

APPROVED

**Board minutes
Energoinform JSC
dated May 12, 2021 No. 8**

APPROVED BY

**minutes of the Board of Directors
Energoinform JSC
dated " __ " May 2021 No. __**

ANNUAL REPORT Energoinform JSC for 2020

Ex. No. _____

Nur-Sultan 2021

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MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS



Serik Ospanov
Chairperson
board of directors
Energoinform JSC

Dear shareholder, partners, investors and readers of the Annual Report!

The electric power industry is one of the most important sectors of the economy of any state and it is with this that the strategic importance of the integrated development of all components of the Unified Electric Power System of the Republic of Kazakhstan is connected.

As you know, in order to achieve the goal of ensuring the reliable functioning and effective development of the information and telecommunications complex of the UES of Kazakhstan, a special role is assigned to Energoinform JSC.

This Company solves both issues of fault-tolerant servicing of all KEGOC facilities and introduces new IT solutions using the best world practices and innovative technologies.

The transformation of Energoinform JSC as an Information Integrator of the Unified Electric Power System of the Republic of Kazakhstan is important, not only from the point of view of the development of energy efficiency of enterprises and the launch of a balancing electricity market, but also from the point of view of improving the energy security of Kazakhstan.

The company has shown positive dynamics in terms of its profitability since its inception. Thus, the net profit of Energoinform JSC for 2020 amounted to 806.86 million tenge, compared with 2019 it increased by 31%. The company's dividend policy is fully consistent with this trend, and the payment of dividends is an established tradition.

The results of 2020 allow us to boldly look ahead and consistently implement the Company's development strategy. The activities of the Board of Directors in the reporting year are aimed at increasing long-term value and sustainable development Energoinform JSC.

The joint work of the Board of Directors and the Management Board, the search for and finding mutually acceptable solutions made it possible to achieve sustainable technological development and systematic achievement of common goals.

Taking this opportunity, I would like to thank our clients and employees, the Sole Shareholder and other stakeholders for the fruitful cooperation in 2020.

I look forward to continuing our successful work in 2021.

More details on the results of activities of Energoinform JSC for 2020 can be found in this Annual Report, which reflects the relevant figures and facts.

ADDRESS BY THE CHAIRMAN OF THE BOARD



Kuanysh Bektemirov

Chairman of the Board
Energoinform JSC

**Dear readers of the Annual Report,
colleagues, partners!**

At the end of 2020, the company completed the planned program. Improvement of volume and quality indicators of activity was ensured.

As a result, the Company's net profit amounted to 806 million 869 thousand tenge, exceeding the level of 2019 by 31%.

In spite of the global crisis associated with the Covid 19 pandemic, the Company provided a systematic increase in profitability.

This result is largely due to the main and most valuable resource of Energoinform JSC - the Company's employees.

In 2020, the Company fulfilled all obligations in the social sphere, continued to implement all adopted policies, create comfortable working conditions, and implement social programs that are regulated by the Collective Agreement.

In accordance with the requirements of the Labor Code of the Republic of Kazakhstan, Energoinform JSC is constantly working to create safe working conditions, eliminate injuries

during technological operations, improve production and sanitary conditions for workers, and reduce the influence of harmful and unfavorable factors.

In accordance with the goals set by the shareholder, Energoinform JSC continued to develop its corporate governance. So, based on the results of comprehensive diagnostics, Energoinform JSC in 2020 was assigned a corporate governance rating at the level of "BB".

Last year, work continued on the implementation of the Development Strategy of Energoinform JSC for the period 2019-2023, in terms of increasing the economic and technological efficiency of the Company's activities, development of the Company's competitiveness and ensuring stable development.

At the same time, given that more than 2 years have passed since the approval, and both the external environment and the Company itself have changed, Energoinform JSC has begun work on updating the Development Strategy.

We expect to complete the review of the Strategy in 2021, identifying priorities and key initiatives for the future development of Energoinform JSC. Based on this, we will make every effort to ensure the further development of the Unified Electricity System in Kazakhstan and meet the needs of stakeholders.

In conclusion, I want to note that bThanks to the well-coordinated work of the team, Energoinform JSC in 2020 fulfilled all its obligations to the shareholder and all interested parties.

I would like to express my gratitude to our partners and clients for the successful joint activity.

I am sure that our further cooperation will be even more effective and fruitful.

1 GENERAL INFORMATION ABOUT JOINT STOCK COMPANY "ENERGOINFORM"

1.1 History of creation

Energoinform JSC (hereinafter referred to as the Company) was created by reorganizing the Energoinform Institution of KEGOC JSC into Energoinform JSC (decision of the Board of Directors of KEGOC JSC dated September 30, 2010, Minutes No. 5).

The company was registered with the Department of Justice of Astana on November 29 2010. The state registration number of the legal entity is 21509-1901-JSC.

JSC "Energoinform" is a commercial organization that is a legal entity in accordance with the legislation of the Republic of Kazakhstan and has as its main purpose to receive net income from its statutory activities.

The sole shareholder of Energoinform JSC is the Kazakhstan Electricity Grid Operating Company - KEGOC JSC.

1.2 Mission. Goals and objectives. Development strategy

The mission, goals and objectives of the Company are defined in the Development Strategy of Energoinform JSC for the period 2019-2023.

In accordance with the Development Strategy of Energoinform JSC for the period 2019-2023, the Mission of the Company is to ensure the reliable functioning and effective development of information and telecommunication complexes of participants in the national energy system of the Republic of Kazakhstan.

Target Societies - development in three strategic directions:

- increasing the economic and technological efficiency of the Company's activities;
- development of the Company's competitiveness;
- ensuring stable development.

Main tasks strategic directions of the Company's activities:

Increasing the economic and technological efficiency of the Company's activities:

- 1) formation of a portfolio of products and services;
- 2) cost reduction, identification of sources of cost reduction, with the definition of measures to reduce their activity;
- 3) development and management of a partner network;
- 4) improving the organizational structure;
- 5) optimization of business processes;
- 6) implementation of procedures and regulations for their implementation;
- 7) personnel management and training;
- 8) transformation of the management system, organizational and functional development;
- 9) development of risk management, internal control and motivation systems;
- 10) optimization of the structure and quality of assets.

Development of the Company's competitiveness:

- 1) formation of marketing and sales competencies, development of a customer service system;
- 2) expansion of the volume of services in target markets and development of demanded, promising areas of service provision (development of technological competencies);
- 3) development of a system of interaction with stakeholders (stakeholders) and participation in the development of the energy industry.

Ensuring stable development:

- 1) formation of a customer-oriented corporate culture;
- 2) implementation of a performance monitoring system and a system of remuneration for achieving results;

3) consolidation of the Company's role as a center of intellectual competencies in the energy industry of Kazakhstan and compliance with obligations for the optimal use of resources and the use of environmentally friendly, energy and material saving technologies.

1.3 Organizational structure

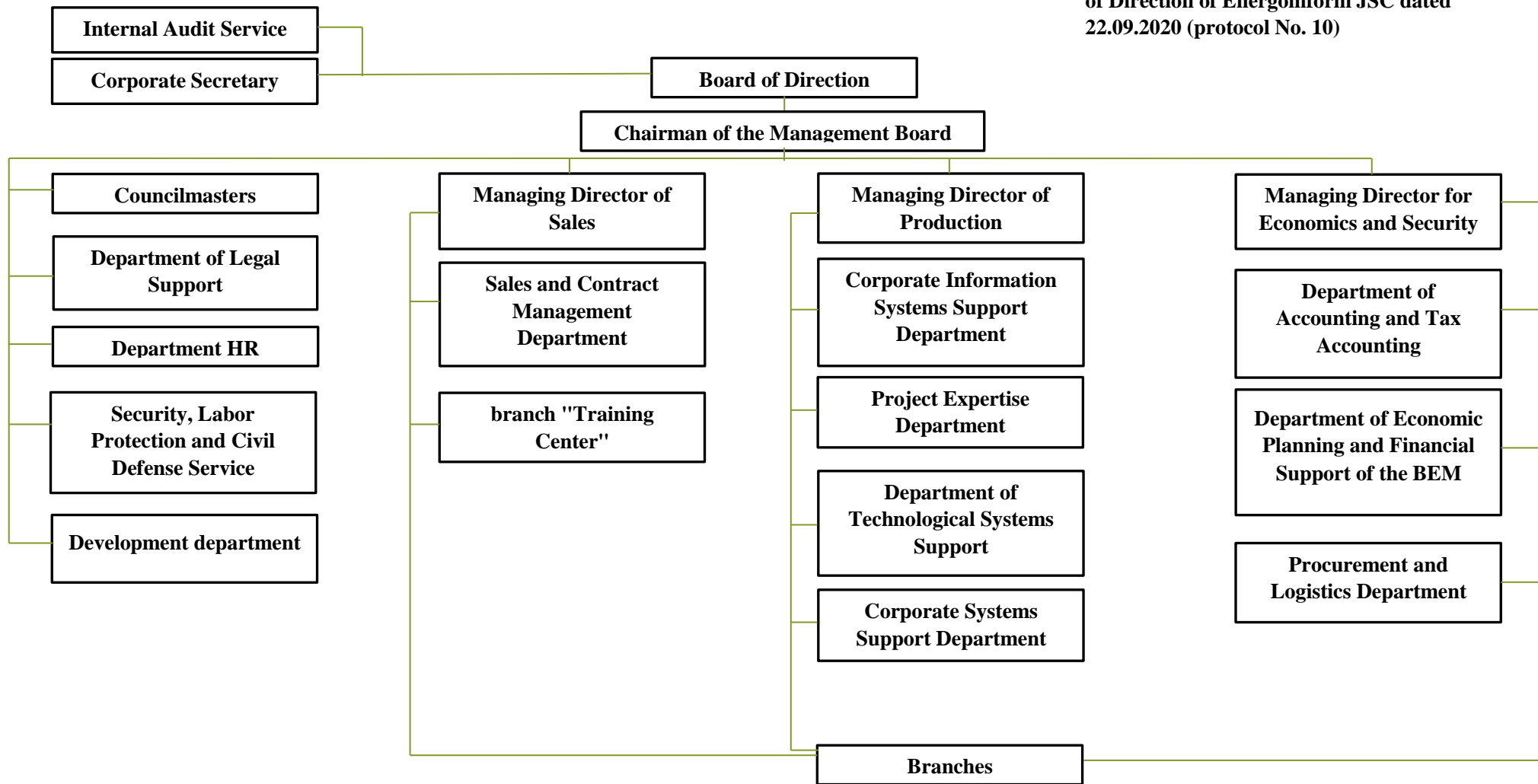
Energoinform JSC includes:

- The central office of the Company;
- 9 branches: Akmola (Nur-Sultan), Almaty (Almaty), Aktobe (Aktobe), Eastern (Ust-Kamenogorsk), Western (Atyrau), Kostanai (Kostanay), Karaganda (Karaganda), Northern (Ekibastuz), Southern (Shymkent);
- Branch "Training Center" (Nur-Sultan).

The organizational structure of Energoinform JSC, approved by the Board of Directors of Energoinform JSC on September 22, 2020 (Minutes No. 10), is presented below.

Organizational structure of EnergoInform JSC

Approved by the decision the Board
of Direction of Energoinform JSC dated
22.09.2020 (protocol No. 10)



The total number of the Central Office is 143 staff units

1.4 Share capital

As of December 31, 2020, the authorized capital of Energoinform JSC consists of 217,970 (two hundred seventeen thousand nine hundred seventy) ordinary shares with a par value of 10,000 tenge each.

Each ordinary share has the same voting rights. Energoinform JSC has no preferred shares as of December 31, 2020.

The number of unplaced ordinary shares is 482,030 (four hundred eighty two thousand and thirty) pieces.

Authorized capital of Energoinform JSC as of December 31, 2020 and December 31, 2019 (thousand tenge)

	31.12.2020	31.12.2019
Authorized capital	2,179,700	2,179,700
Unpaid capital at the beginning of the year		
Contribution to the authorized capital during the reporting period		
Total paid up share capital at the end of the reporting period	2,179,700	2,179,700

1.5 Market overview. Market position

The activity of Energoinform JSC belongs to the market of information and communication technologies (ICT) services, which is one of the most important sectors of the economy of the Republic of Kazakhstan.

Today the sphere of information and communication technologies remains one of the most dynamically developing sectors of the Kazakhstani economy. So, according to the report of the National infocommunication holding "Zerde" for 2019 for the development of the information and communication technologies industry in the Republic of Kazakhstan by 2022, global IT costs will exceed \$ 4.5 trillion, and the highest growth will be shown by services and software related to the so-called third platform and digital transformation projects.

To achieve the goal of ensuring the reliable functioning and effective development of the information and telecommunications complex of the UES of Kazakhstan, the key role is assigned to Energoinform JSC.

As part of the implementation of the task of the state program "Digital Kazakhstan", as well as the instructions of the President of Kazakhstan Kassym-Zhomart Tokayev on the modernization of the energy system of Kazakhstan through the development of modern smart technologies for the digitalization of industry and electricity, KEGOC JSC jointly with Energoinform JSC is implementing the project systems of emergency control and automatic control of operating modes of the Unified Electric Power System (UES) ", which consists of two components:" Centralized emergency control system (CSPA) "and" Automatic frequency and power control system (AFCM) ".

The launch of the first component (CSPA) will allow setting up emergency processes in the power system of Kazakhstan in real time without personnel intervention, with the transition from local to centralized emergency control. This will raise the reliability of the UPS to a completely different level.

The implementation of the second project (ARCHM) automates the regulation of frequencies and capacities in order to reduce to zero the deviations of the balance of power flows from the planned values at the border of the UES of Kazakhstan and the UES of Russia. This will reduce deviations in the planned balance of generation and consumption and will make it possible to avoid additional loading of the transit network with unplanned power flows.

It should be noted that the implementation of such complex information and telecommunication technologies became a clear evidence of the high qualifications of the personnel of Energoinform JSC and aroused the trust of large industry customers. In particular, Energoinform JSC signed an agreement on the implementation of the ARCHM system with the energy producing organizations of Kazakhstan, including JSC Moinak HPP named after U.D. Kantaev ”and LLP“ Ekibastuz GRES-1 named after Bulat Nurzhanov ”.

The commissioning of the CSPA and ARCHM will significantly increase the sectoral competence of Energoinform JSC and its recognition both in the domestic and foreign markets.

2 CORPORATE GOVERNANCE

2.1 Brief information about the shareholder

The sole shareholder of Energoinform JSC is the joint-stock company Kazakhstan Electricity Grid Operating Company KEGOC, established in accordance with the Resolution of the Government of the Republic of Kazakhstan dated September 28, 1996 No. 1188 "On some measures to restructure management energy system of the Republic of Kazakhstan ". The date of the initial state registration of KEGOC is July 11, 1997.

The founder of KEGOC JSC is the Government of the Republic of Kazakhstan. In accordance with the Resolution of the Government of the Republic of Kazakhstan "On Measures to Implement the Decree of the President of the Republic of Kazakhstan dated January 28, 2006 No. 50" dated February 23, 2006 No. 117, the state block of shares of KEGOC JSC was transferred in payment for the placed shares of JSC Kazakhstan Holding assets of "Samruk".

In 2008, through the merger of the joint-stock companies “Kazyna Sustainable Development Fund” and “Kazakhstan Holding for State Assets Management“ Samruk ”, JSC“ National Wealth Fund “Samruk-Kazyna” was created, which is the legal successor of JSC “Kazakhstan Holding for State Assets Management” Samruk ”.

On December 18, 2014, within the framework of the Program for the withdrawal of blocks of shares of subsidiaries and affiliates of Samruk-Kazyna National Welfare Fund JSC to the securities market, 25,999,999 pieces of authorized ordinary shares (ten percent minus one share) of KEGOC were placed »On the Kazakhstan Stock Exchange by subscription.

KEGOC's mission is the reliable operation and effective development of the UES of Kazakhstan in accordance with modern technical, economic, environmental challenges, and professional safety and health standards. KEGOC's mission is defined in KEGOC's Development Strategy for 2018–2028.

KEGOC JSC is the System Operator of the Unified Electric Power System of the Republic of Kazakhstan and performs functions in accordance with the Law of the Republic of Kazakhstan dated July 9, 2004 No. 588-II “On the Electric Power Industry”.

2.2 Board of Directors

The Board of Directors is a body of the Company that carries out general management of the activities of the Company, with the exception of issues referred by the legislation of the Republic of Kazakhstan and the Charter of the Company to the competence of the Sole Shareholder.

The Board of Directors of Energoinform JSC was established in 2011 by the decision of the Sole Shareholder - the Board of Directors of KEGOC JSC (Minutes No. 7 dated December 8, 2010).

Subsequently, the Board of Directors of Energoinform JSC was re-elected for 3 (three) years by the following decisions of the Sole Shareholder:

- dated January 22, 2013 (minutes of the Board of Directors of KEGOC No. 1);
- dated January 29, 2016 (minutes of the Board of Directors of KEGOC No. 1);
- dated January 25, 2019 (minutes of the Board of Directors of KEGOC No. 1).

As of December 31, 2020, the Board of Directors of Energoinform JSC consists of 6 people.

The composition of the Board of Directors of Energoinform JSC as of December 31, 2020:



**Born in 1973,
citizen of the Republic of
Kazakhstan**

Elected by decisions of the Sole Shareholder (Board of Directors of KEGOC):

- dated January 29, 2016 (Minutes No. 1);
- dated January 25, 2019 (protocol No. 1).

Does not own shares of Energoinform JSC.

Ospanov Serik Kenesbekovich

Chairman of the Board of Directors of Energoinform JSC, representative of the Sole Shareholder.

Education:

Semey State University with a degree in Machines and Apparatus for Food Production (1992-1996); Kazakh State Academy, majoring in Economics and Management (1999-2003);

Work experience over the past 5 years:

from December 2015 - First Deputy Chairman of the Management Board; Managing Director for Strategy and Business Transformation of KEGOC JSC; Advisor to the Chairman of the Management Board of KEGOC JSC.



Born in 1968, citizen of the Republic of Kazakhstan

Koroleva Elena Nikolaevna

Independent Director of Energoinform JSC, Chairman of the Audit Committee, member of the Strategic Planning and Corporate Governance Committee of the Board of Directors of Energoinform JSC

Education:

North Kazakhstan State University, Petropavlovsk, majoring in accounting and auditing, economist-accountant (2001); auditor's certificate of qualification (2003); CAP certificate (2003) and CIPA (2008); certificate of professional accountant 2010); Diploma in International Financial Reporting - Diploma (Diploma in International Financial Reporting, DipIFR, 2015); Tax Consultant certificate (2019); Risk Management certificate (2019).

Work experience over the past 5 years:

since 2016 - Financial Director of Auditing Company Center for Audit and Evaluation LLP.

<p>Elected by decisions of the Sole Shareholder (Board of Directors of KEGOC JSC):</p> <ul style="list-style-type: none"> - dated December 8, 2010 (Minutes No. 7), the decision entered into force on January 21, 2011; - dated January 22, 2013 (Minutes No. 1); - dated January 29, 2016 (Minutes No. 1); - dated January 25, 2019 (Minutes No. 1); - dated January 17, 2020 (protocol No. 1). <p>Owns shares of Energoinform JSC within the framework of the people's IPO - 116 shares (less than 0.00001%)</p>	
 <p>Born in 1980, citizen of the Republic of Kazakhstan</p> <p>Elected by the decision of the Sole Shareholder (Board of Directors of KEGOC JSC) dated January 25, 2019 (Minutes No. 1).</p> <p>Does not own shares of Energoinform JSC.</p>	<p>Boranbaev Askar Seilkhanovich Independent Director of Energoinform JSC, Chairman of the Appointment and Remuneration Committee and the Strategic Planning and Corporate Governance Committee, member of the Audit Committee of the Board of Directors of Energoinform JSC.</p> <hr/> <p>Education: Carroll University, USA, specialty "Computer Science" (2001); Master in Software Development (2004); Eurasian National University named after L.N. Gumilyova, Doctor of Philosophy (PhD) with a degree in Informatics, Computer Engineering and Management (2008); Graduate School of Business Nazarbayev University, "Executive MBA" (2015).</p> <p>Work experience over the past 5 years: 2011 - 2019 - PI "Nazarbayev University Library and IT Services", Deputy General Director for Information Technologies. 2019 - present - Lecturer at the Department of Computer Science at the School of Engineering and Digital Sciences of Nazarbayev University</p>



Born in 1962, citizen of the Republic of Kazakhstan

Elected by the decision of the Sole Shareholder (Board of Directors of KEGOC JSC) dated June 7, 2019 (Minutes No. 6).

Does not own shares of Energoinform JSC.

Sergey Katyshev

Member of the Board of Directors Energoinform JSC, representative of the Sole Shareholder, member of the Appointment and Remuneration Committee of the Board of Directors of Energoinform JSC

Education:

Alma-Ata Power Engineering Institute, specialty "Electrical systems and networks", electrical engineer (1983);
Kazakh Scientific Research Institute of Energy, specialty "Power Systems and Complexes", postgraduate studies (1988);
Siberian Power Engineering Institute of the Siberian Branch of the USSR Academy of Sciences, Candidate of Technical Sciences, Higher Attestation Commission of the USSR (1988);
Higher Attestation Commission under the Cabinet of Ministers of the Republic of Kazakhstan, Associate Professor in the specialty "Energy" (1995); Michigan International University, MBA (2006).

Work experience over the past 5 years:

2015 -2017 - Chief Director for Business Transformation of the Business Transformation Center of KEGOC JSC;
2017-2019 - Advisor to the Chairman of the Management Board of KEGOC JSC;
2019 - present Managing Director for Information and Telecommunications Complex and Transformation of KEGOC JSC.



Born in 1979, citizen of the Republic of Kazakhstan

Safuani Tulegen Eсенулы

Member of the Board of Directors of Energoinform JSC, representative of the Sole Shareholder, member of the Strategic Planning and Corporate Governance Committee of the Board of Directors of Energoinform JSC.

Education:

Kazakh State Law Academy with a degree in Jurisprudence (2000); Kazakh University of Technology and Business with a degree in State and Local Governance (2013); EE "Almaty Management University", specialty - MBA (2018).

Work experience over the past 5 years:

since 2012 - Director of the Legal Department of KEGOC JSC;
since June 2017 - Managing Director for Legal Support and Risks at KEGOC.

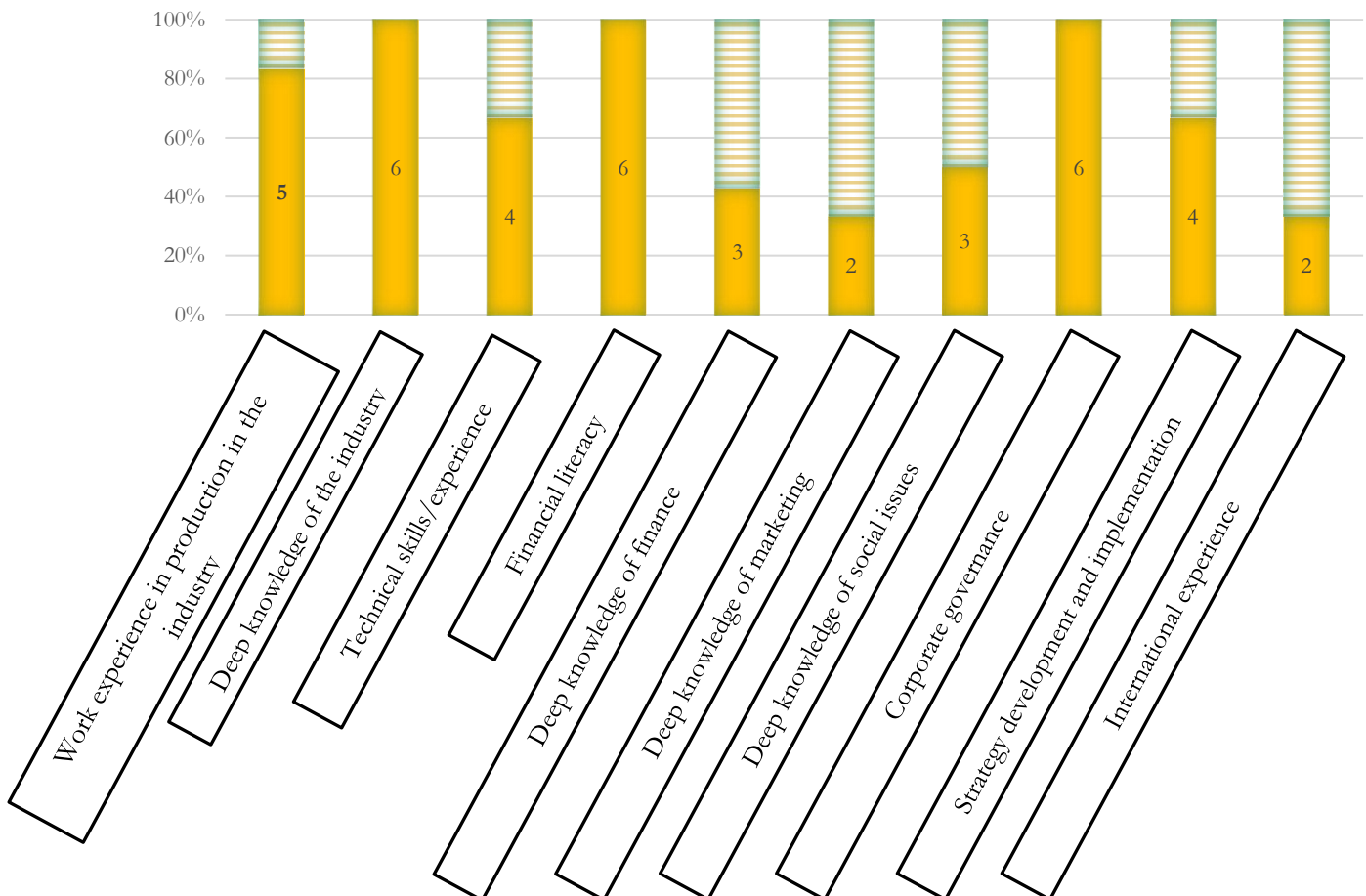
<p>Elected by the decision of the Sole Shareholder (Board of Directors of KEGOC JSC):</p> <ul style="list-style-type: none"> - dated June 16, 2017 (Minutes No. 5); - dated January 25, 2019 (Minutes No. 1) <p>Does not own shares of Energoinform JSC.</p>	
 <p>Born in 1970, citizen of the Republic of Kazakhstan</p> <p>Elected by the decision of the Sole Shareholder (Board of Directors of KEGOC JSC) on August 28, 2019 (protocol No. 8)</p> <p>Does not own shares of Energoinform JSC.</p>	<p>Bektemirov Kuanysch Abdugaliyevich Member of the Board of Directors, Chairman of the Board of Energoinform JSC.</p> <hr/> <p>Education: Kazakh State University named after Al-Farabi Physicist (1993); Kazakh National Agrarian University ", majoring in electrical engineer (2004); Nazarbayev University, EMBA (2015).</p> <p>Work experience over the past 5 years: 2012-2018 - Member of the Board of Directors of NAC Kazatomprom JSC 2017-2018 - Chairman of the Supervisory Board of United Chemical Company LLP 2018-2019 - Chairman of the Supervisory Board of KuBiK Production Company LLP 2019 - up to now - Chairman of the Management Board of Energoinform JSC.</p>

Competence of members of the Board of Directors

Members of the Board of Directors Energoinform JSC		Ospanov S.K.	Bektemirov K.A.	Katyshev S.I.	Safuani T.E.	Koroleva E.N.	Boranbaev A.S.
Work experience	ICT / energy, years	nineteen	21	32	fifteen	10	twenty
	Total experience, years	27	28	32	nineteen	32	twenty
Key competencies							
Industry knowledge							

Manufacturing experience in the industry							
Deep knowledge of the industry							
Technical skills / experience							
Specific skills / experience							
Financial literacy							
Deep knowledge of finance							
Deep knowledge of marketing							
Deep knowledge of social issues							
Experience in management and jurisprudence							
Corporate governance							
Strategy development and implementation							
international experience							

**Balance of qualifications of members of the Board of Directors
number of people.**

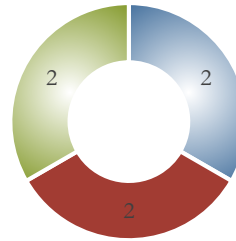


Gender structure



1 - woman; 5 - men

Age structure



■ 40-45 ■ 46-50 ■ 51-60

In accordance with the best corporate governance practice, it is necessary to have directors independent of shareholders and the company's management, who are a guarantee of making objective decisions that are in the best interests of the company. In accordance with the Law of the Republic of Kazakhstan "On Joint Stock Companies", the number of independent directors must be at least one third of the number of members of the Board of Directors. According to the Corporate Governance Code, the recommended number of independent directors on the Board of Directors of a company is up to fifty percent of the total number of members of the Board of Directors. Independence criteria are determined by legislation, the Charter and the Regulations on the Board of Directors of the Company.

According to Article 11 of the Charter of Energoinform JSC, the Directors are recognized as independent according to the following criteria:

- are not affiliated persons of the Company and have not been them during the three years preceding their election to the Board of Directors (except for the case of their tenure as an independent director of the Company);
- are not affiliated with the affiliated persons of the Company;
- are not linked by subordination with officials of the Company or organizations - affiliated persons of the Company and were not linked by subordination with these persons during the three years preceding their election to the Board of Directors;
- are not auditors of the Company and have not been auditors for three years preceding their election to the Board of Directors;
- do not participate in the audit of this joint-stock company as an auditor working in an audit organization, and did not participate in such an audit for three years preceding their election to the Board of Directors;
- are not government officials.

Selection and appointment

The election of members of the Board of Directors is carried out by the Sole Shareholder on the basis of clear and transparent procedures, taking into account the competencies, skills, achievements, business reputation and professional experience of candidates. When re-electing individual members of the Board of Directors or its entire composition for a new term, their contribution to the efficiency of the Board of Directors of the Company is taken into account. The Board of Directors and its committees must maintain a balance of skills, experience and knowledge that ensures the adoption of independent, objective and effective decisions in the interests of the Company and taking into account the fair treatment of all shareholders and the principles of sustainable development. Members of the Board of Directors and candidates for members of the Board of Directors must have relevant work experience, skills, knowledge, qualifications, positive achievements and an impeccable reputation in the business and industry environment necessary to carry out their functions. The number of members of the Board of Directors should be 7-11 people.

The recommended number of independent directors is at least 30 percent, but not more than 50 percent of the total number of members of the Board of Directors. Members of the Board of Directors are elected for a term not exceeding 3 years. Persons elected to the Board of Directors, subject to satisfactory performance results, may be re-elected for a period of up to 3 years. An independent director cannot be elected to the Board of Directors for more than 9 consecutive years. In exceptional cases, election for a term exceeding 9 years is allowed, but the election of such a person to the Board of Directors must take place annually. The number of members of the Board of Directors should be 7-11 people. The recommended number of independent directors is at least 30 percent, but not more than 50 percent of the total number of members of the Board of Directors. Members of the Board of Directors are elected for a term not exceeding 3 years. Persons elected to the Board of Directors, subject to satisfactory performance results, may be re-elected for a period of up to 3 years. An independent director cannot be elected to the Board of Directors for more than 9 consecutive years. In exceptional cases, election for a term exceeding 9 years is allowed, but the election of such a person to the Board of Directors must take place annually. The number of members of the Board of Directors should be 7-11 people. The recommended number of independent directors is at least 30 percent, but not more than 50 percent of the total number of members of the Board of Directors. Members of the Board of Directors are elected for a term not exceeding 3 years. Persons elected to the Board of Directors, subject to satisfactory performance results, may be re-elected for a period of up to 3 years. An independent director cannot be elected to the Board of Directors for more than 9 consecutive years. In exceptional cases, election for a term exceeding 9 years is allowed, but the election of such a person to the Board of Directors must take place annually. Members of the Board of Directors are elected for a term not exceeding 3 years. Persons elected to the Board of Directors, subject to satisfactory performance results, may be re-elected for a period of up to 3 years. An independent director cannot be elected to the Board of Directors for more than 9 consecutive years. In exceptional cases, election for a term exceeding 9 years is allowed, but the election of such a person to the Board of Directors must take place annually. Members of the Board of Directors are elected for a term not exceeding 3 years. Persons elected to the Board of Directors, subject to satisfactory performance results, may be re-elected for a period of up to 3 years. An independent director cannot be elected to the Board of Directors for more than 9 consecutive years. In exceptional cases, election for a term exceeding 9 years is allowed, but the election of such a person to the Board of Directors must take place annually.

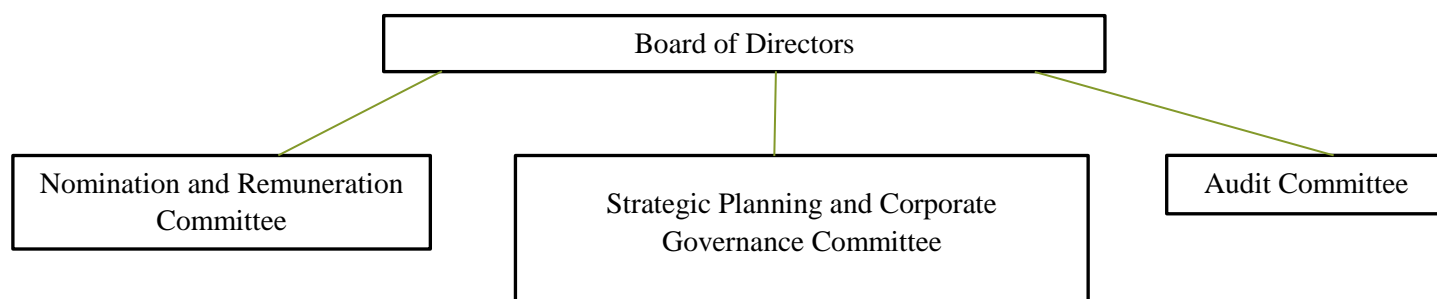
Independent directors

According to the world practice of corporate governance and the requirements of the Law of the Republic of Kazakhstan "On Joint Stock Companies", the Board of Directors of Energoinform JSC includes two independent directors: Elena Nikolaevna Koroleva and Askar Seilkhanovich Boranbaev. The directors are recognized as independent because they:

- are not affiliated persons of Energoinform JSC and have not been them for three years preceding their election to the Board of Directors of Energoinform JSC (except for the case of their tenure as an independent director of the Company);
- are not affiliated with affiliated persons of Energoinform JSC;
- are not linked by subordination with officials of Energoinform JSC or organizations - affiliated persons of Energoinform JSC and were not linked by subordination with these persons for three years preceding their election to the Board of Directors of Energoinform JSC;
- do not participate in the audit of Energoinform JSC as auditors working as part of an audit organization, and did not participate in such an audit for three years preceding their election to the Board of Directors of Energoinform JSC;
- are not representatives of a shareholder at meetings of the Company's bodies and have not been them for three years preceding their election to the Board of Directors of Energoinform JSC;
- are not government officials.

2.3 Committees of the Board of Directors

In order to create a platform for active discussion and detailed analysis of individual issues, there are 3 committees under the Board of Directors of Energoinform JSC, the activities and powers of the committees are regulated by the relevant provisions on the committees approved by the Board of Directors of Energoinform JSC.



2.4 Corporate Secretary

In accordance with subparagraph 2) of paragraph 2 of Article 4-1 of the Law of the Republic of Kazakhstan "On Joint Stock Companies", the Charter of Energoinform JSC provides for the presence of a Corporate Secretary.

The position of the Corporate Secretary was introduced in order to ensure compliance by the bodies and officials of the Company with the rules and procedures of corporate governance that guarantee the implementation of the rights and interests of the Sole Shareholder of the Company. The corporate secretary of the Company is appointed and reports to the Board of Directors.

The corporate secretary of the Company in his activities is guided by the Charter, the Code of Corporate Governance, the Regulation on the Board of Directors and the Regulation on the Corporate Secretary of Energoinform JSC.

The tasks of the Corporate Secretary within the framework of his activities are:

1) ensuring compliance by the bodies and officials of the Company with the legislation of the Republic of Kazakhstan in the field of corporate governance, the Charter, the Code and internal documents of the Company, as well as improving the policy and practice in the field of corporate governance;

2) ensuring the efficient operation of the Board of Directors and its committees;

3) ensuring storage, disclosure and provision of material information about the Company, as well as maintaining a high level of information transparency;

4) ensuring clear and effective interaction between the bodies of the Company;

5) notifying members of the Board of Directors of any restrictions on the combination of the position of a member of the Board of Directors in several companies. The corporate secretary keeps records and regularly updates data on the positions held by members of the Board of Directors;

6) ensuring and regular analysis of the procedure for the work of the Board of Directors. Members of the Board of Directors seek advice from the Corporate Secretary regarding their responsibilities, in accordance with the rules and regulations that they must comply with, and how they should perform their duties;

7) reflection of key discussions and argumentation of complex issues in the minutes of the Board of Directors.

2.5 Board

The management of the current activities of Energoinform JSC is carried out by the executive body - the Management Board.

The Management Board makes decisions on issues related to the Company's activities that are not attributed to the competence of other bodies.

The Management Board of the Company in 2020 acted in accordance with the decision of the Board of Directors of Energoinform JSC to extend the term of office of the Management Board from January 26, 2012 until the Board of Directors made a decision to terminate the powers of the Management Board members (Minutes No. 1 dated January 27, 2012). By the decision of the Board of Directors of Energoinform JSC dated February 27, 2017 (Minutes No. 1), the term of office of the Management Board of Energoinform JSC is determined until February 26, 2020 inclusive.

In connection with the expiration of the term of office of the Management Board, by the decision of the Board of Directors of Energoinform JSC dated February 25, 2020 (Minutes No. 3), the composition of the Management Board of Energoinform JSC was determined for a new term until February 26, 2023 inclusive.

Composition of the Management Board of Energoinform JSC as of 31.12.2020 and brief information about them:



Born in 1970, citizen of the Republic of Kazakhstan

Elected by the decision of the Sole Shareholder (Board of Directors of KEGOC JSC) on August 28, 2019 (protocol No. 8)

Does not own shares of Energoinform JSC

Bektemirov Kuanysh Abdugalievich

Member of the Board of Directors, Chairman of the Board of Energoinform JSC

Education:

Kazakh State University named after Al-Farabi Physicist (1993); Kazakh National Agrarian University ", majoring in electrical engineer (2004); Nazarbayev University, EMBA (2015).

Work experience over the past 5 years:

2012-2018 - Member of the Board of Directors of NAC Kazatomprom JSC;

2017-2018 - Chairman of the Supervisory Board of United Chemical Company LLP;

2018-2019 - Chairman of the Supervisory Board of Production Company KuBiK LLP;

2019 - present - Chairman of the Management Board



Kundakbaev Nurlan Balkhashbaevich

Member of the board, Managing Director for Production of Energoinform JSC.

Education:

Tomsk Polytechnic University, Kazakh National Technical University with a degree in Computing Machines, Systems and Networks, and Turan-Astana University with a degree in Jurisprudence;

Work experience over the past 5 years:

since 2011 - Managing Director of Energoinform JSC for Information Technologies;

from 2019 to the present - Managing Director for Production of Energoinform JSC

Born in 1975, citizen of the Republic of Kazakhstan

Appointed August 22, 2019, elected for a new term from February 27, 2020. He is not a member of the board of directors of other organizations and does not own shares of Energoinform JSC.



Born in 1982, citizen of the Republic of Kazakhstan

Appointed August 22, 2019;
elected for a new term from February 27, 2020

Is not a member of the board of directors of other organizations

Does not own shares of Energoinform JSC



Born in 1971, citizen of the Republic of Kazakhstan

Appointed August 22, 2019, re-elected from February 27, 2020

Is not a member of the board of directors of other organizations

Does not own shares of Energoinform JSC

Birzhan Aldazhumanov

Member of the board, Managing Director for economy and provision Energoinform JSC.

Education:

Graduated from the Eurasian University. L.N. Gumilyov, Institute of Economics, specialty "Finance and Credit";
Qualified auditor of the Republic of Kazakhstan;
Certified professional accountant; Chartered Financial Reporting Officer (DIPIFR);
Certified Internal Auditor (DIPIA);
Certified Accountant Practitioner (CAP);
Certified Financial Manager CIMA (CIMA Adv Dip MA (Rus)).

Work experience over the past 5 years:

since 2015 - Deputy Chairman of the Management Board of Energoinform JSC for Economics;
from 2019 to the present - Managing Director for Economics and Supply of Energoinform JSC.

Duisenov Nurlan Yegemberdievich

Member of the Management Board, Managing Director for Development and Sales of Energoinform JSC

Education:

In 1994 he graduated from the Kyrgyz Technical University with a degree in Design and Technology of Radioelectronic Means, from 2002 to 2004 he studied at the Faculty of Jurisprudence at the Adilet Graduate School of Law, in 2006 he graduated from the Kyrgyz State Technical University with a degree in Power Plants , qualification "engineer", in 2018 - EE "Almaty Management University", training under the MBA program.

Work experience over the past 5 years:

since 2012 - Deputy Chairman of the Management Board of Energoinform JSC for Production;
from 2019 to the present - Managing Director for Development and Sales of Energoinform JSC.

Powers of the members of the Management Board

The powers of the members of the Management Board for 2020 are determined by the order of the Chairman of the Management Board dated October 10, 2019 No. 518 "On the distribution of duties and powers" and powers of attorney to represent the interests of the Company to third parties prepared on the basis of this order.

Remuneration to members of the Management Board

The procedure for remuneration of members of the Management Board of Energoinform JSC is determined by the Regulation on the Management Board, the Rules for remuneration and bonuses for the administrative and managerial personnel of Energoinform JSC, the Rules for assessing the performance and remuneration of executive and managerial employees of Energoinform JSC based on the results of the year.

By the decision of the Board of Directors of the Company dated March 27, 2020 (Minutes No. 5) for 2020, the following motivational cards of key performance indicators of the executives of Energoinform JSC were approved:

Corporate KPIs:

net income, ROACE, personnel satisfaction level, implementation of the action plan for the implementation of the Company's development strategy for 2020, corporate governance rating.

Individual efficiency:

- for the Managing Director for Production: percentage of successfully completed income contracts; level of ITC services availability, level of ITC users' satisfaction; timely execution of user requests for services on time (SLA); automation and implementation of HR and maintenance processes; software development for the balancing electricity market;

- for the Managing Director for Economics and Support: EBITDA margin; the share of local content (LCA) in the procurement of works and services; the level of provision of goods necessary for the execution of income contracts for other activities; compliance with the limits on balance sheet and off-balance sheet obligations for counterparty banks; The share of purchases of goods from domestic manufacturers (in purchases of goods from the "Economy of Simple Things"

- for the Managing Director for Development and Sales: the total income from the concluded contracts; financial result of the Training Center; repeated (long-term) contracts; net income from other main activities of the Branches; net income from the project office.

2.6 Internal Audit Service

The mission of the Service is to provide the necessary assistance to the Board of Directors and the Executive Body in fulfilling their responsibilities to achieve the strategic goals of the Company.

The main goal of the Internal Audit Service is to provide the Board of Directors of the Company with independent and objective information designed to ensure effective management of the Company by introducing a systematic approach to improving risk management, internal control and corporate governance systems.

The Internal Audit Service was established in January 2011 in accordance with the decision of the Board of Directors of the Company (minutes of January 26, 2011 No. 1) in the amount of two people - the Head of the Service and the auditor.

From July 1, 2012, by the decision of the Board of Directors, the composition of the Internal Audit Service was determined in the amount of one person (Minutes No. 5). The powers of the auditor of the Internal Audit Service of Energoinform JSC were transferred to the head of the Service.

The Service, in carrying out its activities, is guided by the legislation of the Republic of Kazakhstan, the Charter of the Company, decisions of the bodies of the Company, the Regulation on the Internal Audit Service and other internal documents of the Company. Also, the activity of the Service is based on international professional standards of internal audit, developed by the Institute of Internal Auditors (The Institute of Internal Auditors Inc).

The main tasks of the Service are:

- 1) assessment of the reliability and efficiency of the internal control system;
- 2) assessment of the reliability and efficiency of the risk management system;
- 3) assessment of the reliability, completeness, objectivity of the accounting system and the reliability of financial reporting;
- 4) assessment of the Company's compliance with the requirements of the legislation of the Republic of Kazakhstan and assessment of the adequacy of systems and procedures created and applied to ensure compliance with these requirements (compliance control);
- 5) assessment of the rationality and efficiency of the use of the Company's resources and the methods (methods) used to ensure the safety of the Company's property;
- 6) assessment of the improvement of the corporate governance process in the Company.

2.7 Risk Management and Internal Control

The Risk Management System (RMS) of Energoinform JSC is aimed at ensuring the continuity of the company's activities, upon achieving the planned strategic, operational and financial goals with an acceptable deviation within the established risk appetite, by limiting the impact of internal and external negative factors on the Company's activities.

Risk management is carried out with the participation of the Board of Directors, the Internal Audit Service, the Management Board, structural divisions - owners of risks, a structural division responsible for risk management.

The main principles of the risk management system are:

- 1) involvement of the management of Energoinform JSC in risk management;
- 2) continuous improvement of the risk management system;
- 3) continuity of training and knowledge exchange in the field of risk management by the Company's employees;
- 4) openness and honesty in reporting and escalating risks.

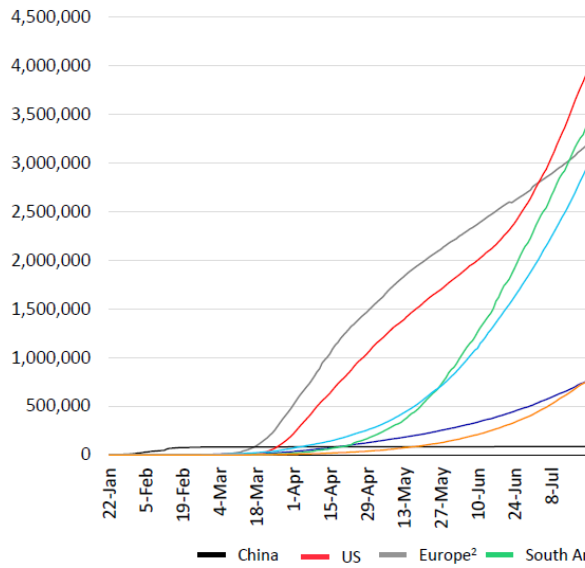
The Company has fine-tuned the process of annual risk identification, their assessment and development of risk management measures. The activity of Energoinform JSC is characterized by a wide range of risks associated with business, divided into categories: strategic risks, operational risks, financial risks, legal risks.

In 2020, the Risk Register of Energoinform JSC included 29 risks, of which one of the key risks was the risk of the impact of viral infections on the activities of Energoinform JSC.

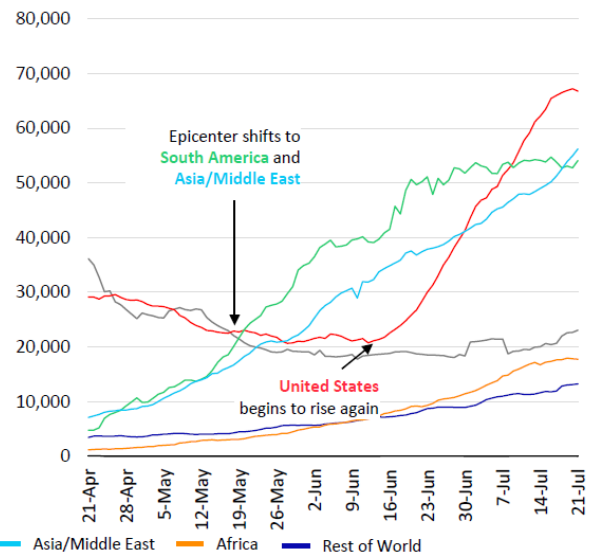
Early 2020 the coronavirus (COVID-19) pandemic broke out in different countries of the world, which became the hardest challenge for health systems and entailed a widespread suspension of the work of organizations and institutions, the closure of educational institutions and enterprises, and a reduction in employment. The total number of confirmed cases grew globally and the epicenter gradually shifted outside Europe towards South Asia, the Middle East and South America.

COVID-19: trends and spread of the disease in the world

Cumulative Confirmed Cases of COVID-19



New Cases Per Day of COVID-19 Past 3 Mo, 7 Day Moving Average



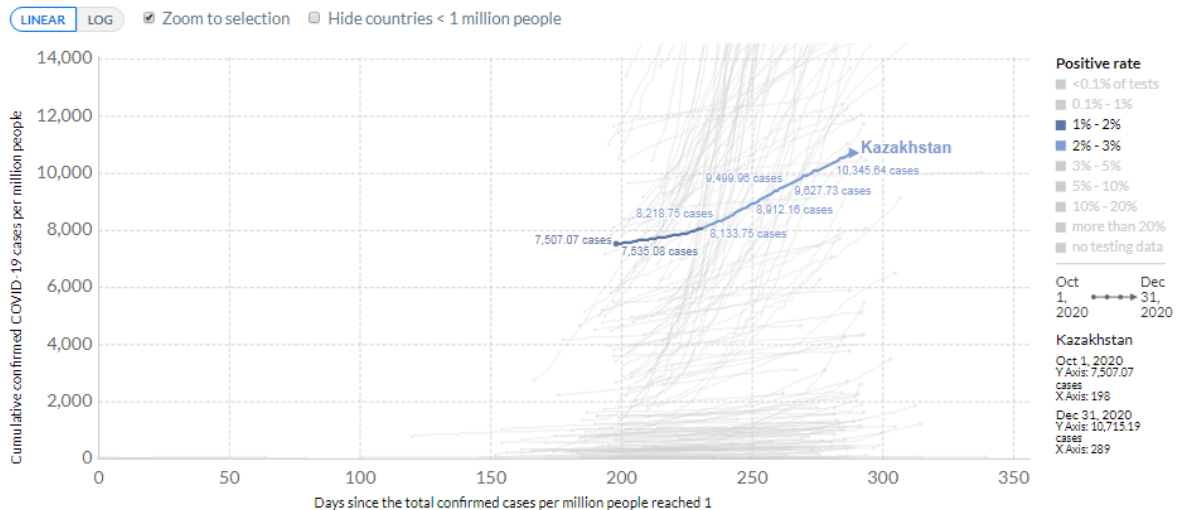
Source: John Hopkins University & Medicine Coronavirus Resource Center

In 2020, there was an increase in the incidence of coronavirus among the population in the Republic of Kazakhstan, in connection with which the country has taken measures to prevent it.

COVID-19: cases in Kazakhstan per 1 million population

Cumulative confirmed COVID-19 cases per million people

The number of confirmed cases is lower than the number of actual cases; the main reason for that is limited testing.



Source: Johns Hopkins University CSSE COVID-19 Data - Last updated 5 February, 06:02 (London time), Official data collated by Our World in Data - Last updated 3 February, 17:00 (London time) CC BY

Jan 26, 2020 ————— Feb 4, 2021

Source: <https://ourworldindata.org/coronavirus-data>

In order to manage this risk for the Company, a key risk indicator is defined as the number of cases of infection with the COVID-19 virus in the Republic of Kazakhstan per 1 million population. At the same time, the spread of COVID-19 on a global scale and contacts of employees with infected people are attributed to external risk factors, and the lack of adaptation of processes and unavailability of

infrastructure are internal factors.

The consequences for JSC "Energoinform" in the event of the realization of this risk have also been determined, namely:

- decrease in labor productivity and quality of services
- violation of project deadlines
- irrecoverable loss of personnel
- stoppage of production, loss of the opportunity to participate in the procurement of the Fund's companies, government procurement.

To prevent this risk, the following planned measures are identified:

1. Organization of work remotely.

80% of employees were transferred to a remote mode of work. MobileIron and CISCO VPN software was configured to organize connection from employees' home devices to work PCs. With the help of MobileIron CISCO VPN software, access is organized for employees of Energoinform JSC and branches.

We also carried out work on setting up home PCs for remote access. MS Teams software was implemented to organize video conferencing.

2. Ensuring anti-epidemiological sanitary measures at work

Individual protection means (masks, antiseptics) were purchased, and a watch was organized for employees of the Central Asia, Branches

3. Updating business continuity plans

4. Organization of work on the timely transfer of data from visitors to the Training Center base (Katarkol settlement) to the Department of Tourism and Sports for the smooth passage of checkpoints on the border sections of the Borabay State Scientific and Production Enterprise.

In addition, in the reporting period, the Risk Committee reviewed reports on the risk management system, risk appetite, Register and Risk Map of the Company for 2020, limits on counterparty banks of the Company, etc.

On a regular basis, the Internal Audit Service (IAS) of the Company assesses the effectiveness of the corporate risk management system of the Company.

The Company has implemented and operates an internal control system (ICS) based on the Standard "Internal control system of Energoinform JSC" (ICS Standard).

The ICS standard of Energoinform JSC provides for building a management system in the Company capable of promptly responding to risks, exercising control over the main and auxiliary business processes and daily operations, as well as immediately informing the management of the appropriate level about any significant deficiencies and areas for improvement.

In accordance with the ICS Standard, the competence of the bodies included in the ICS is delineated, depending on their role in the processes of development, approval, application and assessment of the effectiveness of the ICS. The ICS members are the Board of Directors, the Management Board, the Audit Committee, the Internal Audit Service, structural divisions - the owners of business processes, the structural division responsible for risk management.

2.8 The Company's policy on the settlement of corporate conflicts and conflicts of interest

JSC "Energoinform" has the organization's standards "Policy for the settlement of corporate conflicts of JSC" Energoinform "and" Policy for the settlement of conflicts of interests of officials and employees of JSC "Energoinform".

According to these standards, the tasks and functions of ensuring compliance by the bodies, officials and employees of Energoinform JSC with the Corporate Governance Code and the Code of Business Conduct and, if necessary, explaining their provisions, participating in the resolution of disputes between employees, between employees and officials etc. assigned to the Corporate Secretary of the Company (Ombudsman).

The corporate secretary, when performing the functions of the Ombudsman, has the right, in the prescribed manner, to request and receive from employees, officials, the head of the Internal Audit Service the materials (information) necessary to provide clarifications.

In accordance with the Code of Business Conduct of Energoinform JSC, officials and employees in the performance of their duties are guided by the legislation, By the Charter, Codes and other internal documents, assume the obligations to perform professional functions in good faith and reasonably, with due care and discretion in the interests of Energoinform JSC and the Sole Shareholder, avoiding conflicts.

In accordance with the Policy on Conflict of Interest Settlement for Officials and Employees of Energoinform JSC, members of the Board of Directors and the Management Board, as well as employees of the Company, ensure full compliance of their activities not only with the requirements of legislation and the principles of the Corporate Governance Code, but also with ethical standards and generally accepted norms. business ethics.

According to the norms of the above document, a person who, by virtue of his powers, is obliged to participate in the resolution of conflicts, must report that the conflict affects or may affect his interests, immediately as soon as he becomes aware of this, and must not take part in making a decision on this conflict.

The main task of the Company's bodies in the process of settling a corporate conflict is to find a solution that, being legal and reasonable, would meet the interests of Energoinform JSC. In order to protect both the rights of the Sole Shareholder and the business reputation of Energoinform JSC, work to resolve the conflict is carried out with the direct participation of the Sole Shareholder through direct negotiations or correspondence with him.

If it is impossible to resolve corporate conflicts through negotiations, they are resolved in accordance with the legislation and internal documents of Energoinform JSC.

The Chairman of the Management Board, on behalf of Energoinform JSC, settles corporate conflicts on all issues, decision-making on which is not attributed to the competence of other bodies of Energoinform JSC, and independently determines the procedure for dealing with corporate conflicts.

The Board of Directors resolves corporate conflicts on issues within its competence.

The Corporate Secretary is responsible for ensuring the maximum possible awareness of the Board of Directors about the nature of the corporate conflict and the role of a mediator in resolving the corporate conflict.

In 2020, there were no corporate conflicts recorded at Energoinform JSC.

In accordance with the Code of Conduct (Business Ethics) of KEGOC JSC, applied in JSC Energoinform and standards for conflict resolution, avoiding conflicts of interest is an important condition for ensuring the protection of the interests of the Sole Shareholder and JSC Energoinform, its employees.

All employees of the Company must behave in such a way as to avoid a situation in which a conflict of interest may arise, either in relation to themselves (or related persons) or in relation to others.

2.9 Principles of corporate governance

The Corporate Governance Code of Energoinform JSC was adopted on the basis of the Corporate Governance Code of NWF Samruk-Kazyna JSC. The objectives of the Corporate Governance Code are to improve corporate governance, ensure transparency in management, and confirm adherence to the standards of good corporate governance.

The principles of corporate governance of Energoinform JSC are:

- an effective corporate governance system based on a clear division of responsibilities between bodies;
- protection and enforcement of the rights of shareholders;
- sustainable development and the role of stakeholders in corporate governance;

- information disclosure and transparency;
- efficiency of the Board of Directors and the Management Board of Energoinform JSC.

Information on compliance with the provisions of the Corporate Governance Code of Energoinform JSC is indicated in Appendix No. 1.

2.10 Reporting of the company's bodies

2.10.1. Board of Directors report

The report on the activities of the Board of Directors of Energoinform JSC for 2020 is provided in accordance with the requirements of the Corporate Governance Code and the Regulation "Preparation and Disclosure of Information in the Annual Report of Energoinform JSC (R EI 00-207-16-SD), approved by the decision of the Board of Directors of JSC Energoinform "dated December 28, 2016 (Minutes No. 10).

The Board of Directors exercises control over the activities of the Management Board and the efficiency of the Company through reports submitted by the Management Board of the Company. The Board of Directors also oversees the risk management system in the Company through reports submitted by the Internal Audit Service based on the analysis of these issues. The Board of Directors ensures the implementation of the provisions of the Corporate Governance Code.

In 2020, 13 in-person meetings of the Board of Directors of Energoinform JSC were held, of which 4 meetings were held with the personal presence of members of the Board of Directors and 9 meetings were held using video conferencing due to the pandemic (COVID-19).

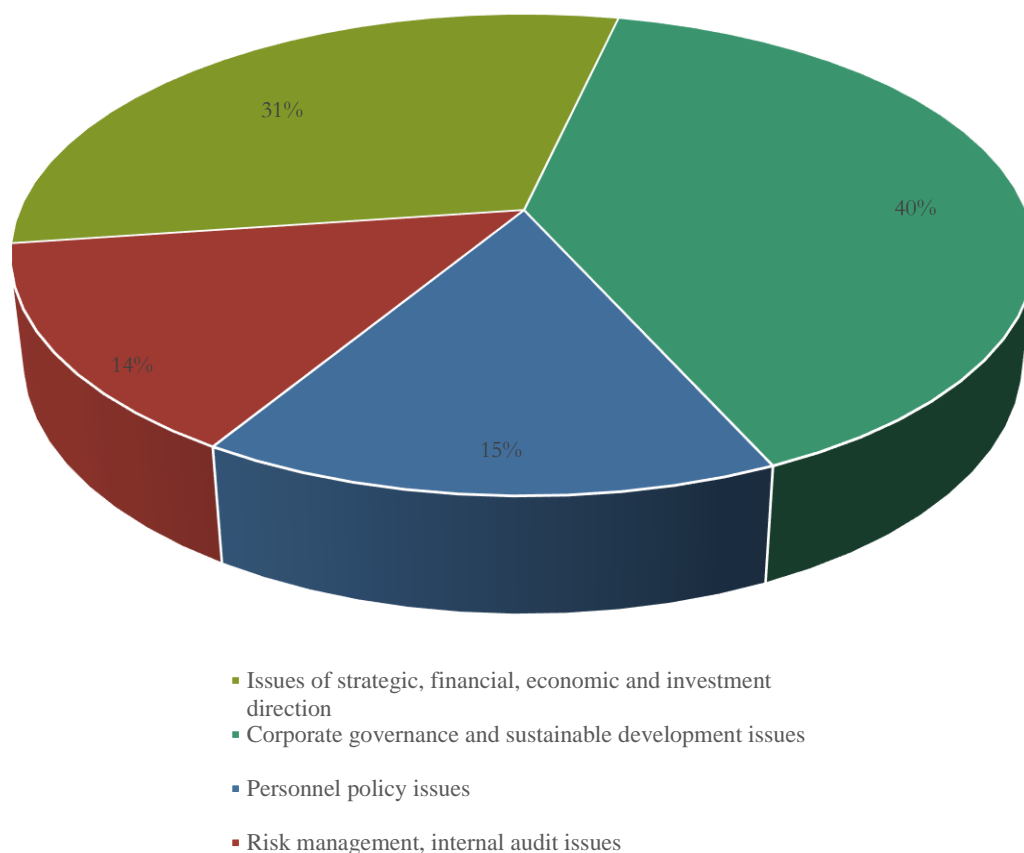
Participation of members of the Board of Directors in its meetings in 2020

Date, no. Full name	No. 1 22.01	No. 2 30.01	No. 3 02.25	No. 4 28.02	No. 5 27.03	No. 6 30.04	No. 7 20.05	No. 8 22.06	No. 9 07.08	No. 10 22.09	No. 11 19.10	No. 12 25.11	No. 13 30.12	%
Ospanov S.K.	+	+*	+*	+	+	V+	V+	V+	V+	V+	V+	V+	V+	100
Katyshev S.I.	+	+	+*	+	+*	V+	V+	V+	V+	V+	V+	V+	V+	100
Safuani T.E.	+	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	100
E. N. Koroleva	+	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	100
Boranbaev A.S.	+	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	100
K. A. Bektemirov	+	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	100

*- written opinion / participation using telephone conference.

V+ - participation using video conferencing

Issues considered at the meetingsThe Board of Directors in 2020



2.10.2 Board Report

In 2020, 21 meetings of the Management Board of Energoinform JSC were held, at which 105 issues were considered.

The issues of approving the staffing table of the central office in the new edition, as well as making changes to the staffing table of the central office within the framework of the total number of the central office and the organizational structure of Energoinform JSC approved by the Board of Directors were considered.

The price list for services and work carried out by Energoinform JSC for 2021, the amount and types of material assistance to employees of Energoinform JSC for 2020 were approved.

3 internal regulatory documents of Energoinform JSC were approved (including 2 re-adopted and amendments to 1 internal regulatory document), 5 internal regulatory documents of Energoinform JSC were also approved and submitted for approval by the Board of Directors of the Company (including 3 re-adopted and amendments to 2 internal regulatory documents).

In accordance with subparagraph 12) of paragraph 1 of Article 18 of the Charter of Energoinform JSC, the Management Board preliminarily considers and ensures the submission of issues for consideration by the Board of Directors and the Sole Shareholder of the Company.

In this regard, the Management Board for approval or approval by the Board of Directors of Energoinform JSC submitted issues that significantly affect the development of the Company:

- on approval by the Board of Directors of amendments to the Charter of Energoinform JSC and submission for approval by the Sole Shareholder;
- on approval of amendments to the regulations on branches of Energoinform JSC;

- on the approval of the new Organizational structure of the Central Office of Energoinform JSC;
- on approval of motivation cards of key performance indicators of executives of Energoinform JSC for 2020;
- on approval of the Action Plan for managing key risks of Energoinform JSC for 2020;
- on approval of the Annual Report of Energoinform JSC for 2019;
- on the approval of the Development Plan (Business Plan) of Energoinform JSC for 2021-2025,
- on preliminary consideration of the Annual financial statements of Energoinform JSC for 2019 and submitting it for approval to the Sole Shareholder;
- on the approval of motivation cards for key performance indicators of executives for 2020;
- on approval of changes and additions to the Development Plan (Business Plan) of Energoinform JSC for 2020-2024;
- key performance indicators (KPIs) for members of the Management Board of Energoinform JSC and their target values for 2021;
- on approval of limits on balance sheet and off-balance sheet liabilities for counterparty banks of Energoinform JSC;
- on approval of an increase in the obligations of Energoinform JSC by an amount equal to ten or more percent of the size of its equity capital;
- on determining the method of realization of the property complex
- JSC "Energoinform" "Training Center";
- on approval of the conclusion of a major transaction between Energoinform JSC (as part of a consortium with PGS Energy LLP) and KEGOC JSC for the reconstruction of the 220 kV outdoor switchgear at the 500 kV Aurora substation;
- on the approval of the conclusion of a major deal with Samruk-Kazyna Construction JSC, as a result of which six land plots of Energoinform JSC are alienated.

During the reporting period, the Management Board of Energoinform JSC made decisions to approve or approve and initiate for approval by the Board of Directors of the Company issues related to the internal procedures of Energoinform JSC on risk management, namely:

- Register and Risk Map of Energoinform JSC for 2020;
- Risk appetite of Energoinform JSC for 2021;
- Levels of tolerance and key risk indicators for key risks of Energoinform JSC for 2020;
- Action plan for managing key risks of Energoinform JSC for 2020.

Reports on key risk management are reviewed on a quarterly basis, and reports of the Risk Committee are reviewed at the end of each half of the year.

2.10.3 Corporate Secretary Report

During 2020, the Corporate Secretary ensured the formation and distribution of documents (materials) necessary for organizing and holding in-person meetings of the Board of Directors, as well as the Nomination and Remuneration Committee and the Strategic Planning and Corporate Governance Committee (notifications of meetings, draft decisions on issues on the agenda of the meeting, draft documents for preliminary acquaintance, etc.).

It was ensured that the documents submitted for consideration by the Board of Directors were completed in due time in due course; receipt of documents in the divisions of the Company and submission of the necessary documents (information) at the request of the Directors; distribution of documents approved by the Board of Directors; control over the implementation of decisions of the Board of Directors by the Company.

Ensuring the efficient operation of the Board of Directors and its committees, storage, disclosure and provision of material information about the Company, as well as maintaining a high level of information transparency for the purpose of clear and effective interaction between the bodies of the Company.

Information and reports to the members of the Board of Directors were sent in accordance with the Regulation “Submission of Periodic Reports (Information) to the Board of Directors of Energoinform JSC”.

Timely produced collection, accounting and updating of information on affiliated persons of the Company. Information about them was quarterly provided to the authorized state body for regulation and supervision of the financial market and financial organizations in the manner prescribed by the legislation of the Republic of Kazakhstan.

2.10.4 Audit Committee Report

According to the Regulations on the Audit Committee of the Board of Directors, the Committee consists of 3 (three) members of the Board of Directors, most of whom must be independent.

The composition of the Audit Committee as of December 31, 2020:

Elena Nikolaevna Koroleva - Chairman of the Committee, independent director;

Boranbayev Askar Seilkhanovich - member of the Committee, independent director;

Zharov Andrey Nikolaevich - member of the Committee, expert (without the right to vote), chief auditor of the operational and financial audit department of the Internal Audit Service of KEGOC JSC.

The Audit Committee acts in the interests of the shareholder of the Company and its work is aimed at rendering assistance to the Board of Directors of the Company by developing recommendations on:

1) establishment of an effective system of control over the financial and economic activities of the Company (including over the completeness and reliability of financial statements);

2) control over the reliability and efficiency of internal control and risk management systems, as well as over the execution of documents in the field of corporate governance;

3) control over the independence of external and internal audit, as well as over the process of ensuring compliance with the legislation of the Republic of Kazakhstan.

In 2020, 13 meetings of the Audit Committee were held, of which 9 meetings were held using video conferencing due to the pandemic (COVID-19), 43 issues were considered.

Participation of members of the Audit Committee in meetings in 2020

Date, no. Full name	No. 1 30.01	No. 2 19.02	No. 3 24.02	No. 4 27.03	No. 5 04/29	No. 6 28.05	No. 7 19.06	No. 8 22.06	No. 9 02.09	No. 10 21.09	No. 11 16.10	No. 12 11.11	No. 13 24.12	%
Koroleva E.N.	+	+	+	+	V +	V +	V +	V +	V +	V +	V +	V +	V +	100
Boranbaev A.S.	+	+	+	+	V +	V +	V +	V +	V +	V +	V +	V +	V +	100
Zharov A.N.	+	+	+	+	V +	V +	V +	V +	V +	V +	V +	V +	V +	100

V + - participation using video conferencing

2.10.5 Report of the Nomination and Remuneration Committee

According to the Regulations on the Nomination and Remuneration Committee of the Board of Directors, the Committee consists of 3 (three) members of the Board of Directors, most of whom must be independent.

Composition of the Nomination and Remuneration Committee as of December 31, 2020:

Boranbaev Askar Seilkhanovich - Chairman of the Committee, independent director;

Katyshev Sergey Irmanovich - member of the Committee, member of the Board of Directors of Energoinform JSC;

Iskakova Guldana Alikulovna - member of the Committee, expert (without the right to vote), head of the HR expertise department of the Human Resources Management Department of KEGOC

JSC.

The Nomination and Remuneration Committee was created as an advisory and advisory body of the Board of Directors to assist it by providing recommendations on the following issues:

- election and appointment of candidates for independent directors, members of the Management Board and the Corporate Secretary;
- creation and determination of the number of members of the committees of the Board of Directors, determination of the term of office of the committees, election of the Chairman and members of the committees, approval of regulations on them;
- introduction of a structured and open system of remuneration for directors, members of the Management Board, the Corporate Secretary and the Ombudsman;
- remuneration of directors, members of the Management Board, the Corporate Secretary in accordance with the goals, objectives and current position of the Company, and the level of remuneration in companies similar in type and scope of activity;
- ensuring an effective personnel policy, a system of remuneration and remuneration, as well as social support, professional development and training of employees, provision of social support to employees, including recommendations on the harmonization of internal regulatory documents;
- evaluating the work of the Board of Directors and its members, including from the point of view of the required qualifications of the Directors.

In 2020, 11 meetings of the Nomination and Remuneration Committee were held, of which 7 meetings were held using videoconferencing due to the pandemic (COVID-19), 16 issues were considered, including issues:

- election of a member of the committees of the Board of Directors of Energoinform JSC and determination of his term of office;
- assessment (grades) of the positions of the Chairman and members of the Management Board, Corporate Secretary of Energoinform JSC;
- the number of members, the term of office of the executive body of Energoinform JSC, election of its members, determination of official salaries;
- key performance indicators of the executives of Energoinform JSC;
- remuneration of the members of the Management Board and the Corporate Secretary of Energoinform JSC;
- analysis of the profile of the Board of Directors.

Participation of members of the Nomination and Remuneration Committee in its meetings in 2020

the date Full name	No. 1 22.01	No. 2 30.01	No. 3 17.02	No. 4 27.03	No. 5 04/29	No. 6 22.06	No. 7 06.08	No. 8 22.09	No. 9 09.11	No. 10 24.11	No. 11 28.12	% participa tion
Boranbaev A.S.	+	+	+	+	V +	V +	V +	V +	V +	V +	V +	100
Katyshev S.I.	+	+	+	+ *	V +	V +	V +	V +	V +	V +	V +	100
Iskakova G.A.	+	+	+	+	V +	V +	V +	V +	V +	V +	-	91

* - written opinion / participation using a telephone conference call.

V + - participation using video conferencing

2.10.6 Report of the Strategic Planning and Corporate Governance Committee

According to the Regulations on the Strategic Planning and Corporate Governance Committee of the Board of Directors, the Committee consists of at least 3 (three) members of the Board of Directors, at least two-thirds of whom must be independent directors.

The composition of the Strategic Planning and Corporate Governance Committee as of

December 31, 2020:

Boranbaev Askar Seilkhanovich - Chairman of the Committee, independent director;
 Elena Nikolaevna Koroleva - member of the Committee, independent director;
 Safuani Tulegen Esenkululy - member of the Committee, member of the Board of Directors;
 Arpabekova Zhanar Bakytbekovna - member of the Committee, expert (without the right to vote), Director of the Corporate Development Department of KEGOC JSC.

The Strategic Planning and Corporate Governance Committee was created as an advisory and advisory body of the Board of Directors to assist it by providing recommendations on the following issues:

- priority areas of activity and development strategy Energoinform JSC, strategic key performance indicators;
- Business plan (development plan) of Energoinform JSC, investment programs and large investment projects, as well as amendments and additions to them;
- preliminary consideration of documents submitted for consideration by the Board of Directors containing information on the progress of implementation;
- corporate governance at Energoinform JSC;
- strategic risks, in order to integrate the risk management system into the planning process.

In 2020, 8 meetings of the Strategic Planning and Corporate Governance Committee were held, of which 6 meetings were held using videoconferencing due to the pandemic (COVID-19), 15 issues were considered, including issues:

- Report on the implementation of the Business Plan (Development Plan) of Energoinform JSC;
- changes and additions to the Business Plan (Development Plan) of Energoinform JSC;
- Action plan to improve corporate governance, reports on its implementation;
- Reports on the implementation of large investment projects;
- Reports on the implementation of the Development Strategy.

Participation of members of the Strategic Planning and Corporate Governance Committee in its meetings in 2020

the date Full name	No. 1 19.02	No. 2 27.03	No. 3 20.05	No. 4 22.06	No. 5 06.08	No. 6 22.09	No. 7 24.11	No. 8 28.12	% participation
Boranbaev A.S.	+	+	V +	V +	V +	V +	V +	V +	100
Koroleva E.N.	+	+	V +	V +	V +	V +	V +	V +	100
Safuani T.E.	+	+	V +	V +	V +	V +	V +	V +	100
Arpabekova Zh.B.	+	+	V +	V +	V +	V +	V +	V +	100

V + - participation using video conferencing

Assessment of the management of JSC "Energoinform"

According to the Regulation on the Board of Directors of Energoinform JSC, the Board of Directors annually gives an official and comprehensive assessment of its work, the work of the Committees, each of the directors. The assessment is carried out in accordance with the Rules "Assessment of the activities of the Board of Directors and its committees, the Chairman, members of the Board of Directors and the Corporate Secretary of Energoinform JSC" approved by the decision of the Board of Directors of Energoinform JSC dated December 30, 20720 (Minutes No. 13) and Methodological Recommendations on the assessment of the activities of the Board of Directors and its committees, the Chairman, members of the Board of Directors and the Corporate Secretary of the organizations of Samruk-Kazyna JSC.

Based on the decision of the Board of Directors of Energoinform JSC dated January 29, 2021 (Minutes No. 2), the assessment of the activities of the Board of Directors and its committees, the Chairman and members of the Board of Directors, the Corporate Secretary of Energoinform JSC for 2020 (hereinafter - the Assessment) was carried out by the self-assessment method by means of a questionnaire survey of members of the Board of Directors, the results were calculated according to the algorithm created by the fund of Samruk-Kazyna JSC.

Based on the results of the assessment of the activities of the Board of Directors of Energoinform JSC for 2020, the rating was determined at the level "A" (80-89%) - the Board of Directors meets in all material aspects the vast majority of the established criteria, and there is sufficient confirmation that the system is working efficiently, however, there are a number of aspects to which the Board of Directors will pay special attention in order to further develop corporate governance in the company.

2.10.7 Internal Audit Report

The annual audit plan of the Internal Audit Service for 2020 was approved by the decision of the Board of Directors of Energoinform JSC dated November 25, 2019 (Minutes No. 12).

The annual audit plan of the IAS for 2020 provided for the execution of 13 audit engagements. The scope of audit engagements performed by the Service in accordance with the Annual Audit Plan for 2020 included an audit of the process of preparing financial statements and the results of an audit of these statements, an analysis of the procurement of goods, works and services carried out in Energoinform JSC, an assessment of the reliability of data and the correctness of calculations in motivation cards of Key performance indicators of executives of Energoinform JSC for 2019, analysis of the Company's risk management system, analysis of the implementation of the action plan to improve corporate governance and the implementation of the Corporate Governance Code, Diagnostics of corporate governance in Energoinform JSC, comprehensive inspections of Almaty, Karaganda and Southern branches of JSC "Energoinform",

Based on the results of the audit assignments performed in 2020, the Service presented 93 recommendations to the Company. The audit objects together with the Service developed Corrective Action Plans.

The service monitored the implementation of the recommendations issued on a quarterly basis. The purpose of monitoring is to determine whether the auditor's comment has been adequately addressed, i.e. whether measures have been taken to reduce the level (prevention) of the identified risks.

In 2020, the Service, in all material aspects, ensured the fulfillment of the main goal of its activities - providing the Board of Directors of the Company with independent and objective information designed to ensure effective management of the Company by introducing a systematic approach to improving risk management, internal control and corporate governance systems.

3 MAIN ACTIVITIES

The provision of services by the Company in 2020 was carried out on the basis of the issued state licenses:

- 1) State license No. 11000039, issued on January 31, 2011 (communication services);
- 2) State license No. 15007414, issued on April 22, 2015 (project activities);
- 3) State license No. 15007413, issued on April 22, 2015 (construction and installation work).

The provision of services to the System Operator - KEGOC JSC in 2020 was carried out in the following directions:

- organization of operation of KEGOC's ASKUE and its relationship with ASKUE of electric power market entities
- provision of services in the field of communication

- provision of services in the field of information technology, system integration, automated and information management systems, including IT consulting
 - provision of services of the branch "Training Center" of JSC "Energoinform"
- Report on the provision of the above services in Appendix No. 2.

4 PURCHASING ACTIVITIES

4.1 Procurement policy of Energoinform JSC

Procurement activities in Energoinform JSC are carried out in accordance with the Procurement Procedure by Sovereign Wealth Fund Samruk-Kazyna Joint Stock Company and organizations fifty or more percent of voting shares (participation interests) of which are directly or indirectly owned by Samruk-Kazyna JSC on the right ownership or trust management and the Standard for the management of procurement activities of the joint-stock company "National Welfare Fund" Samruk-Kazyna "and organizations fifty or more percent of voting shares (participation interests) of which directly or indirectly belong to JSC" Samruk-Kazyna "on the basis of ownership or trust.

In Energoinform JSC, purchases are carried out in the ISEZ 2.0 of the Fund.

Procurement of goods, works, services is based on the following principles: publicity and transparency of the procurement process; optimal and efficient use of money used for procurement; purchase of quality goods, works, services; providing all potential suppliers with equal opportunities to participate in the procurement process; fair competition among potential suppliers; facilitating purchases between organizations that are part of the Holding, with the aim of developing inter-holding cooperation; control and responsibility for decisions made; minimizing the involvement of intermediaries in the procurement process; effective implementation of investment strategic projects.

When determining the procurement method in Energoinform JSC, they are guided by the need to provide priority for the purchase of goods from organizations of people with disabilities (individuals with disabilities engaged in entrepreneurial activity) that produce the purchased goods, or from manufacturers of the purchased goods.

The procurement process includes: development and approval of procurement plans; supplier selection; conclusion and execution of a procurement contract. The choice of a supplier is carried out in the following ways: holding a tender (open, closed, two-stage); through commodity exchanges; at centralized electricity trading; within the framework of inter-holding cooperation; request for quotations; from one source; by way of tender through competitive negotiations.

The suppliers of Energoinform JSC are organizations (both residents and non-residents of the Republic of Kazakhstan) supplying goods, performing work and rendering services to ensure the fulfillment of the statutory activities of Energoinform JSC.

4.2 Execution of the annual procurement plan.

According to the procurement plan, goods, works and services were purchased in the amount of 1 billion 965 million tenge excluding VAT, with the approved plan being 2 billion 375 million tenge, excluding VAT. The annual plan was fulfilled by 83%.

4.3 Local content in the procurement of goods, works and services

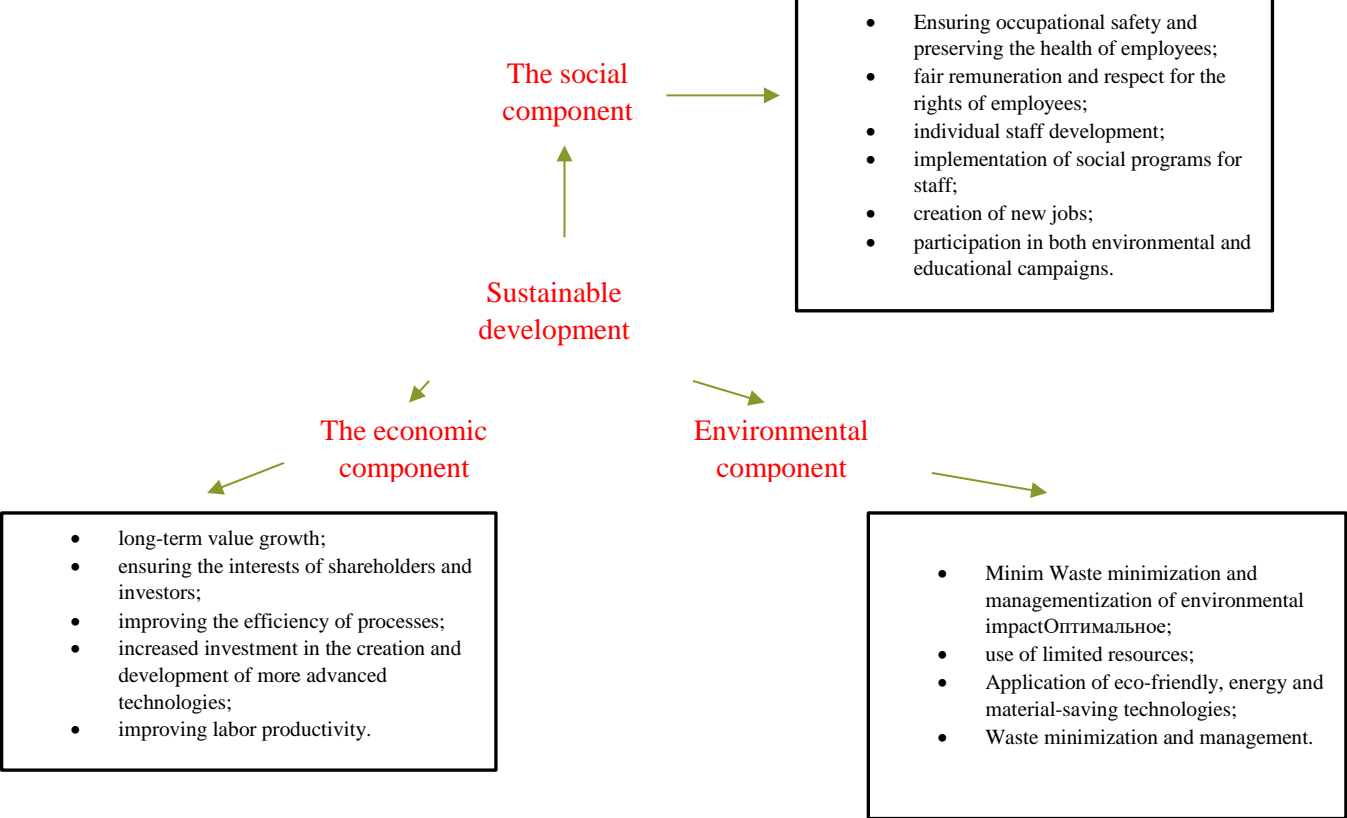
Local content in the procurement of goods, works and services is 21.7%.

5 SUSTAINABLE DEVELOPMENT

Sustainable development - development in which organizations manage the impact of their activities on the environment, economy, society and make decisions taking into account the interests of interested parties (stakeholders).

Based on international standards in the field of sustainable development, AA1000 series standards, the principles of the UN Global Compact, the Global Reporting Initiative (GRI), the Charter of Energoinform JSC and the Corporate Governance Code of Energoinform JSC.

Sustainable development at Energoinform JSC consists of three components: economic, environmental and social:



Understanding and realizing the possible consequences of the decisions made today, in its development the Company is guided by the achievement of a balance of economic, environmental and social components of development, guided by the principles of sustainable development.

In the field of sustainable development, Energoinform JSC adheres to the following Principles:

- Openness
- Accountability
- Transparency
- Ethical conduct
- Respect for stakeholder interests
- Legality
- Respect for human rights
- Intolerance to corruption
- Inadmissibility of conflicts of interest
- Personal example.

5.1 Corporate social responsibility

The scale of activities of Samruk-Kazyna JSC and organizations included in the group of Samruk-Kazyna JSC are such that they are of strategic importance for the development of the entire economy of the country, affect the interests of a huge number of people.

This implies a number of the most important principles in the activities of the Samruk-Kazyna JSC group: to be attentive to the interests of society, to fully contribute to the socio-economic development of the regions, to create a favorable business climate in them, to maintain decent working conditions, social and spiritual well-being of people.

In this regard, the Company strives to ensure the sustainable development of its business, paying increased attention not only to the economic, but also to the social component.

The implementation of a unified policy for providing charitable assistance to Samruk-Kazyna JSC and organizations included in the Samruk-Kazyna JSC group is carried out by the Samruk-Kazyna Trust Corporate Fund

Samruk-Kazyna Trust is a fund for the development of social projects under the group of companies of the Samruk-Kazyna National Welfare Fund, which implements charitable, socially significant programs and projects in the Republic of Kazakhstan.

Samruk-Kazyna Trust, in close cooperation with the Government of the Republic of Kazakhstan, implements charitable projects in the following areas:

- Helping people, communities in the social and medical sector
- Development of media, cultural community and human potential
- Strengthening labor and interethnic relations, investing in sustainable development of society
- Support for regional and business initiatives

5.2 Human resource management

five.2.1. Personnel potential

The human resources potential of Energoinform JSC is the most important strategic factor that determines the success of the Company's development. Human resource management of Energoinform JSC is carried out on the basis of the principles of the Corporate Governance Code, the Code of Conduct (business ethics), an integrated management system, HR policy, internal documents in the field of personnel motivation of Energoinform JSC.

The personnel policy of Energoinform JSC (hereinafter referred to as the Personnel policy) is a strategic document in the field of human resource management aimed at supporting the implementation of the Development Strategy of Energoinform JSC, the main strategic goals of which are:

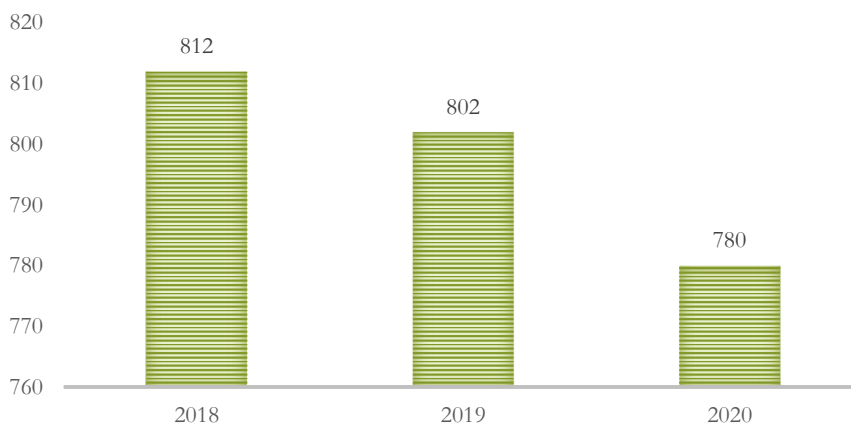
- ✓ increasing the economic and technological efficiency of the Company's activities;
- ✓ development of the Company's competitiveness;
- ✓ ensuring stable development.

Key priorities of the HR policy:

- 1) professional training and professional development of personnel;
- 2) attraction, development and retention of highly professional workers;
- 3) introduction of advanced methods of personnel management, creation of an effective system for work with personnel in the Company;
- 4) identification and management of the Talent pool;
- 5) support of innovations and transformations in the Company;
- 6) creation and development of joint values, social norms and norms governing employee behavior;

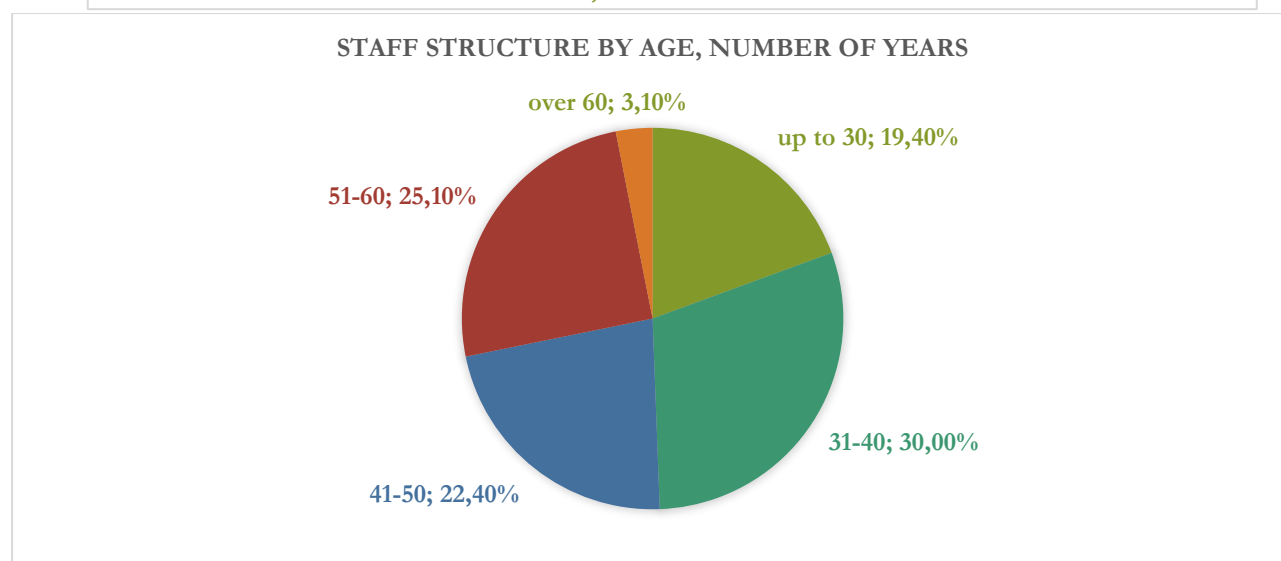
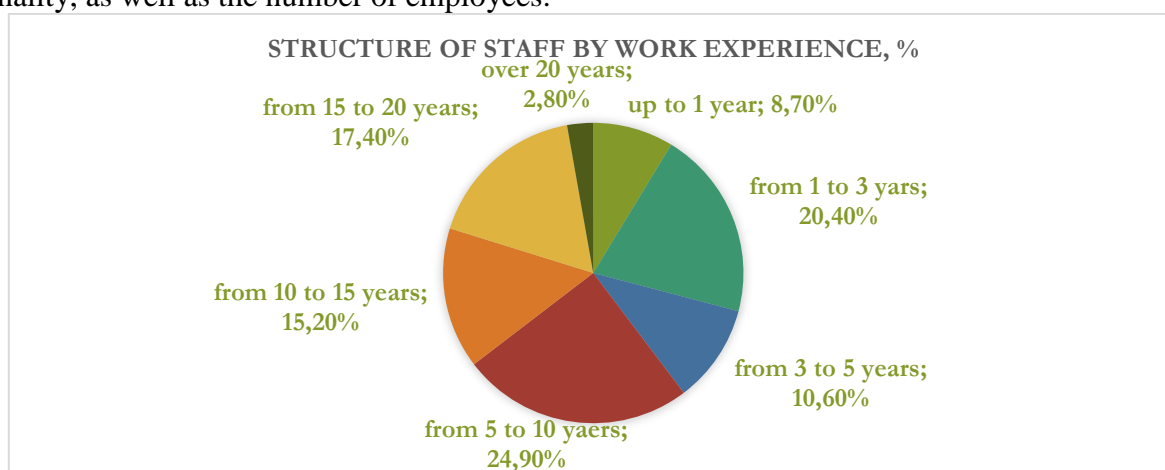
The number of employees of Energoinform JSC as of December 31, 2020 amounted to 780 people.

NUMBER OF EMPLOYEES, PEOPLE.

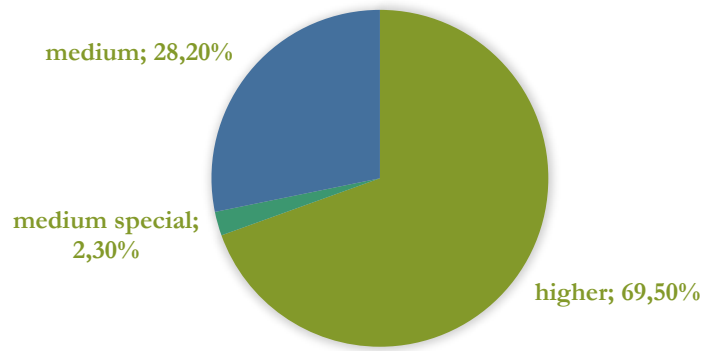


Energoinform JSC protects and respects human rights proclaimed at the international level and provided for by the Constitution of the Republic of Kazakhstan. In 2020, Energoinform JSC did not record a single case of human rights violations or discrimination based on sex, language, race, religion, sexual orientation or gender identity. Energoinform JSC does not use child and forced labor in its activities.

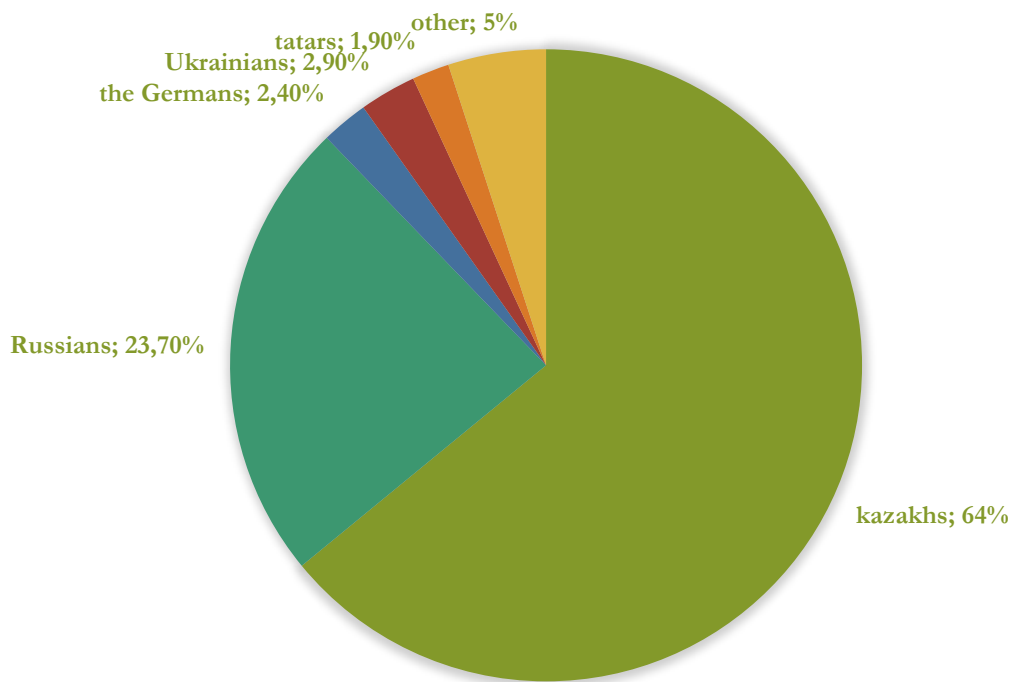
Below is visual information on the structure of personnel by seniority, age, education and nationality, as well as the number of employees.

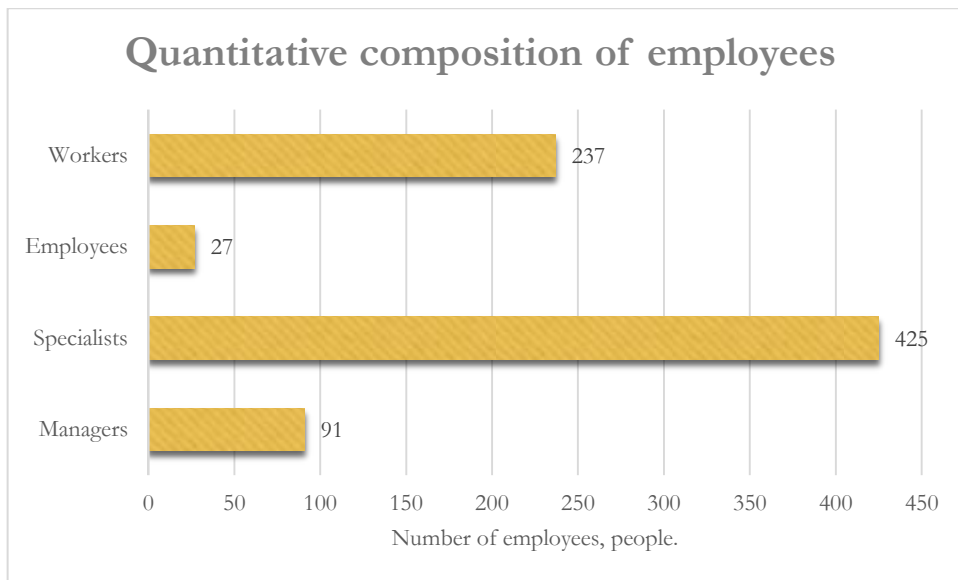


STAFF STRUCTURE BY EDUCATION, %

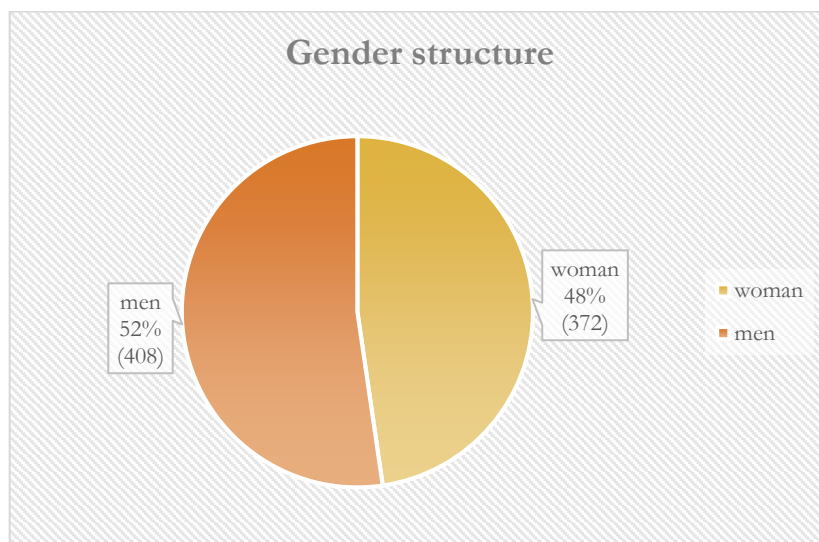


STAFF STRUCTURE BY NATIONALITY, %

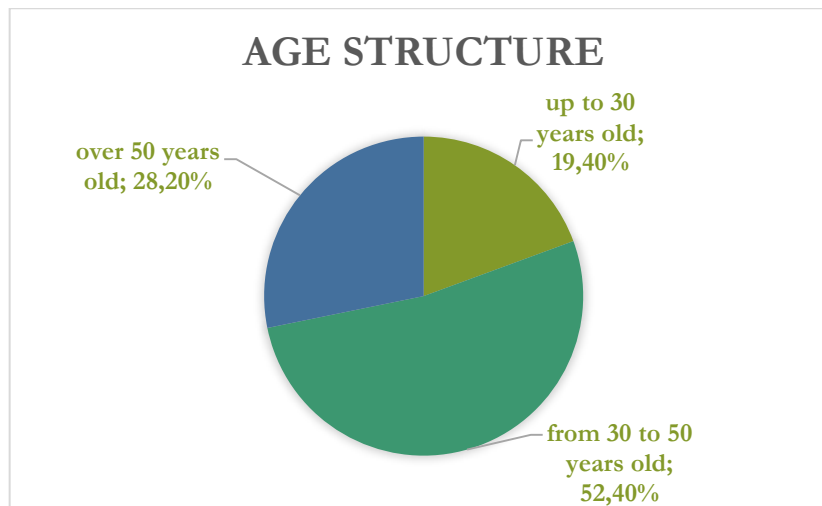




Since its inception, Energoinform JSC has made some progress in the implementation of gender policy, in the field of protecting the rights and legitimate interests of women. Among the workers there are 372 women (47.7% of the total number).



- The age structure of the Society is as follows:
- the average age of the employee was 42 years
 - workers under the age of 30 - 19.4%
 - employees aged 30 to 50 - 52.4%
 - employees over 50 years old - 28.2%



5.2.2 Employee recruitment policy

One of the principles of the Company's personnel policy is transparency and openness based on the principles of meritocracy through clear and transparent selection criteria based on the requirements for the position and the competency model, adherence to competitive procedures, the validity of decisions made, the use of candidate assessment methods that are relevant for each position, allowing objective decisions in hiring personnel, non-discrimination, professional, open and respectful attitude towards all candidates.

Energoinform JSC provides equal opportunities to all candidates, regardless of their nationality and race, gender, age, marital and social status or other distinctive qualities.

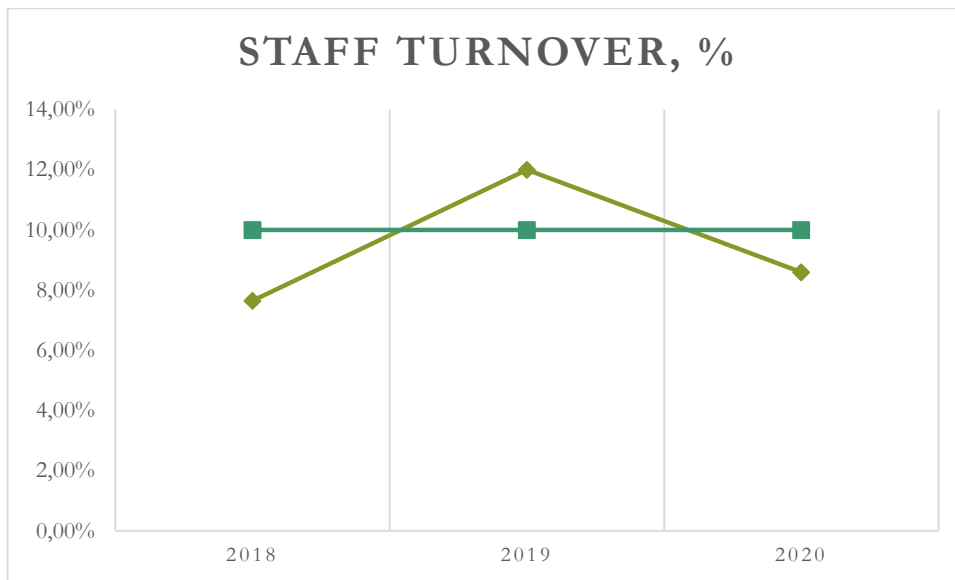
In accordance with the requirements of the Corporate Standard for Human Resource Management of the Samruk-Kazyna JSC group, in order to provide the Company with the most suitable candidates who meet the requirements for the level of qualifications, professional business and personal qualities on the principles of meritocracy, the procedure for recruiting and hiring personnel is carried out strictly on a competitive basis ...

In accordance with the approved VND for search and selection of personnel in JSC "Energoinform" the search for candidates is carried out by informing about the availability of a vacant position by sending it by e-mail to the employees of the Company and KEGOC JSC. External contests for a vacant position are posted on the Samruk Qyzmet Single Online Recruiting Platform (www.qsamruk.kz).

In-house candidates have priority in filling vacancies based on the implementation of succession programs, talent management and talent pool.

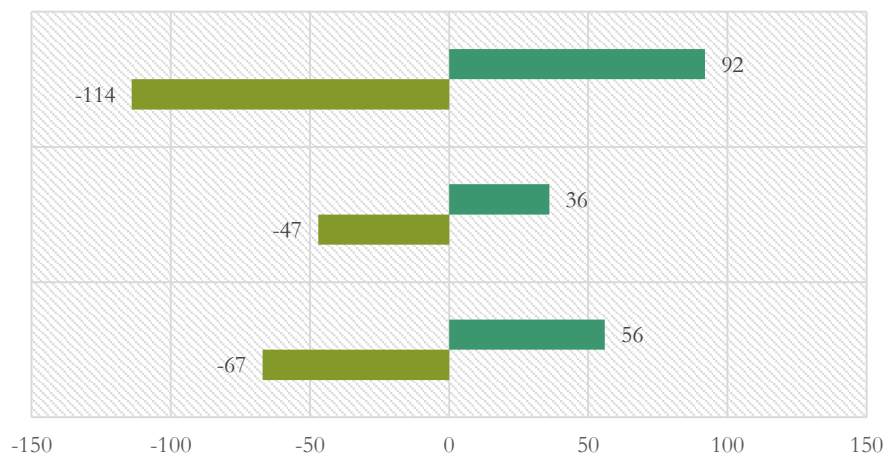
When hiring, the Company strives to help new employees adapt as soon as possible, to accelerate their entry into positions. On a regular basis, familiarization with the goals of the organization, the specifics of its activities, as well as the basic rules and expectations from employees is carried out. In the process of adaptation, workers also undergo safety training.

The total share of senior executives (members of the Board of Directors and the Management Board of KEGOC) hired from the local population (citizens of the Republic of Kazakhstan) is 100% as of December 31, 2020.



The final value of personnel turnover at Energoinform JSC for 2020 was 8.6%, with the established threshold value “not higher than 10%”.

Personnel dynamics, 2020



5.2.3 Motivation system

Remuneration for employees of Energoinform JSC is made in accordance with the legislation of the Republic of Kazakhstan, the Collective Agreement, labor contracts, internal documents on remuneration and bonuses.

In the reporting year, the employees of the Company were provided with all types of remuneration stipulated by the internal regulatory documents in full in due time.

In order to improve the remuneration system, in 2019 Energoinform JSC implemented a job assessment (grading) project, and from January 1, 2020, a remuneration system based on the principles of observance of internal justice and external competitiveness was introduced.

As part of the project, an analysis of the remuneration system was carried out, according to the results of which it was established that the level of remuneration of the Company's employees lagged behind the market by an average of 26%.

To bring it in line with the market and reduce staff turnover, work was carried out to increase the official salaries of the Company's employees by an average of 20%, while the increase in the salaries of employees of branches amounted to 22% on average, including branch directors - an average of 30%.

Ensuring the competitiveness of the level of wages of employees JSC "Energoinform" in the wage market will be carried out in stages, based on the financial and economic capabilities of the Company.

The remuneration system in JSC "Energoinform"

Material reward		Intangible remuneration
Basic part	Variable part	Social support for employees
<i>(salary, additional payments and allowances)</i>	<i>(performance bonuses, one-off bonuses, executive compensation)</i>	

The Company provides for equal remuneration for the work of men and women, as well as a unified approach in determining the remuneration of men and women in the branches. Energoinform JSC located in all regions of the country. The official salaries of the employees of Energoinform JSC in 2020 exceeded the minimum wage established in the Republic of Kazakhstan.

The ratio of the standard wages of the entry-level employees of Energoinform JSC to those established in the Republic of Kazakhstan minimum wage for 2020

Minimum wage in the Republic of Kazakhstan in 2020, tenge	Minimum wage in Energoinform JSC * in 2020, tenge	Deviation,%
42,500 *	70,000 **	164.7%

* the minimum wage established from January 1, 2020 in accordance with the Law of the Republic of Kazakhstan dated December 4, 2019 No. 276-VI "On the republican budget for 2020-2022."

** the minimum wage refers to the official salary of the watchman ..

Average salary in the industry of the Republic of Kazakhstan in 2020, tenge	Average salary level in JSC "Energoinform" * in 2020, tenge	Deviation,%
309 989 *	310 992 **	100.3%

* according to the information provided by the Bureau of National Statistics of the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan.

** average monthly salary of Energoinform JSC for 2020

5.2.4 Social protection of workers

The activities of Energoinform JSC on social support of employees are regulated by the following internal documents:

- Collective agreement;
- Personnel policy of Energoinform JSC;
- Rules for the provision of social support to employees;
- Rules on the encouragement and recognition of employees' merits.

In accordance with these documents, it is envisaged to provide the following types of social support to employees of Energoinform JSC:

- 1) material assistance;
- 2) compensation payments;

3) assistance in solving housing issues.

Energoinform JSC, in order to create favorable conditions for effective work, increase loyalty, provides social support to the Company's employees: financial assistance for health improvement when providing paid annual leave, to the anniversary date, in connection with the birth of a child, in connection with the death of an employee, family members an employee and a pensioner registered with

Energoinform JSC, to pay for medical treatment of an employee and disabled children, disabled from childhood, regardless of the disability group and age.

Also, Energoinform JSC pays maternity leave, leave for employees who have adopted (adopted) a newborn child (children), with the preservation of the average salary minus the amount of social payment in case of loss of income due to pregnancy and childbirth, adoption (adoption)) a newborn child (children) carried out in accordance with the legislation of the Republic of Kazakhstan on compulsory social insurance.

JSC "Energoinform" provides assistance to employees in housing issues within the funds allocated for these purposes from the annually approved budget of income and expenses.

Employees of retirement age are paid compensation upon retirement, and a one-time financial aid is provided annually for the professional holiday "Power Engineer's Day" to pensioners registered with the Company.

The amount of funds allocated for social support of the Company's employees in 2020 amounted to over 31.7 million tenge, including the payment of material assistance for the anniversary, for treatment, for burial and more.

In addition, one-time financial assistance was provided to 209 non-working pensioners registered with Energoinform JSC for a total of 6, 3 million tenge.

One of the key indicators of personnel policy Energoinform JSC is an index of social stability. In 2020, the social stability index was 81%, which generally indicates a favorable social environment and successful social policy pursued in the Company.

According to the results of work in 2020, 43 employees of Energoinform JSC were awarded state and industry awards for special merits.

5.2.4 Personnel development

Energoinform JSC attaches great importance to the personnel training and development process and is guided by the following principles:

- effectiveness of training and focus on performance, solving specific problems that increase the efficiency of the Company;
- the advanced nature of training and development - support for the strategic development goals of the Company;
- expediency - the choice of training programs corresponds to the goals and objectives set for the employees;
- the integrity of the development system, continuity and systematic training.

Energoinform JSC uses the following main types of personnel training to ensure the continuity of the process:

- self-study (self-education);
- organized training in production (industrial and technical training);
- short-term on-the-job training at refresher courses at specialized educational institutions.

In 2020, 158 employees improved their qualifications. The training costs amounted to 11.8 million tenge.

5.2.5 Personnel assessment

In order to increase the efficiency of the Company by defining the requirements for the results of work, assessing the achievement of the results obtained and providing employees with constructive feedback, the performance of the personnel is assessed.

The assessment of the employee's performance is based on the principles of meritocracy, is carried out on an ongoing basis (quarterly, annually) and covers the assessment of efficiency / goals and competencies (professionalism and potential). Evaluation of employee performance also includes calibration according to the Talent Distribution Map (9-cell grid).

Depending on the result of the performance assessment, the following management and developmental decisions can be made:

- on the revision of the level of wages;
- on the payment of bonuses / remuneration at the end of the quarter;
- on the consideration of an employee's candidacy for enrollment in the talent pool (personnel reserve);
- about the further development of the employee.

The number of Energoinform JSC employees who underwent a comprehensive assessment of activities at the end of 2019 in 2020 amounted to 470 people, or 60% of the payroll number of the Company's personnel:

5.2.6 Collective bargaining and union activities

Energoinform JSC upholds freedom of association and recognizes the right of workers to bargain collectively.

Collective agreement concluded between Energoinform JSC and its labor collective for 2016-2020, provides for the procedures for joining it, issues of regulation of the work schedule, including the time of rest during social holidays, remuneration, labor safety and health protection of workers, provision of social guarantees and compensations, specifies measures for support of employees and development of human resources, health insurance and cultural leisure of employees. It also reflects issues related to social support for veterans of the Great Patriotic War and persons equated to them, veterans of power engineering, who are registered with the Company.

The collective agreement applies to all employees Energoinform JSC(100%) regardless of the type of employment. In accordance with the terms of the Collective Agreement, the employer is obliged to notify the employee in writing about the change in working conditions, at least fifteen calendar days in advance. The minimum period for notifying employees in the event of termination of employment contracts due to a reduction in the number or staff of employees is provided for by the Collective Agreement of the Company and is one month in accordance with the Labor Code of the Republic of Kazakhstan.

5.3 Occupational safety

In accordance with the requirements of the Labor Code of the Republic of Kazakhstan, Energoinform JSC is working on an ongoing basis to create safe working conditions, eliminate injuries during technological operations, improve production and sanitary conditions for workers, and reduce the influence of harmful and unfavorable factors.

In accordance with the requirements of the regulatory and technical documentation and in accordance with the contractual obligations to KEGOC JSC (contract No. 01-32-D-57 dated January 31, 2018), in 2020, the Company's Service carried out 3 targeted inspections of the equipment operation, safety and fire safety security in the Eastern, Western and Almaty branches. The rest of the branches were not covered by targeted inspections due to quarantine measures. During the inspections, facts of non-fulfillment of the requirements of the normative and technical documentation were revealed. Insignificant violations were eliminated in the course of inspections; for the rest, measures were developed with an indication of the deadlines. 71 measures were planned,

of which 62 were completed as of January 20, 2021. Failure to complete 9 measures - the deadline did not come up.

In 2020, the Company did not record any accidents or other injuries to employees' health related to work.

In 2020, violations in the operation of the serviced equipment by the Company, qualified as failures of the 2nd degree, were not recorded.

For 2020, the Society's Objectives in the field of quality, ecology, occupational safety and health protection and the Program for the Occupational Safety and Health Management System were developed, which are mostly fulfilled.

In pursuance of the goals and objectives of the occupational safety and health management system, measures were taken during 2020 to comply with the requirements of external regulatory legal acts and internal documentation of the Company on ensuring safe working conditions.

In accordance with the approved Technical Training Program for 2019-2020 and the Retraining Programs for 2020, personnel were trained on the safe organization and conduct of work during the operation of the equipment.

In the divisions of the Company, according to the personnel work plan for 2020, every third Tuesday of the calendar month, Safety Engineering Days were held. Acts of holding the Safety Day in structural divisions were drawn up with the development of measures and the elimination of comments.

The personnel of the Society as a whole were provided with overalls, footwear, protective equipment and personal hygiene.

To carry out work on non-core activities and admittance to work, in accordance with the Resolutions of sanitary doctors in the regions, an agreement was concluded for conducting PCR analyzes and express tests in the amount of 2 691 660 tenge for personnel traveling on business trips and on watch.

The goal planned for 2020 has been achieved: to keep the significant risk of "electric shock during the operation of electrical installations" at an acceptable level. In 2020, there were no cases of electric shock during the operation of electrical installations in the Company.

5.4 Environmental protection

A careful and rational attitude to the environment is the basis of the environmental policy of Energoinform JSC.

Environmental protection measures were carried out within the framework of functioning of an environmental management system that meets the requirements of ISO 14001: 2004, based on the Register of Environmental Aspects for 2020.

During the year, personal protective equipment was purchased for the personnel. To eliminate the harmful effects on humans of harmful toner particles, the branches purchased a service for the delivery of ready-made cartridges, and to reduce the harmful effects on humans in the process of refilling cartridges in the Company's Central Office, a "Station for cleaning toner cartridges" was used.

47 computers with economical liquid crystal monitors were purchased.

The central office of the Company has a collective printing system, an electronic document management system has been introduced, which significantly reduces the consumption of paper and electricity.

In order to prevent environmental pollution for the Company's vehicles, maintenance was carried out.

During the year, work was carried out to clean up and improve the production and adjacent territories.

Within the established time frame, the authorized bodies were provided with forms of statistical, tax and environmental reporting. Environmental payments were made on time.

6 INVESTMENT ACTIVITIES

In 2020, capital investments were used to maintain basic production assets and fixed assets in the amount of 363.951 million tenge, of which:

- Vehicles and special equipment - 4, 716 million tenge;
- Diagnostic devices - 0.113 million tenge;
- Communication equipment and SDTU - 0.789 million tenge;
- Computer and digital equipment - 48.239 million tenge;
- Others - 310.094 million tenge.

7 SIGNIFICANT CORPORATE EVENTS

In its activities, Energoinform JSC is guided by ST EI 00-501-11 Standard. Policy in the field of significant corporate events of Energoinform JSC, approved by the decision of the Board of Directors dated December 28, 2011 (Minutes No. 7).

According to the specified Standard, significant corporate events include:

- 1) large and interrelated transactions;
- 2) interested party transactions;
- 3) increase in the authorized capital of Energoinform JSC;
- 4) introduction of amendments and additions to the Charter of Energoinform JSC, as well as its approval in a new edition;
- 5) reorganization;
- 6) other events that significantly affect or may further affect the activities of Energoinform JSC.

In 2020, the following significant corporate events took place at Energoinform JSC:

1) transactions with interested parties and major transactions were concluded, including with companies belonging to the group of NWF Samruk-Kazyna JSC in the manner determined by the Rules for concluding transactions between organizations belonging to the Samruk-Kazyna JSC group, in respect of which by the Law of the Republic of Kazakhstan "On Joint Stock Companies", special conditions are established, approved by the decision of the Board of Directors of NWF Samruk - Kazyna JSC dated April 27, 2009 (Minutes No. 18);

2) by decisions of the Sole Shareholder of Energoinform JSC dated January 17, 2020 (minutes No. 1), dated March 19, 2020 (minutes No. 3), amendments and additions were made to the Charter of Energoinform JSC;

3) By decision of the Board of Directors of Energoinform JSC dated February 25, 2020 (Minutes No. 3) Bektemirov Kuanysh Abdugaliyevich was elected Chairman of the Management Board of Energoinform JSC and members of the Management Board of Energoinform JSC were elected: Managing Director for Development and Sales Duisenov Nurlan Yegemberdievich, Managing Director for Economics and support Aldazhumanov Birzhan Yerkinovich, Managing Director for production Kundakbaev Nurlan Balkhashbaevich;

4) By the decision of the Board of Directors of Energoinform JSC dated September 22, 2020 (minutes 10), a new organizational structure of the Central Office of Energoinform JSC was approved.

Information on transactions of JSC "Energoinform" in 2020 is specified in Appendix No. 3

8 RESULTS OF PRODUCTION AND FINANCIAL ACTIVITIES

8.1 Results of activities of JSC "Energoinform" for 2020

Income for the reporting period amounted to 5598,575 thousand tenge, costs 4 603 150 thousand tenge. Based on the results of activities for the reporting period, net income was received in the amount of 806 869 thousand tenge.

8.2 Implementation of key performance indicators (KPIs)

The year 2020 ended with the following values of the key performance indicators of the Company:

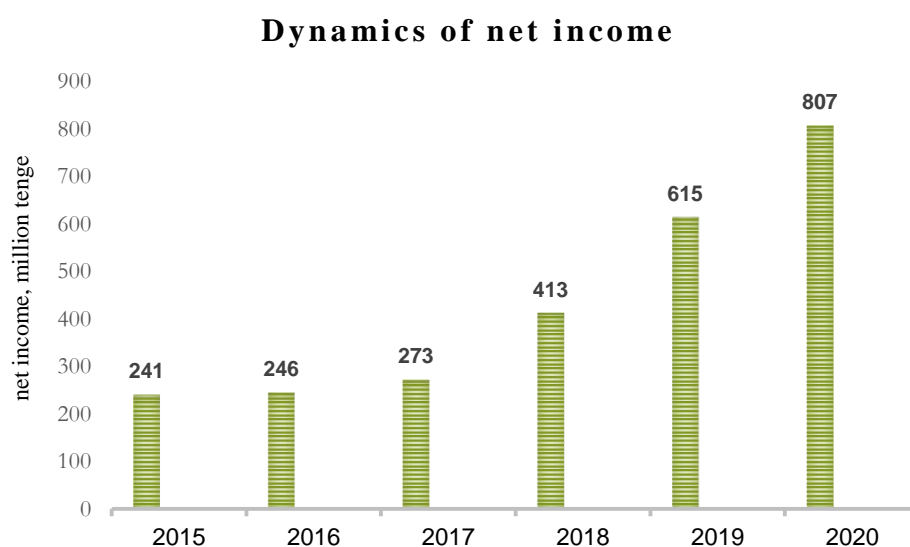
-EBIDTA margin amounted to 20.16%, which is 79.5% higher than the plan (in the same period last year, the indicator was 17.27%);

-net income amounted to 806 869 thousand tenge, which is higher than the plan by 31.3% (in the same period last year, the profit amounted to 614 608 thousand tenge).

The change in indicators in comparison with the planned was due to the increase in the profitability of the activity.

8.3 Results of financial and economic activities

Energoinform JSC has been demonstrating positive dynamics in terms of its profitability since its inception. So, despite the global crisis associated with the Covid 19 pandemic, the Company ensured a systematic increase in profitability, as a result, net profit amounted to 807 million tenge, which is 31% higher than the level of 2019 and by 234% the level of 2015...



Income for the reporting period amounted to 5 598 575 thousand tenge, including from the main activity 5 527 508 thousand tenge.

Compared to 2019, income increased by 16.7% or 801 444 thousand tenge, including income from operating activities increased by 18.4% or 859 762 thousand tenge.

Costs for 2020 amounted to 4 603 150 thousand tenge.

Costs related to the cost of services rendered for the reporting period amounted to 4,021,329 thousand tenge, which is 45% lower than the plan.

Compared to the indicators of the same period last year, the cost of services rendered increased by 541,875 thousand tenge or 15.6%, mainly due to an increase in labor costs.

General and administrative expenses for 2020 amounted to 556 976 thousand tenge.

Compared to the same period last year, General and administrative expenses decreased by 19,928 thousand tenge or 3.7%.

9 INTEGRATED MANAGEMENT SYSTEM

The standards of the integrated management system (IMS) of Energoinform JSC operate within the IMS of KEGOC JSC.

In 2020, work continued to maintain and improve the IMS of the Company in accordance with the requirements of international standards.

Documents have been developed to ensure the effectiveness and improvement of the Company's performance indicators in accordance with the IMS standards:

- Objectives of Energoinform JSC in the field of quality, ecology, occupational safety and health protection;
- Program on Occupational Safety and Health Management System;
- Register of dangers and risks of Energoinform JSC;
- Register of environmental aspects of Energoinform JSC;
- Register of significant hazards and risks of Energoinform JSC.

10 PERSPECTIVE OPERATIONS

The development strategy of Energoinform JSC for 2019-2023 is a document that defines the mission, vision and objectives for achieving strategic goals and mechanisms for achieving key indicators and development priorities.

The content of the formulated mission and the vision of Energoinform JSC set a consistent direction for the Company's functioning in order to fulfill its strategic goals. At the same time, the current external environment and internal state of the company do not require a radical change in the vector of its development, which could require a change in the company's mission and vision or radically change the company's development strategy. At the same time, there are challenges to the current strategy that must be taken into account and that will lead to its change.

About two years have passed since the approval of the Development Strategy of Energoinform JSC. During this time, both the external environment of the company and the Company itself have changed. Due to this, while achieving the set goals, the company faces a number of external and internal challenges that prompt Energoinform JSC to revise the existing provisions of the Development Strategy and revise it.

The current external challenges of the previous Development Strategy include the following factors:

- changes in the macroeconomic situation due to the coronavirus pandemic Covid19
- intensive development of technologies and growing demand for innovations
- implementation of plans of the Government of the Republic of Kazakhstan on the privatization of assets of NWF Samruk-Kazyna JSC

Internal challenges of the current Strategy are mainly due to the following factors:

- dependence on the system operator and regulation of activities (OKED) reduces the maneuver space of Energoinform JSC in terms of expanding the provision of its services and creating new products on its own
- the degree of maturity and sophistication of business processes lags behind the growing market needs

Taking into account the above external and internal constraints, the Company plans to update the Development Strategy and the action plan for its implementation.

11 FINANCIAL STATEMENTS

In accordance with the requirements of the Law of the Republic of Kazakhstan "On Joint Stock Companies" and the Law of the Republic of Kazakhstan "On Accounting and Financial Reporting", a mandatory audit of the Company's financial statements is carried out annually.

The audit of the financial statements of Energoinform JSC for 2020 was carried out by the auditing organization Ernst & Young LLP (according to the decision of the General Meeting of Shareholders of KEGOC (Minutes No. 8 dated August 18, 2020)...

The financial statements of Energoinform JSC for 2020, in accordance with the procedure established by the legislation of the Republic of Kazakhstan and the Charter of the Company, are published on the Internet resource of the Financial Reporting Depository, which is a mass media, as well as on the corporate website of Energoinform JSC.

Information on compliance with the provisions of the Corporate Governance Code of Energoinform JSC

Cod e Pro visi on No.	Principles of the Corporate Governance Code of Energoinform JSC	Complied with / Non-complied with / Partially complied with	Compliance / non-compliance information
	Chapter 1. The Government as a Shareholder of the Fund		
one	The main strategic objective of the Company / organization is the growth of long-term value and sustainable development, which is reflected in the development strategy of the Company. All decisions and actions taken must be consistent with the development strategy. Organizations carry out their activities within the framework of their core (core) activities. Carrying out new types of activities is allowed provided that there is no competition in this market or the participation of the Company will contribute to the development of small and medium-sized businesses.	Complied with	In 2019, by the decision of the Board of Directors of Energoinform JSC dated January 11, 2019 (Minutes No. 1), the Development Strategy of Energoinform JSC for 2019-2023 was approved. The Board of Directors regularly monitors its implementation. All decisions and actions of Energoinform JSC correspond to its strategic goals. The strategic goals of the Company's Development Strategy are: - increasing the economic and technological efficiency of the Company; - development of the Company's competitiveness; - ensuring stable development. The Company carries out its activities within the framework of its core (core) activities.
five	The Government provides the Company / organization with full operational independence and does not allow interference by the Government and state bodies in the operational (current) and investment activities, except for cases provided for by laws, acts and instructions of the President of the Republic of Kazakhstan. Bodies of the Company / organization are completely independent and	Complied with	Energoinform JSC interacts with state and local authorities and regulatory authorities on the basis of partnership and compliance with the laws of the Republic of Kazakhstan. In 2020, there were no facts of direct interference in the operational activities of the Company by the Government and state bodies. All decisions on strategic and operational issues were made by the Board of Directors and the Management Board independently, taking into account government policy and regulatory documents.

	independent in making decisions and taking any actions within their competence.		
eight	The investment activity of the organization's Company is carried out on market principles in accordance with the Strategy and is aimed at increasing the value and optimal structure of assets. Cases of implementation by the Company of low-profit and socially significant projects should be disclosed in the annual report of the Company, indicating the sources of financing for such projects.	Complied with	The development strategy of Energoinform JSC, approved by the Board of Directors, contains a portfolio of investment projects implemented to fulfill the Company's mission.
	Chapter 2. Interaction between the Foundation and organizations. The role of the Fund as a national managing holding		
one	The corporate governance system in the Company / organization ensures proper management and control over the Company's activities and is aimed at increasing long-term value and sustainable development.	Partially observed	In accordance with the Charter of the Company, the Board of Directors determines the directions of the Company's activities, approves the Development Strategy and a mid-term development plan for 5 years. Thus, the Long-term development strategy of Energoinform JSC for the period 2019-2023 was developed taking into account state plans and programs, as well as taking into account the Development Strategy of KEGOC JSC. The development strategy of Energoinform JSC defines the strategic goals: increasing the economic and technological efficiency of the Company's activities; development of the Company's competitiveness; ensuring stable development. The Board of Directors reviewed and approved the Business Plan (Development Plan) of Energoinform JSC for 2020-2024.
2	The corporate governance system of a Company / organization is a set of processes that provide management and control over the activities of the Company / organization, as well as a system of relationships between the executive body, the Board of Directors, shareholders and stakeholders. The authorities' competences and the procedure for	Complied with	The corporate governance system in the Company provides: 1. Compliance with the hierarchy of the procedure for considering issues and making decisions: all issues submitted for consideration by the Board of Directors are carefully considered by the relevant specialized Committees of the Board of Directors. 2. A clear delineation of powers and responsibilities between the Board of Directors, the Management Board, officials and employees: the

	making decisions should be clearly defined and enshrined in the charter.		competences, powers and responsibilities of the bodies are determined by the Charter, Provisions on the Board of Directors and the Management Board; by the order of the Chairman of the Management Board "On the distribution of duties and powers", the areas of responsibility of the members of the Management Board of Energoinform JSC are clearly delineated; structural divisions of the Company, including branches, carry out their activities on the basis of the Regulations on divisions; job descriptions have been developed for each position. 3. The Board of Directors and the Management Board make decisions in a timely manner and with high quality. 4. Compliance with legislation and internal documents of the Board of Directors and the Management Board.
4	The Fund participates in the management of companies through the implementation of the functions of a shareholder, as well as through the Board of Directors, in the manner determined by the companies' charters and this Code. The Fund annually sends shareholder expectations for the coming financial year to the Chairman of the Board of Directors and representatives of the Fund on the Board of Directors of the company. Boards of directors of companies have full autonomy in making decisions within their competence established by the charter of the Company. The position of the Fund on certain issues is communicated through the representatives of the Fund in the Board of Directors of the Company.	Not applicable	Samruk-Kazyna JSC is not a direct shareholder of the Company. The sole shareholder of the Company is KEGOC JSC.
6	The distribution of net income in favor of the Fund as a shareholder is carried out in the form of dividends on the basis of a formalized and transparent dividend policy.	Not applicable	Samruk-Kazyna JSC is not a direct shareholder of the Company. The sole shareholder of the Company is KEGOC JSC. The Company has approved the Regulation on Dividend Policy - a document that formalizes the most transparent procedures for determining and paying dividends. No other redistributions, except for dividends to shareholders, are envisaged.

7	The management of the Company / organization is carried out by the bodies of the Company of the organization in accordance with the competencies and the procedure determined by the Charter.	Complied with	The bodies of the Company are: supreme body - the Sole shareholder of KEGOC JSC, management body - the Board of Directors, collegial executive body - the Management Board. The competence of each body and the Chairmen of the Board of Directors and the Management Board is determined by the Charter of Energoinform JSC, as well as the corresponding provisions. There is no duplication of functions of the Company's bodies.
eight	The company / organizations and its officials are responsible for the growth of the long-term value and sustainable development of the Company / organization, respectively, and the decisions and actions / omissions made in the manner prescribed by the legislation of the Republic of Kazakhstan and internal documents. The main element for assessing the effectiveness of the activities of the Company / organization, the executive body is the KPI system. The Fund, through its representatives on the Board of Directors, directs its expectations on efficiency to the Company. The list and target values of the company's KPIs are approved by the Board of Directors of the Company. In order to achieve efficiency, the Company develops appropriate development plans. On an annual basis, an assessment of the achievement of the company's / organization's efficiency is carried out in comparison with the approved development plan. This assessment affects the remuneration of the head and members of executive bodies, is taken into account when they are re-elected, and may also be the basis for their early removal from their post.	Partially observed	In 2019, the Company approved the Development Strategy of Energoinform JSC for 2019-2023 (decision of the Board of Directors dated January 11, 2019, Minutes No. 1), which defines strategic goals, including “Increasing the economic and technological efficiency of the Company's activities” and “ensuring sustainable development”, as well as targets for their achievement. To implement the Strategy, the mid-term Development Plan will be updated. The annual assessment of the activities of the members of the Management Board of the Company is carried out using motivational KPIs, the responsibility for the implementation of which is assigned by the decision of the Board of Directors to a specific position of the executive employee, contribute to the achievement of the target performance indicators of the Company, which characterize the efficiency of its financial and economic activities, and the degree to which the strategic objectives have been achieved. The values of the indicators affect the remuneration of the members of the Management Board, are taken into account when they are re-elected, and may also be the basis for their early removal from their post.
nine	The holding company's board of directors must ensure management efficiency, long-term value growth and	Not applicable	Energoinform JSC is not a holding company. The sole shareholder of the Company is KEGOC JSC (holding company).

	sustainable development in all legal entities within its group. The results of effective management in the holding company group should be increased operational efficiency, improved reporting quality, improved standards of corporate culture and ethics, greater openness and transparency, reduced risks, and a proper internal control system.		
	Chapter 3. Sustainable development		
one	The company / organizations are aware of the importance of their impact on the economy, the environment and society and, striving to increase long-term value, must ensure their sustainable development in the long term, while maintaining a balance of interests of stakeholders. The approach of responsible, thoughtful and rational interaction with stakeholders will contribute to the sustainable development of the Company / organization.	Complied with	KEGOC JSC (holding company) is the sole shareholder of the Company. The development strategy of KEGOC defines strategic goals, including “Ensuring a stable financial position of the Company and cash flows for shareholders and development” and “Sustainable development”, which include tasks to increase the long-term value of the Company, environmental protection, labor safety, personnel management ... The development strategy of Energoinform JSC for 2019-2023 (approved by the decision of the Board of Directors of the Company dated January 11, 2019, Minutes No. 1), which defines the strategic goals, including
2	The company / organization should strive to increase long-term value, while ensuring its sustainable development, and maintain a balance of interests of stakeholders. Sustainable development activities must comply with the best international standards.	Complied with	“Improving the economic and technological efficiency of the Company's activities” and “ensuring stable development ”, As well as target indicators of their achievement. The Board of Directors approves the Action Plan to improve corporate governance, incl. in the direction of "Sustainable Development". The Company, according to the Register of Risks, provides for preventive and reactive measures to manage risks in these three areas (economics, labor protection, environmental protection).
3	The company / organization must ensure consistency of its economic, environmental and social goals for sustainable development in the long term, which includes, among other things, the growth of long-term value for shareholders and investors. Sustainable development in a Company / organization consists of three components: economic, environmental and social. The company / organization should analyze its activities and risks in these three aspects, as well as	Complied with	The Board of Directors of KEGOC approved the Guidelines for the management system in the field of sustainable development, in accordance with which the Board of Directors of KEGOC determines, revises and approves the general principles of activities of KEGOC and its subsidiaries

	strive to avoid or reduce the negative impact of the results of its activities on stakeholders.		in the field of sustainable development, ensures the formation of appropriate systems in the field of Sustainable Development and its implementation.
4	The principles of sustainable development are openness, accountability, transparency, ethical behavior, respect for the interests of stakeholders, legality, respect for human rights, intolerance to corruption, inadmissibility of conflicts of interest, personal example.	Complied with	<p>These Guidelines apply to Energoinform JSC as a subsidiary of KEGOC JSC.</p> <p>The provisions of this document are sent quarterly (in the form of a specially developed methodological manual) for review / reminder to all employees of the companies that are part of the KEGOC holding, i.e. including employees of Energoinform JSC.</p>
five	<p>The Company / organization should have a sustainable development management system that includes, but is not limited to, the following elements:</p> <ol style="list-style-type: none"> 1. Commitment to the principles of sustainable development at the level of the Board of Directors, executive body and employees, 2. Analysis of the internal and external situation in three components (economics, ecology, social issues). 3. Identification of risks in the field of sustainable development in the social, economic and environmental spheres 4. Building a stakeholder map. 5. Determination of goals and KPIs in the field of sustainable development, development of an action plan and identification of responsible persons. 6. Integration of sustainable development into key processes, including risk management, planning, human resource management, investments, reporting, 	Partially complied with	<p>The Management Board of Energoinform JSC ensures the implementation of goals, objectives and the achievement of indicators in the field of sustainable development, determined by the Board of Directors of Energoinform JSC. All employees and officials at all levels contribute to the sustainable development of the Company. One of the key tasks of the Development Strategy of Energoinform JSC for the period 2019-2023 is the stable development of the Company in compliance with obligations for the optimal use of resources and the use of environmentally friendly, energy and material saving technologies.</p> <p>Energoinform JSC is a part of the holding group of KEGOC JSC. The principles of sustainable development of KEGOC are applied in all organizations of the holding group. Based on the results of the corporate governance diagnostics of Energoinform JSC carried out in 2020, further interaction with KEGOC is planned in order to identify and develop such a sustainable development system, the implementation format of which meets the objectives of Energoinform JSC (as a subsidiary of KEGOC) ...</p>

	<p>operations and others, as well as into development strategy and decision-making processes.</p> <p>7. Professional development of officials and employees in the field of sustainable development.</p> <p>8. Regular monitoring and evaluation of activities in the field of sustainable development, assessment of achievement of goals and performance, taking corrective measures, introducing a culture of continuous improvement.</p> <p>The Board of Directors and the executive body of the Company / organization must ensure the formation of an appropriate system in the field of sustainable development and its implementation.</p> <p>All workers and officials at all levels contribute to sustainable development.</p> <p>Holding companies are responsible for implementing sustainable development principles throughout the group.</p>		
6	<p>The company annually publishes sustainability reports in order to ensure the clarity and transparency of its activities for stakeholders, taking into account the protection of information that constitutes official, commercial and other secrets protected by law. Sustainability reporting is approved by the Board of Directors.</p>	<p>Partially observed.</p>	<p>Energoinform JSC is a subsidiary of KEGOC JSC. KEGOC, in accordance with the provisions of the Corporate Governance Code, annually develops and publishes a sustainable development report on a consolidated basis (hereinafter referred to as the Report). When developing the Report, the protection of information constituting official, commercial and other secrets protected by law is ensured. The report is a consolidated information on the sustainable development of KEGOC and its subsidiaries. When preparing a sustainable development report, KEGOC is guided by generally accepted international standards: Global Reporting Initiative (GRI) sustainability reporting standards; standards of the AA1000</p>

			series. Since 2011, the Report has been certified by independent auditors for compliance with standards. JSC "Energoinform" does not publish a separate report on sustainable development since this requirement applies only to holding companies.
7	The company / organizations should strive to encourage and facilitate the application of sustainable development principles by partners.	Complied with	The contracts concluded with suppliers of goods, works and services stipulate requirements for compliance with the legislation of the Republic of Kazakhstan, which implies compliance with legal requirements in the field of ecology, labor safety, health protection, labor relations, as well as anti-corruption legislation.
	Chapter 4. Rights of shareholders and fair treatment of shareholders		
one	Respect for shareholders' rights is a key condition for attracting investment to the Company. The company must ensure that the rights of shareholders are exercised. If there are several shareholders in the organization, fair treatment of each of them must be ensured.	Complied with	Corporate governance in the Company is structured in such a way as to ensure the rights of the Sole Shareholder of Energoinform JSC stipulated by the legislation and the Charter of the Company. In 2020, there were no complaints or appeals regarding non-observance of the rights of the sole shareholder.
2	The rights, obligations and competencies of shareholders are determined in accordance with the current legislation, constituent documents and are enshrined in them. The rights of shareholders include, but are not limited to timely receipt of information sufficient for making a decision, in the manner prescribed by the legislation of the Republic of Kazakhstan, the charter and internal documents of the organization in the field of information disclosure; participation in the general meeting of shareholders and voting on issues within their competence; participation in determining the number of members, the term of office of the Board of Directors, election of its members and termination of their powers, as well as determining the amount and terms of payment	Complied with	

	of remuneration; receipt of dividends in the amount and terms determined by the decision of the general meeting of shareholders on the basis of a clear and transparent dividend policy.		
3	If there are several shareholders in the organization, including minority shareholders, the corporate governance system should ensure fair treatment of all shareholders and the exercise of their rights, which should be enshrined in the organization's charter.	Complied with	
	Chapter 5. Efficiency of the Board of Directors and the Executive Body		
one	<p>The board of directors is a management body accountable to the general meeting of shareholders, providing strategic management of the organization and control over the activities of the executive body. The Board of Directors ensures the implementation of all provisions of this Code.</p> <p>The executive body is accountable to the Board of Directors, manages the day-to-day activities of the organization and ensures its compliance with the strategy, development plan and decisions taken by the general meeting of shareholders and the Board of Directors.</p> <p>The board of directors and the executive body should interact in a spirit of cooperation, act in the best interests of the organization and make decisions based on the principles of sustainable development and fair treatment of all shareholders.</p> <p>The Board of Directors and the executive body must ensure the growth of long-term value and sustainable development of the Company.</p>	Complied with	<p>In accordance with the Charter and the Regulation on the Board of Directors, the Board of Directors is a management body accountable to the sole shareholder, providing strategic management of the organization. The Management Board reports to the Board of Directors, manages day-to-day operations and ensures the implementation of the strategy, development plan and decisions taken by the sole shareholder and the Board of Directors. The Board of Directors and the Management Board interact in a spirit of cooperation, act in the interests of the organization and make decisions based on the principles of sustainable development and fair treatment of the sole shareholder.</p> <p>All decisions made in 2020 by the Board of Directors contributed to the efficient operation of the Company and the receipt of good financial results.</p>

2	<p>The board of directors should be vested with powers sufficient to manage the organization and control the activities of the executive body. The Board of Directors performs its functions in accordance with the charter and pays special attention to the following issues:</p> <ol style="list-style-type: none"> 1. Determination of development strategy (directions and results). 2. Setting and monitoring of key performance indicators of the development plan. 3. Organization and supervision of the effective functioning of the risk management and internal control system. 4. Approval and monitoring of the effective implementation of large investment projects and other key strategic projects within the competence of the Board of Directors. 5. Election, remuneration, succession planning and supervision over the activities of the head and members of the executive body. 6. Corporate governance and ethics. 7. Compliance in the organization with the provisions of the Code and corporate standards of the Fund in the field of business ethics (Code of Business Ethics). 	<p>Partially complied with</p>	<p>In accordance with the Charter of Energoinform JSC, the exclusive competence of the Board of Directors includes:</p> <ol style="list-style-type: none"> 1. Determination of priority areas of activity, as well as approval of the development strategy and monitoring of its implementation. 2. Approval of the Development Plan, as well as changes and additions to it. 3. Monitoring the implementation of key performance indicators of the Development Plan, consideration of quarterly reports of the Development Plan. 20. Determination of the quantitative composition, term of office of the Management Board, election of the Chairman of the Management Board and members of the Management Board, as well as early termination of their powers; 46. Ensuring compliance with and assessing the effectiveness of the risk management system and approval of documents regulating the risk management system, including, but not limited to, the Risk Management Policy, the Rules for Setting Risk Limits; 45. Approval of the code of business ethics. <p>In 2019, by the decision of the Board of Directors dated October 1, 2019 (Minutes No. 11), the Code of Business Conduct of Energoinform JSC was invalidated due to the fact that the Code of Conduct (Business Ethics) of KEGOC JSC, approved by the decision of the Board of Directors of JSC KEGOC "November 30, 2018 (Minutes No. 12) has a direct distribution to subsidiaries.</p> <p>According to the "Abstract" section of the KEGOC Code of Conduct (Business Ethics), the terms "We", "You", "Us", "All", "Company", "KECOC" in the Code mean the joint-stock company "Kazakhstan Company for the management of electric grids "(Kazakhstan Electricity Grid Operating Company)" KEGOC ", as well as all of its subsidiaries, controlled affiliates. The Company plans to update the Code of Business Ethics.</p>
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3	<p>Members of the Board of Directors must properly fulfill their responsibilities and ensure the growth of long-term value and sustainable development of the organization. The organization's board of directors is accountable to shareholders. This accountability is implemented through the mechanism of the general meeting of shareholders.</p>	<p>Complied with</p>	<p>According to the Regulations on the Board of Directors, decisions of the sole shareholder adopted within its competence are mandatory for the Board of Directors. The Board of Directors annually reports on its activities by submitting a report on the work done for the past year, as well as by submitting the Company's Annual Report for the past year. The annual report of the Board of Directors on the work done, presented as part of the annual report, contains information on:</p> <ol style="list-style-type: none"> 1. Composition of the Board of Directors, criteria for selection of independent directors, Chairman of the Management Board and members of committees. 2. Information about each director. 3. On the number of meetings of the Board of Directors and its committees, as well as attendance by each director of meetings. 4. Report on the work of the committees on the performance of their functions. 5. Consideration of information on the work of the Board of Directors.
4	<p>The Board of Directors and its committees must maintain a balance of skills, experience and knowledge to ensure that independent, objective and effective decisions are made in the interests of the organization and taking into account fair treatment of all shareholders and the principles of sustainable development.</p>	<p>Complied with</p>	<p>The Board of Directors is formed in the number of six people (two are independent directors) in such a way that allows to fully maintain the balance of skills and experience. Information about the members of the Board of Directors, their qualifications and experience is disclosed in the corresponding section of the Annual Report</p>
five	<p>In the composition of the Board of Directors, it is necessary to ensure diversity in terms of experience, personal characteristics and gender composition. The Board of Directors should include independent directors, in a number sufficient to ensure the independence of decisions made and fair treatment of all shareholders. The recommended number of independent directors in the company's Board of</p>	<p>Complied with</p>	

	Directors is up to fifty percent of the total number of members of the Board of Directors.		
6	<p>The General Meeting of Shareholders elects the members of the Board of Directors on the basis of clear and transparent procedures, taking into account the competencies, skills, achievements, business reputation and professional experience of the candidates. When re-electing individual members of the Board of Directors or its entire composition for a new term, their contribution to the effectiveness of the Board of Directors of the organization is taken into account.</p> <p>In organizations with several shareholders, the process of electing members of the Board of Directors and the Chairman of the Board of Directors is carried out in the manner prescribed by the Law of the Republic of Kazakhstan "On Joint Stock Companies" and the charter of the organization. In these organizations, it is recommended to involve the Nomination and Remuneration Committee of the Board of Directors of the organization in determining the composition, necessary skills and competencies for the Board of Directors and candidates for the Board of Directors.</p> <p>Participation of members of the Government, officials of state bodies in the composition of the Board of Directors of the organization is not allowed.</p> <p>The term of office of the members of the Board of Directors coincides with the term of office of the entire Board of Directors and expires at the time of the adoption by the general meeting of shareholders of the decision to elect a new composition of the</p>	Complied with	<p>In 2019, by the decision of the Board of Directors of Energoinform JSC dated December 27, 2019, the Rules "Selection, election, remuneration and compensation of members of the Board of Directors of Energoinform JSC" were considered and sent for approval by the Sole Shareholder (approved on 03.19.20 (Minutes No. 3))</p> <p>In accordance with the Regulations on the Board of Directors, members of the Board of Directors are elected for a term of no more than 3 (three) years, subsequently, subject to satisfactory performance results, they may be re-elected for another period of up to 3 (three) years. Any term for election to the Board of Directors for a term exceeding 6 (six) consecutive years (for example, 2 (two) three year terms) is subject to special consideration, taking into account the need for a qualitative renewal of the composition of the Board of Directors.</p> <p>An independent director cannot be elected to the Board of Directors for more than 9 (nine) consecutive years. In exceptional cases, election for a term exceeding 9 (nine) years is allowed. The term of office of the members of the Board of Directors coincides with the term of office of the entire Board of Directors.</p> <p>No person participates in decision-making related to his own appointment, election and re-election.</p> <p>The term of office of the Board of Directors and members of the Board of Directors is the same and is three years.</p> <p>The Board of Directors of Energoinform JSC does not include representatives of the Government and state bodies.</p>

	<p>Board of Directors. Members of the Board of Directors are elected for a term of up to three years, and subsequently, subject to satisfactory performance results, they may be re-elected for another term of up to three years.</p> <p>Any term for election to the Board of Directors for a term exceeding six consecutive years (for example, two three-year terms) is subject to special consideration, taking into account the need for a qualitative renewal of the composition of the Board of Directors.</p> <p>An independent director cannot be elected to the Board of Directors for more than nine years in a row. In exceptional cases, it is allowed to be elected for a term of more than nine years, the election of an independent director to the Board of Directors must take place annually with a detailed explanation of the need to elect this member of the Board of Directors and the influence of this factor on the independence of decision-making.</p> <p>No person should participate in decisions related to their own appointment, election and re-election</p>		
7	The Board of Directors approves an induction program for newly elected members of the Board of Directors and a professional development program for each member of the Board of Directors. The corporate secretary ensures the implementation of these programs.	Complied with	At Energoinform JSC, the Board of Directors approved the Program of induction for newly elected members of the Board of Directors, which formalizes the procedure for monitoring the implementation of this program. The corporate secretary is responsible for organizing the induction of newly elected members of the Board of Directors, ensuring the implementation of a professional development program for each member of the Board of Directors and comprehensive support to improve the efficiency of the Board of Directors.
eighth	The Chairman of the Board of Directors is responsible for the general management of the Board of Directors,	Complied with	In accordance with the Regulations on the Board of Directors, the Chairman of the Board of Directors is responsible for the general management of the

	ensures the full and effective implementation of its main functions by the Board of Directors and builds a constructive dialogue between members of the Board of Directors, major shareholders and the executive body.		<p>Board of Directors, ensures the full and effective implementation of its main functions by the Board of Directors and builds a constructive dialogue between the members of the Board of Directors, the sole shareholder and the Management Board.</p> <p>Chairman of the Board of Directors:</p> <ul style="list-style-type: none"> • bears responsibility for the management of the Board of Directors, ensures its effective activity in all aspects of its sphere of responsibility, ensures effective communication with the sole shareholder; • ensures the effective contribution of the members of the Board of Directors to the activities of the Board of Directors, and constructive relations between the members of the Board of Directors and the Management Board; • ensures effective interaction with shareholders, as well as bringing the point of view of the sole shareholder to the Board of Directors as a whole.
nine	The role and functions of the chairman of the Board of Directors and the head of the executive body should be clearly delineated and enshrined in the charter of the organization, regulations on the Board of Directors and the executive body.	Complied with	The role and functions of the Chairman of the Board of Directors and the head of the executive body are clearly delineated by the Charter, the Regulation on the Board of Directors and the Regulation on the Management Board of Energoinform JSC.
10	The level of remuneration for members of the Board of Directors should be sufficient to attract, retain and motivate each member of the Board of Directors of the level required for the successful management of the organization. The establishment of remuneration for a member of the Board of Directors of an organization is carried out in accordance with the methodology developed by the Fund, while taking into account the expected positive effect for the organization from the participation of this person in the Board of Directors. In organizations with several shareholders, the relevant rules for remuneration of	Complied with	<p>In accordance with the Rules for the formation of the composition of the Board of Directors of Samruk-Kazyna JSC, remuneration is paid only to independent directors and consists of the following components:</p> <ul style="list-style-type: none"> • fixed remuneration • additional remuneration for participation in in-person meetings of the committees of the Board of Directors. In the event that an independent director participates in less than half of all in-person and absentee meetings of the Board of Directors held in the reporting period (without good reason), no fixed remuneration is paid. <p>A member of the Board of Directors is also reimbursed for expenses related to travel to meetings of the Board of Directors. According to the Regulations</p>

	members of the Board of Directors are developed based on the Fund's methodology and approved by the general meeting of shareholders. The Nomination and Remuneration Committee of the Board of Directors of the organization makes proposals on the amount of remuneration to candidates for independent directors.		<p>on the Appointment and Remuneration Committee of the Board of Directors, the Committee conducts a comparative analysis of the level and effectiveness of the directors' remuneration policy and makes recommendations to the Board of Directors.</p> <p>No person is involved in decisions related to their own remuneration.</p>
elev en	Committees of the Board of Directors contribute to a deep and thorough consideration of issues within the competence of the Board of Directors and improve the quality of decisions made, especially in such areas as audit, risk management, proper and effective application of the Rules for the procurement of goods, works and services, appointment and remuneration of members of the Board of Directors and the executive body, sustainable development, including health and safety at work and the environment. The presence of committees does not relieve members of the Board of Directors from responsibility for decisions made within the competence of the Board of Directors.	Complied with	<p>All issues submitted for consideration by the Board of Directors are preliminarily considered by specialized Committees. In 2020, the Audit Committee considered such key issues as: financial reporting, risk issues, dividend payment issues, reports of the Internal Audit Service.</p> <p>The Nomination and Remuneration Committee held 11 meetings in 2020. Strategic Planning and Corporate Governance Committee 8 meetings.</p>
12	Preparation and holding of meetings of the Board of Directors should contribute to the maximum efficiency of its activities. In order to fulfill their duties, members of the Board of Directors must have access to complete, relevant and timely information. The Board of Directors meets regularly to effectively perform its functions. Meetings of the Board of Directors are held in accordance with the work plan approved before the beginning of the calendar year. Meetings of the Board of Directors and its committees are held by means of in-person or absentee voting, while the number of meetings with absentee voting	Partially complied with	<p>Materials and information on the issues of the forthcoming meeting of the Board of Directors are sent in advance to the members of the Board of Directors by e-mail. At the same time, copies of the original materials sent by e-mail are provided at the meeting of the Board of Directors.</p> <p>The Board of Directors approves the Work Plan indicating the expected dates of the meetings for the coming year. During the reporting period, 13 meetings of the Board of Directors were held, all meetings were held in person. All important issues, the list of which is determined by the charter of the Company, were considered by the Board of Directors only at meetings in presentia.</p>

	<p>should be minimized. Consideration and adoption of decisions on matters of an important and strategic nature is carried out only at meetings of the Board of Directors with in-person voting. In special cases, a combination of both forms of meeting of the Board of Directors and its committees is possible.</p> <p>Meetings of the Board of Directors and its committees are duly recorded by the corporate secretary, indicating in full the results of discussions and decisions taken.</p>		<p>All meetings of the Board of Directors and its Committees are recorded in detail by the Corporate Secretary and the Secretary of the Audit Committee.</p>
13	<p>The board of directors, committees and members of the board of directors are to be assessed on an annual basis through a structured process approved by the organization's board of directors. This process should be consistent with the Fund's methodology. At the same time, at least once every three years, the assessment is carried out with the involvement of an independent professional organization.</p>	<p>Partially observed.</p>	<p>The activities of the Board of Directors are assessed in accordance with the Rules for Evaluation of the Activities of the Board of Directors and its Committees, the Chairman, members of the Board of Directors and the Corporate Secretary of Energoinform JSC, as well as the Methodology for Diagnosing Corporate Governance in Legal Entities, where more than fifty percent of voting shares are directly or indirectly owned Samruk-Kazyna JSC.</p> <p>At the same time, in 2020, the activities of the Board of Directors were carried out only in accordance with the Methodology for diagnosing corporate governance in legal entities, more than fifty percent of the voting shares of which are directly or indirectly owned by Samruk-Kazyna JSC.</p>
fourteen	<p>The assessment should identify the contribution of the Board of Directors and each of its members to the long-term value growth and sustainable development of the organization, as well as identify areas and recommend measures for improvement. The results of the assessment are taken into account in case of re-election or early termination of powers of the members of the Board of Directors.</p>		
fifteen	<p>In order to efficiently organize the activities of the Board of Directors and the interaction of the Board of Directors, the executive body with shareholders, the Board of Directors shall appoint a corporate secretary.</p>	<p>Complied with</p>	<p>In accordance with the charter and internal documents of Energoinform JSC, the Board of Directors decides on the appointment of the corporate secretary, determines the term of his office, functions and procedure for activities, the size of the official salary and the terms of remuneration. The corporate secretary is fully accountable to the Board of Directors.</p>

	<p>The board of directors makes a decision on the appointment of the corporate secretary, determines the term of his office, functions and procedure of activity, the size of the official salary and conditions of remuneration, decides on the creation of a service (secretariat) of the corporate secretary and determines the budget of this service. The corporate secretary is accountable to the Board of Directors and is independent of the executive body. The main duties of the corporate secretary include assistance in timely and high-quality corporate decision-making on the part of the Board of Directors, the sole shareholder, acting as an advisor to members of the Board of Directors on all issues of their activities and application of the provisions of this Code, as well as monitoring the implementation of this Code and participation in improvement corporate governance. The corporate secretary also prepares a report on compliance with the principles and provisions of the Code, which is included in the annual report. This report should contain a list of the principles and provisions of the Code that are not followed, with appropriate explanations.</p>		<p>On April 11, 2019, a new Corporate Secretary was appointed. The Corporate Secretary oversees the preparation and holding of meetings of the Board of Directors of the Company, ensures the formation of materials for a meeting of the Board of Directors, and controls access to them.</p> <p>The main duties of the Corporate Secretary are to assist in the timely and high-quality adoption of corporate decisions by the Board of Directors, the sole shareholder, to act as an advisor to members of the Board of Directors on all matters of their activities, to prepare a report on compliance with the principles and provisions of the Code, which is included in the annual report.</p>
<p>sixteen</p>	<p>A collegial executive body is created in companies, in other organizations, as well as in the case of a company - a joint venture, it can be collegial or sole at the discretion of shareholders. The leader and members of the executive body must have high professional and personal characteristics, as well as have an impeccable business reputation and adhere to high ethical standards.</p>	<p>Complied with</p>	<p>The appointment of the Chairman and members of the Management Board of the Company is carried out in accordance with the Articles of Association of the Company. The leader and members of the executive body have high professional and personal characteristics, as well as have an impeccable business reputation and adhere to high ethical standards.</p>

17	<p>The executive body is accountable to the Board of Directors and manages the daily activities of the organization, is responsible for the implementation of the strategy, development plan and decisions made by the Board of Directors and the general meeting of shareholders.</p>	Complied with	<p>The Management Board manages the current activities, is accountable to the Board of Directors and the sole shareholder, is responsible for the implementation of the strategy, the Development Plan, as well as for the implementation of decisions made by the sole shareholder, the Board of Directors.</p>
18	<p>The board of directors elects the head and members of the executive body, determines the terms of office, the size of the official salary, and the terms of payment for their labor. The Nomination and Remuneration Committee of the Board of Directors of the organization plays a key role in the process of searching and selecting candidates for the executive body, determining their remuneration.</p> <p>The head of the executive body submits proposals on candidates for election to the collegial executive body for consideration by the Appointment and Remuneration Committee of the Board of Directors. If the Board of Directors rejects a candidate proposed by the head of the executive body for the same vacant position in the executive body for the second time, the right to submit a proposal for a candidate for this vacant position passes to the Board of Directors.</p> <p>The board of directors may terminate the powers of the head and members of the executive body at any time. It is recommended to elect the head and members of the executive body of the organization for a period of up to three years. The terms of office of the head and members of the executive body coincide</p>	Complied with	<p>In accordance with the Charter and internal documents of Energoinform JSC, the Board of Directors determines the number of members, the term of office of the Management Board, elects the Chairman and members of the Management Board, early terminates their powers, approves the rules of remuneration and bonuses, salary schemes, and also determines the size of the Chairman's official salaries Of the Management Board, members of the Management Board, approves the motivational KPIs of the members of the Management Board. When electing members of the Management Board, the Board of Directors follows the provisions of the Company's internal documents that determine the qualification requirements for candidates and the procedure for their election. Members of the Management Board may be shareholders and employees of the Company who are not its shareholders. IAS employees cannot be elected to the Management Board. The Chairman of the Management Board submits proposals on candidates for election to the Management Board for consideration by the Board of Directors. The Chairman of the Management Board has the right to submit proposals for a candidate recommended for election to the same vacant position in the Management Board for consideration by the Board of Directors no more than two times. Selection and election of members of the Management Board is carried out on the basis of the most transparent and clear procedures determined by the Board of Directors. The board of directors may terminate the powers of the head and members of the executive body at any time. Selection and election of members of the Management Board is carried out on the basis of the most transparent and clear procedures determined by the Board of Directors. The board of directors may terminate the powers of the head and members of the</p>

	with the term of office of the executive body as a whole.		executive body at any time. Selection and election of members of the Management Board is carried out on the basis of the most transparent and clear procedures determined by the Board of Directors. The board of directors may terminate the powers of the head and members of the executive body at any time. In accordance with the Corporate Governance Code, the Management Board is elected for a period not exceeding 3 years
nine teen	The candidacy for the position of the first head of the company is agreed with the President or the Administration of the President of the Republic of Kazakhstan if the Company is included in the corresponding list approved by the Decree of the President of the Republic of Kazakhstan. In this case, the Companies apply the procedure for the search and election of the head of the executive body established by the Code.	Not applicable	This condition is applicable to the subsidiaries of the Fund. The sole shareholder of Energoinform JSC is KEGOC JSC.
twenty	The head and members of the executive body are assessed by the Board of Directors. The main assessment criterion is the achievement of the set efficiency. The motivational KPIs of the head and members of the executive body are approved by the Board of Directors. Proposals regarding motivational KPIs of members of the executive body are submitted to the Board of Directors by the head of the executive body.	Complied with	In accordance with the Charter and internal documents of Energoinform JSC, the Board of Directors approves the rules for remuneration and bonuses ⁷⁷⁷ , salary schemes, and also determines the salaries of the Chairman of the Management Board, members of the Management Board, and approves the motivational KPIs of members of the Management Board. The Board of Directors approved the motivational key performance indicators of the Company's executive employees for 2019. Monitoring of the performance of KPIs is carried out by the Board of Directors to determine the amount of remuneration, incentives, re-election (appointment) or early termination of the powers of the members of the Management Board.

	The results of the assessment have an impact on the amount of remuneration, promotion, re-election (appointment) or early termination of office.		
21	<p>Cases of violation of the Code of Business Ethics by members of the executive body must be brought to the attention of the Board of Directors by the head of the executive body.</p> <p>A member of the executive body who has committed a violation of the Code of Business Ethics cannot be a member of the executive body of any other organization.</p>	Complied with	In 2019, there were no cases of violation of the norms of the Code of Business Ethics by members of the Management Board of Energoinform JSC.
22	<p>In the event of corporate conflicts, participants seek ways to resolve them through negotiations in order to ensure effective protection of the interests of the organization and stakeholders.</p> <p>The effectiveness of the prevention and settlement of corporate conflicts presupposes, first of all, the most complete and prompt identification of such conflicts and clear coordination of actions of all bodies of the organization.</p> <p>Corporate conflicts with the assistance of the corporate secretary are considered by the chairman of the board of directors of the organization. If the Chairman of the Board of Directors is involved in a corporate conflict, such cases are considered by the Nomination and Remuneration Committee.</p>	Complied with	<p>The Company has developed mechanisms for the settlement of corporate conflicts, as reflected in the internal document "Policy for the settlement of corporate conflicts in Energoinform JSC", which establishes the procedure and procedures for the settlement of corporate conflicts between their participants, Energoinform JSC. This document is applied by all structural divisions of the Company.</p> <p>The Company's policy on the settlement of Corporate conflicts is based on the fact that the procedure for their settlement should ensure the observance and protection of the rights of the sole shareholder, as well as protection of the property interests and business reputation of the Company. The Board of Directors considers and participates in the settlement of corporate conflicts, the subject of which is the action (inaction) of the Management Board, the Chairman of the Management Board, other employees of the Company to whom the relevant powers have been delegated, or the decisions made by them. If it is impossible to regulate a Corporate conflict by the Chairman of the Management Board, its settlement is submitted for consideration to the Board of Directors.</p> <p>In 2020, no corporate conflicts were recorded.</p>

	Chapter 6. Risk management, internal control and audit		
one	<p>The Company should create an efficiently functioning risk management and internal control system aimed at providing reasonable confidence in the achievement of the Company's strategic and operational goals, and representing a set of organizational policies, procedures, norms of behavior and actions, methods and management mechanisms created by the Board of Directors and the executive body.</p> <p>The board of directors and executive body must ensure that a culture of good risk management is implemented in the Company. The implementation and operation of the risk management and internal control system in the Company must have a clear regulatory framework based on the best practices (COSO) and methodology (policies) of the Fund.</p>	Complied with	<p>The Company has created a regulatory framework based on the international COSO standard, the methodology of Samruk-Kazyna JSC and KEGOC JSC.</p> <p>In order to effectively operate the risk management and internal control system of the Company, the Board of Directors approved such documents as:</p> <ul style="list-style-type: none"> • Corporate risk management policy; • Guidelines for the risk management system; • The organization's standard for the internal control system. <p>In order to consolidate the roles and responsibilities for the timely identification and management of risks, a model of interaction has been developed, built on the concept of three levels of RMS:</p> <ul style="list-style-type: none"> • Board of Directors and Internal Audit Service; • Management Board and structural divisions; • Risk Committee and structural unit responsible for risk management.
2	<p>The Board of Directors of the Company must determine the principles and approaches to organizing the risk management and internal control system, based on the objectives of this system and taking into account the best practices and methodology of the Fund in the field of risk management and internal control.</p>	Complied with	<p>The board of directors approved the basic principles:</p> <ol style="list-style-type: none"> 1. Risk management systems: <ul style="list-style-type: none"> • involvement of the Company's management in risk management; • continuous improvement of the risk management system; • Continuity of training and knowledge exchange in the field of risk management by the company's employees; • openness and honesty in reporting and escalating risks. 2. Internal control systems: <ul style="list-style-type: none"> • integrity; • complexity; • continuity of operation; • responsibility; • segregation of duties;

			<ul style="list-style-type: none"> • reporting of participants in the internal control system; • unity of the methodological base; • proper approval and approval of transactions; • Timeliness of reporting of any significant deficiencies and weaknesses in control; • continuous development and improvement.
3	<p>The executive body of the Company must ensure the creation and maintenance of the functioning of an effective risk management and internal control system. The risk management process should be integrated with the planning processes (strategy and development plans, annual budget) and the assessment of the organization's performance (management reporting).</p> <p>Each officer ensures that risks are properly considered when making decisions. The executive body should ensure that risk management procedures are implemented by employees with appropriate qualifications and experience.</p>	Complied with	<p>In accordance with the Guidelines for the risk management system and the Standard for the internal control system, the Management Board of Energoinform JSC is responsible for the creation, maintenance and application of procedures for identifying, assessing and managing risks, organizing the effective functioning of the RMS and ICS, providing support to structural units in the implementation of management processes risks in their activities.</p> <p>The risk management process is integrated with the planning processes (strategy and development plans, annual budget) and the assessment of the organization's performance (management reporting).</p> <p>Structural divisions are the owners of risks and are responsible for identifying, analyzing, assessing risks, managing risks, preparing proposals to reduce the level of key risks, generating reports on key risks of Energoinform JSC and timely informing about realized risks.</p>
4	<p>The risk management and internal control system of the Company should be based on a high culture of risk management conducted by the executive body, which provides for the mandatory procedures for identifying, assessing and monitoring all significant risks, as well as taking timely and adequate measures to reduce the level of risks that can negatively affect the achievement of strategic goals, implementation of operational objectives and the company's reputation.</p>	Complied with	<p>The risk management system of the Company is based on a high culture of risk management carried out by the executive body, which provides for the obligatory procedures for identifying, assessing and monitoring all significant risks, as well as taking timely and adequate measures to reduce the level of risks that can negatively affect the achievement of strategic goals, implementation operational objectives and the company's reputation. Risk management procedures established in Energoinform JSC ensure response to new risks, their clear identification and determination of risk owners. The Company annually considers and approves the risk appetite, risk register, risk map, action plan for managing key risks, key risk</p>

	Risk management procedures should ensure a quick response to new risks, their clear identification and identification of risk owners. In the event of any unforeseen changes in the competitive or economic environment, an urgent reassessment of the risk map should be carried out and its compliance with the risk appetite.		<p>indicators and tolerance levels for key risks of the Company by the Board of Directors.</p> <p>Within the company, a constant exchange of information between the levels of the RMS is ensured to increase the level of risk awareness, develop a risk culture and effectively manage risks.</p>
five	The Company must develop, approve, formalize and document control procedures in three key areas: operational activities, preparation of financial statements and compliance with the requirements of the legislation of the Republic of Kazakhstan and internal documents.	Partially observed	In 2020, as part of the reengineering of business processes, the activity map was revised and all the main business processes of the company and their control procedures were described, which cover three key areas: operational activities, preparation of financial statements and compliance with the requirements of the legislation of the Republic of Kazakhstan and internal documents.
6	The Company should implement transparent principles and approaches in the field of risk management and internal control, the practice of training employees and officials in the risk management system, as well as the process of identifying, documenting and timely bringing the necessary information to the attention of officials.	Complied with	<p>The company has implemented the basic principles set out in paragraph 2 of this chapter.</p> <p>In order to increase the risk culture, Energoinform JSC periodically organizes trainings and seminars in the field of RMS and ICS for the Company's employees (it is not annual). The last training in this area was held in 2018. The Company organized a seminar in the field of RMS and ICS for managers / employees of structural divisions of the Company's central office.</p>
7	The Board of Directors of the Company must take appropriate measures to ensure that the current risk management and internal control system complies with the principles and approaches to its organization determined by the Board of Directors and functions effectively. Risk reports must be submitted to meetings of the Board of Directors at least once a quarter and discussed properly in full.	Complied with	In accordance with the 2020 Risk Management System Guidelines, the Board of Directors reviewed and approved risk reports on a quarterly basis.
eight	The Company should establish an IAS for a systematic independent assessment of the reliability	Complied with	The Internal Audit Service was established by the decision of the Board of Directors of Energoinform JSC. The mission of the Service is to provide the

	and efficiency of the risk management and internal control system and corporate governance practices.		necessary assistance to the Board of Directors and the Executive Body in fulfilling their responsibilities to achieve the strategic goals of the Company. The main goal of the Service is to provide the Board of Directors with independent and objective information designed to ensure effective management of the Company by introducing a systematic approach to improving risk management, internal control and corporate governance systems.
nine	Internal audit in the Company should be carried out through the creation of a separate structural unit - IAS. The goals, powers and responsibilities of the IAS, qualification requirements (requirements for the professionalism of internal auditors) should be defined in the internal document of the company (Regulation on IAS). The IAS Regulation should be developed and approved taking into account the requirements of international professional standards for internal audit and corporate standards of the Fund in the field of internal audit. The duty of the Board of Directors of organizations is to ensure full compliance of the IAS Regulation with the specific needs of the organizations' business.	Complied with	<p>The Regulation on the Internal Audit Service defines the Objectives, powers and responsibilities of the Internal Audit Service, and qualification requirements.</p> <p>The Regulation on the Internal Audit Service was developed taking into account the requirements of the International Professional Standards for Internal Auditing and the Fund's corporate standards in the field of internal audit. The Regulation on the Internal Audit Service fully meets the specific needs of the Company.</p>
10	To ensure the independence and objectivity of internal audit, the IAS should be organizationally subordinate and functionally accountable to the Board of Directors. The Board of Directors makes decisions on approving the plans and strategy of IAS activities, IAS budget, determines the quantitative composition, size and conditions of remuneration and bonuses for IAS employees.	Complied with	<p>Organizational subordination and functional accountability of the Internal Audit Service to the Board of Directors is achieved by the following conditions:</p> <ol style="list-style-type: none"> 1. Approval by the Board of Directors (preliminary consideration by the Audit Committee) of the regulations and other policies in the field of internal audit governing the goals, objectives, functions and procedures of the Internal Audit Service. 2. Approval by the Board of Directors (preliminary consideration by the audit committee) of the risk-oriented annual audit plan.

			<p>3. Providing the Board of Directors (Audit Committee) with quarterly and annual reports on the implementation of the annual audit plan and other information on the activities of internal audit.</p> <p>4. Approval by the Board of Directors (preliminary consideration by the audit committee) of decisions on the appointment, dismissal, remuneration of the head of the internal audit unit.</p> <p>5. Approval by the Board of Directors (Audit Committee) of the budget of the Internal Audit Service.</p> <p>6. Consideration by the Board of Directors (Audit Committee) of significant restrictions on the powers of the Internal Audit Service or other restrictions that may negatively affect the implementation of internal audit.</p>
elev en	The head of the IAS in the organizations must develop internal documents governing the activities of the unit, based on the Fund's corporate standards in the field of internal audit and ensure their consideration and approval by the Audit Committee and the Board of Directors.	Complied with	The Company has developed internal regulations governing the activities of the Internal Audit Service on the basis of the Fund's corporate standards in the field of internal audit; these documents have been reviewed and approved by the Audit Committee and the Board of Directors.
12	IAS operates on the basis of a risk-based annual audit plan approved by the Board of Directors. The results of audit reports and key findings are submitted to the Board of Directors for consideration on a quarterly basis.	Complied with	When drawing up the Plan of the Internal Audit Service for the year, the Company's Risk Register, developed by the Company, is taken into account, since resources should be concentrated on those business processes and areas of the Company's activities that are characterized by the greatest (high) risks (factor - exposure to risk).
13	In carrying out its activities, the IAS should assess the effectiveness of internal control and risk management systems, assess corporate governance using generally accepted standards for internal audit and corporate standards and recommendations of the Fund in assessing corporate governance, assessing the effectiveness of the internal control and risk management system.	Complied with	The Internal Audit Service periodically evaluates the effectiveness of the internal control system and the risk management system, evaluates corporate governance using generally accepted standards for internal audit and corporate standards, and the Fund's recommendations for assessing corporate governance, evaluating the effectiveness of the internal control and risk management system.
four teen	The head of the IAS should develop and maintain a quality assurance and improvement program covering	Complied with	The Company has developed and is implementing a Quality Assurance and Improvement Program for the Internal Audit Service of Energoinform JSC,

	<p>all types of internal audit activities, and providing for the mandatory internal and external assessment of the IAS activities.</p> <p>Evaluation of the performance of the IAS, its head and employees is carried out by the Board of Directors on the basis of consideration of IAS reports, compliance with the deadlines for the implementation of the annual audit plan and reporting, assessment of compliance of reports with the requirements of IAS standards and internal regulations.</p>		<p>approved by the Audit Committee, covering all types of internal audit activities, and providing for mandatory internal and external assessment of the Internal Audit Service. The Head of the Internal Audit Service bears full responsibility for the GPC, which covers all activities of the Internal Audit Service, including advisory activities.</p>
	Chapter 7. Transparency		
one	<p>In order to comply with the interests of stakeholders, the Company timely and reliably discloses information on all important aspects of its activities, including financial condition, performance results, ownership and management structure.</p>	Complied with	<p>A section “For Investors and Shareholders” has been created on the Company's website, where information is disclosed in accordance with the Corporate Governance Code and internal documents of the Company.</p>
2	<p>The company timely discloses information provided for by the legislation of the Republic of Kazakhstan and internal documents. The Company must approve internal documents defining principles and approaches to disclosure and protection of information, as well as a list of information disclosed to interested parties. The company determines the procedure for classifying information into access categories, conditions for storing and using information, including the circle of persons entitled to free access to information constituting commercial and official secrets, and takes measures to protect its confidentiality.</p>	Partially observed	<p>JSC "Energoinform" approved regulatory documents governing the principles and approaches to disclosure and protection of information:</p> <ul style="list-style-type: none"> • information policy; • regulation on information disclosure; • website regulations; • rules for the protection and safety of confidential information. <p>Based on the results of the diagnostics of the Company's corporate governance, it is envisaged to conduct an additional analysis of the compliance of the Company's website content with the requirements of the CG Code.</p>

3	The company must timely post on its Internet resource audited annual financial statements prepared in accordance with International Financial Reporting Standards (hereinafter referred to as IFRS), as well as financial statements prepared in accordance with IFRS for the first quarter, for half a year and for the first nine months of the reporting period. In addition to the main forms of financial reporting, it is recommended to disclose additional information about the financial condition of the Companies.	Complied with	Audited annual financial statements prepared in accordance with International Financial Reporting Standards (hereinafter referred to as IFRS) are posted on the Company's website in the section "Investors and Shareholders". In accordance with the legislation on the securities market, as well as in accordance with the CU Code, due to the fact that shares of Energoinform JSC were not placed on the stock exchange, the Company is not subject to the requirements for posting financial statements prepared in accordance with with IFRS for the first quarter, for half a year and for the first nine months of the reporting period.
4	The company should conduct an annual audit of the financial statements by engaging an independent and qualified auditor who, as an external party, provides an objective opinion to interested parties on the reliability of the financial statements and their compliance with IFRS requirements. The norms in terms of the annual audit are applied if the audit of the annual financial statements is provided for by the legislation of the Republic of Kazakhstan and / or by the internal documents of the organization.	Complied with	The audit of the financial statements for 2019 was carried out by an independent audit organization, a member of the professional organization of the Chamber of Auditors of the Republic of Kazakhstan since January 11, 2006, Ernst & Young LLP. The contract with the auditor was concluded for 2020 in accordance with the Rules for the procurement of goods, works and services by the joint stock company "National Welfare Fund" Samruk-Kazyna "and organizations of fifty or more percent of shares (participation interests), which directly or indirectly belong to JSC "Samruk-Kazyna" "On the basis of ownership or trust management, approved by the Board of Directors of Samruk-Kazyna JSC.
five	The company must prepare an annual report in accordance with the provisions of this Code and best practice for disclosure. The annual report is approved by the Board of Directors.	Complied with	The Company annually prepares an Annual Report, which is one of the sources of information for stakeholders. The annual report is approved by the decision of the Board of Directors and posted on the website of the Company.
6	The Internet resource should be well structured, easy to navigate and contain information necessary for interested parties to understand the activities of the Company.	Partially observed	Constant work is underway to improve the company's website, including the structure, filling the sections. Based on the results of the diagnostics of corporate governance, it is envisaged to conduct an additional analysis of the compliance of the Company's website content with the requirements of the CG Code.

Report on the provision of services to the System Operator - KEGOC JSC in 2020

one. Organization of operation of KEGOC's ASKUE and its relationship with ASKUE of electric power market entities

The automated system for commercial metering of electricity (ASKUE) is intended for the organization of automated metering and control, distribution and consumption of electricity at the metering points of substations (SS) of KEGOC JSC.

The function of automatic and automated, upon request, collection of measurement results, the state of measuring instruments and measurement objects within the boundaries of the automation object (substation) is performed by data collection and transmission devices (USPD);

- within the boundaries of the region - servers of the Regional Database of Commercial Accounting (RBD) of Intersystem Electric Grids (MES) of KEGOC JSC - 8 RDB;

- within the boundaries of the entire ASKUE - the server of the Central Database of Commercial Accounting (CDB) - 1 CDB.

In 2020, as part of the connection of new metering points and new introduced AMR, the Company took part in the acceptance into operation of AMR of 34 entities

For 9 subjects NS the recertification of ASKUE was carried out, including the verification of the received data with the sources (counters) and the drawing up of the corresponding acts.

2. Maintenance of SCADA equipment. Connection of subjects of the energy market to the SCADA complex.

The SCADA / EMS system is the basis of the automated dispatch control systems (ASDU), which ensure the solution of the tasks of the operational dispatch control of the System Operator (SO).

The SCADA / EMS system introduced at KEGOC is the basis of a unified automated dispatch control system of NEG RK (National Electric Grid of the Republic of Kazakhstan), which consists of a central SCADA / EMS system installed at NDC SO (National Dispatch Center of the System Operator, Nur -Sultan), and 9 SCADA systems installed in the ACC (regional dispatch center) in the city. Aktobe, Almaty, Nur-Sultan, Atyrau, Karaganda, Kostanay, Ust-Kamenogorsk, Shymkent, Ekibastuz. The basic SCADA / EMS software is SINAUT Spectrum version 4.4, a software product from SIEMENS.

In 2020, as part of the work on connecting the subjects of the energy market to the SCADA complex, the reception of telemetric information in SCADA was organized from ZhGRES, SES Sholakkorgan, GTPP "KUS", GTPP "SEZ NINT", SES Kengir, SES Saran, SES Agadyr, SES Gulshat, WPP Astana EXPO-2017, WPP Zhanatas, SPP Kapchagai, SPP Kaskelen, WPP Taiman-2, OPS Aman, Concentrating plant-2, SPP Baikonyr, SPP Zadarya, SPP Shu, SPP Zhylga, SPP Shymkent, UMP JSC, SPP Zhalagash , SES Nura, SES Shymkent, WPPs Zhangiz and Service, SES Zhanakorgan, SES Kentau. Technical consultations were held for the subjects of the energy market on connecting to the SCADA / EMS / complex.

3. Provision of communication services

JSC "Energoinform" within the framework of this activity carries out the following tasks:

Operational dispatch control:

- Collection, transmission and display of telemetry from power facilities;
- Direct voice communication between dispatch centers of NDC SO, ACC and substations;
- Mobile communication of line brigades with operational personnel.

Technological and administrative management:

- Data transmission and interaction of local area networks;
- ASKUE data transmission and processing;
- Voice communication through a network of automatic telephone exchanges;

- Voice communication via conference call network.

During the reporting period, in accordance with the scheduled preventive maintenance schedules, annual and semi-annual maintenance works were carried out.

3. Organization of operation of telecommunication equipment

The current operational maintenance of telecommunications equipment in the branches of MES and RDC of KEGOC JSC is carried out by the personnel of the branches of Energoinform JSC, in the NDC SO branch and the central office of KEGOC JSC - by the personnel of the OESS DSTS of the Central Office of Energoinform JSC.

The qualifications of the personnel of Energoinform JSC are sufficient for the performance of maintenance and repairs of telecommunications equipment.

4. Services in the field of information technology, system integration, automated and information management systems, including IT consulting

During 2020, operational maintenance, management and monitoring of about 20 major information systems were carried out.

In addition, maintenance, management and monitoring of auxiliary software products were carried out, ensuring the operation of the listed systems (about 50 information systems) from service and system complexes to monitoring systems.

To ensure the safety of storage and backup of circulating information, the following systems and measures were used:

- access control and registration in information systems;
- anti-virus protection;
- use of secure data transmission channels;
- connection control;
- software and hardware routing;
- restricting access to the server segment;
- use of data storage and backup systems;
- use of mail and Internet traffic control systems

During the pandemic, work was carried out to transfer the employees of KEGOC JSC, RFC and Energoinform to remote access for over 1000 users.

We took an active part in the project of the KEG07 business transformation program "Ensuring cybersecurity." Agents were installed and policies for collecting and transferring data from servers and network equipment were configured.

KEG.03.02 took an active part. and implementation of the component "Monitoring system based on synchrophasor technologies (WAMS), an isolated technological data transmission network was deployed for this project.

They took an active part in the project CSPA and ARCHM, the network infrastructure was deployed in 9 branches.

In 2020, 6,977 closed requests for servicing workplaces were provided.

Within the framework of the services "Automation of IT processes" in 2020, the following main works were performed:

- 1) Integration between ITSM and SAP SolMan systems;
- 2) Integration between ITSM and RBRE systems;
- 3) Integration between ITSM and LSI systems;
- 4) Updating the ITSM Self-Service Portal
- 5) Updating the Catalog of ITC services;
- 6) Differentiation of the rights of the Performers of the groups Technical support of the print service (Almaty branch) and Technical support of the print service (South branch)
- 7) Implementation of a new mechanism for visualizing the configuration base;
- 8) Implementation of a new release of the ITSM system;

- 9) Implementation of the functionality so that the attached files (in requests registered via mail) are visible to the Performers;
- 10) Implementation of the "Coordination" functionality in the "Activities" module by analogy with CHG;
- 11) Implementation of new functionality for calculating SLA;
- 12) Knowledge base, uploading materials to the portal, section management - a ready-made Knowledge Base section has been configured to accommodate the necessary reference books and instructions;
- 13) Centralization of dispatchers ID + 1 branch (Almaty Branch);
- 14) Centralization of dispatchers ID + 2 branch (North, South Branch).

5. Technical support services

The Company carried out the necessary measures for the technical support of the corporate data transmission network (KSPD) and server equipment of KEGOC JSC, SMTP and Web filtering products, KEGOC databases, software package "Diagnostics +", as well as video conferencing systems.

6. Examination of projects

According to the main contract for 2020, the Company performed the following works:

- one. Issuance of expert opinions on working projects, external power supply schemes for the connection of subjects of the energy market in terms of ITC - 208;
2. Issuance and approval of technical specifications for the subjects of the energy market - 136;
3. Issuance of proposals for the developed technical assignments for design and estimate documentation, for design and survey work and for a feasibility study for the projects of KEGOC JSC - 50.

7. Maintenance of the automated information management system of the enterprise based on SAP

According to the contract for the support of the AIUSP, all the targets for 2020 were achieved:

- Timeliness of requests execution according to SLA was 98.4%.
- The user satisfaction level was 4.8 points.

The technical support team processed 9,932 user requests and completed 548 requests for system changes.

To date, the scheme of interaction with both users of the Executive Directorate and with users of 11 branches and subsidiaries of KEGOC has been worked out.

The fruitful work of the support team resulted in the fact that in September 2020 Energoinform JSC successfully passed the certification of the SAP Client Expertise Center for KEGOC JSC.

One of the significant achievements is the victory of our joint team with KEGOC JSC in the SAP competition "I-Robotic Business Processes", in which our two applications took 2nd and 3rd places.

The total number of applications for participation was 97, the finalists were 15. As a prize, a SAP partner will develop two pilot projects of RPA robots, and SAP also provides 90 days of free use of these robots. In the future, our developers will independently develop and implement robots in the IT-technology market.

8. Services of the branch "Training Center" of JSC "Energoinform"

The branch of JSC "Energoinform" "Training Center" (hereinafter referred to as the branch or the Training Center) was established in 2013 and today is one of the leading centers for advanced training of employees of energy and industrial enterprises of the Republic of Kazakhstan.

The training center has many years of experience in implementing advanced training courses for employees of a wholesale electricity market entity, including energy producing, power transmission, energy supplying organizations, electricity consumers, a system operator, a centralized trade market operator, a settlement and financial center for the support of renewable energy sources.

The training programs offered by the Training Center are aimed at achieving one of the main objectives of the Concept for the Development of the Fuel and Energy Complex of the Republic of Kazakhstan until 2030.

Advanced training courses at the Training Center are conducted by leading specialists of the Republic of Kazakhstan, as well as specialists from near and far abroad, who have significant experience in methodological and scientific work with direct practical application skills.

The training center has established training processes by certified trainers of modern equipment manufacturing plants, taking into account the practical demonstration of the implementation of modern technologies, including with the factories of Simens AG, Schneider Electric, Hewlett-Packard, Cisco, Huawei Technologies Co. Ltd. and etc.

The developed programs are aimed at increasing the level of professional competencies of students, taking into account current trends and a detailed study of the intricacies of the professional field.

In accordance with the assigned tasks, the Training Center provides:

- conducting short-term courses, seminars, trainings, etc. in order to improve the qualifications of the employees of KEGOC JSC and Energoinform JSC, as well as other interested parties;

- technical support of the educational process;

- organization of corporate events, etc.

The Training Center has the ability to organize advanced training courses at the individual request of the Customer on the basis of the Training Center complex (hereinafter referred to as the Complex), located on the territory of the Burabay State National Natural Park. The complex includes the availability of equipped classrooms, conference rooms, as well as opportunities for accommodating students in the complex's room stock.

In 2020, on the basis of the Training Center by attracting leading specialists of the Republic of Kazakhstan, as well as highly qualified professors of the neighboring countries, including professors of the St. Petersburg Energy Institute, the Corporate Research Center of the UES of the Russian Federation, Novosibirsk State Technical University, 11 corporate trainings were held with 142 students. in 2018, 6 corporate trainings with 112 students.

In connection with the requirements for compliance with quarantine measures in the framework of the COVID-19 pandemic, corporate trainings in 2020 were conducted online.

At the end of 2020, the income from the activities of the Training Center branch amounted to about 78.7 million tenge, in 2019 - 52.2 million tenge.

Appendix 3

Information on transactions of JSC "Energoinform" in 2020

P / p No.	Subjects of the transaction	Date of the deal	Basic terms of the transaction
one	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Akmola branch) for temporary use (lease) office space
2	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Aktobe branch) for temporary use (lease) office premises of real estate

3	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Almaty branch) for temporary use (lease) office space
4	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Eastern Branch) for temporary use (lease) office space
five	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Western Branch) for temporary use (lease) office space
6	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Kostanay branch) for temporary use (lease) office space for rent
7	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Northern Branch) for temporary use (lease) office space
eight	KEGOC JSC	10.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Southern Branch) for temporary use (lease) office space
nine	KEGOC JSC	28.01.2020	JSC "KEGOC" provides JSC "Energoinform" (Headquarters) for temporary use (lease) office space
10	Samruk-Kazyna Contract LLP	28.01.2020	LLP "Samruk - Kazyna Contract" provides services for the maintenance and technical support of the information system
eleven	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276021 on designer supervision of the object "Installation of technical security systems on SS 220 kV "Stroitel'naya-1"
12	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276002 on designer supervision of the object "Installation of technical security systems on SS 220 kV "Central"
13	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276026 on designer supervision of the object "Installation of technical security systems on Substation 220 kV "EPK"
fourteen	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276030 on designer supervision of the object "Installation of technical security systems at 110 kV substation "Pavlodarskaya"

fifteen	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276014 on designer supervision of the object "Installation of technical security systems on SS 220 kV "Stroitelnaya -2"
sixteen	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 276034 on designer supervision of the object "Installation of technical security systems on Substation 220 kV "Ekibastuzskaya"
17	KEGOC JSC	01/27/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 03.05.2019, No. 275998 on designer supervision of the object "Installation of technical security systems on SS 220 kV "TsRMZ"
18	KEGOC JSC	31.01.2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC dated 03.05.2019, No. 276031 for designer supervision of the facility "Installation of technical security systems in the ACC of the Northern MES branch"
nineteen	RFC for Renewable Energy Support LLP	02/08/2020	Energoinform JSC signed an additional agreement to the contract for the purchase / sale of balancing electric energy on the balancing electric energy market of the Republic of Kazakhstan dated 08.02.2019 No. 606-ФЦ / Д-17-01-128 with "RFC for RES Support" LLP
twenty	KEGOC JSC	02/12/2020	Energoinform JSC signed an additional agreement with KEGOC JSC to the contract dated 05.04.2019 No. 10-16-D-263 / dated 10.04.2019 / D-18-01-298 on designer supervision of the object "Installation of technical security systems at the 220 kV substation" Metallurgicheskaya "
21	KEGOC JSC	02/12/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC from 05.04.2019, No. 10-16-D-264 / dated 10.04.2019 / D-18-01-299 on designer supervision of the object "Installation of technical security systems at the 220 kV Balkhashskaya substation"
22	KEGOC JSC	02/17/2020	Energoinform JSC entered into an agreement with KEGOC JSC to organize training on the topic: In-depth study on Sicam SAS
23	KEGOC JSC	02/19/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC dated April 23, 2019 No. 265701 for architectural supervision of the object "Installation of systems of

			technical means of security at the SS 220 kV" Vannovka "(branch" Yuzhnye MES ")
24	KEGOC JSC	02/19/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC dated 04/23/2019 No. 266372 for architectural supervision of the object "Installation of technical security systems at the 220 kV substation" Shymkent "(branch" Yuzhnye MES ")
25	KEGOC JSC	02/19/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC dated 04.10.2019 No. 334534 for architectural supervision of the object "Installation of technical security systems at the 220 kV substation" Sastobe "(branch" Yuzhnye MES ")
26	KEGOC JSC	02/25/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the agreement on long-term procurement of services for the maintenance of equipment of the National Electric Grid dated January 31, 2018 No. 01-D-32-57 / D-13-01-131
27	KEGOC JSC	02/27/2020	Energoinform JSC entered into contract No. 392442/2020/2 with KEGOC JSC for the provision of services "Rdevelopment design documentation for the establishment of sanitary protection zones for 220 kV substations "Buran", "Kuibyshevskaya", "KGPP", substation 1150 kV "Kokshetauskaya" (branch "Akmola MES")
28	RFC for Renewable Energy Support LLP	02/27/2020	JSC "Energoinform" concluded with LLP "RFC for the support of renewable energy" an additional agreement to the contract from 31.12.2019 No. 371514/2019/1 "Services on maintenance of ITC equipment and technical support of information systems "
29	KEGOC JSC	02/28/2020	Energoinform JSC signed an agreement with KEGOC JSC No. 399942/2020/1 for the provision of services designer supervision behind the objects "Installation of technical security systems at the 220 kV" Karatau "substation (branch "Yuzhnye MES")
thirty	KEGOC JSC	02/28/2020	Energoinform JSC signed an agreement with KEGOC JSC No. 399934/2020/1 for the provision of services designer supervision behind the facilities "Installation of technical security systems at the 220 kV substation" Opornaya " (branch "Yuzhnye MES")

31	KEGOC JSC	02/28/2020	Energoinform JSC signed an agreement with KEGOC JSC No. 01-18-D-113 / D-22-159 for the provision of services for the lease of classrooms
32	KEGOC JSC	03/17/2020	Energoinform JSC (as part of consortium with JBR Group LLP) signed an agreement with KEGOC on the procurement of works "Modernization of the automatic frequency control system and power flows"
33	KEGOC JSC	03/19/2020	Energoinform JSC (as part of consortium with JBR Group LLP) entered into an agreement with KEGOC JSC for the procurement of works "Modernization of the emergency automation system"
34	KEGOC JSC	03/19/2020	Energoinform JSC entered into contract No. 01-18-D-125 / D-22-176 with KEGOC JSC for the provision of services for organizing advanced training of KEGOC employees
35	KEGOC JSC	03/20/2020	Energoinform JSC entered into an agreement with KEGOC JSC No. 405394/2020 / 101-18-D-125 / D-22-176 for the execution of works "Repair of cable communication lines 63K" KGPP 220 kV-GATS "
36	KEGOC JSC	05/22/2020	JSC "Energoinform" signed an agreement with JSC "KEGOC" No. 403258 for the provision of services for the maintenance of the corporate content management system "Electronic storage SAP"
37	KEGOC JSC	05/22/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to contract No. 399942/2020 / 1-1 supervision services "Installation of technical security systems at the 220 kV" Karatau "SS (branch" Yuzhnye MES ")
38	KEGOC JSC	05/22/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to contract No.399934 / 2020 / 1-1 designer supervision services "Installation of technical security systems at the 220 kV" Opornaya "substation (branch" Yuzhnye MES ")
39	KEGOC JSC	07/30/2020	Energoinform JSC signed an agreement with KEGOC JSC No. 458082/2020/1 for the performance of work on the current repair of equipment SDTU (branch "Severnye MES")
40	KEGOC JSC	09/18/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the long-term agreement dated December 21/28, 2015 No. 64 / D-12-03-1153 on the provision of services on the provision of personnel for the branch of JSC "KEGOC" NDC SO

41	KEGOC JSC	09/18/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the long-term agreement dated 28 / 30.12.2015 No. 27-D-1073 / D-12-03-1179 on the provision of services on the provision of personnel for JSC "KEGOC"
42	KEGOC JSC	09/28/2020	Energoinform JSC concluded an additional agreement to the contract with KEGOC JSC dated May 22, 2020 No. 403258/2020/1 for the provision of services for the maintenance of the corporate content management system "Electronic storage SAP"
43	KEGOC JSC	10/05/2020	Energoinform JSC concluded an agreement with KEGOC JSC for the provision of services for the organization of services to improve the qualifications of KEGOC employees
44	KEGOC JSC	10/23/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the purchase of services "Real estate lease for the Northern Branch" No.D-12-03-09 / 09-12-10-5-D dated 10.01.2020.
45	KEGOC JSC	11/18/2020	Energoinform JSC signed an agreement with KEGOC JSC for the provision of online services to improve the qualifications of KEGOC employees
46	KEGOC JSC	20.11.2020	Energoinform JSC entered into an agreement with KEGOC JSC to provide financial assistance on a repayable basis
47	KEGOC JSC	20.11.2020	Energoinform JSC signed an agreement with KEGOC JSC for the provision of online services to improve the qualifications of KEGOC employees
48	KEGOC JSC	11/24/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract dated February 27, 2020. No. 392442/2020/2 for the development of design documentation for the establishment of sanitary protection zones for the 220 kV substations "Buran", "Kuibyshevskaya", "KGPP" and the substation 1150 kV "Kokshetauskaya"
49	KEGOC JSC	11/24/2020	Energoinform JSC signed an agreement with KEGOC JSC for the provision of online services to improve the qualifications of KEGOC employees
fifty	Samruk-Kazyna Construction JSC	11/27/2020	Energoinform JSC concluded with JSC "Samruk-Kazyna Construction" agreement on joint activities for the implementation of a project for the construction of residential complexes,

51	Samruk-Kazyna Construction JSC	12/08/2020	Energoinform JSC concluded with JSC "Samruk-Kazyna Construction" agreement on the transfer on a reimbursable basis of 6 divisible land plots for the implementation of a project for the construction of residential complexes
52	KEGOC JSC	12/21/2020	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract dated February 27, 2020. No. 392442/2020/2 for the development of design documentation for the establishment of sanitary protection zones for the 220 kV substations "Buran", "Kuibyshevskaya", "KGPP" and the substation 1150 kV "Kokshetauskaya"
53	KEGOC JSC	12/30/2020	Energoinform JSC entered into an agreement with KEGOC JSC on termination of the contract for the procurement of services for the lease of classrooms dated February 27, 2020 No. 01-18-D-113
54	KEGOC JSC	12/31/2020	Energoinform JSC signed an agreement No. 522672/2020/1 with KEGOC on the procurement of goods "Information system of the balancing electricity market"