

STAKEHOLDER ENGAGEMENT

KMG recognises the importance of its economic, environmental and social impact and strives to maintain a balance between stakeholder interests, taking a responsible, informed and rational approach to stakeholder engagement.

KMG has an approved Stakeholder Map, reflecting risks and rankings (based on direct or indirect dependence), obligations, the situation (with a special focus on higher-risk areas), influence and different prospects. The Company effectively implements Stakeholder Engagement Plans. KMG follows best stakeholder engagement practices, including such international standards as AA1000 Stakeholder Engagement Standard

The Company's goal is to increase stakeholders' loyalty by improving working conditions and building a productive dialogue with stakeholders, which boosts KMG's performance through understanding and support from customers, shareholders, investors, authorities, local communities and public organisations.

Stakeholder engagement measures include the following:

Stakeholder group	Type of provided information	Communication methods
Shareholders	Information on the Company's performance, corporate events of interest for security holders	<ul style="list-style-type: none"> ◆ Access to information ◆ Representation of shareholder interests on KMG's Board of Directors ◆ Publications on the corporate website ◆ Publications on the website of Kazakhstan Stock Exchange ◆ Financial disclosures on the depository's internet page
Subsidiaries and dependent companies	Information on the Company's performance, strategic development plans, introduced corporate governance mechanisms, communication methods, corporate events of interest for subsidiaries and dependent companies	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Representation of shareholder interests on General Shareholders' Meetings/meetings of subsidiaries and boards of directors/supervisory boards ◆ Meetings, consulting panels, conference calls ◆ Participation in committees, working groups ◆ Trainings, workshops
Company employees and their trade unions	Information on the Company's development plans, working conditions, career opportunities, protection of social and labour rights, corporate events of interest for KMG employees	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Meetings, reporting meetings between the management and employees ◆ Occupational health and safety councils and committees ◆ Trainings, workshops ◆ Internal e-mails ◆ Materials sent through internal communication channels ◆ Surveys, polling ◆ Contests

Stakeholder group	Type of provided information	Communication methods
Business partners, suppliers, consumers For more details see the Supplier Relations section	Information on the management's decisions that may impact mutually beneficial cooperation, corporate events of interest for partners, suppliers and customers	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Group and one-on-one meetings, conference calls ◆ Handling complaints and queries ◆ Partner Days and Supplier Days ◆ Notification e-mails ◆ Audits
Investors For more details see the Investor Communications section	Information on the Company's performance, corporate events of interest for investors and the investment community in general	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Publications on the website of Kazakhstan Stock Exchange ◆ Road shows for investors and other public events; meetings, conference calls ◆ Handling requests by e-mail (ir@kmg.kz) and consulting by phone ◆ Press releases ◆ Financial disclosures on the depository's internet page
Authorities	Information on social, economic, environmental and industry aspects of interest for the government and people	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Group and one-on-one meetings, conference calls ◆ Publications in mass media ◆ Data entered in electronic systems ◆ Notifications via communication channels ◆ Working groups for improving Kazakhstan's laws
Financial institutions	Financial information of interest for financial institutions, matters of the Company's financial stability	<ul style="list-style-type: none"> ◆ Access to information ◆ Publications on the corporate website ◆ Publications in mass media
Local communities	Information on employment, corporate social responsibility, environmental safety and protection	<ul style="list-style-type: none"> ◆ Publications on the corporate website ◆ Meetings with local communities ◆ Participation in public consultations ◆ Publications in mass media ◆ Appointments for citizens ◆ Handling complaints and queries ◆ Participation in the work of local authorities and projects of local communities ◆ Holding public events involving representatives of local communities
Mass media	Any information unless deemed confidential under Kazakhstan's laws and KMG's internal documents	<ul style="list-style-type: none"> ◆ Press releases, informational publications, articles on the Company's website and in mass media ◆ Distribution of press releases ◆ Response to mass media's requests ◆ Conference calls, briefings, press tours, forums, information sessions and other media events
Public organisations	Any information unless deemed confidential under Kazakhstan's laws and KMG's internal documents	<ul style="list-style-type: none"> ◆ Membership of associations ◆ International initiatives ◆ Participation in industry forums, conferences ◆ Membership of social and environmental working groups ◆ Surveys and studies ◆ Handling requests