

APPROVED

**Board minutes
JSC Energoinform
from "___» ___ twenty 22 No. ___**

APPROVED

**minutes of the Board of Directors
JSC Energoinform
from "___» ___ 2022 No. ___**

GONE REPORT JSC Energoinform For twenty 21 year

Ex. No. _____

c. Nur-Sultan 2022.

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ABOUT GROWTH OF THE CHAIRMAN OF THE BOARD OF DIRECTORS



Katyshev Sergey
Chairman
board of directors
JSC Energoinform

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

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

As you know, for achieving the goal of providing a reliable operation and effective development of the information and telecommunications complex of the UES of Kazakhstan, a special role is allotted to JSC Energoinform.

This Company decides how the issues of fault-tolerant maintenance of all objects of JSC "KEGOC" and implements new IT solutions with the application of the best world practices and innovative technologies.

Transformation of Energoinform as an Information integrator of the Unified Electric Power System of the Republic of Kazakhstan is important, not only in terms of developing the

energy efficiency of enterprises and launching a balancing electricity market, but also in terms of improving the energy security of Kazakhstan.

The company has been demonstrating positive dynamics in terms of its profitability since its inception. Thus, the net profit of Energoinform JSC for 2021 amounted to 2175,329 million tenge, compared to 2020 it increased by 170%. The dividend policy of the company is fully consistent with this trend, and the payment of dividends is an established tradition.

Results of 2021 allow us to boldly look forward and consistently implement the strategy of development of the Company. The activity of the Board of Directors in the reporting year is aimed at long-term value enhancement and sustainability of JSC Energoinform.

The joint work of the Board of Directors and the Management Board, the search and finding of 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 customers and employees, the Sole Shareholder and other stakeholders for fruitful cooperation in 2021.

More details with the results of the activity of Energoinform JSC for 2021 year can be found in this Annual Report, which reflects the relevant figures and facts.

MESSAGE FROM THE CHAIRMAN OF THE BOARD



Kuanysh Bektemirov

Chairman of the Board
JSC Energoinform

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

Company on results 2020 completed the planned program. Improvement of volumetric and qualitative performance indicators was ensured.

As a result, pure and I profit Companies over the past year amounted to 2,175 million tenge, on the 170% exceeding level 2020 of the year.

In spite of world pandemic crisis Covid19, The company provided systematic increase profitability.

This result is largely due to a valuable resource of the company - employees.

At 2020 year, the Company fulfilled all obligations in the social sphere, continued the implementation of all adopted policies, comfortable working conditions are created, social programs are implemented, which 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 the performance of technological operations, improve the production and sanitary and living conditions of workers, and reduce the impact of harmful and unfavorable factors.

At in accordance with the goals set by the shareholder, Energoinform JSC continued to develop its corporate governance. Thus, following the results of a comprehensive diagnostic and JSC "Energoinform" in 2020 year rated corporate governance at the level "ATB».

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

However, considering that since the approval more than 3 years and both the external environment and the Company itself have changed in JSC "Energoinform" work has begun on updating the Development Strategy.

In conclusion, I would like to point out that Thanks to the well-coordinated work of the JSC team Energoinform in 2021 fulfilled all its obligations to the shareholder and all interested parties.

I express my gratitude to our partners and clients for successful joint activities.

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

1 GENERAL INFORMATION ABOUT JOINT STOCK COMPANY ENERGoinFORM

one.one History of creation

JSC Energoinform (hereinafter referred to as the Company) created by reorganizing the Institution Energoinform JSC "KEGOC" to a joint-stock company Energoinform (solution Cboard of directors JSC "KEGOC" from 30 September 2010 GOh yeah, Protocol No. 5).

Society registered with the Department of Justice of Astanay 29th of November 2010. Number of state registration of a legal entity -21509-1901-AO.

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 goal the receipt of net income from its statutory activities.

Sole shareholder of JSC Energoinform is a joint-stock company "Kazakhstan Electricity Grid Operating Company" - JSC "KEGOC".

one.2 Mission. Tsewhether and tasks. Development strategy

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

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

Target Companies – development in three strategic directions:

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

Main goals strategic areas of the Company's activities:

Improving 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 the partner network;
- 4) improvement of the organizational structure;
- 5) optimization of business processes;
- 6) introduction 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 competencies in marketing and sales, development of a customer service system;
- 2) expansion of the volume of services provided in target markets and the development of demanded, promising areas for the provision of services (development of technological competencies);
- 3) development of a system of interaction with interested parties (stakeholders) and participation in the development of the energy industry.

Ensuring sustainable development:

- 1) formation of a client-oriented corporate culture;
- 2) introduction of a system for monitoring performance indicators and a reward system 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.

one.3 Organizational structure

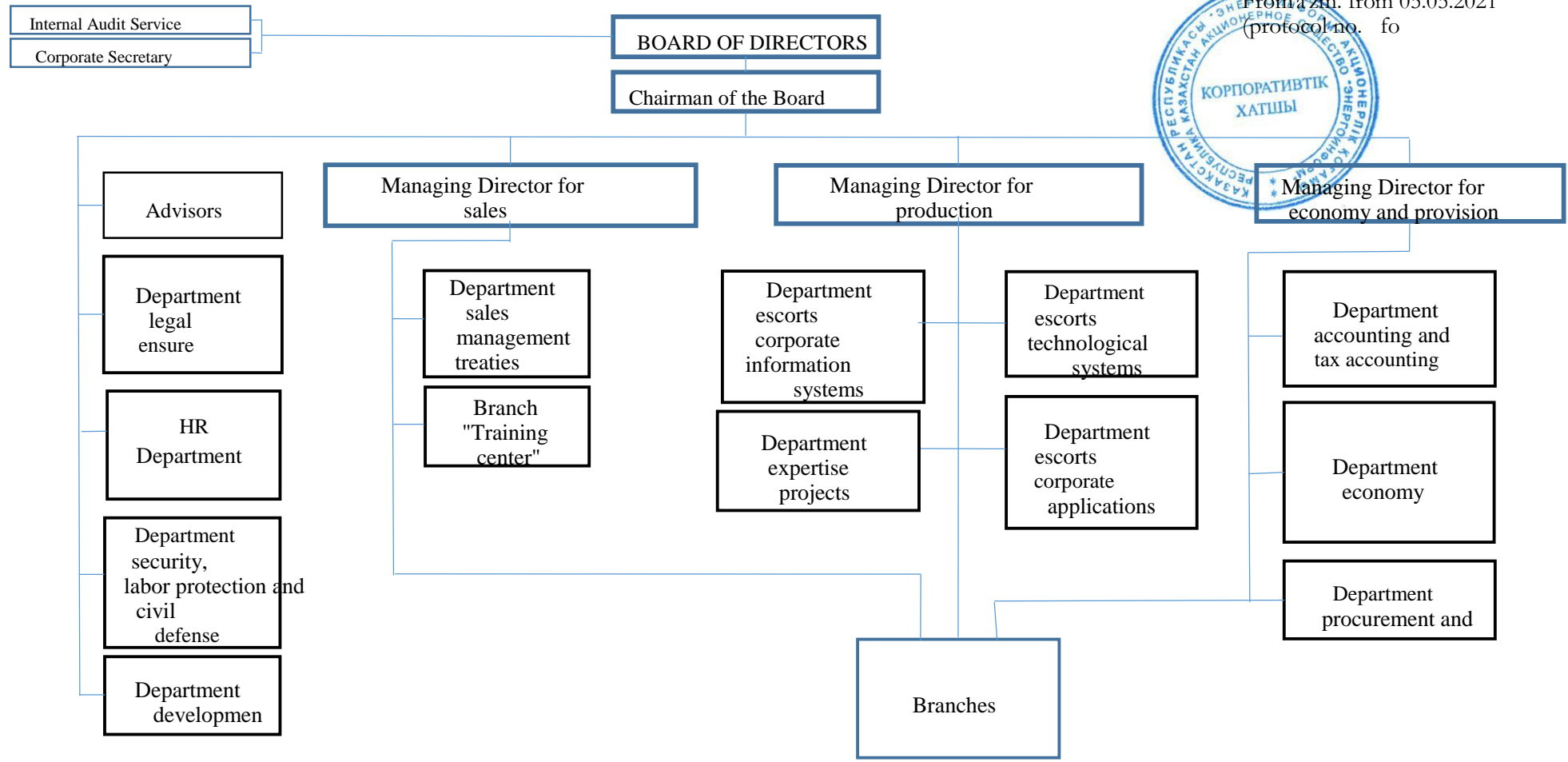
As part of JSC Energoinform are included:

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

Organizational structure of JSC Energoinform approved by the Board of Directors of JSC Energoinform 5 May 2021 of the year (protocol no. four), presented below.

Organizational structure Headquarters of Energoinform JSC

Board approved
directors dated 22.09.2020
(protocol no. ten).
From 2021. from 05.05.2021
(protocol no. fo



one.four Authorized capital

As of December 31, 2021 the authorized capital of Energoinform JSC consists of 217,970 (two hundred and seventeen thousand nine hundred and seventy) ordinary shares, each with a par value of 10,000 tenge.

Each common share has the same voting rights. JSC "Energoinform" does not have preferred shares as of December 31, 2021 of the year.

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

Authorized capital of Energoinform JSC as of December 31, 2021G. and December 31, 2020city (thousand tenge)

	12/31/202one G.	12/31/20twentyG .
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-in authorized capital at the end of the reporting period	2 179 700	2 179 700

one.5 Market Review. Market position

The activities of Energoinform JSC relate 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. Thus, according to the report of the Nationalinfocommunication holding "Zerde"for 2019 on the development of the information and communication technology industry in the Republic of Kazakhstan by 2022, global IT spending 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 reliable functioning and effective development of the information and telecommunications complex of the UES of Kazakhstan, a key role is assigned to Energoinform JSC.

In his Address to the people of Kazakhstan, Head of State Kassym-Jomart Tokayev called deep digitalization one of the main factors of competitiveness in the modern world. The key tasks within its framework, he outlined the transfer of modern digital technologies, the introduction of elements of Industry 4.0, the cultivation and development of the domestic IT sector, bringing the export of services and goods of the digital industry to at least \$500 million by 2025.

In the energy industry, digital transformation, along with renewable energy and energy storage technologies, is seen as a response to the unprecedented challenges of increasing energy consumption while reducing carbon footprint.

Chairman of the Board of Samruk-Kazyna JSCBUT.Satkaliyev in his report at the International Conference "Ways to Achieve the Goals of the Paris Agreement and Carbon Neutrality of Kazakhstan" noted that when developing a forecast balance, it is critically important to prevent de-industrialization of the economy.

Energy consumption in Kazakhstan may double or triple by 2060, and the basis for meeting demand should be renewable sources with the active development of Smart Grid technologies and energy storage and storage systems.

Smart Grid (Intelligent Grid) is an application of the concept of digital transformation of the supply chain in the energy sector, physically it is an electric power system that incorporates a communication network that provides intelligent integration of all connected parties: generation, transmission, distribution companies, customers and other market participants.

The first step in the formation of the intellectual network of the Republic of Kazakhstan in 2020-2021 was the implementation, within the framework of the implementation of the state program "Digital Kazakhstan", as well as the instructions of the Head of State to modernize the energy system of Kazakhstan through the development of modern smart technologies for the digitalization of industry and the electric power industry, the project "Implementation of a centralized system of emergency response and mode automation for controlling the operating modes of the UES" of KEGOC JSC as constituent elements of the Smart Grid architecture.

The project consists of two components: "Centralized emergency control system (CSPA)" and "Automatic frequency and power control system (ARChM)".

Energoinform JSC was identified as the general contractor for both projects - as an organization with the necessary competencies and personnel in the field of information and telecommunication technologies in the energy sector.

The launch of the first component (CSPA) made it possible to set up emergency processes in the power system of Kazakhstan in real time without the intervention of personnel, with the transition from local to centralized emergency control. This raised the reliability of the UES to a completely different level.

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

At the same time, having taken the place of an innovator and thanks to the existing well-deserved professional reputation in the field of implementation of the CSPA and ARChM systems, Energoinform JSC in 2021 implemented a project to introduce the ARChM system of JSC Moynakskaya HPP them. W.D. Kantaeva» i TOOEKibastuz GRES-1 named after Bulat Nurzhanov. The trust on the part of such large customers in the energy sector clearly illustrates the high qualification of Energoinform JSC in implementing information and telecommunication technologies on the territory of the Republic of Kazakhstan.

The commissioning of the TsSPA and ARChM significantly increased the industry competencies of Energoinform JSC and recognition both in the domestic and foreign markets.

The uniqueness of Energoinform JSC, which combines a full range of competencies in the field of operational, communication and IT technologies, makes it a natural conduit for Smart Grid technologies in Kazakhstan.

In the near future, Energoinform JSC plans to recertify the quality management system, which will allow it to gain advantages over competitors when participating in tenders and ensure the status of a reliable Partner and Supplier.

2 CORPORATE GOVERNANCE

2.1 Brief and shareholder information

Sole shareholder of JSC Energoinform is a joint-stock company "Kazakhstan Electricity Grid Operating Company" KEGOC", established in accordance with the Government Decree Republic of Kazakhstan from 28 September 1996 GOH year No. 1188 "On some measures for the structural restructuring of the management of the energy system of the Republic of Kazakhstan". The date of 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 Decree 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 as payment for the placed shares of JSC Kazakhstan Holding for State assets of Samruk.

In 2008, through the merger of the joint-stock companies "Sustainable Development Fund "Kazyna" and "Kazakhstan holding for the management of state assets "Samruk", JSC "Foundation of National welfare of Samruk-Kazyna, which is the successor of JSC Kazakhstan Holding for State Assets Management Samruk.

December 18, 2014, as part of the Program for the withdrawal of blocks of shares of subsidiaries and affiliates organizations of National Wealth Fund Samruk-Kazyna JSC to the securities market, placement of 25,999,999 shares of manifested ordinary shares (ten percent minus one share) JSC "KEGOC" in Kazakhstansky Stock Exchange by carrying out underpiss.

The mission of KEGOC is reliable functioning and effective development of the UES of Kazakhstan in accordance with modern technical, economic, environmental challenges, occupational safety and health standards. The mission of KEGOC is defined in the development strategy of JSC "KEGOC" on the 2018 - 2028 years.

KEGOC JSC is the System Operator of the Unified Electric Power System of the Republic of Kazakhstan and carries out functions in accordance with 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 Company's activities, 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, 2021, the Board of Directors of Energoinform JSC consists of 7 people.

Members of the Board of Directors of Energoinform JSC as of December 31, 2021:



**1973 year of birth,
citizen of the Republic of
Kazakhstan**

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

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

He 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 Machinery and Apparatus for Food Production (1992-1996); Kazakh State Academy, majoring in Economics and Management (1999-2003);

Experience in the last 5 years:

since December 2015 – First Deputy Chairman of the Management Board; Managing Director for Strategy and Business Transformation JSCKEGOC»; Advisor to the Chairman of the Board JSC "KEGOC".



Safuani Tolegen Esenkululy

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, majoring in Jurisprudence (2000); Kazakh University of Technology and Business with a degree in State and Local Administration (2013); Educational Establishment "Almaty Management University" with a degree in MBA (2018).

Experience in the last 5 years:

since 2012 – Director of the Legal Department of KEGOC JSC;

<p>Born in 1979, citizen of the Republic of Kazakhstan</p> <p>Elected by the decision of the Sole Shareholder (Board of Directors JSC "KEGOC"):</p> <ul style="list-style-type: none"> - dated June 16, 2017 (Minutes No. 5); - dated January 25, 2019 (Minutes No. 1) <p>He does not own shares of Energoinform JSC.</p>	<p>since June 2017 – Managing Director for Legal Support and Risks of KEGOC.</p>
<div style="text-align: center;">  </div> <p>1980 year of birth, citizen of the Republic of Kazakhstan</p> <p>Elected by the decision of the Sole Shareholder (Board of Directors JSC "KEGOC") dated January 25, 2019 (Minutes No. 1).</p> <p>He does not own shares of Energoinform JSC.</p>	<p>Boranbayev Askar Seylkhanovich</p> <p>Independent director of Energoinform JSC, Chairman of the Nomination and Remuneration Committee and the Strategic Planning and Corporate Governance Committee, member of the Audit Committee of the Board of Directors JSC Energoinform.</p> <hr/> <p>Education:</p> <p>Carroll University, USA, majoring in Computer Science (2001); Master in Software Development (2004); Eurasian National University named after L.N. Gumilev, Doctor of Philosophy (PhD) degree in Computer Science, Computer Engineering and Management (2008); Graduate School of Business Nazarbayev University, "Executive MBA" (2015).</p> <p>Experience in the last 5 years:</p> <p>2011 - 2019 - PI "Nazarbayev University Library and IT Services", Deputy General Director for Information Technology.</p> <p>2019 - present - Lecturer in the Department of Computer Science at the School of Engineering and Digital Sciences of AEO "Nazarbayev University"</p>



Espenbetova Rita Kurmanbaevna

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:

In 1997 she graduated from the Kazakh State Academy of Management. T.Ryskulova, faculty "Accounting and economic cybernetics", specialty "Accounting and audit", qualification "Economist".

He is a certified expert in the field of international financial reporting and auditing: Auditor of the Republic of Kazakhstan, ACCA Diploma in Finance and Business Management, DipIFR (ACCA), CAP/CIPA, Professional Accountant of the Republic of Kazakhstan, CPA Eurasia.

Experience in the last 5 years:

since 2014– till now Director of “Finex-Standart” LLP.

oneBorn in 1976, citizen of the Republic of Kazakhstan

Elected by the decision of the Sole Shareholder (Board of Directors JSC "KEGOC") dated June 25, 2021 (Minutes No. 7)

He does not own shares of Energoinform JSC.



Balabatyrov Askar Seitzhanovich

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

Education:

Graduated in 1992Alma-Ata Energy Institute, specialty "Electric drive and automation of industrial enterprises", qualification "Electrical engineer".


Experience in the last 5 years:

2012 -2016- President, Chairman of the Board of JSC "VK REC".

2017 - to the present - General Director of NPP Ust-Kamenogorsk HPP LLP, NPP Shulbinskaya HPP LLP.

oneBorn in 1967, citizen of the Republic of Kazakhstan

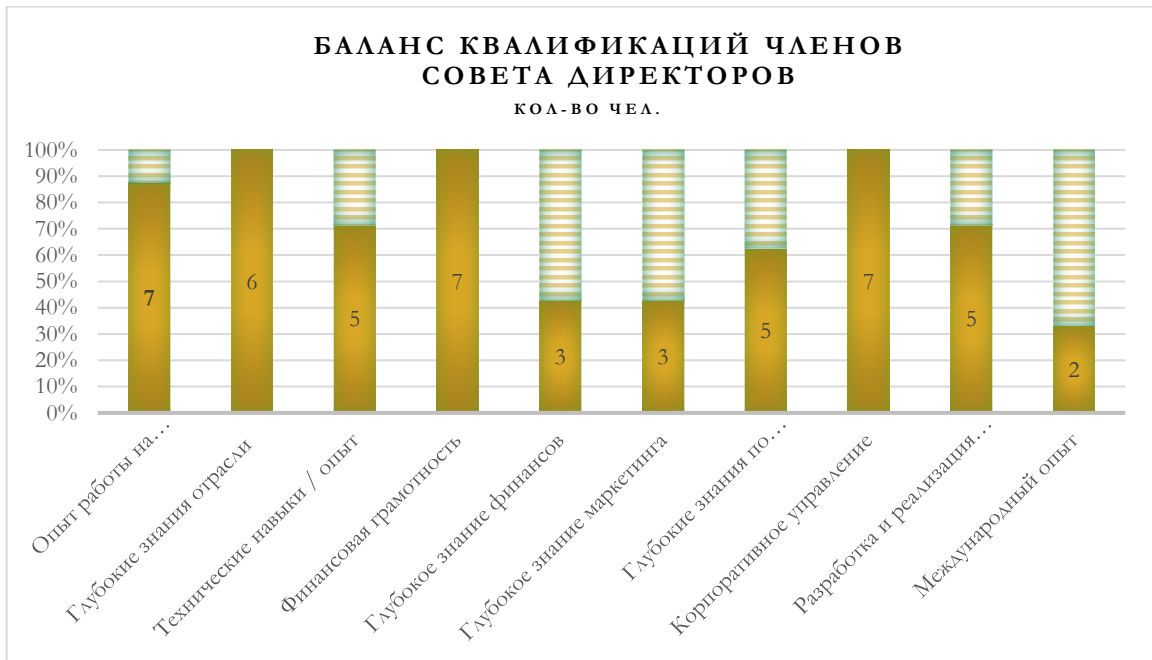
Elected by the decision of the Sole Shareholder (Board of Directors JSC "KEGOC") dated June 25, 2021 (Minutes No. 7)

He does not own shares of Energoinform JSC.	
 <p>Born in 1970, citizen of the Republic of Kazakhstan</p> <p>Elected by the decision of the Sole Shareholder (Board of Directors JSC "KEGOC") August 28, 2019 (protocol no. 8)</p> <p>He does not own shares of Energoinform JSC.</p>	<p>Kuanysh Abdugaliyevich Bektemirov Member of the Board of Directors, Chairman of the Board JSC Energoinform.</p> <hr/> <p>Education: Kazakh State University named after Al-Farabi majoring in physics (1993); Kazakh National Agrarian University, majoring in electrical engineering (2004); Nazarbayev University, EMBA (2015).</p> <p>Owork experience for the last 5 years: 2012-2018- Member of the Board of Directors of NAC Kazatomprom JSC 2017-2018 - Chairman of the Supervisory Board of LLP "Obunited chemical company 2018-2019 - Chairman of the Supervisory Board of LLP "PrProduction company "KubiK" 2019 - present - Chairman of the Board JSC Energoinform.</p>

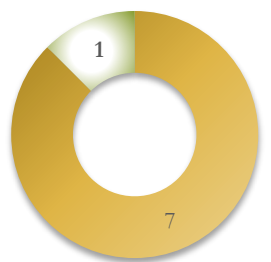
Competence of members of the Board of Directors

Members of the Board of Directors JSC "Energoinform"		Ospanov S.K.	Bektemirov K.A.	Katyshev S.I.	Safuani T.E.	Boranbaev A.S.	Balabatyrov A.S.	Espenbetova R.K.
Work experience	ICT/energy, years	twenty	22	33	16	21	31	four
	General experience, years	28	29	33	twenty	21	31	24
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 administration and law							
Corporate Governance							
Development and implementation of the strategy							
international experience							

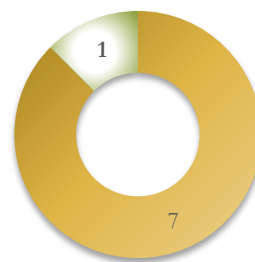


Гендерная структура



■ мужчины ■ женщины

Гендерная структура



■ мужчины ■ женщины

In accordance with the best practices of corporate governance, it is necessary to have directors who are independent from the shareholders and the management of the company, who are a guarantee of making objective decisions that best meet the 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. The independence criteria are determined by the legislation, the Charter and the Regulations on the Board of Directors of the Company.

According to Article 11 of the Articles of Association 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 such 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 persons in relation to affiliated persons of the Company;

- are not connected by subordination with officials of the Company or organizations - affiliated persons of the Company and were not connected by subordination with these persons within three years preceding their election to the Board of Directors;

- are not auditors of the Company and were not auditors during the 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 as part of an audit organization, and did not participate in such an audit during the three years preceding their election to the Board of Directors;

- are not government employees.

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 to ensure that independent, objective and efficient decisions are made 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 impeccable reputation in the business and industry environment necessary for the performance of 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% but not more than 50% 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, may be re-elected for 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 of more than 9 years is allowed, but at the same time, 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% but not more than 50% 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, may be re-elected for 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 of more than 9 years is allowed, but at the same time, 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% but not more than 50% 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, may be re-elected for 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 of more than 9 years is allowed, but at the same time, 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, may be re-elected for 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 of more than 9 years is allowed, but at the same time, 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, may be re-elected for 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 of more than 9 years is allowed, but at the same time, 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", as part of the Board of Directors Energoinform JSC had three independent directors in 2021: Koroleva Elena Nikolaevna (*terms terminated on January 24, 2021 due to expiration*); Boranbaev Askar Seylkhovich, Balabatyrov Askar Seitzhanovich and Yespenbetova Rita Kurmanbaevna.

The directors are recognized as independent because they:

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

2.3 Committees of the Board of Directors

In order to create a platform for active discussion and detailed analysis of certain issues, the Board of Directors of Energoinform JSC has 3 committees, the activities and powers of the committees are regulated by the relevant regulations on 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 that the bodies and officials of the Company comply 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 is accountable to the Board of Directors.

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

The tasks of the Corporate Secretary in 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 the storage, disclosure and provision of essential information about the Company, as well as maintaining a high level of information transparency;

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

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

6) ensuring and regular analysis of the work procedure of the Board of Directors. Members of the Board of Directors seek advice from the Corporate Secretary regarding their duties, the rules and regulations they must comply with, and how they should discharge 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 the issues of the Company's activities, outside the jurisdiction of other authorities.

In 2020, the Management Board of the Company acted in accordance with 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 JSC Energoinforms" as of 12/31/2021 years 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 JSC "KEGOC") August 28, 2019

(protocol no. 8). Elected for a new term from February 27, 2020

Does not own shares of Energoinform JSC



Born in 1975, citizen of the Republic of Kazakhstan

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

Kuanysh Abdugaliyevich Bektemirov

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

Education:

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

Owork experience for the last 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 - present - Chairman of the Board

Kundakbaev Nurlan Balkhashbaevich

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

Education:

Tomsk Polytechnic University, Kazakh National Technical University with a degree in Computers, Systems and Networks, as well as Turan-Astana University with a degree in Jurisprudence;

Owork experience for the last 5 years:

since 2011 – Managing Director JSC "Energoinform" on information technologies;

since 2019 Until now – Managing Director for Production at Energoinform JSC



Born in 1982, citizen of the Republic of Kazakhstan

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

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

Not a member of the board of directors of other organizations

Does not own shares of Energoinform JSC

Aldajumanov Birzhan Erkinovich

Member of the Management Board, Managing Director for Economics and Supply of Energoinform JSC.

Education:

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

Owork experience for the last 5 years:

since 2015 – Deputy Chairman of the Management Board of Energoinform JSC for Economics;
since 2019 Until now -Managing Director for Economics and Supply of Energoinform JSC.

Duisenov Nurlan Egemberdievich

Member of the Management Board, Managing Director for development and sales JSC "Energoinform"

Education:

in 1994 he graduated from the Kyrgyz Technical University with a degree in Design and Technology of Radio Electronic Equipment, from 2002 to 2004 he studied at the Faculty of Law at the Higher School of Law "Adilet", 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.

Owork experience for the last 5 years:

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

Powers of the members of the Board

The powers of the members of the Management Board are determined by the Charter of the Company, approved by the decision of the Sole Shareholder (minutes of the Board of Directors of KEGOC JSC dated March 25, 2016 No. 3) and the Regulations on the Management Board approved by the decision of the Board of Directors of Energoinform JSC dated November 29, 2016 (minutes No. 9) , as well as the powers of the members of the Management Board for 2021, 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 before third parties, prepared on the basis of this order.

Remuneration of members of the Management Board

The procedure for remuneration of members of the Management Board of Energoinform JSC is determined by the Regulations on the Management Board, the Rules for remuneration and bonuses for the Chairman of the Management Board and members of the Management Board, the corporate secretary and employees of the Internal Audit Service of Energoinform JSC.

By the decision of the Board of Directors of the Company dated December 30, 2020 (Minutes No. 13) for 2021, the following motivational cards of key performance indicators of the executives of Energoinform JSC were approved:

Corporate KPIs:

net income, ROACE, staff satisfaction level, execution of the action plan for the implementation of the Company's development strategy for 2021, corporate governance rating.

Individual efficiency:

- for the Managing Director for Production: the percentage of successfully implemented revenue contracts; the level of accessibility of ITC services, the level of satisfaction of ITC users; timely execution of user requests for services on time (SLA);

- for the Managing Director for Economics and Procurement: EBITDA margin; the level of provision with goods necessary for the execution of profitable contracts for other activities; compliance with limits on balance sheet and off-balance sheet liabilities for counterparty banks; the share of accounts receivable in the company's revenue;

- for the Managing Director for Sales: total income from contracts concluded for other activities; repeated (long-term) contracts for other activities; net income of Branches from other activities; net income from the project office; the level of implementation of projects without penalties for other activities.

Remuneration based on the results of work for the year is paid to members of the Management Board

by decision of the Board of Directors within the funds provided for these purposes in the Company's budget, after the results of financial and economic activities are approved in accordance with the established procedure on the basis of the audited financial statements.

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

Energoinform JSC with actual values for 2020, and a decision was made to pay remuneration based on the results of 2020.

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 the performance of their duties 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 the effective management of the Company by introducing a systematic approach to the improvement of 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 No. 1 dated January 26, 2011) in the amount of two people - the Head of the Service and the auditor.

Since July 1, 2012, the decision of the Board of Directors determined the composition of the Internal Audit Service 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 Company's bodies, the Regulations on the Internal Audit Service and other internal documents of the Company. Also, the activities of the Service are based on international professional standards for internal audit, developed by the Institute of Internal Auditors Inc.

The main tasks of the Service are:

- 1) assessment of the reliability and effectiveness of the internal control system;
- 2) assessment of the reliability and effectiveness 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 to achieve the planned strategic, operational and financial goals with an acceptable deviation within the established risk appetite, by limiting the degree of 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 – risk owners, and the 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 exchange of knowledge in the field of risk management by the Company's employees;
- 4) openness and honesty in reporting and risk escalation.

The Company has a well-established process of annual risk identification, their assessment and development of risk management measures. The activities of Energoinform JSC are characterized by a wide range of business-related risks divided into categories: strategic risks, operational risks, financial risks, legal risks.

The Risk Register of Energoinform JSC included 31 risks, of which one showed the risk of the impact of viral infections on the activities of the Company.

In order to manage this risk a key risk indicator was determined for the Company as the number of cases of infection with the COVID-19 virus in the Republic of Kazakhstan per 1 million population. Wherein external factors assigned the spread of COVID-19 worldwide and contact with employees with infected, and internal factors - about lack of adaptability of processes and infrastructure readiness.

Also defined consequences for Energoinform JSC when realizing this risk, namely:

- decrease in labor productivity and quality of services

- violation of the deadlines for the implementation of projects
- permanent loss of staff
- stoppage of production, loss of the opportunity to participate in the procurement of the Fund's companies, public procurement.

As a warning of this risk, relevant planned activities.

A reporting period for Committee is by risk considered reports on the risk management system, risk appetite, Register and Risk Map of the Company for 2020 one year, limits on the Company's counterparty banks, etc.

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

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

The ICS of Energoinform JSC provides for the construction of a management system in the Company capable of promptly responding to take risks, exercise control over the fundamentals and support business processes and day-to-day operations, as well as immediately informing the appropriate level of management of any significant shortcomings and areas for improvement.

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

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

Energoinform JSC applies the standards of the organization "Energoinform JSC Corporate Conflict Resolution Policy" and "Energoinform JSC Policy for Settling Conflicts of Interests of Officials and Employees".

According to these standards, the tasks and functions to ensure compliance by the bodies, officials and employees of Energoinform JSC with the Corporate Governance Code and the Code of Business Ethics and, if necessary, clarification of their provisions, participation in resolving disputes that have arisen 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 accordance with the established procedure, to request and receive from employees, officials, the head of the Internal Audit Service the materials (information) necessary for providing clarifications.

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

In accordance with the Policy for the settlement of conflicts of interest of 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 the law 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 authority, is obliged to participate in conflict resolution, must report that the conflict affects or may affect his interests immediately, as soon as he becomes aware of this, and should not take part in making a decision on this conflict.

The main task of the Company's bodies in the process of resolving a corporate conflict is to find a solution that, being legal and justified, would meet the interests of 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 law and internal documents JSC Energoinform.

The Chairman of the Management Board, on behalf of Energoinform JSC, resolves corporate conflicts on all issues, the adoption of decisions on which is not within the competence of other bodies of Energoinform JSC, and independently determines the procedure for managing corporate conflicts.

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

The Corporate Secretary is responsible for ensuring that the Board of Directors is as informed as possible about the essence of a corporate conflict and the role of an intermediary in resolving a 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 by Energoinform JSC and conflict resolution standards, avoidance of a conflict of interest is an important condition for ensuring the protection of the interests of the Sole Shareholder and Energoinform JSC, its employees.

All employees of the Company must behave in such a way as to prevent situations in which a conflict of interest may arise, either in relation to oneself (or persons related to oneself) 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 JSC NWF Samruk-Kazyna. The objectives of the Corporate Governance Code are to improve corporate governance, ensure transparency of governance, and confirm adherence to 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;
- protecting and enforcing shareholder rights;
- sustainable development and the role of stakeholders in corporate governance;
- disclosure and transparency;
- efficiency of the Board of Directors and the Management Board of Energoinform JSC.

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

2.10 Reporting of the company's bodies

2.10.1. Report of the board of directors

The report on the activities of the Board of Directors of Energoinform JSC for 2021 is provided in accordance with the requirements of the Corporate Governance Code and the Regulation on 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 Energoinform JSC dated December 28, 2016 (Minutes No. 10).

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

In 2021, 11 in-person meetings of the Board of Directors were held Energoinform JSC, of which 1 meeting was held with the personal presence of members of the Board of Directors and 10 meetings were held using video conferencing due to the pandemic (COVID-19).

Participation of members of the Board of Directors of Energoinform JSC in the meetings of 2021

the date Full name	No. 1 11.01	No. 2 29.01	Num ber 3 26.02	No. 4 05.05	No. 5 May 28	No. 6 24.06	No. 7 14.07	#8 06.08	#9 30.09	#10 30.11	#11 30.12	% partici pation
Ospanov S.K.	V+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100
Katyshev S. I.	V+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100
Safuani T. E.	V+	+	V+	V+	V+	V+	-	V+	V+	V+	V+	91
Koroleva E.N.	V+	Powers terminated due to the expiration of the term (in the Board of Directors 10 years)										
Boranbaev A.S.	V+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100
Balabatyrov A.S.	Elected to the Board of Directors by the decision of the Sole Shareholder dated June 25, 2021 (Minutes No. 7)						V+	V+	V+	V+	V+	100
Espenbetova R.K.							V+	V+	V+	V+	V+	100
Bektemirov K. A.	V+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100

*- written opinion/participation using a conference call.

V+ - participation using video conferencing

Вопросы, рассмотренные на заседаниях
Совета директоров в 2021 году:



2.10.2 Board report

In 2021, the 24th meeting of the Management Board of Energoinform JSC was held, at which 109 issues were considered.

The issues of making changes to the staff list 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 works carried out by Energoinform JSC for 2022, the list of types and amounts of material assistance to employees of Energoinform JSC for 2022 were approved.

9 internal regulatory documents of Energoinform JSC were approved (including 4 newly adopted and amendments to the 5th internal regulatory document), also approved and submitted for approval by the Board of Directors of the Company 6 internal regulatory documents of Energoinform JSC (including 1 newly adopted and amendments to 5 internal regulatory documents).

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

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

on approval of changes to the Organizational Structure of the Headquarters of Energoinform JSC;

on approval of changes in motivational maps of key performance indicators of executives of Energoinform JSC for 2021;

on approval of the Action Plan for managing key risks of Energoinform JSC for 2022;

on approval of the Annual Report of Energoinform JSC for 2020;

on approval of the Business Plan (Development Plan) of Energoinform JSC for 2022-2026, on preliminary consideration of the Annual Financial Statements of Energoinform JSC for 2020 and submitting it for approval to the Sole Shareholder;

on approval of the Action Plan for improving corporate governance and implementing the Corporate Governance Code of Energoinform JSC for 2021-2023;

on approval of motivational maps of key performance indicators (KPI) for members of the Management Board of Energoinform JSC and their target values for 2022;

on approval of limits on balance sheet and off-balance sheet liabilities for counterparty banks of Energoinform JSC;

on determining the method of realizing the property complex JSC "Energoinform" "Training Center";

on approval of amendments and additions to the Development Strategy of Energoinform JSC for the period 2019-2023;

on renaming the branch of JSC Energoinform "Training Center" into the branch of JSC Energoinform "Training and Production Plant" and approving changes to the regulations on it.

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

- Register and Risk Map of Energoinform JSC for 2021;

- Tolerance levels and key risk indicators for the key risks of Energoinform JSC for 2021;

- Action plan for managing key risks of Energoinform JSC for 2021;

- Register and Risk Map of Energoinform JSC for 2022;

- Action plan for managing key risks of Energoinform JSC for 2022;

- Tolerance levels and key risk indicators for the key risks of Energoinform JSC for 2022;

- Risk appetite of Energoinform JSC for 2022;

Reports on key risk management are reviewed on a quarterly basis, and the reports of the Risk Committee are reviewed based on the results of each six months.

2.10.3 Report of the Corporate Secretary

During 2021, 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 Appointment and Remuneration Committee and the Strategic Planning and Corporate Governance Committee (notices of meetings, draft decisions on issues on the agenda of the meeting, draft documents for preliminary review, etc.).

Timely execution of documents submitted for consideration by the Board of Directors was ensured in the prescribed manner; receipt of documents in the divisions of the Company and submission of 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.

Implemented 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 in purposes clear and effective interaction between the Company's bodies.

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

Produced on time collection, accounting and updating of information about 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.ten.four Report Audit Committee

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.

Composition of the Audit Committee as of December 31, 2020:

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

Boranbaev Askar Seylkhovich - 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.

The Audit Committee acts in the interests of the shareholder of the Company and its work is aimed at assisting 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 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	Number 3 24.02	No. 4 27.03	No. 5 29.04	No. 6 May 28	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	%
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Koroleva E.N.	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100
Boranbaev A.S.	+	+	+	+	V+	V+	V+	V+	V+	V+	V+	V+	V+	V+	100
Zharov A.N.	+	+	+	+	V+	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, majority of which must be independent.

Composition of the Nomination and Remuneration Committee as of December 31, 2021:

Askar Seylkanovich Boranbayev - Chairman of the Committee, independent director;

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

Askar Balabatyrrov - Member of the Board of Directors, Independent Director JSC "Energoinform";

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.

The Nomination and Remuneration Committee was established as a consultative and advisory body of the Board of Directors to assist it by providing recommendations on:

- election and appointment of candidates for independent directors, the Management Board and the Corporate Secretary;

- creation and determination of the quantitative composition of committees of the Board of Directors, determination of the term of office of committees, election of the Chairman and members of committees, approval of regulations on them;

- introduction of a structured and open remuneration system 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 scale of activity;

- ensuring an effective personnel policy, a system of remuneration and remuneration, as well as social support, professional development and training of employees, providing social support to employees, including recommendations for harmonizing internal regulatory documents;

- evaluation of the work of the Board of Directors and its members, including in terms of the necessary qualifications of the Directors.

In 2021, 9 meetings of the Nomination and Remuneration Committee were held using videoconferencing due to the pandemic (COVID-19), 23 issues were considered, including:

- descriptions of positions, assessments (grades) of the positions of the Chairman and members of the Management Board of Energoinform JSC

- a pool of candidates for the Board of Directors of Energoinform JSC and their evaluation;

- key performance indicators of executives of Energoinform JSC and a map of goals of the Corporate Secretary, including their quarterly reports;

- sizes of official salaries of the Chairman and members of the Management Board;

- the results of the Assessment of the activities of the Board of Directors and its committees for 2020;

- the composition of the committees of the Board of Directors of Energoinform JSC was revised and the terms of their powers were determined;

- Succession plan for members of the Board of Directors of Energoinform JSC;

- changes to the Rules for remuneration of employees of Energoinform JSC;
- benchmarking of remuneration for members of the Board of Directors of JSC Energoinform;
- the need to introduce a senior independent director to the Board of Directors;
- The work plan of the Nomination and Remuneration Committee for 2022.

Participation of members of the Nomination and Remuneration Committee in its meetings in 2021

the date	No. 1	No. 2	Numb	No. 4	No. 5	No. 6	No. 7	No. 8	№ 9	%
Full name	29.01	25.02	er 3	05.05	06/23	30.06	28.09	29.11	29.12	
			23.04							
Boranbaev A.S.	V+	V+	V+	+	V+	V+	V+	V+	V+	100
Katyshev S. I.	V+	V+	V+	+	V+	V+	V+	V+	V+	100
Balabatyrov A.S.	Elected to the Board of Directors by decision of the Sole Shareholder dated June 25, 2021 (Minutes No. 7)						V+	V+	V+	100
Iskakova G. A.	V+	V+	-	-	V+	V+	V+	V+	V+	77

*- *written opinion/participation using 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 Committee for Strategic Planning and Corporate Governance 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.

Composition of the Strategic Planning and Corporate Governance Committee as of December 31, 2021:

Balabatyrov Askar Seitzhanovich -Chairman of the Committee, independent director;
Askar Seylkhanovich Boranbayev – member of the Committee, independent director;
Safuani Tolegen Yesenkulovich - 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 established as a consultative and advisory body of the Board of Directors to assist it by providing recommendations on:

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

In 2021, 7 meetings of the Strategic Planning and Corporate Governance Committee were held using videoconferencing due to the pandemic (COVID-19), 19 issues were considered, including:

- 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;
- Plan of measures to improve corporate governance, reports on its implementation;
- Reports on the implementation of major 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 2021

the date	No. 1	No. 2	Number 3	No. 4	No. 5	No. 6	No. 7	%
Full name	25.02	04.05	06/23	06.08	28.09	29.11	29.12	
Boranbaev A.S.	V+	V+	V+	Powers of the Chairman of the Committee terminated in connection with the election of new independent directors decision of the Board of Directors dated July 14, 2021 (Minutes No. 7)				100
Balabatyrov A.S.	Elected to the committee by the decision of the Board of Directors dated July 14, 2021 (Minutes No. 7)			V+	V+	V+	V+	100
Espenbetova R.K.				V+	V+	V+	V+	100
Safuani T.E.	V+	V+	V+	V+	V+	V+	V+	100
Arpabekova Zh.B.	V+	V+	V+	V+	V+	V+	V+	100

V+ - participation using video conferencing

Management assessment of Energoinform JSC

According to the Regulations 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, and each of the directors. The assessment is carried out in accordance with the Rules "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", approved by the decision of the Board of Directors of Energoinform JSC dated December 30, 2020 (Minutes No. 13) and Methodological recommendations on the 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 the organizations of Samruk-Kazyna JSC.

Based on the decision of the Board of Directors of Energoinform JSC dated December 30, 2021 (Minutes No. 13), 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 2021 (hereinafter referred to as the Evaluation) was carried out using the self-assessment method through 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.

According to the results of the evaluation of the activities of the Board of Directors JSC "Energoinform" for 2021, the rating is determined at the level of "A" (80-89%) - the Board of Directors meets in all material respects the vast majority of the established criteria, and there is sufficient evidence that the system is operating efficiently, however, there is 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.ten.7 Report of the Internal Audit Service

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).

annual audit plan **SVA for 2020** 13 audit engagements were foreseen. Topics of audit assignments performed by the Service in accordance with **Annual audit plan for 2020**, included an audit of the process of preparing financial statements and the results of the audit of these statements, an analysis of the procurement of goods, works and services carried out by Energoinform JSC, an assessment of the reliability of data and the correctness of calculations in motivation cards of Key Performance Indicators for 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 implementation of the Corporate Governance Code, Corporate Governance Diagnostics at Energoinform JSC, comprehensive inspections of the Almaty, Karaganda and Southern branches of Energoinform JSC, audit of compliance with control procedures when the Company's personnel switch to remote work due to the spread of COVID-19.

As a result of completed audit assignments in 2020 The Service submitted 93 recommendations to the Society. The audited entities, together with the Service, have developed Corrective Action Plans.

The Service monitored the implementation of the issued recommendations on a quarterly basis. The purpose of monitoring is to determine whether the audit observation has been adequately resolved, i.e. whether measures have been taken to reduce the level (prevention) of the identified risks.

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

3 MAIN ACTIVITIES

The provision of services by the Company in 2021 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 activity);
- 3) State license No. 15007413, issued on April 22, 2015 (construction and installation works);
- 4) State license No. 21021984, issued on July 07, 2021 (project activity, category I).

The provision of services by the Company in 2021 was carried out in the following areas:

1. operational maintenance of the equipment of the National Electric Grid (NES);
2. management, maintenance, provision of access to devices that transmit voice, text, sound, video data using the infrastructure of wired and wireless communications;
3. start-up and adjustment of the installed equipment at the stage, technologically completing the process of equipment installation;
4. activities in the field of satellite telecommunications for organizing communications;
5. other types of telecommunication services;
6. services/works in the field of cybersecurity;
7. provision of services for the technological, technical management of information and communication infrastructure, as well as data processing services;
8. software maintenance;
9. consulting and practical services for the provision and maintenance of the information system of the balancing electricity market;
10. work on the development of design and estimate documentation in terms of ITC, low-voltage systems, energy industry;
11. work on the selection and assignment of frequencies of HF channels according to the projects of the subjects of the energy market;
12. electrical and installation work on the laying of telecommunications, computer and television networks;
13. auxiliary educational services in the field of electric power industry and telecommunications;
14. rental of specialized machinery and equipment for construction, telecommunications equipment, control and measuring equipment.

Higher grant report of the specified services in Appendix No. 2.

4 PROCUREMENT ACTIVITIES

four.1 Purchasing private policy of Energoinform JSC

Procurement activities at Energoinform JSC are carried out in accordance with the Procedure for Procurement by JSC National Welfare Fund Samruk-Kazyna and organizations fifty or more percent of voting shares (participatory interests) of which are directly or indirectly owned by Samruk-Kazyna JSC on the right property or trust management and the Procurement Management Standard of the National Welfare Fund Samruk-Kazyna Joint-Stock Company and organizations fifty or more percent of the voting shares (participatory interests) of which are directly or indirectly owned by Samruk-Kazyna JSC on the right of ownership or trust management.

Purchases by the Company are carried out on the procurement web portal.

Procurement management is based on the following principles:

- one) compliance with the Company's development strategy;
- 2) interconnectedness of procurement management processes;
- 3) cost minimization;
- four) the timeliness of providing the necessary goods, works and services of the required quality;
- 5) publicity and transparency of the procurement process;
- 6) control and responsibility for decisions made.

When determining the method of procurement, the Company is guided by the need to give priority to the purchase of goods from organizations of disabled people (individuals - disabled people engaged in entrepreneurial activities) that produce the purchased goods, and from commodity producers of the purchased goods (commodity producers of goods similar to those purchased, on the basis of an application (declaration).

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

The Company's suppliers are organizations (both residents and non-residents of the Republic of Kazakhstan) that supply goods, perform work and provide services to ensure the performance of the Company's statutory activities.

four.2 Execution of the annual procurement plan.

According to the procurement plan, goods, works and services were purchased in the amount of 1 billion 416 million tenge, excluding VAT, while the approved plan was 1 billion 516 million tenge, excluding VAT. The fulfillment of the annual plan was 93%.

four.3 Local content in the procurement of goods, works and services

Local content in the procurement of goods, works and services is 25%.

5 SUSTAINABILITY

One of the main tasks of Energoinform JSC is to ensure that its activities comply with the principles of sustainable development, the consistency of its economic, environmental and social goals for sustainable development and the creation of economic value in the long term.

Energoinform JSC is aware of the importance of its impact on the economy, ecology and society and, striving to increase its long-term value, ensures its sustainable development in the long term, maintaining a balance of stakeholders. The approach of responsible, thoughtful and rational interaction with stakeholders will contribute to the sustainable development of Energoinform JSC. Global factors influencing sustainable development will inevitably lead to restrictions, difficulties and risks in the process of doing business of Energoinform JSC as a whole.

Based on external and internal assessment, in order to effectively and successfully manage economic, environmental and social aspects, Energoinform JSC will implement sustainable development initiatives in the following areas:

- improvement of the labor protection management system;
- implementation of high ethical standards and building a corporate culture based on trust;
- development of human capital and obtaining competitive knowledge;
- care for the environment.

In carrying out its activities, the Company will ensure adherence to the principles of a "green" economy in accordance with the Concept for the transition of the Republic of Kazakhstan to a "green economy".

To ensure clarity and transparency of its activities for all stakeholders, Energoinform JSC annually publishes an annual report on its activities, which includes issues in the field of sustainable development.

At 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 Articles of Association of JSC Energoinform and the Corporate Governance Code of JSC Energoinform.

Sustainable development in 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 focuses on achieving 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 behavior
- Respect for the Interests of Stakeholders
- legality
- Respect for human rights
- Intolerance to corruption
- No Conflict of Interest
- Personal example.

5.1 Corporate social responsibility

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

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

In this connection Society seeks 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 the provision of charitable assistance to Samruk-Kazyna JSC and organizations belonging to the group of Samruk-Kazyna JSC 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 National Welfare Fund "Samruk-Kazyna", 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, investment in the sustainable development of society
- Support for regional and business initiatives

5.2 Human resource management

5.2.1. Personnel potential

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

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

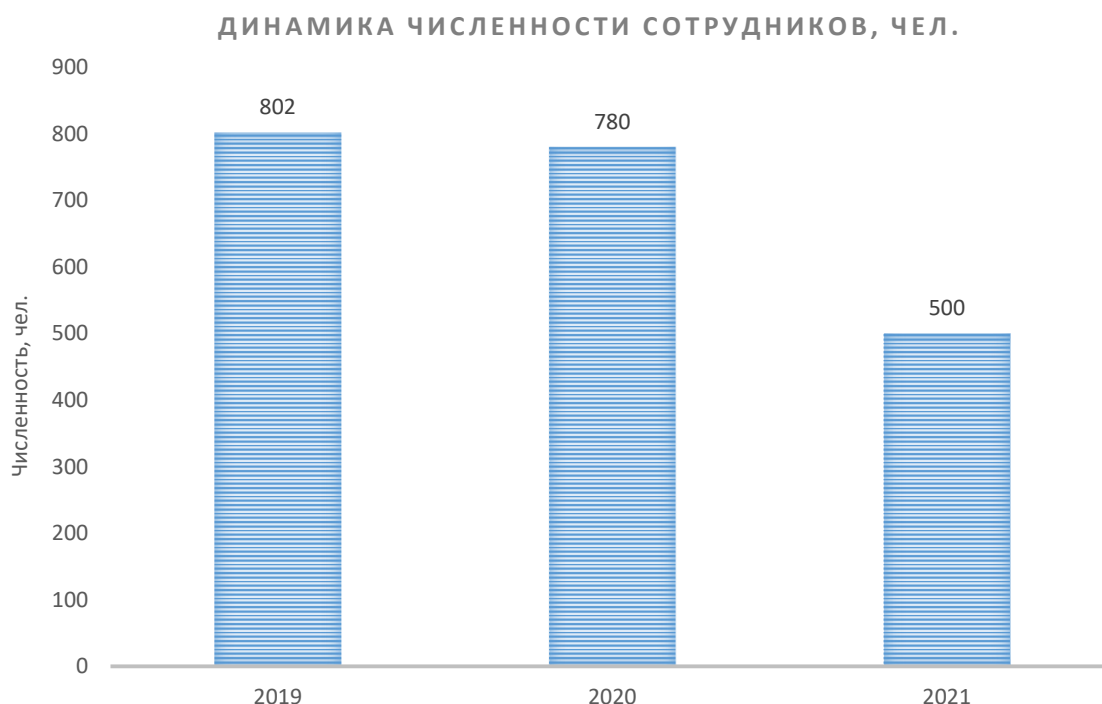
- ✓ increasing the economic and technological efficiency of the Company's activities;

- ✓ development of the Company's competitiveness;
- ✓ ensuring stable development.

Key priorities of the Human Resources Policy:

- 1) professional training and professional development of personnel;
- 2) attraction, development and retention of highly qualified employees;
- 3) introduction of advanced methods of personnel management, creation of an effective system for working with personnel in the Company;
- 4) identifying and managing the talent pool;
- 5) support of innovations and transformations in the Company;
- 6) creation and development of joint values, social norms and norms regulating the behavior of an employee;

The list number of employees of Energoinform JSC as of December 31, 2021 amounted to 500 people.

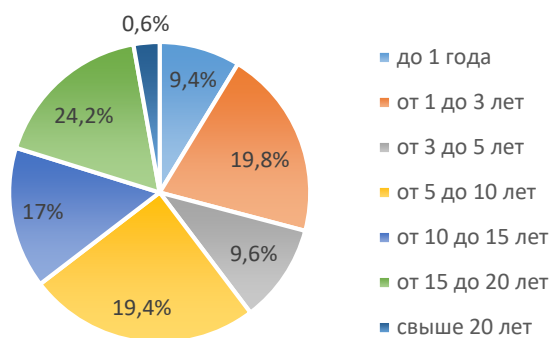


In 2021, the headcount was optimized: in the 1st half of the reporting year, 70 staff positions were reduced, in addition, from October 1, 2021, 210 staff providing outsourcing services were removed from the state.

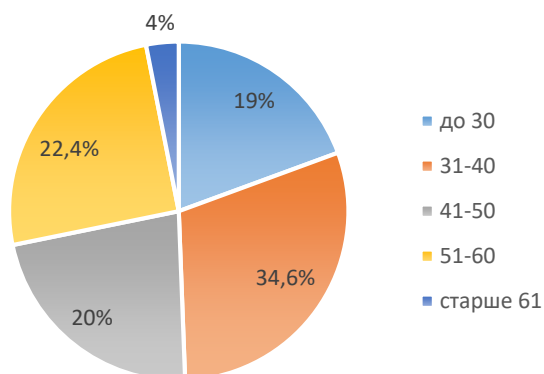
Energoinform JSC protects and respects human rights proclaimed at the international level and provided for by the Constitution of the Republic of Kazakhstan. In 2021, Energoinform JSC did not record a single case of human rights violations or discrimination based on gender, language, race, religion, sexual orientation or gender identity. Energoinform JSC does not use child and forced labor in its activities.

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

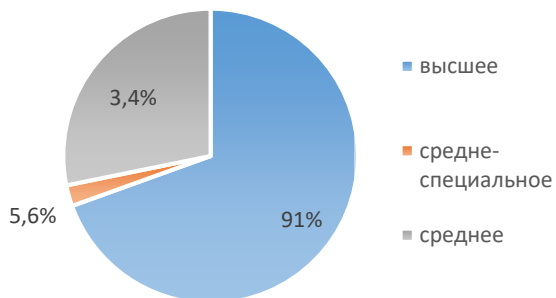
Структура персонала по стажу работы, %



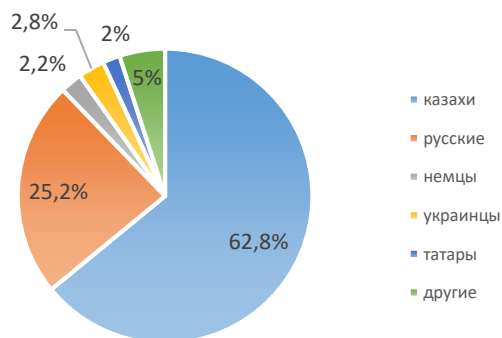
Структура персонала по возрасту, кол-во лет



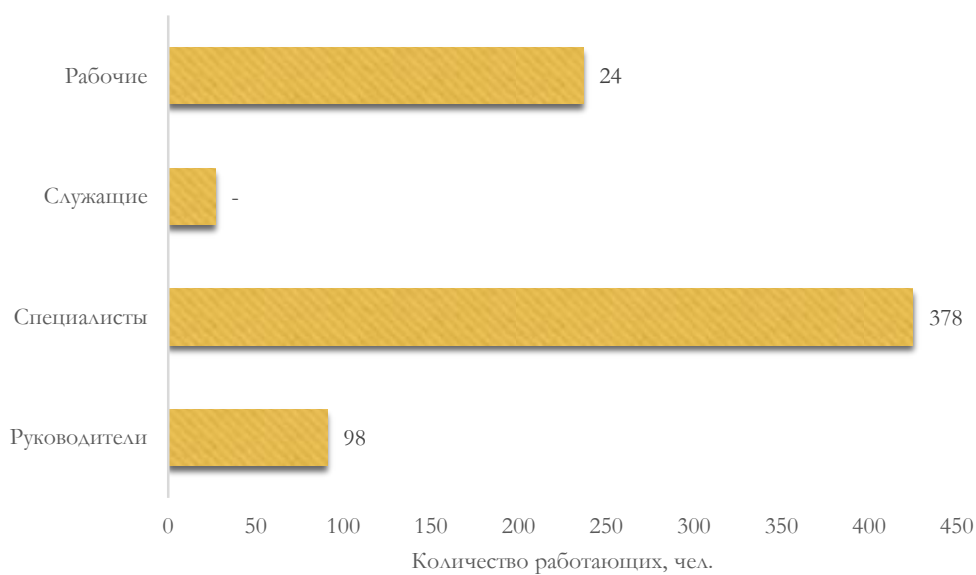
Структура персонала по образованию, %



Структура персонала по национальности, %

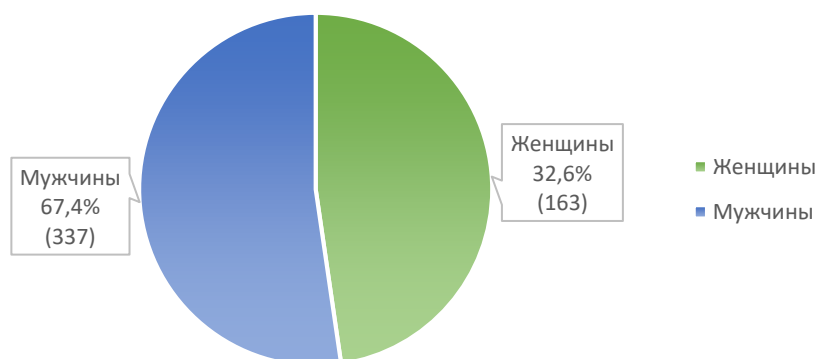


КОЛИЧЕСТВЕННЫЙ СОСТАВ РАБОТНИКОВ



JSC "Energoinform" since its inception has made some progress in the implementation of gender policy, in the field of protecting the rights and legitimate interests of women. There are 163 women among the employed (32.6% of the total).

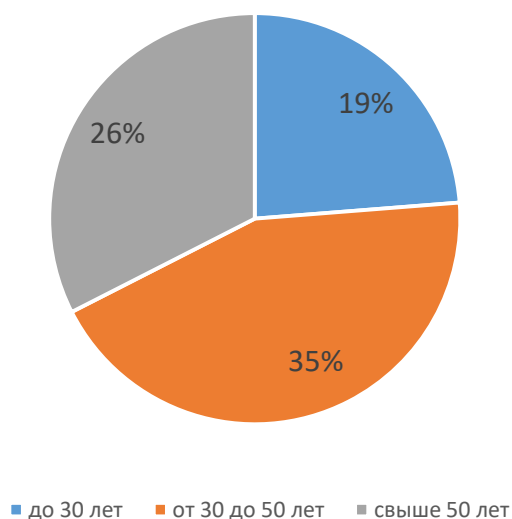
ГЕНДЕРНАЯ СТРУКТУРА



The age structure of the Society is as follows:

- the average age of the worker was 41 years
- employees under the age of 30 - 19%
- employees aged 30 to 50 - 54.6%
- workers over the age of 50 - 26.4%

ВОЗРАСТНАЯ СТРУКТУРА



5.2.2 Employment 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 competency model, compliance with competitive procedures, the validity of decisions made, the use of candidate assessment methods that are relevant for each position, allowing to make objective hiring decisions, non-discrimination, professional, open and respectful attitude towards all candidates.

Energoinform JSC provides equal opportunities to all candidates, regardless of their nationality, 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 qualifications, professional business and personal qualities on the principles of meritocracy, the procedure for selecting and hiring personnel is carried out strictly on a competitive basis .

In accordance with the approved internal regulations for the 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 an e-mail to the employees of the Company and JSC "KEGOC". External competitions for a vacant position are posted on the Unified Online Recruiting Platform "Samruk Qyzmet" (www.we.shared.you.kz).

Priority in filling vacancies is given to internal candidates based on the implementation of succession programs, talent management and personnel reserve.

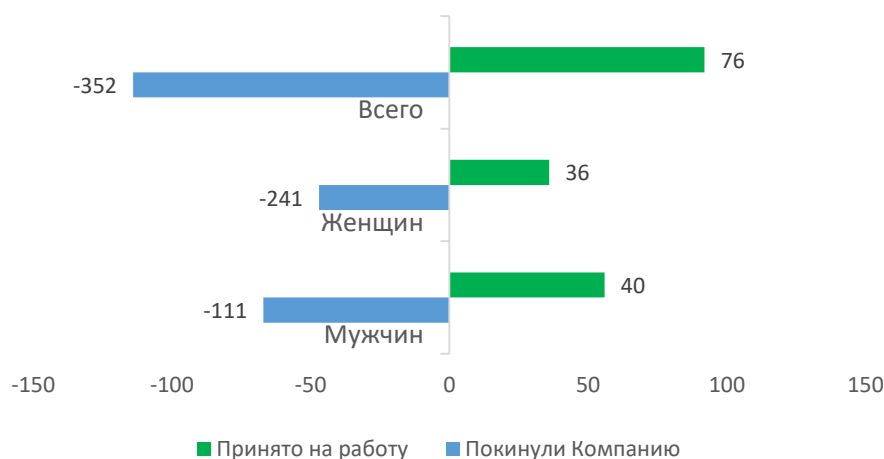
When hiring, the Company strives to help new employees adapt as soon as possible, to speed up their entry into positions. On a regular basis, familiarization with the goals of the organization, the features of its activities, as well as the basic rules and expectations from employees is carried out.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

The total share of senior managers (members of the Board of Directors and the Management Board of Energoinform JSC) hired from the local population (citizens of the Republic of Kazakhstan) as of December 31, 2021 is 100%.



Tstaff turnover at Energoinform JSC for 2021 amounted to 19.2%.

ДИНАМИКА ТЕКУЧЕСТИ ПЕРСОНАЛА ЗА 2021 год, чел



5.2.3 Incentive system

Remuneration of 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 period, timely payment of monthly wages was ensured, employees received quarterly and annual bonuses, as well as bonuses for generating income from commercial activities, a one-time bonus for Independence Day.

From February 1, 2021, the official salaries of employees have been increased, taking into account the results of a comprehensive performance assessment.

The average monthly salary of the Company's employees in the reporting year amounted to 370,215 tenge, in 2020 - 310,992 tenge, an increase of 19.0 percent.

Remuneration system in JSC "Energoinform"

	Financial reward		Non-material reward
Basic part	variable part	Social support for employees	
<i>(salary, bonuses and allowances)</i>	<i>(performance bonuses, one-time bonuses, remuneration of executives)</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 branches JSC "Energoinform", located in all regions of the country. The official salaries of employees of Energoinform JSC in 2021 exceeded the minimum wage established in the Republic of Kazakhstan.

The ratio of the standard entry-level salary of employees of Energoinform JSC to that established in the Republic of Kazakhstan minimum wagena 2021

Minimum wage in the Republic of Kazakhstan in 2021, tenge	Minimum wage at JSC Energoinform* in 2020, tenge	Deviation, %
42500*	65500**	164.7%

* the minimum wage established from January 1, 2021 in accordance with the Law of the Republic of Kazakhstan dated December 2, 2020 No. 379-VI "On the republican budget for 2022-2022".

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

Average salary in the industry of the Republic of Kazakhstan in 2021, tenge	Average salary level at Energoinform JSC* in 2021, tenge	Deviation, %
364 823*	370215**	101.5%

* according to the information of 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 2021

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 providing social support to employees;
- Rules on the promotion and recognition of the merits of employees.

In accordance with the specified documents provides for the provision of the following types of social support to employees of Energoinform JSC:

- 1) material assistance;
- 2) compensation payments;
- 3) assistance in solving housing issues.

In order to create favorable conditions for efficient work, increase loyalty, Energoinform JSC provides social support to the Company's employees: material assistance for recovery when providing paid annual leave, by the anniversary date, in connection with the birth of a child, in connection with the death of an employee, family members employee and pensioner registered in Energoinform JSC, to pay for medical treatment of an employee and disabled children, disabled since childhood, regardless of disability group and age.

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

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

Employees of retirement age receive compensation upon their retirement, as well as annual one-time financial assistance for the professional holiday "Power Engineer's Day" to pensioners registered by the Company.

The amount of funds allocated for social support of the Company's employees in 2021 amounted to 42.1 million tenge.

Except tFirst, one-time financial assistance was provided to 218 non-working pensioners registered with Energoinform JSC for a total amount of 6.54 million tenge.

One of the key indicators of personnel policy JSC "Energoinform" is the index of social stability. In 2021, the social stability index amounted to 82%, which generally indicates a favorable social environment and successful social policy pursued by the Company.

Based on the results of work in 2021, 139 employees of Energoinform JSC were awarded state and industry awards for special merits, as well as incentives (diplomas and thanks) from JSC Energoinform KEGOC and JSC Energoinform.

5.2.5 Staff development

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

- effectiveness of training and focus on performance, solving specific tasks that increase the efficiency of the Company's activities;
- anticipatory nature of training and development – support of the Company's strategic development goals;
- expediency - the choice of training programs corresponds to the goals and objectives set for employees;
- 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 on-the-job training (industrial and technical training);
- short-term training with a break from production at advanced training courses at specialized educational institutions.

In 2021, 164 employees of the Company improved their qualifications. Training costs amounted to 9.9 million tenge.

5.2.6 Personnel assessment

In order to improve the efficiency of the Company's activities by determining the requirements for the results of work, assessing the achievement of the results obtained and providing employees with constructive feedback, an assessment of the performance of the personnel is carried out.

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

Depending on the result of the performance evaluation, the following management and development decisions can be made:

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

In 2022, a comprehensive assessment of the activities based on the results of 2021 was carried out for all employees of the Company, with the exception of workers and employees who worked less than 3 months in the reporting year.

5.2.7 Collective agreement and trade union activities

Energoinform JSC supports freedom of association and recognizes the right of employees to conclude collective agreements.

The collective agreement concluded between JSC Energoinform and its labor collective for 2021-2025 provides for the procedures for joining it, issues of regulating the labor schedule, including rest time during social holidays, remuneration, ensuring labor safety and protecting the health of workers, providing social guarantees and compensations, concretizes measures to support employees and develop human resources, medical insurance and cultural and mass leisure of employees. It also reflects issues related to social support for veterans of the Great Patriotic War and persons equated to them, power industry veterans registered with the Company.

The collective agreement applies to all employees of 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 of a change in working conditions, at least fifteen calendar days in advance. The minimum notice period for employees upon termination of employment contracts due to a reduction in the number or staff of employees is provided for by the Collective Agreement of Energoinform JSC and is one month in accordance with the Labor Code of the Republic of Kazakhstan.

5.3 Occupational Safety and Health

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 the performance of technological operations, improve production and sanitary working conditions for employees, and reduce the impact of harmful and unfavorable factors.

In accordance with the requirements of regulatory and technical documentation and in accordance with contractual obligations to KEGOC JSC (contract No. 01-32-D-57 dated January 31, 2018), in 2021 the Department of the Company conducted 9 targeted inspections of the state of equipment operation, safety and fire security in Akmola, Aktobe, Almaty, Eastern, Western, Kostanay, Northern, Karaganda and Southern branches. In the course of inspections, facts of non-compliance with the requirements of regulatory and technical documentation were revealed. Insignificant violations were eliminated during the inspections, for the rest, measures were developed with an indication of the deadlines for implementation. 440 activities were scheduled, of which 423 were completed as of January 30, 2022. Failure to implement 17 activities is related to the Customer's budget and the deadline has not come up.

In 2021, the Company did not record any accidents or other injuries to the health of employees related to labor activity.

In 2021, violations in the operation of the serviced equipment by the Company, qualified as failures of the 2nd degree recorded in the Almaty branch of the Company. For 2021, the Company's Goals in the field of quality, ecology, occupational safety and health care, and the Occupational Health and Safety Management System Program, which were largely implemented.

In pursuance of the goals and objectives of the occupational safety and health management system, during 2021, measures were taken 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 Program of Technical Training for 2020-2021 and the Programs of repeated briefings for 2021, 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 plan of work with personnel for 2021, Safety Days were held every third Tuesday of the calendar month. Acts were drawn up for the Safety Day in structural divisions with the development of measures and the elimination of comments.

The personnel of the Company as a whole were provided with overalls, special footwear, means of protection and personal hygiene.

In order to carry out work on non-core activities and admission to work, in accordance with the Decrees of sanitary doctors in the regions, an agreement was concluded for PCR analyzes and express tests in the amount of 3,827,120 tenge for personnel traveling on business trips and on shift.

The target planned for 2021 was achieved: to keep the significant risk of “electric shock during the operation of electrical installations” at an acceptable level. In 2021, there were no cases of electric shock during the operation of electrical installations in the Company.

5.4 Environmental protection

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

Measures for environmental protection were carried out within the framework of functioning of the environmental management system that meets the requirements ISO14001:2004, based on the Register of Environmental Aspects for 2021.

During the year, personal protective equipment for personnel was purchased. To eliminate the harmful effects of harmful toner particles on humans, a service was purchased for the supply of finished cartridges in the branches, and to reduce the harmful effects on humans in the process of refilling cartridges at the Company's Headquarters, a "Station for cleaning toner cartridges" was used.

Purchased 35 computers with economical LCD monitors.

The Company's Headquarters 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, the Company's vehicles were subject to technical maintenance.

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

Forms of statistical, tax and environmental reporting were provided to the authorized bodies within the established time limits. Environmental payments were made in a timely manner.

6 INVESTMENT ACTIVITIES

In 2021, capital investments were disbursed to maintain the main production assets and fixed assets in the amount of 134.5 million tenge excluding VAT, of which:

- Vehicles and special equipment - 85.670 million tenge;
- Diagnostic devices - 12.150 million tenge;
- Communication equipment and SDTU – 0.250 million tenge;
- Computer and digital equipment - 26.073 million tenge;
- Other fixed assets - 10,357 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) major and related 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 approval of its new edition;
- 5) reorganization;
- 6) other events that significantly affect or may further affect the activities of Energoinform JSC.

In 2021, Energoinform JSC experienced the following significant corporate events:

- transactions with interest and major transactions were concluded, including with companies included in the group of JSC "NWF "Samruk-Kazyna" in the manner determined by the Rules for concluding transactions between organizations included in the group
- JSC "Samruk-Kazyna", in respect of which the Law of the Republic of Kazakhstan "On Joint Stock Companies" establishes special conditions, approved by the decision of the Board of Directors of JSC "NWF "Samruk-Kazyna" dated April 27, 2009 (Minutes No. 18);
- by the decision of the Sole Shareholder of Energoinform JSC dated May 31, 2021 (minutes No. 6), a decision was made to pay dividends for 2020 in the amount of 100% of net profit (806,868,677.65 tenge);
- By decision of the Sole Shareholder of Energoinform JSC dated June 25, 2021 (Minutes No. 7), the composition of the Board of Directors of Energoinform JSC was increased to 7 people, new independent directors Balabatyrov A.S. were elected. and Espebetova R.K.;
- By decision of the Board of Directors of Energoinform JSC dated August 06, 2021 (Minutes No. 8), a decision was made to determine the method of selling the property complex of Energoinform JSC "Training Center" (an auction using the electronic trading platform of the State Property and Privatization Committee of the Ministry of Finance of the Republic of Kazakhstan www.gosreestr.kz, by bidding for an increase);
- By the decision of the Board of Directors of Energoinform JSC dated November 30, 2021 (Minutes No. 10), amendments were made to the Regulations on the Training Center branch of Energoinform JSC (in terms of renaming the Training Center branch of Energoinform JSC into the Training Center branch of JSC "Energoinform" "Training and production plant").

Information on the transactions of Energoinform JSC in 2021 is specified in Appendix No. 3

8 RESULTS OF OPERATING AND FINANCIAL ACTIVITIES

8.1 Performance results of Energoinform JSC for 2021 year

Income for the reporting period amounted to 9,085,274 thousand tenge, expenses 6 400 514 thousand tenge. As a result of activities for the reporting period, net income was received in the amount of 2 175,329 thousand tenge.

8.2 Achievement of key performance indicators (KPI)

2021 ended with the following key performance indicators of the Company:

-EBIDTA margin amounted to 16.51%, which is 4.4% higher than the plan (in the same period last year, the value of the indicator was 20.2%);

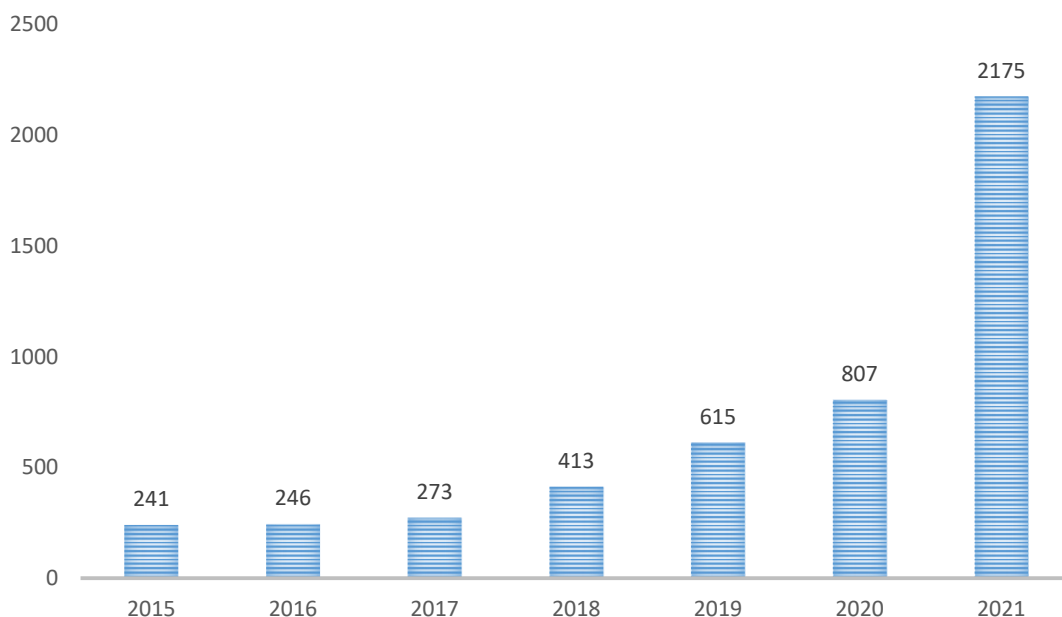
-net income amounted to 2,175,329 thousand tenge, which is 172.9% higher than the plan (in the same period last year, profit amounted to 806,869 thousand tenge).

The change in indicators compared to the planned ones was due to an increase in the profitability of activities.

8.3 Results of financial and economic activities

Energoinform JSC has been demonstrating a positive trend in terms of its profitability since its inception. So, despite the global crisis associated with the pandemic Covid19, The Company ensured a systematic increase in profitability, as a result, net profit amounted to 2,175 million tenge, which is 170% higher than the level of 2020 and 803% higher than the level of 2015.

ДИНАМИКА ЧИСТОГО ДОХОДА, МЛН. ТЕНГЕ



Income for the reporting period amounted to 9,085,274 thousand tenge, including 6,767,997 thousand tenge from core activities.

Compared to 2020, income increased by 62% or KZT 3,486,699 thousand, including income from core activities increased by 22% or KZT 1,240,489 thousand.

Expenses for 2021 amounted to 6,400,514 thousand tenge.

Costs for **cost of services rendered** for the reporting period amounted to 5,152,011 thousand tenge, which is 10% lower than the plan.

The main reasons for the deviation of the cost indicator are related to the cost savings on the payroll (staff turnover, change in the vacation schedule, re-evaluation of positions from February) and the withdrawal of outstaffing personnel to the Samruk-Kazyna Corporate University, in connection with the termination of the contract.

General and administrative expenses for 2021 amounted to 632,810 thousand tenge.

The main reasons for the deviation of the indicator of General and administrative expenses are related to savings in payroll costs (staff turnover, change in vacation schedule, reassessment of positions from February) and taxes and other obligatory payments to the budget in connection with the sale of land.

9 INTEGRATED MANAGEMENT SYSTEM

Integrated Management System (IMS) JSC Standards Energoinform operate within the IMS of KEGOC JSC.

AT2021 During the year, the work was continued to maintain and improve the IMS of the Company in accordance with the requirements of international standards.

RArabichomelanddocumenty providing is performance and improvement of the Company's performance indicators in accordance with IMS standards:

- AO goals Energoinform in the field of quality, ecology, occupational safety and health protection;
- Program on the management system of occupational safety and health protection;
- Register of Hazards and Risks JSC Energoinform;
- Register of environmental aspects of JSC Energoinform;
- Register of significant hazards and risks of JSC Energoinform.

10 OUTLOOK

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 operation to achieve its strategic goals. At the same time, the current external environment and the internal state of the company do not require a fundamental change in the vector of its development, which could require a change in the mission and vision of the company 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 which 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. Therefore, in 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:

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

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

- dependence on the system operator and regulation of activities (NACE) reduces the room for maneuver 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 needs of the market

Taking into account the above external and internal restrictions, 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 2021 was carried out by the audit organization RSM Qazaqstan LLP (by decision of the General Meeting of Shareholders of KEGOC JSC (Minutes No. 10 dated September 24, 2021).

The financial statements of Energoinform JSC for 2021, 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 Statements Depository, which is a mass media, as well as on the corporate website of Energoinform JSC

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

Code provision number	Principles of the Corporate Governance Code of Energoinform JSC	Compliant / Non-compliant / Partially compliant	Information on compliance/non-compliance with the principles
	Chapter 1. Government as a shareholder of the Fund		
one	The main strategic objective of the Company/ <i>organizations</i> is the growth of long-term value and sustainable development, which is reflected in the development strategy <u>Companies</u> . All decisions and actions taken must be consistent with the development strategy. Organizations carry out their activities within the framework of their main (core) activities. Implementation of 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.	Observed	<p>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. In December 2021, a Strategic session was held in which the Management Board and the Board of Directors of Energoinform JSC, as well as the head of the competent division of KEGOC JSC, which oversees strategic development, took part in which it was decided that it was necessary to issue a new Development Strategy of Energoinform JSC with coverage period 2022-2026.</p> <p>The strategic goals of the Company's Development Strategy are:</p> <ul style="list-style-type: none"> - increasing the economic and technological efficiency of the Company's activities; - development of the Company's competitiveness; - ensuring stable development. <p>The Company carries out its activities within the framework of its main (core) activities.</p>

5	The government provides the Company/ <i>organizations</i> and full operational independence and does not allow interference by the Government and state bodies in operational (current) and investment activities, except as provided by laws, acts and instructions of the President of the Republic of Kazakhstan. Bodies of the Company/ <i>organizations</i> are completely independent and independent in making decisions and carrying out any actions within their competence.	Observed	Energoinform JSC interacts with state and local authorities and regulatory authorities on the principles of partnership and compliance with the laws of the Republic of Kazakhstan. In 2021, there were no facts of direct interference in the Company's operational activities 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 program and regulatory documents.
eight	Investment activity of the Company/ <i>organizations</i> 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-margin and socially significant projects should be disclosed in the Company's annual report, indicating the sources of financing of such projects.	Observed	The development strategy of Energoinform JSC, approved by the Board of Directors, contains main directions, including investment activity, necessary to fulfill the mission of the Company.
	Chapter 2. Interaction of the Fund and organizations. The role of the Fund as a national managing holding		
one	Corporate governance system in the Company/ <i>organizations</i> provides proper management and control over the activities of the Company and is aimed at increasing long-term value and sustainable development.	Complied with partially	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 the medium-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 JSC "KEGOC". The development strategy of Energoinform JSC defines strategic goals: increasing the economic and technological efficiency of activities Companies; 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 2021-2025.
2	Corporate governance system of the Company/ <i>organizations</i> is a set of processes that provide management and control over the activities of the Company / <i>organizations</i> , as well as a system of relationships between the executive body, the Board of Directors, shareholders and stakeholders. The competences of the bodies and the procedure for making decisions should be clearly defined and enshrined in the charter.	Observed	The Company's corporate governance system ensures: 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 division of powers and responsibilities between the Board of Directors, the Management Board, officials and employees: the competences, powers and responsibilities of the bodies are determined by the Charter, Regulations about Advice is Directors and the Board; the order of the Chairman of the Management Board "On the distribution of duties and powers" clearly delineates the areas of responsibility of the members of the Management Board of Energoinform JSC; 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 and quality manner. 4. Compliance with legislation and internal documents of the Board of Directors and the Management Board.
four	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 prescribed by the charters of companies and this Code. The Fund annually sends to the Chairman of the Board of Directors and representatives of the Fund in the Board of Directors of the company the shareholder's expectations for the upcoming fiscal year. The Boards of Directors of the companies have complete independence in decision-making within their	Not applicable	JSC "Samruk-Kazyna" is not a direct shareholder of the Company. The sole shareholder of the Company is JSC "KEGOC".

	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.		
6	The distribution of net income in favor of the Fund as a shareholder is carried out in the form of dividends based on a formalized and transparent dividend policy.	Not applicable	JSC "Samruk-Kazyna" is not a direct shareholder of the Company. The sole shareholder of the Company is JSC "KEGOC". The Company has approved the Dividend Policy Regulations, a document that formalizes the most transparent procedures for determining and paying dividends. Other redistributions, except for dividends to shareholders, are not provided.
7	Company management/ <i>organizations</i> carried out by the Company's bodies/ <i>organizations</i> in accordance with the competences and the procedure determined by the Charter.	Observed	The bodies of the Company are: the supreme body is the Sole shareholder of JSC "KEGOC", management body — the Board of Directors, collegial executive body - the 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 relevant provisions. There is no duplication of the functions of the Company's bodies.
eight	Company/ <i>organizations</i> and its officers are responsible for the growth of the long-term value and sustainable development of the Company/ <i>organizations</i> respectively, and the decisions made and actions / inaction in the manner prescribed by the legislation of the Republic of Kazakhstan and internal documents. The main element of assessing the effectiveness of the Company's activities / <i>organizations</i> , the executive body is the efficiency system. The Fund, through its representatives on the Board of Directors, sends its KPI expectations to the Company. The list and target values of the company's KPI are approved by the Board of Directors of the Company. In order to achieve KPI, the Company develops	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 “Improving 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 medium-term Development Plan is updated annually. 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, assigned by the decision of the Board of Directors to a specific job position of an executive, contribute to the achievement of target indicators of the Company's performance, characterizing the efficiency of its financial and economic activities, and the degree of achievement of strategic goals. 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

	appropriate development plans. On an annual basis, an assessment is made of the achievement of the Company's KPI /organizations compared to the approved development plan. This assessment affects the remuneration of the head and members of the executive bodies, is taken into account when they are re-elected, and may also be the basis for their removal from their positions ahead of schedule.		may also be the basis for their removal from their positions ahead of schedule.
9	The board of directors of the holding company must ensure the effectiveness of management, the growth of long-term value and sustainable development in all legal entities included in its group. The results of effective management in the holding company group should be an increase in operational efficiency, an improvement in the quality of reporting, improved standards of corporate culture and ethics, greater openness and transparency, risk reduction, and a proper internal control system.	Not applicable	Energoinform JSC is not a holding company. The sole shareholder of the Company is JSC "KEGOC" (holding company).
	Chapter 3. Sustainable Development		
one	Company/organizations is aware of the importance of its impact on the economy, the environment and society and, striving to increase long-term value, must ensure its sustainable development in the long term, maintaining a balance interests of interested parties. The approach of responsible, thoughtful and rational interaction with stakeholders will contribute to the sustainable development of the Company /organizations.	Observed	JSC "KEGOC» (holding company) is the sole shareholder of the Company. The Development Strategy of KEGOC defines strategic goals, including “Ensuring the Company’s stable financial position and cash flows for shareholders and development” and “Sustainable Development”, which includes tasks to increase the long-term value of the Company, environmental protection, labor safety, and 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 strategic goals, including “Improving the economic and technological efficiency of the Company’s activities” and “Ensuring stable development ”, as well as target indicators for their achievement.
2	Company/organizations should strive to increase long-term value, while ensuring its sustainable development, and maintain a balance of interests of stakeholders. Activities in the field of sustainable	Observed	

	development must comply with the best international standards.		The Board of Directors approves the Action Plan to improve corporate governance, incl. in the direction of "Sustainable Development". in the Society, according to risk register, preventive and reactive risk management measures are provided for in these three areas (economics, labor protection, environmental protection).
3	Company/ <i>organizations</i> must ensure the alignment 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 the Company/ <i>organizations</i> consists of three components: economic, environmental and social. Company/ <i>organizations</i> must conduct an analysis of its activities and risks in these three aspects, and also strive to prevent or reduce the negative impact of the results of its activities on stakeholders.	Observed	<p>The Board of Directors of KEGOC approved the Sustainability Management System Guidelines, in accordance with which the Board of Directors of KEGOC determines, reviews and approves the general principles of KEGOC's activities and its <u>subsidiaries</u> in the field of sustainable development, ensures the formation of an appropriate system in the field of sustainable development and its implementation.</p> <p>This Guide applies to Energoinform JSC as a subsidiary of KEGOC JSC.</p>
four	The principles in the field of sustainable development are openness, accountability, transparency, ethical behavior, respect for the interests of stakeholders, the rule of law, respect for human rights, intolerance towards corruption, inadmissibility of conflict of interest, personal example.	Observed	The provisions of this document are sent on a quarterly basis (in the form of a specially developed methodological guide) for familiarization/reminder to all employees of the companies that are part of the KEGOC holding, i.e. including employees of Energoinform JSC.
5	In company/ <i>organizations</i> a management system in the field of sustainable development should be built, which includes, but is not limited to, the following elements: 1. Commitment to the principles of sustainable development at the level of the Board of Directors, the executive body and employees, 2. Analysis of the internal and external situation in three components (economy, ecology, social issues).	Partially observed	The Management Board of Energoinform JSC ensures the implementation of the goals, objectives and 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 objectives of the Development Strategy of Energoinform JSC for the period 2019-2023 is the stable development of the Company in compliance with the obligations for the optimal use of resources and the use of environmentally friendly, energy- and material-saving technologies.

<p>3. Identification of risks in the field of sustainable development in the social, economic and environmental spheres</p> <p>4. Building a stakeholder map.</p> <p>5. Determination of goals and KPIs in the field of sustainable development, development of an action plan and identification of responsible persons.</p> <p>6. Integration of sustainable development into key processes, including risk management, planning, human resource management, investment, reporting, operations and others, as well as into development strategy and decision-making processes.</p> <p>7. Improving the skills 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 the achievement of goals and KPIs, adoptioncorrective actions, the introduction of a culture of continuous improvement.</p> <p>Board of Directors and executive body of the Company/<i>organizations</i> should ensure the formation of an appropriate system in the field of sustainable development and its implementation.</p> <p>All employees and officials at all levels contribute to sustainable development.</p> <p>The holding companies are responsible for implementing sustainability principles throughout the group.</p>		<p>Energoinform JSC is part of the holding group of KEGOC JSC. Principles in the field of sustainable development of KEGOC apply in all organizations of the holding group. According to the results of the diagnostics of corporate governance of Energoinform JSC conducted in 2020 2021, further interaction with JSC Energoinform is planned.KEGOC” in order to determine and develop such a sustainable development system, the implementation format of which meets the goals of Energoinform JSC (as a subsidiary of JSC “KEGOC”).</p>
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6	The Company annually publishes reports in the field of sustainable development in order to ensure clarity and transparency of its activities for stakeholders, taking into account the protection of information constituting official, commercial and other secrets protected by law. Sustainability reporting is approved by the Board of Directors.	Partially complied with.	JSC "Energoinform" is a subsidiary of JSC "KEGOC". KEGOC, in accordance with the provisions of the Corporate Governance Code, annually develops and publishes a report on sustainable development 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 report on sustainable development, KEGOC is guided by generally accepted international standards: Global Reporting Initiative (GRI) sustainability reporting standards; AA1000 series standards. Since 2011, the Report has been certified by independent auditors for compliance with standards. JSC "Energoinform" does not publish a separate report in the field of sustainable development. this requirement only applies to holding companies. At the same time, this report contains a separate section that reveals the issue of sustainable development of Energoinform JSC
7	Company/ <i>organizations</i> should seek to encourage and facilitate the application of the principles of sustainable development by partners.	Observed	Contracts concluded with suppliers of goods, works and services provide for compliance with the legislation of the Republic of Kazakhstan, which involves the implementation of legislative 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	Observance of shareholders' rights is a key condition for attracting investments to the Company. The company must ensure the implementation of the rights of shareholders. If there are several shareholders in the organization, a fair treatment of each of them must be ensured.	Observed	Corporate governance in the Company is built in such a way as to ensure the rights of the Sole Shareholder of Energoinform JSC, provided for by law 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	Observed	

	fixed in them. The rights of shareholders include, but are not limited to, timely receipt of information sufficient to make 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 quantitative composition, term of office of the Board of Directors, election of its members and termination of their powers, as well as determination of the amount and terms of payment 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 the organization has several shareholders, 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 charter of the organization.	Observed	
	Chapter 5. Efficiency of the Board of Directors and the executive body		
one	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. The executive body is accountable to the Board of Directors, manages the daily activities of the organization and ensures its compliance with the	Observed	In accordance with the Charter and the Regulations 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 is accountable to the Board of Directors, manages daily activities and ensures the implementation of the strategy, development plan and decisions made 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

	<p>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 interests of the organization and make decisions based on 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 the long-term value and sustainable development of the Company.</p>		<p>based on the principles of sustainable development and fair treatment of the sole shareholder.</p> <p>All decisions taken by the Board of Directors in 2021 contributed to the efficient operation of the Company and good financial results.</p>
2	<p>The board of directors should be endowed 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. Definition of development strategy (directions and results). 2. Setting and monitoring 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 major investment projects and other key strategic projects within the competence of the Board of Directors. 5. Election, remuneration, succession planning and supervision of the activities of the head and members of the executive body. 6. Corporate governance and ethics. 	Observed	<p>In accordance with the Charter of Energoinform JSC, the exclusive competence of the Board of Directors includes:</p> <ul style="list-style-type: none"> - Identification of priority areas of activity, as well as approval of the development strategy and monitoring of its implementation. - Approval of the Development Plan, as well as amendments and additions to it. - Monitoring the implementation of key performance indicators of the Development Plan, consideration of quarterly reports of the Development Plan. - Determination of the quantitative composition, term of office of the Board, election of the Chairman of the Board and members of the Board, as well as early termination of their powers; - Ensuring compliance with and evaluating the effectiveness of the risk management system and approving documents regulating the risk management system, including, but not limited to, the Risk Management Policy, the Rules for Setting Risk Limits; - 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 Ethics of JSC Energoinform was declared invalid due to the fact that the Code of Conduct (Business Ethics) of KEGOC, approved by the decision of the Board of Directors of</p>

	7. Compliance with the provisions of the Code and corporate standards of the Fund in the field of business ethics (Code of Business Ethics) in the organization.		JSC " KEGOC on November 30, 2018 (Minutes No. 12) is directly applicable to subsidiaries. <i>According to the "Abstract" section of the Code of Conduct (Business Ethics) of KEGOC JSC, the terms "We", "You", "us", "all", "Company", "KECOC" used in the Code mean Joint Stock Company "Kazakhstan Company for the management of electrical networks" (Kazakhstan Electricity Grid Operating Company) "KEGOC", as well as all its subsidiaries, controlled affiliates. The Company plans to update the Code of Business Ethics.</i>
3	Members of the Board of Directors must properly perform their duties and ensure the growth of the long-term value and sustainable development of the organization. The board of directors of the organization is accountable to the shareholders. This accountability is implemented through the mechanism of the general meeting of shareholders.	Observed	According to the Regulations on the Board of Directors, the decisions of the sole shareholder, taken within its competence, are binding on 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: 1. Composition of the Board of Directors, selection criteria for 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.
four	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 the fair treatment of all shareholders and the principles of sustainable development.	Observed	The Board of Directors is formed of six people (two are independent directors) in such a way that it makes it possible to fully maintain a balance of skills and experience. Information about members of the Board of Directors, their qualifications and experience is disclosed in the relevant section of the Annual Report

5	<p>Diversity in terms of experience, personal characteristics and gender composition should be ensured in the composition of the Board of Directors. The Board of Directors must include independent directors in sufficient numbers to ensuring the independence of decisions made and fair treatment of all shareholders. The recommended number of independent directors in the Board of Directors of the company is up to fifty percent of the total number of members of the Board of Directors.</p>	Observed	
6	<p>The General Meeting of Shareholders elects members of the Board of Directors based on 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 effectiveness of the activities 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 determined 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>	Observed	<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 submitted 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 period of not more than 3 (three) years, subsequently, subject to satisfactory performance, there may be re-election for a period of up to 3 (three) years. Any term of election to the Board of Directors for a period of more than 6 (six) years in a row (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 of more than 9 (nine) years is allowed. The term of office of members of the Board of Directors coincides with the term of office of the entire Board of Directors.</p> <p>No person participates in making decisions related to his own appointment, election and re-election.</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 members of the Board of Directors coincides with the term of office of the entire Board of Directors and expires at the time the General Meeting of Shareholders makes a decision to elect a new composition of the Board of Directors. Members of the Board of Directors are elected for a term of up to three years, subsequently, subject to satisfactory performance, there may be re-election for another term of up to three years.</p> <p>Any term of election to the Board of Directors for more than six years in a row (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 consecutive years. In exceptional cases, election for a period of more than nine years is allowed, 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 impact of this factor on the independence of decision-making.</p> <p>No person shall be involved in decisions relating 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>
7	<p>The Board of Directors approves the induction program for newly elected members of the Board of Directors and the professional development program for each memberBoard of directors. The corporate</p>	<p>Observed</p>	<p>At Energoinform JSC, the Board of Directors approved the Induction Program 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</p>

	secretary ensures the implementation of these programs.		inauguration 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 for improving the efficiency of the Board of Directors.
eight	The Chairman of the Board of Directors is responsible for the overall management of the Board of Directors, ensures the full and effective implementation by the Board of Directors of its main functions and building a constructive dialogue between members of the Board of Directors, major shareholders and the executive body.	Observed	<p>In accordance with the Regulations on the Board of Directors, the Chairman of the Board of Directors is responsible for the overall management of the Board of Directors, ensures the full and effective implementation by the Board of Directors of its main functions and building a constructive dialogue between 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"> • is responsible for the management of the Board of Directors, ensures its effective operation in all aspects of its area of responsibility, ensures effective communication with the sole shareholder; • ensures effective contribution of members of the Board of Directors to the activities of the Board of Directors, and constructive relations between 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.
9	The role and functions of the chairman of the Board of Directors and the head of the executive body must be clearly delineated and enshrined in the charter of the organization, regulations on the Board of Directors and the executive body.	Observed	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 Regulations on the Board of Directors and the Regulations on the Management Board of Energoinform JSC.
ten	The level of remuneration of 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. Reward setting to a member of the Board of Directors of the organization is carried out in accordance with the methodology developed by the	Observed	<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 committees of the Board of Directors. If an independent director participates in less than half of all in-person and absentee meetings of the Board of

	<p>Fund, while the expected positive effect for the organization from the participation of this person in the Board of Directors should be taken into account. In organizations with several shareholders, the relevant rules for remuneration of members of the Board of Directors are developed on the basis of the Fund's methodology and approved by the general meeting of shareholders. The Appointment and Remuneration Committee of the Board of Directors of the organization makes proposals on the amount of remuneration of candidates for independent directors. No person should be involved in decisions related to their own remuneration.</p>		<p>Directors in the reporting period (without good reason), a fixed remuneration is not paid.</p> <p>A member of the Board of Directors is also compensated for expenses associated with travel to meetings of the Board of Directors. According to the Regulations on the Appointment and Remuneration Committee of the Board of Directors, the Committee conducts a comparative analysis of the level and effectiveness of the policy of remuneration of Directors, and submits recommendations to the Board of Directors.</p> <p>No person is involved in making decisions related to their own remuneration.</p>
elev en	<p>Committees of the Board of Directors promote in-depth and thorough consideration of issues within the competence of the Board of Directors and improve the quality of decisions made, in particular in such areas as audit, risk management, proper and efficient 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 the protection and safety of labor and the environment. The existence of committees does not release members of the Board of Directors from responsibility for the decisions taken within the competence of the Board of Directors.</p>	Observed	<p>All issues submitted for consideration by the Board of Directors are preliminary considered by specialized Committees. In 2021, the Audit Committee considered such main issues as: financial statements, risk issues, dividend payment issues, reports of the Internal Audit Service.</p> <p>The Nomination and Remuneration Committee held 9 meetings in 2021. Strategic Planning and Corporate Governance Committee 7 meetings.</p>
12	<p>Preparing and holding meetings of the Board of Directors should contribute to the maximum effectiveness of its activities. To perform their duties, members of the Board of Directors must have access to complete, up-to-date and timely information.</p>	Observed	<p>Materials and information on the forthcoming meeting of the Board of Directors are sent to the members of the Board of Directors in advance by e-mail. At the same time, at the meeting of the Board of Directors, copies of the original materials sent by e-mail are provided.</p>

	<p>The Board of Directors holds regular meetings for the effective performance of 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 carried out through in-person or absentee voting, while the number of meetings with absentee voting should be minimized. Consideration and adoption of decisions on issues 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 meetings 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>The Board of Directors approves the Work Plan specifying the expected dates of the meetings for the coming year. In the reporting period, 11 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 Company's charter, were considered by the Board of Directors only at in-person meetings.</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 must be evaluated on an annual basis through a structured process approved by the organization's board of directors. This process must comply 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 complied with.</p>	<p>The activities of the Board of Directors are assessed in accordance with the Rules “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 Diagnostic Methodology 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> <p>At the end of 2021, the assessment of the activities of the Board of Directors was carried out 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 on its own through a questionnaire survey. No independent evaluation has been carried out.</p>
fourteen	<p>The evaluation should allow to determine the contribution of the Board of Directors and each of its members to the growth of the long-term value and sustainable development of the organization, as well as to identify areas and recommend measures for</p>		

	improvement. The results of the assessment are taken into account when re-election or early termination of powers of members of the Board of Directors.		
fifteen	<p>In order to effectively 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 appoints a corporate secretary. The Board of Directors decides on the appointment of the corporate secretary, determines the term of his powers, functions and procedures, the amount of the official salary and remuneration conditions, decides on the establishment of the service (secretariat) of the corporate secretary and determines the budget for 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 the timely and high-quality adoption of corporate decisions by the Board of Directors, the sole shareholder, acting as an adviser 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 the improvement of 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 principles and provisions of the Code that are not observed, with appropriate explanations.</p>	Observed	<p>In accordance with the charter and internal documents of Energoinform JSC, the Board of Directors decides on the appointment of a corporate secretary, determines the term of his office, functions and procedures, salary and remuneration conditions. The Corporate Secretary is fully accountable to the Board of Directors.</p> <p>On April 11, 2019, a new Corporate Secretary was appointed. The Corporate Secretary exercises control over the preparation and holding of meetings of the Board of Directors of the Company, ensures the formation of materials for the 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, acting as an adviser to members of the Board of Directors on all issues of their activities, preparing a report on compliance with the principles and provisions of the Code, which is included in the annual report.</p>
16	In companies, a collegial executive body is created, in other organizations, as well as in the case of a joint venture company, it can be collegial or sole at the	Observed	The appointment of the Chairman and members of the Management Board of the Company is carried out in accordance with the Charter of the Company. The head and members of the executive body have high

	discretion of shareholders. The head 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.		professional and personal characteristics, as well as an impeccable business reputation and adhere to high ethical standards.
17	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.	Observed	The Management Board manages 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 taken by the sole shareholder, the Board of Directors.
eighteen	<p>The Board of Directors elects the head and members of the executive body, determines the terms of office, the amount of the official salary, terms of payment for their work. The Appointment 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 and determining their remuneration.</p> <p>Proposals on candidates for election to the collegial executive body for consideration by the Nomination and Remuneration Committee of the Board of Directors are submitted by the head of the executive body. 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 make a proposal for a candidate for this vacant position passes to the Board of Directors.</p>	Observed	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, terminates their powers ahead of schedule, approves the rules for remuneration and bonuses, official salary schemes, and also determines the size of official salaries of the Chairman of the Management Board, members of the Management Board, approves the motivational KPI of 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. Proposals on candidates for election to the Management Board are submitted by the Chairman of the Management Board for consideration by the Board of Directors. The Chairman of the Management Board has the right to submit proposals for consideration by the Board of Directors on a candidate, recommended for election to the same vacant position on the Board no more than twice. The 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

	<p>The Board of Directors may at any time terminate the powers of the head and members of the executive body. It is recommended to elect the head and members of the executive body of the organization for up to three years. The terms of office of the head and members of the executive body coincide with the term of office of the executive body as a whole.</p>		<p>Board of Directors may at any time terminate the powers of the head and members of the executive body. In accordance with the Corporate Governance Code, the Management Board is elected for a term not exceeding 3 years</p>
19	<p>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 in case the Company is included in the corresponding list approved by the Decree of the President of the Republic of Kazakhstan.</p> <p>In this case, the Companies apply the procedure established by the Code for the search and election of the head of the executive body.</p>	Not applicable	<p>This condition is applicable to subsidiaries of the Fund. The sole shareholder of Energoinform JSC is JSCKEGOC".</p>
twenty	<p>The head and members of the executive body are evaluated by the Board of Directors. The main evaluation criterion is the achievement of the set KPIs.</p> <p>Motivational KPI of the head and members of the executive body are approved by the Board of Directors.</p> <p>Proposals in terms of motivational KPIs for members of the executive body are submitted to the Board of Directors for consideration by the head of the executive body.</p>	Observed	<p>In accordance with the Articles of Association and internal documents of JSC Energoinform, the Board of Directors approves the rules for remuneration and bonuses, salary schemes, and also determines the size of official salaries of the Chairman of the Management Board, members of the Management Board, and annually approves the motivational KPI of members of the Management Board. The Board of Directors approved the motivational key performance indicators of the Company's executives. The performance of the KPI is monitored by the Board of Directors on a quarterly basis to determine the amount of remuneration, encouragement, re-election (appointment) or early termination of the powers of members of the Management Board.</p>

	The results of the assessment have an impact on the amount of remuneration, promotion, re-election (appointment) or early termination of powers.		
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 violated the norms of the Code of Business Ethics cannot be a member of the executive body of any other organization.</p>	Observed	In 2021, 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, the 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 work on the prevention and settlement of corporate conflicts implies, first of all, the most complete and prompt identification of such conflicts and clear coordination of the 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>	Observed	<p>The Company has developed mechanisms for the settlement of corporate conflicts, which are 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 of Energoinform JSC. This document is applied by all structural subdivisions of the Company.</p> <p>The Company's policy on the settlement of Corporate conflicts proceeds from the fact that the procedure for their settlement should ensure the observance and protection of the rights of the sole shareholder, as well as the protection of 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 decisions made by them. If it is impossible to resolve the Corporate Conflict by the Chairman of the Management Board, its settlement is submitted to the Board of Directors for consideration.</p> <p>No corporate conflicts were recorded in 2021.</p>

	Chapter 6. Risk management, internal control and audit		
one	<p>The Company must create an effectively functioning risk management and internal control system aimed at providing reasonable assurance that the Company will achieve its strategic and operational goals, and which is a set of organizational policies, procedures, norms of behavior and actions, methods and mechanisms of management created by the Board of Directors and the executive body.</p> <p>The Board of Directors and the executive body must ensure that a culture of proper risk management is implemented in the Company. The implementation and functioning of the risk management and internal control system in the Company should have a clear regulatory framework based on the best practices (COSO) and methodology (policies) of the Fund.</p>	Observed	<p>The Company has created a regulatory framework based on the COSO international standard, the methodology of Samruk-Kazyna JSC and KEGOC".</p> <p>In order to ensure the effective functioning of 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; • Guidance on the risk management system; • The organization's internal control system standard. <p>In order to consolidate the roles and responsibilities for the timely identification and management of risks, an interaction model has been developed based on the concept of three levels of RMS:</p> <ul style="list-style-type: none"> • Board of Directors and Internal Audit Service; • Board and structural subdivisions; • Risk Committee and structural unit responsible for risk management.
2	<p>The Board of Directors of the Company should determine the principles and approaches to the organization of 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>	Observed	<p>The Board of Directors approved the main 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 sharing in the field of risk management by the company's employees; • openness and honesty in reporting and risk escalation. 2. Internal control systems: <ul style="list-style-type: none"> • integrity; • complexity; • continuity of operation; • a 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 operations; • timely 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 an effective risk management and internal control system. The risk management process should be integrated with planning processes (strategy and development plans, annual budget) and evaluation of the organization's performance (management reporting).</p> <p>Each officer ensures that risks are properly considered in decision making. The executive body must ensure that risk management procedures are implemented by employees with appropriate qualifications and experience.</p>	Observed	<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 processes of planning (strategy and development plans, annual budget) and evaluation 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>
four	<p>The Company's risk management and internal control system should be based on a high risk management culture pursued 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 may adversely affect the achievement strategic goals, the implementation of operational objectives and the reputation of the company.</p>	Observed	<p>The Company's risk management system is based on a high risk management culture pursued 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 may adversely affect the achievement of strategic goals, implementation operational objectives and reputation of the company. The risk management procedures established by Energoinform JSC provide a response to new risks, their clear identification and identification of risk owners. In the Company, the Board of Directors annually reviews and approves the risk appetite, risk register, risk map, key</p>

	Risk management procedures should ensure a rapid response to new risks, their clear identification and identification of risk owners. In case of any unforeseen changes in the competitive or economic environment, an urgent reassessment of the risk map and its alignment with the risk appetite should be carried out.		<p>risk management action plan, key risk indicators and levels of tolerance for key risks of the Company. In case of unforeseen changes, a reassessment of the risk map and its compliance with the risk appetite is provided.</p> <p>Inside the company, a constant exchange of information between RMS levels is ensured to increase risk awareness, develop a risk culture and effectively manage risks.</p>
5	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.	Complied with partially	In 2020, as part of business process reengineering, 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 must introduce 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.	Observed	<p>The company has implemented the basic principles set out in paragraph 2 of this chapter.</p> <p>In order to improve the risk culture, Energoinform JSC periodically organizes trainings and seminars in the field of RMS and ICS for the Company's employees (not of an annual nature). 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 headquarters.</p>
7	The Board of Directors of the Company needs to 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 properly discussed in full.	Observed	In accordance with the Guidelines for the Risk Management System in 2020, the Board of Directors reviewed and approved risk reports on a quarterly basis.

eight	The Company should establish an internal audit system for a systematic independent assessment of the reliability and effectiveness of the risk management and internal control system, and corporate governance practices.	Observed	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 necessary assistance to the Board of Directors and the Executive Body in the performance of their duties 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 the effective management of the Company by introducing a systematic approach to improving risk management, internal control and corporate governance systems.
9	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) must be defined in the company's internal document (Regulations on the IAS). The IA Regulation should be developed and approved taking into account the requirements of international professional standards for internal audit and the Fund's corporate standards in the field of internal audit. The duty of the Board of Directors of organizations is to ensure full compliance of the Regulations on IAS with the specific needs of the organizations' business.	Observed	<p>The Regulation on the Internal Audit Service defines the Purposes, powers and responsibilities of the Internal Audit Service, 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 Audit and the Fund's corporate standards in the field of internal audit. The Regulation on the Internal Audit Service fully complies with the specific needs of the Company.</p>
ten	To ensure the independence and objectivity of the internal audit, the IAS must be organizationally subordinate and functionally accountable to the Board of Directors. The Board of Directors makes decisions on the approval of plans and strategies for the activities of the IAS, the budget of the IAS, determines the quantitative composition, amount and terms of remuneration and bonuses for IAS employees.	Observed	<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 review by the audit committee) of the regulations and other policies in the field of internal audit, regulating the goals, tasks, functions and procedure for the activities of the Internal Audit Service. 2. Approval by the Board of Directors (preliminary review by the audit committee) of a risk-oriented annual audit plan.

			<p>3. Submission to the Board of Directors (audit committee) of 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 review 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 could adversely affect the implementation of internal audit.</p>
elev en	The head of the IAS in 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.	Observed	Based on the Fund's corporate standards in the field of internal audit, the Company developed internal regulatory documents regulating the activities of the Internal Audit Service, these documents were reviewed and approved by the Audit Committee and the Board of Directors.
12	The 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 quarterly submitted for consideration by the Board of Directors.	Observed	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 inherent in the greatest (high) risks (factor - exposure to risk).
13	In carrying out its activities, the IAS must assess the effectiveness of internal control and risk management systems, assess corporate governance using generally accepted standards of activity in the field of internal audit and corporate standards and recommendations of the Fund in the field of assessing corporate governance, assessing the effectiveness of the internal control system and risk management.	Observed	The Internal Audit Service periodically assesses the effectiveness of the internal control system and the risk management system, evaluates corporate governance using generally accepted standards of activity in the field of internal audit and corporate standards, and the Fund's recommendations in the field of corporate governance assessment, assessment of the effectiveness of the internal control system and risk management.
four teen	The head of the IAS should develop and maintain a quality assurance and improvement program covering	Observed	The Company has developed and is implementing the Program for Guaranteeing and Improving the Quality of the Internal Audit Service of

	<p>all types of internal audit activities, and providing for mandatory internal and external evaluation of the IAS activities.</p> <p>Evaluation of the performance of the IAS, its manager 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 standards and internal regulatory documents of the IAS.</p>		<p>Energoinform JSC, approved by the Audit Committee, covering all types of internal audit activities, and providing for mandatory internal and external evaluation of the activities of the Internal Audit Service. The head of the Internal Audit Service bears full responsibility for the CPP, which covers all activities of the Internal Audit Service, including advisory.</p>
	Chapter 7 Transparency		
one	<p>In order to meet 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>	Observed	<p>JSC "Energoinform" information is disclosed in accordance with the Corporate Governance Code, internal documents of the Company and the requirements of the legislation of the Republic of Kazakhstan</p>
2	<p>The Company promptly discloses information provided for by the legislation of the Republic of Kazakhstan and internal documents. The Company must approve internal documents that define the principles and approaches to the disclosure and protection of information, as well as a list of information disclosed to interested parties. The Company determines the procedure for classifying information as access categories, the conditions for storing and using information, including the circle of persons who have the right to free access to information constituting commercial and official</p>	Observed	<p>Energoinform JSC has approved regulatory documents that regulate the principles and approaches to information disclosure and protection:</p> <ul style="list-style-type: none"> • information policy; • provision on disclosure of information; • website regulations; • rules for the protection and preservation of confidential information.

	secrets, and takes measures to protect its confidentiality.		
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 the six months and for the first nine months of the reporting period. In addition to the main forms of financial statements, it is recommended to disclose additional information about the financial condition of the Companies.	Observed	The Company's website contains audited annual financial statements prepared in accordance with International Financial Reporting Standards (hereinafter referred to as IFRS). In accordance with the legislation on the securities market, as well as in accordance with the CG Code, due to the fact that the shares of Energoinform JSC were not placed on the stock exchange, the Company is not subject to the requirements to post on its website 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.
four	The company must conduct an annual audit of the financial statements by engaging an independent and qualified auditor who, as a third party, provides an objective opinion to interested parties on the reliability of the financial statements and their compliance with IFRS. 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 internal documents of the organization.	Observed	Аудит финансовой отчетности за 2021 год осуществлялся независимой аудиторской организацией, членом профессиональной организации Палаты Аудиторов Республики Казахстан с 11 января 2006 г. ТОО «Эрнст энд Янг». Договор с аудитором заключен на 2020 годы в соответствии с Правилами закупок товаров, работ и услуг акционерным обществом «Фонд национального благосостояния «Самрук-Қазына» и организациями пятьдесят и более процентов акций (долей участия), которых прямо или косвенно принадлежат АО «Самрук-Қазына» на праве собственности или доверительного управления, утвержденными Советом директоров АО «Самрук-Қазына».
5	The Company must prepare an annual report in accordance with the provisions of this Code and best disclosure practices. The annual report is approved by the Board of Directors.	Observed	Annually by the Company being developed 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 Company's website.
6	The Internet resource must be well structured, easy to navigate and contain the information necessary for interested parties to understand the Company's activities.	Complied with partially	Constant work is underway to improve the company's website, including the structure and content of the sections. Based on the results of the diagnostics of corporate governance, it is planned to conduct an additional analysis of the compliance of the content of the Company's website with the requirements of the CG Code.

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

1. Organization of operation of the AMR of KEGOC JSC and its relationship with the AMR of subjects of the electric power market

The Automated Electricity Commercial Metering System (ASKUE) is designed to organize automated metering and control, distribution and consumption of electricity at 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 (DCD);

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

- within the boundaries of the entire ASKUE - the server of the Central database of commercial accounting (CDB) - 1 CDB.

In 2021, as part of the connection of new metering points and new implemented AMRs, the Company took part in the acceptance into operation of AMRs of 41 entities.

For 8 subjects, ASKUE was re-certified, including verification of the received data with sources (meters) and the preparation of relevant acts.

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

The SCADA/EMS system is the basis of automated dispatch control systems (ASCS) that provide solutions to the tasks of operational dispatch control of the System Operator (SO).

The SCADA/EMS system implemented at KEGOC JSC is the basis of the unified automated dispatch control system of NPG 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 RDC (regional dispatch center) in the city of 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 2021, as part of the work to connect energy market entities to the SCADA complex, the reception of telemetric information in SCADA was organized from Varvarinskoye JSC, Kun Elektroset LLP, Komarovskoye LLP, EvrazCaspian Steel LLP, Ybyray WPP, SES Agadyr - 2, WPP Badamsha - 1, WPP Badamsha - 2, UKTEC, Bukhtarma HPP, "Charsk Wind" WPP, Energy Data Center LLP, GMMK, GOK Altyntau, GPES Zhanaozen.

Technical consultations were held for energy market entities on connection to the SCADA/EMS complex.

3. Provision of services in the field of communication

Energoinform JSC within the framework of this activity performs the following tasks:

Operational dispatch control:

- Collection, transmission and display of telemetry from power facilities;
- Ensuring round-the-clock monitoring of technological systems;
- Direct voice communication between NDC SO, RDC control centers and managed power facilities;
- Mobile communication of line crews with operational personnel.

Technological and administrative management:

- Data transmission and interaction of local computer networks;
- Data transfer of ASKUE and its processing;

- Data transmission to ARCHM, TsSPA and its processing;
- Voice communication through a network of automatic telephone exchanges;
- Voice over the conference call network.

During the reporting period the production unit of Energoinform JSC, consisting of the departments of STS, SKIS of the Central Office and branches, as part of the fulfillment of Contractual obligations with KEGOC JSC, provided the Customer with services for the maintenance of ITC equipment in full, including, in accordance with the schedules of scheduled preventive work, annual and semi-annual maintenance work was carried out in full.

In addition to the direct provision of services for the maintenance of KEGOC's ITC equipment, in 2021 the personnel of the production unit performed the following work:

1) In accordance with the investment program of KEGOC JSC, the planned and phased modernization of uninterruptible power supply systems was continued, within the framework of which, with the participation and coordination of the personnel of Energoinform JSC, work is being carried out to replace the equipment of 27 uninterruptible power supplies as part of the SGP:

- Aktobe MES -5 objects,
- Eastern MES - 3 objects;
- Western MES -3 objects;
- Northern MES -4 objects;
- Central MES -5 objects;
- Southern MES - 7 objects.

2) Repair and restoration work on the FOCL was coordinated:

Carried out by the General Contractors as part of the warranty obligations

• Substation 500kV "Semey" - Substation 500kV "Ust-Kamenogorskaya" - Substation 220kV No. 7.

• Substation 500kV "Semey" -NUP "Zhurekadyr" -NUP "Kasabulak" -Substation 500kV "Aktogay".

- EGRES1 - Aksu GRES.

Carried out by the staff of the branches of JSC "Energoinform" in the framework of emergency recovery work:

"Karaganda RDC-Karaganda CHPP3"

3) To ensure full-scale corporate telephony from remote workplaces during quarantine restrictions, work was carried out to provide authorized users with access to NDC SO PBX services using a pilot software product from the vendor - Unify.

four) AT during 2021, production personnel were involved in telecommunications support for republican command and staff exercises and command and staff training conducted by the Company according to civil defense plans.

3.1 Organization of operation of telecommunications equipment

Current operational maintenance of telecommunications equipment in the branches of MES and RDC JSC "KEGOC» is produced by the personnel of the branches of JSC Energoinform, in the branch of NDC SO and the Central Office of JSC KEGOC - by the personnel of the ESS DSTS of the Central Office of JSC Energoinform.

Energoinform JSC staff qualification is sufficient for the performance of operational and emergency recovery work of telecommunications equipment.

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

During 2021, 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 that ensure the operation of the listed systems (about 50 information systems) from service and system complexes to monitoring systems.

To ensure the security 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;
- restriction of 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 on the administration and maintenance of remote access VPN employees of KEGOC JSC, RFC and Energoinform, over 1000 users.

Actively participated in the project of the firewall implementation program Palo Alto High for 81 substations.

In 2021, 5,444 closed calls for servicing workplaces were provided.

As part of the "Automation of IT processes" services, the following main works were performed in 2021:

- 1) Assistance in the work on the integration of SAP and ITSM Creative using DS/IS;
- 2) Transferred (migration) of the entire landscape of the ITSM system Creative in another data center;
- 3) Centralization of ID dispatchers + 6 branches (Akmola, Aktyubinsky, Eastern, Western, Karaganda, Kostanay).

5. Technical support services

The Company has taken the necessary measures for technical support of the corporate data transmission network (CDTN) and server equipment of KEGOC JSC, SMTP and Web filtering products, information systems and databases of KEGOC JSC.

6. Project expertise

According to the main contract for 2020 Society fulfilled the following work:

- one. Issuance of expert opinions on working projects, external power supply schemes for the connection of energy market entities in terms of ITC - 208;
2. Issuance and approval of technical conditions for subjects of the energy market - 136;
3. Issuance of proposals for the developed technical specifications 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 an automated information and control system of an enterprise based on SAP

According to the AIMS support agreement, all targets for 2021 were achieved:

- The timeliness of the execution of requests according to the SLA was **99.72%**.
- The level of user satisfaction was **4.95** points.

The technical support team has processed **9190** user requests, (which is 38 requests per day).

To date, a scheme of interaction has been worked out both with users of the Executive Directorate and with users of 9 branches and 2 subsidiaries of JSC "KEGOC".

The stable and high-quality work of the technical support specialists of Energoinform JSC made it possible to successfully close the financial year 2021 in the system and timely provide financial and tax reporting to JSC "KEGOC» to various regulatory authorities, respectively, to fulfill all obligations under the contract for AIUSP support.

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

Branch of Energoinform JSC The "Training and Production Plant" (hereinafter referred to as the branch or UPC) was formed on the basis of the "Training Center" branch of JSC "Energoinform" established in 2013.

To date, the branch is one of the leading centers for advanced training of employees of energy and industrial enterprises of the Republic of Kazakhstan.

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

The training programs offered by the Code of Criminal Procedure 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 in the Code of Criminal Procedure 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 skills in practical application.

The CPC has established training processes by certified trainers of modern equipment manufacturing plants, taking into account the practical demonstration of the introduction of modern technologies, including with the factories of Siemens 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 Criminal Procedure Code provides:

- conducting short-term courses, seminars, trainings, etc. in order to improve the skill level of employees of JSC "KEGOC» and JSC Energoinform, as well as other interested parties;
- technical support of the educational process;
- organization of corporate events, etc.

The CPC has the ability to organize advanced training courses at the individual request of the Customer on the basis of the Training and Production Complex 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 the possibility of accommodating students in the number of rooms in the Complex.

In 2021, on the basis of the CPC, by attracting leading specialists of the Republic of Kazakhstan, as well as highly qualified professorial staff from neighboring countries, including professors from the St. Petersburg Energy Institute, the Corporate Research Center of the UES of the Russian Federation, Novosibirsk State Technical University, 16 2020 11 corporate trainings with 142 students.

In connection with the requirements for compliance with quarantine measures within the framework of the pandemic COVID-19, corporate trainings in 2021 were held in the mode OnLine.

At the end of 2021, the income from the activities of the branch of the Training Center amounted to about 128.4 million tenge, in 2020 - 78.7 million tenge.

Information on transactions of Energoinform JSC in 2021oneyear

No	Subjects of the transaction	Date of the transaction	Basic terms of the deal
one	JSC "KEGOC"	01/11/2021	Energoinform JSC entered into an agreement with KEGOC JSC on procurement from personnel provision servants (personnel outstaffing) for 2021-2023
2	JSC "KEGOC"	01/11/2021	JSC "KEGOC" provides JSC "Energoinform" (Akmola branch) for temporary use (rent) office space
3	JSC "KEGOC"	01/11/2020	JSC "KEGOC" provides JSC "Energoinform" (Aktobe branch) for temporary use (rent) office space
four	JSC "KEGOC"	01/11/2020	KEGOC provides JSC Energoinform (Almaty branch) for temporary use (rent) office space
5	JSC "KEGOC"	01/11/2020	JSC "KEGOC" provides JSC "Energoinform" (Vostochny branch) for temporary use (rent) office space
6	JSC "KEGOC"	01/11/2020	JSC "KEGOC" provides JSC "Energoinform" (Karaganda branch) for temporary use (rent) office space
7	JSC "KEGOC"	01/11/2020	JSC "KEGOC" provides JSC "Energoinform" (Kostanay branch) for temporary use (rent) office space
eight	JSC "KEGOC"	01/11/2020	JSC "KEGOC" provides JSC "Energoinform" (Northern Branch) for temporary use (rent) office space
9	JSC "KEGOC"	01/11/2020	KEGOC JSC provides Energoinform JSC (Southern Branch) for temporary use (rent) office space
ten	JSC "KEGOC"	01/21/2021	The consortium as part of Energoinform JSC, together with POTENTIAL-PRODUCT LLP, concluded a contract with KEGOC JSC on the procurement of works "Replacement of the ground wire on the 220 kV Nura-Metallurgicheskaya overhead line"
eleven	RFC Support for RES LLP	01/22/2021	Energoinform JSC concluded an agreement with the RFC for RES Support LLP for the provision of services to support information resources (e-mail, file server)
12	JSC "KEGOC"	01/27/2021	JSC "KEGOC" provides JSC "Energoinform" (Western branch) for temporary use (rent) office space
13	JSC "KEGOC"	01/29/2021	The consortium as part of Energoinform JSC, together with POTENTIAL-PRODUCT LLP, concluded a contract with KEGOC JSC on the procurement of works "Replacement of the ground wire on the 500 kV overhead line Zhambyl-Shymkent-500"
fourteen	JSC "KEGOC"	04.02.2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract on long-term procurement of

			services for the maintenance of equipment of the National Electric Grid
fifteen	JSC "KEGOC"	02/19/2021	JSC "KEGOC" provides JSC "Energoinform" (Headquarters) for temporary use (rent) office space
16	JSC "KEGOC"	05/13/2021	Energoinform JSC entered into an agreement with KEGOC JSC for the provision of services for the organization of advanced training for employees of KEGOC JSC
17	JSC "KEGOC"	05/13/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract on long-term procurement of services for the maintenance of equipment of the National Electric Grid
eighteen	JSC "KEGOC"	07/08/2021	Energoinform JSC concluded an agreement with KEGOC JSC on the procurement of services to support the software of the enterprise's automated information and control system
19	JSC "KEGOC"	08/12/2021	The consortium as part of Energoinform JSC, together with ADOtex LLP, concluded an agreement with KEGOC JSC on the procurement of technical support and maintenance services "System for automatic control of frequency and power flows (ARChM)" (NDC SO)
twenty	RFC Support for RES LLP	07/29/2021	Energoinform JSC concluded an additional agreement with the RFC for RES Support LLP to the contract for the provision of services to support information resources (e-mail, file server)
21	JSC "KEGOC"	02.09.2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract on long-term procurement of services for the maintenance of equipment of the National Electric Grid
22	JSC "KEGOC"	04.08.2021	The consortium as part of Energoinform JSC, together with POTENTIAL-PRODUCT LLP, entered into an additional agreement with KEGOC JSC to the contract for the procurement of works "Replacement of the ground wire for the 220 kV Nura-Metallurgicheskaya overhead line"
23	JSC "KEGOC"	07/30/2021	The consortium as part of Energoinform JSC, together with POTENTIAL-PRODUCT LLP, concluded an additional agreement with KEGOC JSC to the contract for the procurement of works "Replacement of ground wire for 500 kV overhead lines Zhambyl-Shymkent-500"
24	JSC "KEGOC"	08/25/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the agreement on long-term procurement of services "Automation of IT processes"
25	JSC "KEGOC"	08/25/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract on long-term procurement of services "Modernization and ensuring the functioning of infocommunication infrastructure"
26	JSC "KEGOC"	08/31/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment systems at the 220 kV Tsentralnaya Substation" (Northern MES branch)
27	JSC "KEGOC"	08/31/2021	Energoinform JSC concluded an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment systems at the 220 kV TsRMZ substation" (Northern MES branch)

28	JSC "KEGOC"	08/31/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment systems at the 220 kV Substation Stroitel'naya-1" (Northern MES branch)
29	JSC "KEGOC"	08/31/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment systems at the 220 kV Substation Stroitel'naya-2" (Northern MES branch)
thirty	JSC "KEGOC"	09/13/2021	Energoinform JSC entered into an agreement with KEGOC JSC on termination of the contract for procurement from personnel provision servants (personnel outstaffing) for 2021-2023D-12-03-01
31	JSC "KEGOC"	09/15/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment systems at the 220 kV EPK substation" (branch "Northern MES")
32	JSC "KEGOC"	10/14/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical safety equipment systems at Krasnoarmeiskaya substation-220kV (Akmola MES branch)
33	JSC "KEGOC"	10/14/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security systems at the 220kV substation Kuibyshevskaya (Akmola MES branch)
34	JSC "KEGOC"	10/14/2021	Energoinform JSC entered into an additional agreement with KEGOC JSC to the contract for the procurement of designer supervision services "Installation of technical security equipment at SS-220kV "Buran" (branch "Akmola MES")
35	JSC "KEGOC"	03.11.2021	Energoinform JSC entered into an agreement with KEGOC JSC for the provision of services for the organization of advanced training for employees of KEGOC JSC
36	JSC "KEGOC"	24.11.2021	Energoinform JSC entered into an agreement with KEGOC JSC for the provision of services for the organization of advanced training for employees of KEGOC JSC
37	JSC "KEGOC"	12/21/2021	Energoinform JSC entered into a service agreement with KEGOC JSC for the provision of services for organizing a meeting of the Board of Directors of KEGOC JSC
38	JSC "KEGOC"	12/21/2021	JSC "KEGOC" provides JSC "Energoinform" (Headquarters) for temporary use (rent) office space
39	RFC Support for RES LLP	12/21/2021	Energoinform JSC concluded an agreement with the RFC for RES Support LLP for the provision of services to support information resources (e-mail, file server)
40	JSC "KEGOC"	22.12.2021	Energoinform JSC entered into an additional agreement with KEGOC JSC on changing bank details (Almaty MES branch)
41	JSC "KEGOC"	22.12.2021	Energoinform JSC entered into an additional agreement with KEGOC JSC on changing bank details (Aktobe MES branch)

42	JSC "KEGOC"	22.12.2021	Energoinform JSC entered into an additional agreement with KEGOC JSC on changing bank details (Sarbai MES branch)
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