

APPROVED

by decision of the Board of Directors

NAO "State Corporation

"Government for Citizens"

dated 24 July 2024

(Minutes No. 01-01-02/04)

**Annual report
non-profit joint stock company
"State Corporation
"Government for Citizens"
for 2023**

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INTRODUCTION

ABOUT THE REPORT

The purpose of this Annual Report of the NAO "State Corporation "Government for Citizens" for 2023 (*hereinafter - the State Corporation, the Report, respectively*) is to provide comprehensive and reliable information to stakeholders on the development strategy, achieved results of public service activities, corporate governance system, financial performance and responsibility in the field of sustainable development of the State Corporation.

The Report has been prepared in accordance with the legislative requirements of the Republic of Kazakhstan (*hereinafter - RK*) in the field of information disclosure, the Corporate Governance Code of the State Corporation and internal documents determining the procedure for information disclosure and preparation of the Report.

The Report includes indicators for the period from 1 January to 31 December 2023, as well as the previous year to reflect the dynamics of changes in the indicators. The Report makes it possible to assess the performance of the State Corporation for the reporting period. Financial data in the Report are presented in accordance with the audited financial statements of the State Corporation prepared in accordance with the International Financial Reporting Standards.

The Report is published on an annual basis in the state, Russian and English languages and is available on the State Corporation's website at www.gov4c.kz.

This Report has been approved by the decision of the Board of Directors of the State Corporation dated 24 July 2024.

ON THE STATE CORPORATION

The Law of the Republic of Kazakhstan dated 15 April 2013 "On Public Services" defines the **status of the State Corporation** as a provider in the field of public services, which in accordance with the legislation of the Republic of Kazakhstan carries out activities to organise the work on receiving applications for public services and issuing their results to the service recipient on the principle of "one window", ensuring the provision of public services in electronic form. (Article 11-1).

The State Corporation was established on the basis of the Resolution of the Government of the Republic of Kazakhstan No. 39 dated 29 January 2016 by merging 4 republican state enterprises on the right of economic management: Population Service Centre, Real Estate Centre, Scientific and Production Centre for Land Cadastre and State Centre for Pension Payment.

On April 7, 2016 the state registration of the State Corporation as a legal entity was held in the justice authorities and on April 8 - branches of the State Corporation in regional centres and the cities of Astana, Almaty.

On 23 June 2016, the Board of Directors approved the Development Strategy of the State Corporation for 2016-2020, which set the course for improving the quality, transparency and accessibility of public services provided to individuals and legal entities by a single provider.

At the initial stage, the structure of the State Corporation included the Board of Directors, Management Board staff, 70 branches, including 4 Directorates: provision of state services, land cadastre, technical survey of real estate, interdepartmental settlement centre for social payments and 1 representative office.

As a result of the ongoing work to optimise operations, in May 2017, the Directorates were liquidated, the Central Branch for Coordination of Social and Pension Provision Activities (*hereinafter, the Central Branch*) was established, and a single territorial branch was created in the regions by combining branches reporting to the Directorates. As of December 2021, the State Corporation had 19 branches.

On 6 April 2018, the Board of Directors approved an updated Development Strategy for 2018-2022 with strategic directions for further development of the State Corporation as a single provider of public services, transition to a digital format of services for citizens and businesses, and development of the State Corporation's human capital.

In July 2018, the functions of the Ministry of Justice of the Republic of Kazakhstan on registration of rights to immovable property were transferred to the State Corporation.

In December 2018, the State Corporation passed the audit honourably and received the international quality certificate of ISO 9001:2015 series.

In July 2019, the functions of the Ministry of Justice of the Republic of Kazakhstan on state registration of legal entities and record registration of branches and representative offices of commercial organisations were transferred to the State Corporation.

By the Resolution of the Government of the Republic of Kazakhstan dated 12 July 2019 No. 501, the State Corporation was transferred to the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan (*hereinafter - MDDIAI*).

By the Resolution of the Government of RK dated 15 October 2019 No. 765, the coordination and inspection of the activities of the State Corporation was transferred to the State Services Committee of MDDIAI (*hereinafter - SSC*).

From 1 April 2021, based on the Resolution of the Government of the Republic of Kazakhstan dated 1 February 2021 No. 27, the State Corporation is designated as the Single Contact Centre (*hereinafter - SCC*).

(For reference: the mentioned decree became invalid by the Resolution of the Government of the Republic of Kazakhstan dated 27 June 2023 No. 502. Currently, the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 16 May 2023 No. 177/H/K "On Determination of the Single Contact Centre" is in force).

Since July 2021, the State Corporation carries out activities on maintenance and processing of the information system "e-Otinish" as a "one-stop shop" for receiving all types of appeals of individuals and legal entities.

On 26 November 2021, the Board of Directors of the State Corporation approved a new Development Strategy of the State Corporation for 2022-2026, due to early implementation of almost all tasks of the previous Development Strategy.

On 13 December 2021, the State Corporation was presented with the United Nations Public Service Award Category I "Encouraging Innovation to Deliver Inclusive and Equitable Services for All, including through Digital Transformation".

From 1 July 2023, the functions of local executive bodies for civil registration have been transferred to the State Corporation.

In accordance with the Charter of the State Corporation, its main subjects of activity are:

- organisation of work on receiving and issuing documents on a "one-stop-shop" basis;

- social and pension security;

- state registration of rights to immovable property;

- state technical inspection of buildings, structures and (or) their components;

- state registration of legal entities that are commercial organisations and record registration of their branches and representative offices;

- registration of a pledge of movable property which is not subject to compulsory state registration;

- maintenance of the state land cadastre;

- State registration of acts of civil status;

- round-the-clock counselling support to individuals and legal entities on the provision of state and other services.

Clause 19 of the Charter of the State Corporation defines 93 types of activities in the above-mentioned areas.

As of the end of 2023, the State Corporation provided 1,281 types of services defined in the Register of Public Services, of which the State Corporation acted as a service provider for 53 types. 334 front offices, 676 back offices of the State Corporation and the Single Contact Centre (7 departments) were involved in the provision of public services.

MANAGEMENT APPEAL

WELCOMING SPEECH BY THE CHAIRMAN OF THE BOARD OF DIRECTORS



Dear colleagues and friends!

In 2023, the State Corporation "Government for Citizens" turned 7 years old. Today we see the qualitative changes that have taken place in the sphere of public services over these years.

Digitalisation has become a key factor determining the efficiency and transparency of public administration. We are creating a transparent, accessible and responsive system where every citizen can receive the services they need at any time and from any corner of our country. Electronic public services reduce bureaucratic hurdles and improve the quality of service.

Today we are proud to say that according to the UN, Kazakhstan is in 28th place among 193 countries in terms of e-government development and in 8th place in the World Online Services Index.

New e-government tools allow citizens to participate in public discussions, make suggestions and monitor the implementation of government programmes. We can all influence decisions that affect us, our families and the future of our children.

Dear friends, The rapid pace of technological development today sometimes outpaces our plans and forces us to make more flexible decisions. The only thing that remains unchanged is our endeavour to meet the needs of society in the best possible way, to protect people's interests and to be an effective intermediary in the interaction between the state and the citizen.

Nursultan Abakhanov
Chairman of the Board of Directors
NAO "State Corporation
"Government for Citizens."

WELCOMING SPEECH BY THE CHAIRMAN OF THE BOARD



Dear clients and partners!

Dear Colleagues!

The year 2023 for the State Corporation "Government for Citizens" is marked by a number of new projects and achievements.

The level of satisfaction of the recipients of public services increased by 4.5% compared to 2022 and amounted to 98%.

In 2023, 16.4 million public services were provided through front offices. The number of personal visits to the centres is decreasing every year. At the same time, the number of services that citizens receive without visiting the centres is growing. For example, the number of calls to the Single Contact Centre increased by more than 6 million over the year and amounted to about 30 million calls.

From October 2023, Service 111, a contact centre for family, women's and children's rights protection, was transferred to the State Corporation.

An important milestone in our work was the launch of the Unified State Real Estate Cadastre information system in July 2023. The digitalisation of services in this area has made it possible to increase efficiency and make processes open and transparent.

We also continued to modernise our front offices. For example, 31 digital offices across the country were modernised in 2023.

We are gradually introducing postomats across Kazakhstan. Thanks to the new service, citizens can pick up the documents they need at any time of day or night on their own.

The mobile application "TSON" was further developed in 2023. Now 79 state services with sub-services are available in the application.

The development of special centres remains an important area. Since 16 October 2023, the State Corporation has started to take theoretical examinations independently. A number of innovations were introduced: biometrics, audio and video monitoring of exams, and radio signal suppression. After the innovations, the percentage of successful passing decreased by one third. This objectively reflects the level of training of future drivers and serves as an additional barrier that ensures our safety on the roads.

I thank my colleagues for the ambitious work we have managed to accomplish in 2023, and our partners and customers for their feedback. Thanks to your feedback and suggestions, we continue to improve our activities and contribute to the development of a hearing nation.

Arman Kenzhegaliev
Chairman of the Management Board
NAO "State Corporation
"Government for Citizens.

I. ACTIVITY REPORT

1. MISSION, VISION, DEVELOPMENT STRATEGY

The Development Strategy of the State Corporation for 2022-2026 was approved by the decision of the Board of Directors dated 26 November 2021 (Minutes No. 01-01-02/09).

Mission - The State Corporation is a driver of change in the sphere of public services and the main instrument in the realisation of the "Hearing State" concept.

Vision - in 2026, the State Corporation is an efficient, technological and customer-oriented company, constantly improving the quality of public services and the process of interaction between citizens and the state, based on their requests and expectations.

The development strategy contains 3 directions and 5 objectives:

1) A platform for public service delivery.

Goal 1: Digitalisation of public service delivery.

Objective 2: Enhance the role of the State Corporation in the public service system.

2) State Feedback Coordinator.

Objective 3: Build an effective customer communication mechanism.

3) Effective Organisation.

Goal 4: Reduce the resource intensity of production and operational processes.

Objective 5. Further develop corporate, innovation, service and risk culture to increase employee engagement.

Thus, for the next five years, the State Corporation sees its development in activities to provide feedback to the public in the provision of public services and consideration of citizens' appeals, participation in the creation of a platform of public services with access to it by the business community, continuous improvement of the quality of public services with a transition from quantity to quality, and increasing the efficiency of its internal processes and resources.

The Development Strategy provides for 11 key performance indicators (*hereinafter - KPIs*). Nine KPIs are planned for implementation in 2023.

No. n/a	EFFICIENCY	Unit of measure friction	2022		2023	
			Plan	Fact	Plan	Fact
Strategic Direction 1.						
Public service delivery platform						
Goal 1: Digitalisation of public service delivery						
1	Development of a network of front offices (franchise) (100 outlets)	unit.	5	0	10	200
2	Information systems availability level (on the side of the State Corporation)	%	99,6	99,9	99,7	99,9
3	Share of transactions provided by the State Corporation's back offices without human involvement (excluding information references)	%	5	4,3	10	12,6
4	Share of public services provided through video-UNCs	%	5	0,21	10	10,8

Objective 2. Enhancing the role of the State Corporation in the system of public services						
5	Development of a draft law on the status of the State Corporation	unit.	1	1		
Strategic Direction 2. State feedback coordinator						
Goal 3: Build an effective customer communication mechanism						
6	Number of appeals received by state bodies (e-Otinish IS) <i>(reduction of appeals due to the solution of the issue in the centres Natizhe and Knowledge Base of IS "e-Otinish")</i>	%	95	0	85	100
7	Satisfaction level with the quality of public services and services provided by the State Corporation	%	87	-	87,5	93
8	Number of modernised front offices (115)	unit.	14	14	15	31
Strategic Direction 3. Effective organisation						
Goal 4: Reduce the resource intensity of production and operational processes						
9	Level of automation of internal processes	%	30	71	50	94,6
Goal 5: Further development of corporate, innovation and service industries and risk culture to increase the level of employee engagement						
10	Employee engagement level kept in the positive zone	%	60-80	82	60-80	85,4
11	Implemented grading system	unit.	1	0		

For the 2023 results, 8 KPIs have been achieved and 1 KPI has not been achieved.

Failure to achieve the KPI is due to the fact that in practice, applicants preferred to send appeals independently in electronic form (e-otinish.kz., eGov.kz.). Thus, in 2023, out of the total number of applications - 2,921,949, 23,673 or 0.8% were accepted through the "Natizhe" Centres, which could not affect the implementation of the KPI.

Execution of the Action Plan for the implementation of the Development Strategy for 2023 was 86% (7 out of 50 items were not executed).

Measures to implement the Development Strategy for 2024 will also be aimed at further improving public services as a provider and service provider, improving service delivery, operational efficiency, and human resource development. It is planned to adjust strategic indicators to improve the performance of the State Corporation.

Among the achievements of the State Corporation, first of all, it should be noted the reflection of initiative amendments in the Law of the Republic of Kazakhstan "On introducing amendments and additions to some legislative acts of the Republic of Kazakhstan on the issues of the State Corporation "Government for Citizens", international technological park "Astana Hub" and fingerprint registration" dated 23 December 2023.

The main provisions of the said Act are:

1) attributing certain categories of employees of the State Corporation directly providing public services or having access to personal data of citizens to the number of persons equated to persons authorised to perform public functions in order to increase responsibility and prevention of offences on the part of employees (the norm shall come into effect from 1 January 2025);

2) transfer of functions on acceptance of applications for public services and issuance of their results to business entities represented by partner organisations by concluding partnership agreements;

3) possibility for the State Corporation to provide additional services at the request of the service recipient for a separate fee to expand profitable activities of the State Corporation;

4) assigning to the State Corporation the competence to organise the reception of appeals of individuals and legal entities to administrative bodies.

Implementation of the Law will ensure motivation and proper level of responsibility of the State Corporation employees, development of public-private partnership in the sphere of public services, financial sustainability of the State Corporation.

Other achievements of the State Corporation in the reporting year and the results of the implementation of projects key to its activities are given in Subsection 2.2. "Other achievements of the State Corporation in the reporting year and the results of implementation of projects key to its operations are given in subsection 2.2.2 of this Report.

2. OPERATIONAL ACTIVITIES

2.1 Provision of public services

Activities of the front offices of the State Corporation

At the end of 2023, the State Corporation had 334 front offices (2022 - 325), of which: Population Service Offices (PSOs) - 263, PSO sectors - 35; Migration Service Centres (MSCs) - 5, MSC sectors - 2; Specialised departments for vehicle registration and issuance of driving licences (*hereinafter referred to as SpetsPSOs*) - 29, including 21 with driving ranges, SpetsPSOs sectors - 71 (located in PSOs), including 3 sectors with driving ranges.

At the end of 2023, 16,457,261 public services will be provided through front offices (2022 - 16,627,126), of which:

16,409,163 services or 99.7 per cent (2022 - 16,560,593 or 99.6 per cent);
in electronic form - 48,098 services or 0.3 per cent (2022 - 66,533 or 0.4 per cent).

Compared to 2022, there is a decrease in the total number of services provided by 169,865 units or 1%. At the same time in the following regions there is an increase in the number of public services: Almaty city +145,254, Zhambyl region +318,387, Aktobe region +59,636, North Kazakhstan region + 39,423, West Kazakhstan region + 2,547.

The most demanded government services in 2023 provided through front offices were:

№	Name of state services	Quantity
1	State registration, registration and deregistration of certain types of vehicles by vehicle identification number, as well as issuance of vehicle registration certificates and state registration number plates	3 290 773
2	Issuance and revocation of the registration certificate of the National Certification Centre of the Republic of Kazakhstan	3 263 917
3	Issuance of passports and identity cards to citizens of the Republic of Kazakhstan	2 675 442
4	State registration of rights (encumbrances) to immovable property	1 162 907
5	Issuance of driving licences	1 113 631
6	Registration at the place of residence of citizens of the Republic of Kazakhstan	539 216
7	Formation and adjustment of individual identification number for foreigners and stateless persons temporarily staying in the Republic of Kazakhstan	399 856
8	Entry of identification and technical data of buildings, structures and (or) their components on newly created real estate into the information system of the unified state real estate cadastre Issuance of a cadastral passport of a real estate object and a conclusion on the establishment of discrepancies in identification and technical data based on the results of a state technical survey of a newly created real estate object	384 685
9	Production and issuance of an identification document for a land plot	331 223
10	Issuance of repeated certificates or certificates of civil status registration	336 106
TOTAL		13 551 460

These public services account for 82.3 per cent of the total number of services provided.

The number of public services, independently received by citizens in self-service zones "Connection Point" in 2023, decreased in comparison with the data of 2022 by 8.2%: in 2023 - 15,060,125 services, 2022 - 16,406,489. The most active population receives self-service public services in branches in Astana and Almaty cities, Atyrau, Akmola, Zhambyl, Zhetysu, Kyzylorda, Mangistau, Pavlodar and Turkestan regions.

28,1614 public services were provided to residents of remote rural settlements through mobile *UNIC visits* at the initiative of local executive bodies (73,548 in 2022). In 2023, there were 2,209 visits of the UNICs (2022 - 5,274).

Dynamics of the quality of public service delivery by the front offices of the State Corporation:

Name	2023	2022	Dynamics	Note
Refusals and suspensions	189 091	206 618	decrease by 17,527 or 8.5 per cent	Reduction of the total number of failures

Refusals and suspensions due to the fault of front office employees	58	43	15 increase or 34.9 per cent	The main reasons for refusals are acceptance of an incomplete set of documents, inattentiveness during the formation of applications in the IIS of the UNHSC
Violation of deadlines for the provision of public services	278 297	146 063	increase of 132,234 or 41 per cent	The largest number of violations of deadlines was caused by technical failure of information systems - 111,674 or 76.4%. At the same time, failures on the side of the State Corporation amounted to 0.01%
Violation of deadlines due to the fault of front office employees	0	0		
Violation of processing time due to the fault of front-office employees	1 396	2 645	decrease of 1,249 or 47.2 per cent	Reason - low speed scanners, 1 for 2 employees
Total violations due to the fault of front office employees	1 454 (58+0+1 396)	2 688 (43+0+2645)	decrease of 1,234 or 45.9 per cent	The level of quality of public service provision was 99.99 per cent based on 100 - (1,454 / 16,457,261*100)

The NPS level, measured after receiving a public service through the Product Experience service recipient feedback system, was 98 per cent (2022 - 93.5 per cent).

A unified video surveillance platform of the Situation Centre with digital cameras and DSS Pro server space is in place to promptly coordinate the activities of front offices, control their work processes in real time and provide feedback to the population during the provision of public services. The video surveillance platform includes 315 digital video recorders and 1,899 digital video cameras installed in 315 front offices across the country. Transition of video communication channel from the republican port to the regional port in 183 departments of branches was carried out, as well as complete transition of video surveillance of 37 departments of Astana,

Almaty and Shymkent cities and 95 district departments of branches to own VPN-tunnel of the State Corporation. 7 operators - specialists of the Management Board and 1 specialist in branches are involved in the platform management.

The activity of the Situation Centre includes both video surveillance of document reception workers in front offices and monitoring of public services and waiting time of service recipients on the electronic queue board, timely taking of measures by front office managers to unload and reduce crowds of service recipients in front offices.

4 types of paid services are provided by front offices: formation of a package

of documents with the subsequent issuance of the finished document; services for conducting a trial practical examination on the automated electronic platform by category; services for individual and (or) comprehensive services for the provision of public services (registration and deregistration of motor vehicles); individual service for the formation of IIN for foreigners temporarily staying in the Republic of Kazakhstan. The plan on paid services for 2023 was fulfilled by 141%: with the plan of 476,372.72 thousand tenge the execution was 671,039.36 thousand tenge.

Single contact centre

The Single Contact Centre (*hereinafter - SCC*) started its activities in November 2011 under the management of JSC "National Information Technologies". Since 1 April 2021, in accordance with the Resolution of the Government of the Republic of *Kazakhstan* dated 1 February 2021 No. 27, the functions of the UCC have been transferred to the State Corporation (*For reference: at present, the said Resolution is no longer in force and the Order of the Acting Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 16 May 2023 No. 177/HK is in force*).

The work of the ECC is aimed at advising the population on receiving state services, accepting complaints and suggestions on the quality of their provision, including service in the Central Office, consulting on the services of the portal "*e-Government*" (*hereinafter - eGovernment*), information systems "State database "E-licensing" and "e-Application". The ECC also accepts applications for home care services for persons with special needs related to health limitations.

When contacting the ECC line, citizens additionally receive advice on tax and customs issues, social insurance and medical assistance, legalisation of motor vehicles, and the "National Fund for Children" programme.

In 2023, ECC departments with a total number of 535 people operated in 7 cities - Astana, Kyzylorda, Kostanai, Kokshetau, Petropavlovsk, Taraz, Shymkent. The employees of the ECC provide consultations via voice and non-voice (online chat, e-mail) communication channels, video calls (virtual assistants). In addition, the ECC provides public services through the format of video communication via mobile application "CON", additionally, 26 employees of the front offices of the State Corporation are involved as operators of the mobile application.

In 2023, the ECC received and processed more than 29.3 million requests (*2022 - 23 million*). The following results were achieved in the work of the ECC:

average call waiting time on the line is 20 seconds (*2022 - 20 seconds*);

the percentage of lost calls after menu and 30 second wait is 2.9 per cent (*2022 - 2.8 per cent*);

user satisfaction, i.e. the average rating from a user at the current date on a five-point scale is 4.84 points (*2022 - 4.84*).

The calls of service recipients who repeatedly contacted the 1414 line are monitored on an ongoing basis. The share of resolved issues from the first call of the service recipient was increased to 86.5% (FCR indicator - First Call Resolution), whereas in 2022 FCR was 85%.

Since October 2023, the contact centre "111" for family issues, protection of women's and children's rights (*hereinafter referred to as Contact Centre 111*) has been operating on the basis of the EWC.

The objectives of Contact Centre 111 are to prevent the occurrence of violations

of family, women's and children's rights by providing preventive psychological, legal and advisory assistance to citizens, to provide advice on the facts of violations of family, women's and children's rights, and to bring together all government agencies and NGOs to solve problems related to the protection of family, women's and children's rights.

MDDIAI, the public association "AMANAT Party" and the Commissioner for Children's Rights in the Republic of Kazakhstan concluded a Memorandum of Understanding on the implementation of coordinated measures to ensure the functioning of a free 24-hour national line on family, women's issues and the protection of children's rights.

Posted 31 employees at 4 Kerey-Janibek khandar street, Astana.

In 2023, Contact Centre 111 employees received and processed 21, 3 thousand calls, the average waiting time for calls on the line was 22 seconds, the percentage of lost calls after menu and 30-second waiting time was 1%.

The structure of appeals consists of legal issues (20.9%), information requests (20.5%), education issues (11.1%), psychological well-being (9%), violence and abuse (6.5%).

Social security and pensions

In the social sphere, the State Corporation provides services for the organisation of payments of 22 public services, for which 45 types of payments are accrued - 38 from the republican budget, 5 from the JSC "State Social Insurance Fund" (*hereinafter - SSIF*) and 1 from the funds of local executive bodies (*hereinafter - LEB*) payment of targeted social assistance (*hereinafter - TSA*). Also from 2023, the State Corporation in the pilot mode carries out 7 types of payments from the funds of the LEB. In total, 52 types of payments are made.

In 2023, 1,946,568 public services were provided (2022 - 1,821,284). Of these, 1 044 771 services (2022 - 1 072 952) were rendered for the assignment of payments from the republican budget, 901 797 services (2022 - 748 332) for the assignment of payments from the SSIF.

Information on services rendered by type of payment:

№	Types of public services	2023 г.	2022г.
Republican budget			
1	Assignment of retirement pension benefits	117 370	116 904
2	Assignment of state basic pension payment	127 658	127 764
3	Assignment of state social benefits for disability	47 338	47 558
4	Assignment of state social benefits in case of loss of breadwinner	17 365	33 595
5	Assignment of state special allowances	8	30
6	Assignment of allowance to a mother or father, adoptive parent (adopter), guardian (custodian) bringing up a disabled child	15 257	14 674
7	Assignment of maternity and childcare allowances	404 564	435 529
8	Allowance for caring for a disabled person of group 1	5 999	-
9	Assignment of special state allowance	19 206	32 986
10	Assignment of a lump-sum payment for burial expenses	91 064	95 367
11	Assignment of social assistance in the form of monthly payments to citizens of the Republic of Kazakhstan after the end of the period of capitalisation of payments for compensation for harm caused to the life and health of employees by legal entities liquidated due to bankruptcy	38	40

12	Payment of the difference between the amount of actually made mandatory pension contributions, mandatory occupational pension contributions adjusted for inflation and the amount of pension savings (state guarantee)	116 648	81 861
13	Assignment of State benefits to mothers with many children who have been awarded the "Altyn alkaya" or "Kumis alkaya" pendants or who have previously been awarded the title "Mother of Heroes" or who have been awarded the "Maternal Glory" orders of the first and second degrees	12 357	11 976
14	Assignment of allowance for a large family	66 691	69 597
15	Registration of citizens affected by nuclear tests at the Semipalatinsk nuclear test site, payment of lump-sum state monetary compensation, issuance of certificates	3 208	5 071
	Bottom line:	1 044 771	1 072 952
STATE SOCIAL INSURANCE FUND			
16	Social payment in case of loss of breadwinner	7 528	7 524
17	Social payment in case of job loss	233 643	116 281
18	Social payment in case of loss of working capacity	22 918	23 861
19	Social payment for loss of income due to pregnancy and childbirth	303 586	265 179
20	Social payment for loss of income due to pregnancy and childbirth	334 122	335 487
	Total	901 797	748 332

Note:

State services on pension payments from the Unified National Pension Fund and TSA payments are not provided through the State Corporation. The State Corporation is involved in the organisation of payments for these services.

Statistics:

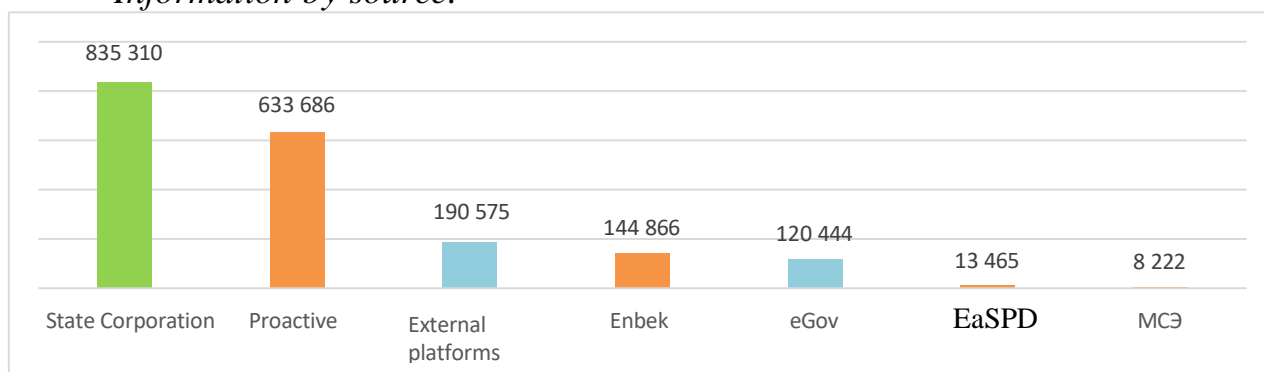
TSA - 1,083,100 (2022 - 821,552).

The payment from the UNPF is 123,118 (2022 - 124,754).

The back offices process applications submitted through the front offices of the State Corporation, Medical and Social Expertise departments of the Committee for Labour, Social Protection and Migration (*hereinafter - MSE*), departments of Employment and Social Programmes (*hereinafter - DESP*), eGov portal (*hereinafter - eGov*), Electronic Labour Exchange (*hereinafter - ENBEC*), external platforms (Kaspi Bank, Halykbank).

In the reporting period, 123,118 (number of registered electronic applications) were provided for pension payments from the JSC "Unified Accumulative Pension Fund" (*hereinafter - UAPF*) on the basis of a single application for three state services (retirement pension, basic pension payment and pension payments from UAPF) (2022 - 124,754).

633,686 services were provided in a proactive way (provision of a service on the initiative of the service provider, without the service recipient's application) (2022 - 566,424).

Information by source:

Thus, 57% of the total number of services provided in the field of social security and pensions are provided through the front offices of the State Corporation, proactively - 32.6%, through external platforms - 9.8%, ENBEC - 7.4%, eGov - 6.1%, DESP - 0.7%, MSE - 0.4%.

33,548 social assistance payments totalling 1,410.85 million tenge were made from MIO funds (the service is provided in 3 regions):

Pavlodar region - 23,778 payments in the amount of 1,015.3 million;

Astana city - 6,369 payments of 258.2 mln;

r. Almaty - 3,401 payments of 137.4 mln.

For 2023, the total volume of financial flows in the social sphere of the State Corporation amounted to 9,132.64 billion tenge (2022 - 7,419.3 billion). At the same time, the income plan for 2023 was fulfilled in the following order: MLSPP RK - 99.4% (plan - 18,693,619.04 thousand tenge / actual - 18,578,904.0 thousand tenge), MH RK - 99.9% (plan - 637,486.45 thousand tenge / actual - 637,049.00 thousand tenge), services to banks of the second sector of the State Corporation - 99.9% (plan - 637,486.45 thousand tenge / actual - 637,049.00 thousand tenge KZT), services to second-tier banks - 90% (plan - KZT 1,170,700.10 thousand / actual - KZT 1,055,689.70 thousand), UAPF - 88% (plan - KZT 658,293.51 thousand / actual - KZT 577,612.67 thousand).

The Social Block has improved the number of refusals and returns for revision compared to 2022. While in 2022 there were 54,512 refusals and 297,047 returns for revision, in 2023 there were 44,799 refusals and 174,188 returns, i.e. a 17.8 per cent decrease in refusals and a 41.3 per cent decrease in returns.

In 2023, the Contact Centre for Social and Labour Issues received 1,324,352 appeals from individuals and legal entities, which is 33% more than in the same period last year (2022 - 994,292). Of these, 1,225,103 (2022 - 937,587) were received by telephone; 99,249 (2022 - 56,705) were received on Livechat and ChatBot in TelegramEgovKzBot2.0 messenger on social and labour issues.

State registration of rights to immovable property

In the reporting year, 2,352,568 services were provided in the area of State registration of rights to immovable property (2022: 2,430,304), of which:

State registration of rights to immovable property - 1,237,187 (2022 - 1,248,014), representing 50.3 per cent of the total number of services related to the State registration of rights to immovable property;

electronic registration of rights to immovable property - 1,053,142 (2022 -

1,122,155), which is 47.1 per cent of the total number of services;

issuance of duplicate copies of documents of title - 42,735 (2022 - 41,437), which is 1.8 per cent of the total number of services;

Information services - 19,504 (2022 - 18,698), which is 0.8 per cent of the total number of services.

Thus, in the reporting period compared to the same period of 2022, there is a decrease in the number of rendered public services by 77,736 units or by 3.1%.

Number of services provided by region:

Branches	State registration of rights to immovable property		Electronic registration of rights to immovable property		Issuance of a duplicate of the document of title		Information services	
	2023	2022	2023	2022	2023	2022	2023	2022
г. Astana	82 470	104 671	191 702	150 715	1 026	1 272	1 525	1 735
г. Almaty	84 729	97 852	179 517	161 715	2 248	2 323	2 214	2 291
Shymkent	61 836	66 486	45 712	50 433	2 563	3 157	351	125
Abayskaya	40 238	15 526	25 073	10 218	1 411	555	583	135
Akmola	62 269	64 355	40 727	47 954	1 741	1 750	569	551
Aktobe	72 752	71 134	36 445	48 365	2 247	2 074	643	823
Almaty	92 438	115 467	92 928	111 623	3 834	3 906	778	984
Atyrau	42 441	44 886	26 958	33 047	989	872	57	273
East Kazakhstan	55 318	83 595	45 716	67 390	2 380	2 970	536	1 257
Zhambyl	61 948	57 189	32 106	35 995	2 987	2 759	507	581
Zhetysuskaya	51 114	16 894	25 495	10 005	1 370	504	75	27
West Kazakhstan	81 824	51 089	29 600	36 189	1 503	1 491	86	37
Karaganda	72 198	78 622	64 916	97 248	2 464	2 871	5 600	3 836
Kostanay	63 052	68 289	33 732	42 264	2 482	2 301	1 110	1 546
Kyzylorda	24 901	41 308	16 495	23 739	1 356	1 249	150	165
Mangistau	42 978	48 156	52 348	70 487	1 628	1 547	189	143
Pavlodar	56 802	54 106	32 927	38 160	2 587	2 606	3 005	2 757
North Kazakhstan	54 837	55 647	22 294	24 915	2 024	2 077	941	935
Turkestanskaya	116 731	107 018	46 973	56 487	5 511	4 974	345	426
Ulytauskaya	16 311	5 724	11 478	5 206	384	179	240	71
Total	1 237 187	1 248 014	1 053 142	1 122 155	42 735	41 437	19 504	18 698

The number of refusals for public services decreased by 12.3% compared to the fact of 2022: 2023 - 9,840 refusals, 2022 - 11,224.

The plan of revenues for 2023 from registration of rights to immovable property was executed by 83%: with the plan of 6 597 214,53 thousand tenge actual execution of 5 504 008,09 thousand tenge.

State technical inspection of buildings, structures and (or) their components

For 2023, 488,329 services were provided through the State Technical Survey of Real Estate (2022 - 471,248), including 115,218 (2022 - 80,843) through eGov.

By type of service provided:

entering into the legal cadastre of identification and technical data of buildings, structures and (or) their components for newly created immovable property

(commissioning act) - 71,707 (2022 - 87,138), including through eGov - 19,315 (2022 - 19,571);

technical survey of real estate (issuing a report with technical passport) - 294,751 (2022 - 375,789), including through eGov - 94,971 (2022 - 59,858);

issuance of duplicate technical passport for immovable property 6,668 (2022 - 9,080), including through eGov - 934 (2022 - 1,414).

Thus, in the reporting period compared to the same period of 2022, there is an increase in the number of provided public services by 17,081 units or 2.3%.

For 2023, the number of refusals was 10,100 and for 2022 it was 9,978, an increase of 1.2%.

The income plan for 2023 was fulfilled by 99% (plan - 7,422,918.28 thousand tenge / actual - 7,356,077.07 thousand tenge).

State registration of legal entities

For 2023, 223,346 services (2022 - 212,275) were provided through the registration of legal entities, of which 114,640 public services (2022 - 109,531) and 35,890 information services (2022 - 40,782). Meanwhile, 48,195 public services were provided through eGov (2022 - 48,275), 54,391 public services were provided through front offices (2022 - 46,041), and 12,054 (2022 - 15,215). Thus, there is an increase of 5 per cent in the total number of services, with an increase of 4.5 per cent for public services.

No. n/a	Name of the state service	2023	2022	%
1	State registration of legal entities, record registration of their branches and representative offices, including:	43 350	45 912	-5,6
	notification of the start of entrepreneurial activity (for small businesses)	36 770	39 287	-11,7
	commercial registration	5 901	5 856	+0,8
	accounting registration of branches and representative offices	679	769	-11,7
2	State re-registration of legal entities, record re-registration of their branches and representative offices, including:	45 066	36 790	+18,4
	change of name	8 539	6 442	+24,5
	reduction of authorised capital	1 194	1 359	-12
	change in the composition of participants (founders)	35 333	28 989	+18
3	State registration of amendments and additions made to the constituent documents of a legal entity other than a private business entity, as well as a joint-stock company, provisions on their branches (representative offices), including:	1 636	1 162	+29
	in case of change of location	979	697	+29
	Adoption of a new version of the charter (regulations)	657	465	+29
4	State registration of the termination of a legal entity, deregistration of a branch and representative office, including:	24 586	25 665	-4,2
	termination of the activity of a legal entity on the grounds of liquidation	12 473	10 395	+16,6

	registration of termination of activity of a state enterprise privatised as a property complex	59	55	+6,8
	forced termination of activity shall be made in a judicial procedure on the application of a body	12 054	15 215	-20,7
5	Issuance of a duplicate of the charter (regulations) of a legal entity that is not a private business entity, as well as a joint stock company, their branches and representative offices	2	2	
6	Issuance of copies of documents of the registration file certified by the registration authority	416	726	-43
7	Notification procedure for changing and supplementing registration and other information of a legal entity, branch (representative office), including:	72 400	61 236	+15,4
	change of location of a legal entity	30 334	27 392	+9,7
	change of manager	28 773	23 252	+19,2
	Introduction of amendments and additions to constituent documents	1 533	1 701	-9,9
	transfer of share of authorised capital into trust management	345	562	-38,6
	increase in the authorised capital of business partnerships	3 310	2 919	+11,8
	change in the main type of economic activity	2 886	4 038	-28,5
	other services	5 219	1 372	+73,7

The number of refusals for registration of legal entities and record registration of branches and representative offices totalled 9,417 (2022 - 12,619). Thus, there was a 25.4 per cent decrease in the number of refusals compared to the same period last year.

The main reason for refusals was the presence of debts on tax liabilities in the liquidation of legal entities and de-registration of branches and representative offices, provided for by Articles 16, 16-1 of the Law of RK "On state registration of legal entities and registration of branches and representative offices".

In terms of regions, the highest number of refusals in branches in Almaty - 3,409, Astana - 2,935 and Karaganda region - 634. The least number of refusals in branches in North-Kazakhstan region - 29, Ulytau region - 65, Kyzylorda region - 69.

The plan of incomes for 2023 is executed on 95 %: at plan 346 530,24 thousand tenge actual execution on 328 189,94 thousand tenge.

State Registration of Civil Status Acts (RCSA)

Since 1 July 2023, the State Corporation has been successfully implementing the functions of the RCSA.

The Ministry of Justice is responsible for normative and methodological support, control over the registration of civil status acts and ensuring the functioning of the relevant databases.

The staff number of the RCSA is 704 units.

There are a total of 225 district and city RCSA departments in the country, which are located in the premises of the State Corporation - 122 departments, LEB - 84, in rented premises - 22. There are 35 marriage palaces and ceremony halls.

The smooth transfer of the RCSA functions to the State Corporation was due to jointly planned and organised work with the LEB.

In 2023, 655,984 RCSA public services were provided (CSC - 269,665, RCSA departments - 152,313, eGov - 234,006).

In terms of government services:

No. n/a	Name of the state service	Quantity
1	Birth registration	228 409
2	Registration of marriage	67 700
3	Registration of marriage dissolution	13 884
4	Registration of death	50 895
5	Restoration	8 048
6	Issuance of repeated certificates or statements	177 202
7	Actualisation	109 229
8	Cancellation	617

The number of refusals was 33,629 or 5 per cent. At the same time, 40% of refusals were due to the non-appearance of the beneficiaries themselves (e.g. for marriage) and/or repeated applications for birth and death registration.

For the 6 months of 2023, revenues in the amount of 572,672,420.44 tenge were received.

During the half-year, contractual obligations were fulfilled within the framework of public procurement for the provision of RCSA services.

Since October 2023, the State Corporation has been implementing a project to introduce commercialisation of RCSA services.

Registration of pledge of movable property not subject to mandatory state registration

For 2023, the branches provided a total of - 28,072 services (2022 - 38,906), including:

registration of pledge of movable property not subject to mandatory state registration - 9,628 (2022 - 21,232);

issued certificates for registration of pledge of movable property not subject to mandatory state registration - 18,444 (2022 - 17,674).

Thus, in the reporting period compared to the same period of 2022, there was a decrease in the number of public services provided by 10,834 services or 27.8%.

Maintaining the state land cadastre

In 2023, 456,938 state services were provided in the area of land cadastre maintenance (2022 - 502,934), including:

production and issuance of certificates for land plots - 334,644 (2022 - 360,884);

determination of the cadastral (estimated) value of the land plot - 33,004 (2022 - 35,494);

provision of information on the qualitative condition of the land plot - 556 (2022 - 299);

coordination of the projected land plot with the graphic data of the automated information system of the state land cadastre - 88,734 (2022 - 106,257).

Based on the 2023 results, there was a 79 per cent increase in refusals to provide a public service, with 4,023 refusals issued in 2023 and 3,179 in 2022.

Within the framework of the state task on maintaining the state land cadastre in accordance with the contract No. 2 dated 1 February 2023, concluded with the Committee for Land Resources Management of the Ministry of Agriculture of the Republic of Kazakhstan (*hereinafter referred to as the CLRM*), the State Corporation

performed and delivered works in the following volumes:

№ n/a	Name of works	Unit of measurmen t	Total for 2023	Total for 2022
			volume	volume
	By survey types			
1	Soil survey	thousand hectares	5 800,00	5 600,00
2	Geobotanical survey	thousand hectares	7 600,00	6 000,00
3	State registration of lands	thousand hectares	272,5	272 490,2
4	Determination of bonitet of agricultural soils	thousand hectares	3 000,6484	4 506,07
5	Passportisation of peasant farms	thousand hectares	-	-
6	Updating of soil materials for land passportisation	thousand hectares	-	-
7	Determination of soil bonitet for passportisation purposes	thousand hectares	-	-
8	Maintaining land monitoring	thousand hectares	8 000,00	10 000,00
9	Creation of soil maps in electronic form	thousand hectares	5 800,00	5 600,00
10	Creation of geobotanical maps in electronic form	thousand hectares	7 600,00	6 000,00
	By AIS GZK			
11	Creation of electronic land cadastral maps of registration quarters	academic quarter	150	150
12	Updating of the AIS GZK database	уч.	-	-
13	Provision of information from the state land cadastre	pcs.	-	-
14	Scanning of land cadastral files using the AIS GZK "Archive" subsystem	case	110 000	110 000

To carry out the work involved:

21 branches of the State Corporation;

600 branch employees;

161 field crews and road vehicles;

13 certified laboratories across the country (except for branches in Almaty, Atyrau and Mangistau regions, Almaty and Shymkent cities) for soil analysis.

Income plan for 2023 was 16,854,648.85 thousand tenge, executed by 16,582,393.34 thousand tenge or 98%. Of them: income from monopoly types of services (public services): plan - 6,659,414.03 thousand tenge, actual - 6,566,388.32 thousand tenge or 99%; income from non-monopoly services: plan - 10,195,234.82 thousand tenge, actual - 10,016,005.02 thousand tenge or 98%.

2.2 Improving public services

The State Corporation is a member of the Interdepartmental Commission on the Provision of Public Services (*hereinafter - IC*) on an equal footing with the central state bodies.

In 2023, 10 IC meetings were held to consider proposals to optimise 25 public services developed by the State Corporation together with state bodies.

In order to improve public services, the State Corporation carries out project activities. In 2023, work was carried out on 50 projects with different deadlines for their implementation.

During the reporting period, the following major projects were implemented under the State Corporation's activities:

Projects on front office activities:

1) 31 front offices of the State Corporation were modernised in the cities of republican importance Astana, Almaty, Shymkent and 9 regions - Abay, Akmola, Aktobe, East Kazakhstan, West Kazakhstan, Zhambyl, Kostanay, Mangistau, Pavlodar regions. Modernisation touched both the infrastructure of the IDCs, the service, and the new deciphering of the abbreviation IDC - Digital Office of the Population.

The brandbook of the new CSCs is designed according to Kaizen principles, which include continuous improvement of quality, technology, processes, corporate culture, labour productivity, reliability, leadership and other components of the company's activities.

In the modernised CSCs, the zoning of the premises is carried out by type of service, taking into account the rule "the faster the service, the closer it is to the exit": a contact zone for self-receipt of electronic services, where they also teach the skills of receiving services via smartphones; a speed zone for services accepted up to 5-10 minutes (for example, issuance of EDS, RACS services); a zone of social services; a documentation zone, where you can receive a service both at the operator and through a documentation terminal (pilot project in Astana); and a comfort zone for receiving services in paper form. Each zone has its own colour scheme, with each zone having its own waiting area by colour.

For round-the-clock issuance of ready-made documents, postomats have been installed in the modernised CSCs - in the capital's CSC on Kerey and Zhanibek khandar a 64-cell postomat and in 9 regions of the country 14 postomats. The introduction of postomats has reduced the congestion of citizens in the document issuance sector and eliminated the maintenance of paper registers for document issuance.

2) The implementation of the project "Paperless CSC", launched in April 2022 to eliminate paper turnover in the provision of public services, continued. According to the results of 2023, electronic application forms for 45 public services and sms results for 50 public services were implemented. In total, taking into account the results of 2022, the following were transferred to the electronic form:

- paper receipts for 339 types of services or 85% of the total number of services provided through the CSC (*saving over 23 million sheets of paper for the amount of more than 99 million tg.*);

- paper application forms for 126 types of services or 37% (*saving for 2 years*

more than 17 million sheets of paper in the amount of more than 81 million tenge);

- paper form of the results of service delivery for 83 services or 13% with the provision of sms service of notification about the provision of public services (*saving for 2 years more than 4.7 million sheets of paper in the amount of more than 22 million tenge*).

3) Replicated across all regions of the country the project on documentation of citizens by employees of front offices of the State Corporation on 6 codes of documentation, which was launched in May 2022 in the cities of Astana, Almaty, Shymkent, Taraz, Aktau and Zhanaozen. As a result, it was possible to reduce the workload of migration police officers by 40% and shorten the waiting list for the service. In total, more than 2 million services were provided, of which more than 960,000 were provided by employees of the Centre.

4) In order to improve the activities of the SPECC in July 2023, amendments were made to the Rules for taking examinations and issuing driving licences, approved by the Order of the Minister of Internal Affairs of the Republic of Kazakhstan dated 2 December 2014 No. 862. According to the order, organisational and technological support of the procedures for taking examinations is carried out by the State Corporation. In this regard, from 16 October 2023, the State Corporation has fully switched to its own infrastructure in the examination classrooms of the Special Centre.

In accordance with these amendments, the "PDD 3.0" software has been developed, which has an automated exam proctoring function (audio stream scanning, video stream scanning, biometrics, facial recognition). The project has been launched in 90 exam classes.

It is possible to take the exam in the system in three languages (Kazakh, Russian, English). Thanks to the video surveillance system, the process of passing the theoretical exam is broadcast on the screens of the waiting rooms of the Special Centre. Online broadcasting of exam classes for viewing on Youtube is also implemented.

The system of pre-booking of electronic queue <https://booking.gov4c.kz/> for theoretical and practical examinations in the Special Centre was implemented. This system is integrated with the database of the State Corporation, which makes it possible, through automatic entry of the necessary data, to quickly and conveniently issue an electronic queue. An important change introduced through the reservation system is the redistribution of sensors from categories C, C1, D and D1 to category B, where there is a high demand. This has significantly reduced the waiting time for candidates and increased the accessibility and convenience of the practical examination process. In addition, the system provides for the sending of notifications of rescheduled bookings via sms in cases involving unfavourable weather conditions or technical failures.

In the waiting rooms of the UNHSC, information on system failures is broadcast on the screens of the scoreboards. This measure was introduced in order to provide clients with more accurate and detailed data on the current state of the system.

For the convenience of service recipients, the issuance of documents issued online in the sectors of the Special Social Centre in Astana, Almaty, Kyzylorda is implemented.

5) The pilot project "Mobile application "CES" (video-CES), launched in

November 2021, was further developed in 2023. The number of services provided through the video-CON service by EWC operators via omnichannel communication channel was increased to 79 public services with sub-services, including the service "Initial registration of the public service "Issuance of driving licence". At the end of 2023, 299,891 state services were provided via the mobile application and 547,782 video calls were received. As of 31 December 2023, 317,186 users had installed the application.

It should be noted that the Law of RK "On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan on the issues of the State Corporation "Government for Citizens", international technology park "Astana Hub" mobile application of the State Corporation is recognised as an object of informatisation for the provision of public services through video link with the State Corporation.

6) In March 2023, a demonstration of the automated terminal for issuing identity cards and passports for the heads of MDDIAI and the Ministry of Internal Affairs of the Republic of Kazakhstan was held in the Central Office of Social Security No. 2 in Astana, and a joint order was signed to launch a pilot project on documenting citizens through automated terminals.

Integration with the following information systems was carried out:

"Mobile Citizens Database" - for specifying telephone numbers of individuals for government agencies;

MLSPP RK - to check the social individual code of the privileged category of persons;

"State database "Physical Persons" - in terms of personal data on physical persons, address data of permanent and temporary registration, data on identity documents, data on legal capacity, missing persons, exclusion (conditional exclusion), data on "absconding from enquiry, investigation, trial and serving punishment".

The State Corporation's internal regulatory documents on the documentation process were updated, instructions for working with the terminal were developed, and training was conducted with the employees of the Central Office.

Developed and added "2 in 1" service (ID card + passport).

15 terminals were installed in two cities of republican significance: Astana - 10 terminals, Almaty - 5 terminals. For 10 months of 2023, 20,829 services were provided through terminals.

SCC Projects:

In October 2023, the project "Contact Centre 111" was implemented.

Within the framework of the Address of the Head of State Kasym-Jomart Tokayev to the people of Kazakhstan "Economic Course of Fair Kazakhstan" from 1 September 2023 in order to organise a Single Helpline, MDDIAI together with the party "AMANAT" and the State Corporation organised Contact Centre 111.

By MDDIAI Order No. R23034117 dated 2 October 2023, the State Corporation was allocated the short number "111" for the organisation of the Contact Centre. By the Resolution of the Government of RK No. 901 dated 12 October 2023, Contact Centre 111 is included in the List of emergency medical, law enforcement, fire, emergency and other services, connection to which is free of charge for users of

communication services.

Employees of the Contact Centre 111 provide information and reference consultation, psychological assistance to citizens, inform central state bodies, local executive bodies on received appeals and provide information to citizens on the status of execution of appeals.

Qualified specialists of the Contact Centre 111 provide services 24 hours a day, 7 days a week, without breaks, weekends and holidays, are in direct communication with operational teams to help families in difficult life situations, 24 hours a day, without breaks, weekends and holidays.

The social impact of Contact Centre 111 is high, it is:

1. Preventing the occurrence of violations of rights in the family, women and children by providing preventive psychological, legal and counselling assistance to citizens.

2. Counselling assistance in cases of violation of rights in the family, women and children.

3. Bringing together all government agencies and non-governmental organisations to address the protection of rights in the family, women and children.

Coordination of the prompt consideration of communications concerning violations of the rights, freedoms and legitimate interests of the family and the rights of women and children by State bodies, local executive bodies, regional ombudspersons for children's rights and Contact Centre 111 is carried out with the participation of the Commissioner for Children's Rights in Kazakhstan.

The functions of the central state bodies, local executive bodies include, based on the information of the Contact Centre 111, to promptly take measures and provide feedback on the solution of the applications to the Contact Centre 111.

Projects in the main areas of social block activities:

1) Automatic formation of electronic case layouts (*hereinafter - ECL*) and decisions on assignment of hard-sized allowances in AIS "E-maket" was implemented. The project was started in 2022 with the result of auto-forming of 2 types of allowances. In 2023 the project was continued and autoforming of 10 more types of allowances was realised. Total - 12 types of allowances.

Auto-forming implies that when the circumstances entitling to the assignment of benefits occur, the benefit is automatically assigned without the service recipient's application through the receipt of relevant information from the information systems of state bodies, i.e. the benefit is assigned proactively (without application) and is automatically formed.

As part of the digitisation of processes related to the assignment and payment of pensions and benefits in the reporting year, the following changes were made to the business process of service provision:

the function of forming ECLs and electronic draft decisions by employees of the State Corporation was excluded for 11 state services;

4 state services switched to auto-assignment of benefits without the participation of the authorised assignment body;

automatic posting of the decision of the authorised body on assignment for payment in the IS "Centralised database" was implemented for 2 state services.

In 2023, a total of 503,063 public services were provided without the participation of the beneficiary.

2) Introduced a single payment for employers who are micro and small business entities.

In accordance with Section 776-6 of the Internal Revenue Code, the following state monopoly activities are assigned to the State Corporation as part of the single payment:

maintenance and updating of personalised registration of single payment payers on the basis of an individual identification number;

distribution and transfer of the amount of a single payment to the State SSIF, the SHIF, the UAPF and the relevant budget at the location of the tax agent;

refund of erroneously (overpaid) amounts of a single payment.

For the year 2023, the State Corporation distributed and transferred to the UAPF, SSIF, SHIF and SRC in a single payment of KZ 945 344 367.41 to 30 031 depositors.

3) A project to scale up social assistance payments from MIO through the State Corporation in the cities of Astana, Almaty and Pavlodar region has been launched since September 2023.

Types of payments:

on the city of Astana	Almaty city
Social assistance to persons with tuberculosis (monthly)	Social assistance to persons with tuberculosis (monthly)
Social assistance to parents or guardians of children with HIV infection (monthly)	Social assistance to parents or guardians of children with HIV infection (monthly)
Social assistance to persons with cancer (monthly)	
Social assistance to persons with HIV infection (quarterly)	Social assistance to persons with HIV infection (quarterly)
Reimbursement of expenses for home education of a child (quarterly)	Reimbursement of expenses for home education of a child (quarterly)

The implementation of the pilot project has shown positive effects:

entering applications for payment of social assistance to persons with socially significant diseases in list format;

payment of social aid for holidays and memorial dates is made according to the lists submitted by the State Corporation in electronic format;

an automatic check of the applicant's data (registration at the place of residence, IIN, bank number) is carried out.

In 2023, the State Corporation made 33,548 payments of social assistance in the amount of 1,410.85 million tenge: Pavlodar region - 23,778 payments in the amount of 1,015.3 million tenge; Astana city - 6,369 payments in the amount of 258.2 million tenge; Almaty city - 3,401 payments in the amount of 137.4 million tenge.

4) As a result of joint work with MDDIAI and MLSPP RK, a pilot project was launched from 1 July 2023 to provide a service for the return of erroneously credited amounts of mandatory pension contributions and social contributions via eGov. These services were also included in the Register of State Services.

Results of the pilot project: SC returns of only 82,636, of which 35,500 (42.9 per cent) through eGov, MPC returns of only 86,462, of which 25,809 (29.8 per cent)

through eGov.

Projects in the sphere of registration of rights to immovable property:

1) In 2023 the project "I-Qalaa" was launched in Almaty city (in 2022 it was launched in Astana city). The essence of it is that the owner of the purchased property receives SMS from the Single Contact Centre 1414 with congratulations and a proposal to conclude contracts with utilities and from the City Services Centre with a link to a questionnaire with mandatory questions. Upon completion of the consideration of applications by utility organisations, a final SMS is generated stating that the contracts have been concluded and can be viewed in the personal cabinet on the City Services Portal. This eliminates the need to contact utility organisations and provide original documents. The information required for the conclusion of the contract, with the consent of the owner, is taken from state databases through the integration of information systems. In the reporting year, 76,439 online contracts were concluded.

2) Implementation of projects related to the registration of rights (encumbrances) to immovable property using blockchain technology continued. These are the Digital Mortgage project with the developer BI Group for the registration of sale and purchase agreements and agreements for the transfer of rights to real estate under pledge and the project with second-tier banks for the pledge of real estate. Performing registration actions using the blockchain technology allows to receive the service without going to the front offices of the State Corporation.

Within the framework of the pilot on pledge in 2023, Freedom, Halyk, Otbasny banks are connected. BI Group has been connected to conclude sale and purchase agreements with the developer. Within the framework of development, new participants of the Digital Mortgage - Bank Center Credit, First Credit Bureau and Bereke Bank - are connected to the fight.

The development of the project was carried out both through the increase in the number of banks and the introduction of new types of services on the technology of inclusive - these are: registration of assignment of claim rights under the loan agreement; registration of changes in encumbrance as a result of changes in the terms of the contract.

In 2023 on registration of rights (encumbrances of rights) to immovable property by means of technology blockchain registered a total of 92,967 state services (*in 2022 - 64,955 services*) on the basis of contracts with: BI Group - 15,554; Otbasny Bank - 60,154; JSC Halyk Bank of Kazakhstan - 9,341; JSC Freedom Finance Bank Kazakhstan - 7,078; Bank Centre Credit - 840.

3) The State Corporation together with the First Credit Bureau (*hereinafter referred to as FCB*) developed a Unified Platform for the provision of government services to the public and developers (FCB Gov Platform), which enables interaction between individuals and organisations connected to the FCB infrastructure and owners of government services.

In the reporting year, the FCB Gov Platform implemented:

the process of registering a real estate pledge agreement using blockchain technology (an automated process allowing second-tier banks to send an online application for registration of a real estate pledge via smart contracts);

the process of acquiring a property commissioned from the developer upon full payment (including the payment of a security deposit);

obtaining from the state real estate database a certificate of presence/absence of real estate with history and a certificate of registered rights/encumbrances on real estate.

As part of the development of the service it is planned to work on online purchase of real estate in mortgage, in instalments, under the equity participation agreement.

Land cadastre projects:

In 2023, the State Corporation implemented a project to create the information system "Unified State Real Estate Cadastre" (*hereinafter - IS USREC*), the development of which began in 2018 and was carried out at the expense of the State Corporation's own funds. The goal of the project is to implement land cadastre (AIS SLC) and real estate (IS TSD RER) services through the USREC IS.

From May to June 2023, data migration from the IS TSD RER (more than 18 million data) and AIS SLC (more than 6 million data) to the USREC IS was carried out.

The launch of the USREC IS was carried out on 1 July 2023.

With the launch of IS USREC, the procedure of registration of rights to a land plot has been simplified: services have been automated; the act on the land plot and the technical passport have been combined into a single document - the cadastral passport of the real estate object, the land survey project has been excluded; the number of approvals has been reduced due to the exclusion of land commissions and the duration of consideration of documents has been reduced from 1 year to 30 days; the possibility of providing composite services for obtaining a document on the land plot with registration of rights has been implemented; online monitoring of the document's progress has been introduced.

On 29 December 2023 the act of putting into commercial operation of IS USREC was signed.

Since 1 July 2023, 301,515 cadastral passports have been issued through the USCIS, including 77,489 for land cadastral works and 224,026 for technical survey.

On 9 October 2023, automation of the state service "Acquisition of rights to a land plot within the city of republican significance, capital, cities of regional and district significance" implemented through eGov, gateway of "e-government", Public cadastral map IS EGKN, regional geoinformation systems of akimats was carried out. Since the day of its launch, akimats have received 8,964 applications for composite services on provision of land plot in cities. 437 positive decisions of LEB were issued. The process is fully completed (cadastral passport issued, plot registered) on 48 applications.

Project on institutionalisation of the e-Otinish information system:

In accordance with paragraph 3 of Article 69 of the Administrative Procedural and Procedural Code of the RK (*hereinafter - APPC*), the information system "e-Otinish" (*hereinafter - the System*) is used as a "single window" for receiving all types of appeals of individuals and legal entities.

The State Corporation is responsible for organising the receipt of applications from individuals and (or) legal entities to administrative bodies and officials and issuing answers to them at the request of applicants.

Since the start of the project in 2021, the State Corporation has worked on the development, implementation and maintenance of the System as one of the digital

tools for implementing the "Hearing State" concept. The State Corporation has ensured and carried out interdepartmental coordination of the project implementation, as well as training of all users to work with the System, solved a number of other organisational issues, including test works on receiving and reviewing citizens' appeals in various state bodies and organisations.

The system has been implemented in more than 26 thousand administrative bodies and in 26 thousand of their subordinate and structural subdivisions, where it is used by more than 212 thousand employees, more than 5.7 million applications (of which in 2023 - more than 2.9 million) from 1.6 million applicants have been registered.

Within the framework of the project implementation the following has been implemented:

1. Organisation and functioning of the "Natzhe" centres for work with the population on the basis of the UNC 260.
2. Launch and implementation of the pilot project on the work of front offices of the State Corporation and Akimats in Kostanay, Pavlodar and Turkestan regions according to the unified standard and the authority of the IDCs to involve representatives of the MIO and territorial subdivisions of the central state bodies in consideration of appeals.
3. Institutionalisation of the System as a "one stop shop" for receiving all types of applications from individuals and legal entities.
4. Elaboration of the draft Concept for the Development of Centres of Comfortable Services for Citizens (a network of SuperPSOs).
5. Development of the draft Concept of the "Citizens Reception Centre" at the Government Office.
6. Launch of the Citizens' Reception Centre at the Government Office from 3 July 2023.
7. Scaling up in the regions from December 2023 the experience of the Citizens' Reception Centre at the Government Office.

The main project outcomes are:

- 1) consideration of all appeals in a single system, with a single number for all public bodies according to the APTC;
- 2) uniform practice of handling appeals for employees of all administrative bodies in accordance with the APTC;
- 3) an opportunity for the applicant to supplement the package of documents, to present additional arguments;
- 4) appealing earlier decisions through the unified system;
- 5) exemption of the applicant from collecting documents due to a single file on IIN (the number is unique and all information in one place - appeals, claims orders);
- 6) filing a lawsuit to the court in one click via the System or mobile phone;
- 7) analytical reporting with a detailed breakdown by each public body.

In 2023, at the national competition to determine the contribution and achievements of state bodies and organisations in the field of project management "Qazaqstan Project Management Awards", held on the platform of the international forum Digital Bridge, the project received a special nomination "The best project to improve the public administration system".

A project to automate internal processes on the VRM platform:

The goal of the project is to generally improve the efficiency and transparency of the State Corporation's business processes by eliminating unnecessary participants, reducing the human factor at the stage of data generation or verification, and by fully automating certain steps of the process, eliminating human involvement.

The project started in 2022 and is planned to be implemented until 2026. At the initial stage of the project implementation, the business processes of the State Corporation were analysed, where the heads of all structural divisions and top management of the State Corporation were interviewed in order to identify the processes to be automated. As a result, a list of 136 processes to be automated on the basis of the VPM system was approved.

The automation perimeter includes the following processes: HR administration and personnel management; budget management; administrative and business activities; commercial service management; technical support; strategy implementation; risk management and internal control; internal audit; corporate secretary and office; compliance; technical support; treasury and accounting.

The platform is integrated with the following systems/services: 1C (in terms of data collection for budgeting, organisation budget approval, organisation budget adjustment and HR processes); IS "State database "Individuals" (personal information about an individual/place of birth/address information/identity document information); Public Procurement Portal (in terms of obtaining a signed contract and other contract attributes).

Integrations with the following systems/services are being carried out: Enbek.kz (in terms of transferring data on concluded contracts, additional agreements and termination of labour contracts); the Ministry of Health of the RK (certificate from psychoneurological and narcological dispensary); the Committee on Legal Statistics and Special Records of the General Prosecutor's Office of the RK (certificate on the presence or absence of criminal record).

From 1 September 2023, the project has been scaled in 21 branches of the State Corporation in pilot mode and has been put into commercial operation since 16 October.

According to the results of 2023, 129 processes (94%) out of 136 processes (from the approved List of business processes to be automated) have been automated. There are also processes that are at the stage of modification and modernisation. According to the results, a total of 35,547 thousand objects in the Management Board apparatus were launched.

It should be noted that in the Qazaqstan Project Management Awards - 2023 competition, the State Corporation's division responsible for project activities took second place in the nomination "Best Project Office" in the category "Quasi-public sector".

3. INFORMATION TECHNOLOGY

In the reporting period, extensive work was carried out to further build and administer the network and unified info-communication environment of the State Corporation.

The following work has been done:

The Company introduced telephone communication using its own highly protected communication channels, which allowed to reduce the costs of long-distance communication, to organise interaction with the provider, getting rid of redundant and poorly used communication channels, which will eventually allow to structure communication costs.

Communication equipment purchased within the framework of infrastructure development has been implemented, which allowed the built infrastructure to support and provide such projects:

Internal ip telephony;

YouTube broadcast of the Road Traffic Rules exam;

Integration of RTR servers with IIS PSOs 2.0;

Implementation of SImBase system in the regions;

Issuance of documents via a post office;

OpenWifi.

Connected 1,892 CCTV cameras using proprietary channels.

Zabbix and iMaster monitoring and control systems were implemented.

We implemented our own Wi-Fi network solution (696 Wi-Fi switches and access points were installed), which allowed us to minimise the cost of communication channels by reducing them.

II. SUSTAINABILITY REPORT

4. SUSTAINABLE DEVELOPMENT GOVERNANCE

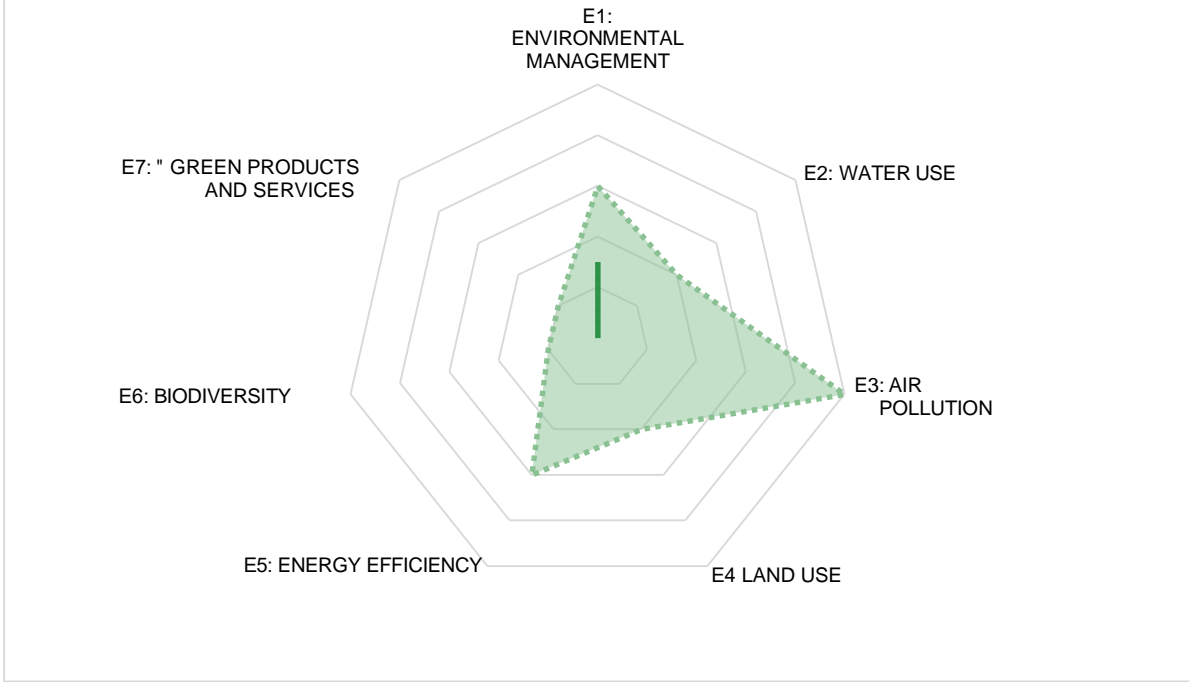
The Development Strategy of the State Corporation defines the understanding of the importance of impact on the economy, striving to grow long-term value, ensuring its sustainable development in the long term and balancing the interests of stakeholders.

By ensuring uninterrupted, accessible and high-quality provision of public services, participating in the implementation of national projects, the State Corporation contributes to the sustainable development of the national economy and society.

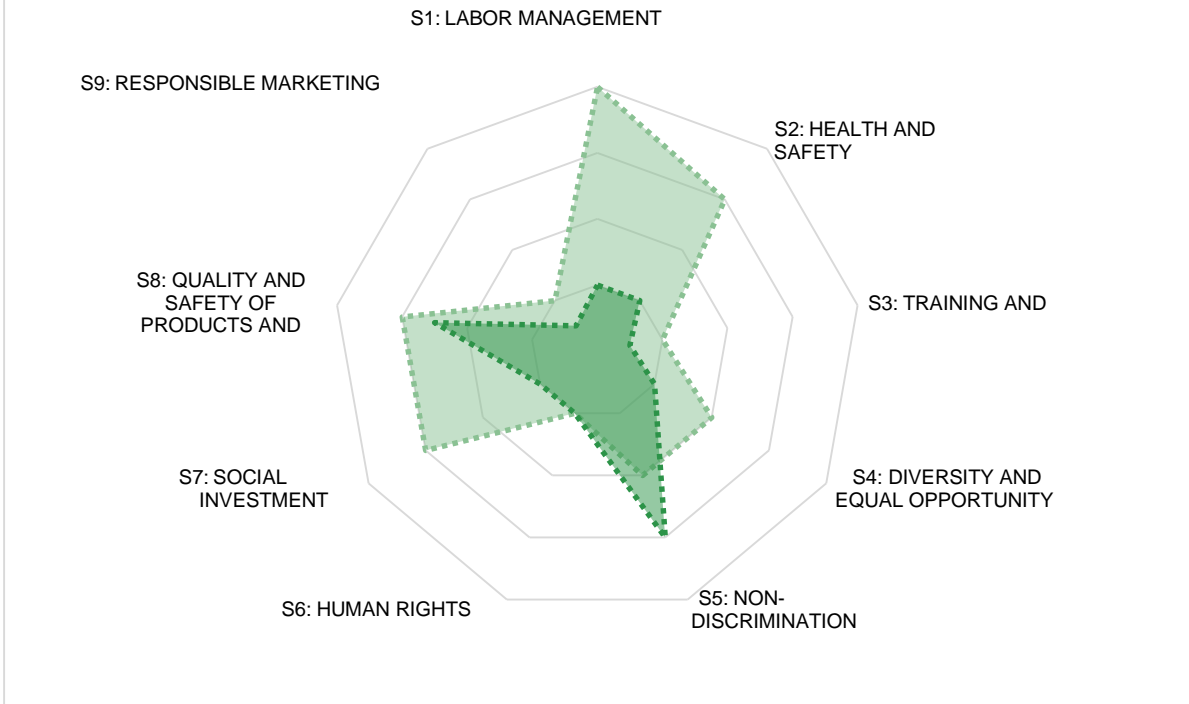
All employees and officials at all levels contribute to sustainable development. The Board of Directors of the State Corporation provides strategic guidance for sustainable development activities. The Board ensures formation of an appropriate sustainable development management system and its implementation, realisation of sustainable development principles and sustainable development activities. Structural subdivisions implement activities in the field of sustainable development, provide information on the results of the implementation of these activities for inclusion in the reporting on the implementation of the Development Strategy and in the Annual Report of the State Corporation.

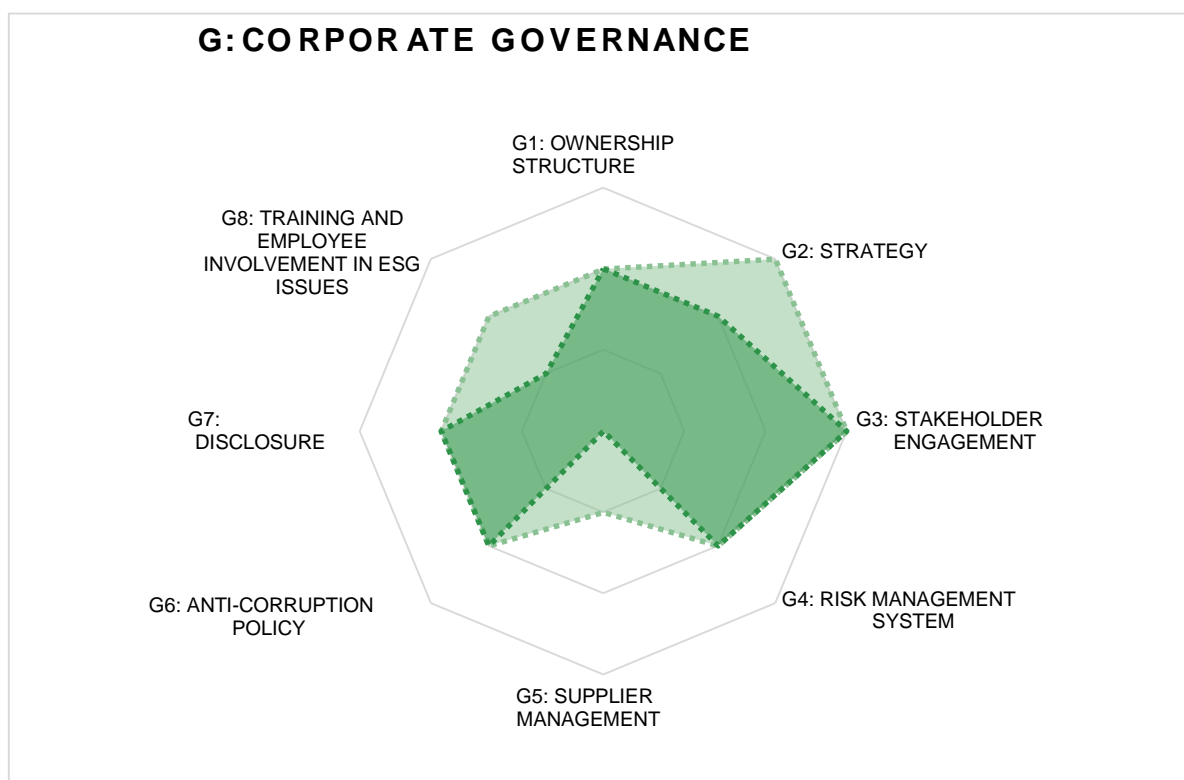
The current sustainability situation (at the end of 2023) is characterised by the following ESG screening results conducted by Consulting for Sustainable Development LLP.

E: ENVIRONMENT



S: SOCIAL ASPECTS





ESG screening results in terms of the environmental component of sustainable development are related to the fact that the State Corporation does not have a direct significant impact on the environment. Accordingly, less attention is paid to environmental responsibility activities.

In order to implement ESG principles in the activities of the State Corporation, the Management Board of the State Corporation approved the Sustainability Policy in February 2022.

The above Policy defined the goals, principles and directions of the State Corporation's activities in the field of sustainable development.

Economic growth objectives	Environmental balance objectives	Goals in the field of social responsibility
1) growth in long-term value;	1) minimising impacts on biological and physical natural systems;	1) ensuring transparent competitive procedures and equal employment opportunities;
2) ensuring the interests of the Sole Shareholder;	2) optimal utilisation of limited resources;	2) fair remuneration and respect for workers' rights;
3) Improving the efficiency of processes;	3) application of environmentally friendly, energy- and material-saving technologies	3) ensuring labour safety and preserving the health of employees;
4) increase in labour productivity;		4) training and professional development of employees;

5) increased investment in the creation and development of more advanced technologies;		5) implementation of social programmes for employees;
6) compliance with legal requirements, anti-corruption, high standards of corporate governance and business ethics;		6) inclusiveness when appointing employees to managerial positions in the State Corporation
7) support of local communities in the areas of operation, promotion of socio-economic development of the regions		

The main goal of the State Corporation in the field of sustainable development is to achieve strategic objectives without compromising its sustainability in the long term, taking into account the interests of various stakeholders.

No. n/a	Name of principle	Definition of principle
1	Openness and transparency	The State Corporation adheres to the policy of openness and transparency of intentions and actions, providing access to the results of its activities by posting relevant information on the State Corporation's web-site. This principle contributes to building trust in the activities of the State Corporation
2	Accountability	The State Corporation recognises its accountability for its impact on the economy, environment and society, as well as its responsibility to the Sole Shareholder for the growth of long-term value and sustainable development of the State Corporation in the long term. Sustainability reporting annually disclosed in the Annual Report on the activities of the State Corporation
3	Legitimacy	The State Corporation carries out its activities in strict compliance with the norms of the current legislation of the Republic of Kazakhstan and fulfils the obligations assumed by it
4	Ethical behaviour	In the process of interaction with all stakeholders, the State Corporation strictly follows ethical norms and rules of corporate ethics, including those set out in the Code of Business Ethics of the State Corporation
5	Respecting the interests of stakeholders	relationships with stakeholders are built on the basis of mutual interest in the results of such interaction. In its activities, the State Corporation seeks to balance the interests and expectations of all stakeholders
6	Respect for human rights	The public corporation recognises the inviolability of human rights and does not tolerate any form of human rights violations. The public corporation promotes equal opportunities, opposes forced labour, protects personal data and other fundamental human rights

7	Intolerance to corruption	In its activities, the State Corporation adheres to the principle of zero tolerance of corruption in any form or manifestation (zero tolerance principle) and considers it its duty to contribute to raising the level of anti-corruption culture in society
8	Inadmissibility of conflict of interest	The State Corporation shall endeavour to avoid situations where personal interests conflict with the interests of the State Corporation and where a conflict of interest may arise. Avoidance of conflicts of interest is an important condition for ensuring the protection of the interests of the State Corporation and its employees. All employees of the State Corporation shall be responsible for making transparent, timely and reasonable decisions that do not involve a conflict of interest

In accordance with the above goals and principles, the State Corporation plans its sustainable development activities in three areas: ensuring efficiency and continuity of operations (economic sustainability); rational use of natural resources (environmental sustainability); and professional development and social support of employees (social sustainability).

5. REALISATION OF ECONOMIC SUSTAINABILITY GOALS

Purpose	Contribution of the State Corporation
Long-term value growth	Changes in shareholders' equity over 3 years: as of 1 January 2021 - 32,495,158 thousand tenge; as of 1 January 2022 - 39,352,856 thousand tenge; as of 1 January 2023 - 45,789,678 thousand tenge; as of 1 January 2024 - 45,845,985 thousand tenge.
Ensuring the interests of the Sole Shareholder	Annually, the Sole Shareholder sends to the State Corporation the List of KPIs (Expectations of the Sole Shareholder) leading to the achievement of the goals of the authorised body (MDDIAI), which are reflected in its Development Plan. In 2023, 12 or 92 per cent of the Sole Shareholder's 13 KRIs were met (2022 - 13 or 86.6 per cent of the 15 KRIs were met). In 2023, the State Corporation received 1,811 requests and instructions from MDDIAI (2022 - about 700), executed - 1,804. Of these, 80 minutes of meetings with instructions on 204 items (2022 - 51 minutes and 262 items of instructions). 12 protocols with 40 items of instructions were received from SSC (2022 - 16 protocols and 54 instructions)
Improving the efficiency of processes	The State Corporation annually increases the share of automated processes for the provision of public services. In 2023, manual labour in the provision of public services in back offices was reduced by 12.6%, i.e. out of 5,286,072 public services, 667,099 services, excluding information references, were provided fully automatically (2022 - 4.3% of services were provided without manual labour).

	<p>The implementation of the project on automation of internal business processes was also continued, which is carried out on the basis of the VRM platform in accordance with the public procurement contract with Simourg LLP. To implement the project, the List of internal business processes to be automated was approved, which includes the following processes: HR administration and personnel management; budget management; administrative and economic activities; commercial service management; technical support; strategy implementation; risk management and internal control; internal audit; corporate secretary and office; compliance; technical support; treasury and accounting.</p> <p>The list includes 136 items, of which 131 are process automation items and 5 are systems integration items.</p> <p>In 2023, 22 processes were automated in: personnel administration - 6, quality management system management - 1, asset management and commercial service - 1, public procurement - 6, organisation and conduct of collegial management bodies - 1, treasury - 5, accounting - 1, briefings - 1. Work has also been done to further improve the 10 processes automated in 2022. As of 31 December 2023, a total of 146,898 items have been launched and 94.6% of the List has been automated (2022 - 71% of the List).</p>
<p>Increase in labour productivity</p>	<p>In 2023, labour productivity per employee of the State Corporation with the plan - 196.16 thousand tenge (minus) was 141.33 thousand tenge (2022 with the plan of 135.67 thousand tenge (clarification of the second half of the year) the fact was 165.52 thousand tenge, ie executed by 122%). The increase in labour productivity will be facilitated by technological innovations, strengthening of employee motivation, modernisation and integration of information systems, improvement of management, reduction of redundant personnel, and improvement of employee qualifications. In turn, the above factors are affected by the need for sufficient funding of the State Corporation.</p>
<p>Increased investment in the creation and development of more advanced technologies</p>	<p><u>Investments in the USREC IS</u></p> <p>In 2023, the project to launch the USREC IS, the development of which started in 2018, was finalised. With the launch of IS USREC (1 July 2023), the procedure of registration of rights to land plot has been simplified: services have been automated (transition to electronic format), a number of documents have been excluded (act on land plot, land surveying project, technical passport of the object), land commissions have been excluded (the number of approvals has been reduced), online monitoring of the document progress through various instances, introduction of composite services for obtaining a document on land plot with registration of rights, the duration of consideration and approval of documents has been reduced from 1 year to 1 year.</p> <p>On 29 December 2023 the act of putting the IS USREC into commercial operation was signed.</p>

Statistics for 2023: 301,515 cadastral passports were issued through SSCI, including: for land cadastral works - 77,489, for technical survey - 224,026. Akimats received 8,964 applications for provision of composite services of LEB in the IS USREC on provision of land plots in cities.

Investments in PSC IIS

In 2023, work continued to modify the IIS of the PSC in terms of public services in the field of road safety (Special PSC services).

The new system provides for automatic filling in of most of the applicant's data using a number of format and logic controls without the possibility of their correction by the operator, there is no manual data entry on key parameters, which significantly reduces the time for filling in the application. In case of non-compliance of the application with the set criteria for obtaining public services, an auto-rejection is formed. The system is configured so that the data cannot be corrected by the operator.

IIS PSC 2.0 was integrated with the systems of the Ministry of Labour and Social Protection of the Republic of Kazakhstan and the Ministry of Internal Affairs of the Republic of Kazakhstan, which made it possible to reduce the volume of transmitted data at the technical level.

The new system eliminates fraudulent pre-booking of GRNZs (State Registration Number Plates) and will automate such processes as the ordering of high-demand GRNZs subject to prepayment and the ordering of a duplicate GRNZ, as well as its restoration.

Integration of the IIS PSC 2.0 with PGEG (payment gateway of "e-government") and financial institutions that accept payment of state duties in the Special Centres allowed to digitise the process of reconciliation of state duties for payment and eliminate the acceptance of paper receipts for payment of state duties and fines.

Since 2023, all state services in the field of road safety have been provided through IIS PSC 2.0, and the system has been scaled up across Kazakhstan, operating in 20 regions and 86 departments.

The "Paperless PSC" project launched in 2022 to eliminate paper applications and receipts when accepting documents through the IIS PSC was also continued. According to the results of 2023, electronic application forms for 45 public services and SMS results for 50 public services were implemented. In total, taking into account the results of 2022, 111 public services were transferred to the electronic form and 91 public services to SMS results.

Investments in the mobile application " PSC"

The mobile application "PSC" has been developed by the State Corporation and is an object of informatisation for providing public services through video link with the State Corporation.

The mobile application has 79 public services with sub-services. These are mainly services in the field of social security and issuance of EDS.

	<p>In 2023, 1,772,804 services were provided through the app, including registration in the mobile citizens database, 1,906,074 video calls were made (for information: 77,294 video calls in eGov mobile), 168,707 queues were booked in the CES, and 37,469 digital coupons were issued via QR. By the end of 2023, 317,186 users have installed the application.</p> <p>Providing services through an app reduces the burden on front office workers and facilitates the receipt of government services without leaving home.</p>
<p>Compliance with legal requirements, anti-corruption, high standards of corporate governance and business ethics</p>	<p>The anti-corruption activities of the State Corporation are carried out in accordance with the annually approved Action Plan for Combating Corruption and Other Offences. The Plan for 2023 consists of 23 items and contains 38 measures on: formation of anti-corruption culture, economic security, personnel security, elimination of corruption and other offences in the provision of public services. In 2023, one of the 38 measures of the Plan could not be implemented due to the lack of financial resources in terms of completing the implementation of DLP-system on the workstations of the Special Centre for Social Protection.</p> <p>A total of 4,564 events (seminars, lectures, talks, etc.) were held to explain the requirements of anti-corruption legislation, including in cooperation with law enforcement agencies and the Amanat party.</p> <p>An internal analysis was carried out to identify corruption risks in the provision of state services for the payment of social benefits and pension payments and the registration of the commissioning certificate for apartment complexes. Methodological recommendations were developed for the land cadastre line to identify and suppress the facts of lowering the estimated value of land plots when performing land surveying works, which are used by security commissioners to organise inspections in branches of the State Corporation.</p> <p>Compliance with legal requirements in terms of public services is ensured by the activities of the Situation Centre of the State Corporation, as well as by a multi-stage quality control system (department, branch, relevant structural units of the Management Board's apparatus).</p> <p>In terms of improving the work of corporate governance bodies, information is available in the Corporate Governance section of this Report.</p>
<p>Supporting local communities in the regions where we operate, contributing to the socio-economic development of the regions</p>	<p>The State Corporation is one of the most numerous and geographically widespread employers in the country. These circumstances impose great social obligations on the State Corporation. The State Corporation employs more than 22 thousand people in the regions where it operates. Front and back offices of the State Corporation operate in all regional and district centres and cities of the country. Accessibility of public services in remote rural areas is ensured by visits of the State Corporation's Mobile UNCs and provision of public services by rural post</p>

offices of Kazpost JSC (a joint project of the State Corporation and Kazpost JSC).

At the end of 2023, 1,281 types of public services or 94 per cent of the Register of Public Services were available through the State Corporation. In the front offices of the State Corporation these services can be obtained both through the operating rooms and independently in the self-service areas, where the employee of the Centre will explain the procedure for obtaining them and, if necessary, will teach the skills to use eGov.

A great deal of work on information support of the activities on the provision of public services is also carried out in the media. In 2023, 11,884 materials were published in the republican and regional mass media with a total coverage of 72,832,738 views. News about the State Corporation was placed in Tengrinews.kz, Nur.kz, Informburo.kz, Zakon.kz, Kapital.kz, Kolesa.kz, "Kazakhstanskaya Pravda", inform.kz, aqparat.info, baq.kz, etc., were regularly aired on Khabar, Khabar24, Kazakhstan, Jibek Joly, Channel 31, Channel One Eurasia, Atameken Business Channel, etc. In addition, 50 briefings were held in the Central Communications Service and 86 live broadcasts with the participation of employees of the State Corporation. 72 materials were placed on the website of the State Corporation. The official pages of the State Corporation Facebook, Instagram, Twitter, Telegram, YouTube and TikTok published 702 informative and cognitive materials in Kazakh and Russian languages. Compared to 2022, there is 34 per cent more content. The total number of subscribers in the above social networks is 161,763 readers (158,580 in 2022). Influencers are involved in social media outreach. In 2023, 3,315 posts by bloggers, members of the public, show business and sports representatives were posted, and materials were published in the country's popular publicks. During the reporting period, 10,776 cases and life situations (mentions and feedback) were received via social media. All incoming enquiries were processed and feedback was provided to everyone.

6. REALISATION OF ENVIRONMENTAL SUSTAINABILITY GOALS

Purpose	Contribution of the State Corporation
Minimising impacts on biological and physical natural systems	Due to the nature of its activities, the State Corporation does not have a direct significant impact on the environment. The main resources consumed by the State Corporation are electricity, heat and water.

Optimal utilisation of limited resources	In order to achieve sustainable development in the field of ecology, the State Corporation ensures minimisation of impact on natural systems, optimal use of limited resources, application of environmentally friendly, energy and material saving technologies.
Application of environmentally friendly, energy- and material-saving technologies	<p>Within the framework of minimising the impact on natural systems, the State Corporation is working on gradual reduction of consumables, for example, reduction of paper-based document flow through the transition to electronic services and introduction of new services, cancellation of printing out certificates, paper applications for services and receipts for handing in documents (the "Paperless Central Office" project), etc.</p> <p>Cleanliness of the adjacent territory is ensured, subbotniks are organised on a periodic basis, and trees are planted. During the period of city and district subbotniks organised by akimats, the adjacent territory is also landscaped and planted.</p> <p>In 2023, 12 buildings across Kyzylorda Oblast switched from diesel heating fuel to natural gas, reducing energy costs and emissions to the environment.</p> <p>Since October 2016, the State Corporation has a Unified Herbarium Fund, which includes about three thousand species of plants of the flora of Kazakhstan. The State Corporation makes every effort to preserve and develop the Unified Herbarium Fund, its use as a scientific base.</p>

7. REALISATION OF SOCIAL SUSTAINABILITY GOALS

Purpose	Contribution of the State Corporation
Ensuring transparent competitive procedures and equal employment opportunities	<p>Recruitment is governed by the State Corporation's Human Resources Management and Development Policy, the Rules for Occupying Vacant Positions, and other internal documents.</p> <p>Vacant positions are filled on a competitive basis using tools to identify the necessary professional and personal-business competences of candidates. The institute of internal and general competitions has been introduced. Existing employees are first considered for a vacant position, and in the absence of a suitable candidate, a general competition is announced with the right for external candidates to participate in it.</p> <p>In 2023, 1,752 employees of the State Corporation were transferred to higher positions.</p>
Fair remuneration and respect for workers' rights	<p>The key area of the State Corporation's HR policy is the personnel motivation system, which provides for material and non-material components.</p> <p>In 2023, salaries were increased by 50% for branch employees and by 28% on average for employees of the Management Board apparatus. For example, the salaries of</p>

	<p>employees of the Centre from a specialist of the district department of population services to the head of the department of republican importance range from 150,000 to 405,000 tenge.</p> <p>Based on the results of the year, bonuses were paid to full-time and part-time employees in the amount of one official salary.</p> <p>As part of non-material motivation for 2023, the Chairman of the Management Board issued 820 congratulatory addresses for significant dates (birth of a child, marriage, graduation from university, anniversary, reaching retirement age), 123 addresses by length of service (5, 10, 15, 20, 25 years) and 994 letters of appreciation for public holidays (2022 - 997 congratulatory addresses for significant dates).</p> <p>Certificates of honour and letters of appreciation of the Minister of CRIAP were awarded to the employees of the Management Board. The following state awards were presented to the employees: Order "Kurmet" - 1 employee, Eren enbegi ushin Medal - 1 employee and Certificate of Honour for Labour Day (Kurmet Certificate of Honour) - 105 employees.</p>
<p>Ensuring labour safety and preserving the health of employees</p>	<p>To ensure occupational health and safety, mandatory briefings (introductory, primary at the workplace, repeated, unscheduled, and targeted briefings on occupational health and safety) are conducted with the State Corporation's employees on a regular basis in accordance with the Instruction and Plans of Measures on Occupational Health and Safety and Fire Safety. In the reporting year, 18,384 out of 22,069 employees received fire and labour safety briefings, which is 83.3%.</p> <p>In 2023, 252 employees (directors of branches and responsible for labour protection and fire safety) were trained on a paid basis. With the involvement of specialists from the State Institution "Centre for Disaster Medicine of the Ministry of Emergency Situations of the Republic of Kazakhstan" in Astana and a fire safety instructor, online training for employees of the State Corporation was conducted on the topic: "Occupational Health and Safety". Buildings and premises are constantly inspected for compliance with fire and labour safety requirements. Workplaces of employees are equipped with collective and individual protection means (medical kits, masks, gloves, antiseptics, etc.).</p> <p>In 2023, 125,227,570 tenge (2022 - 68,103,100 tenge) was planned and implemented in terms of fire safety, and 23,404,260 tenge (2022 - 16,692,930 tenge) was planned and implemented in terms of labour protection.</p>
<p>Training and professional development of employees</p>	<p>There are 2 types of training in the State Corporation - internal and external.</p> <p>Internal training includes ongoing training on public service standards, customer service, Code of Business Ethics, counter-terrorism, personal data and their protection, and anti-corruption. The branches held 124,308</p>

	<p>internal training sessions for 15,090 employees. Of these, 4,628 were seminars-meetings on public services conducted by employees of state and local executive bodies, 575 were seminars-meetings on the development of public services and anti-corruption conducted by representatives of Amanat party.</p> <p>As part of the project to modernise the training system, a Knowledge Base for 1,300 government services and services of the State Corporation was developed in June 2023.</p> <p>External training is organised by HR Block and delivered by the workshop providers on the following topics:</p> <ol style="list-style-type: none"> 1. occupational health and safety - 250 participants; 2. Industrial safety - 250 participants; 3. training of Conciliation Commission members - 203 participants; 4. Fire safety - 250 participants; 5. Business continuity management system. Internal control system. Evaluation and indicators - 36 participants; 6. Quality Management System (International Standard ISO 9001:2015). Internal audit of the Quality Management System (International Standard ISO 19001:2018) - 75 participants; 7. Professional accountant - 2 participants; 8. Development of professional accountant competences - 50 participants; 9. Defence of state secrets - 3 participants; 10. Systemic approach to realising the Sustainable Development Goals - 40 participants.
<p>Implementation of social programmes for employees</p>	<p>The State Corporation has a Loyalty Programme for employees of the State Corporation, which provides an opportunity to receive preferential terms in merchant networks (grocery and pharmacy chains, sports and health complexes, cafes and restaurants, entertainment venues and others), as well as the inclusion of preferential individual terms for banking products, including preferential mortgage lending programmes.</p> <p>As part of the Loyalty Programme, an agreement with JSC Halyk Bank of Kazakhstan has been in place since 2022. The Bank provided the employees of the State Corporation with the opportunity to obtain housing mortgage loans on the following favourable basic terms: lending rate - 10% per annum (market conditions - from 18.5%); down payment - from 10% of the property value (market conditions - from 20%); cancellation of arrangement fee (market conditions - fee from 1%); loan term - from 6 months to 20 years; the possibility of attracting a co-borrower is provided.</p>
<p>Inclusiveness in appointing employees to managerial positions in the State Corporation</p>	<p>In order to fulfil the gender equality convention, at the end of 2023, the proportion of women working in management positions was 51% of the total number of management positions, i.e. 1,071 women working in various management positions of the State Corporation (2022 - 44% or 813 women managers).</p>

Labour relations practice

The key asset of the State Corporation is qualified personnel, whose efficiency determines the production results and further development of the State Corporation.

Dynamics of the number of personnel of the State Corporation for 3 years:

Years	General headcount	Staff headcount	Pravle apparatus beliefs	Central Branch	Branches	Non-staff personnel
2021	22 068,7	18 466,5	360	173	17 933,5	3 602,2
2022	22 068,7	18 466,5	362	172	17 932,5	3 602,2
2023	21 476,5	18 466,5	343	168	17 955,5	3 010,0

The headcount of the State Corporation by block is as follows:
 administrative and managerial staff - 1,983.5 units (9 per cent);
 production departments - 2,587 units (14 per cent);
 population service departments - 8,242 units (45 per cent);
 Social security departments - 2,242 units (12 per cent);
 Registration and land cadastre departments - 2,824 units (15 per cent);
 Single contact centre 1414 - 588 units (3%).

Staffing data:

Structural unit	Higher education	Average length of service	Average length of service in the State Corporation	Under 29 years of age	Paul	
					Husband.	Wife.
Management Board apparatus	100%	17 years old	8 years	11%	57	43
Central Branch	99%	15 years	11 years old	7%	85	15
Branch	86%	14 years old	7 years	22%	65	35
Total	95%	15 years	8 years	13%	69	31

In the reporting year, the indicator of staff turnover was improved. In 2023, staff turnover was 10.4% of the headcount or 2,230 employees (2022 - 11.7% or 2,363 employees).

Grounds for termination of employment contracts:

on the employee's initiative - 1,875 (84%);
 on negative grounds - 29;
 by agreement of the parties - 15;
 in connection with the departure of the main employee - 125;
 due to circumstances beyond the control of the parties - 21;
 due to retirement - 105;

on expiry of the labour contract - 51;
on staff reduction - 9.

Motivation and engagement

Various events are organised in the State Corporation for team building and development of corporate values.

In 2023, jointly with the Organising Committee of the Management Board's Office, the following events were held: "Kozy Korpesh - Bayan Sulu Valentine's Day", "Defender of the Fatherland Day - 7 May", "Children's Day" with the invitation of animators, "Father's Day", the "Gratitude Cards" tool was launched, which received positive feedback from the employees of the State Corporation, and team-building events were held throughout the year to strengthen the corporate culture.

Traditionally, Nauryz meiramy is celebrated with contests and theatre skits about national traditions and rituals, decorating the premises in the national style and covering the dastarkhan with national treats.

In order to promote a healthy lifestyle and improve sportsmanship, an annual spartakiada is organised. In 2023, the "One Team - One Goal" Spartakiade was organised with tournaments in table tennis, football, paintball and awarding the winners with cups, souvenirs and certificates.

In order to represent, protect social and labour rights and interests, as well as provide social support to employees, the State Corporation has a Local Trade Union, which consists of 18 primary trade union organisations and unites 7,745 trade union members (2022 - 7,045).

In 2023, trade union organisations received 944 appeals, the largest number of which concerned financial assistance in various life situations, health resort treatment, the "Road to School" campaign, housing and living conditions, pay conditions, early removal of penalties, improvement of working conditions and others. A total of 929 appeals were satisfied.

Representatives of trade union organisations take part in the work of disciplinary commissions, remuneration commissions and conciliation commissions.

In 2023, 104,432,866 tenge (2022 - 80,002,303 tenge) was allocated and utilised at the request of primary trade union organisations. In accordance with internal documents at the expense of membership fees provided charitable financial assistance on various aspects of 776 members of the trade union for the amount of 19,833,515 tenge, including marriage - 48 people, birth of a child - 265, anniversaries - 200, medical treatment - 67, retirement - 20, emergency, unforeseen situations - 30, death of close relatives - 146. 26 children were sent for health-improving holidays in camps. The "Road to School" campaign provided financial assistance to 244 first-grade children, and concert programmes and tea parties with gifts were organised for the Day of the Elderly.

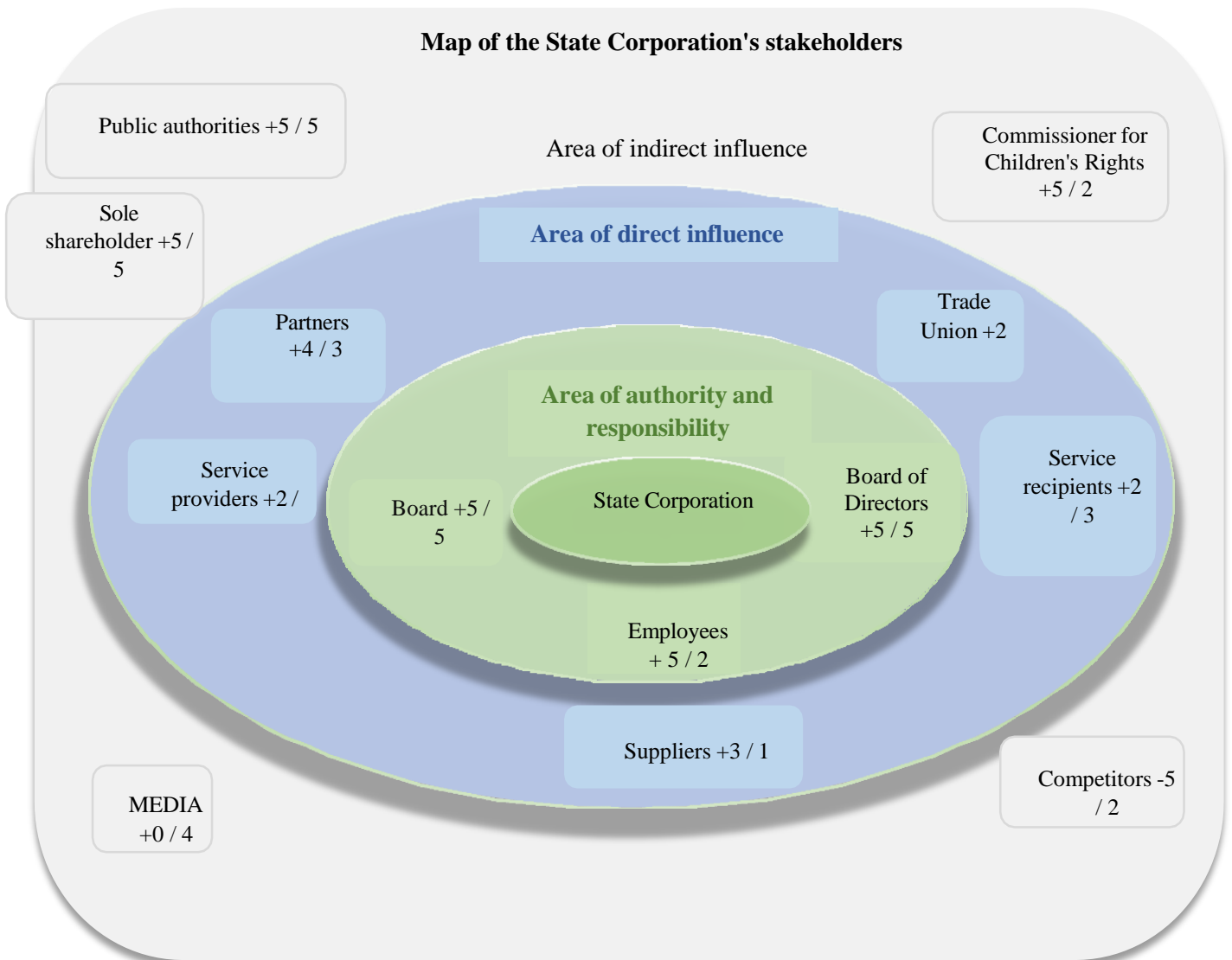
The trade union also participated in the organisation of cultural, sporting and festive events of the State Corporation, for which 84,599,350 tenge was allocated and spent.

As a result of work to improve the corporate culture, the employee engagement diagnostics conducted in 2023 resulted in an engagement level of 85%. The survey involved 10,349 people or 61% (2022 - 82% with 12,166 people covered).

8. STAKEHOLDER ENGAGEMENT

In order to conduct successful and effective sustainable development activities, the State Corporation pays due attention to stakeholder engagement. List stakeholders, the degree of their influence on the State Corporation and stakeholder relations management are defined in the State Corporation Stakeholder Map. Based on the results of the analysis, in 2023 there were changes in the list of the State Corporation's stakeholders, the degree of importance and influence of stakeholders. The stakeholder map as of 2023 is as follows and is subject to re-approval by the Management Board of the State Corporation.

The numbers under the stakeholder name indicate the level of stakeholder interest (rated from -5 to +5, where "-5" is the most active opposition, "+5" is the maximum support) and the degree of stakeholder influence (rated from 0 to 5).



Key stakeholder groups

Sole shareholder

Information provided

Information on the activities of the State Corporation, corporate events affecting the interests of the Sole Shareholder

Fulfilment of KPIs - Expectations of the Sole Shareholder

Information stipulated by the Law of the Republic of Kazakhstan "On Joint Stock Companies"

Communication methods

Provision of access to information
Representation of the Sole Shareholder's interests in the Board of Directors of the State Corporation
Meetings, working meetings, strategy sessions
Publication on the corporate website
Disclosure of information on the internet resource of the financial reporting depository

Board of Directors

Information provided

Information on the activities of the State Corporation, corporate events

Reporting information stipulated by the Law of the Republic of Kazakhstan "On Joint Stock Companies"

Execution of recommendations and instructions of the Board of Directors and its Committees

Communication methods

Providing access to information
Participation at meetings of the Board of Directors and its Committees
Working meetings, strategy sessions
Publication on the corporate website

Management Board

Information provided

Information on the activities of the State Corporation, corporate events

Reporting information stipulated by the Law of the Republic of Kazakhstan "On Joint Stock Companies", submitted for preliminary consideration of the Management Board

Information stipulated by internal regulatory documents of the State Corporation

On the execution of protocol instructions

Communication methods

Providing access to information
Participation in meetings of the Management Board, staff and other meetings
Working meetings, strategy sessions

Employees

Information provided

Any information other than that which is confidential in accordance with the laws of the Republic of Kazakhstan and internal documents of the State Corporation

Communication methods

Organising meetings, conferences, workshops, speeches by senior management to employees
Conducting surveys, researching the level of engagement

Working Groups
Corporate events, townhalls

Trade union

Information provided	Communication methods
Any information other than that which is confidential in accordance with the laws of the Republic of Kazakhstan and internal documents of the State Corporation	Organisation of meetings, conferences and workshops Publication on the corporate website Distribution of press releases Working Groups

State authorities

Information provided	Communication methods
Information on the activities of the State Corporation	Providing access to information Execution of orders Meetings, working meetings

Commissioner for the Rights of the Child in the Republic of Kazakhstan

Information provided	Communication methods
Information on guaranteeing the rights and legitimate interests of children and restoring their violated rights and freedoms	Providing access to information Execution of orders

Service Providers

Information provided	Communication methods
Information on public services provided through the State Corporation	Providing access to information Meetings, working meetings Reconciliations of public services provided

Service recipients

Information provided	Communication methods
Information on state services and services	Providing access to information Conducting surveys, researching the level of satisfaction Publication on the corporate website and official social media accounts of the State Corporation Press release distribution

Partners

Information provided	Communication methods
Information required for the fulfilment of treaties and agreements	Providing access to information Joint working groups Meetings, negotiations, working meetings, business correspondence

Suppliers / counterparties

Information provided	Communication methods
Information required to fulfil orders, contracts and agreements	Providing access to information Meetings, negotiations, working meetings, business correspondence

Media

Information provided	Communication methods
Any information other than that which is confidential in accordance with the laws of the Republic of Kazakhstan and internal documents of the State Corporation	Publication of press releases, information messages, articles on the State Corporation's website and in the mass media Press release distribution Providing responses to media enquiries Organising press conferences, briefings, press tours, forums, infoessions and other media events

Information provided	Competitors	Communication methods
Information on request, except for that which is confidential in accordance with the legislation of the Republic of Kazakhstan and internal documents of the State Corporation		Providing access to information Negotiations, working meetings, business correspondence

III. CORPORATE GOVERNANCE REPORT

9. CORPORATE GOVERNANCE SYSTEM OF A STATE CORPORATION

The State Corporation has established a system of corporate governance in accordance with the requirements of the legislation of the Republic of Kazakhstan, as well as taking into account domestic and international practices. The State Corporation is constantly improving its management approaches and principles to ensure that they not only support the current functioning of the organisation, but also take into account the changing needs of the population as they evolve, as well as to ensure compliance with the rights of the shareholder and all stakeholders.

The corporate governance system of the State Corporation is a set of processes ensuring management and control over the activities of the State Corporation, as well as a system of relations between the executive body, the Board of Directors, the Sole Shareholder and stakeholders.

The current corporate governance system of the State Corporation ensures clear delineation of authority and responsibility between management bodies, officers and employees, compliance with the hierarchy of the order of consideration of issues and decision-making, as well as compliance with the legislation and internal documents of the State Corporation.

The competences of the bodies and the decision-making procedure are defined and set out in the Charter of the State Corporation.

The efficiency of the State Corporation's activities is ensured by properly structured corporate governance processes at each of the levels, ensuring increased transparency, control and delineation of authority and avoiding various risks through timely response.

The Board of Directors monitors the effectiveness of corporate governance practices in the State Corporation, and the Corporate Secretary coordinates its continuous improvement.

The main document on which the construction and improvement of corporate governance practices is based is the Code of Corporate Governance of the State Corporation (*hereinafter - the Code*), approved by the Sole Shareholder on 25 December 2020 (Order No. 476/HK). The Code enshrines the principles on which the corporate governance system in the State Corporation is based. The Board of Directors and the Internal Audit Committee oversee the implementation of the principles and key provisions of the Code. In accordance with the requirements of the Code, the Corporate Secretary annually analyses the Code for compliance by the State Corporation with its principles and provisions and submits a report to the Board of Directors for approval.

Also, Article 182 of the Law of the Republic of Kazakhstan "On State Property" provides for 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 addition, according to the Rules for Corporate Governance Assessment in state-controlled joint stock companies, approved by the Order of the Minister of Economic Development and Trade of the Republic of Kazakhstan dated 6 June 2011 No. 157, corporate governance assessment is conducted at least once every three years by independent organisations in accordance with the procedure established by the internal documents of the joint stock company.

Taking into account these requirements, the assessment of the corporate governance level, including compliance / non-compliance with the principles and key provisions of the Corporate Governance Code for the period from 1 January 2021 to 31 December 2023, will be carried out in 2024 by engaging a company specialising in providing services in the field of diagnostics and improvement of corporate governance systems and assessment of the Board of Directors' performance, with relevant experience in this field and other related areas. In this regard, the report on compliance / non-compliance with the principles and provisions of the Corporate Governance Code for 2023 will be formed within the framework of corporate governance diagnostics conducted by an independent organisation, and after its approval by the Board of Directors will be posted on the State Corporation's internet resource gov4c.kz.

Following generally accepted principles of corporate governance, the State Corporation has independent directors, 4 Committees of the Board of Directors, Ombudsman, Compliance Control Service, Internal Audit Service, Risk Management Service.

In 2023, the work on further improvement of the State Corporation's corporate governance system was continued in accordance with the Action Plan for improvement of the State Corporation's corporate governance system for 2023-2024 approved by the State Corporation's Board of Directors on 21 July 2023 (Minutes No. 01-02-02/04) (*hereinafter referred to as the Plan*). The Plan provided for the implementation of 35 measures aimed at ensuring the consistency of corporate governance processes and adherence to its principles.

Currently, 15 out of 35 measures of the Plan have been implemented and 20 measures are in the process of implementation.

It should be noted that the implementation of the Plan's measures has been effective in improving the performance of the corporate governance system and the

efficiency of the State Corporation as a whole.

In 2023, the process of evaluating the performance of the Board of Directors was continued, based on the results of which the proposals and recommendations of the members of the Board of Directors were reflected in the action plan for improving the performance of the Board of Directors.

During the reporting period, the Board of Directors reviewed and approved the following documents regulating the activities of the State Corporation: the Regulations on the Compliance Control Service of the State Corporation in a new version; the Anti-Corruption and Fraud Policy in a new version; Amendments and additions to the Proactive Reporting Policy of the State Corporation; the Policy on Prevention and Settlement of Conflict of Interest of the State Corporation's Employees in a new version; the Rules for Assessing the Performance of Employees of the State Corporation in a new version; and the Rules for Assessing the Performance of Employees of the State Corporation in a new version.

As part of the work on implementation of the principle of transparency and information disclosure, the Management Board of the State Corporation fulfils the requirements of the Regulation on Information Disclosure in a timely manner, disclosure of information on all material aspects of the State Corporation functioning, including information on the composition of the Board of Directors, the Sole Shareholder and the Management Board, as well as on the financial position, performance results and objectives of the State Corporation is carried out on an ongoing basis.

Organisational structure

The basis of corporate governance of the State Corporation is an efficient management structure that respects the rights and interests of all persons interested in the activities of the State Corporation and contributes to the success of its activities, including the growth of its reputation and maintenance of financial stability.

According to Clause 40 of the Charter of the State Corporation, the management bodies of the State Corporation are:

- 1) the supreme body - the Sole Shareholder;
- 2) management body - the Board of Directors;
- 3) executive body - the Management Board;
- 4) control body - Internal Audit Service.

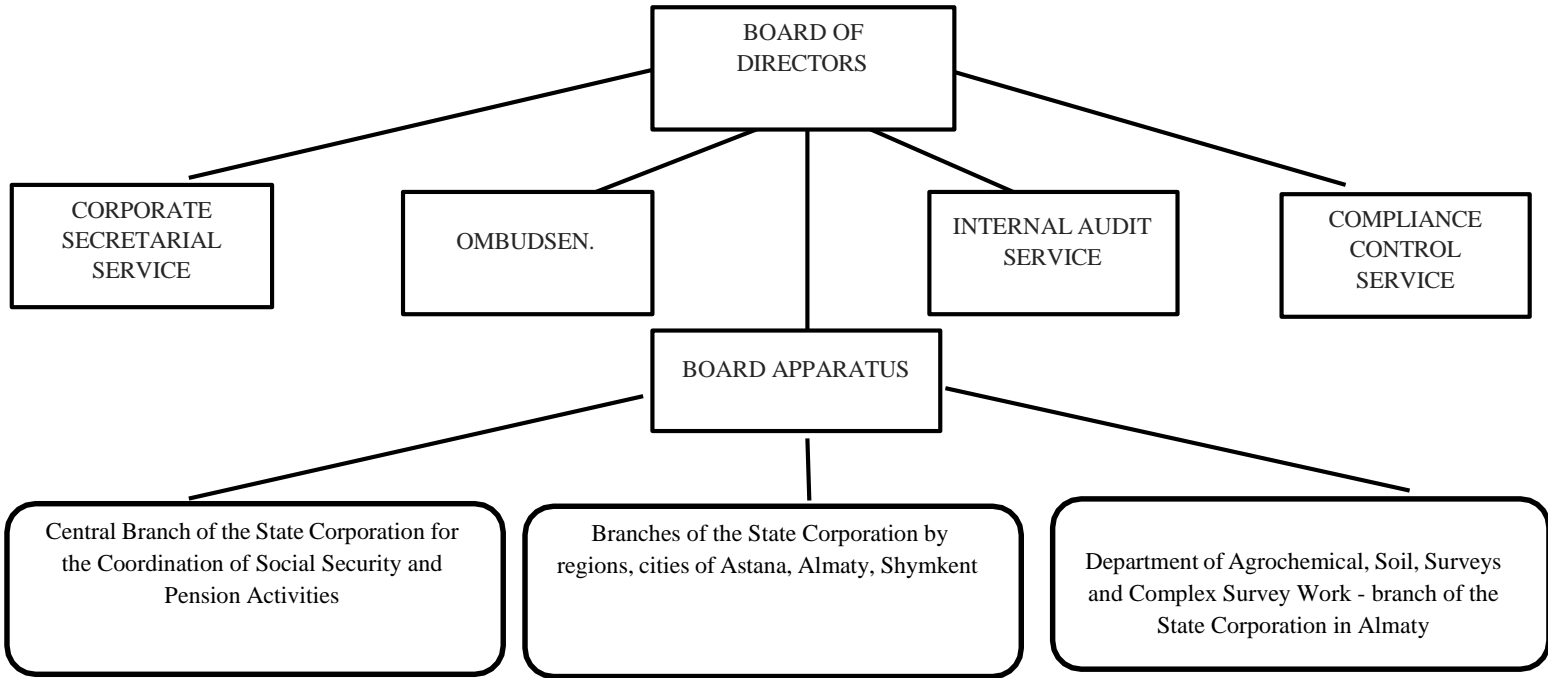
In accordance with subparagraph 5) of paragraph 48 of the State Corporation's Charter, approval of the organisational structure falls within the exclusive competence of the Board of Directors.

The organisational structure of the State Corporation was approved by the decision of the Board of Directors dated 6 October 2021 (Minutes No. 01-01-02/08):

1. Board of Directors;
2. Corporate Secretary Service;
3. Internal Audit Service;
4. Compliance control service;
5. Ombudsman;
6. Apparatus of the Management Board of the State Corporation;
7. The Central Branch of the State Corporation for Coordination of Social Security and Pensions;

8. Branches of the State Corporation in regions, Astana, Almaty and Shymkent cities;

9. Department of agrochemical, soil surveys and complex survey work - branch of non-commercial joint stock company of the State Corporation in Almaty city.



Ownership structure of the State Corporation

Number of authorised (issued) common shares: 40,377,176 shares.

Number of outstanding and paid-up common shares: 40,377,176 shares.

Nominal value of the share: 1,000 tenge.

Disposition of property rights:

The sole shareholder of the State Corporation is the Government of the Republic of Kazakhstan represented by the State Property and Privatisation Committee of the Ministry of Finance of the Republic of Kazakhstan (*hereinafter - SGIP*);

all shares of the State Corporation are common. The rights of the Sole Shareholder comply with the requirements of Article 14 of the Law of RK "On Joint Stock Companies" (*hereinafter - the Law*). The Sole Shareholder has a priority ownership right with respect to the property of the State Corporation;

members of the Board of Directors and the Management Board, as well as key executives do not hold shares in the State Corporation.

As at 31 December 2023, the authorised capital of the State Corporation amounted to KZT 40,377,176 thousand, equity capital - KZT 45,845,985 thousand.

In accordance with the legislation of the Republic of Kazakhstan and the Charter, the State Corporation is a non-profit organisation, which does not pursue as the main purpose of its activity the extraction of income and does not distribute the net income received in favour of the Sole Shareholder.

The net income of the State Corporation (after taxes and other mandatory payments to the budget) shall remain at the disposal of the State Corporation and shall be used for its development.

The State Corporation issues shares in order to raise funds to carry out its activities, the proceeds of which are used exclusively for the development and creation of necessary conditions for its employees and service recipients. Therefore, no dividends were paid on the state block of shares based on the results of 2023, and the profit received is used for the development of the State Corporation.

10. SOLE SHAREHOLDER OF A STATE CORPORATION

The sole shareholder of the State Corporation is the Government of the RK represented by KGiP. The body exercising the right to own and use the state block of shares of the State Corporation is MDDIAI.

According to paragraph 7 of the Charter of the State Corporation MDDIAI considers and makes decisions on issues within the competence of the Sole Shareholder independently, with the exception of issues, the decision on which is made in coordination with the CGiP.

The relationship with the Sole Shareholder is to ensure that its rights and legitimate interests are protected and respected and is based on honesty, accountability, responsibility and transparency.

Realisation of the rights of the Sole Shareholder is carried out in accordance with the Law and the Charter of the State Corporation. Shareholder's rights include, but are not limited to timely receipt of information, sufficient for decision-making, in the order established by the RK legislation, the Charter and internal documents of the

State Corporation in the field of information disclosure.

Thus, the Sole Shareholder during the reporting period had the opportunity to receive full and reliable information, including on the financial position of the State Corporation, performance results, on management, on material facts affecting its financial and economic activities.

Decisions of the Sole Shareholder made within its competence shall be binding for the Board of Directors of the State Corporation.

During the reporting period, the State Corporation submitted 15 issues for consideration of the Sole Shareholder, information on which is presented in the subsection "Information on Significant Corporate Events for 2023".

11. BOARD OF DIRECTORS OF THE STATE CORPORATION

The Board of Directors carries out general management of the State Corporation activities, except for the issues referred by the Law and the Charter of the State Corporation to the exclusive competence of the Sole Shareholder and the Management Board.

The Board of Directors performs its functions in accordance with the laws of the Republic of Kazakhstan, the Charter of the State Corporation, the Corporate Governance Code, the Regulations on the Board of Directors and other internal documents of the State Corporation.

In accordance with subparagraph 5 of paragraph 1 of Article 36 of the Law and subparagraph 5) of paragraph 41 of the Charter, the Board of Directors of the State Corporation is elected by the decision of the Sole Shareholder.

Determination of the number of members, term of office of the Board of Directors, election of its members and early termination of their powers, as well as determination of the amount and terms of remuneration and reimbursement of expenses to the members of the Board of Directors for the performance of their duties by the mentioned paragraph of the Charter is also referred to the exclusive competence of the Sole Shareholder.

In accordance with the best practices of corporate governance, independent directors are in place to ensure that objective decisions are made that are in the best interests of the State Corporation.

As at 1 January 2023, the Board of Directors of the State Corporation consisted of the following 11 members:

Chairman of the Board of Directors		
1	Turysov Aset Nurlanovich	Vice Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan
Members of the Board of Directors		
2	Yerbol Duisebayevich Ospanov	Vice-Minister of Labour and Social Protection of Population of the Republic of Kazakhstan
3	Bekbauov Baglan Abdashimovich	Vice-Minister of Agriculture of the Republic of Kazakhstan

4	Bakytbek Khakimovich Tashenev	Chairman of the State Property and Privatisation Committee of the Ministry of Finance of the Republic of Kazakhstan
5	Temirzhanov Murat Baritovich	Chairman of the Committee for Land Resources Management of the Ministry of Agriculture of the Republic of Kazakhstan
6	Abishev Bakhyt Shalkharovich Abishev	Chief of Staff of the Ministry of Justice of the Republic of Kazakhstan
7	Abdildin Suyenish Tuleukhanovich	Chairman of the Management Board of the State Corporation
Members of the Board of Directors - independent directors		
8	Yergali Nurlanovich Begimbetov	Independent director
9	Baliyeva Zagipa Yakhyanovna Baliyeva	Independent director
10	Ivar Tallo	Independent director
11	Akmaral Serikovna Naizabekova	Independent director

During 2023, the composition of the State Corporation's Board of Directors underwent changes and as at 31 December 2023 consisted of the following 10 members:



Aset Nurlanovich TURYSOV

Chairman of the Board of Directors, representative of the Sole Shareholder, Vice-Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan.

Date of election to the Board of Directors: by the decision of the Sole Shareholder dated 25.04.2022. (Order No. 137/NK).

Date of election as the Chairman of the Board of Directors: by the decision of the Board of Directors dated 20.05.2022.

(Minutes No. 01-01-02/04).

Citizenship: Republic of Kazakhstan.

Date of birth: 10 November 1987.

Education: In 2009 graduated from Al-Farabi Kazakh State National University with a Bachelor's degree in Mathematical and Computer Modelling, in 2017 graduated from Narkhoz University with a Bachelor's degree in Economics.

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Yerbol Duisebayevich OSPANOV

Member of the Board of Directors, representative of the Sole Shareholder, Vice-Minister of Labour and Social Protection of Population of the Republic of Kazakhstan.

Date of election to the Board of Directors: by decisions of the Sole Shareholder dated 27.08.2020. (order No. 309/NK) and from 25.04.2022. (order No. 137/HK).

Citizenship: Republic of Kazakhstan.

Date of birth: 16 January 1977.

Education: In 1998 graduated from Al-Farabi Kazakh State National University with a degree in Applied Mathematics, in 2002 graduated from Kazakh National Agrarian University with a degree in Finance and Credit.

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Baglan Abdashimovich BEKBAUOV

Member of the Board of Directors, representative of the Sole Shareholder, Vice-Minister of Agriculture of the Republic of Kazakhstan.

Date of election to the Board of Directors: by the decision of the Sole Shareholder dated 26.12.2022. (order No. 509/HK).

Citizenship: Republic of Kazakhstan.

Date of birth: 16 January 1983.

Education: Graduated from the International Kazakh-Turkish University named after Hodzhi Ahmet Yasavi with a specialisation in "Software and hardware support of computer technology and networks", Kazakh State Law University named after M. Narikbayev with a specialisation in "Jurisprudence".

Ownership of shares of the State Corporation and the company's suppliers and competitors: none.



Bakytbek Khakimovich TASHENEV

Member of the Board of Directors, representative of the authorised body on state property, Chairman of the State Property and Privatisation Committee of the Ministry of Finance of the Republic of Kazakhstan.

Date of election to the Board of Directors: by the decisions of the Sole Shareholder dated 25.12.2018 (order No. 540/HK) and 25.04.2022. (order No. 137/NK).

Citizenship: Republic of Kazakhstan.

Date of birth: 19 October 1977.

Education: In 1999 graduated from the Kazakh State Academy of Architecture and Construction with a speciality "Engineer-economist", in 2002 graduated from the Kazakh Humanitarian Law University with a speciality "Lawyer".

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Murat Baritovich Temirzhanov

Member of the Board of Directors, representative of the Sole Shareholder, Chairman of the Committee for Land Resources Management of the Ministry of Agriculture of the Republic of Kazakhstan.

Date of election to the Board of Directors: by the decision of the Sole Shareholder dated 26.12.2022. (Order No. 509/HK).

Citizenship: Republic of Kazakhstan.

Date of birth: 18 August 1977.

Education: In 1998 he graduated from Kokshetau University named after Sh. Ualikhanov with a speciality "Engineer-economist in the branches of agro-industrial complex", in 2006 - Kazakh Humanitarian Law University with a speciality "Bachelor of Jurisprudence". He also graduated from the Kazakh National Agrarian University and received a Master's degree in Agricultural Sciences.

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Ergali Nurlanovich BEGIMBETOV

Member of the Board of Directors, independent director.

Date of election to the Board of Directors: by the decision of the Sole Shareholder dated 25.04.2022. (Order No. 137/NK).

Chairman of the Internal Audit Committee of the Board of Directors (resolution of the Board of Directors dated 20.05.2022. (Minutes No. 01-01-02/04).

Citizenship: Republic of Kazakhstan.

Date of birth: 23 April 1972.

Education: In 1994 graduated from Almaty Power Engineering Institute, faculty "Automation of technological processes and productions", speciality "Automation Engineer".

Trained in 2003 at the Professional Education Centre ARTUR ANDERSEN - Finance and Accounting for Non-Financial Managers Ernst and Young - Planning and Budgeting Courses, Effective Time Management, at the State Bureau of the United States Department of Educational and Cultural Affairs and IVC, Columbus, Ohio, USA, SC "Grange" (internship), at Franklin University, Columbus, Ohio, USA, SC "Nationwide" (internship).

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Zagipa Yakhyanovna BALIEVA

Member of the Board of Directors, independent director.

Date of election to the Board of Directors: by decisions of the Sole Shareholder dated 15.01.2021. (order No. 8/HK) and from 25.04.2022. (order No. 137/HK).

Chairman of the Compliance and Risk Committee of the Board of Directors (resolution of the Board of Directors dated 20.05.2022. (Minutes No. 01-01-02/04).

Citizenship: Republic of Kazakhstan.

Date of birth: 3 October 1958.

Education: Graduated from the Kazakh State University named after S.M. Kirov in 1981, specialising in jurisprudence. Postgraduate studies at the Kazakh State Academy of Management (1998), doctoral studies at the Moscow State Technological Academy (1999). Doctor of Economics, thesis subject: "Problems of formation of industry of the Republic of Kazakhstan and ways of their solution (theory and practice)" (1999).

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Ivar TALLO

Member of the Board of Directors, independent director.

Date of election to the Board of Directors: by decisions of the Sole Shareholder dated 29.09.2017. (order No. 352/HK), 24.04.2019. (order No. 63/NK) and from 25.04.2022. (Order No. 137/HK).

Chairman of the Strategic Planning Committee of the Board of Directors (decision of the Board of Directors dated 20.05.2022. (Minutes No. 01-01-02/04).

Citizenship: Republic of Estonia.

Date of birth: 5 May 1964.

Education: Graduated from Leningrad State University in 1987 with a degree in Philosophy, Political Science and Foreign Languages, in 1990 from Leningrad State University with a degree in Mathematical Formal Logic and Philosophy, in 1996 from McGill University, PhD Programme in Political Science, postgraduate degree in Logic, Master of Philosophy, PhD.

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Akmaral Serikovna NAYZABEKOVA

Member of the Board of Directors, independent director.

Date of election to the Board of Directors: by decisions of the Sole Shareholder dated 19.08.2021. (order No. 286/NK) and from 25.04.2022. (order No. 137/HK).

Chairman of the Human Resources, Remuneration and Ethics Committee of the Board of Directors (resolution of the Board of Directors dated 20.05.2022. (Minutes No. 01-01-02/04).

Citizenship: Republic of Kazakhstan.

Date of birth: 3 June 1985.

Education: Graduated from E.A. Buketov Karaganda State University in 2006. In 2006, she graduated from E.A. Buketov Karaganda State University, Karaganda, Faculty of Law, Bachelor's degree in Jurisprudence. In 2014, she graduated from Moscow Business School (MBS), Moscow Institute of Technology "UNESCO World University of Technology", Master of Business Administration (MBA) degree. In 2014 - Kingston University, London, MSC in International Human Resource Management, Master's degree in International Human Resource Management, Russian Presidential Academy of National Economy and Public Administration (RANEPA), HR Director degree.

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.



Arman Shokanovich KENZHEGALIEV

Member of the Board of Directors, Chairman of the Management Board.

Date of election to the Board of Directors: by the decision of the Sole Shareholder dated 22 November 2023 (Order No. 571/HK).

Citizenship: Republic of Kazakhstan.

Date of birth: 26 October 1981.

Education: 2002 - graduated from Kazakh Humanitarian-Legal University with a speciality "Jurisprudence", in 2004 - Kainar University with a speciality "Economist".

Ownership of shares in the State Corporation, as well as in suppliers and competitors: none.

Full details of the Board members are available in the Corporate Governance section of the State Corporation's website at www.gov4c.kz.

The composition of the Board of Directors of the State Corporation is balanced in terms of qualifications, experience, knowledge, business qualities and diversity. Members of the Board of Directors have impeccable business reputation, knowledge and skills in information technology, finance, internal audit, corporate governance, and other areas important for the management of the State Corporation. Members of the Board of Directors have extensive experience as top managers, partners and members of governing bodies of various companies, as well as impeccable public reputation. Special attention is paid to the diversity of the composition and the share of independent directors. The Board of Directors includes both men and women, as well as a citizen of another country (Estonia), which ensures gender and socio-cultural diversity.

As at 31 December 2023, the age and gender composition of the members of the Board of Directors was:

Age, %		Gender composition, %	
30-49 years old	70%	Men	80%

50 and more | 30% | | Women | 20%

Criteria for determining independence and selection of independent directors

In accordance with the best corporate governance practices, the requirements of Article 54(5) of the Law and paragraph 53 of the State Corporation's Charter, independent directors are elected to the Board of Directors, the number of which should be at least thirty per cent of the Board of Directors, which is the case.

When selecting candidates for independent directors, consideration was given to the criteria set out in subparagraph 20 of Article 1 of the Law, according to which an independent director is defined as a member of the Board of Directors who:

1) is not an affiliated person of the State Corporation at the time of election and has not been such for three years preceding his/her election to the Board of Directors (except for the case of his/her tenure as an independent director of the State Corporation);

2) is not an affiliated person in relation to affiliated persons of the State Corporation;

3) is not related by subordination to the officials of the State Corporation or organisations - affiliates of the State Corporation and has not been related by subordination to these persons during three years preceding his/her election to the Board of Directors;

4) is not a public servant;

5) is not an auditor of the State Corporation and has not been one for three years preceding his/her election to the Board of Directors;

6) does not participate in the audit of the State Corporation as an auditor working as part of an audit organisation, and has not participated in such audit within three years preceding his/her election to the Board of Directors.

A director may be recognised as independent if:

- has not been an employee of the State Corporation or its subsidiary and affiliated organisation for the last five years;

- has not received or does not receive any additional remuneration from the Company, except for remuneration of a member of the Board of Directors;

- does not hold a similar position in other organisations or bodies, does not have significant connections with other members of the Board of Directors through such participation in other organisations or bodies;

- does not represent shareholders or governmental governing bodies;

- has not been a member of the State Corporation's Board of Directors for more than nine consecutive years.

The above criteria were taken into account when selecting candidates for independent directors.

By the decision of the Sole Shareholder of the State Corporation dated 25 April 2022 (order № 137/NK) independent directors were elected for a new 3-year term: Balieva Z.Ya, Begimbetov E.N., Naizabekova A.S., I. Tallo.

The relationship between the members of the Board of Directors - Independent Directors and the State Corporation is governed by contracts concluded on behalf of the State Corporation by the Chairman of the Board of Directors dated 20 May 2022,

which apply to legal relations arising from the date of their election as Independent Directors.

Evaluation of the performance of the Board of Directors and its Committees

The evaluation of the Board of Directors' performance in 2023 was carried out through a questionnaire survey of all members of the Board of Directors, coordinated by the Corporate Secretary.

The evaluation of the performance of the Board of Directors and its Committees (hereinafter referred to as the Evaluation) covered the following criteria: powers and competences, implementation of key functions of the Board of Directors, structure and composition of the Board of Directors, working procedures and information support of its activities, duties and responsibilities.

The main purpose of the assessment was to intensify the work of the Board of Directors and its Committees, and to improve the effectiveness of the Board of Directors in ensuring the successful operation of the State Corporation.

The results of the Assessment showed that the composition of the Board of Directors is balanced in terms of required competences and professional experience based on the current structure of the State Corporation, as well as the efficiency of the Board of Directors' working activity revealed a score above 4.71 (the practice in this area meets the best standards, but there are separate recommendations and suggestions), and the Committee's activity score was 4.6 (the practice in this area meets the best standards, but there are separate recommendations and suggestions), which is acceptable for the selected Board of Directors.

Individual members of the Board of Directors demonstrated considerable diligence in their work. The Board of Directors' meeting policy can be characterised as constructive in most cases.

Thus, the Assessment showed that most aspects of the activities of the State Corporation's Board of Directors and its Committees based on the results for 2023 are in line with the recommendations of corporate development practices and are recognised as satisfactory.

Results of the work of the Board of Directors

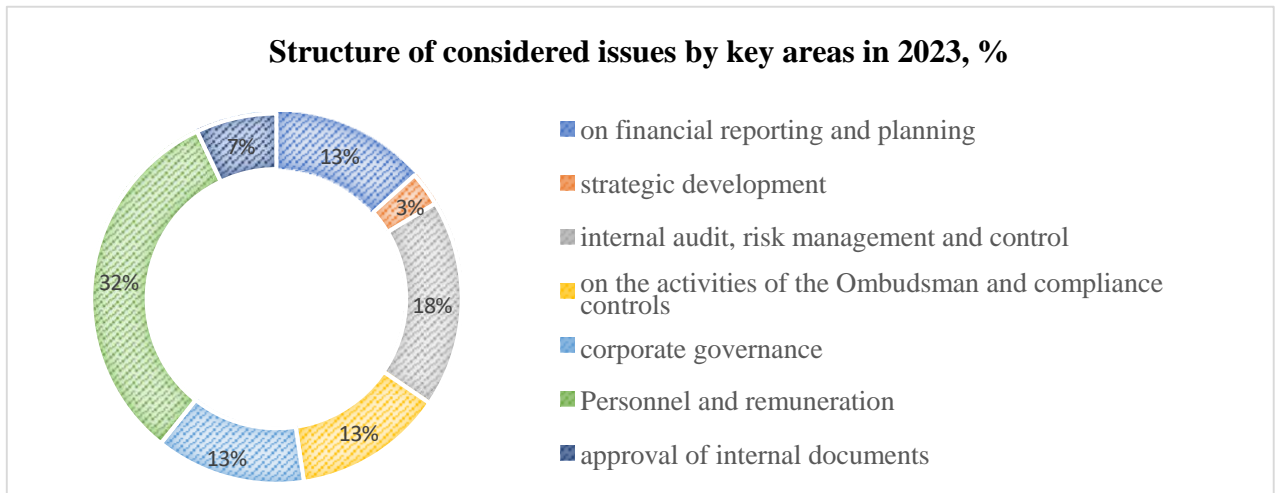
The Board of Directors of the State Corporation operated in accordance with the Plan of Work of the Board of Directors for 2023 (*hereinafter referred to as the Plan*) approved by the decision of the Board of Directors dated 28 December 2022 (Minutes No. 01-01-02/10). The Plan provided for consideration of 37 issues. It should be noted that the Board of Directors considered an additional 23 issues outside the Plan. On the whole, the activities of the Board of Directors on the implementation of the Plan can be recognised as efficient; the Plan was implemented by 100% for all items.

For 2023, the Board of Directors held 7 meetings, including 5 in-person meetings and 2 meetings held by absentee voting.

A total of 60 issues were submitted and considered by the Board of Directors:

- on financial reporting and planning - 8;
- of a strategic nature - 2;
- on internal audit, risk management and control - 11;
- on the Ombudsman's activities and compliance control - 8;

corporate governance - 8;
Human Resources and Remuneration - 19;
on approval of internal documents - 4.



Based on the results of consideration of 60 issues, the Board of Directors issued 98 instructions, of which 97 were executed, 1 is pending (to *study the issue of finding additional sources of income for the State Corporation and to submit proposals for consideration of the Board of Directors on new types of services that the State Corporation will be ready to provide on a paid basis by the end of February 2024*).

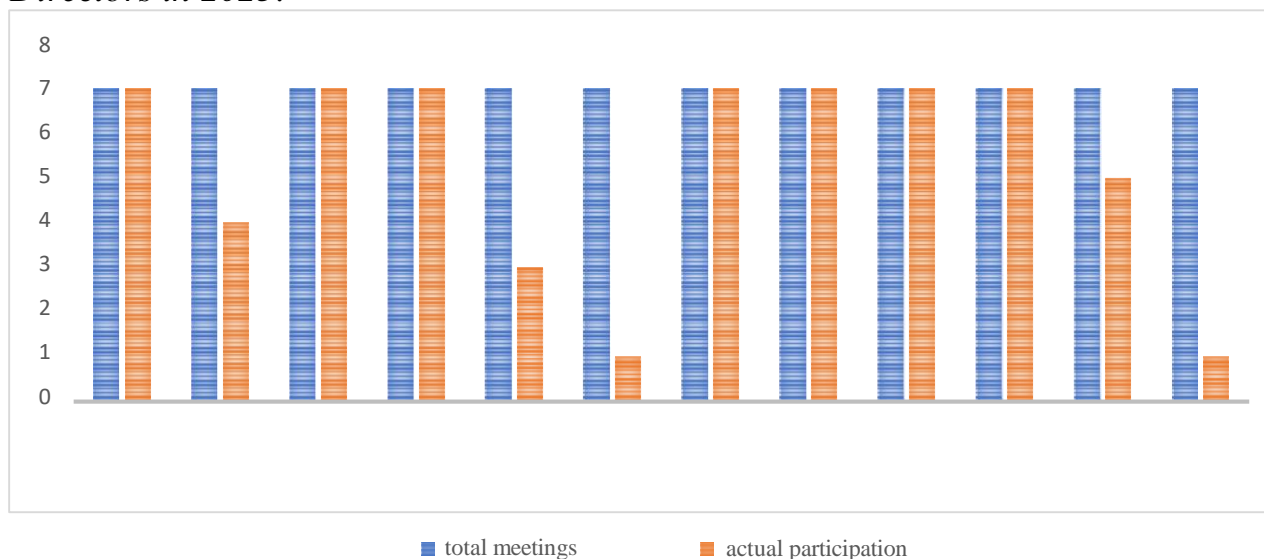
Additional information on the resolutions of the Board of Directors and the Sole Shareholder adopted in 2023 is available on the State Corporation's website at <https://gov4c.kz/>.

It should be noted that in accordance with the recommendations of the Corporate Governance Code, the State Corporation has worked to minimise meetings of the Board of Directors held in absentia.

Comparative data of the Board of Directors' performance over 3 years:

	2021			2022			2023		
	in on	in ntia	total	in on	in ntia	total	in on	in ntia	total
Quantity council meetings directors	5	5	10	7	3	10	5	2	7
Ratio, %	50	50	100	70	30	100	71	29	100
Quantity reviewed questions	48	21	69	58	19	77	43	19	62
Ratio, %	70	30	100	75	25	100	69	31	100

Participation of members of the Board of Directors in meetings of the Board of Directors in 2023:



Note: attendance of each member of the Board of Directors at meetings during the reporting period, in percentage terms, is as follows: A.N. Turysov - 7 out of 7 (100%), E.D. Ospanov - 4 out of 7 (57%), Bekbauov B.A. - 7 out of 7 (100%), Tashenev B.H. - 7 out of 7 (100%), Temirzhanov M.B. - 3 out of 7 (42%), Abdildin S.T. - 5 out of 7 (71%), Kenzhegaliev A.Sh. - 1 out of 7 (14%), Balieva Z.Y. - 7 out of 7 (100%), Begimbetov E.N. - 7 out of 7 (100%), Naizabekova A.S. - 7 out of 7 (100%), Ivar Tallo - 7 out of 7 (100%), Abishev B.Sh. - 1 out of 7 (14%).

Reasons for absence:

1) By the decision of the Sole Shareholder of the State Corporation (Order No. 73/NK) dated 3 March 2023, the powers of Abishev B.Sh., a member of the Board of Directors of the State Corporation, were early terminated;

2) By the decision of the Sole Shareholder of the State Corporation (Order 571/HK) dated 22 November 2023, the powers of Abdildin S.T., a member of the Board of Directors of the State Corporation, were early terminated;

3) By the decision of the Sole Shareholder of the State Corporation (Order 571/NK) dated 22 November 2023 Kenzhegaliev A.Sh. was elected as a member of the Board of Directors of the State Corporation;

4) Ospanov E.D., was absent due to his business trip and participation in the meeting of the Presidential Administration of the Republic of Kazakhstan;

5) Temirzhanov M.B. was absent due to his being on labour leave, participation in the meeting under the leadership of the MFA of the RK, being on study, moving to another building.

12. COMMITTEES OF THE BOARD OF DIRECTORS

To assist the Board of Directors through preliminary review, analysis and recommendations on agenda items, there are 4 Committees: Strategic Planning Committee, Human Resources, Remuneration and Ethics Committee, Compliance and Risk Committee, and Audit Committee.

The activities of the said Committees shall be carried out in accordance with the Regulations on the Committees approved in new versions by the Board of

Directors' decision of 26 February 2019 (Minutes No. 01-01-02/01), 24 December 2021 (Minutes No. 01-01-02/10) and 22 December 2023 (Minutes No. 01-01-02/07).

The Committees are advisory and consultative bodies of the Board of Directors and all their decisions are recommendations on matters submitted to the Board of Directors.

The work of the Committees contributes to the development of objective, balanced recommendations and makes it possible to improve the efficiency of decisions made by the Board of Directors. All members of the Committees have sufficient knowledge to conduct education and training with the State Corporation's executives and extensive experience, including practical experience. Both officers and employees of the State Corporation attend the meetings of the Committees at the invitation of the Committee Chairman.

During 2023, due to the assignment of the issues of the Audit Committee in terms of quantitative composition, namely appointment, determination of the term of office of the Head and employees of the Internal Audit Service, early termination of their term of office, to the functions of the Human Resources, Remuneration and Ethics Committee of the Board of Directors of the State Corporation, by the decision of the Board of Directors dated 22 December 2023 (Minutes No. 01-01-02/07), there were changes in the composition of the Committees, and the new composition of the following Committees was approved:

1) Audit Committee:

Yergali Nurlanovich Begimbetov - Chairman;

Zagipa Yakhyanovna Balieva - member of the Committee;

Ivar Tallo is a member of the Committee;

Employee of the State Corporation - Secretary of the Committee (without the right to vote).

2) Strategic Planning Committee:

Ivar Tallo is the chairman;

Begimbetov Yergali Nurlanovich - member of the Committee;

Zagipa Yakhyanovna Balieva - member of the Committee;

Employee of the State Corporation - Secretary of the Committee (without the right to vote).

3) Compliance and Risk Committee:

Baliyeva Zagipa Yakhyanovna - Chairperson;

Ivar Tallo is a member of the Committee;

Akmaral Serikovna Naizabekova - member of the Committee;

Employee of the State Corporation - Secretary of the Committee (without the right to vote).

4) Human Resources, Remuneration and Ethics Committee:

Akmaral Serikovna Naizabekova - Chairperson;

Zagipa Yakhyanovna Balieva - member of the Committee;

Begimbetov Yergali Nurlanovich - member of the Committee;

Employee of the State Corporation - Secretary of the Committee (without the right to vote).

Activities of the Audit Committee

The Committee's work plan for 2023, approved by the Committee's decision of 16 February 2023 (Minutes No. 01-01-05/KVA-01), provides for consideration of 17 issues and 7 meetings, including 1 standby meeting.

In 2023, 8 meetings were held, at which 28 issues were considered. Based on the results of consideration, 64 recommendations and instructions were adopted and given, of which 62 were executed, 1 was in progress, 1 was not executed (*the Management Board of the State Corporation to work out the issue of inclusion in the Charter and internal documents of the State Corporation of the competence of the Board of Directors in terms of preliminary approval of candidates for the positions of heads of branches and heads of specialised population service departments of branches of the State Corporation by 21 December 2023*).

Attendance at Committee meetings in 2023:

FULL NAME. Committee member	16.02.2023.	29.03.2023.	11.05.2023.	14.07.2023.	14.09.2023.	16.11.2023.	24.11.2023.	14.12.2023.	Total meetings
Bottom line:	1	2	3	4	5	6	7	8	
Begimbetov Yergali Nurlanovich, committee chairman	+	+	+	+	+	+	+	+	8
Balieva Zagipa Yakhyanovna, member of the Committee	+	+	+	+	+	+	+	+	8
Ivar Tallo, committee member	+	+	+	+	+	-	+	+	7

The Committee's activities were in line with the expectations and the list of the Committee's functional responsibilities set out in the Code, the Regulations on the Committee and decisions of the Board of Directors. The Committee's Work Plan for 2023 was fully implemented, all issues on the meeting agendas were considered in detail, and balanced and thorough recommendations were made and adopted by the Board of Directors.

In general, during the reporting period, the Committee regularly supervised the activities of the Internal Audit Service, discussed the issues of staff turnover and selection of candidates for vacant positions in the Service, and took measures to improve the quality and completeness of reports provided by the Service.

Taking into account the importance of the external audit, the Committee participated in the development of requirements for audit companies by working out the technical specification and determining the necessary requirements in terms of auditing in accordance with IFRS, held a meeting with the external auditor who audited the financial statements of the State Corporation for 2022. Issues related to

corporate governance were not ignored, and problematic issues of a systemic nature were also brought up for discussion.

The Committee once again showed positive results of its work and significantly improved the efficiency of the Board of Directors. In turn, this had a favourable impact on the State Corporation's operations, as well as a positive effect on improving the organisation of business processes and enhancing the efficiency of the internal control system.

Activities of the Strategic Planning Committee

The Committee's work plan for 2023 was approved by the Committee's decision of 17 February 2023 (Minutes No. 01-01-05/CSP-01), which provided for consideration by this Committee of 15 issues and 6 meetings, including 1 standby meeting.

During the reporting period, the Committee held 9 meetings in person, at which 32 issues were considered, of which 17 were unscheduled.

As a result of consideration of the issues the Committee issued 44 recommendations and instructions, of which 39 were executed, 4 are in execution (deadline has not approached), 1 is not executed (*to work out the issue on adoption of a joint order between the Sole Shareholder and the Ministry of Internal Affairs of the Republic of Kazakhstan to conduct a raid on the compliance of vehicles with the data registered in the database in time until 31 December 2023*).

As part of its activities, the Committee issued recommendations on strategic, budget planning, net income allocation, on the report on the implementation of the development strategy, development plan, annual report of the State Corporation for the reporting period.

Attendance at Committee meetings in 2023:

FULL NAME. Committee member	20.02.23	11.05.23	29.06.23	14.07.23	31.08.23	19.10.23	17.11.23	24.11.23	15.12.23	Total meetings
TOTAL	1	2	3	4	5	6	7	8	9	
Ivar Tallo, committee chairman	+	+	+	+	+	+	+	+	+	9
Balieva Zagipa Yakhyanovna, committee member	+	+	+	+	+	+	+	+	+	9
Begimbetov Yergali Nurlanovich, committee member	+	+	+	+	+	+	+	+	+	9

For the year 2023, the Committee fully fulfilled its goals and objectives, performed its functions and duties in a timely and systematic manner in accordance with the Regulations and the Committee's Work Plan.

Activities of the Human Resources, Remuneration and Ethics Committee

The work plan of the Human Resources, Remuneration and Ethics Committee for 2023 was approved by the decision of this Committee dated 16 February 2023 (Minutes No. 01-01-05/KCWE-01), which provided for consideration of 17 issues and 6 meetings, including 1 standby meeting.

In 2023, the Committee held 6 meetings in person and 1 meeting in absentia, at which 29 issues were considered. Based on the results of the review, 58 recommendations were adopted and given to the Board of Directors and instructions to the Management Board, of which 56 have been fulfilled to date and 2 are pending.

The 100 per cent attendance of the Committee members at its meetings is noteworthy.

FULL NAME. Committee member	10.01.2023.	20.02.2023.	29.03.2023.	04.05.2023.	17.07.2023.	20.09.2023.	15.12.2023.	Total meetings
Bottom line:	1	2	3	4	5	6	7	
Naizabekova Akmaral Serikovna, Committee	+	+	+	+	+	+	+	7
Balieva Zagipa Yakhyanovna, committee member	+	+	+	+	+	+	+	7
Ivar Tallo, member of the Committee	+	+	+	+	+	+	+	7

In 2023, the Committee led an evaluation of the performance of the Board of Directors and its Committees. Based on the results of the evaluation, the Committee noted areas requiring additional attention, with special attention paid to the issues of remuneration systems for the State Corporation's employees, determination of relevant key performance indicators for the Chairman and members of the Management Board, and their remuneration.

The Committee's work was aimed at ensuring effective HR policy, social support, professional development and training of the State Corporation's employees. In addition, within the scope of its competence, the Committee considered the issues of forming key performance indicators for the Corporate Secretary, Ombudsman and employees of the Compliance Control Service of the State Corporation.

Thus, the Committee, through its work, provided maximum assistance to the work of the Board of Directors and fully met the goals and objectives set for it, as well as fulfilling the work plan for 2023.

Activities of the Compliance and Risk Committee

The Committee's work plan for 2023 was approved by the Committee's decision of 16 February 2023 (Minutes No. 01-01-05/CCR-01), which provided for consideration by this Committee of 10 issues and 6 meetings, including 1 standby meeting.

During 2023, the Committee held 6 in-person meetings at which 21 issues were considered. Based on the results of the review, 53 recommendations and instructions were given, of which 51 have been fulfilled to date, 1 is in progress (*the Management Board of the State Corporation to submit a report on the implementation of the Comprehensive Action Plan for the Risk Management System of the State Corporation*

for a three-year period (2023-2025) for 9 months of 2023 for consideration by the Compliance and Risk Committee of the Board of Directors by 18 October 2023).

Attendance at Committee meetings in 2023:

FULL NAME. Committee member	20.02.2023.	04.05.2023.	17.07.2023.	20.09.2023.	17.11.2023.	15.12.2023.	Total meetings
Bottom line:	1	2	3	4	5	6	
Balieva Zagipa Yakhyanovna, committee chairman	+	+	+	+	+	+	6
Naizabekova Akmaral Serikovna, committee member	+	+	+	+	-	+	5
Begimbetov Yergali Nurlanovich, committee member	+	+	+	+	+	+	6

The Committee worked on the implementation of the Compliance Control Service Work Plan for 2023, developed and agreed by the Committee and approved by the Board of Directors the revised Compliance Control Policies, and the Committee Chairman personally participated in numerous meetings of the State Corporation's management regarding the implementation of the policies and detailed analysis of their implementation by the heads of the State Corporation's branches.

In 2023, the Committee fully fulfilled its goals and objectives, performed its functions and duties in a timely and systematic manner in accordance with the Regulations on the Committee and the Committee's Work Plan. Topical issues requiring close attention were considered and resolved by the Committee.

Information on material corporate events for 2023

In accordance with the legislation of the Republic of Kazakhstan, the State Corporation sent 15 types of information related to corporate events of the State Corporation and other events affecting the interests of the Sole Shareholder to the depository of financial statements for 2023.

No. n/a	Date of occurrence of the corporate event	Corporate event
1	6 March	By the Order of the Acting Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan No. 77/HK "On Amendment of the Charter of the non-profit joint stock company "State Corporation "Government for Citizens", an amendment was made to the Charter of the State Corporation on the change of address of the legal entity.

2	3 March	By the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 73/HK "On the composition of the Board of Directors of the non-profit joint stock company "State Corporation "Government for Citizens", a change was made in the composition of the Board of Directors of the State Corporation by early termination of the powers of a member of the Board of Directors of the Chief of Staff of the Ministry of Justice of the Republic of Kazakhstan Abishev Bakhyt Shalkharovich.
3	18 April	By the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan from 18 April 2023 № 156/HK "On determination of the audit company that audits the financial statements of the non-profit joint stock company "State Corporation "Government for Citizens" for 2022", limited liability partnership "SFAI Kazakhstan" was determined as the audit company to audit the financial statements of the State Corporation for 2022.
4	4 May.	Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 5-Zh/K "On some issues of the non-profit joint stock company "State Corporation "Government for Citizens", early terminated the powers of the Chief of Staff - member of the Board Kuatov Kuandyk Kuatovich.
5	8 June.	Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 13-Zh/K "On some issues of non-profit joint stock company "State Corporation "Government for Citizens", early terminated the powers of Deputy Chairman - member of the Board Dybyspaev Kanat Bolatzhanovich Dybyspaev.
6	12 June.	By the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan from 12 June 2023 № 16-Zh/K "On some issues of the non-profit joint stock company "State Corporation "Government for Citizens", early termination of powers of the Deputy Chairman - member of the Board Abakhanov Nursultan Bauetdenovich Abakhanov
7	19 June	By the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 17-Zh/K "On some issues of the non-profit joint-stock company "State Corporation "Government for Citizens", early termination of the powers of the Deputy Chairman - member of the Board Tobaeva Aynur Shorabekovna on the initiative of the employer, appointed to the post of Deputy Chairman - member of the Board Orazalimov Shygys Aidarbekuly, to the post of Administrative Director - member of the Board Konakbaev Batyr Kavidul.
8	20 June.	By the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 197/HK "On approval of the annual financial statements and the order of distribution of net income of the non-profit joint stock company "State Corporation "Government for Citizens" for 2022", the financial statements of the State Corporation for 2022 were approved.

9	17 July.	By Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 22-Zh/K "On some issues of the non-commercial joint-stock company "State Corporation "Government for Citizens", Rakhimzhan Kaïrgeldievich Sataev was appointed to the position of Financial Director - member of the Management Board.
10	21 July.	By the decision of the Board of Directors (Minutes No. 01-01-02/04), the Report on the execution of the State Corporation Development Plan for 2021-2025 for 2022 was approved
11	21 July.	By the decision of the Board of Directors dated 21 July 2023 (Minutes No. 01-01-02/04), the amount of remuneration and bonus payments to the Chairman and members of the Management Board of the State Corporation based on the results of work for 2022 was approved.
12	26 September.	By the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 31-Zh/K "On some issues of the non-profit joint stock company "State Corporation "Government for Citizens", early termination of the powers of the Financial Director - member of the Management Board Sataev Rakhimzhan Kaïrgeldievich Sataev.
13	11 October	By the order of the Minister of Digital Development, Innovations and Aerospace Industry of the Republic of Kazakhstan № 472-N/K "On making additions to the Charter of the non-commercial joint-stock company "State Corporation "Government for Citizens", additions were made to the Charter of the State Corporation
14	30 October	Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 33-Zh/K "On some issues of non-profit joint stock company "State Corporation "Government for Citizens", early terminated the powers of the Chairman of the Board Abdildin Suyenish Tuleukhanovich and appointed to the post of Chairman of the Board Kenzhegaliev Arman Shokanovich.
15	22 November	By the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 35-Zh/K "On some issues of the non-profit joint-stock company "State Corporation "Government for Citizens", Jumabekov Arman Dairovich was appointed to the position of Finance Director - member of the Management Board.

List of major transactions and related-party transactions entered into by the State Corporation for 2023.

No major transactions, as well as transactions subject to the procedure for approval of major transactions by the Board of Directors in accordance with the Charter of the State Corporation, were made during the reporting period.

13. MANAGEMENT BOARD OF THE STATE CORPORATION

The Management Board is a collegial executive body of the State Corporation. The activities of the Management Board are regulated by the Law, the Charter of the State Corporation, the Regulations on the Management Board and other internal documents of the State Corporation. The Management Board reports to the Board of

Directors and manages the current operational activities of the State Corporation, is responsible for the implementation of the Development Strategy and Development Plan of the State Corporation, decisions of the Sole Shareholder and the Board of Directors.

The main tasks of the Management Board are development of proposals on the strategy of the State Corporation activity, implementation of financial and economic policy, development of decisions on the most important issues of its current economic activity and coordination of its subdivisions' work, increase of efficiency of the control system and risk monitoring system, ensuring the rights and legitimate interests of the Sole Shareholder. The Management Board strives for the growth of long-term value and sustainable development of the State Corporation.

According to the Charter of the State Corporation, the appointment, term of office and early termination of the powers of the Chairman and members of the Management Board fall within the exclusive competence of the Sole Shareholder of the State Corporation.

As of 1 January 2023, the Management Board of the State Corporation consisted of 7 members. The composition of the Management Board changed during the reporting year and as of 31 December 2023 consisted of 5 members.

Turnover of the Management Board (the tenure is specified as of 31 December 2023):

No. n/a	FULL NAME.	Position	Date of election	Date of termination	Period of stay
1.	Kenzhegaliev A.Sh.	chairman of the board	30.10.2023.	valid	2 months
2.	Ibraev A.M.	Deputy Chairman of the Management Board	03.05.2022.	valid	1 year 8 months
3.	Karkinbaev G.A.	Deputy Chairman of the Management Board	25.07.2022.	valid	1 year 6 months
4.	Dzhumabekov A.D.	finance director	22.11.2023.	currently acting as Chief of Staff of the Management Board since 08.01.2024.	1 month
5.	Abdildin S.T.	chairman of the board	07.04.2022.	30.10.2023.	3 years, including as First Deputy Chairman of the Management Board from 07.10.2020.
6.	Abakhanov N.B.	Deputy Chairman of the Management Board	07.10.2020.	16.06.2023.	2 years 8 months

7.	Dybyspaev K.B.	Deputy Chairman of the Management Board	18.04.2022.	07.06.2023.	1 year 1 month
8.	Orazalimov Sh.A.	Deputy Chairman of the Management Board	19.06.2023.	08.04.2024.	6 months
9.	Tobaeva A.Sh.	Deputy Chairman of the Management Board	01.09.2022.	19.06.2023.	9 months
10.	Kuatov K.K.	Chief of Staff of the Management Board	13.01.2021.	04.05.2023.	2 years 3 months
11.	Sataev R.K.	finance director	17.07.2023.	26.09.2023.	2 months
12.	Konakbaev B.K.	administrative director	19.06.2023.	24.01.2024.	7 months

Thus, the renewal of the composition of the Management Board in 2023 was 71.4 per cent (the composition of the Management Board - 7 members, there was turnover in 5 positions, with the position of CFO - twice, i.e. 6 members of the Management Board were early terminated).

Information on members of the Management Board of the State Corporation:



Arman Shokanovich KENZHEGALIEV

Chairman of the Board.

Period of employment: 30 October 2023 to date.

Citizenship: Republic of Kazakhstan.

Date of birth: 26 October 1981.

Education: 2002 - graduated from Kazakh Humanitarian-Legal University with a speciality "Jurisprudence", in 2004 - Kainar University with a speciality "Economist".

Level of authority and responsibility: Coordination and general management of the activities of the State Corporation; issues of state policy implementation and coordination of the areas under the jurisdiction of the State Corporation; issues of international cooperation in the areas under the jurisdiction of the State Corporation; personnel issues within the limits of authority in accordance with the Charter of the State Corporation and the legislation of the Republic of Kazakhstan; organisation of implementation of the decisions of the Sole Shareholder and the Board of Directors; coordination of the State Corporation's activities.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.



Askhat Mertnaevich IBRAEV

Deputy Chairman of the Management Board.

Period of employment: 3 May 2022-present.

Citizenship: Republic of Kazakhstan.

Date of birth: 21 January 1981.

Education: In 2002 graduated from Kostanay State University named after A. Baitursynov with a degree in Jurisprudence.

Level of authority and responsibility: Representation of interests and ensuring performance of functions of the State Corporation on the following issues: funded pension system, compulsory social insurance and compulsory social health insurance systems; registration of rights and encumbrances on immovable property and technical survey of immovable property; coordination and support of the e-Ötinish and e-Natige projects.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.



Galym Abibullaevich KARKINBAEV

Deputy Chairman of the Management Board.

Period of employment: 25 May 2022-present.

Citizenship: Republic of Kazakhstan.

Date of birth: 25 June 1963.

Education: In 1989 he graduated from the Kazakh Order of Red Banner of Labour Agricultural Institute with a degree in "Agronomy", in 2003 he graduated from the Kazakh Economic University named after T. Ryskulov with a degree in

"Economics".

Level of authority and responsibility: Representation of interests and ensuring fulfillment of functions of the State Corporation on the following issues: maintenance and development of the land cadastre and land surveying works; support of the Unified State Real Estate Cadastre system; state registration (re-registration) of legal entities, record registration of their branches and representative offices in accordance with the current legislation; implementation of soil surveys, surveying works; implementation of state registration of civil status acts in accordance with the legislation of the Republic of Kazakhstan.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.



Shyngys Aidarbekuly ORAZALIMOV

Deputy Chairman of the Management Board.

Period of operation: 19 June 2023 to 8 April 2024.

Citizenship: Republic of Kazakhstan.

Date of birth: 23 January 1994.

Education: In 2015, he graduated from the International University of Information Technology with a degree in Computer Science and Software Engineering, and in 2017, he completed a Master's programme at the same institution of higher education with a degree in Project Management.

Level of authority and responsibility: Representing the interests and ensuring the performance of functions of the State Corporation on the issues of: digitalisation and information technologies; development of population service centres and specialised population service centres; improvement of public services.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.



Arman Dairovich DZHUMABEKOV

Chief Financial Officer.

Period of service: 22 November 2023 as Chief Financial Officer - to date as Chief of Staff of the Management Board from 8 January 2024.

Citizenship: Republic of Kazakhstan.

Date of birth: 4 September 1973.

Education: Graduated from the E.A. Buketov Karaganda State University in 1997 with a degree in Law. E.A. Buketov Karaganda State University, specialising in Law.

Level of authority and responsibility: Representing interests and ensuring performance of functions of the State Corporation on the following issues: organisation of financial and economic activities of the State Corporation; accounting; regulation of tariffs for services rendered by the State Corporation.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.



Batyr Kabidullaevich KONAKBAEV

Administrative Director.

Period of operation: 19 June 2023 - 24 January 2024.

Citizenship: Republic of Kazakhstan.

Date of birth: 14 April 1986.

Education: In 2007 graduated from L.N. Gumilev Eurasian University with a degree in Engineering, in 2013 graduated from the Academy of Public Administration under the President of the Republic of Kazakhstan with a degree in Economics, in 2014 graduated from the University of Birmingham in the UK with a degree in Natural Sciences.

Level of authority and responsibility: Representing the interests and ensuring the performance of functions of the State Corporation on the following issues: personnel administration and personnel management; control, organisation and documentation support; legal (legal) support of the State Corporation's activities; general management in the field of public procurement of the State Corporation; administrative and economic activities, occupational health and safety, asset management and commercial services.

Part-time work and membership in the Boards of Directors of other organisations: none.

Ownership of shares of the State Corporation, as well as suppliers and competitors of the State Corporation: none.

During the reporting period, the Management Board held 69 meetings, including *7 meetings in person* and *62 meetings in absentia*, at which 158 issues were considered (*2022 - 52 meetings, including 20 meetings in person and 32 meetings in absentia, at which 194 issues were considered*). Meetings of the Management Board are held in accordance with the schedule, at which the issues of ensuring the activities of the State Corporation (structure, remuneration, approval of internal documents, reporting information, etc.) were considered.

Based on the results of the review, the Board approved 32 agenda items, 117 were approved, 3 were taken into account, 2 were sent for revision, 1 was rejected, and 3 were left without consideration.

Compared to 2022, the number of meetings increased by 25 per cent, the number of issues dealt with decreased by 19 per cent, absentee meetings continue to prevail over face-to-face meetings.

14. REMUNERATION REPORT

Remuneration policy for members of the Board of Directors

The State Corporation shall bear expenses related to the activities of the Board

of Directors, including reimbursement to the members of the Board of Directors of all documented expenses related to the performance of their functions.

Issues of determining the amount and conditions of remuneration payment to the members of the Board of Directors of the State Corporation are within the exclusive competence of the Sole Shareholder.

The terms and procedure for payment of remuneration and reimbursement of expenses to the members of the Board of Directors are determined by the Rules for payment of remuneration and reimbursement of expenses to the members of the Board of Directors approved by the decision of the Sole Shareholder dated 4 October 2019 (Order No. 262/nk) (*hereinafter referred to as the Rules*).

The provisions of the said Rules regulating remuneration payment do not apply to members of the Board of Directors who are civil servants and employees of the State Corporation (clause 2.2 of the Rules).

Thus, only independent directors are remunerated. In accordance with the applicable corporate governance practices, the State Corporation uses the following as the main forms of remuneration:

1) the basic remuneration for participation in one meeting of the Board of Directors shall be set in the amount of 830,000 (eight hundred thirty thousand) Tenge. This remuneration shall be paid to the Independent Director for his/her participation in meetings of the Board of Directors in presentia and absentia;

2) additional remuneration for participation in one meeting of the Committee of the Board of Directors as the Chairman of the Committee shall be set in the amount of 58,000 (fifty-eight thousand) Tenge.

The total amount of basic remuneration to independent directors for participation in the meetings of the Board of Directors shall not exceed 6,000,000 (six million) Tenge and the total amount of additional remuneration for participation in the meeting of the Committee of the Board of Directors as the Chairman of the Committee shall not exceed 350,000 (three hundred fifty thousand) Tenge provided for in the Development Plan of the State Corporation for the relevant year.

In addition, the State Corporation reimburses expenses related to the performance of their functions in accordance with the limits approved by the legislation of the Republic of Kazakhstan, namely: expenses related to participation in meetings of the Committees and the Board of Directors in person and in absentia, including travel expenses to the place of residence or preferential stay, accommodation expenses and per diem.

Also, according to the Rules, the Sole Shareholder may decide to refuse to compensate the expenses incurred by the members of the Board of Directors, if it is established that the actions of these independent directors were not related to the performance of their functions as a member of the Board of Directors of the State Corporation or resulted in negative consequences for the State Corporation.

Remuneration is paid to independent directors if they fulfil the following conditions:

1) conscientious fulfilment of duties of a member of the Board of Directors stipulated by the legislation of the Republic of Kazakhstan, the Charter, other internal documents of the State Corporation and the contract concluded with the Director;

2) compliance with the legislation of the Republic of Kazakhstan, the Charter and other internal documents of the State Corporation, as well as the decisions

of the Sole Shareholder when making decisions;

3) participation at meetings of the Board of Directors and its Committees, full and timely expression of his/her opinion on agenda items in accordance with the established procedure.

Thus, the total amount of basic and additional remuneration paid in 2023 to the independent directors of the State Corporation was 24,690,000 tenge, of which remuneration, which consists of basic remuneration in the amount of 23,240,000 tenge and additional remuneration in the amount of 1,450,000 tenge, taxes and payments - 2,385,357 tenge.

Compensation of expenses paid to independent directors for the reporting period totalled 4,671,531 tenge.

Thus, the total expenses related to the activities of the members of the Board of Directors-independent directors of the State Corporation for 2023, including all taxes and payments, amounted to 31,746,888 tenge.

Independent Directors are not paid remuneration in the form of shares, and no other benefits are provided.

Remuneration policy for members of the Management Board

Information on remuneration of members of the Management Board, conditions and procedure for remuneration of members of the Management Board of the State Corporation are determined by the Regulations on the Management Board, the Rules for Remuneration of Executive Employees, Employees of the Internal Audit Service and the Corporate Secretary of the State Corporation, the Rules for Performance Evaluation and Remuneration of Executive Employees of the State Corporation, which are developed in accordance with the Corporate Governance Code of the State Corporation.

The Board of Directors, in agreement with the Sole Shareholder, determines the amount of salaries, terms of remuneration and remuneration of the Chairman and members of the Management Board. The main condition for remuneration payment is the availability of consolidated final profit for the reporting year.

Remuneration is paid based on the results of work for the year depending on the fulfilment of motivational key performance indicators (*hereinafter - KPIs*), consisting of corporate and functional indicators, which are approved by the Board of Directors. Motivational KPIs are developed in the form of a KPI map by cascading the expectations of the Sole Shareholder and strategic goals of the State Corporation into specific indicators. At the same time, the total annual amount of bonuses based on the results of the year shall not exceed 6 official salaries for each member of the Management Board within the limits of FOT funds. The results of evaluation influence the amount of remuneration, encouragement, re-election (appointment) or early termination of powers.

The KPI maps of the Chairman and members of the Management Board for 2023 were approved by the decision of the Board of Directors No. 01-01-02/02 dated 28 February 2023 and include 5 corporate and 31 functional indicators (2022 - 5 corporate and 28 functional indicators).

At the time of the approval of the Report, the remuneration for the members of the Board for the year 2023 had not been paid.

The State Corporation discloses information on the amount of remuneration of the members of the Board of Directors and the Management Board to all interested

parties in accordance with the laws of the Republic of Kazakhstan.

15. CORPORATE CONTROL

15.1 Ombudsman

The Ombudsman of the State Corporation is appointed by the Board of Directors and reports to it annually on the results of his/her work. The Ombudsman's activities in 2023 were carried out in accordance with the Ombudsman's Work Plan, aimed at implementing the tasks of compliance of the State Corporation's employees with the Code of Business Ethics, improving the corporate culture system, strengthening measures to prevent and settle labour disputes, and providing assistance in resolving problematic social and labour issues.

The Regulations on the Ombudsman and his contact details are available on the State Corporation's website.

In the course of activities in 2023, in order to save financial resources of the State Corporation, the remote format of work was mainly applied. The visits were made to Turkestan region and Shymkent city.

In the Ombudsman's conversations with branch managers, the latter were focused on resolving arising issues in strict compliance with labour legislation and internal documents of the State Corporation, preventing conflict situations, their constructive resolution at an early stage and conducting systematic explanatory work in teams on compliance with ethical standards. Special attention was paid to identifying problematic issues of a systemic nature and providing assistance in their resolution.

As part of the above activities, such monitoring methods and tools as observation, employee surveys, study of statistical materials, publications in social media, document analyses were used, including the results of a questionnaire survey among employees of the State Corporation for 2021 to address problematic issues affecting the social well-being of the team.

Based on the results of the generalisation, in order to improve the organisation of the State Corporation's activities, reduce corruption factors, reduce the causes of staff dissatisfaction, stimulate their labour motivation and improve the image of the State Corporation, the following recommendations were made to the management:

- strengthening the involvement of employees in the activities of the State Corporation, including by increasing their salaries;

- development and implementation of incentive mechanisms by linking them to the KPI system;

- planning funds for additional material incentives for personnel;

- strengthening of methodological work in the regions on public services provided;

- Improvement of the activities of the Special Centre, including the introduction of a new management scheme,

Compliance with labour legislation and the principles of meritocracy when considering personnel issues,

prevention of conflict situations and their early resolution,

systematic explanatory work on compliance with the Code of Business Ethics.

In addition, in order to maintain the systemic nature of personnel management and their motivation, it was recommended to develop additional measures using non-material tools, addressing the following issues: professional and career development, intra-industry labour specifics, technical and organisational support, social and labour aspects, conflict prevention, and teamwork.

As a result of a set of measures supported by MDDIAI, the management of the State Corporation implemented the recommendation to increase salaries of employees of branches and the Management Board staff from 1 July 2023 by 50 and 28 per cent, respectively, which had a positive impact on the psychological climate among the staff and their work motivation. This is evidenced by the results of sample surveys conducted in November 2023 among middle managers and rank-and-file employees of certain regional branches (Turkestan, Atyrau, Aktobe regions, Shymkent, Astana) and analysis of the number of appeals to the Ombudsman.

During the reporting year, the Ombudsman received 16 applications for consideration, including 6 through the electronic document management system and 10 in person.

Thus, in August, two freelance employees of the Management Board's office applied for salary increases. Taking into account the recommendation of the Ombudsman and the financial possibilities of the State Corporation, their salaries were increased from 1 December 2023. The labour law norms were explained to 8 employees who applied at the personal reception.

In all the appeals received, the relevant work was carried out, explanations were given, responses were sent, and negotiations were held with the parties concerned. For example, in November 2023, 6 employees of the Management Board's staff appealed against the withholding of money from their salaries while on labour leave for 2023. In accordance with the Ombudsman's recommendations on explaining the labour law norms to the management of the State Corporation, these employees withdrew their appeals due to the positive resolution of their issue.

The Ombudsman has not received any complaints concerning disagreement with the termination of employment contracts on the employer's initiative. No repeated complaints have been received.

15.2 Compliance control

Since May 2021, the State Corporation has had a Compliance Control Service (*hereinafter* - CCS), which ensures compliance with anti-corruption legislation, internal regulatory requirements and best practices in the field of anti-corruption.

In its activities, the CCM is guided by the Law of the Republic of Kazakhstan "On Combating Corruption", the Anti-Corruption Policy, the Code of Business Ethics and other internal documents of the State Corporation.

In order to identify corruption and fraud risks in regulatory legal acts and in the organisational and management activities of the State Corporation, in 2022 the CCM conducted 2 internal corruption and fraud risk analyses (hereinafter referred to as "ICRA") in the areas of public procurement, as well as human resources and personnel management.

For the period of 2023, 4 internal analyses of corruption and fraud risks were conducted in the following areas: commercial asset management and commercial services; state land cadastre; state registration of rights (encumbrances) to real estate; and technical survey of real estate.

As a result of all SACRs, 6 corrective action plans were developed, including 85 measures to eliminate corruption and fraud risks, including 18 measures for SACRs conducted in 2022 and 67 measures for SACRs conducted in 2023. In accordance with these plans, 35 measures have been implemented in 2023, 2 measures have been partially implemented, 5 measures are under constant control and 2 measures have not been implemented. For the remaining 41 activities, the deadline for implementation has not yet come.

Also, the State Corporation has proactive whistleblowing channels ("hotline") via e-mail compliance.control@gov4c.kz and contact centre 1414 for confidential and anonymous (at the request of the complainant) reporting of corruption and fraud related to violations of employment conditions, labour standards, accounting, public procurement, and information leaks by employees.

For example, in 2022, the CCM reviewed 52 appeals received via email at compliance.control@gov4c.kz, as part of the operation of the unified router for employee and citizen appeals about committed or impending offences of corruption and fraud, as well as violations of ethical standards of behaviour. As a result, disciplinary action was taken against two employees, as well as explanatory discussions and proposals to eliminate technical errors.

In 2023, the number of appeals received by the CCM was 280, which exceeds the number of appeals for 2022 by 5 times. This growth is explained by the placement of information on the reception of appeals on the Internet resources, placement of banners in the buildings of the State Corporation, as well as the introduction of a single contact number 1414 as a hotline for reporting corruption violations against employees of the State Corporation in 2023.

According to the results of consideration of appeals received in 2023: 5 employees were brought to disciplinary responsibility, 1 case was not considered due to the expiration of the period of bringing to responsibility, 1 employee was transferred to another position, as well as 4 materials were transferred to law enforcement agencies for a procedural decision, of which 3 are in the process of work, and 1 refused to initiate criminal proceedings.

In order to assist in decision-making on the assessment of potential risks when entering into a transaction with a potential counterparty, since 2023 the CCM has been conducting a comprehensive counterparty due diligence (hereinafter referred to as CPC). Thus, a total of 21 CPC applications were received in 2023. In addition, in the 4th quarter of 2023, the process of sending applications for CPC was tested. Based on

the results of the testing, 27 contracts were identified for which CCP applications were not sent to the CCM. Taking into account the results of the testing, a total of 48 CCPs were completed.

Within the framework of the CCP it was established: 3 transactions - with high level, 27 transactions - with medium level, 16 transactions - with low level of risk. Two transactions were not checked because the counterparties are state-owned and/or controlled companies and also belong to the list of exceptions in accordance with the CPC Policy.

One of the most important areas of CCM activity is the formation of anti-corruption culture in society. Each employee of the State Corporation is responsible for the formation of anti-corruption culture in accordance with his/her duties aimed at maintaining and strengthening a system of values expressing zero tolerance for corruption. This is achieved through a variety of activities including educational, informational and organisational actions.

In this regard, the State Corporation provides training on anti-corruption and fraud prevention to employees of the Management Board and branches. Also, all newly hired employees are obligatorily familiarised with the State Corporation's internal compliance regulations (Policy on gifts, entertainment and other hospitality events, Policy on proactive reporting of violations, Policy on prevention and settlement of conflict of interest, Policy on combating corruption and fraud) with subsequent testing. In 2022, CCM conducted training and testing on three compliance policies (Conflict of Interest Prevention and Management Policy, Gifts and KPM Policy, Proactive Whistleblowing Policy) separately. On average, more than 12,700 employees were trained and tested.

Compliance training and testing of newly hired employees as of 31 December 2023 was: 2,278 employees, of which 2,198 were trained, 49 had resigned or were on leave, and 31 employees had not been trained.

At the same time, the CCM participates in the recruitment process by checking for conflicts of interest in the hiring of employees of the Board's staff, as well as employees of branches.

In 2022, 295 out of 298 received declarations on the presence/absence of conflict of interest were verified. Of these, 12 cases of conflict of interest and one risk in the area of labour relations were identified. Also, as part of the conflict of interest screening, the CCM on an ongoing basis creates registers necessary for the prevention and resolution of conflicts of interest.

In 2023, 945 declarations on the presence/absence of conflicts of interest were checked, 66 conflicts of interest and risks were found, including 52 in labour relations, 2 in commercial relations, and 12 other risks. Based on the results of the analyses, a total of 6 employees were brought to disciplinary responsibility for violation of the Conflict of Interest Prevention and Management Policy in 2023.

The CCM continuously monitors compliance by structural subdivisions and branches of the State Corporation with the Policy on Gifts, Entertainment and Other Representation Events. According to this Policy, the giving or acceptance of a gift requires the submission of an application to the CCM for its receipt or donation.

In 2022, there is 1 gift application for 6 entities and in 2023, there are 2 gift applications for 9 companies and 10 individuals.

In 2023, the CCM also produced image videos on several topics: on receiving public services without the help of "helpers", on channels for informing the State Corporation on the risks of corruption and fraud, on the work of the CCM, on the prohibition of bribes and various gifts when receiving public services, as well as a mini-video aimed at preventing corruption and fraud with the Call Centre number. The above-mentioned videos were distributed to all branches and started broadcasting both within the branches and on the official pages of the State Corporation in social networks.

As part of building and strengthening anti-corruption culture, the CCM conducted a questionnaire survey among employees of the State Corporation on the topic of anti-corruption and anti-fraud.

The survey was attended by 10,202 employees of the State Corporation or 60% of the total number of employees, of which 1,219 (11.9%) were managers and 8,983 (88.1%) were specialists.

The results of the questionnaire showed the presence of certain corruption, fraudulent risks and unethical behaviour inherent in specific areas of the branches' activities, the causes and conditions contributing to their occurrence and ways to eliminate them.

At the same time, the main factors influencing the level of corruption and fraud were identified as: low wages (49.3 per cent) and lack of public control (8.4 per cent).

The CCM submits a report on its activities on a quarterly basis for consideration by the Board of Directors. The report provides comprehensive information on the work performed and analyses problematic aspects and proposes solutions. This process promotes transparency and accountability in CCM activities.

15.3 Internal audit

The Internal Audit Service (*hereinafter* - IAS) is a body of the State Corporation that monitors financial and economic activities, assesses internal control, risk management, execution of corporate governance documents and provides advice to improve the State Corporation's operations. The IAS is directly subordinate to the Board of Directors and reports to it on its work. The IAS is supervised by the Internal Audit Committee. In carrying out its activities, the IAS is governed by the laws of the Republic of Kazakhstan, the Charter, decisions of the bodies of the State Corporation, the Regulations on the IAS, the annual audit plan approved by the Board of Directors, other internal documents of the State Corporation and the basic principles of the International Professional Standards for Internal Auditing.

The annual audit plan for 2023 approved by the Board of Directors' decision of 28 December 2022 (Minutes No. 01-01-02/10) provides for 12 planned audit assignments. The audit was planned to cover such key business processes as formation and execution of the development plan, legal support, public procurement, personnel administration, human resources management, competence development, administrative and economic activities, asset management, registration of rights to

immovable property and legal entities, land cadastre, as well as public services in the area of vehicle registration and issuance of driving licence.

Based on the results of assessments and inspections, the Service develops relevant recommendations, the implementation of which is monitored on a quarterly basis by the IAS. The results of the IAS activities are presented to the Board of Directors on a quarterly basis.

15.4 Risk management and internal control

The State Corporation takes a responsible approach to risk management as a set of factors that can affect strategic and operational performance. The State Corporation has a risk management and internal control system (*hereinafter referred to as RIMS in place*). Risk management and internal control tools are used in making managerial and production decisions, which significantly increases the degree of integration of risk management and internal control with business processes and the general corporate strategy of the State Corporation.

In its risk management and internal control activities, the State Corporation uses the International Standards of the Committee of Sponsoring Organisations of the Treadway Commission (COSO) "Enterprise Risk Management. Integrated Model" (2017), "Internal Control - Integrated Framework" (2013) and internal regulatory documents of the State Corporation - Risk Management Policy, Internal Control System Policy, Business Process Management Policy, Risk Management Rules and Quality Policy.

In the reporting period, the following work was done in the RWSS.

Risk conclusions were prepared for 114 items on the agenda of the meetings of the Management Board of the State Corporation.

(For reference: the opinion of the structural unit responsible for risk management is mandatory when submitting an issue for consideration by the Management Board along with the opinions of the structural units responsible for legal support and economic analysis).

The State Corporation's Risk Register and Risk Map are monitored on a monthly basis and were updated in 2023 for the following main reasons:

identification of additional risks in the areas of social security, information and internal security, transfer of RAGS functions, implementation of the USCIS, requirements of anti-corruption legislation, HR, external communications (PR), financial accounting, quality control, activities of the ECC, requirements for monitoring of changes in the RK NAPs;

transfer to risk factors separately allocated risks, similar in the field of identification;

revision of risk probability and impact indicators;

risk migration.

In accordance with monthly reports of risk-coordinators of the State Corporation branches on the Bases of potential and realised risks, the following top-5 system risks of the State Corporation were identified:

- 1) on the lines of the UNHRC;
- 2) internal and external IT system failures;

- 3) under-equipment of front offices with fixed assets and inventory;
- 4) on the quality of provision of public services;
- 5) deterioration of the financial condition of the State Corporation.

Pursuant to the instruction of the Compliance and Risk Committee of the Board of Directors of the State Corporation, the Comprehensive Action Plan for the Risk Management System for the three-year period 2023-2025 (*hereinafter referred to as the Comprehensive Plan*) was developed and approved by the decision of the said Committee dated 20 September 2023 No. 01-01-05/KKVE-04.

In the course of development of the Comprehensive Plan, a conceptual approach to risk management through systemic solutions to key problems of the State Corporation with the use of project-process approach tools with elements of integration according to key indicators of the Development Strategy and annual expectations of the Sole Shareholder was applied.

Based on the results of the analysis of risk management information for August 2023, the State Corporation timely initiated and took anti-crisis measures in accordance with the Roadmap for maintaining the solvency of the State Corporation approved on 27 September 2023. For each of the anti-crisis measures, potential risks, expected consequences and actions required to minimise the consequences have been identified.

As part of internal control, the State Corporation carries out quarterly monitoring of the implementation of the recommendations of the IAS and the Accounts Committee on the execution of the republican budget.

For the period 2022-2023, 23 Corrective Action Plans (*hereinafter referred to as CAPs*) were approved with 645 recommendations of the IAS to be implemented. At the same time, 16 CAPs with 252 recommendations were developed and approved in 2023. 604 recommendations have been implemented, the deadline for implementation of 28 recommendations was extended by agreement with the IAS, and the deadline for implementation of 13 recommendations has not come due.

According to the results of the monitoring of the PCD of the Accounts Committee for control over the execution of the republican budget within the framework of the state audit of the assessment of the implementation of state programmes and the use of assets, out of the envisaged 17 items, 1 item remains to be executed with the deadline for execution until 1 June 2025.

The following processes have been configured on the BPM platform as a result of the measures taken to optimise and automate the RMS and VMS processes:

- management of the Risk Register;
- formation of risk factors;
- Formation of measures under the Key Risk Minimisation Plan;
- generation of reports on potential/realised risks;
- generation of reports on the implementation of the Key Risk Minimisation Plan;
- Formation of recommendations to the EAS PCD;
- generation and collection of reports on the implementation of the recommendations of the IAS PCD;
- Conducting risk briefings.

IV. FINANCIAL STATEMENTS

14. FINANCIAL AND OPERATING RESULTS

The State Corporation in accounting is guided by the Law of the Republic of Kazakhstan "On Accounting and Financial Reporting", Rules of Accounting dated 31 May 2015 No. 241, Accounting Policy and Tax Accounting Policy of the State Corporation, International Financial Reporting Standards (hereinafter - IFRS).

The financial statements of the State Corporation for the year ended 31 December 2023 have been prepared in accordance with IFRS as issued by the International Accounting Standards Board (IASB) and interpretations issued by the International Financial Reporting Interpretations Committee of the IASB. The financial statements have been prepared under the historical cost convention, except for financial instruments carried at estimated cost or fair value at the date of recognition.

The statements include all assets, liabilities, equity, income and expenses that are elements of the financial statements (statement of financial position, statement of comprehensive income, statement of cash flows, statement of changes in equity).

Statement of financial position *(in thousands of Tenge)*

	Remar k.	2023	2022
ACTIVITIES			
Non-current assets			
Property, plant and equipment	5	35 099 088	34 133 393
Intangible assets	6	3 365 418	2 532 213
Right-of-use assets		-	-
Investments in bonds	7	2 786 156	2 342 719
Deferred tax assets		-	-
Other non-current assets		847	1 351
Total non-current assets		41 251 509	39 009 676
Current assets			
Stocks	8	1 933 369	1 280 839
Trade and other receivables	9	1 211 044	2 020 595
Prepayment of income tax		1 005 485	715 207
Other current assets	10	305 276	313 670
Bank deposits	11	647 746	3 057 656
Cash and cash equivalents	12	13 584 870	15 616 778
Total current assets		18 687 790	23 004 745
TOTAL ACTIVITIES		59 939 299	62 014 421

Shareholders' equity and liabilities *(in thousands of Tenge)*

	Remar k.	2023	2022
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Authorised capital	13	40 377 176	40 377 176
Retained earnings		5 468 809	5 412 502
Total shareholders' equity		45 845 985	45 789 678
Non-current liabilities			
Lease commitments		-	-
Deferred tax liabilities	25	894 895	598 104
Total non-current liabilities		894 895	598 104
Current liabilities			
Employee benefit obligations	14	1 119 756	4 821 463
Trade and other payables	15	3 764 519	1 663 420
Liabilities under contracts with customers	16	2 023 756	5 805 073
Accounts payable to the shareholder	13	-	-
VAT payable		2 857 658	1 753 719
Other current liabilities	17	3 482 730	1 582 964
Total current liabilities		13 198 419	15 626 639
Total equity and liabilities		59 939 299	62 014 421

Statement of comprehensive income *(in thousands of Tenge)*

	Remark.	2023	2022
Revenue	18	93 296 762	82 025 005
Rental income		267 400	368 568
Cost of services rendered	19	(87 119 749)	(71 124 978)
Gross profit		6 444 414	11 268 595
General and administrative expenses	20	(11 380 663)	(12 041 393)
Other operating income	21	4 561 667	1 535 233
Other operating expenses	22	(421 718)	(113 089)
Operating profit		(796 301)	649 346
Recovery/(Accrual) of expected credit losses, net	23	(12 633)	(260 197)
Finance income	24	1 105 920	928 603
Financial costs		-	(577)
Profit/(loss) before taxation		296 986	1 317 175
Income tax expense	25	(296 791)	(634 420)
Net profit/(loss) for the reporting year		195	682 755
Other comprehensive income for the year		-	-
Total comprehensive income for the reporting year		195	682 755

Statement of cash flows *(in thousands of Tenge)*

	Remar k.	2023	2022
Cash flows from operating activities			
Profit before taxation		296 986	1 317 175
Corrections:			
Depreciation and amortisation		3 030 710	2 969 961
Finance income		(1 105 920)	(928 603)
Finance costs		-	577
Loss on disposal of property, plant and equipment		(546 743)	(9 618)
Accrual of expected credit losses		51 080	(260 197)
Accrual of provisions for employee holidays and bonuses		4 199 555	6 646 006
Income from donated assets		-	14 252
Other provisions and accrued liabilities		(296 791)	6 293
Operating profit before working capital adjustments		5 628 878	10 276 240
Change in working capital:			
Change in inventories		(652 530)	8 658
Change in trade receivables and other current assets		817 945	(1 534 195)
Change in employee benefit obligations		(7 901 262)	(6 341 559)
Change in trade and other payables and other current liabilities		3 950 865	(559 780)
Change in liabilities under contracts with customers		(3 781 317)	455 660
Change in VAT payable		1 103 939	(253 421)
Net cash flows from operating activities		(833 482)	2 051 603
Income tax paid		6 513	(692 804)
Remuneration received		662 483	600 112
Lease remuneration paid		-	(667)
Net cash flows from operating activities		(164 486)	1 958 244
Cash flows from investing activities			
(Placement)/withdrawal of bank deposits, net		2 409 910	(1 570 896)
Acquisition of property, plant and equipment and intangible assets		(4 923 472)	(6 543 563)
Proceeds from sale of property, plant and equipment and intangible assets		645 636	77 602
Change in other non-current financial assets		504	506
Net cash flows (used in)/generated from investing activities		(1 867 421)	(8 036 351)
Repayment of lease principal obligations		-	(5 725)
Net cash flows used in financing activities		-	(5 725)
Net change in cash and cash equivalents		(2 031 908)	6 083 832
Change in allowance for expected credit losses	22	-	(8 009)
Cash and cash equivalents at the beginning of the year	11	15 606 778	21 708 619
Cash and cash equivalents at the end of the year	11	13 584 870	15 616 778

Statement of Changes in Equity *(in thousands of Tenge)*

	Authorised capital	Unallocated profit	Total shareholders' equity
As of 1 January 2022	34 623 109	4 729 747	39 352 856
Net profit for the reporting year	-	682 755	682 755
Contribution to share capital	5 754 067	-	5 754 067
Other comprehensive income	-	-	-
As at 31 December 2022	40 377 176	5 412 502	45 789 678
As of 1 January 2023	40 377 176	5 412 502	45 789 678
Net profit for the reporting year	-	195	195
Contribution to share capital	-	-	-
Other comprehensive income	-	56 112	56 112
As at 31 December 2023	40 377 176	5 468 809	45 845 985

The State Corporation is a non-profit organisation that does not pursue as its main purpose the extraction of income and does not distribute the net income received in favour of the Shareholder.

In accordance with the procurement contract for the audit of financial statements, an external auditor, Crowe Audit Tani LLP, was engaged to review the consolidated financial statements for the period from 1 January to 31 December of the financial year and to audit the annual financial statements in accordance with IFRS.

According to the independent auditor's report, the financial statements present fairly, in all material respects, the financial position of the State Corporation as at 31 December 2023 and its financial performance and cash flows for the year then ended in accordance with IFRS.

The annual financial statements of the State Corporation for 2023 were pre-approved by the decision of the Board of Directors dated 31 May 2024 No.01-01-02/02, approved by the order of the Vice-Minister of DDIAI dated 15 August 2024 No.495/HK and placed on the official Internet resource of the State Corporation gov4c.kz. in the section "About the Corporation. Reporting".

15. EXTERNAL AUDITOR INFORMATION FOR 2019-2023

An audit of financial statements is an independent assurance engagement to express an opinion on whether the financial statements are prepared, in all material respects, in accordance with the established conceptual framework for financial reporting (IFRS, NSFR).

According to Article 78, paragraph 1 of the Law, the audit of the financial statements of the State Corporation is mandatory.

To verify and confirm the reliability of the annual financial statements and assess the risk management and internal control system, the State Corporation engages a professional audit organisation (external

auditor) on the basis of a competitive selection in accordance with the Rules for Public Procurement approved by the Order of the Minister of Finance of the Republic of Kazakhstan dated 11 December 2015 No. 648.

In accordance with subparagraph 11) of paragraph 2) of Article 53 of the Law and subparagraph 8) of paragraph 48 of the Charter of the State Corporation, the determination of the amount of payment for the services of an audit organisation for the audit of financial statements is within the exclusive competence of the Board of Directors of the State Corporation.

Audit of the financial statements for 2023 was performed by Astana Expert Audit LLP. The amount of remuneration paid to Astana Expert Audit LLP for services on audit of financial statements was KZT 15,500 thousand including VAT. Astana Expert Audit LLP did not provide services not related to the audit of financial statements and other information in 2023.

Audit of the financial statements for 2022 was conducted by SFAI Kazakhstan LLP. The amount of remuneration paid to SFAI Kazakhstan LLP for services on audit of financial statements was 23 520 thousand tenge including VAT. SFAI Kazakhstan LLP did not provide services not related to the audit of financial statements and other information in 2022.

The audit of the financial statements for 2021 was performed by Crowe Audit Tani LLP. The amount of remuneration paid to Crowe Audit Tani LLP for services related to the audit of financial statements was KZT 20,048.0 thousand including VAT. CroweAudit Tani LLP did not provide services not related to the audit of financial statements and other information in 2021.

The audit of financial statements for 2020 was performed by Crowe Audit KZ LLP. The amount of remuneration for services related to the audit of financial statements totalled KZT 21,168.0 thousand including VAT. CroweAudit KZ LLP did not provide services not related to the audit of financial statements and other information in 2020.

The audit of the financial statements for 2019 was performed by Ernst & Young LLP. The amount of remuneration for services on audit of financial statements totalled KZT 91,840 thousand including VAT. In 2019 Ernst & Young LLP also provided services on seminars and trainings for the total amount of 9,624,6 thousand tenge.

Former employees of audit organisations that audited financial statements were not employed by the State Corporation.

Contact information for interested parties:

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