

DUE DILIGENCE

Human rights, labor rights



Department of Social Policy
2025 year



The Company's regulatory framework

01

The Labor Code

The basic norms related to human rights and labor rights, as well as social and labor relations are reflected

02

Industry agreement

a social partnership document that sets out the principles of a coordinated social and labor policy

03

Collective agreement

an agreement regulating social and labor relations in an organization (labor rights, working conditions, social benefits)



100%

employee coverage by Collective Agreement

04

Human rights policy

A document recognizing the importance of respect and observance of human rights proclaimed by the United Nations, including the rights to work, gender equality, and a healthy environment

The main tools of the Company



The company uses a number of tools to monitor and analyze the process



Social Stability Studies (SRS)

diagnosis of problem areas in labor relations



Industrial relations monitoring survey

determining the level of employee satisfaction with the state of industrial relations



Analysis of employee complaints and appeals

a database of employee appeals reflecting the status of their decision

SRS Research

for 2024 and the first half of 2025

Research on the level of social stability

The SRS index measures the level of social stability in the group of companies of JSC NC KTZ

The cumulative SRS value consists of 3 indexes:

- The engagement index
- The index of social well-being
- The index of Social Tranquility

The study includes indicators such as working conditions and safety, loyalty, human rights, communication, general well-being, financial situation and perception of the future, protest sentiments, etc.



69%
72%

The SRS index

- +3% by 2023
- 17,478 people were surveyed. or 16% of the total population
- +3% by 2024
- 20,355 people were interviewed. or 20% of the total number of the Company



66%
73%

The engagement index

+4% by 2023

- +3% by 2024
- measures satisfaction:
 1. working conditions and safety
 2. relationships and communications
 3. employee loyalty



59%
59%

The index of social well-being

+4% by 2023

- +0% by 2024
- measures satisfaction:
 1. conditions and quality of life
 2. material well-being
 3. well-being in teams



83%
85%

The index of Social Tranquility

+5% by 2023

- +2% by 2024
- measures satisfaction:
 1. the level of protest mood
 2. the level of tension between management and subordinates

Survey of employees within the framework of IR monitoring

Industrial relations



The survey covered 36,838 employees of the KTZ group of companies. The survey includes aspects of industrial relations, including the following questions::

- Occupational safety and health
- Sanitary conditions and quality of medical examinations
- Special and uniform clothing, PPE
- Internal communications, including human rights
- Social package
- Training and corporate events
- Contentment and happiness

86%
87%

Occupational safety and health

+2% by 2023

- +1% by 2024
- measures workplace safety satisfaction

80%
79%

Sanitary and living conditions

+5% by 2023

- -1% by 2024
- measures satisfaction with:
 1. sanitary conditions
 2. quality of medical examinations

91%
92%

Internal communications

+1% by 2023

- +1% by 2024
- measures satisfaction:
 1. internal communication processes
 2. providing management feedback
 3. relationship with the supervisor

90%

Contentment and happiness

It was not measured in 2023

- +1% by 2024
- measures satisfaction:
 1. current work processes
 2. the processes of delivering goals and objectives
 3. employee welfare

Employee complaints and appeals analysis for 2024



Requests are received through various communication channels:

- hotlines – "Nysana", "Compliance"
- the state system of appeals "E-otinish"
- written appeals to the Company's management
- appeals to the Corporate Ombudsman
- appeals through the trade union

The number of requests decreased by 38% compared to 2023

306 requests

total number for 2024

136 requests

related to violation of workers' labor rights

15 requests

resolved in favor of the employees

1 requests

resolved by agreement of the parties

8 обращений

resolved in favor of the employer

43 requests

The facts have not been confirmed

63 requests

explanations are given to the applicants

32 requests

withdrawn by the applicant

Response measures

The results of the analysis are reflected in the integrated annual report. The Board of Directors, the compliance service, the corporate Ombudsman of the Company and JSC Samruk-Kazyna are informed on a quarterly basis about complaints and the measures taken on them.

Employee complaints and appeals analysis for the 1st half of 2025



Requests are received through various communication channels:

- hotlines – "Nysana", "Compliance"
- the state system of appeals "E-otinish"
- written appeals to the Company's management
- appeals to the Corporate Ombudsman
- appeals through the trade union

The number of requests decreased by 31% compared to the same period in 2024.

135 requests

total number for the 1st half of 2025

83 requests

related to violation of workers' labor rights

9 requests

resolved in favor of the employees

5 requests

resolved by agreement of the parties

15 requests

resolved in favor of the employer

22 requests

The facts have not been confirmed

32 requests

explanations are given to the applicants

Response measures

The results of the analysis are reflected in the integrated annual report. The Board of Directors, the compliance service, the corporate Ombudsman of the Company and JSC Samruk-Kazyna are informed on a quarterly basis about complaints and the measures taken on them.

Activities carried

in 2024

219 meetings

The heads of all management levels held meetings and explanatory events with the staff.

The coverage was 16,585 employees

621 publications

Publications on improving the working conditions of employees, explanations and enforcement of the Collective Agreement and the rights of employees have been posted in the media and social networks.

676 people

They have completed training in the framework of developing the competencies of members of conciliation commissions, including on human rights, including:

- 456 KTZ employees
- 220 trade union activists

In order to improve the labor rights and working conditions of employees, the company annually approves
Action plan to ensure social stability

Activities carried

out in the first half of 2025

804 meetings

The heads of all management levels held meetings and explanatory events with the staff.

The coverage was 10,542 employees

468 publications

Publications on improving the working conditions of employees, explanations and enforcement of the Collective Agreement and the rights of employees have been posted in the media and social networks

576 people

They have completed training in the framework of developing the competencies of members of conciliation commissions, including on human rights, including:

- 384 KTZ employees
- 192 trade union activists

In order to improve the labor rights and working conditions of employees, the company annually approves
Action plan to ensure social stability

Kazakhstan Temir Zholy

Website:
www.railways.kz

Email Address:
Muldakulov_Zh@Railways.kz
Serikov_Z@Railways.kz



THANK YOU!
