle of providing equal opportunities for all employees in hiring, compensation, assessment, development, providing access to training, promotion, and dismissal.

Organizational chart of the Company collateral appraisal



Attracting and adapting employees

GRI 401-1

The recruitment procedure is carried out in accordance with the Rules for selecting candidates for vacant positions and the Company’s internal labor regulations.

Basic principles of employee selection:

- inadmissibility of restricting the rights of candidates in the sphere of labor;
- prohibition of discrimination based on origin, social, official and property status, gender, race, nationality, language, attitude to religion, beliefs, place of residence, age or physical disabilities, as well as membership in public associations;
- systematic, organized and comprehensive nature of the selection of candidates;
- inadmissibility of conflicts of interest when selecting candidates;
- involvement in the implementation of the Company’s strategy and corporate governance;
- preservation of best practices and traditions of personnel management;
- application of modern HR technologies that ensure effective personnel management;
- use of modern automated control systems;
- transparency of the candidate selection procedure.

The candidate selection procedure consists of the following stages:

- determining the need for candidates;
- conducting personnel selection;
- conducting an assessment of the candidate’s professional knowledge;
- acceptance of the candidate.

The search for candidates consistently includes internal and external selection.

Internal selection – selection of internal candidates, giving the right to Company employees to propose their candidacies for a vacant position.

The responsible department posts information on the internal portal, [int.khc.kz](https://khc.kz), in the electronic document management system or on other internal communication channels.

In the case of selecting an internal candidate, no further activities for searching and selecting candidates are carried out, and registration for a vacant position is carried out in accordance with the labor legislation of the Republic of Kazakhstan and internal documents of the Company.

External selection is carried out in the absence of internal candidates through:

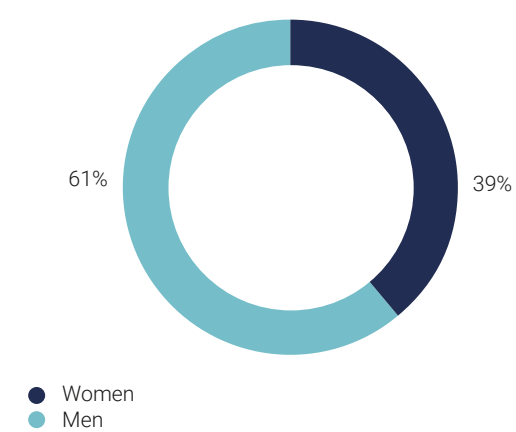
- placing an advertisement for a candidate search on the Company’s corporate Internet resource <https://khc.kz/en/about-company/> and on job search sites;
- posting information on the electronic labor exchange;
- other ways and methods that do not contradict the legislation of the Republic of Kazakhstan and internal documents of the Company.

In 2024, 49 people were hired by the Company, including 19 women and 30 men. The share of newly hired employees from the total staff number was 25%.

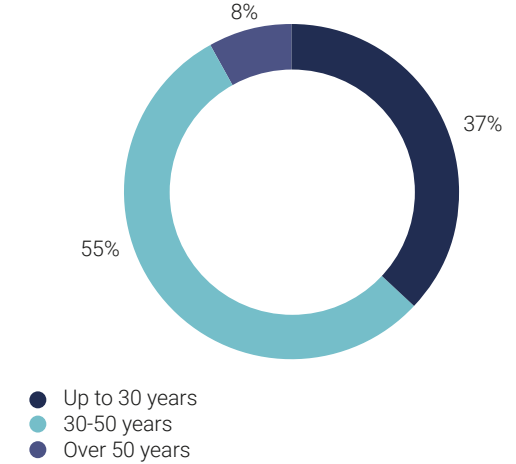
Employees hired by the Company in 2024

(people)	Total	under 30 years old	30-50 years old	over 50 years old
Men	30	10	17	3
Women	19	8	10	1
Total hired employees	49	18	27	4

Gender composition of employees hired in 2024, %



Composition of employees hired in 2024, by age, %



To ensure the effective entry into the position of an employee, the formation of a positive image of the Company, and the reduction of discomfort in the first days of work at the Company, the adaptation of newly hired employees is carried out in accordance with the Instructions for the adaptation of new employees.

The first stage of adaptation involves the formation of a general idea of the Company. On an ongoing basis, HR employees hold communicative meetings with newly hired employees, at which they talk about the main areas of the Company’s activities, organizational features, features of the relationship between the Company and the employee (hiring and dismissal procedures, remuneration system, social support, code of business ethics), working conditions and other significant aspects.

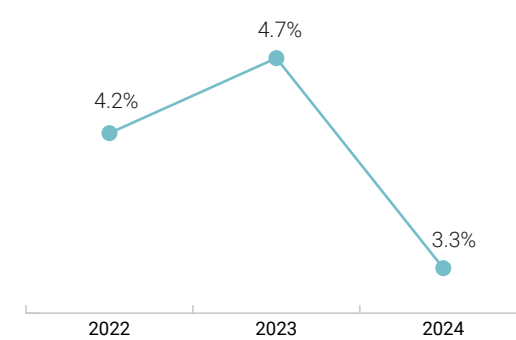
An individual adaptation program includes a detailed introduction to the activities of the structural unit, the specifics of the work, and the acquisition of specific skills

With this, in 2024, the business process automation of employee adaptation was carried out, which contributes to increasing transparency and efficiency of procedures. Automation of this process ensures standardization of all stages of adaptation, minimizes the risks of the human factor and promotes strict observance of established regulatory requirements.

This, in turn, strengthens control over compliance with corporate standards and improves accounting for each stage of employee integration into the organizational structure of the Company.

Voluntary staff turnover in 2024 was 3.3%, which is lower by 30% than in 2023 (4.7%). This was the result of measures to strengthen the corporate culture, develop staff and increase staff involvement.

Staff turnover, %





Employees evaluation system

GRI 404-3

As part of managing the development of personal and business competencies of employees, the Company conducts a comprehensive employee assessment in accordance with the Rules for performance assessment of the employees of the Company.

In 2024, as part of a comprehensive assessment, the average actual performance of execution of key performance indicators of the Company’s employee activity was determined, and managers assessed the level of development of employee competencies. The results of the final assessment of the performance of the Company’s employees activity serve as the basis for making appropriate decisions when formation of the personnel reserve, official transitions, changing the salary, forming the plan for occupational training and professional development of the Company’s employees.

At the same time, the Company conducts personnel assessments in order to determine the employee’s suitability for the position held or the work performed, as well as to determine the degree of conformity of Company’s employees to the requirements applicable to their positions under the Regulations on the performance review of the Company’s Employees. Scheduled performance review of the Company’s employees is carried out no more than once every 3 years. The total number of employees who passed the performance review was 110 employees of the Company.

Employees training

GRI 404-1, 404-2

In 2024 the Company continued to actively work on the development of its employees, providing them with the necessary knowledge and skills for effective work and career growth.

On an annual basis, an annual training plan is formed in accordance with the requests of the heads of the Company’s structural divisions, indicating the name of the training event and the number of employees who need to undergo training.

The training plan is focused on several key areas:

- *Advanced training of employees* – training aimed at deepening the professional knowledge and competencies of employees, which contributes to improving their work and meeting the requirements of industry standards.
- *Training in new technologies and standards* – the introduction of modern approaches and technologies into the Company’s work processes, including the development of new tools and methods.
- *Personal and professional skills development* – courses and trainings aimed at improving soft skills of employees, such as communication, time management, leadership and other important competencies.
- *Preparation of the personnel reserve* – training aimed at employees who are in the personnel reserve of the Company, with the goal of preparing them for possible career growth and expanding their functional responsibilities.

The training plan is developed taking into account the Company’s strategic goals and personnel development needs. It is an important tool for ensuring high-quality performance of work tasks, maintaining professional growth of employees and increasing their involvement in the process of transformation and growth of the Company.

During the reporting period, significant work was organized and carried out on employee training aimed at developing both hard skills (professional knowledge necessary to perform direct work tasks) and soft skills (interpersonal and managerial skills). Special attention was paid to advanced training and certification of employees in key areas, such as the certification program of corporate secretary, ICA compliance certification, Certified Professional Internal Auditor (DipCPIA), etc.

In order to develop soft skills in employees, several trainings were held in 2024 covering important topics:

- *“Basics of communication effectiveness: the key to success in life and at work”;*
- *“Skills in managing the state in stressful situations”;*
- *“Corporate culture as a condition for sustainable development”;*
- *“Change management and improvement of team effectiveness in management activities”;*
- *“Collaboration as the main style of interaction in a team”.*

The above-mentioned trainings were aimed at developing the key skills necessary for successful work in a rapidly changing business environment. The participants had the opportunity not only to gain theoretical knowledge, but also to master practical tools that can be applied in their daily activities.

In addition, as part of the internal trainer development program, a four-module program was developed and implemented for Company employees who want to develop their skills in the field of training and knowledge transfer to colleagues. The program covered key aspects of training, including effective teaching methods, development of training materials, group dynamics management, and evaluation of training program results.

The training was open to all employees who expressed interest in the role of an internal trainer. As a result of the program, 3 (three) employees of the Company successfully completed the course and received certificates confirming their qualifications as internal trainers. This allows to independently conduct trainings and training sessions for their colleagues, sharing knowledge and experience in various fields.

It should be noted that during the reporting period, corporate training programs were also conducted at the request of employees, covering a wide range of relevant and demanded topics. These trainings were aimed at developing professional skills and meeting the specific needs of the Company’s employees.

List of training programs conducted in a corporate format:

- *Power BI data analysis. Level 1 and Level 2* – courses aimed at mastering Power BI tools for effective data analysis and visualization. The programs included basic and more advanced techniques that help employees make informed business decisions based on data.
- *Python Training* – a course for employees interested in learning Python programming. This training was aimed at developing the skills of automating processes, working with data, and developing software solutions, which contributes to improving the technological competence of the team.
- *Anti-corruption management* – a program dedicated to issues of corporate ethics, anti-corruption policy and compliance with legislation, aimed at preventing corruption risks in the Company.
- *ESG-Transformation and Reporting* – a training that addressed issues of sustainable development and socio-environmental responsibility of business, as well as ways to effectively report on ESG (environmental, social and corporate governance).

- *Sustainable development and modernization: transitional energy and the green economy* – a course aimed at exploring key aspects of sustainable development and the transition to a green economy, including opportunities for the introduction of green technologies and solutions in the energy sector.

- *Conciliation Commission. The application of the labor legislation of the Republic of Kazakhstan and the ability to negotiate to reach consensus in labor disputes* – training for members of the conciliation commission involved in the process of resolving labor disputes. The course included theoretical and practical aspects of the application of labor legislation and effective negotiation techniques.

- *Training in state language* – a program for employees aimed at improving their knowledge of the state language, which helps to increase their overall communicative competence and improve interaction.

In December 2024, a meeting was organized with members of the Committee on Personnel, Remuneration and Social Affairs of the Company's Board of Directors and employees who are part of the Single Personnel Reserve. The event was held in the format of a strategy discussion with elements of a training course, which allowed participants not only to receive information about the Company's strategic goals, but also to develop the necessary competencies for their implementation.

During the meeting, key issues related to the further development of the Company, challenges and opportunities for employees in the changes in the external environment and market conditions were discussed. The meeting participants actively shared their opinions, asked questions, and received recommendations from the leadership of the Company and training instructors. The training elements were aimed at developing leadership and managerial skills, as well as strengthening team interaction and improving strategic thinking.

As a result of the event, employees being part of the personnel reserve received certificates of completion of the training, increasing their readiness to perform key tasks related to the management and development of the Company in the future.

As part of the opportunity for employees to gain knowledge and skills in a wide variety of fields, from IT and business to the humanities and personal effectiveness, in the 4<sup>th</sup> quarter of 2024, the Company acquired a service for access to the 'Coursera' international educational platform, which includes courses in various fields from leading universities and companies around the world. The platform provides over 12 thous. courses covering topics from technical and business knowledge to humanities and personal growth.

One of the main advantages of the platform is a flexible schedule for completing tasks, which allows employees to study whenever convenient time and pace to them. The courses include video materials, accessible and compact training materials, as well as the opportunity to complete online training simultaneously for more than 30% of the Company's employees. Upon completion of each course, employees receive certificates confirming the knowledge and skills they acquired.

The launch of this on-line learning platform has significantly improved the availability of educational resources for employees, giving them the opportunity to develop their competencies without reference to place and time.

In 2024 the total number of employees who completed training is 204 participants:

- training in hard skills – 22 employees;
- training in soft skills – 66 employees;
- corporate and compulsory training – 113 employees;
- training for internal trainers – 3 employees.

At the same time, it should be noted that during the reporting period, employees could be trained more than once, which confirms the high interest in professional development and continuous training. Along with this, the Company's employees participated in various conferences, forums and meetings.

The gender ratio of participants in personnel training and development events is 38% men and 62% women. Among the event participants were 10 senior managers and 21 middle managers.

The average number of training hours per employee in 2024 was 23 hours.

## Development of corporate culture

The Company organizes and conducts various corporate events to develop and maintain the corporate culture: master classes with interesting speakers, team games, environmental clean-up days, off-premise corporate team building and other activities. Regular holding of meetings with management, as well as cultural and entertainment events, help improve communication between employees, increase their motivation and strengthen team spirit. Special attention is paid to initiatives aimed at creating a positive working atmosphere and developing professional skills of employees.

During the reporting period, the Company carried out a number of activities aimed at strengthening corporate culture, developing team spirit and supporting sustainable development:

### *"Nauryz Meiramy"*

In honor of the spring holiday, employees congratulated colleagues, participated in creative performances and organized festive treats. The company also took an active part in the general events of the Holding: the Company put up a yurt with decorations, set tables for guests and employees of the Holding and its subsidiaries.

### *"Eco-clean-up"*

In order to implement the Company's Sustainable Development Policy, an eco-clean-up was organized in the Presidential Park of Astana. This event brought together employees in a common cause to improve the urban environment and helped strengthen team ties.

### *Corporate team building*

In the third quarter of 2024, was held the team building aimed at developing team skills, strengthening relationships between employees, improving interaction between departments and raising team spirit.

### *"Mountain Climbing" project*

In October of the reporting period, the Company's TOP-management and middle management have gone through training on team building and leadership in mountain climbing. The event included not only physical climbing, but also training elements aimed at improving communication, acquisition of decision-making skills in stressful situations, and increasing trust within the team. The participants overcame difficulties together, solved strategic tasks and shared their experiences. This experience allowed us to expand the horizons of perception and motivate the participants for further professional growth.

### *New Year Party for children*

An outdoor matinee was organized on the territory of the "Esil Camp". The children of the employees visited the Appaqland farm, where they were given: an interactive guided tour with animals, winter games and contests in the open air, workshops on making New Year's toys, and were treated to goodies.

The company regularly organizes congratulations to employees on public holidays, such as International Women's Day, May 7, Independence Day, etc.

Such events create a positive atmosphere in the team, promote professional growth and emphasize the social responsibility of the Company.

## Charitable activities

The Company actively implements the principles of corporate social responsibility by participating in charity projects and encouraging employees to participate in voluntary initiatives.

### Financial assistance to flood victims

In April, assistance was provided to residents of Kazakhstan affected by floods by transferring one-day earnings of employees to the Kazakhstan Khalkyna Fund.

### Charity run “Zhuregimnin zhenimpazy”

In August, the Company’s employees took part in the charity run “Zhuregimnin zhenimpazy” (“Champion of my heart”), aimed at supporting people who are on the waiting list for organ transplantation.

The event not only demonstrated the active life position of the employees, but also helped to attract attention to an important social issue.

## Remuneration

GRI 202-1, 405-2, 2-21

The main goal of the Company’s remuneration policy is to provide employees with competitive wages and to use a transparent system for assessing performance and bonuses for personnel, which helps to increase the efficiency and material incentives of employees to achieve high performance results.

The Company has implemented a wage system based on grades. The grade system allows the Company employee to understand the place that his position occupies in the existing hierarchy of positions and evaluate its role for the Company. This is an opportunity to receive fair remuneration for work – depending on the level of complexity, responsibility for the work performed, assess the prospects for your professional and career growth, and consistently acquire new professional knowledge and skills necessary for effective work in a higher position.

Employee performance is assessed on the basis of KPI cards, taking into account the achievement of the Company’s strategic goals and individual performance indicators. As part of this approach, a vertically integrated KPI structure is formed, which makes it possible to distribute responsibility for achieving strategic goals among each responsible employee.

The Company adheres to the principles of equality and non-discrimination in matters of remuneration. When determining the level of remuneration, gender differences are not taken into account, and wages are set solely based on the qualifications, experience, and performance of an employee.

Ratio of the average salary of women to the average salary of men by category:

- salary – 0.84;
- annual remuneration – 0.86.

The level of compensation is regulated by payment ranges based on grades. Grades are formed based on the assessment and grouping of positions of equal value depending on their contribution to achieving the Company’s Development Strategy, taking into account the following assessment factors:

- knowledge and skills;
- problem solving;
- responsibility.

KPIs are developed by direct cascading or decomposition of the Company’s strategic KPIs, based on the area of responsibility assigned to the manager, as well as the functions and business objectives of each position. Compensation based on performance for the reporting period is paid to management employees depending on the results of their work, the successes achieved and improvements in work efficiency.

Along with financial rewards, the Company has non-financial rewards in the form of moral incentives (certificates, letters of gratitude), that contributes to the creation of a positive working atmosphere and encourages employees to achieve high achievements.

In 2024, in honor of public holidays and following the results of the reporting period, 41 employees of the Company were awarded, including:

- “Enbek Ardageri” medal – 1 employee;
- badge “Kurmetti kurylyshy” – 2 employees;
- Certificate of Honor from the Minister of Labor and Social Protection – 4 employees;
- Certificate of Honor from the Ministry of Industry and Construction of the Republic of Kazakhstan – 2 employees;
- Letters of gratitude – 32 employees.

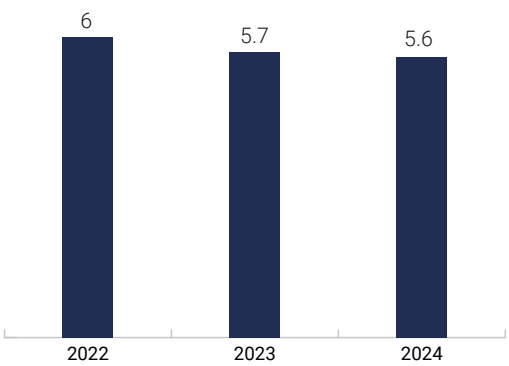
These awards are a confirmation of the high qualifications, professionalism and significant contribution of employees to the development of the Company and the industry as a whole.

The senior staff positions of the Company are evaluated by attracting external experts who have the appropriate certificate.

The Board of Directors determines the amount of remuneration and terms of remuneration for management after a preliminary consideration by the Committee on Personnel, Remuneration and Social Affairs of the Company’s Board of Directors.

Based on the results of 2024, the ratio of the total annual remuneration of the Company’s highest-paid employee to the median annual overall remuneration of all employees (excluding the highest-paid employee) was 5.6. The change in the annual coefficient by 2023 is 86% (according to GRI 2-21).

Ratio of the annual remuneration of the highest-paid employee to the median annual remuneration of the Company





## Social policy

GRI 2-30, 201-3, 401-2, 401-3, 402-1

The Company provides social support to employees in accordance with the Rules for the provision of social support to Company employees.

According to the Rules, social support is provided to employees to create favorable conditions for their effective work, as well as to retain and attract highly qualified employees.

Principles for providing social support to Company Employees:

- the existence of grounds and an objective need to provide social support to the Employee;
- transparency;
- availability of funds in the budget to provide social support.

The Company has a collective agreement, which has been operating since 2008 and applies to all employees. The collective agreement regulates such important issues as remuneration, rewards, incentive payments, social and other benefits, occupational safety and health, guarantees and compensation payments, the procedure for taking into account the opinions of employee representatives and other working conditions.

On an annual basis, voluntary medical insurance is provided to employees and members of their families, and financial assistance is provided in the following cases:

- for health improvement when providing paid annual leave;
- in connection with the birth of a child/adoption of children;
- in connection with the Employee's treatment/operation;
- in connection with the death of the employee, spouse, children, parents of the Employee;
- in connection with marriage;
- in connection with maternity leave, leave for adopting a newborn child (newborn children).

All available benefits of the Company apply to all full-time and non-staff employees equally.

The goal of the Company's social policy is to consistently improve the quality of life of the Company's employees by providing additional benefits, providing services and making social payments.

In this regard, quarterly bonuses are paid to employees and annual compensation to members of the Management Board upon achievement of key performance indicators. At the same time, as in the best global practices, indicators related to economic, environmental and social objectives are approved for management.

In accordance with internal regulations, maternity leave is paid at the same average salary minus the amount of social benefits in case of loss of income due to pregnancy and childbirth. After the birth of a child, parental leave for up to three years can be granted upon request. It is also counted towards the length of service, but will be without pay.

All employees of the organization, regardless of gender, have the right to paternity leave. The same leave is granted to parents who have adopted children in accordance with current legislation.

The employee compensation system is aimed at increasing labor productivity, motivating employees and other indicators of production efficiency.

The Company strives to maintain highly competitive wage levels in the labor market to ensure fair wages for its employees.

The organization does not have a separate fund for repayment of pension obligations. In accordance with the legislation, the Company independently makes deductions in the amount of 10% of an employee's salary to his Individual Retirement Account in the Unified Accumulative Pension Fund (UAPF).

To ensure unified principles for managing the performance of employees and transparency of criteria for recognition and rewarding employees, the performance of all personnel is assessed on a periodic basis, with the exception of employees on a probationary period and employees on maternity or child care leave.

The Company does not discriminate and is committed to providing equal opportunities for men and women, adhering to an equal approach to compensation. It does not limit the rights of employees to create or join public organizations representing their interests. Company employees may engage in any political, educational, charitable or social activities if they do not affect the performance of official duties and do not harm society.

For certain reasons, the Company may change the working conditions of employees, in terms of: wages; labor rationing; performing work duties; working hours and rest hours; procedure for combining positions; expansion of service areas; performing the duties of a temporarily absent employee; occupational safety and health; technical, production and living conditions; as well as other working conditions as agreed by the parties.

According to the Labor Code of the Republic of Kazakhstan, the Company undertakes to notify employees and their representatives about significant changes in the Company's activities affecting the working conditions of staff (in declaring of downtime – no later than fifteen calendar days in advance, when the abolition of a structural unit – and no later than one month in advance). With an increase in staff, dismissed employees due to staff downsizing (in the last six months) shall be notified about available vacancies to employees.

Occupational health and safety

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10

The occupational health and safety management system of the Company is a set of measures aimed at creating safe working conditions, prevention of accidents and mitigation of risks to employees. It includes the development of regulations, the implementation of standards and procedures, employee health protection, training, awareness about safety regulations, as well as, the monitoring and evaluation of the effectiveness of these activities.

The Company has implemented an Occupational Health and Safety Management system in accordance with the requirements of the Labor Code of the Republic of Kazakhstan and plans to introduce the international standard ISO 45001 "Occupational Health and Safety Management System", which applies to all employees.

As part of the continuous process of maintaining occupational safety, the following are conducted:

- introductory training on safety and labor protection is conducted for newly hired employees and annually for all employees;

- practical and theoretical activities on civil protection and emergency situations;
- instructing all employees on fire safety.

In 2024, 89 employees received internal training on occupational health and safety, which allowed to increase their awareness and competence in the field of workplace safety.

Systematic monitoring and verification of:

- warning systems and electronic fire safety systems;
  - fire extinguishers, gas fire extinguishing systems, pumping stations and fire hydrants
- is carried out.

To ensure fire safety the Company has formed a civil protection team and appointed responsible employees. On the eve of weekends and holidays, employees receive notifications about the need to comply with fire safety measures.

The risks associated with Occupational health and safety are managed through specialized procedures. The risk register contains only those that can significantly affect the achievement of strategic goals. The company is a non-manufacturing organization whose activities are not related to the performance of work with a high level of injury. Nevertheless, occupational safety issues remain a priority and are under constant monitoring.

Employees can report any danger and potentially hazardous situations through a feedback system and internal communication channels. All requests are considered objectively and in a timely manner.

If there is a real threat to safety, the employee must promptly inform his supervisor or the person responsible for safety. If the performance of the work may constitute a threat to life or health, the employee has the right to refuse to perform the work until the danger is entirely eliminated.

Each incident is recorded with an indication of the place, time, circumstances, consequences and participants. This allows to create an objective picture of the incident and eliminate misrepresentation of information. After fixation, an analysis is performed to identify the causes and potential hazards, including:

- technical faults and working conditions;
- organizational disturbances (insufficient preparation, deviations from procedures);
- systemic factors affecting the safety.

Based on the analysis, the degree of risk is determined taking into account:  
likelihood of a recurrence of an incident;  
severity of consequences;  
groups of employees exposed to risk.

The Company uses a hierarchy of control means to reduce risks:

1. *Hazard avoidance* – elimination of dangerous processes or conditions.
2. *Hazard substitution* – use of less dangerous methods or materials.
3. *Engineering measures* – installation of protective fences, emergency switches, ventilation systems.
4. *Administrative measures* – updating instructions, regulations and inspections.
5. *Personal protective equipment* – providing employees with helmets, goggles, respirators and other protection.

As part of the Company's occupational health strategy of employees, the initiatives are being implemented aimed at achieving the UN Sustainable Development Goal No. 3 – ensuring a healthy lifestyle and promoting well-being for all.

Every permanently employed employee is entitled to voluntary health insurance and other forms of medical care. The Company strives to ensure that employees have access to high-quality medical services, including: regular medical check-ups; consultations with doctors; diagnosis and prevention of diseases.

To eliminate these risks and improve the health of employees, the Company develops and implements support mechanisms, including:

- medical insurance;
- preventive examinations;
- training programs on healthy lifestyle;
- access to psychological support services.

Over the past three years, there were no injuries or deterioration of health among full-time and non-staff employees in the Company.

Implementation of the obligation to respect human rights

GRI 2-23, 406-1, 410-1, 411-1

The observance of human rights is an integral part of our Company's corporate responsibility. In 2024, the Company formalized its obligations in this area by implementing a Human Rights Policy aimed at respecting and protecting the rights of employees, as well as prevention of any form of discrimination. The principles of respect for human rights are the basis for the sustainable development of the Company, thus the Company strives to prevent discrimination by implementing a training and monitoring system, which contributes to improving corporate culture and ensuring workplace safety.

The Document was created in accordance with the Company's political commitments, is based on the principles of social responsibility, and supports international human rights standards, including the United Nations Universal Declaration of Human Rights. The Company pays special attention to vulnerable groups in its obligations, ensuring their protection and support.

During the reporting period, the Company did not record any complaints about labor rights violations or discrimination, which helps to increase employee satisfaction.

In 2024, the Company’s employees did not receive special training programs in the field of human rights. However, training workshops were organized internally for all employees aimed at raising awareness of corporate values, principles of business ethics and the inadmissibility of discrimination. In the future, the Company plans to expand its educational initiatives, including specialized human rights programs.

In the Company there is the institution of the Ombudsman appointed by the Board of Directors. Its main role is to advise employees, assist in resolving labor disputes and conflicts, and ensure compliance with principles of business ethics. In addition, the Ombudsman performs an important function to protect the rights of employees, prevent any form of discrimination, promote the principles of equality and ensure a favorable working environment.

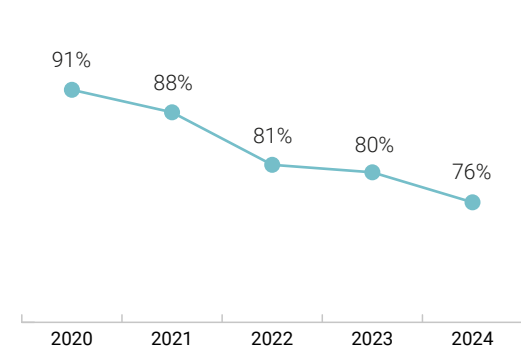
The Ombudsman reviews employee complaints regarding compliance with labor rights, ethical standards, and corporate standards, and makes proposals to improve the Company’s internal human rights policy. On an annual basis, he submits a report on the results of the work performed to the Committee on Personnel, Remuneration and Social Affairs, as well as the Audit and Risk Management Committee of the Board of Directors of the Company. In addition, the Ombudsman annually tests employees on their knowledge of the Code of Business Ethics, increasing awareness of human rights, corporate values and standards for behavior.

Employee satisfaction and engagement survey

A study of employee engagement and satisfaction in subsidiaries is carried out by Baiterek NMH JSC

In 2024, the assessment of the level of engagement and satisfaction of the Company’s employees is 76.1%, and the level of engagement – 75.6%. These indicators indicate a high level of employee satisfaction with working conditions, as well as their motivation and interest in the Company’s success. The data obtained serves as a basis for further analysis and adoption of measures aimed at improving corporate culture, working conditions and staff engagement.

Index of satisfaction of the personnel, %



Information policy

GRI 2-25, 416-1, 416-2, 417-1, 417-2, 417-3

The Company actively implements good corporate governance practices, which helps strengthen its reputation and generate positive public opinion.

The Board of the Company ensures on an annual basis the approval of a media plan in accordance with which articles, interviews, press releases and other information are published in the media in accordance with the Information Disclosure Policy of Kazakhstan Housing Company JSC.

Communication channels of the Company:

- Official site: [khc.kz](https://khc.kz)
- Social networks:  
Facebook: [facebook.com/khc.kz](https://facebook.com/khc.kz)  
Instagram: [instagram.com/khc.kz](https://instagram.com/khc.kz)  
Telegram: [t.me/khckz](https://t.me/khckz)  
TikTok: [tiktok.com/@khc.kz.official](https://tiktok.com/@khc.kz.official)
- The platform “Open Dialogue” [dialog.egov.kz/blogs/5373952/welcome](https://dialog.egov.kz/blogs/5373952/welcome), a blog is maintained by the Chairman of the Board of the Company on inquiries about the Company’s activities.
- The information system E-Otinish – for consideration of appeals from individuals and legal entities.

Results of information activity in 2024:

- more than 2200 references in the media;
- more than 150 press-releases have been published;
- there are more than 150 original posts on social media;
- 11 thematic and educational videos have been prepared (in Kazakh and Russian).

Additional distribution formats:

- placement of 16 outdoor banners in 8 regions of the Republic of Kazakhstan;
- broadcast of video materials in Public Service Centers across the country;
- regular meetings with participants of the construction market (developers, LEB, experts, associations, etc.).

Customer feedback:

- 13,538 calls were processed through the call center;
- 19,621 requests were received from individuals and legal entities, the Company responded to 100% of which in a timely manner.

Compliance with standards:

In 2024, the Company did not record any cases of non-compliance with the requirements related to:

- marketing communications, including advertising, promotion and sponsorship;
- information and labeling of products and services, including incorrect, incomplete or misleading information;
- health and safety as a result of using products and services, including cases of non-compliance with safety requirements or harm to consumers.

The Company’s activities are aimed at implementing the state housing policy and providing the population with affordable housing. The services provided by the Company are not harmful to the life and health of citizens, are not associated with potentially unsafe products or risks to consumers.

The Company constantly monitors the compliance of its activities with legal requirements and internal standards, ensuring transparency, security and social significance of the solutions provided.



## Procurement management

GRI 204-1

The selection of suppliers of goods, works, and services is carried out by the Company on a transparent base in accordance with the requirements of the legislation of the Republic of Kazakhstan in the field of procurement and internal documents and is based on preference for the best price, quality and terms of delivery of goods, works, and services, as well as on the counterparty's good business reputation.

Procurement is based on the following principles:

- optimal and efficient spending of money used for purchases;
- openness and transparency of the procurement process, respecting the rights and (or) legitimate interests of suppliers in trade secrets (before the summarization of the results of the tender);
- fair competition among potential suppliers, avoidance of collusion between procurement participants;
- responsibility of the procurement participants;
- prevention of corruption practices;
- providing support to domestic producers of goods, as well as domestic suppliers of works and services, to the extent that this does not contradict international treaties ratified by the Republic of Kazakhstan;
- purchase of innovative and high-tech goods, works, and services;
- providing potential suppliers with equal opportunities to participate in the procurement procedure, except as provided by the Law of the Republic of Kazakhstan "On Procurement of Certain Quasi-Public Sector Entities";
- respect for rights on the intellectual property items contained in the purchased goods.

### Number and share of purchases from local suppliers

Indicators	Unit of measure	2022	2023	2024
Total number of suppliers	units	403	400	408
Total amount of the Company's purchases	mln tenge	2,345	5,679	12,324
Number of local suppliers	units	396	397	407
Amount of purchases from local suppliers	mln tenge	2,263	5,608	12,323
Share of locals in terms of quantity	%	98.3%	99.3%	99.8%
Share of locals on the sum	%	96.5%	98.7%	99.9%

## Working with counterparties

GRI 308-1, 308-2, 407-1, 408-1, 409-1, 414-1, 414-2

As part of effective management of the value chain, the Company builds work with counterparties based on the principles of sustainable development.

The company selects suppliers primarily from organizations registered on the Mitwork online platform, thereby ensuring transparency and legitimacy of procurement processes. All suppliers should be officially registered and comply with the requirements of the legislation of the Republic of Kazakhstan. Since the large majority of the Company's suppliers operate in the territory of the Republic of Kazakhstan, they need to comply with the norms of the Labor Code of the Republic of Kazakhstan, including the right of employees to freedom of association, collective bargaining and the prohibition of child labor.

The Company cannot fully control the activities of its suppliers and partners, however, within the framework of contractual obligations, they shall confirm compliance with the principles of corporate social responsibility, including labor protection, respect for the rights of employees and the exclusion of discrimination. In the event of the discovery of violations, the Company reserves the right to review cooperation with such counterparties and apply the measures stipulated in the agreement.

The Company expects from its counterparties:

- Observance of labor rights of employees, including the right to freedom of association and collective bargaining. Counterparties should ensure fair treatment of employees, eliminate discrimination and forced labor, and create safe and healthy working conditions.
- Exclusion of child labor. The Company categorically does not accept the use of child labor both in its activities and in the activities of its counterparties.
- Application of a system of human resource management and employee health protection, which should be based on respect for human rights and compliance with international labor standards.
- Application of an environmental risk management system to identify, assess and minimize the impact on the environment and society.
- Good corporate governance based on the principles of fairness, honesty, responsibility, transparency, professionalism and competence.

Currently, the Company does not evaluate suppliers based on environmental and social criteria, but plans to update procurement mechanisms and policies to implement all necessary criteria for sustainable development.

## Tax accounting policy of the Company

GRI 207-1, 207-2, 207-3, 207-4

The Company carries out its activities in accordance with an internal regulatory document, the "Tax Accounting Policy of Kazakhstan Housing Company Joint Stock Company (TAP), approved by the decision of the Management Board, which establishes the procedure for tax accounting by the Company in compliance with the requirements of the Tax Code, including the set of ways allowed by the Tax Code to determine income and/or expenses, their recognition, assessment and distribution, as well as accounting for other indicators of financial and economic activity necessary for tax purposes.

The Company ensures compliance with regulatory requirements in the field of taxation in accordance with the provisions of the TAP, current tax legislation and internal regulations. The Management Board of the Company is responsible for compliance with the TAP. The control over compliance with the requirements is carried out by the Accounting and Reporting Department and the supervising Managing Director through regular monitoring of legislative changes and their timely reflection in accounting processes.

The approach to taxation is implemented in accordance with the TAP, which establishes the principles of commitment, certainty, fairness, integrity, unity of the tax system.

In the framework of the assessment, in the Company's risk register, there is an operational risk—incorrect tax accounting, which is under constant monitoring.

Within preventive measures of risk management the following are carried out:

- audit of financial statements;
- automation of business processes;
- proper control;
- employee training.

Within reactive measures, the following are carried out:

- sending an explanatory letter to the regulatory authorities with a goal to settle the issue;
- payment of the fine in accordance with the Code of Administrative Offences.

The assessment of compliance with the tax management and control system in an organization is carried out through several key mechanisms:

- Internal audit and tax audit – regular inspections by the internal audit service and tax specialists to identify possible inconsistencies.
- Audit of financial statements – external inspections by independent auditors, which assess the compliance of tax obligations and reporting with legal requirements.
- Control on the part of the tax authorities – analyzing the results of tax inspections and taking measures to eliminate identified non-conformities.

The Company provides the following mechanisms for reporting possible cases of unethical or illegal behavior in the field of taxation:

- Compliance Control service – regular monitoring of tax transactions for compliance with legal requirements, as well as risk analysis with the ability to promptly identify and rectify errors.
- Internal audit and independent inspections – conducting regular audits of tax accounting, as well as the possibility of attracting external specialists to assess tax risks.

The process of confirming tax disclosure includes the following steps:

- Tax accounting – the Company maintains tax records in accordance with the Tax Code and the TAP. All tax liabilities are recorded in the tax registers.
- Audit of financial statements – as part of the annual audit of financial statements, external auditors verify the correctness of the reflection of tax obligations, compliance with legislation and the authenticity of tax information.
- Preparation and disclosure of information – in accordance with the requirements of regulators and the Company's internal policy, information on taxes is disclosed in the financial statements, including in the Annual Report and the Auditor's Report.
- Confirmation of information – external auditors confirm the correctness of tax information within the frame of an audit of financial statements. If necessary, additional tax audits or inspections by government agencies may be conducted.

The Company draws up and submits its tax reporting to the tax authorities in accordance with the Tax Code of the Republic of Kazakhstan. Reconciliation of settlements with the tax authority for taxes and other obligatory payments to the budget, social payments is carried out by the Company on a quarterly basis according to the personal accounts generated in the taxpayer's webroom of the Company. In case of discrepancies between the Company's data and the data of the tax authority, within three working days from the date of the discrepancies, the tax authority and the Company shall take measures to eliminate the discrepancies. If necessary, adjustments are made to the taxpayer's personal account.

The Company carries out its activities only in the Republic of Kazakhstan, has no branches, subsidiaries or other structural units outside of this jurisdiction, and does not conduct cross-border operations.

# Ecological impact

The problem of climate change is acute for the world community today. Over the past decades, there has been a serious change in climatic conditions, which has negative consequences for the environment, flora and fauna, as well as for human health and the economy. The international community and national governments are developing and implementing approaches to curb rising global temperatures. This goal can be achieved by involving the corporate sector in climate change mitigation efforts through responsible consumption of natural resources, waste reduction and proper disposal, and the use of energy-efficient and safe technologies.

During 2024, the Company continued to work with the Asian Development Bank (ADB) to implement a project to provide technical assistance to the Government of the Republic of Kazakhstan “Support for the development of innovative financing for green housing construction” (Project), which began in 2022.

The project envisions the construction of low- and moderate-income green housing through a pilot planned urban development site.

The result of the Project will be:

- Preparation of a low-carbon, energy-efficient and climate-resistant green housing project;
- Creation of a mechanism for selecting energy-efficient green technologies in housing construction;
- Creating a framework for innovative financing of green housing and a mechanism for monetizing greenhouse gas emissions;
- Developing a framework for the use of suitable financial risk management products to support wider adoption of green technologies.

In September 2024, the Board of the Kazakhstan Housing Company Joint Stock Company approved the Green Office concept, which provides:

- A systematic increase in the number of green spaces on the adjacent territory of business centers and inside. The use of grow light to support the growth of vegetation inside buildings.
- Installation of electro-charging stations for vehicles in the adjacent territory of business centers.
- Analysis of the possibility and profitability of installing solar panels/batteries on the facade of buildings with the goal of generating renewable energy.
- Gradual replacement of obsolete equipment with more energy efficient ones, installation of motion sensors, “smart home” systems.
- Carrying out work on sealing rooms to increase energy efficiency.
- Implementation of environmental management systems in the Company’s activities.
- Organization of separate collection of recyclable waste.

The implementation of the “Green Office” concept is based on the principles of three R’s – Reduce, Reuse, Recycle:

- Reduce – minimizing the consumption of natural resources (electricity, water, paper, heat) through the introduction of modern technologies, equipment, and organizational measures.
- Reuse – the use of consumables made from recycled materials, as well as the reuse of office equipment and office supplies.
- Recycle – waste sorting, waste paper disposal, proper disposal of office equipment and batteries.

The application of these principles contributes not only to reducing the negative impact on the environment, but also to reducing the Company’s costs.

In 2024, no fines or other sanctions were imposed on the Company for non-compliance with the environmental legislation of the Republic of Kazakhstan. The company strives to maintain and strengthen its reputation as an organization committed to the principles of sustainable development, and will continue to implement environmentally responsible practices, reducing the negative impact on the environment.

Due to the nature of its activities, the Company does not have a direct significant impact on the environment, however, as part of its activities, it strives for the careful use of resources.

## Energy management

GRI 302-1, 302-3, 302-4, 302-5

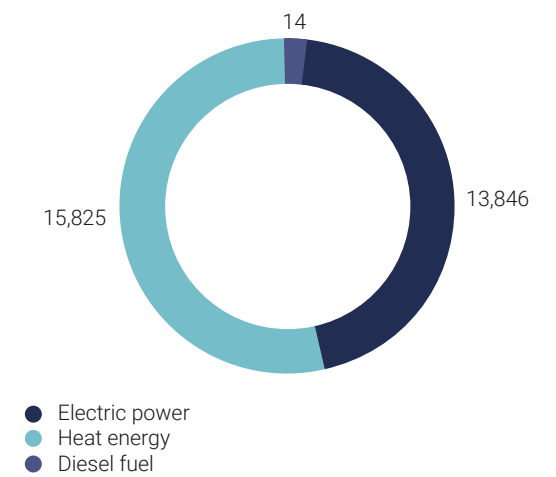
The total consumption of the Company’s fuel and energy resources in 2024 amounted to 29,685 GJ. There is no energy consumption outside the organization, as well as the sale of energy to third parties.

Since the electricity in Kazakhstan is supplied through the United National Power Grid (UPG) with the participation of a single system operator, the incoming electricity is a combined energy mix, including both traditional and renewable sources. According to data for 2024, the share of electricity produced from renewable energy sources (RES) amounted to 6.43% of the total amount of electric energy in the grid. In terms of the Company’s consumption, this amounts to 890 GJ attributable to renewable energy sources.

All calculations of energy consumption were made in accordance with the Methodological Recommendations for making-out the Fuel and Energy balance of the Republic of Kazakhstan, as well as the Rules for Formation and Maintenance of the State Energy Register. Approved coefficients reflecting compliance with the national methodology were used for recalculation.

To reduce the adverse impact on the environment, the Company applies the principles and methods of rational use of resources. Adaptive lighting is being introduced. An energy audit of the “Baiterek” business center was carried out, on the basis of which an action plan is being developed to optimize energy consumption and carry out work to help reduce consumption. Based on the results of the energy audit, the average energy consumption of the building per 1 square meter was calculated, which amounted to 128 kWh/m². In 2024, there were connected motion sensors to help save electricity due to automatic disconnection of lighting in unoccupied premises and optimizing energy consumption.

Volume consumption of energy resources in 2024, GJ





## Carbon Footprint Estimate

GRI 305-1, 305-2, 305-3, 305-4, 305-5, IFRS S1, S2

One of the key causes of climate change is the increase in the concentration of greenhouse gases in the atmosphere. Industrial processes, transport, agriculture and other human activities contribute to the release of these gases, which lead to an increase in the greenhouse effect, and as a result, climate change.

The Company recognizes the importance of climate change and therefore quantified its greenhouse gas emissions for the first time in 2023. The assessment of greenhouse gas emissions is carried out from the activities of the Company, which has offices in the city of Astana, at Mangilik El Ave., 55A, block B, as well as in the city of Almaty, at Karasai Batyr Street, 98.

To carry out the corresponding calculation, an analysis of world and domestic standards for accounting greenhouse gas emissions was carried out and a model for calculating greenhouse gas emissions was developed.

The calculation of direct and indirect energy greenhouse gas emissions was carried out in accordance with the international standard GHG Protocol “A Corporate Accounting and Reporting Standard”. The boundaries of greenhouse gas emissions were determined – Scope 1 (direct emissions), Scope 2 (indirect energy emissions) and Scope 3 (other indirect emissions). There are no activities related to the absorption of greenhouse gases within the Scope of the analysis.

The figures for the last reporting period were recalculated due to the updating of the calculation methodology and the updating of greenhouse gas emission coefficients.

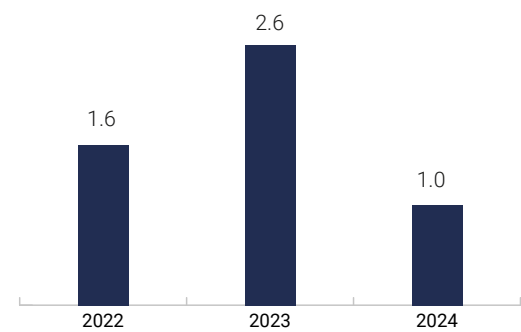
### Scope 1

The source of direct Scope 1 emissions is the stationary combustion of diesel fuel in three diesel generator sets, two of which are in the office in Astana and one in Almaty, which are designed to provide uninterrupted power supply in the event of an emergency shutdown.

To calculate direct Scope 1 emissions, reference and current coefficients were used, such as the lower heating value of diesel fuel, the greenhouse gas emission factor from diesel fuel combustion, and the oxidation factor of diesel fuel.

There are no mobile combustion sources such as cars, buses, etc. owned by the Company.

Scope 1 GHG emissions, tCO<sub>2</sub>-eq



### Scope 2

The source of indirect Scope 2 energy emissions is the generation of electrical and thermal energy at power plants supplied to the Company’s offices. The calculation was made using the location method (local – based). The greenhouse gas emission factor from purchased heat and electricity, as well as heat for water heating, is calculated using the most current reference greenhouse gas emission factors for the production of electricity and heat in Kazakhstan.

Greenhouse gas emissions Scope 2 increased in 2024 due to the use of part of the building for a condominium by other organizations. The calculation of electricity and heat consumption for the entire building is carried out in proportion to the share of the territory used.

### Scope 3

Based on the accepted classification of greenhouse gas emission categories, the following sources of indirect Scope 3 emissions have been identified:

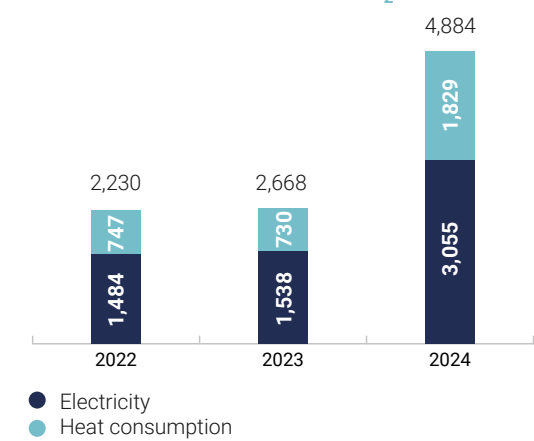
- Category 5. Waste generated during the operations.

The company keeps reports on the volume of waste generated and conducts an inventory by type of waste. The calculation of emissions was made based on data on the amount of waste for 2024 and methods of its disposal.

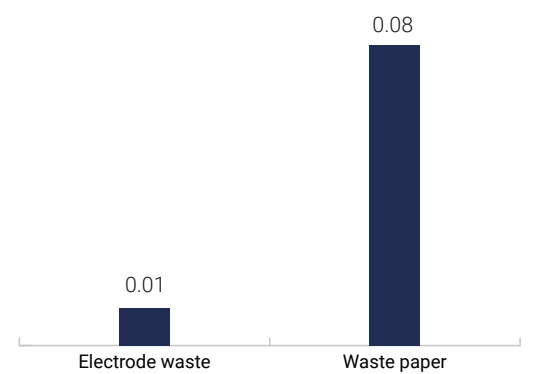
The calculation was carried out using the emission factors published by the UK Government GHG Conversion Factors for Company Reporting, 2024) (hereafter – UK GOV), taking into account the actual waste management methods.

Total amount of emissions for this category made 0.09 tons CO<sub>2</sub>-eq.

Scope 2 GHG emissions, tCO<sub>2</sub>-eq



Emissions from waste generated during operational activities in 2024, tCO<sub>2</sub>-eq



- Category 6: Business trips.

The Company keeps centralized accounting of all business trips carried out by employees during the reporting period. Accounting includes data on travel routes, distances, types of transport, types of fuels and lubricants used, as well as categories of vehicle and flight class.

Based on the information collected, the calculation of emissions was carried out using emission factors published by UK GOV, taking into account the types of transport and fuel used.

Total amount of emissions for this category made 142 tons CO<sub>2</sub>-eq.

- Category 7. Employee traveling to the work.

To collect initial data, a survey was conducted among the Company's employees, including information about the method of transportation to work, the type and model of transport used, as well as the distance from home to work.

The calculation also took into account the number of working days per year, adjusted for vacations and sick days, as well as the return route (home – work – home).

Based on the information collected, the calculation of emissions was carried out using emission factors published by UK GOV.

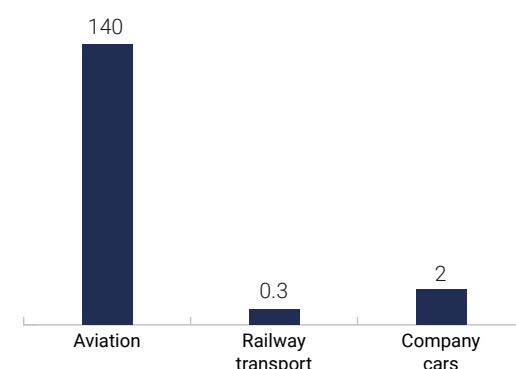
Total amount of emissions for this category made 55 tons CO<sub>2</sub>-eq.

- Category 13. Leased assets down the supply chain.

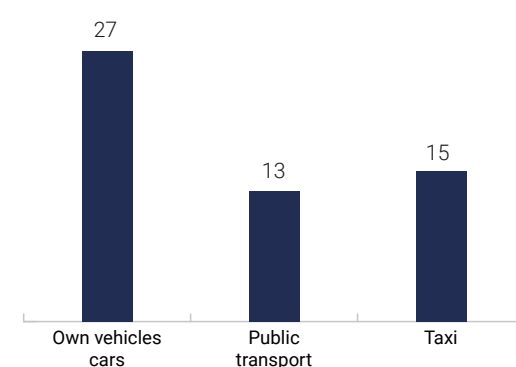
The Company considers two areas of its activities related to the leasing of assets.

The first direction is the leasing of part of the territory in the Baiterek Business Center, leasing of territory in Baiterek business Center, where the Company is the owner of the building.

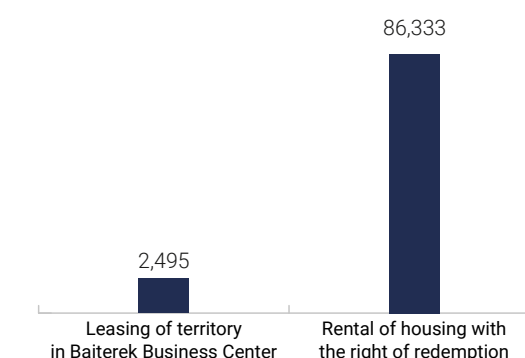
#### Emissions from business trip and business travels of employees in 2024, tCO<sub>2</sub>-eq



#### Emissions from employee transport in 2024, tCO<sub>2</sub>-eq



#### Emissions from leased assets down the supply chain in 2024, tCO<sub>2</sub>-eq



The second direction is emissions generated as a result of the Company's activities to provide rental housing with the right to redemption for citizens of the Republic of Kazakhstan. For the duration of the lease the apartments remain on the Company's balance sheet. According to the GHG Protocol methodology, the emissions that occur from the use of these apartments by tenants (for ex., electricity consumption, heating) belong to Scope 3 – as emissions arising down the chain, that is, as a result of the use of leased premises.

The amount of emissions from rental housing was calculated taking into account the size of apartments (area) and using emission factors from the PCAF database for Kazakhstan for 2024.

Total amount of emissions for this category made 88,827 tons CO<sub>2</sub>-eq, of which 2,494 tons CO<sub>2</sub>-eq are related to the lease of premises in the Baiterek BC and 86,333 tons CO<sub>2</sub>-eq – with the provision of housing for rent with the right to redemption.

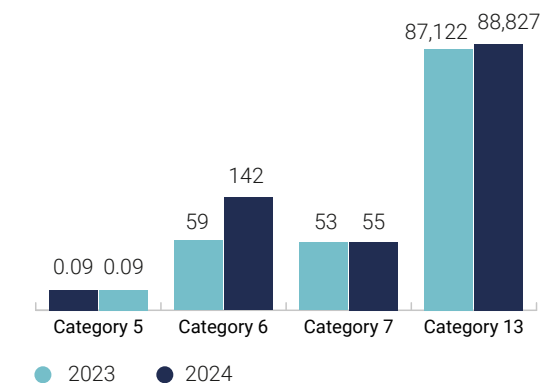
#### Total GHG emissions amount of the Company

According to the assessment of greenhouse gas emissions, the Company's total greenhouse gas emissions in 2024 amounted to 93,909 tons CO<sub>2</sub>-eq of which:

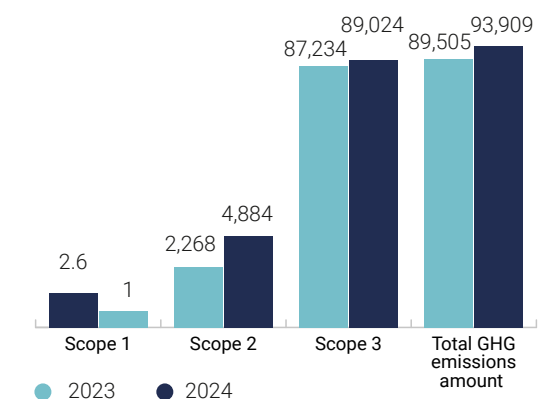
- Scope 1: 1 ton CO<sub>2</sub>-eq;
- Scope 2: 4,885 tons CO<sub>2</sub>-eq;
- Scope 3: 89,024 tons CO<sub>2</sub>-eq.

In the future, the Company will continue to analyze activities related to greenhouse gas emissions, in particular – on regulation of supply chain for Scope 3 calculations: category 1. Purchased goods and services; category 4. Transportation and distribution along the supply chain; and category 15. Emissions funded – with the goal of forming a complete picture and a full understanding of all indirect emissions of the organization.

#### Scope 3 GHG emissions of the Company, tons CO<sub>2</sub>-eq



#### Total GHG emissions amount of the Company, tons CO<sub>2</sub>-eq



## Water resources

GRI 303-1, 303-2, 303-3, 303-4, 303-5

The entire volume of water taken is fresh water. The annual increase in office water consumption is due to the expansion of staff and tenants. In addition, the Company is a participant in the condominium (joint ownership) of the Baiterek Business Center, where engineering networks are shared, which, in turn, when an increase in consumers, affects the overall background of resource consumption. Significant expansions have led to increased use of sanitary facilities, which naturally contributed to increased water consumption. However, despite these trends, the Company is actively implementing energy-efficient technologies to minimize water consumption and increase resource efficiency. Among the measures taken, there is the installation of contactless faucets with motion sensors in bathrooms, which automatically turn off the water supply, contributing to significant water savings and ensuring a high level of hygienic safety. The introduction of flush tanks with a two-button drain mechanism allows to choose between a large and small volume of water discharge, contributing to more efficient use. These measures contribute to reducing water consumption through the use of modern technologies, emphasizing a responsible approach to resource management.

The Company does not take water from regions with a shortage of water resources<sup>4</sup>. All the water used comes from a centralized water supply system.

Indicator	2022	2023	2024
Total water withdrawal, m³	6,649	7,691	13,971

## Waste management

GRI 306-1, 306-2, 306-3, 306-5

The main types of waste generated from the Company's activities are paper, office supplies, decommissioned electrical equipment and office furniture. These wastes are classified as non-hazardous in accordance with the Environmental Code of the Republic of Kazakhstan. The waste disposal agreement is concluded with the management company, which provides information on the volume of waste on a monthly basis. The volume of waste generation varies slightly annually and amounts to less than 10 tons.

The use of eco-friendly paper, as well as reducing paper consumption through the introduction of an electronic document management system and the practice of double-sided printing, allows to reduce the impact on the environment.

The building has machines for accepting plastic and aluminum containers, as well as a boxes for receiving batteries. In addition, the Company ensures the transfer of outdated and broken electronic equipment (computers, printers, etc.) for safe and proper disposal. However, almost the entire volume of waste, with the exception of sorted plastic bottles, batteries and electronic equipment, is sent for burial.

The Company encourages employees to actively participate in sorting and recycling waste, conducts training programs on environmental awareness, and has also developed environmental screen savers on the computers of all employees.

<sup>4</sup> The information according to World Resources Institute – Water Risk Atlas.

## Biodiversity

GRI 304-1, 304-2, 304-3, 304-4

The Company is aware of the importance of conservation of biodiversity and strives to minimize the potential impact of its activities on natural ecosystems. Supporting the principles of sustainable development, the Company follows the requirements of environmental legislation, including issues related to the conservation of flora and fauna.

As of 2024, the Company's activities are not carried out near or on the territory of protected natural areas, national parks or other areas with high biodiversity value.

The company is not a developer and does not directly conduct construction activities. However, when implementing the investment projects and construction support tools, the Company takes into account the environmental expertise of the developers' projects, including possible impact on biodiversity, in accordance with current government requirements. Projects are validated for implementation strictly subject to availability of positive conclusion of the non-departmental comprehensive expertise on the design and estimate documentation, which includes an environmental expertise of the projects.

The Company does not carry out activities that have a consider able impact on biological diversity, including protected natural areas and habitats of vulnerable species. Due to the lack of impact on biodiversity, ecosystem restoration activities were not carried out in the reporting period.

As a result of the Company's activities, there has been no negative impact on species listed in the Red Book of the Republic of Kazakhstan or the IUCN Red List (International Union for Conservation of Nature). The Company does not operate in territories inhabited by such species.



# CORPORATE GOVERNANCE

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## Corporate governance system

IFRS S1, S2

In its activities, the Company is guided by the principles of corporate governance defined by the Corporate Governance Code of Kazakhstan Housing Company JSC.

Corporate governance is understood as a set of processes that ensure management and control over the Company's activities and include relations between shareholders, the Board of Directors, the Management Board, other bodies of the Company and stakeholders in the interests of shareholders.

- The Sole shareholder is the supreme body. The Sole shareholder is authorized to make decisions on issues determined by the legislation of the Republic of Kazakhstan, the provisions of the Company's charter and its internal documents. The Sole shareholder of Kazakhstan Housing Company JSC is Baiterek NMH JSC;

- The Board of Directors realizes general management of the Company's activities, as well as control over the activities of the executive body, with the exception of issues within the exclusive competence of the Sole shareholder;

- Management Board – the executive body that manages the current activities of the Company;

- The Internal Audit Service realizes control over financial and economic activities, assessment in the field of internal control, risk management, execution of documents in the field of corporate governance and consulting in order to improve the Company's activities. The Internal Audit Service reports directly to the Board of Directors.

The Company views corporate governance as a means of increasing the Company's operating efficiency, strengthening its reputation and reducing the cost of raising capital.

Corporate governance is built on the principles of fairness, honesty, responsibility, transparency, professionalism and competence.

The principles of corporate governance are aimed at creating trust in relationships arising in connection with the management of the Company and are the basis of all rules and recommendations.

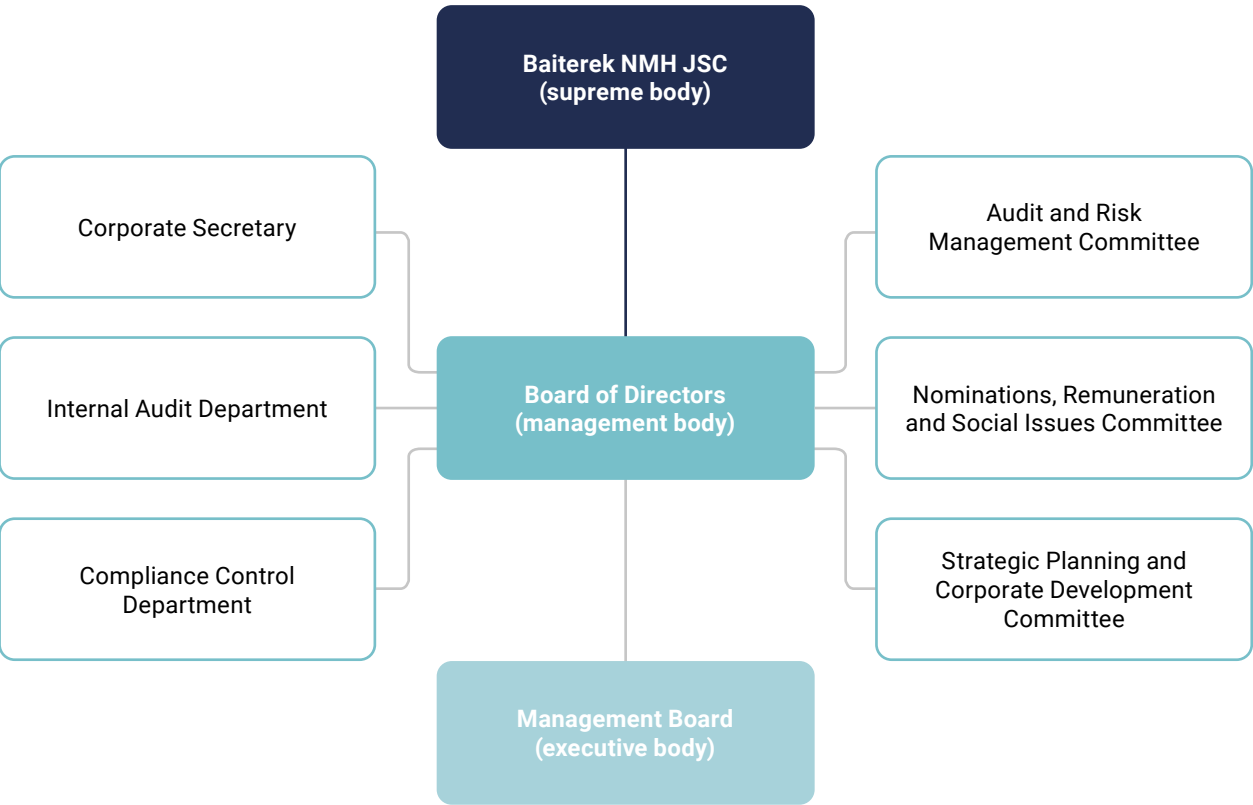
The fundamental principles of corporate governance are:

- division of jurisdictions;
- protection of the rights and interests of the Sole shareholder;
- effective management of the Board of Directors and the Management Board;
- sustainable development;
- risk management, internal control and internal audit;
- regulation of corporate conflicts and conflicts of interest;
- transparency and objectivity in disclosing information about the Company's activities.

On an annual basis, a Report on compliance with the principles of the Code is generated and approved, which contains the results of monitoring on issues of proper compliance with the Code and detailed information on the activities carried out to implement its principles and provisions. By the decision of the Board of Directors of the Company dated February of 2024, the Report on compliance/non-compliance with the principles and provisions of the Company's corporate governance code for 2024 was approved.

# Corporate governance structure of the Company

GRI 2-9, IFRS S1, S2



## Sole shareholder

GRI 2-9

The Sole shareholder of the Company is Baiterek NMH JSC, which owns 100% of the voting shares of the Company as of December 31, 2023.

The mission of Baiterek NMH JSC is the sustainable development of the Republic of Kazakhstan and achieving the goals of “Strategy 2050”.

The vision of Baiterek NMH JSC is an advanced development institution that provides support tools for business in accordance with the best standards and improves the standard of living of the population of the Republic of Kazakhstan.

The key tasks that Baiterek NMH JSC solves as part of the implementation of its mission for the sustainable development of Kazakhstan are:

- development of non-resource sectors of the economy;
- development of entrepreneurship (private sector of the economy);
- support for the export of non-resource products;
- increased productivity;
- increasing the availability of financing, the level of technical equipment and intensification of production in the agro-industrial complex;
- support of urbanization of the economy.

Strategic areas of activity:

- supporting entrepreneurship;
- development of the agro-industrial complex;
- providing the population with housing.

The Sole shareholder of Baiterek NMH JSC is the Government of the Republic of Kazakhstan.

### Key decisions of the Sole shareholder in 2024:

• On May 15, 2024 the annual financial statements of the Kazakhstan Housing Company JSC were approved for the year, ended December 31, 2023, payment of dividends on common shares based on the results of 2023.

• On June 19, 2024, the quantitative composition of the Company’s Board of Directors was determined – 6 (six) people, and Altai Kuzdibaev was elected to the Company’s Board of Directors with a term of office until the expiration of the term of office of the Company’s Board of Directors.

By this decision, Altai Kuzdibaev was elected Chairman of the Company’s Management Board.

On July 4, 2024, the powers of Yersain Khamitov as a representative of the Sole Shareholder of the Company were terminated. By the current decision of the Sole Shareholder, Rustam Karagoishin was elected as the representative of the Sole Shareholder of the Company.

The Sole shareholder has sent a letter to the Company and the entire Group of Baiterek NMH JSC summarizing the key expectations. This document covers the following expectations for the Company:

- ensuring the achievement of strategic key performance indicators for 2025 in accordance with the approved strategy of the Company;
- ensuring proper execution of the Development Plan indicators;
- ensuring the implementation of measures set out in the Action Plan for the Implementation of the Development Strategy for 2024–2026;
- ensuring the implementation of measures envisaged by the Digitalization Strategy;
- compliance with the norms of the Corporate Governance Code, including conducting an independent assessment of corporate governance;
- guiding the principles of sustainable development in the selection of projects in accordance with the Environmental and Social Policy of the Baiterek NMH JSC, which will increase the share of ‘green projects’ in the investment portfolio;
- continue work in order to increase the share of local content and ensure mandatory purchases of goods from domestic producers.

The Company is committed to fulfilling these expectations and takes them into account when forming plans and implementing strategic initiatives.

# The Board of Directors

GRI 2-10, 2-12, 2-14

The Board of Directors is the management body of the Company, realizing general management of its activities, control over the activities of the executive body, with the exception of resolving issues referred to by the Law of the Republic of Kazakhstan “On Joint Stock Companies” and the Charter of the Company to the exclusive competence of the Sole shareholder of the Company, as well as strategic management and control over the implementation of sustainable development.

The Board of Directors carries out its activities in accordance with the Law of the Republic of Kazakhstan “On Joint Stock Companies”, other regulatory legal acts of the Republic of Kazakhstan, the Company’s charter, the Company’s corporate governance code, decisions of the Sole shareholder, the Regulations on the Board of Directors of the Company, and other internal documents of the Company.

The activities of the Board of Directors are based on the principles of efficiency and responsibility, maximum respect and implementation of the interests of the Sole shareholder and the Company, as well as protection of the rights of the Sole shareholder.

The composition of the Board of Directors of the Company is formed from persons proposed (recommended) for election to the Board of Directors as representatives of the Sole shareholder, individuals not proposed (not recommended) for election to the Board of Directors as a representative of the Sole shareholder.

The personal composition of the Board of Directors is determined by the decision of the Sole shareholder of the Company – Baiterek NMH JSC.

In accordance with the Regulations on the Board of Directors, the number of members of the Board of Directors must be at least three people. At the same time, at least thirty percent of the Company’s Board of Directors must be independent directors.

# Composition of the Board of Directors

GRI 2-9, 2-11, IFRS S1, S2

As of December 31, 2024, the Board of Directors consisted of 6 members.



## Karagoishin Rustam

Chairman of the Board, representative of the Sole shareholder

Date of appointment – from August 6, 2024.

Term of office – until October 19, 2025.

Born in 1983, citizen of the Republic of Kazakhstan.

### Education:

- Kazakhstan Institute of Management, Economics and Forecasting (KIMEP), specialty “Accounting”.
- International Business Academy, Master of Business Administration (MBA), specialty “Corporate Management” and Master’s degree in specialty “Corporate Management”.

### Information about professional experience:

From 2024 – Chairman of the Board of Baiterek NMH JSC.  
From 2021 to 2024 – General Director of Grain Consortium of Kazakhstan LLP  
Over 20 years of experience in various positions, including in the financial sector.

### Other positions held:

Member of the Council of Foreign Investors under the President of the Republic of Kazakhstan.  
Member of the Board of Directors of JSC Entrepreneurship Development Fund Damu.

*Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.*





# Son Vyacheslav

Member of the Board of Directors – representative of the Sole shareholder

Date of appointment – from February 16, 2022.

Term of office – until October 19, 2025.

Born in 1982,  
citizen of the Republic of Kazakhstan.

Education:

- Kazakh Humanitarian Law University, specialty “Jurisprudence”.
- Modern humanitarian university, specialty “Linguistics”.
- University of London, Queen Mary, Master of Laws, LLM).

Information about professional experience for the last 3 years:

From November 2023 – Deputy Chairman of the Board of Baiterek NMH JSC.  
From 2013 to November 2016 – Director of the Audit and Control Department, also held the position of Managing Director of Baiterek NMH JSC.  
Over 23 years of experience in various positions, including in the financial sector.

Other positions held:

Member of the Board of Directors of Agrarian Credit Corporation JSC.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.



# Murzagaliyeva Aliya

Member of the Board of Directors – representative of the Sole shareholder

Date of appointment – from October 19, 2022.

Term of office – until October 19, 2025.

Born in 1980,  
citizen of the Republic of Kazakhstan.

Education:

- Institute of Management and Law, highly qualified lawyer.

Information about professional experience for the last 3 years:

Since March 2024 – Managing Director of Baiterek NMH JSC.  
From 2019 to 2024 – Director of the Asset Management Department of Baiterek NMH JSC.  
More than 22 years of experience in various positions, including in the public service.

Other positions held:

None.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.



# Kozhakhmetov Kuat

Member of the Board of Directors – independent director

Date of appointment – from October 19, 2022.

Term of office – until October 19, 2025.

Born in 1973,  
citizen of the Republic of Kazakhstan.

Education:

- Kazakh State Academy of Management, specialty “Business and Management”.
- The University of Chicago Booth School of Business, Master of Business Administration (MBA).

Information about professional experience for the last 3 years:

Since November 2024 – Chairman of the Board of Directors of Tin One Mining JSC.  
From February 2018 to September 2024 – General Director of Samruk-Kazyna Contract LLP.  
From September 2024 to November 2024 – Chairman of the Board of Directors of First Heartland Jusan Bank JSC.  
More than 30 years of experience in various positions, including in the financial sector.

Other positions held:

Member of the Board of Directors of AIFC Administration JSC.  
Member of the Board of Directors of “Standard Life” Life Insurance Company JSC, independent director.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.



# Kandykbaev Serik

Member of the Board of Directors – independent director

Date of appointment – from October 19, 2022.

Term of office – until October 19, 2025.

Born in 1972,  
citizen of the Republic of Kazakhstan.

Education:

- Karaganda Metallurgical Institute, specialty “Economics and management in industry”.

Information about professional experience for the last 3 years:

Since 2020 – Deputy Director of the branch for infrastructure development “Directorate of the Trunk Network”, Director of the branch “Business Transformation Center”, Managing Director, Manager of the Digital Transformation Program of NC Kazakhstan Temir Zholy JSC.  
Over 34 years of experience in various positions, including in the financial sector

Other positions held:

None.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.



# Kuzdibayev Altay

Member of the Board of Directors – Chairman of the Management Board of Kazakhstan Housing Company JSC.

Date of appointment – from June 19, 2024.

Term of office – until October 19, 2025.

Born in 1985, citizen of the Republic of Kazakhstan.

Education:

- Moscow State University named after. M.V. Lomonosov, specialty “International Economics”.
- Moscow State University named after. M.V. Lomonosov, Master of Management.

Information about professional experience for the last 3 years:

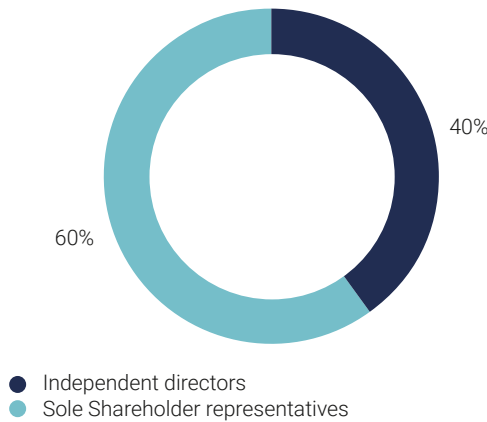
Since June 2024 – Chairman of the Management Board of Kazakhstan Housing Company JSC.  
From May 2022 to December 2023, Acting Chairman of the Board of Kazakhstan Housing Company JSC.  
From August 2020 to April 2022 – Deputy Chairman of the Management Board of Kazakhstan Housing Company JSC  
More than 16 years of experience in various positions, including in the financial sector.

Other positions held:

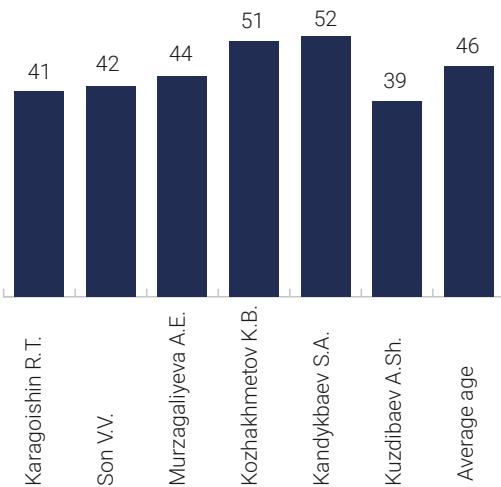
None.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.

Structure of the Board of Directors



Age of members of the Board of Directors, years



Competencies of members of the Board of Directors

Members of the Board of Directors	Karagoishin R.T.	Son V.V.	Murzagaliyeva A.E.	Kozhakhmetov K.B.	Kandykbaev S.A.	Kuzdibaev A.Sh
Key competencies						
Knowledge of the Company's industry	✓	✓	✓	✓	✓	✓
Specific skills and experience						
Finance	✓	✓	✓	✓	✓	✓
Risk management and audit	✓	✓		✓	✓	✓
Strategy development and implementation	✓	✓	✓	✓	✓	✓
Sustainable development	✓	✓	✓	✓	✓	✓
Experience in management and jurisprudence						
Corporate governance	✓	✓	✓	✓	✓	✓
Experience in policy and regulatory work	✓	✓		✓	✓	✓



## Determination of the composition of the Board of Directors

GRI 2-9, 2-10

The Sole shareholder elects members of the Board of Directors in accordance with the legislation of the Republic of Kazakhstan, the charter and internal documents of the Company, taking into account the competencies, skills, achievements, business reputation and professional experience of the candidates.

In 2024, the Sole shareholder of the Company made the following changes in the composition of the Board of Directors of the Company:

- On June 19, 2024, the quantitative composition of the Company's Board of Directors was determined – 6 (six) people, and Altay Kuzdibayev was elected to the Company's Board of Directors with a term of office until the expiration of the term of office of the Company's Board of Directors. By this decision, Altay Kuzdibayev was elected Chairman of the Company's Management Board.
- On July 4, 2024 the powers of Khamitov Yersain as a representative of the Sole shareholder of the Company were terminated. By the current decision of the Sole Shareholder, Karagoishin Rustam was elected as the representative of the Sole Shareholder of the Company.

By the decision of the Board of Directors of the Company dated August 6, 2024, the representative of the Sole Shareholder, Rustam Karagoishin, was elected Chairman of the Board of Directors of the Company.

## Procedure for nominating candidates to the Board of Directors

GRI 2-10

The search for candidates is initiated by the structural unit of the Sole shareholder, ensuring the efficiency of the activities of the Board of Directors of the Company, 60 calendar days before the expiration of the approved term of appointment or within 15 calendar days from the moment the need for the selection of an independent director arises, by posting information on the search and selection of candidates for the position of an independent director with requirements for the candidate on the website of the Holding and/or the Company.

The requirements for persons elected to the Board of Directors are established by the legislation of the Republic of Kazakhstan and the Company's charter.

Applicants for election to the position of independent director submit the following documents:

- application of the candidate to participate in the competitive selection;
- a copy of the candidate's identity document;
- information about the candidate.

The structural unit of the Sole shareholder, which ensures the effectiveness of the activities of the Board of Directors of the Company, based on the results of receiving documents from applicants for the position of independent director, draws up a list of candidates who meet the requirements, and in the prescribed manner submits the issue of electing an independent director for consideration by the Management Board of the Holding, having previously agreed with the structural unit of the Sole shareholder, responsible for human resource management.

To search for candidates, other ways and methods may be used that do not contradict the legislation of the Republic of Kazakhstan and the internal documents of the Holding, including the involvement of organizations for the search and selection of personnel.

The composition of the Company's Board of Directors is formed from persons recommended for election to the Board of Directors.

The Sole shareholder elects members of the Board of Directors of the Company in accordance with the legislation of the Republic of Kazakhstan, the charter and internal documents of the Company, taking into account the competencies, skills, achievements, business reputation and professional experience of the candidates.

When re-electing individual members of the Board of Directors or its entire composition for a new term, the results of assessing the performance of members of the Board of Directors of the Company are taken into account.

When selecting candidates for the Board of Directors, the following are taken into account:

- professional experience in management positions;
- professional experience as a member of the Board of Directors;
- work experience;
- education, specialty, including the availability of international certificates;
- availability of competencies/management experience of at least 2 years in relevant areas and industries;
- business reputation;
- the presence of a direct or potential conflict of interest;
- availability of professional director certification "Certified Director" (for independent directors).

No person shall participate in decisions relating to his own appointment, election or re-election.

In order to ensure diversity in gender composition, in the event of equal assessment of the compliance of candidates to the Company's Board of Directors with the requirements, the Company strives to give preference to female candidates.

## Requirements for independent directors

GRI 2-10

Requirements for independent directors are established in accordance with the legislation of the Republic of Kazakhstan, the charter and internal documents of the Company.

According to the Law of the Republic of Kazakhstan "On Joint-Stock Companies", independent directors meet the following criteria:

- are not affiliated persons of the Company and were not them during the 3 years preceding their election to the Board of Directors, and are not affiliated persons in relation to affiliated persons of the Company;
- are not related by subordination to officials of the Company or organizations affiliated with the Company and were not related by subordination to these persons during the 3 years preceding their election to the Board of Directors;
- are not government employees;
- are not representatives of the Sole shareholder at meetings of the Company's bodies and were not them during the 3 years preceding their election to the Board of Directors;
- do not participate in the audit of the Company as auditors working as part of an audit organization, and did not participate in such an audit during the 3 years preceding their election to the Board of Directors.

According to the Regulations on the Board of Directors of Kazakhstan Housing Company JSC, candidates for independent directors must be free from any material interests or relationships with the Company, its management or its property that could put at risk the achievement of objective judgment, have sufficient professionalism and independence in order to make independent and objective decisions, free from the influence of the Sole shareholder, executive body and other interested parties.

# Activities of the Board of Directors

GRI 2-12, IFRS S1, S2

## Procedure for submitting proposals to the agenda of meetings of the Board of Directors

The Board of Directors annually makes a plan for its work with a schedule of meetings for the previous year. Meetings of the Board of Directors must be held regularly, at least 6 times a year.

If necessary, the Board of Directors has the right to consider issues not included in the work plan.

The requirement to convene a meeting of the Board of Directors is presented to the Chairman of the Board of Directors by sending an appropriate written message containing the proposed agenda for the meeting. At the same time, the draft agenda is preliminarily agreed upon with the supervising structural unit of the Sole shareholder no later than 5 (five) working days before the date of sending the notice of convening a meeting of the Board of Directors to members of the Board of Directors.

The final preparation of materials for meetings of the Board of Directors is carried out by the corporate secretary. Materials, with the exception of the agenda of the meeting, are provided by the interested structural divisions of the Company to the corporate secretary no later than 15 working days before the expected date of the meeting. If the necessary materials are not provided within the specified period and (or) they are provided in an improper form, the issue is not included in the agenda of the meeting.

During any meeting of the Board of Directors, at which 2/3 (two thirds) of the total members of the Board of Directors are present, additional issues may be included and considered on the agenda, as long as all present members of the Board of Directors vote for their inclusion in the agenda.

In 2024, 13 meetings of the Board of Directors were held (11 in person and 2 in long-distance) and 73 issues were considered.

## Key issues considered by the Board of Directors in 2024:

### In the field of investment:

- approved changes and additions to the Investment Policy and Company borrowings.

### In the field of risk management:

- approved the risk register, the Risk Management Action Plan and the Company Risk Map for 2024;
- approved the matrix of business processes, risks and controls of the Company for 2024;
- approved the Company's key risk indicators for 2024;
- approved target levels and limits for the Company's risk appetite components for 2024;
- approved amendments to the Methodology for setting limits on active transactions with counterparties of the Kazakhstan Housing Company JSC;
- approved reports on the Company's risks;
- approved reports on compliance risk management in the Company;
- approved maps and register of the Company's compliance risks for 2024.

### In the field of internal control:

- approved reports on the activities of the IADS;
- approved amendments and additions to the Policy of attracting external audit of the "Mortgage Organization Kazakhstan Mortgage Company JSC";
- approved the List of information about the Kazakhstan Housing Company JSC, which is a commercial, official or other legally protected secret;
- approved amendments and additions to the Rules for organizing internal audit in the Kazakhstan Housing Company JSC.

### In the area of planning and reporting:

- preliminarily approved the Company's annual financial statements for 2023, the procedure for distributing net income for the reporting financial year, paying dividends on common shares and determining the amount of dividend per common share based on the results of 2023;
- approved the report for 2022 on the implementation of the Development Plan of the Kazakhstan Housing Company JSC for 2019 – 2023 in 2023;
- approved amendments to the Rules for the development, coordination, approval, adjustment, execution and monitoring of the Development Plan of the Kazakhstan Housing Company JSC;
- approved the report on compliance/non-compliance with the principles and provisions of the Corporate Governance Code of the Kazakhstan Housing Company JSC for 2023;
- approved the Development Plan of the Kazakhstan Housing Company JSC for 2024–2028;
- preliminarily approved the Company's Annual Report for 2023.

### Other key issues:

- elected the Chairman of the Board of Directors of Kazakhstan Housing Company JSC;
- approved a report on the state of the information security management system based on the results of 2023;
- approved the report on Information Technology System audit and the effectiveness of its use (external consultant) (support) and an action plan for further improvement of IT controls;
- appointed Head of the Compliance Control Service of the Kazakhstan Housing Company JSC;
- approved standard terms of transactions concluded with persons associated with the Company.

Meeting attendance of the Board of Directors

Member of the Board of Directors	Duration of the powers of a member of the Board of Directors	Number of Board of Directors meetings held	Number of Board of Directors meetings attended	Final attendance rate
Khamitov Y.E.	From January 1, 2024 to May 29, 2024	7	7	100%
Karagoishin R.T.	from August 06, 2024 to December 31, 2024	6	6	
Son V.V.	from January 1, 2024 to December 31, 2024	13	12*	
Murzagaliyeva A.E.	from January 1, 2024 to December 31, 2024	13	12**	
Kozhakhmetov K.B.	from January 1, 2024 to December 31, 2024	13	13	
Kandykbayev S.A.	from January 1, 2024 to December 31, 2024	13	13	
Kuzdibaev A.Sh.	from August 06, 2024 to December 31, 2024	6	6	

\* The absence was due to a business trip.  
\*\* The absence was due to an annual labor leave.

Committees of the Board of Directors

GRI 2-9, 2-12, 2-14, IFRS S1, S2

- There are three committees under the Board of Directors:
- Committee for Strategic Planning and Corporate Development;
  - Audit and Risk Management Committee;
  - Committee on Personnel, Remuneration and Social Affairs.

**The Strategic Planning and Corporate Development Committee** is a permanent consultative and advisory body of the Board of Directors to develop recommendations on priority areas of activity (development), strategic goals (development strategy), corporate development issues, including issues on the development of measures to improve the efficiency of the Company's activities in the medium and long term, its profitable operations and sustainable development.

Composition of the Strategic Planning and Corporate Development Committee as of December 31, 2024:

*Chairman of the committee* is Kozhakhmetov Kuat.

*Committee members:*

- Kandykbayev Serik;
- Murzagaliyeva Aliya.

8 meetings of the Strategic Planning and Corporate Development Committee of the Company's Board of Directors were held in 2024, at which 18 issues were considered.

**The Audit and Risk Management Committee** is a permanent consultative and advisory body of the Board of Directors. The Committee's activities are aimed at improving the efficiency and quality of work of the Board of Directors by preparing recommendations for establishing an effective system of control over the financial and economic activities of the Company (including the completeness and reliability of financial statements), monitoring the reliability and effectiveness

of the internal control and risk management system, to monitor the independence of external and internal audit and the Compliance Control Service, compliance with the legislation of the Republic of Kazakhstan, internal documents, as well as to prepare recommendations for the Board of Directors of the Company on the development of priority areas of activity (development), and the functioning of an adequate risk management system in the Company, improving and strengthening the risk management system.

Composition of the Audit and Risk Management Committee as of December 31, 2024:

*Chairman of the committee* is Kozhakhmetov Kuat.

*Committee members:*

- Kandykbayev Serik;
- Son Vyacheslav.

In 2024, 9 meetings of the Audit and Risk Management Committee of the Company's Board of Directors were held, at which 52 issues were considered.

**The Committee on Personnel, Remuneration and Social Affairs** is a permanent consultative and advisory body of the Board of Directors, created to improve the efficiency and quality of work of the Board of Directors through in-depth study and monitoring of issues within the competence of the Board of Directors in the field of personnel policy, the system of appointments and remuneration, as well as assessment of the activities in general and individually of members of the Board of Directors of the Company, members of the Management Board of the Company, succession planning of the Chairman and members of the Management Board and assessment of the activities of the Corporate Secretary.

Composition of the Committee on Personnel, Remuneration and Social Affairs as of December 31, 2024:

*Chairman of the committee* is Kandykbayev Serik.

*Committee members:*

- Kozhakhmetov Kuat;
- Son Vyacheslav.

In 2024, 10 meetings of the Committee on Personnel, Remuneration and Social Affairs of the Company's Board of Directors were held, at which 20 issues were considered.

Meeting attendance of committees of the Board of Directors

Member of the Committee of the Board of Directors	Period of execution of powers of a member of the Committee of the Board of Directors	SPCDC (number of visits / number of meetings)	ARMC (number of visits / number of meetings)	PRSAC (number of visits / number of meetings)	Final attendance rate
Murzagaliyeva A.E.	from January 1, 2024 to December 31, 2024	7*/8	–	–	100%
Kozhakhmetov K.B.	from January 1, 2024 to December 31, 2024	8/8	9/9	10/10	100%
Son V.V.	from January 1, 2024 to December 31, 2024	–	9/9	10/10	100%
Kandykbayev S.A.	from January 1, 2024 to December 31, 2024	8/8	9/9	10/10	100%

\*\*The absence was due to an annual labor leave.



Evaluation of the Board of Directors

GRI 2-18

The procedure for assessing the activities of the Board of Directors and its committees is determined by the Regulations on the Board of Directors of the Company, approved by the decision of the Management Board of Baiterek NMH JSC dated December 12, 2018. According to the Regulations, assessment of the activities of the Board of Directors, its members, as well as committees of the Board of Directors is carried out by themselves on the basis of questionnaires to assess their work or with the involvement of independent consultants, professional associations and organizations that assign corporate governance ratings.

In order to increase the efficiency of corporate governance, on December 27, 2023, the Board of Directors of the Company, when approving the Work Plan of the Board of Directors for 2024, decided to conduct an assessment of the activities of the Board of Directors and its committees for 2023 by June 1, 2024.

Evaluation conditions:

- types of assessment: evaluation of one’s own work, assessment of the activities of members of the Board of Directors and committees of the Board of Directors of the Company;
- assessment method: on their own in accordance with the requirements of the legislation of the Republic of Kazakhstan and internal documents of the Company.

On May 6, 2024, the results of the Performance Assessment of the Board of Directors and its Committees for 2023 were sent to the Sole shareholder of the Company.

The results of the assessment of the activities of the Board of Directors and committees of the Board of Directors of Kazakhstan Housing Company JSC for 2023 were considered at the closed meeting of the Company on June 6, 2024, based on the results, a decision was made to approve the report on the assessment of the activities of the Board of Directors and committees of the Board of Directors of Kazakhstan Housing Company JSC for 2023, followed by informing the Sole shareholder of Kazakhstan Housing Company JSC about the results of the assessment of the activities of the Board of Directors and committees of the Board of Directors of Kazakhstan Housing Company JSC.

Remuneration structure for members of the Board of Directors

GRI 2-19, 2-20, IFRS S1, S2

The current policy of Baiterek NMH JSC and the Company does not provide for the payment of remuneration to members of the Board of Directors who are representatives of the Sole shareholder and the Management Board.

Remuneration to independent members of the Board of Directors is carried out in the following form:

- annual fixed compensation;
- additional compensation for participation in meetings of committees of the Board of Directors.

The compensation of independent directors for 2024 amounted to 16 million tenge (before taxes and other mandatory contributions).

Independent directors are also compensated for expenses associated with traveling to meetings of the Board of Directors held outside the place of permanent residence of independent directors.

Independent assessment of the Company’s corporate governance and further development of the corporate governance system

GRI 2-17, 2-18

In accordance with the Code, the Company conducts an independent assessment of corporate governance at least once every three years, the results of which are posted on the Company’s Internet resource.

In 2023, in accordance with the Company’s internal regulatory documents and the risk-based Annual Audit Plan for 2023, the IADS, through the involvement of an external consultant represented by “PricewaterhouseCoopers LLP”, carried out an independent Diagnostics of the corporate governance system. The assessment was carried out using generally accepted standards of internal audit and in accordance with the methodology approved by the Board of Directors.

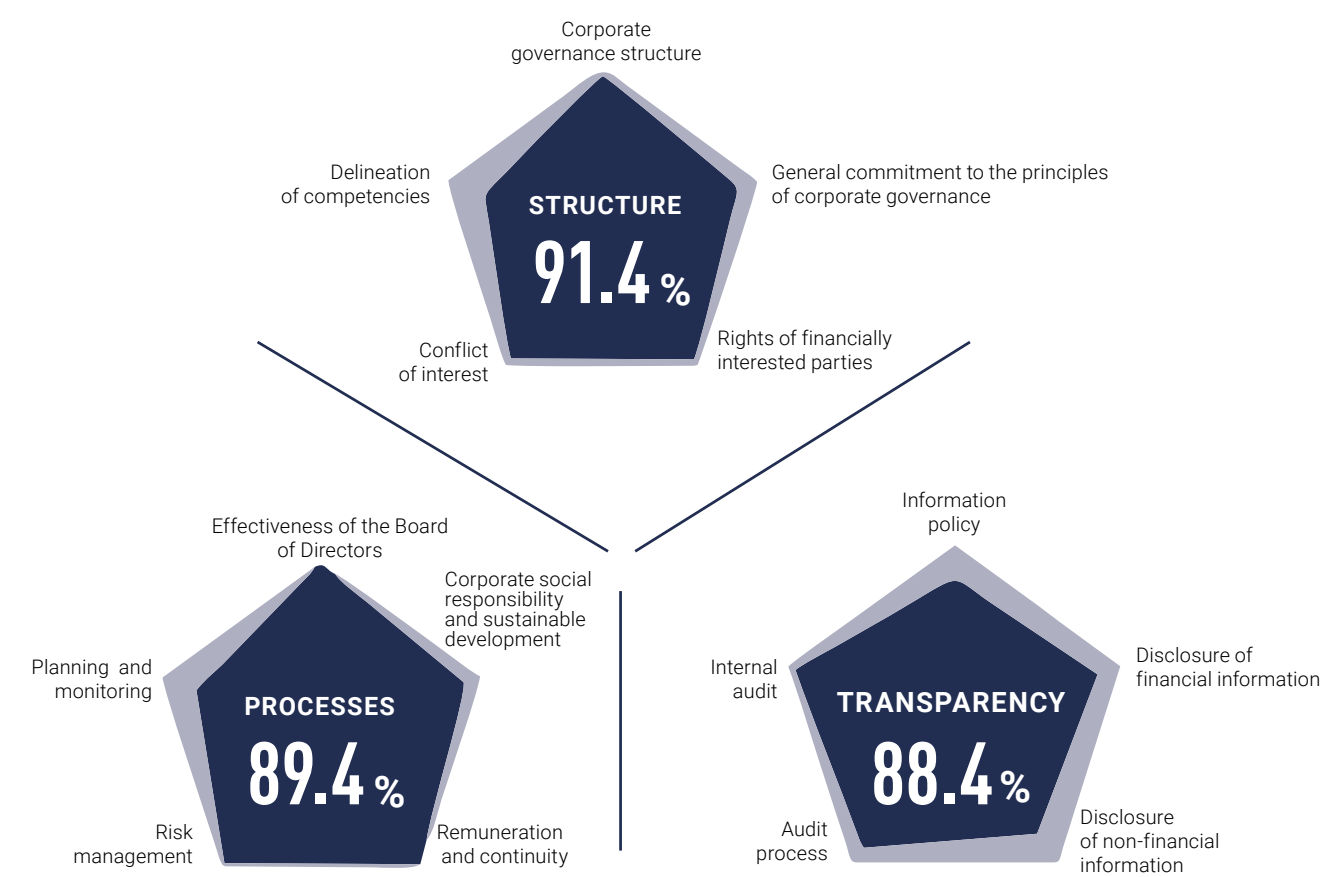
Based on the results of the assessment performed, the level of compliance with the current corporate governance system in 2023 was 89.6%, which is 6% more than the indicator obtained during the assessment of 2021 (84.6%).

Components	2021, % of compliance	2023, % of compliance	Progress in improving the Company’s corporate governance, (+/- %) 1
Structure	92.9%	91.4%	–1.5
Processes	74.4%	89.4%	15
Transparency	89.0%	88.4%	–0.6
Average percentage of compliance of the Company’s Corporate Governance with best practices	84.6%	89.6%	6

The report on the results of the corporate governance assessment was approved by the decision of the Board of Directors of the Company dated December, 2023.

Based on the report, an Action Plan was developed to improve corporate governance. It includes 31 actions to eliminate inconsistencies. All actions are carried out by responsible structural units on time. So, in 2024, 25 actions were executed, 6 actions are in the process of execution.

Results of diagnostics of the Company corporate governance



Compliance of the corporate governance level with the best practices requirements is **89.6%**

Dividend policy

When implementing its dividend policy, the Company adheres to the policy of capitalization growth and frequency of dividend payments, based on the amount of net income received at the end of the reporting year.

The decision on the amount of dividends on common shares and the procedure for their payment to shareholders of the Company is made by the Sole shareholder, taking into account the recommendations of the Board of Directors.

For 2024, net profit amounted to 40,664,850 thousand tenge.

The amount of dividends planned for payment to the Sole shareholder is 28,465,461 thousand tenge, calculated at 70% of the amount of net income received based on the results of the 2024 reporting financial year. The remaining portion in the amount of 12,199,389 thousand tenge is planned to remain at the disposal of the Company.

In 2024, the Company declared and paid dividends in the amount of 29,295,177 thousand tenge, or 1,661.57 tenge per ordinary share, based on the results of 2022.

Shareholder equity

As of December 31, 2024, the shareholders equity amounted to 190,847,154,313 tenge:

- Number of declared common shares – 22,000,000 pcs.
- Number of issued and paid common shares – 17,881,022 pcs.
- Number of declared, but not placed common shares – 4,118,978 pcs.

# The Management Board

GRI 202-2

The Management Board is the executive body of the Company.

The Management Board is accountable to the Board of Directors, as well as the Sole shareholder and manages the operational activities of the Company, is responsible for the implementation of the Development Strategy, development plan and decisions made by the Board of Directors and the Sole shareholder.

The Management Board has the right to make decisions on any issues of the Company’s activities that are not within the competence of other bodies and officials of the Company by the legislation of the Republic of Kazakhstan and the Company’s charter.

Meetings of the Management Board are held regularly, and, if necessary, decisions are made by long-distance voting of members of the Management Board. When considering each issue, a separate discussion is devoted to the risks associated with making/non-making a decision and their impact on the profitable activities of the Company. Issues submitted for consideration by the Board of Directors and the Sole shareholder are preliminarily considered and approved by the Management Board in accordance with the Company’s charter.

In 2024, 120 in-person meetings of the Management Board were held, at which 504 issues were considered, including 11 issues on concluding interested-party transactions.

# Composition of the Management Board

As of December 31, 2024, the Company’s Management Board consisted of 5 members.



**Altay Kuzdibayev**

**Chairman of the Management Board of Kazakhstan Housing Company JSC (from June 19, 2024).**

Provides general management of the Company, coordinates the activities of:

- the Office of the Chairman of the Management Board;
- the Integrated Security Department;
- the Business Support Department.

Born in 1985, citizen of the Republic of Kazakhstan.

**Education:**

- Moscow State University named after M.V. Lomonosov, specialty “International Economics”.
- Moscow State University named after M.V. Lomonosov, Master of Management.

He was awarded the state medal “Eren Enbegi Ushin”, Medal of Honour “Karzhy Kyzmetinin Uzdigi”.

**Information about professional experience for the last 3 years:**

Since June 2024 – Chairman of the Management Board of Kazakhstan Housing Company JSC.  
From May 2022 to December 2023, Acting Chairman of the Board of Kazakhstan Housing Company JSC.  
From August 2020 to April 2022 – Deputy Chairman of the Management Board of Kazakhstan Housing Company JSC.

**Other positions held:**

None.

*Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of the Kazakhstan Housing Company JSC.*





# Olzhas Zholdasbayev

First Deputy Chairman of the Management Board of Kazakhstan Housing Company JSC (from April 17, 2023)

- Coordinates the activities of:
- the Legal Support Department;
  - the Real Estate Management Department;
  - the Technical Expertise Department;
  - the Human Resources Management Department.

Born in 1984, citizen of the Republic of Kazakhstan.

Education:

- Eurasian National University named after L.N. Gumilyov, economist-financial specialist.
- Korea Development Institute (KDI), Master of Science in Finance and Public Policy.
- London School of Economics (LSE), Master of Public Management (scholarship of the international program of the President of the Republic of Kazakhstan “Bolashak”).

Awarded the state medal “Eren enbegi ushin”.

Information about professional experience for the last 3 years:

Since December 2023 to March 2024 – Acting Chairman of the Board of Kazakhstan Housing Company JSC.  
From April 2023 – First Deputy Chairman of the Board of Kazakhstan Housing Company JSC.  
Since March 2022 to April 2023 – Deputy Chairman of the Board of Kazakhstan Housing Company JSC.

Other positions held:

None.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of Kazakhstan Housing Company JSC.



# Olzhas Salykov

Deputy Chairman of the Management Board of Kazakhstan Housing Company JSC (from October 20, 2021)

- Coordinates the activities of
- the Department of Housing Programs;
  - the Analysis and Strategy Department;
  - the Administration Department.

Born in 1990, citizen of the Republic of Kazakhstan.

Education:

- Eurasian National University named after L.N. Gumilyov, International Relations.
- Eurasian National University named after L.N. Gumilyov, Master of Finance.
- Moscow State University named after M.V. Lomonosov, Master of Business Administration (MBA).

Information about professional experience for the last 3 years:

Since October 2021 – Deputy Chairman of the Board of Kazakhstan Housing Company JSC.  
From 2019 to October 2021 – Member of the Board of Directors of Kazakhstan Housing Company JSC.  
From 2016 to October 2021 – Director of the Department for Management of Housing and Construction Assets of Baiterek NMH JSC.

Other positions held:

None.

Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of Kazakhstan Housing Company JSC.



# Islambek Kairbekov

Deputy Chairman of the Board of Kazakhstan Housing Company JSC (since September 4, 2024)

- Coordinates the activities of:
- the Department for Work with Legal Entities,
  - the Department for Work with Individuals.

Born in 1979, citizen of the Republic of Kazakhstan.

**Education:**

- Pavlodar State University named after S. Toraigyrov, accountant-economist.
- Pavlodar State University named after S. Toraigyrov, lawyer.
- Almaty Management University, Master of Business Administration (MBA).

**Information about professional experience for the last 3 years:**

Since September 2024 – Deputy Chairman of the Board of Kazakhstan Housing Company JSC.  
From January 2020 to August 2024 – Deputy Chairman of the Management Board, Head of Risk Management at Otbasyl Bank JSC.

**Other positions held:**

None.

*Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of Kazakhstan Housing Company JSC.*



# Zhauymbaev Kanat

Deputy Chairman of the Board of Kazakhstan Housing Company JSC (since December 24, 2024)

- Coordinates the activities of:
- the Project Monitoring Department;
  - the Risk Management Department.

Born in 1981, citizen of the Republic of Kazakhstan.

**Education:**

- Karaganda State University named after E. A. Buketov, economist.
- Bolashak Karaganda Institute of Actual Education, lawyer.
- Karaganda State University named after E. A. Buketov, Master of Economics.

**Information about professional experience for the last 3 years:**

Since December 2024 – Deputy Chairman of the Board of Kazakhstan Housing Company JSC.  
Since April 2023 to February 2024 – General Director of AgroFinTech LLP.  
Since January 2023 to April 2023 – Acting Director of the Department of Agrarian Food Markets and Processing of Agricultural Products of the Ministry of Agriculture of the Republic of Kazakhstan.  
Since July 2021 to February 2022 – Deputy Chairman of the Board of Agrarian Credit Corporation JSC.

**Other positions held:**

None.

*Has no shares (participatory interests) in Kazakhstan Housing Company JSC, affiliated companies, and also does not own shares of suppliers and competitors of Kazakhstan Housing Company JSC.*

## Changes in the composition of the Management Board in 2024

In 2024, there were the following changes in the composition of the Board:

- by the decision of the Board of Directors of Kazakhstan Housing Company JSC in September 2024, the powers of a member of the Board of Kazakhstan Housing Company JSC Isaev R.M. were prematurely terminated.
- by the decision of the Board of Directors of Kazakhstan Housing Company JSC in September 2024, Kairbekov I.U. was elected a member of the Board of Kazakhstan Housing Company JSC.
- by the decision of the Board of Directors of Kazakhstan Housing Company JSC in December 2024 Zhauymbayev K.S. was elected a member of the Board of Kazakhstan Housing Company JSC.

## Remuneration policy of the Management Board

### IFRS S1, S2

The Board of Directors of the Company determines the amount of official salary, terms of remuneration of the Chairman and members of the Management Board of the Company.

The remuneration system for executive employees of the Company in 2024 was determined in accordance with the Rules for remuneration, performance assessment and remuneration of executive employees of Kazakhstan Housing Company JSC, approved by the decision of the Board of Directors of the Company dated August 29, 2019 and included official salary, financial assistance for health improvement, remuneration based on work results for the corresponding period, as well as a one-time bonus for public holidays.

Remuneration for the period is paid based on the results of the evaluation of the performance of managerial employees, with the aim of providing material incentives for their achievements and enhancing work efficiency, depending on the degree to which the managerial employees achieve strategic goals. The effectiveness of achieving the strategic goals of management employees is assessed by two types of key performance indicators (KPIs): corporate and functional KPIs.

At the same time, the Company's Strategic KPIs are cascaded into the KPIs of the Company's management employees through direct cascading or through decomposition. The KPI Map of management employees included KPIs that directly affected the positive results of the Company's activities, namely:

- increasing the coverage of the multi-family residential building market by shared-equity construction mechanisms;
- financing the construction and renovation of housing through the purchase of LEB bonds;
- the volume of guarantees and subsidies issued;
- conclusion of contracts for the supply of rental housing;
- sale of apartments for rent with purchase;
- the share of loan and investment portfolios of total assets;
- share of income from core activities;
- the volume of housing commissioning as part of financing urban development investment projects.

In addition, the following non-financial KPIs were included in the KPI Map:

- timely execution of the Sustainable Development Action Plan;
- development of the methodological document "Urban Environment Quality Index for cities of Kazakhstan";
- voluntary turnover of the Company's personnel (level of staff stability);
- ensuring automation of the Company's business processes;
- confirmation of the Company's credit rating;

- fulfillment of the procurement plan for supervised structural units;
- the degree of implementation of the recommendations of the Company's IAD and external auditor, etc.

Payment of annual remuneration to members of the Management Board is carried out based on the results of approval of the audit of the Company's financial statements, subject to the achievement of the approved KPIs of the Company's management employees.

Remuneration of members of the Management Board for 2024 totaled 228 million tenge.

## Internal audit

The Internal Audit Department (IAD) controls financial and economic activities, provides independent reasonable guarantees and advice aimed at improving the Company's activities and increasing the efficiency of the Company's management, including risk management systems, internal control and corporate governance.

The head and employees of the IAD are appointed to and dismissed from their positions by a decision of the Board of Directors upon the suggestion (recommendation) of the Audit and Risk Management Committee. The activities of the IAD in 2024 were carried out in accordance with the Annual Audit Plan, approved by the decision of the Board of Directors. The independence, indicators of objectivity of internal auditors and their powers in terms of unlimited access to any documents, information and assets and other financial information in any areas of the Company's activities are enshrined in the Regulations on the IAD, approved by the Board of Directors of the Company.

During 2024, IAD carried out audit assignments in accordance with the approved Annual Audit Plan. All recommendations were assessed in terms of importance, measures necessary for their implementation were proposed, persons responsible for their implementation were appointed, and deadlines for implementation were set.

In 2024, the audit covered the following projects (business processes, systems, procedures, etc.):

- the process of complying with limits on certain types of administrative expenses;
- the process of ensuring the activities of the Board of Directors and Committees under the Board of Directors;
- the process of forming, implementing and monitoring the Company's Development Strategy;
- the reliability of the actual values of the Board KPIs;
- the process of preventing or minimizing credit risks;
- assessment of the implementation of the Housing and Communal Infrastructure Development Concept Program;
- the process of PR activities, the formation of a positive image of the Company;
- the process of information technology systems and the effectiveness of its use;
- the process of monitoring the financing of an authorized project company;
- the process of providing guarantees for residential building projects, including accounting for guarantees;
- the process of monitoring the progress of housing construction projects, etc.;
- the process of holding meetings of the Management Board and authorized management bodies;
- the process of legal protection of property rights and legitimate interests of the Company (claim-related activities);
- the process of ensuring the economic activity of the Company;
- procedures for ensuring economic and internal security.

In 2024, IAD carried out on its own an assessment of the sufficiency and effectiveness of ESG policies and practices, as part of the audit assignment for the formation, implementation and monitoring of the Company's Development Strategy. The assessment of the security system and the effectiveness of the use of information technology in the Company, the IAD was carried out



with the involvement of an external consultant. The results of the assessments were brought to the attention of the Management Board, the Audit and Risk Management Committee and the Board of Directors of the Company. In accordance with the Company's compliance with the requirements of the ISO 37001:2016 standard in 2024, IAD employees were trained and passed exams for the right to operate as a manager/internal auditor of the anti-bribery management system based on ISO 37001:2016.

Based on the results of audit assignments carried out by IAD in 2024, 76 findings were identified, for which 170 corresponding recommendations were made, and 197 measures were developed, of which 5 recommendations of category "A", 78 recommendations of category "B" and 87 recommendations of category "C". Based on all recommendations provided, corrective and preventive action plans were drawn up and approved by the Company's Management Board/Board of Directors (for individual audit assignments).

Monitoring of the implementation of recommendations of internal and external audits is carried out by the IAD on a quarterly basis, with the results of monitoring being provided to the Management Board and the Board of Directors. The Board of Directors/Audit and Risk Management Committee pays special attention to deficiencies reflected in the reports of the IAD and external auditors, which ensures the timeliness and quality of implementation of corrective measures in the Company.

## External audit

For the purpose of conducting an audit of financial statements in 2015, the Company concluded with KPMG Audit LLP an Agreement on long-term procurement of services for auditing financial statements for 2015–2018, in 2019 – an Agreement on long-term procurement of services for conducting financial audits (audit of financial statements) for 2019–2021, in 2021 – an Agreement on procurement of services for 2022–2023, in 2024 – an Agreement on procurement of services for 2024–2026.

In accordance with the Company's External Audit Policy, it is prohibited to conduct an audit in the following cases:

- the external auditor or his employees performing this audit are creditors of the Company;
- over the past three years, the external auditor has provided services to the Company in the profile of its activities in the restoration and maintenance of accounting records, and the preparation of financial statements;
- the external auditor's performers are in an employment relationship or are close relatives or relatives of the Company's officials, as well as the Sole shareholder;
- the external auditors have personal property interests in the Company;
- the external auditor has monetary obligations to the Company or the Company to him, with the exception of obligations to conduct an audit;
- there is a conflict of interests arises between the Company and the external auditor or a threat of such a conflict arises, with the exception of obligations arising from concluded public contracts;
- the external auditor with whom a civil liability insurance contract has been concluded over the past three years.

In addition, when obtaining services on financial statement audit, the Company should consider the possibility of threats to the independence of the external auditor due to:

- the nature of the services previously received from this external auditor;
- financial or business relationships with that external auditor during or after the period covered by the financial statements.

If the Company fails or is unable to take measures to eliminate the self-control threat to the external auditor or reduce it to an acceptable level, the Company may not receive financial statement audit services from such external auditor.

For the following types of services received from the external auditor performing an audit of financial statements, a conflict of interest may arise that affects his independence:

- services for accounting and preparation of financial statements. The Company is not allowed to purchase and (or) receive accounting and financial reporting services from an external auditor, due to the violation of independence of judgment by such an external auditor;
- internal audit services;
- services in the field of taxation;
- information services;
- legal services.

If it is intended to appoint (elect) to the position of a member of the Management Board, to managerial positions or positions involving a significant influence on the process of preparing the financial statements of the Company, a person participating in the statutory audit of the Company as an employee of the external auditor or who took part in the statutory audit of the Company as employee of the external auditor within two years preceding the date of his appointment (election) to the Company, in order to exclude a conflict of interest, it is required to obtain the preliminary approval of the Audit Committee for the proposed candidate for further consideration of the issue of his appointment (election).

In accordance with the Policy for Engaging the Company's External Auditor, rotation of partners, senior personnel and the composition of auditors responsible for the audit of the Company's financial statements must be carried out at least once every five years.

The auditor's compensation for 2024 under the agreement with the Company amounted to 85 million tenge.

## Code of business ethics

### GRI 2-26

The Company has a Code of Business Ethics, which was developed in accordance with the provisions of the legislation of the Republic of Kazakhstan, the charter and internal documents of the Company, including the Code of Business Ethics of the Holding, as well as taking into account recognized international standards of business conduct and corporate governance.

The provisions of the Code of Business Ethics are developed taking into account the mission and values of the Company.

The Code is a set of rules establishing the fundamental values and principles of corporate (business) ethics that guide the Company's officials and employees. Familiarization with it and its implementation are mandatory for all employees of the Company, regardless of their position.

In accordance with the Code of Business Ethics, when carrying out its activities, the Company:

- complies with the norms of the legislation of the Republic of Kazakhstan, the decisions of the Sole shareholder, as well as the requirements of other documents related to the activities of the Company;
- ensures observance and respect for the rights, honor and dignity of a person and citizen, regardless of origin, social, official and property status, gender, race, nationality, language, attitude to religion, beliefs, place of residence or any other circumstances;
- strives to ensure that all its relations with interested parties are mutually beneficial;

- creates equal conditions for improving the professional qualifications of employees seeking self-education and professional development, in accordance with training and professional development programs;
- provides employees with compensation for work depending on the level of qualifications, complexity and quality of the work performed, and the results of achieving key performance indicators;
- takes all measures to ensure the safety and labor protection of workers in accordance with the law, and also creates safe working conditions for workers;
- ensures non-disclosure of confidential information within the limits established by the legislation of the Republic of Kazakhstan and internal documents of the Company;
- creates conditions for an open and trusting dialogue between officials and employees of the Company;
- evaluates and encourages initiative ideas and proposals from employees, the implementation of which has a positive effect for the Company;
- does not allow the provision of any privileges and benefits to individual officials and employees of the Company other than on a legal basis, with the obligatory provision of equal opportunities for everyone;
- be liable for making decisions free from the emergence of a conflict of interest at any stage of this process, from the official to any employee making the decisions.

To verify compliance with the provisions of the Code of Business Ethics, the Company has introduced the institution of an ombudsman. Ombudsman is a person appointed by the Board of Directors of the Company, whose role is to advise the Company's employees who contact him and provide assistance in resolving labor disputes, conflicts, problematic issues of a social and labor nature, as well as compliance with the principles of business ethics by the Company's employees.

## Managing conflicts of interest and corporate conflicts

### GRI 2-15, 2-16

Avoiding conflicts of interest is a crucial condition for safeguarding the interests of the Sole shareholder, the Company, its officers, and employees.

All officers and employees of the Company are responsible for making transparent, timely and adequate decisions, free from conflicts of interest.

In order to prevent conflicts of interest, officials and employees of the Company are obliged to:

- avoid any actions and relationships that could potentially cause a conflict of interest or the appearance of such a conflict;
- refrain from providing benefits to legal entities that are managed or owned by close relatives;
- immediately report any commercial or other interest (direct or indirect) in transactions, contracts, projects related to the Company or in connection with other issues in the manner prescribed by the Company's internal documents;
- promptly notify about the performance of work and/or occupation of position(s) in other organizations, about a change in permanent (main) place of work (service, business activity, etc.);
- before giving consent to work or occupy a position in a third-party organization that is not part of the Holding group, obtain in accordance with the established procedure the appropriate permission according to the competence of the Board of Directors / Management Board / Chairman of the Management Board;
- do not participate in discussions and voting on issues in which there is an interest;

- do not use the Company's resources, intellectual property, equipment and communications (including corporate mail and computer programs) for personal purposes;
- if the employee is not sure of the correct decision, consult with immediate management.

In the event of a conflict of interest, officials and employees of the Company are required to notify their immediate supervisor or management of the Company in writing about the conflict of interest that has arisen or about the possibility of its occurrence as soon as they become aware of it.

In the event of corporate conflicts, participants seek ways to resolve them through negotiations in order to ensure effective protection of both the rights of the Sole shareholder and the business reputation of the Company. The main task of the Company's bodies in the process of resolving a corporate conflict is to find a solution that, being legal and justified, would meet the interests of the Company.

Members of the Board of Directors and the Management Board of the Company, employees of the Company, perform their professional functions conscientiously and reasonably in the interests of the Sole shareholder and the Company, avoiding conflicts.

In the event of the presence (or occurrence) of corporate conflicts, the participants seek ways to resolve them through negotiations in order to ensure effective protection of the interests of the Company and interested parties. At the same time, the Company's officials promptly inform the Corporate Secretary and/or the Ombudsman about the existence (occurrence) of a conflict.

The effectiveness of work to prevent and resolve corporate conflicts presupposes the complete and prompt identification of such conflicts and coordination of the actions of all bodies of the Company.

Corporate conflicts, with the assistance of the Corporate Secretary and/or Ombudsman, are considered by the Chairman of the Board of Directors of the Company. If the Chairman of the Board of Directors is involved in a corporate conflict, such cases are considered by the Committee on Personnel, Remuneration and Social Affairs.

The Sole shareholder, to prevent interference by government bodies in the operational activities of the Company, as well as to increase the responsibility of the Board of Directors for decisions made, should avoid electing an excessive number of members of the Board of Directors who are representatives of government bodies.

To ensure the objectivity of the assessment of a corporate conflict and create conditions for its effective resolution, persons whose interests are affected by the conflict or may be affected do not take part in its resolution.

If it is impossible to resolve corporate conflicts through negotiations, they are resolved strictly in accordance with the legislation of the Republic of Kazakhstan.

The Board of Directors approves and periodically reviews the policies and rules for resolving corporate conflicts, in which their resolution will meet the interests of the Company and the Sole shareholder.

The Board of Directors resolves corporate conflicts on issues within its competence. In this case, the Corporate Secretary and/or Ombudsman are charged with ensuring the maximum possible awareness of the Board of Directors about the essence of the corporate conflict and the role of a mediator in resolving the corporate conflict.

The Chairman of the Board, on behalf of the Company, resolves corporate conflicts on all issues, the adoption of decisions on which is not within the competence of the Board of Directors of the Company, and also independently determines the procedure for conducting work to resolve corporate conflicts.

The Board of Directors considers individual corporate conflicts that fall within the competence of the Management Board (for example, if the subject of the conflict is the actions (inactions) of this body).

## Anti-corruption

GRI 2-27, 205-1, 205-2, 205-3, 206-1

The Company adheres to a policy of absolute intolerance towards corruption in any of its manifestations in interaction with all interested parties and to the concealment of corruption offences. In its daily activities, the Company complies with the requirements of anti-corruption legislation and takes maximum organizational and practical steps aimed at uncompromisingly combating corruption in all its forms and manifestations.

As part of the anti-corruption policy, the international standard ISO 37001:2016 "Anti-corruption management system" is being implemented. In addition, the Company has an approved Anti-Corruption and Anti-Fraud Policy, which sets out key principles, management and organizational mechanisms for the prevention of corruption offenses.

The Board of Directors annually approves the Compliance program containing measures to combat corruption and fraud, monitor compliance with legislation and internal regulations, and create an anti-corruption culture. The program analyzes business processes in order to identify and minimize corruption risks.

The Compliance Control Service carries out anti-corruption monitoring on a quarterly basis in accordance with the Work Plan. In September 2023 and 2024, an internal analysis of corruption risks was conducted, as a result of which a Corrective Action Plan was developed and approved. As part of its implementation in 2024:

- changes have been made to 7 internal documents;
- 1 audit by the Compliance Control Service was carried out;
- 8 training activities were organized and conducted.

The Company pays great attention to preventative work aimed at reducing corruption risks. In the framework of activities, training and testing for employees on compliance with the Law of the Republic of Kazakhstan "On Combating Corruption" are conducted on an annual basis.

Base on the analysis there were revealed significant corruption risks in the procurement sector, including:

- overestimation of the cost;
- violations of the deadlines for the execution of contracts;
- inconsistencies in the procurement processes.

The conclusions and measures taken are regularly reviewed at meetings of the Management Board and the Board of Directors, which makes it possible to form strategic decisions to reduce corruption risks.

The Company provides an opportunity for anonymous and confidential access on corruption issues through:

- hotline number: +7 (717) 279-75-75;
- email: skk@khc.kz.

All requests are considered in 100% of cases. There were no such requests in 2024.

There are no lawsuits for anti-competitive behavior and violation of monopoly legislation in 2024.

## Continuity of activities of the Company

The Company's Business Continuity Plan was approved by decision of the Company's Management Board dated August 2024. The main objectives of this Plan during the crisis situation are:

- ensuring a guarantee of life/safety of the Company's employees in the event of a crisis situation;
- ensuring the protection of the Company's resources and property during a crisis situation;
- organizing the process of restoring the continuity of the Company's activities;
- organizing timely notification and informing the Company's employees about the occurrence of a crisis situation;
- optimization of costs for creating backup infrastructure, establishing a balance between investments necessary to support activities and the level of acceptable risk;
- organizing the timely movement of personnel from the main office to an alternative location.

The Plan includes activation criteria and methods of the Plan, roles and responsibilities of key persons with their contacts for reporting incidents, response measures and their priority, as well as criteria for deactivating the Plan.

In 2024, no risks were registered in terms of emergency situations and/or crisis events affecting the Company's operations.

## Ensuring information security

GRI 418-1

Ensuring data security for a financial institution is a complex process that involves various aspects of technology, security policies, staff training and risk management strategies.

Key steps and activities that are included in ensuring data security for a financial institution: the use of encryption, multi-level authentication, access control, regular software updates, monitoring and incident detection, security audits, legal compliance, incident response plans, analysis and management risks.

Together, these steps create a comprehensive approach to data security that is critical for financial institutions.

To ensure the protection of electronic information resources, information systems and information and communication infrastructure of the Company from external and internal threats, the Rules for managing information security incidents in the Company are in force, approved by decision of the Company's Management Board dated February 23, 2024 No. 16. In accordance with these Rules, the Company determines the level of criticality of information security incidents from zero to catastrophic. The procedure for informing management and divisions of the Company about an information security incident is defined in the Instructions on the procedure for users to respond to information security incidents in the Company.

No information security incidents were registered in the Company in 2024.



# RISK MANAGEMENT

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## Risk management system

IFRS S1, S2

In accordance with the Risk Management Policy, the organizational structure of the Company involved in the risk management process is represented by the Board of Directors, the Management Board, the structural unit responsible for risk management, the Internal Audit Department and other structural units.

In the process of assessing and identifying risks, the Company adheres to a single standard with the Holding within the framework of a centralized risk management system model. The model includes an assessment of individual types of risk, as well as their aggregation and assessment of the sufficiency of available financial resources to cover the aggregated amount of risks calculated in normal stressful situations.

The assessment of the Company's internal capital and financial assets is carried out by the Risk Management Department with subsequent entry into the management reporting system.

In 2024, due to changes in the structure of the Company and the functional responsibilities of structural divisions and measures taken to minimize risks, the business process matrix, register and map of risks and controls were updated in accordance with the Company's strategic goals and focus on key business processes.

The centralized risk management system consists of 4 blocks:

- management and assessment of certain types of risk;
- the total amount of risks taking into account normal and stressful situations;
- capital adequacy;
- risk appetite.

The centralized risk management system is based on the process of assessing the adequacy of internal capital due to the need to assess all the Company's risks, which are initially separate. For each type of risk of the Company, its quantitative assessment is carried out for the purpose of further aggregation to calculate internal capital and compare it with the available financial resources of the Company, designed to cover all the risks of the Company. Each type of risk is assessed in accordance with the Company's internal documents.

Internal capital takes into account the following types of risks, calculated under normal and stress situations: credit risk, currency and interest rate risk, operational risk, business risk, real estate risk. All these risks are identified and assessed in accordance with the Company's internal documents. Some of the risks inherent in the activity are reflected on the Company's risk map.

Drawing up and updating of a risk register and an action plan for risk management of the Company, taking into account business processes and areas of activity, is a mandatory requirement for the functioning of the risk management system.

Risk owners define key risk indicators as a risk management tool, with the help of which, applying restrictions on the causes of risk selected by experts, the structural unit notifies the risk owner so that the latter can take actions to minimize the risk in the future. The key risk indicators tool is also used to monitor the causes of risk exposure occurrence and predict it.

The components for determining risk appetite are:

- capital adequacy;
- profitability;
- liquidity;
- concentration risk.

Annually, the Board of Directors reviews and approves the risk appetite to ensure its compliance with the Company's strategy, business environment and stakeholder requirements.

## Corporate risk management

The Company's risk management is integrated into the corporate governance system and is carried out on a regular basis.

The Company's risks are reviewed at each meeting of the corporate governance bodies, including the Management Board and specialized committees. Responsible departments submit quarterly reports containing up-to-date risk assessments, their likelihood, potential impact, and mitigation measures. Within the framework of the meetings, key changes are discussed, corrective measures are taken and the implementation of risk management measures is monitored.

The risk management process is implemented on a systematic basis and includes regular analysis, assessment and control. The main elements of this process are:

- quarterly reporting – includes an analysis of risk dynamics, an assessment of the effectiveness of measures taken, and suggestions for adjusting strategies;
- annual risk review – conducted as part of the preparation of the annual report and long-term financial planning;
- risk monitoring is carried out on an ongoing basis using quantitative and qualitative assessment methods.

All necessary information on corporate governance issues, including risk management processes and ensuring the sustainability of the strategy, can be found in the chapter "Corporate Governance" of this Annual Report.

### Risk assessment

Risk identification and assessment are carried out to identify the most vulnerable areas and minimize threats that may affect the achievement of the Company's strategic goals. The main attention is paid to reducing risks, which contributes to ensuring stability and protecting operations from external and internal factors.

The Company systematically manages risks, using both quantitative and qualitative indicators to assess the likelihood and significance of their impact on operations. The entire risk management process is carried out in accordance with the Company's internal policies.

A scenario risk analysis is also carried out, which identifies the possible consequences of risk realization and potential damage. Additionally, an assessment of risk tolerance is carried out to determine the acceptable level of impact on the Company's activities.

### Risk management

A clear management action plan has been developed for each identified risk, including:

- appointment of responsible persons and departments – defining who are responsible for monitoring and implementation of measures;
- setting deadlines for the implementation of measures – fixing the timing of response and elimination of consequences in case of risk;
- definition of preventive and reactive measures – a set of preventive actions aimed at reducing the likelihood of risk, as well as prompt response measures when it is implemented;
- assessment of the cost of risk processing measures – calculation of the required financial resources to minimize the impact of risk and eliminate its consequences.

All risks are under constant monitoring, which allows the Company to respond promptly to changing conditions and ensure the sustainability of its operations.

## Key risk management

### Credit risk

The Company is exposed to credit risk, which is the risk that a counterparty to a financial instrument will not fulfill its obligations.

The main objectives of the Company's credit risk management system are to minimize credit risk, prevent it, and reduce the likelihood of financial losses due to borrowers' failure to fulfill their financial obligations.

The credit risk management process includes the following sequential steps:

- identification – determination and documentation of credit risk factors that can have a negative impact on the financial result of the Company;
- qualitative assessment – qualitative analysis of credit risk, determination of the reasons for their occurrence in order to assess their impact on the financial result of the Company;
- quantitative assessment – quantitative analysis of the probability of occurrence and the impact of the consequences of the implementation of credit risk on the financial result of the Company;
- response – determination of procedures and methods to mitigate the negative consequences of the credit risk;
- monitoring and control of exposure – monitoring credit risk, implementing procedures for its timely management, assessing the effectiveness of actions taken to minimize exposure to credit risk.

The Company determines the level of credit risk by setting maximum limits for one borrower and/or group of related borrowers. When setting limits, credit ratings of counterparties assigned by international rating agencies are used, and financial condition is assessed based on available financial reporting data. These risks are monitored on a regular basis and considered on a consolidated basis by the Asset and Liability Committee of the Holding. In this case, the limits are reviewed at least once a month.

The Company uses the credit risk-weighted assets (RWA) method to assess credit risk.

When conducting stress testing of credit risk, the Company uses a basic approach, for which the following monthly data are used with a period depth of at least 3 years so that the number of observations 'n' exceeds 30:

- the amount of assets weighted by the degree of credit risk of the Company;
- exchange rate USD/KZT;
- Brent crude oil price;
- inflation rate (consumer price index).

When conducting stress testing, stress scenarios are divided into basic (reflecting less critical stress events) and crisis (reflecting the most critical stress events, entailing an extremely high degree of losses).

The results of stress testing are used in the process of determining:

- the level of reserve for accepted risks;
- the amount of internal capital.

## Liquidity risk

Liquidity risk arises when the maturities of assets and liabilities do not coincide, which affects the Company's provision of sufficient liquid funds at an acceptable price in order to timely meet its balance sheet and off-balance sheet obligations. Matching and/or controlled mismatching of maturities and interest rates of assets and liabilities is fundamental to the management of financial institutions. Due to the variety of transactions carried out and the uncertainty associated with them, complete matching of the maturities of assets and liabilities is not a common practice for financial institutions, which makes it possible to increase the profitability of operations, but increases the risk of cash gaps.

The Company manages liquidity to ensure the constant availability of funds necessary to fulfill all obligations as they become due.

The Company manages liquidity risk within the framework of the Company's Risk Management Policy, the Company's Investment and Borrowing Policy, and the Methodology for Assessing Market Risk and Liquidity Risk, approved by the Board of Directors and the Management Board. The documents define the main processes and procedure for managing the risk of loss of liquidity, and also establish the functions and powers of the Company's structural divisions involved in this process in order to effectively manage the risk of loss of liquidity and ensure that the Company's funds are sufficient to cover all obligations.

Within the framework of the above documents, the risk of loss of liquidity is measured and controlled through the following tools/analytical reports: regulatory and contractual liquidity standards; analysis of current balances of liquid funds, planned inflows/outflows of liquid funds; internal liquidity ratios, including the LCR and NSFR liquidity ratios recommended by the Basel Committee on Banking Supervision; liquidity gaps (gap analysis). To avoid excess or shortage of liquid funds, the Company's Assets, Liabilities and Risks Management Committee monitors activities to attract and use liquid funds.

The Company's Asset, Liability and Risk Management Committee monitors liquidity risk by analyzing cumulative gaps to take measures to reduce the risk of loss of liquidity of the Company.

The Company's liquidity management procedures consist of:

- forecasting cash flows by major currencies and calculating the required level of liquid assets associated with these cash flows;
- maintaining a diversified structure of funding sources;
- management of concentration and structure of borrowed funds;
- developing plans for debt financing;
- servicing a portfolio of highly liquid assets, which can be freely sold as a protective measure in the event of a gap in cash liquidity;
- development of reserve plans to maintain liquidity and a given level of financing;
- monitoring the compliance of the Company's balance sheet liquidity indicators with legally established standards.

Summary on the Company's liquidity risk is provided on a monthly basis to the Risk Management Department of the Holding and the Management Board, as well as the Board of Directors as part of the quarterly risk report.

## Market risks

The Company is exposed to market risk associated with open positions in foreign exchange, interest rate and equity instruments, which are subject to the risk of general and specific changes in the market. The Company sets limits regarding the level of risk accepted and monitors compliance with them on a periodic basis.

The market risk management process includes the following sequential stages:

- *management planning* – identifying relevant approaches to effectively manage exposure to market and liquidity risks;
- *identification* – determination and documentation of types of exposure to market risks that can have a negative impact on the financial result of the Company;
- *qualitative assessment* – qualitative analysis of market risks and the risk of loss of liquidity, determining the reasons for their occurrence in order to assess their impact on the financial result of the Company;
- *quantitative assessment* – quantitative analysis of the probability of occurrence and the impact of the consequences of market risks;
- *response planning* – determining procedures and methods to mitigate the negative consequences of market risks;
- *monitoring and control of exposure* – monitoring market risks and implementing procedures for their timely management, assessing the effectiveness of actions taken to minimize exposure to market risks.

The purpose of market risk exposure management systems is to maintain the total risk assumed by the Company at the level determined by the Company in accordance with its own strategic objectives. The priority is to ensure maximum safety of the Company's assets and capital by minimizing exposure to market risks, which may lead to unexpected financial losses and reduce the Company's ability to meet previously accepted obligations in a timely manner and in full.

Methods for assessing market risks include:

- *currency risk*. Monitoring of the currency position, including the use of sensitivity analysis of changes in exchange rates and the impact on the financial result. The magnitude of the change in the currency position depends on the type of stress scenario applied;
- *currency risk*. Calculation of monthly and annual VaR by the historical method using the covariance-variation matrix;
- *interest rate risk*. Monitoring the securities portfolio for duration and volume, including changes in yield to maturity and the impact on the financial result. The magnitude of the change in yield to maturity depends on the type of stress scenario applied;
- monitoring of gaps in assets and liabilities sensitive to changes in interest rates, including changes in the interest rate and the impact on the financial result. The magnitude of the rate change depends on the type of stress scenario applied.

Summary on the Company's market risks is provided on a monthly basis to the Risk Management Department of the Holding and the Management Board, as well as the Board of Directors as part of the quarterly risk report.



# Operational risk

When carrying out its activities, the Company is exposed to operational risk.

Operational risk is a risk that leads to losses as a result of inadequate or erroneous internal processes, personnel actions, system functioning, as well as losses arising due to external events.

The objective of operational risk management is to optimize the Company’s operational efficiency by reducing operational losses, rationalizing costs, as well as reducing the time and increasing the adequacy of the Company’s response to events beyond its control.

The main objectives of operational risk management are:

- improvement of procedures and mechanisms for managing operational risks to which the Company is exposed;
- business continuity management system;
- the inadmissibility of the Company from performing other actions that lead to significant changes in the level of operational risks assumed by the Company;
- limiting losses when the Company carries out operations due to the implementation of operational risks.

Operational risk management instruments:

- an operational loss database used to track operational risk data on an ongoing basis, including significant losses within each line of business;
- self-assessment of operational risks, used to identify and assess operational risks by the Company’s structural divisions for their subsequent control and management;
- key risk indicators used to assess, monitor and early warn operational risks in order to select areas of activity within the Company’s structural divisions to take control measures to timely mitigate risks;
- the risk map is a method of analyzing the Company’s operational and other risks, allowing us to identify their mutual connection and mutual influence.

To ensure holistic and comprehensive operational risk management, operational risk management tools are used in an integrated and interconnected manner.

The Company monitors operational risks by comparing accepted losses to the established operational risk capital limit (calculated using the basic and standardized methods, in accordance with the calculation approaches recommended by the Basel Committee on Banking Supervision) and using information filled in by the Company’s divisions through an electronic database of operational losses, key risk indicators, risk maps, self-assessment of business processes.

Operational risks are classified by event category and cause of occurrence in accordance with the recommendations of the Basel Committee on Banking Supervision.

Categories of operational risk events:

- risk related to the actions of personnel (the risk of losses associated with the actions of personnel, agents and intermediaries or associated with the Company’s relationships with clients, regulatory authorities or third parties);
- risk associated with the functioning of the system (risk associated with failures and stoppages in the functioning of telecommunications and IT infrastructure);
- risk associated with processes (risk of losses due to errors in the execution of transactions (erroneous transactions), management of client accounts and other business processes);
- risk associated with external factors (risk of losses due to the actions of third parties, including external fraud, damage to fixed assets or changes in legislation that may interfere with the continuation of the Company’s operational/business activities).

Summary on operational risks is submitted on a quarterly basis for consideration to the Assets, Liabilities and Risks Management Committee, the Management Board, and the Board of Directors as part of the quarterly risk report.

# Risks of sustainable development

## IFRS S1

The Company continues to monitor and improve risk management practices in the field of sustainable development, in response to changing expectations and standards in the field of climate-related risk management and climate financial disclosures, established by:

- International Sustainability Standards Board, IFRS S1 “General Requirements for Disclosure of Information on financial aspects of Sustainable Development”;
- The standard of IFRS S2 “Disclosure of information related to climate”.

The Company strives to identify and manage sustainable development risks that may affect both its financial stability and society as a whole.

## Identification of sustainable development risks

The Company conducts a comprehensive assessment of all risks included in the Risk Register and determines which of them are significant from the point of view of sustainable development. For this purpose, a two-level approach to the classification of sustainable development risks is used.

### 1st level: Principle of double materiality

The sustainable development risk is considered significant if it meets at least one of two criteria:

- financial materiality – the risk affects the financial performance of the company (income, assets, liabilities, liquidity, value of the company);
- materiality of the impact – the risk affects society or the environment (environmental, social and managerial consequences).

### 2nd level: Classification according to ESG-categories

If the risk meets at least one of the criteria of the first level, it is additionally classified into one of the three ESG-categories:

- Environmental (E) risks – risks related to the company’s impact on the environment;
- Social (S) risks – risks affecting employees, customers and society;
- Governance (G) risks – risks related to corporate governance, internal control and transparency.

*Categories of sustainable development risks and their criteria within the framework of the ESG*

1. Environmental (E) risks

Risks arising from the company’s environmental impact, including climate changes, regulation, and use of natural resources.

Criteria:

- environmental impact (emissions, pollution, biodiversity);
- dependence on natural resources (water, air, soil, minerals, energy);
- physical climate risks (floods, droughts, natural disasters);
- transitional climate risks (changes in legislation, carbon taxes, new energy efficiency requirements);
- non-compliance with environmental standards and regulations;
- negative impact on biodiversity and ecosystems.

2. Social (S) risks

Risks that affect people inside and outside the company, including employees, customers, and society as a whole.

Criteria:

- working conditions, health and safety of employees;
- respect for human rights (discrimination, forced or child labor, ethics of supply);
- product quality and consumer data protection;
- reputational and social consequences of the company’s activities;
- risks associated with the development of human capital (personnel shortage, leakage of competencies).

3. Governance (G) risks

Risks related to the effectiveness of corporate governance, compliance with legislation and ethical standards.

Criteria:

- quality of corporate governance and transparency of reporting;
- compliance with regulatory requirements (corporate law, taxes, investor protection);
- corruption and ethical risks (conflicts of interest, manipulation with reporting);
- violation of the rights of shareholders and investors (insufficient disclosure about the Company’s activities);
- risks of investor interaction (loss of trust, litigation).

*The impact of sustainable development risk on the Company’s financial position in 2024*

Taking into account the specifics of the business, as well as the available volume of historical data on losses arising from operational risk, the Company applies in advance for all risks an assessment of the required capital to cover operational risk using the basic method of indicators (BIA) or the standardized approach (TSA) in accordance with the recommendations of the Basel Committee on Banking Supervision.

The impact of sustainable development risks on the Company’s financial position in 2024 is negligible.

Climate-related risks

GRI 201-2, IFRS S2

According to the Global Risks Report 2023, environmental risks, especially climate change, natural disasters and loss of biodiversity, top the ranking of the most serious threats in the next 10 years. For the first time, this report highlights separate risks – the inability to mitigate the effects of climate change and the inability to adapt to it that emphasizes the importance of climate issues at the global level.

Climate change has a significant impact on the economy, the construction industry, and the Company’s operations. The increased frequency of extreme weather events such as floods, strong winds, droughts, and earthquakes poses additional risks to the Company’s construction projects, rental housing, and financial obligations.

The Company recognizes the importance of these challenges and takes measures to address them in its operations. In 2024, the Company faced a number of significant climate threats, especially in regions affected by spring floods, but did not suffer significant material losses in financial terms.

In this regard, in 2024, a comprehensive analysis of climate risks was carried out, as well as the Company’s Risk Register was revised, taking into account the principles of sustainable development.

*Climate-related risks in the Risk Register of 2025*

Risk 1: Climate-related change in the framework of guaranteeing equity participation in housing construction.

Risk 2: Climate-related change as part of providing rental housing.

*The consequences of the implementation of climate risks on the Company’s activities*

Risk 1. Climate change in the framework of guaranteeing equity participation in housing construction:

- increased construction time due to weather conditions;
- extension of the terms of commissioning of the facility;
- increased costs for the restoration of damaged facilities.

Risk 2: Climate change in the framework of rental housing provision.

- damage to Company property (rental housing);
- additional costs for the restoration and repair of housing;
- possible time restrictions on tenants’ occupancy.

*Implemented climate risks in 2024*

Floods in the second quarter of 2024 led to the introduction of an emergency situation regime in Aktobe, Atyrau, West Kazakhstan, North Kazakhstan, Kostanay, Karaganda and Akmola regions.

The floods caused flooding of hundreds of homes, affected construction projects, increased deadlines for the completion of facilities, and created a need for delays in payments and guarantees.

**Actual consequences for the Company in 2024:**

- extension of deadlines for the projects commissioning – delays ranged from 28 to 56 days for a number of residential complexes;
- deferred payments for affected borrowers – in some cases, clients were granted 3-month deferrals;
- force majeure – the Company reviewed the developers’ applications for recognizing floods as force majeure and did not declare warranty cases.

The Company conducts systematic monitoring of climate risks, analyzing their impact on operational processes and adapting risk management strategies.

However, the impact of climate risks on the Company’s financial position in 2024 is insignificant.

**Key risks and measures to optimize them**

All identified risks of the Company are reflected in the risk register and on the risk map, which are approved by the Board of Directors. The Company’s risk map distributes the Company’s risks based on the likelihood and consequences of their implementation into three zones: red, yellow and green.

According to the Company’s Risk Register, 72 risks are predicted for 2024 (approved by decision of the Board of Directors No. 15 dated December 27, 2023).

The Risk Map and the Company Risk Register are an integral part of the risk report submitted to the Company’s Board of Directors on a quarterly basis. In this regard, over the course of the year, the Company may add/exclude relevant risks.

**The Company’s key risks and mitigation measures**

Nº	Name	Activities
18	Currency risk	<ul style="list-style-type: none"><li>• quarterly stress testing of currency risks within the framework of the RCCSR;</li><li>• monitoring of OCP on a monthly basis;</li></ul> Measures to complete the construction of the Facility in the event of a warranty case are regulated by the Rules for the settlement of a warranty case, which include comprehensive measures, including some of the main ones: <ul style="list-style-type: none"><li>• making a decision by the authorized bodies of the Company on the onset of the guarantee case;</li><li>• notification of all project participants about the onset of the guarantee case, incl. STB, shareholders;</li><li>• placement of security posts;</li><li>• procedures for accepting voting shares of the management company into trust management, change of management of the management company;</li><li>• carrying out technical inspection, assessment of unfinished construction;</li><li>• conducting an independent assessment of unfinished construction;</li><li>• conducting a financial assessment of the validity of costs for unfinished construction;</li><li>• change of general contractor;</li><li>• further monitoring of construction progress;</li><li>• financing the project if the management company’s funds are insufficient;</li><li>• commissioning;</li><li>• transfer of shares to shareholders;</li><li>• carrying out procedures for reimbursement of costs incurred after putting the facility into operation;</li><li>• analysis and involvement of engineering companies to study the issues of completing construction in the event of a warranty case;</li><li>• timely assessment of the management/owners of the Developer, the Authorized Company (appointment of management with a dubious reputation). Obtaining certificates through e-government and further measures provided for by the IRD, regulating the procedure for settling a guarantee case;</li><li>• determination of pricing policy in the event of a guarantee case;</li><li>• ensuring the transfer of shares to shareholders as the guarantee event occurs.</li></ul>
62	Political and geopolitical risks	<ul style="list-style-type: none"><li>• reduction of limits in Russian subsidiary banks, in relation to which economic sanctions are applied;</li><li>• suspension and accrual of penalties and fines for late repayment of scheduled payments for company products.</li></ul>



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## Appendix 1. About the report

The Company adheres to the principle of openness and strives for effective disclosure of information in all areas of the Company's activities, both in operational and financial results, and in the field of sustainable development and corporate governance.

Every year, the Company discloses to stakeholders the results of its activities in the field of sustainable development in the corresponding section of the corporate website, as well as in its annual reports.

The Company's annual report for 2024 was prepared in accordance with the Standards of the Global Reporting Initiative for Sustainable Development (GRI Standards), IFRS S1 "General Requirements for disclosure of information related to sustainable development" and IFRS S2 "Disclosure of information related to climate aspects", the provisions of the Corporate Governance Code, the Rules for the disclosure of information by the initiators of the admission of securities of Kazakhstan Stock Exchange JSC and the Guidelines for the disclosure of information in the field of environmental, social and corporate governance for banks and other financial organizations, approved by order of the Chairman of the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market dated April 28, 2023 No. 291.

This annual report includes financial and non-financial information about the Company's activities for the period from January 1 to December 31, 2024, as well as some data from previous periods, plans and forecasts of the Company.

This annual report for 2024 has not been externally certified.

The annual report for 2023, also including information in the field of sustainable development, was published in July 2024.

According to the PricewaterhouseCoopers report "TOP 50 best companies in terms of ESG information disclosure", the Company's Annual Report for 2020 and 2021 took 13<sup>th</sup> place out of 50 in the ranking and entered the top 4 financial companies in terms of ESG information disclosure, Company Annual Report for 2023 took 28<sup>th</sup> place out of 50 in this ranking.

Also, the Company's Annual Reports for 2022 and 2023 were recognized as the best annual reports in the financial sector according to Kazakhstan Stock Exchange JSC.

This report is the fifth report of the Company, which has been prepared in accordance with GRI standards, IFRS S1, S2. This report reflects the results of the Company's activities in 2024 on topics that were selected based on the results of a survey of stakeholders. Topics related to the staff structure and number, were expanded, as well as risk management.

**In particular, this report provides information on the following topics for the first time:**

Nº	Information	Report Section
1	Tax accounting policy of the Company	<u><a href="#">Tax accounting policy of the Company</a></u>
2	Sustainable development risks of the Company	<u><a href="#">Sustainable development risks</a></u>
3	Climate-related risks of the organization	<u><a href="#">Climate-related risks</a></u>
4	Information on ensuring the occupational safety and health system at the workplace, taking into account international practices	<u><a href="#">Occupational health and safety and security</a></u>
5	Detailed information on procurement management and working with counterparties	<u><a href="#">Procurement management</a></u> <u><a href="#">Working with counterparties</a></u>
6	Description of approaches in calculating the greenhouse gases of the Company	<u><a href="#">Carbon footprint estimate</a></u>
7	Detailed information on the Company's environmental impact management	<u><a href="#">Environmental impact</a></u>

Appendix 2. GRI Databook

General disclosures

GRI 2-7

Employees of the Company

Region	2022		2023		2024	
	Number of all employees		Number of all employees		Number of all employees	
	Men	Women	Men	Women	Men	Women
Astana city	84	94	91	98	90	99
Almaty city	5	4	3	3	4	2
Total	89	98	94	101	94	101

Region	Number of permanent employees		Number of temporary employees		Number of full-time employees		Number of part-time employees		Number of employees engaged in irregular employment	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
	2022									
Astana city	78	86	6	8	84	94	0	0	0	0
Almaty city	5	4	0	0	5	4	0	0	0	0
Total	83	90	6	8	89	98	0	0	0	0
Region	Number of permanent employees		Number of temporary employees		Number of full-time employees		Number of part-time employees		Number of employees engaged in irregular employment	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
	2023									
Astana city	87	88	4	10	91	98	0	0	0	0
Almaty city	3	3	0	0	3	3	0	0	0	0
Total	90	91	4	10	94	101	0	0	0	0
Region	Number of permanent employees		Number of temporary employees		Number of full-time employees		Number of part-time employees		Number of employees engaged in irregular employment	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
	2024									
Astana city	84	89	6	10	90	99	0	0	0	0
Almaty city	4	2	0	0	4	2	0	0	0	0
Total	88	91	6	10	94	101	0	0	0	0

Annual total compensation factor

Indicator	2022	2023	2024	Ratio of percentage increase for the reporting period
Ratio of the annual remuneration of the highest-paid employee of the organization to the median annual remuneration of all employees	6,02	5,69	5,57	86 %

Economical disclosures

GRI 201-1

Direct economic value created and distributed

Indicator (thous. tenge)	2022	2023	2024
<b>Economic value created</b>	<b>170,255,471</b>	<b>178,807,523</b>	<b>168,849,242</b>
Income from core business	154,242,417	165,829,715	164,627,550
Commission income	42,062	66,202	28,124
Net realized gain from transactions with investment securities measured at fair value, changes in which are reflected in profit or loss for the period	1,474,558	5,618,145	4,301,457
Net insurance premiums earned	2,604,931	1,634,103	1,394,796
Earning/(losses) from debt financial instruments impairment	11,891,503	903,602	(1,980,159)
Net income from foreign exchange transactions	-	4,755,756	477,474
<b>Distributed economic value</b>	<b>(125,575,773)</b>	<b>(136,957,368)</b>	<b>(128,184,392)</b>
Expenses from core operating activities (payments to capital suppliers)	(103,279,571)	(106,998,904)	(108,224,936)
Commission expenses	(648,702)	(378,585)	(414,017)
Payroll expenses	(2,563,538)	(2,769,766)	(3,508,830)
Expenses on taxes and dues to the state budget	(1,915,696)	873,297	(293,699)
General and administrative expenses	(1,744,667)	(2,047,514)	(2,230,655)
Training	(21,592)	(24,280)	(30,880)
Reserves for guarantees issued	(6,307,198)	(1,531,167)	4,261,952
Other operating (losses)/income	(6,669,046)	(24,080,449)	(17,743,327)
Net loss from foreign exchange transactions	2,425,763	-	-
<b>Economic cost for distribution (net profit)</b>	<b>44,679,698</b>	<b>41,850,155</b>	<b>40,664,850</b>

GRI 202-2

For senior management hired from the local community<sup>5</sup>

Indicator	Unit of measure	2022	2023	2024
Total number of Board members	employees	4	4	5
Number of Board members hired from the local community	employees	4	4	5
Percentage of the total	%	100 %	100 %	100 %

GRI 204-1

Procurement

Indicator	Unit of measure	2022	2023	2024
Number of suppliers	pcs.	403	400	408
Total amount of purchases in the Company (important places of activity) <sup>6</sup>	mln tenge	2,345	5,679	12,324
Number of local suppliers <sup>7</sup>	pcs.	396	397	407
Amount of purchases from local suppliers	mln tenge	2,263	5,608	12,323
%, on the quantity	%	98.26 %	99.25 %	99.75 %
%, on the amount	%	96.50 %	98.75 %	99.99 %

GRI 205-2 (a)

Informing members of the Board on anti-corruption policies and procedures

Indicator	Percentage of members of the Board who was informed about the organization's anti-corruption policies and procedures		
	2022	2023	2024
Total	100 %	100 %	100 %

GRI 205-2 (b)

Informing employees on anti-corruption policies and procedures

Indicator	Percentage of employees who was informed about the organization's anti-corruption policies and procedures		
	2022	2023	2024
Total	100 %	100 %	100 %

<sup>5</sup> A local community refers to persons permanently residing in the territory of the Republic of Kazakhstan.  
<sup>6</sup> "Important places of activity" means all the Company's activities without exception.  
<sup>7</sup> Legal entities or individuals registered in the Republic of Kazakhstan and operating in its territory.

GRI 205-3

Confirmed incidents of corruption

Indicator (incidents)	2022	2023	2024
Total number of confirmed incidents of corruption	0	0	0
Total number of dismissal or punishment of employees for corrupt actions	0	0	0
Total number of confirmed cases of non-renewal or termination of contracts with business partners due to corruption-related violations	0	0	0
Public corruption legal proceedings filed against the organization or its employees during the reporting period, and the results of such proceedings	0	0	0

Environmental disclosures

GRI 302-1

Energy consumption within the organization

Indicator	Unit of measure	Value in physical terms			Conversion factor to GJ	Value in GJ		
		2022	2023	2024		2022	2023	2024
<b>Electric power, incl.</b>	<b>thous. kW*h</b>	<b>1,868</b>	<b>1,936</b>	<b>3,846</b>	<b>3.6</b>	<b>6,725</b>	<b>6,970</b>	<b>13,846</b>
Purchased electricity, incl.	thous. kW*h	1,868	1,936	3,846	3.6	6,725	6,970	13,846
RES	thous. kW*h	84	115	247	3.6	303	413	890
Own electricity production	thous. kW*h	0	0	0	3.6	0	0	0
<b>Thermal energy, incl.</b>	<b>Gcal</b>	<b>1,543</b>	<b>1,509</b>	<b>3,780</b>	<b>4.19</b>	<b>6,461</b>	<b>6,318</b>	<b>15,825</b>
Purchased thermal energy, incl.	Gcal	1,543	1,509	3,780	4.19	6,461	6,318	15,825
RES	Gcal	-	-	-	4.19	-	-	-
Own production of thermal energy	Gcal	-	-	-	4.19	-	-	-
<b>Diesel fuel</b>	<b>Liter</b>	<b>634</b>	<b>1,062</b>	<b>389</b>	<b>43.4</b>	<b>23</b>	<b>39</b>	<b>14</b>

Indicator	Unit of measure	2022	2023	2024	Changes for the reporting period
<b>Total energy consumption</b>	<b>GJ</b>	<b>13,209</b>	<b>13,327</b>	<b>29,685</b>	<b>123 %</b>
RES	GJ	303	413	890	116 %



GRI 302-3

Energy intensity

Indicator	Unit of measure	2022	2023	2024	Changes for the reporting period
Total energy consumption	GJ	13,209	13,327	29,685	123%
Net profit of the Company	mln tenge	44,680	41,850	40,665	−3%
<b>Energy intensity of the Company</b> (total energy consumption t / net profit of the Company)	<b>GJ / mln tenge</b>	<b>0.30</b>	<b>0.32</b>	<b>0.73</b>	<b>129%</b>

GRI 303-3

Water intake

Indicator (m³)	2022		2023		2024	
	From all regions	From water-scarce regions	From all regions	From water-scarce regions	From all regions	From water-scarce regions
<b>Third-party water</b>	<b>6,649</b>	<b>0</b>	<b>7,691</b>	<b>0</b>	<b>13,971</b>	<b>0</b>
Fresh water	6,649	0	7,691	0	13,971	0
Other water	0	0	0	0	0	0
<b>Total water intake</b>	<b>6,649</b>	<b>0</b>	<b>7,691</b>	<b>0</b>	<b>13,971</b>	<b>0</b>
<b>Water from third-party organizations per source</b>						
Surface waters	6,649	0	7,691	0	13,971	0

GRI 303-4

Water discharge

Indicator (m³)	2022		2023		2024	
	From all regions	From water-scarce regions	From all regions	From water-scarce regions	From all regions	From water-scarce regions
Third-party water	6,649	0	7,691	0	13,971	0
<b>Overall water discharge</b>	<b>6,649</b>	<b>0</b>	<b>7,691</b>	<b>0</b>	<b>13,971</b>	<b>0</b>
<b>Overall water discharge by type</b>						
Fresh water	6,649	0	7,691	0	13,971	0
Other water	0	0	0	0	0	0

Water consumption

Indicator (m³)	2022		2023		2024	
	From all regions	From water-scarce regions	From all regions	From water-scarce regions	From all regions	From water-scarce regions
<b>Total water intake</b>	<b>6,649</b>	<b>0</b>	<b>7,691</b>	<b>0</b>	<b>13,971</b>	<b>0</b>

GRI 305-1

Direct greenhouse gas emissions – Scope 1

Indicator (tCO <sub>2</sub> -eq)	2022	2023	2024	Change in the reporting period
<b>Total</b>	<b>1.6</b>	<b>2.6</b>	<b>1.0</b>	<b>−63%</b>

GRI 305-2

Indirect greenhouse gas emissions – Scope 2

Indicator (tCO <sub>2</sub> -eq)	2022	2023	2024	Change in the reporting period
<b>Total</b>	<b>2,231</b>	<b>2,268</b>	<b>4,884</b>	<b>115%</b>

GRI 305-3

Other indirect greenhouse gas emissions – Scope 3

Indicator (tCO <sub>2</sub> -eq)	2023	2024	Change in the reporting period
Total emissions by Scope 3, incl.:	87,234	89,024	2%
Category 5. Waste generated during the operation	0.09	0.09	0%
Category 6. Business trips	59	142	141%
Category 7. Travels of employees to work	53	55	3%
Category 13. Leased assets down the supply chain	87,122	88,827	2%

GRI 305-4

Intensity of greenhouse gas emissions

Indicator	Unit of measure	2023	2024	Change in the reporting period
Volume of greenhouse gas emissions of Scope 1	tCO <sub>2</sub> -eq	2.6	1.0	−63%
Volume of greenhouse gas emissions of Scope 2	tCO <sub>2</sub> -eq	2,268	4,884	115%
Volume of greenhouse gas emissions of Scope 3	tCO <sub>2</sub> -eq	87,234	89,024	2%
Total volume of greenhouse gas emissions	tCO <sub>2</sub> -eq	89,505	93,909	5%
Net profit of the Company	mln tenge	41,850	40,665	−3%
Intensity of greenhouse gas emissions = Volume of greenhouse gas emissions / Net profit of the Company				
Intensity of greenhouse gas emissions of Scope 1	tCO <sub>2</sub> -eq / mln tenge	0.000062	0.000024	−62%
Intensity of greenhouse gas emissions of Scope 2	tCO <sub>2</sub> -eq / mln tenge	0.05	0.12	122%
Intensity of greenhouse gas emissions of Scope 3	tCO <sub>2</sub> -eq / mln tenge	2.08	2.19	5%
Intensity of all greenhouse gas emissions of the Company	tCO <sub>2</sub> -eq / mln tenge	2.14	2.31	8%

GRI 306-3

Wastes generated

Indicator	2022	2023	2024
Hazardous wastes (according to the Environmental Code of the Republic of Kazakhstan: electrical equipment, batteries, lamps, cartridges, etc.)	1	1	1
Non-hazardous wastes (according to the Environmental Code of the Republic of Kazakhstan: waste paper, plastic, office supplies, etc.)	9	9	9
<b>Total</b>	<b>10</b>	<b>10</b>	<b>10</b>

GRI 306-5

Waste directed for disposal

Indicator (tons)	2022	2023	2024
<b>Hazardous wastes, incl.</b>	<b>1</b>	<b>1</b>	<b>1</b>
Landfilling	0	0	0
Other disposal operations	1	1	1
<b>Non-hazardous wastes, incl.</b>	<b>9</b>	<b>9</b>	<b>9</b>
Landfilling	9	9	9
Other disposal operations	0	0	0
<b>Total</b>	<b>10</b>	<b>10</b>	<b>10</b>

Social disclosures

GRI 401-1 (a)

Number of employees hired and dismissed

Indicator (people)	2022	2023	2024
Total number of employees	187	195	195
Number of employees	63	58	49
Number of dismissed employees	65	53	46

Number of hired employees with a breakdown by gender, age and region

Region	Up 30		From 30 to 50		Over 50	
	Men	Women	Men	Women	Men	Women
2022						
Astana city	10	10	19	22	1	1
Almaty city	0	0	0	0	0	0
<b>Total</b>	<b>10</b>	<b>10</b>	<b>19</b>	<b>22</b>	<b>1</b>	<b>1</b>
2023						
Astana city	8	1	25	22	2	0
Almaty city	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>1</b>	<b>25</b>	<b>22</b>	<b>2</b>	<b>0</b>
2024						
Astana city	10	8	16	10	3	1
Almaty city	0	0	1	0	0	0
<b>Total</b>	<b>10</b>	<b>8</b>	<b>17</b>	<b>10</b>	<b>3</b>	<b>1</b>

GRI 401-1 (b)

Number of dismissed employees with a breakdown by gender, age and region people

Region	Up 30		From 30 to 50		Over 50	
	Men	Women	Men	Women	Men	Women
2022						
Astana city	8	3	28	24	1	0
Almaty city	0	0	0	1	0	0
<b>Total</b>	<b>8</b>	<b>3</b>	<b>28</b>	<b>25</b>	<b>1</b>	<b>0</b>
2023						
Astana city	4	2	21	14	3	1
Almaty city	1	0	4	2	0	1
<b>Total</b>	<b>5</b>	<b>2</b>	<b>25</b>	<b>16</b>	<b>3</b>	<b>2</b>
2024						
Astana city	7	2	19	18	0	0
Almaty city	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>2</b>	<b>19</b>	<b>18</b>	<b>0</b>	<b>0</b>

Staff turnover

Indicator	2022	2023	2024
Voluntary staff turnover	4.2%	4.7%	3.3%

GRI 401-3

Parental leave

Indicator (people)	2023	2024
<b>Total number of employees who were entitled to parental leave</b>	<b>195</b>	<b>195</b>
Men	94	94
Women	101	101
<b>Total number of employees who exercised their right to parental leave.</b>	<b>7</b>	<b>9</b>
Men	0	2
Women	7	7
<b>The number of employees who were supposed to return to work after the end of parental leave in the reporting period</b>	<b>8</b>	<b>6</b>
Men	0	0
Women	8	6
<b>Ratio of return to work, %</b>		
The total number of employees who returned to work in the reporting period after the end of parental leave	<b>75% (6)</b>	<b>117% (7)</b>
Men	-	-
Women	75% (6)	117% (7)
<b>Retention ratio, %</b>		
The total number of employees who returned to work after the end of parental leave (in the reporting period) and continue to work during 12 months after return to work	<b>100% (1)</b>	<b>83% (5)</b>
Men	-	-
Women	100% (1)	83% (5)

GRI 403-8

Indicator	Index	2022	2023	2024
For all employees	Percentage of those covered by the occupational health and safety management system at the workplace	100%	100%	100%
For all employees who are not wage earners, but whose work and/or workplace is controlled by the organization	Percentage of those covered by the occupational health and safety management system at the workplace	100%	100%	100%

GRI 403-9

Occupational injuries

Indicator (cases)	Index	2022	2023	2024
For all employees	Number and coefficient of registered occupational injuries	0	0	0
For all employees who are not wage earners, but whose work and/or workplace is controlled by the organization	Number and coefficient of registered occupational injuries	0	0	0

GRI 403-10

Job-related diseases

Indicator (cases)	Index	2022	2023	2024
For all employees	Number and coefficient of registered job-related diseases	0	0	0

GRI 404-1

Training of the personnel with a breakdown by employee categories

Indicator	Unit of measure	2024	
		Board	All employees except for the Board
Total number of hours of training of employees per year for each category	hours	36	4,446
Total number of employees in each category	employees	5	190
The average number of hours of training per employee of each category	hours	7.2	23.4

Training of the personnel with a breakdown by gender

Indicator	Unit of measure	2024	
		Women	Men
Total number of hours of training of employees per year by gender	hours	2,100	2,382
Total number of employees by gender	employees	101	94
The average number of hours of training per employee by gender	hours	20.8	25.3



GRI 404-3

Percentage of employees receiving regular performance and career development assessments with a breakdown by category and gender

Indicator	2022		2023		2024	
	Women	Men	Women	Men	Women	Men
Board	0	100%	0	100%	0	100%
Mid-level managers	100%	100%	100%	100%	100%	100%
Executors	100%	100%	100%	100%	100%	100%

GRI 405-1

Diversity of the staff – the Board

the Board	Up 30		From 30 to 50		Over 50	
	Men	Women	Men	Women	Men	Women
2022	0	0	4	0	0	0
2023	0	0	4	0	0	0
2024	0	0	5	0	0	0

the Board	2022	2023	2024
Proportion of men	100%	100%	100%
Proportion of women	0%	0%	0%
Proportion of employees up 30 years old	0%	0%	0%
Proportion of employees from 30 to 50 years old	100%	100%	100%
Proportion of employees over 50 years old	0%	0%	0%

Diversity of the staff – Mid-level managers

Mid-level managers	Up 30		From 30 to 50		Over 50	
	Men	Women	Men	Women	Men	Women
2022	0	0	9	8	2	0
2023	0	0	12	7	2	0
2024	1	0	15	6	3	1

Mid-level managers	2022	2023	2024
Proportion of men	58%	67%	73%
Proportion of women	42%	33%	27%
Proportion of employees up 30 years old	0%	0%	4%
Proportion of employees from 30 to 50 years old	89%	90%	81%
Proportion of employees over 50 years old	11%	10%	15%

Diversity of the staff – Executors

Executors	Up 30		From 30 to 50		Over 50	
	Men	Women	Men	Women	Men	Women
2022	20	15	52	69	2	6
2023	18	9	54	81	4	4
2024	16	9	48	76	7	8

Executors	2022	2023	2024
Proportion of men	45%	45%	43%
Proportion of women	55%	55%	57%
Proportion of employees up 30 years old	21%	16%	15%
Proportion of employees from 30 to 50 years old	74%	79%	76%
Proportion of employees over 50 years old	5%	5%	9%

Diversity of the staff – Employees with limited health capacities

Indicator (people)	2022	2023	2024
Number of employees with limited health capacities	0	0	2

GRI 405-2

Ratio of the base salary of men and women

Indicator	2022	2023	2024
The ratio of wages of women to wages of men	0.78	0.86	0.84
The ratio of annual remuneration of women to annual remuneration of men	0.87	0.87	0.86

Appendix 3. GRI Index

Statement on the use	Kazakhstan Housing Company JSC presented this report in accordance with GRI standards for the period from January 1, 2024 to December 31, 2024	
Applicable GRI standard	GRI 1: Foundation, GRI 2: General Disclosures, GRI 3: Material Topics	
GRI standard	Disclosure	Section/subsection of the report
General provisions		
GRI 2: General Disclosures	2-1 Organizational details	<a href="#">About the Company</a>
	2-2 Entities included in the organization's sustainability reporting	<a href="#">About the Company</a>
	2-3 Reporting period, frequency and contact point	<a href="#">Appendix 1. About the report</a> <a href="#">Contact Information</a>
	2-4 Restatements of information	Not applicable
	2-5 External assurance	Not applicable
GRI 2: The Company's activities and its employees	2-6 Activities, value chain and other business relationships	<a href="#">Strategic directions for activities</a>
	2-7 Employees	<a href="#">Structure and number of employees</a>
	2-8 Workers who are not employees	<a href="#">Structure and number of employees</a> <a href="#">Corporate governance structure of the Company</a>
GRI 2: Governance	2-9 Governance structure and composition	<a href="#">Sole shareholder</a> <a href="#">The Board of Directors</a> <a href="#">The Board of Directors</a> <a href="#">Determination of the composition of the Board of Directors</a> <a href="#">Procedure for nominating candidates to the Board of Directors</a> <a href="#">Requirements for independent directors</a>
	2-10 Nomination and selection of the highest governance body	<a href="#">Composition of the Board of Directors</a> <a href="#">The Board of Directors</a> <a href="#">Activities of the Board of Directors</a> <a href="#">Committees of the Board of Directors</a>
	2-11 Chair of the highest governance body	<a href="#">The Board of Directors</a>
	2-12 Role of the highest governance body in overseeing impact management	<a href="#">Activities of the Board of Directors</a> <a href="#">Committees of the Board of Directors</a>
	2-13 Delegation of responsibility for managing impacts	<a href="#">Organizational structure of sustainability management</a>
	2-14 Role of the highest governance body in sustainability reporting	<a href="#">The Board of Directors</a> <a href="#">Committees of the Board of Directors</a>
	2-15 Conflict of interest	<a href="#">Managing conflicts of interest and corporate conflicts</a>
	2-16 Communication of critical concerns	<a href="#">Managing conflicts of interest and corporate conflicts</a>
	2-17 Collective knowledge of the highest governing body	<a href="#">Independent assessment of the Company's corporate governance and further development of the corporate governance system</a> <a href="#">Evaluation of the Board of Directors</a> <a href="#">Independent assessment of the Company's corporate governance and further development of the corporate governance system</a>
	2-18 Evaluation of the performance of the highest governance body	<a href="#">Independent assessment of the Company's corporate governance and further development of the corporate governance system</a>
	2-19 Remuneration policies	<a href="#">Remuneration structure for members of the Board of Directors Dividend policy</a> <a href="#">Shareholder equity</a> <a href="#">Remuneration structure for members of the Board of Directors Dividend policy</a> <a href="#">Shareholder equity</a>
	2-20 Process to determine remuneration	<a href="#">Remuneration structure for members of the Board of Directors Dividend policy</a> <a href="#">Shareholder equity</a>
	2-21 Annual total compensation ratio	<a href="#">Remuneration</a>

GRI standard	Disclosure	Section/subsection of the report
GRI 2: Strategy, policy, practices	2-22 Statement on the Sustainable Development Strategy	<a href="#">Organizational structure of sustainable development management</a>
	2-23 Policy commitments	<a href="#">The Company's goals in sustainable development</a> <a href="#">Implementation of the obligation to respect human rights</a>
	2-24 Embedding policy commitments	<a href="#">Implementation of the Company's Sustainable Development Action Plan by the end of 2024</a>
	2-25 Processes to remediate negative impacts	<a href="#">Information policy</a>
	2-26 Mechanisms for seeking advice and raising concerns	<a href="#">Code of business ethics</a>
	2-27 Compliance with laws and regulations	<a href="#">Anti-corruption</a>
	2-28 Membership in associations	<a href="#">Stakeholder engagement</a>
	2-29 Approach to stakeholder engagement	<a href="#">Stakeholder engagement</a>
GRI 2: Stakeholder Engagement	2-30 Collective bargaining agreements	<a href="#">Social policy</a>
Economic topics		
GRI 3: Material Topics	3-1 Process to determine material topics	<a href="#">Material Topics</a>
	3-2 List of material topics	<a href="#">Material Topics</a>
	3-3 Management of material topics	<a href="#">Material Topics</a>
GRI 201: Economic Indicators	201-1 Direct economic value generated and distributed	<a href="#">Financial indicators of the Company</a> <a href="#">Financial statements</a>
	201-2 Financial implications and other risks and opportunities due to climate change	<a href="#">Climate-related risks of the organization</a>
	201-3 Defined benefit plan obligations and other retirement plans	<a href="#">Social policy</a>
	201-4 Financial assistance received from the government	<a href="#">Providing rental housing with purchase</a>
GRI 202: Presence in the market	202-1 Ratio of the standard starting salary by gender to the local minimum wage	<a href="#">Remuneration</a>
	202-2 Proportion of senior management hired from the local community	<a href="#">Composition of the Board of Directors</a>
GRI 203: Indirect economic impact	203-1 Infrastructure investments and services supported	<a href="#">Financing the construction, purchase and renovation of housing through the repurchase of LEB bonds</a> <a href="#">Guaranteeing equity participation in housing construction</a> <a href="#">Subsidizing loans of private developers</a> <a href="#">Financing of urban development investment projects</a> <a href="#">Volume of housing commissioned with the Company's tools</a> <a href="#">Providing rental housing</a> <a href="#">The Company's contribution to achieving the UN Sustainable Development Goals</a>
		<a href="#">Financing the construction, purchase and renovation of housing through the repurchase of LEB bonds</a> <a href="#">Guaranteeing equity participation in housing construction</a> <a href="#">Subsidizing loans of private developers</a> <a href="#">Financing of urban development investment projects</a> <a href="#">Volume of housing commissioned with the Company's tools</a> <a href="#">Providing rental housing</a> <a href="#">The Company's contribution to achieving the UN Sustainable Development Goals</a>
		<a href="#">Financing the construction, purchase and renovation of housing through the repurchase of LEB bonds</a> <a href="#">Guaranteeing equity participation in housing construction</a> <a href="#">Subsidizing loans of private developers</a> <a href="#">Financing of urban development investment projects</a> <a href="#">Volume of housing commissioned with the Company's tools</a> <a href="#">Providing rental housing</a> <a href="#">The Company's contribution to achieving the UN Sustainable Development Goals</a>
		<a href="#">Financing the construction, purchase and renovation of housing through the repurchase of LEB bonds</a> <a href="#">Guaranteeing equity participation in housing construction</a> <a href="#">Subsidizing loans of private developers</a> <a href="#">Financing of urban development investment projects</a> <a href="#">Volume of housing commissioned with the Company's tools</a> <a href="#">Providing rental housing</a> <a href="#">The Company's contribution to achieving the UN Sustainable Development Goals</a>
		<a href="#">Financing the construction, purchase and renovation of housing through the repurchase of LEB bonds</a> <a href="#">Guaranteeing equity participation in housing construction</a> <a href="#">Subsidizing loans of private developers</a> <a href="#">Financing of urban development investment projects</a> <a href="#">Volume of housing commissioned with the Company's tools</a> <a href="#">Providing rental housing</a> <a href="#">The Company's contribution to achieving the UN Sustainable Development Goals</a>
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers in regions of operations	<a href="#">Procurement management</a>
	205-1 Operations assessed for risks related to corruption	<a href="#">Anti-corruption</a>
GRI 205: Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	<a href="#">Anti-corruption</a>
	205-3 Confirmed incidents of corruption and actions taken	<a href="#">Anti-corruption</a>

GRI standard	Disclosure	Section/subsection of the report
<b>GRI 206:</b> Anti-competitive behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<a href="#">Anti-corruption</a>
	207-1 Approach to taxation	<a href="#">Tax accounting policy of the Company</a>
<b>GRI 207:</b> Taxes	207-2 Tax administration, control and risk management	<a href="#">Tax accounting policy of the Company</a>
	207-3 Stakeholder engagement and resolution of tax issues	<a href="#">Tax accounting policy of the Company</a>
	207-4 Reporting per country	<a href="#">Tax accounting policy of the Company</a>
Environmental topics		
<b>GRI 3:</b> Material Topics	3-1 Process to determine material topics	<a href="#">Material Topics</a>
	3-2 List of material topics	<a href="#">Material Topics</a>
	3-3 Management of material topics	<a href="#">Material Topics</a>
<b>GRI 302:</b> Energy	302-1 Energy consumption within the organization	<a href="#">Energy management</a>
	302-2 Energy consumption outside the organization	Not applicable
	302-3 Energy intensity	<a href="#">Energy management</a>
	302-4 Reducing of energy consumption	<a href="#">Energy management</a>
	302-5 Reductions in energy requirements of products and services	<a href="#">Energy management</a>
<b>GRI 303:</b> Water and Effluents	303-1 Interaction with water as a shared resource	<a href="#">Water resources</a>
	303-2 Management of water discharge-related impacts	<a href="#">Water resources</a>
	303-3 Water withdrawal	<a href="#">Water resources</a>
	303-4 Water discharge	<a href="#">Water resources</a>
	303-5 General water consumption	<a href="#">Water resources</a>
<b>GRI 304:</b> Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<a href="#">Biodiversity</a>
	304-2 Significant impacts of activities, products and services on biodiversity	<a href="#">Biodiversity</a>
	304-3 Habitats protected or restored	<a href="#">Biodiversity</a>
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	<a href="#">Biodiversity</a>
<b>GRI 305:</b> Emissions	305-1 Direct (Scope 1) GHG emissions	<a href="#">Carbon footprint estimate</a>
	305-2 Energy indirect (Scope 2) GHG emissions	<a href="#">Carbon footprint estimate</a>
	305-3 Other indirect (Scope 3) GHG emissions	<a href="#">Carbon footprint estimate</a>
	305-4 GHG emissions intensity	<a href="#">Carbon footprint estimate</a>
	305-5 Reduction of GHG emissions	<a href="#">Carbon footprint estimate</a>
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable

GRI standard	Disclosure	Section/subsection of the report
<b>GRI 306:</b> Waste	306-1 Waste generation and significant waste-related impacts	<a href="#">Waste management</a>
	306-2 Management of significant waste-related impacts	<a href="#">Waste management</a>
	306-3 Waste generated	<a href="#">Waste management</a>
	306-4 Waste diverted from disposal	Not applicable
	306-5 Waste directed to disposal	<a href="#">Waste management</a>
<b>GRI 308:</b> Supplier Environmental Assessment	308-1 New suppliers audited using environmental criteria	<a href="#">Working with counterparties</a>
	308-2 Negative environmental impacts in the supply chain and actions taken	<a href="#">Working with counterparties</a>
Social aspects		
<b>GRI 3:</b> Material Topics	3-1 Process to determine material topics	<a href="#">Material Topics</a>
	3-2 List of material topics	<a href="#">Material Topics</a>
	3-3 Managing material topics	<a href="#">Material Topics</a>
<b>GRI 401:</b> Employment	401-1 New employee hires and employee turnover	<a href="#">Attracting and adapting employees</a>
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Social policy</a>
	401-3 Parental leave	<a href="#">Social policy</a>
<b>GRI 402:</b> Labor Relations	402-1 Minimum notice periods regarding operational changes	<a href="#">Social policy</a>
	403-1 Occupational health and safety management system	<a href="#">Occupational health and safety</a>
	403-2 Hazard identification, risk assessment and incident investigation	<a href="#">Occupational health and safety</a>
<b>GRI 403:</b> Occupational Health and Safety in the workplace	403-3 Occupational health services	<a href="#">Occupational health and safety</a>
	403-4 Worker participation, consultation, and communication on occupational health and safety	<a href="#">Occupational health and safety</a>
	403-5 Worker training on occupational health and safety	<a href="#">Occupational health and safety</a>
	403-6 Promotion of worker health	<a href="#">Occupational health and safety</a>
	403-7 Activity on prevention of occupational health and safety	<a href="#">Occupational health and safety</a>
	403-8 Workers covered by the occupational health and safety management system	<a href="#">Occupational health and safety</a>
	403-9 Work-related injuries	<a href="#">Occupational health and safety</a>
<b>GRI 404:</b> Training and Education	403-10 Work-related ill health	<a href="#">Occupational health and safety</a>
	404-1 Average hours of training per year per employee	<a href="#">Employees training</a>
	404-2 Programs for upgrading employee skills and transition assistance programs	<a href="#">Employees training</a>
	404-3 Percentage of employees receiving regular performance and career development reviews	<a href="#">Employees evaluation system</a>



## Appendix 4. IFRS S1, S2 index

Statement on the use		Kazakhstan Housing Company JSC presented this report in accordance with IFRS S1, S2 standards for the period from January 1, 2024 to December 31, 2024 <sup>8</sup>
IFRS standard applied		By the International Sustainability Standards Board (IFRS) S1 “General requirements for disclosure of information on financial aspects of sustainable development”, S2 “Disclosure of climate-related information”
Standard	Disclosure	Section/subsection of the report
Management		
Specify which governing bodies (person) are in charge of supervision over risk management and opportunities	how responsibility for risk management and opportunities is reflected in the powers, regulations and other internal regulatory documents that guide the above-mentioned governing bodies	<a href="#"><u>Corporate governance system</u></a>
	how does the authority(s) or person(s) determine whether the appropriate skills and competencies are available or will be developed to oversee strategies aimed at responding to risks and opportunities	<a href="#"><u>Corporate governance system</u></a>
	in what way and how often do the above-mentioned governing bodies receive information about risks and opportunities	<a href="#"><u>Activities of the Board of Directors</u></a>
	how do the body(s) or person(a) consider risks and opportunities in overseeing the organization’s strategy, major transaction decisions, risk management processes, and related policies, including whether the compromises associated with those risks and opportunities have been taken into account	<a href="#"><u>Activities of the Board of Directors</u></a>
	how do the above-mentioned governing bodies monitor the setting of targets related to risks and opportunities and monitor progress in achieving these targets, including whether and how relevant performance indicators are included in remuneration policies	<a href="#"><u>Activities of the Board of Directors</u></a>
Describe the role of executive management in the processes and procedures of management and supervision over risk and opportunities	whether this role has been delegated to a specific supervisor or a collegial governing body (committee, etc.) and how this supervisor or body is supervised	<a href="#"><u>Organizational structure of sustainable development management</u></a> <a href="#"><u>Risk management</u></a>
	does the leadership use controls and procedures to support oversight of risks and opportunities and, if so, how are these controls and procedures integrated with other internal functions	<a href="#"><u>Risk management</u></a>

<sup>8</sup> Only the disclosed requirements of IFRS standard S1, S2 are presented, regarding the remaining elements, the Company continues to improve its management, accounting and reporting systems for future disclosure.

Standard	Disclosure	Section/subsection of the report
Strategy		
Approach, that the Company uses to manage climate-related risks and opportunities	list the risks and opportunities of the organization that may affect the prospects of the organization	<a href="#">Risk management</a>
	the impact of risks and opportunities on the organization's strategy and decision-making process	<a href="#">Risk management</a>
	provide quantitative and qualitative information on the progress of execution of plans disclosed in previous reporting periods	<a href="#">Risk management</a>
	disclose information that allows to understand the assessment of the sustainability of the organization's strategy and business model at the reporting date	<a href="#">Risk management</a>
	indicate how and when the scenario analysis was conducted	<a href="#">Risk management</a>
Risk management		
Describe the process of identifying, assessing, and prioritizing climate change-related risks.	does the organization use the analysis of scenario to identify risks, and how	<a href="#">Risk management</a>
	how the organization monitors risks	<a href="#">Risk management</a>
	have the processes used by the organization changed compared to the previous reporting period and in what way	<a href="#">Risk management</a>
Quantitative goals and indicators		
The results of the organization's activity in relation to the risks and opportunities associated with sustainable development/ climate, including progress in achieving goals set by the organization or established by law	disclose information on greenhouse gas emissions Scope 1, 2 and 3 and approaches to the calculation methodology	<a href="#">Carbon Footprint Estimate</a>
	describe the executive management remuneration policy in relation to climate change objectives	<a href="#">Remuneration structure for members of the Board of Directors</a> <a href="#">Remuneration policy of the Management Board</a>
	applicable metrics from the GRI standard	<a href="#">Appendix 3. GRI Index</a>

## Appendix 5. Financial statements

A complete set of financial statements, including the auditor's report, can be found on the Company's corporate website: <https://khc.kz/en/annual-reports-2/>.



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KPMG Audit LLC  
180 Dostyk Avenue, Almaty,  
A25D6T5, Kazakhstan

### Independent Auditors' Report

To the Shareholder and Board of Directors of Kazakhstan Housing Company JSC

#### Opinion

We have audited the financial statements of Kazakhstan Housing Company JSC (the "Company"), which comprise the statement of financial position as at 31 December 2024, the statements of profit or loss and other comprehensive income, changes in equity and cash flows for the year then ended, and notes, comprising material accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Company as at 31 December 2024, and its financial performance and its cash flows for the year then ended in accordance with IFRS Accounting Standards as issued by the International Accounting Standards Board (IFRS Accounting Standards).

#### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Company in accordance with the International Ethics Standards Board for Accountants International Code of Ethics for Professional Accountants (including International Independence Standards) (*IESBA Code*) together with the ethical requirements that are relevant to our audit of the financial statements in the Republic of Kazakhstan, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

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Page 2

**Measurement of fair value of financial instruments at initial recognition**

Please refer to the Notes 3(e), 8, 14 and 19 in the financial statements.

**Key audit matter**

To attract investment for the development of infrastructure and business in the regions as part of the state programs, the Company carries out a number of arrangements aimed at supporting the economy, including the attraction of funds and distribution at the below-market interest rates. In 2024, the most significant of these transactions included:

- purchase of bonds of the local executive bodies (LEB) with a par value of KZT 462,125,576 thousand (Note 14);
- issue of debt securities with a par value of KZT 181,153,662 thousand (Note 17);
- raising the loans based on the Decrees of the Government of total par value of KZT 272,000,000 thousand (Note 18);
- substantial modification of the terms of other borrowed funds from the Parent Company (Note 18).

Initially the debt securities issued were recognised at fair values measured by applying relevant market interest rates to discount the future contractual cash flows.

We focused on:

- the estimate of the fair value of financial instruments at initial recognition due to significant judgment involved in arriving at the estimate.

Due to significance of these transactions this area is a key audit matter.

**How the matter was addressed in our audit**

We analysed the key aspects of the methodology for calculation of the fair value of financial instruments used by the Company. We assessed the reasonableness, relevance and reliability of data used by management to calculate market rates applied to determine the fair values of the debt financial instruments at initial recognition and compared them to available market information, including the involvement of our valuation specialists.

We also assessed whether the financial statements appropriately disclose the significant assumptions related to the measurement of the fair value of the financial instruments at initial recognition in the financial statements of the Company.



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**Other Information**

Management is responsible for the other information. The other information comprises the information included in the Annual Report but does not include the financial statements and our auditors' report thereon. The Annual Report is expected to be made available to us after the date of this auditors' report.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

**Responsibilities of Management and Those Charged with Governance for the Financial Statements**

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRS Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

**Auditors' Responsibilities for the Audit of the Financial Statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.





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- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditors' report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

The engagement partner on the audit resulting in this independent auditors' report is:

  
Madina Magomedova  
Certified Auditor  
of the Republic of Kazakhstan  
Auditor's Qualification Certificate  
№ МФ-0000594 of 24 May 2018

KPMG Audit LLC  
State License to conduct audit #00000021 dated 6 December 2006 issued by the Ministry of Finance of the Republic of Kazakhstan

  
Sergey Dementyev  
General Director of KPMG Audit LLC  
acting on the basis of the Charter

28 February 2025

Statement of financial position as of December 31, 2024

thousand tenge	Note	December 31, 2024	December 31, 2023
<b>ASSETS</b>			
Cash and cash equivalents	12	333,995,144	305,418,549
Placements with banks and other financial institutions	13	48,834,086	69,064,444
Investment securities measured at amortised cost	14	944,391,482	834,169,819
Loans to customers and long-term receivables from sales of real estate under instalment agreements:			
- at fair value through profit or loss	15	14,115,533	11,028,026
- at amortised cost	15	75,976,179	105,681,741
Finance lease receivables	16	127,674,171	138,842,941
Current tax asset		11,129,228	9,603,172
Advances paid for the purchase of real estate	16	3,106,928	–
Assets subject to transfer under finance lease agreements		1,992,924	300,471
Fixed assets		3,704,161	3,795,842
Investment property		6,148,617	6,586,560
Non-current assets held for sale		245,952	125,389
Other assets		1,921,290	1,578,063
<b>Total assets</b>		<b>1,573,235,695</b>	<b>1,486,195,017</b>
<b>LIABILITIES</b>			
Debt securities issued	17	760,657,949	807,471,686
Other borrowed funds	18	277,485,576	244,788,616
Government grants	19	237,676,419	138,309,016
Deferred income and provisions for guarantees issued	20	20,651,133	24,922,025
Liability to the Shareholder	21(b)	–	4,691,377
Deferred tax liability	11	14,312,620	14,330,174
Other liabilities		6,157,475	6,757,273
<b>Total liabilities</b>		<b>1,316,941,172</b>	<b>1,241,270,167</b>
<b>EQUITY</b>			
	21		
Share capital		193,432,016	193,432,016
Share premium		12,661	12,661
Treasury shares repurchased from shareholders		(2,597,522)	(2,597,522)
Additional paid-in capital		3,389,392	3,389,392
Reserve capital		2,734,447	2,734,447
Retained earnings		59,323,529	47,953,856
<b>Total equity</b>		<b>256,294,523</b>	<b>244,924,850</b>
<b>Total equity and liabilities</b>		<b>1,573,235,695</b>	<b>1,486,195,017</b>

## Statement of profit or loss and other comprehensive income for the year ended December 31, 2024

<i>thousand tenge</i>	Note	2024	2023
Interest income calculated using effective interest method		152,179,441	152,827,176
Other interest income		12,448,109	13,002,539
Interest expense		(108,224,936)	(106,998,904)
<b>Net interest income</b>	<b>5</b>	<b>56,402,614</b>	<b>58,830,811</b>
Fee and commission income		28,124	66,202
Fee and commission expense		(414,017)	(378,585)
<b>Net fee and commission expense</b>		<b>(385,893)</b>	<b>(312,383)</b>
Net foreign exchange gain/(loss)		477,474	4,755,756
Net gain on other financial instruments measured at fair value through profit or loss		4,301,457	5,618,145
Gain on guarantees issued	7	1,394,796	1,634,103
Income from the restoration/(accrual costs) of reserves for guarantees issued	20	4,261,952	(1,531,167)
Other operating losses	8	(17,743,327)	(24,080,449)
<b>Operating income</b>		<b>48,709,073</b>	<b>44,914,816</b>
(Loss on impairment)/gain from the recovery of debt financial assets	6	(1,980,159)	903,602
Personnel expenses	9	(3,508,830)	(2,769,766)
General and administrative expenses	10	(2,572,788)	(2,165,374)
<b>Profit before income tax</b>		<b>40,647,296</b>	<b>40,883,278</b>
Income tax benefit/(expense)	11	17,554	966,877
<b>Profit and total comprehensive income for the year</b>		<b>40,664,850</b>	<b>41,850,155</b>

## Statement of cash flows for the year ended December 31, 2024

<i>thousand tenge</i>	2024	2023
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Interest receipts	101,987,989	106,327,938
Interest payment	(59,189,525)	(63,196,993)
Fee and commission receipts	32,919	49,210
Fee and commission payments	(408,921)	(401,606)
Other expense payments	(638,719)	(39,481)
Personnel expense paid	(3,248,020)	(2,600,390)
General administrative expense payments	(2,659,015)	(2,216,191)
	<b>35,876,708</b>	<b>37,922,487</b>
<b>(Increase)/decrease in operating assets</b>		
Placements with banks and other financial institutions	19,998,749	635,386
Financial assets measured at fair value through profit or loss	–	2,212,494
Loans to customers and long-term receivables from sales of real estate under instalment agreements:	9,311,042	30,703,749
Advances paid for the purchase of real estate	(3,106,928)	–
Assets subject to transfer under finance lease agreements	(5,607,962)	(675,299)
Accounts receivable for financial leases	15,070,342	14,734,783
Other assets	(35,933)	605,392
<b>(Increase)/decrease in operating liabilities</b>		
Government grants	(295,549)	349,055
Deferred income on guarantees issued	1,552,173	1,404,562
Other liabilities	60,839	149,351
<b>Net cash flow from operating activities before income tax paid</b>	<b>72,823,481</b>	<b>88,041,960</b>
Income tax paid	(7,544)	(4,807,905)
<b>Cash flow from operating activities</b>	<b>72,815,937</b>	<b>83,234,055</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of investment securities measured at amortised cost	(482,545,039)	(154,568,819)
Repayment of investment securities measured at amortised cost	204,402,993	161,233,464
Acquisition of premises, equipment and intangible assets	(804,900)	(615,570)
Sale of investment property	511,483	–
<b>(Use)/cash inflow (in)/from investing activities</b>	<b>(278,435,463)</b>	<b>6,049,075</b>

thousand tenge

	2024	2023
<b>CASH FLOWS FROM FINANCIAL ACTIVITIES</b>		
Proceeds from debt securities issue (Note 17)	181,153,662	39,339
Repayment of debt securities issued (Note 17)	(180,000,000)	–
Receipt of other funds raised (Note 18)	272,000,000	–
Repayment of other borrowed funds	(4,977,508)	(2,524,407)
Dividends paid (Note 21(b))	(33,986,554)	(26,584,469)
<b>(Use)/cash inflow (in)/from financial activities</b>	<b>234,189,600</b>	<b>(29,069,537)</b>
<b>Net increase in cash and cash equivalents</b>	<b>28,570,074</b>	<b>60,213,593</b>
Effect of movements in expected credit losses on cash and cash equivalents	(15,010)	(77,307)
Effect of movements in exchange rates on cash and cash equivalents	21,531	45,092
Cash and cash equivalents at the beginning of the year	305,418,549	245,237,171
<b>Cash and cash equivalents at the end of the year</b> (Note 12)	<b>333,995,144</b>	<b>305,418,549</b>

Statement of changes in equity for the year ended December 31, 2024

thousand tenge	Share capital	Share premium	Own shares, repurchased from shareholders	Additional paid-in capital	Reserve capital	Retained earnings	Total
<b>Balance as of January 1, 2023</b>	<b>193,432,016</b>	<b>12,661</b>	<b>(2,597,522)</b>	<b>3,389,392</b>	<b>2,734,447</b>	<b>46,205,967</b>	<b>243,176,961</b>
<b>Total comprehensive income and profit for the year</b>							
Profit and total comprehensive income for the year	–	–	–	–	–	41,850,155	41,850,155
<b>Transactions with owners reflected directly in equity</b>							
Dividends declared and paid (Note 21(b))	–	–	–	–	–	(31,275,846)	(31,275,846)
Distribution to Shareholder (Note 14)	–	–	–	–	–	(8,826,420)	(8,826,420)
<b>Balance as of December 31, 2023</b>	<b>193,432,016</b>	<b>12,661</b>	<b>(2,597,522)</b>	<b>3,389,392</b>	<b>2,734,447</b>	<b>47,953,856</b>	<b>244,924,850</b>
<b>Balance as of January 1, 2024</b>	<b>193,432,016</b>	<b>12,661</b>	<b>(2,597,522)</b>	<b>3,389,392</b>	<b>2,734,447</b>	<b>47,953,856</b>	<b>244,924,850</b>
Total comprehensive income and profit for the year							
Profit and total comprehensive income for the year	–	–	–	–	–	40,664,850	40,664,850
<b>Transactions with owners reflected directly in equity</b>							
Dividends declared (Note 21(b))	–	–	–	–	–	(29,295,177)	(29,295,177)
<b>Balance as of December 31, 2024</b>	<b>193,432,016</b>	<b>12,661</b>	<b>(2,597,522)</b>	<b>3,389,392</b>	<b>2,734,447</b>	<b>59,323,529</b>	<b>256,294,523</b>



## Appendix 6. List of affiliates

### List of affiliated legal entities of the Company as of December 31, 2024

No.	Name of legal entity	Affiliation with the Company
1	Baiterek National Management Holding JSC	Sole shareholder of the Company
2	Development Bank of Kazakhstan JSC	a subsidiary of Baiterek NMH JSC
3	Export Insurance Company KazakhExport JSC	a subsidiary of Baiterek NMH JSC
4	Otbasy Bank JSC	a subsidiary of Baiterek NMH JSC
5	Agricultural Credit Corporation JSC	a subsidiary of Baiterek NMH JSC
6	Qazaqstan Investment Corporation JSC	a subsidiary of Baiterek NMH JSC
7	Damu Entrepreneurship Development Fund JSC	a subsidiary of Baiterek NMH JSC
8	ATYRAU ZH.B.I. – 2005 LLP	a legal entity in relation to which Kazakhstan Housing Company JSC has the right to a corresponding share in the property
9	MBS CAPITAL LLP	a legal entity in relation to which ATYRAU ZH.B.I. – 2005 LLP is a major shareholder or has the right to a corresponding share in the property. Agreement on trust management of voting shares (stakes in the authorized capital) of an authorized company
10	VVD-KURYLYS LLP	a legal entity in relation to which Kazakhstan Housing Company JSC has the right to a corresponding share in the property
11	SPARKLE DIAMOND LLP	a legal entity in relation to which VVD-KURYLYS LLP is a major shareholder or has the right to a corresponding share in the property. Agreement on trust management of voting shares (stakes in the authorized capital) of an authorized company
12	CRYSTAL SHYMKENT LLP	a legal entity in relation to which VVD-KURYLYS LLP is a major shareholder or has the right to a corresponding share in the property. Agreement on trust management of voting shares (stakes in the authorized capital) of an authorized company
13	Garant Investment LLP	a legal entity in relation to which Kaspiy Kurylys LTD LLP is a major shareholder or has the right to a corresponding share in the property. Agreement on trust management of voting shares (stakes in the authorized capital) of an authorized company
14	Kaspiy Kurylys LTD LLP	a legal entity in relation to which Kazakhstan Housing Company JSC has the right to a corresponding share in the property

A complete list of the Company’s affiliates, including individuals, is published on the Company’s website:



List of abbreviations

<b>ADB</b>	Asian Development Bank
<b>ARMC</b>	Audit and Risk Management Committee
<b>Baiterek NMH JSC, Baiterek Holding, Holding, Sole Shareholder</b>	Baiterek National Management Holding joint stock company
<b>bln</b>	billion
<b>BNS ASPR RK</b>	Bureau of National Statistics Agency for Strategic Planning and Reforms of the Republic of Kazakhstan
<b>BoD</b>	board of directors
<b>c.</b>	city
<b>CSPCD</b>	Committee for Strategic Planning and Corporate Development
<b>CPRSI</b>	Committee on Personnel, Remuneration and Social Issues
<b>EDB</b>	Eurasian Development Bank
<b>Egov Mobile</b>	e-government mobile application
<b>ESG</b>	environmental, social and corporate governance
<b>GDP</b>	gross domestic product
<b>GRI</b>	Global Reporting Initiative
<b>GS</b>	government securities
<b>IAD</b>	internal audit department
<b>ICT</b>	information and communication technologies
<b>IMF</b>	International Monetary Fund
<b>IS</b>	information system
<b>IT</b>	information technologies
<b>JSC</b>	joint stock company
<b>KASE</b>	Kazakhstan Stock Exchange JSC
<b>KHC JSC, Company</b>	Kazakhstan Housing Company joint stock company, Company
<b>KPI</b>	key performance indicator
<b>LCR</b>	short-term liquidity coverage ratio (Liquidity Coverage Ratio)
<b>LEB</b>	local executive bodies
<b>LLP</b>	limited liability partnership
<b>MARC</b>	multi-apartment residential complex
<b>Media</b>	mass media
<b>MC</b>	management company
<b>mln</b>	million
<b>MO Kazakhstan Mortgage Company JSC</b>	joint stock company Mortgage Organization Kazakhstan Mortgage Company

<b>NB RK</b>	National Bank of the Republic of Kazakhstan
<b>NSFR</b>	Net Stable Funding Ratio
<b>“Nurly Zher” program</b>	State program of housing and communal development “Nurly Zher” for 2020–2025
<b>pc.</b>	piece
<b>PCAF</b>	Partnership for Carbon Accounting Financials
<b>Qazreestr, IS “Qazreestr”, UIS EPHC “Qazreestr”</b>	an unified information system for equity participation in housing construction “Qazreestr”
<b>qty</b>	quantity
<b>ROA</b>	return on assets (Return On Assets)
<b>ROE</b>	return on equity (Return On Equity)
<b>SDGs</b>	sustainable development goals
<b>SKPI</b>	strategic key performance indicators
<b>sq. m., m²</b>	square meter
<b>STB</b>	second-tier bank
<b>SU</b>	structural unit
<b>SPA</b>	share participation agreement
<b>tCO<sub>2</sub>-eq</b>	a ton of carbon dioxide equivalent in greenhouse gas emissions
<b>thous.</b>	thousand
<b>UIP</b>	urban investment project
<b>UN</b>	United Nations
<b>un.</b>	unit
<b>VaR</b>	Value at Risk

# Contact information

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## The Company’s communication channels



Official website



Blog of the Chairman of the Board



Facebook



Instagram



Telegram



TikTok



Annual report



khc.kz



homeportal.kz



material.kz



qazreestr.kz



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