

# FEEDBACK MECHANISMS

GRI 2-26

KEGOC JSC OPERATES A STAKEHOLDER HOTLINE ESTABLISHED BY SAMRUK-KAZYNA JSC FOR ITS PORTFOLIO COMPANIES. IT PROVIDES ALL INTERESTED PARTIES WITH AN OPPORTUNITY TO REPORT ACTUAL OR SUSPECTED VIOLATIONS OF LAWS, REGULATIONS, INTERNAL POLICIES, AND ETHICAL OR ANTI-CORRUPTION STANDARDS.

Reports can be made confidentially and anonymously, and the Company guarantees full confidentiality and review of 100% of reports. The Hotline is available 24 hours a day, 7 days a week.

In 2024, 25 reports were submitted via the Hotline to KEGOC JSC. All reports were thoroughly investigated:

- ◆ 15 — the facts were not confirmed;
- ◆ 3 — the facts were partially confirmed;
- ◆ 7 — explanatory work was conducted, and corrective measures were taken.

No confirmed cases involving signs of corruption were identified in 2024.

The Head of the Compliance Service submitted quarterly reports to the Board of Directors on all received reports and measures taken.

## Classification of violations identified in 2024

Category of Violations	Number of reports
Ethical violations, conflict of interest, and labor relations issues	13
Non-compliance with legal and internal requirements	5
Theft, fraud, and data misrepresentation	3
Violations with signs of corruption	2
Other	1
Occupational safety and environmental issues	1

GRI 415-1

KEGOC JSC does not engage, either directly or through its subsidiaries, affiliates, officers, or employees, in the financing of political campaigns or organizations, lobbying of trade associations, tax-exempt entities, or other groups that influence political campaigns, public policy, or legislation.