



SUSTAINABILITY REPORT 2025

HALYK BANK





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KEY FIGURES

KZT **19.5** trillion

Halyk SuperApp payment and transfer volume

26.9 points

Sustainalytics ESG Risk Rating (Medium Risk)

86%

of the largest taxpayers are the Bank's clients

16,718 people

employed across the Halyk Group

91%

employee engagement rate

70 hours

average number of training hours per Bank employee in 2025

61%^{(A)*}

of middle management positions are held by women

612 thousand people

as of the end of 2025, participants had completed financial literacy training programmes as part of the "Qaryzsyz Qogam" initiative

KZT **5.4** billion

allocated to charitable and social initiatives

KZT **1** billion

allocated to the Bank's programme for financing women's entrepreneurship

More than **10,000** employees

participated in corporate training

Digital platforms providing accessible and efficient financial and non-financial solutions



Halyk SuperApp **8.5** million MAU



Onlinebank **343.8** thousand MAU



KEY FIGURES

For the second year in a row,
recognised as Kazakhstan's best
employer by the Top Employers
Institute

531 branches

and service points across Kazakhstan

32 million public services

were provided by the Bank in 2025

11.5 million retail customers

making the Bank one of the population's key
financial partners

3,279^(A)  7.8%
tonnes
of CO₂ eq.

direct greenhouse gas emissions (Scope 1)

50,906^(A)  16.9%
tonnes
of CO₂ eq.

indirect energy-related greenhouse gas
emissions (Scope 2)

353,412^(A)  18.3%
GJ

total fuel and energy consumption

6,784  19.8%
tonnes

total waste generated



CHAIRMAN OF THE BOARD OF DIRECTORS STATEMENT

DEAR SHAREHOLDERS, PARTNERS AND COLLEAGUES,

2025 was a year of steady development for Halyk Bank, marked by strengthened resilience and a further increase in the Bank's role within Kazakhstan's economy. Against a backdrop of continued macroeconomic uncertainty, rising demands on financial institutions, accelerated digitalisation and changing customer expectations, the Bank continued to implement its strategy focused on reliability, technological leadership and the creation of long-term value for all stakeholders.

For us, resilience is not only about maintaining stable financial performance and managing risks. It is also about being ready to support customers during periods of change, investing in the development of digital services, ensuring access to financial and everyday services, and supporting environmental projects alongside a wide range of socially significant initiatives. This is why we consistently integrate sustainable development principles into all key business processes.

At the end of 2025, Halyk served 11.5 million retail customers, around 500 thousand small and medium-sized business customers, and approximately 3 thousand corporate clients. For many years, Halyk Bank has remained one of the key institutions of Kazakhstan's financial system, providing reliable

access to financial and non-financial services for both individuals and businesses and playing an important role in supporting the country's economic activity. The Bank's scale of operations, diversified business model and strong level of customer trust enable us to make a meaningful contribution to the country's sustainable development.

Sustainable development as an element of long-term strategy

In 2025, Halyk Bank began implementing its updated 2025–2027 Development Strategy, in which sustainable development principles were further advanced and integrated into all key areas of the Group's operations. The Board of Directors views sustainable development not as a standalone initiative, but as an important element of the Bank's long-term competitiveness, its ability to manage risks effectively, adapt to changes in the external environment and create sustainable value for shareholders, customers and society.



ARMAN DUNAYEV

Chairman of the Board of Directors, Halyk Bank



The new strategy sets clear priorities across environmental, social and governance areas. In the environmental sphere, the Bank aims to reduce its own environmental footprint, develop sustainable finance and support projects contributing to the transition to a low-carbon economy. In the social sphere, particular attention is paid to expanding access to financial services for individuals and businesses, developing human capital and implementing initiatives aimed at improving quality of life and the sustainable development of regions. In corporate governance, we continue to strengthen our risk management system, advance transparency and reporting practices, and enhance cybersecurity and customer protection in the context of accelerating digitalisation.

Particularly important is the fact that ESG principles are integrated into the Bank's overall business strategy and are taken into account in the development of traditional banking, the digital ecosystem, product solutions and corporate culture. This approach enables us not only to respond in a timely manner to new regulatory, climate-related and social challenges, but also to identify additional opportunities for growth, efficiency gains and the creation of innovative products and services.

An effective sustainable development governance system

Achieving long-term sustainable development goals is impossible without an effective governance system and clearly defined responsibilities. Halyk Bank has established a multi-level sustainable development

governance framework integrated into the overall corporate governance model. It covers all levels of decision-making – from the Board of Directors to business units and subsidiaries – and ensures the consistent implementation of ESG priorities in the Bank's day-to-day operations.

The Board of Directors oversees the implementation of the sustainable development strategy, defines the key directions of the ESG agenda and monitors the achievement of the targets set. Sustainable development matters are integrated into strategic planning, risk management and internal control processes, enabling environmental, social and governance factors to be considered in key decision-making.

An open dialogue with stakeholders and transparent disclosure remain an important part of our work. The Bank engages regularly with customers, investors, employees, government bodies and the wider public, taking their expectations into account when shaping sustainable development priorities. The consistency of our approach is also confirmed by an independent external assessment: in 2025, the Bank's Sustainalytics ESG Risk Rating improved to 26.9, corresponding to the Medium Risk category and reflecting substantial progress in the management of ESG factors and related risks.

We view the continued enhancement of the sustainable development governance system as one of the key factors in maintaining the trust of shareholders, customers and investors, as well as ensuring Halyk Bank's sustainable growth and long-term competitiveness.

Development of corporate governance

Effective corporate governance remains one of the key factors underpinning Halyk Bank's resilience and long-term success. In 2025, the Bank continued to strengthen its corporate governance framework in line with international best practice, with particular focus on improving the effectiveness of the Board of Directors, developing internal control, risk management and compliance systems, and further integrating sustainable development principles into decision-making processes.

A balanced governance structure and an effective oversight system play an important role in ensuring the resilience of the business model. The Board of Directors provides strategic leadership for the Bank's operations, oversees the implementation of the development strategy and supervises risk management, internal control and sustainable development matters. A significant contribution to the quality of decision-making comes from the high proportion of independent directors, as well as the combination of international experience and deep local industry expertise among Board members.

During the reporting year, the Bank continued to strengthen its practices in transparency, accountability and business ethics. The annual evaluation of the Board of Directors confirmed the effectiveness of the current corporate governance model, the high level of interaction between the Board and the Management Board, and the Bank's ability to respond to emerging challenges in a timely manner.

We are convinced that a strong corporate governance system is essential to maintaining the trust of shareholders, customers and investors, and provides a solid foundation for the Bank's sustainable long-term development.

Sustainable support

An important area in the implementation of the sustainable development strategy is the advancement of sustainable finance. In 2025, Halyk Bank continued the consistent integration of environmental, social and governance factors into its lending and investment processes.

At the same time, the Bank continued to develop green finance instruments under its approved Green Finance Policy and to monitor the use of proceeds raised through the issuance of green bonds totalling KZT 20 billion.

Today, sustainable finance is for the Bank not only a risk management tool, but also a mechanism for supporting the long-term development of Kazakhstan's economy. That is why Halyk will continue to expand its sustainable finance portfolio, supporting projects that create long-term value for society, contribute to the country's technological modernisation and help address future environmental and social challenges.

One of Halyk Bank's most important contributions to Kazakhstan's sustainable development remains expanding access to financial services for individuals and businesses. By developing the country's largest omnichannel financial infrastructure, combining a digital ecosystem, more than 500 service points and the largest ATM network, Halyk ensures the availability of modern financial services for customers in all regions of the country. Particular attention is paid to supporting entrepreneurship through digital financing tools, payment infrastructure and participation in government business support programmes. This approach contributes to greater financial inclusion, increased business activity and a stronger national economy.



Looking ahead

The global economy and the financial sector continue to undergo a period of profound change driven by technological development, shifting consumer preferences, greater attention to sustainable development issues and changing approaches to risk management. In these conditions, the ability of organisations to adapt to new challenges, maintain financial resilience and at the same time create long-term value for society becomes especially important.

Halyk Bank enters this stage supported by a strong foundation: leading market positions, a high level of customer trust, resilient financial performance, a well-developed digital ecosystem and an effective corporate governance system. Equally important strengths include a strong corporate culture, a professional team and the consistent integration of sustainable development principles into the Bank’s strategy and daily operations.

Going forward, we intend to continue developing digital services and ecosystem solutions, supporting

entrepreneurship and economic activity, expanding sustainable finance practices, investing in human capital development and strengthening the risk management framework.

We are confident that the combination of financial resilience, responsible governance and the capacity for innovation will enable Halyk Bank to remain a trusted partner for customers, an important institution for the development of Kazakhstan’s economy and one of the leaders of the country’s sustainable transformation in the financial sector.

Sincerely,
Chairman of the Board of Directors, JSC “Halyk Bank”
Arman Dunayev



CHAIRPERSON OF THE MANAGEMENT BOARD STATEMENT

DEAR CUSTOMERS, SHAREHOLDERS, PARTNERS AND COLLEAGUES!

2025 was a period of further development for Kazakhstan's economy and, at the same time, a year that required businesses to demonstrate a high degree of adaptability, responsibility and the ability to respond quickly to changing conditions. In this environment, Halyk Bank continued to implement its strategy consistently, strengthening its position as the country's leading financial institution while remaining committed to sustainable development principles.

The scale of our operations, the trust of millions of customers, resilient financial results and a high level of digitalisation enable the Bank not only to develop successfully, but also to make a significant contribution to economic growth, improved quality of life and the development of entrepreneurship. This report presents the key results of our work and our sustainable development achievements for 2025.

Strong results as a foundation for further growth and contribution to sustainable development

In 2025, Halyk Bank delivered strong results across all key areas of its operations, confirming the effectiveness of its strategy and the resilience of its business model. We do not regard these achievements as an end in themselves, but as a foundation for further development, investment

in innovation, improvements in customer service quality and a broader contribution by the Bank to the sustainable development of the economy and society.

At year-end, the Group's assets had grown by 12.7% to KZT 20.9 trillion, the net loan portfolio had increased by 14.3% to KZT 13.1 trillion, and customer funds had reached KZT 14.3 trillion. The Bank's net profit attributable to ordinary shareholders amounted to KZT 1,058 billion, increasing by 14.9% compared with the previous year. At the same time, the Bank maintained one of the best operational efficiency ratios in the sector, with the cost-to-income ratio standing at just 17.5%.

Additional confirmation of the investment community's confidence was provided by the successful secondary public offering (SPO) completed in 2025 in an amount of approximately USD 475 million. The capital raised will enable the Bank to continue implementing strategic initiatives aimed at developing digital infrastructure, customer services and new business lines.

In the retail segment, we continued to develop our ecosystem-based customer service model. The central element of this strategy remains the Halyk SuperApp, which brings together financial, public and lifestyle services within a single digital space. By year-end,



UMUT SHAYAKHMETOVA

Chairperson of the Management Board, Halyk Bank



the application's monthly active audience had reached 8.5 million users, while payment and transfer volumes amounted to KZT 19.5 trillion across more than 441 million transactions. These figures reflect a high level of customer engagement and confirm that the Bank's digital services have become an integral part of everyday life for millions of people in Kazakhstan.

The non-financial services ecosystem also continued to expand. Halyk Market strengthened its position among the country's largest e-commerce platforms, Kino.kz maintained its leadership in the digital entertainment services market, and Halyk Travel broadened opportunities for travel planning within a unified customer experience. At the same time, the Bank continued to develop access to public services through digital channels, contributing to the further digitalisation of interactions between citizens and the state.

Ecosystem solutions also developed in the business segment: OnlineDuken, the digital B2B platform that supports small and medium-sized retail businesses and digitalises interaction between retail outlets and distributors, entered the scaling stage in 2025 – 14.7 thousand stores and 105 distributors are connected to it, and turnover reached KZT 86.7 billion. Notably, the financial results of stores operating on the platform exceed those of outlets not connected to it by more than 40%.

Significant progress was also achieved in the corporate segment. Halyk remains the largest financial partner for a substantial part of the real economy, providing financing for projects in industry, energy, infrastructure and the agro-industrial complex. The corporate loan portfolio increased to KZT 6.8 trillion, while the small and medium-sized business loan portfolio reached KZT 2.3 trillion. Particular attention was paid to the development of digital business service tools: the monthly active audience of the Onlinebank platform amounted to 343.8 thousand users, and payment volumes through the platform exceeded KZT 165 trillion.

We believe that the long-term sustainability of a business depends directly on its ability to create value for customers and the economy. That is why we view our financial results as a resource for the further development of technology, support for entrepreneurship, improved access to financial services and the implementation of sustainable development initiatives.

Sustainable development strategy

Sustainable development is an integral part of Halyk Bank's long-term strategy and one of the key principles guiding management decision-making. We believe that a company's ability to create long-term value depends directly on its capacity to take into account not only financial performance, but also environmental, social and governance factors that shape the long-term resilience of the economy and society.

Our approach is based on integrating ESG principles into all major areas of the Bank's operations – from corporate governance and risk management to product development, client financing and human capital management. We view sustainable development as an important element of the business model, enabling the Bank to grow in a responsible and balanced way.

Responsible finance and the sustainable development of the economy

As the country's largest financial institution, we recognise our responsibility not only for the quality of our loan portfolio, but also for the impact that our investment and lending decisions have on the economy, society and the environment. That is why in 2025 we continued

integrating sustainable development principles into lending activities, extending the ESG assessment system across all major business lines of the Bank. Today, in our decision-making, we take into account not only borrowers' financial indicators, but also environmental, social and governance factors, which are becoming increasingly important for the long-term sustainability of business and the economy.

An important area of our work remains the development of sustainable and green finance. Throughout the year, we continued implementing the Green Finance Policy and monitoring the use of proceeds raised through the issuance of green bonds. Financing is directed towards projects that contribute to the development of renewable energy, energy efficiency, sustainable urban infrastructure, clean transport and climate change adaptation. This approach enables us to support initiatives that deliver measurable environmental impact and create long-term value for Kazakhstan's economy.

During the reporting year, the Bank financed a number of significant sustainable development projects. These included the development of wind power in Atyrau Region, the modernisation of the energy-efficient street lighting system in the city of Atyrau, support for the uptake of electric vehicles in Kazakhstan, as well as projects to develop educational infrastructure and build modern schools. Investment in clean energy, modern infrastructure, education and other sustainable development projects is an investment in the country's competitiveness and the well-being of future generations.

For us, responsible finance is not a separate line of activity but an important element of our sustainable development strategy. We aim not only to ensure the sustainability of our own business, but also to facilitate the transformation of Kazakhstan's economy by supporting clients in managing ESG risks and implementing projects.

Environmental protection

At Halyk Bank, we regard environmental responsibility as an integral part of sustainable development and long-term business efficiency. In 2025, we continued the consistent implementation of our environmental policy, based on the principles of efficient resource use, reducing environmental impact and integrating the climate agenda into the Bank's management system.

We paid particular attention to improving the environmental efficiency of our own operations. Thanks to the continued development of digital services and internal digitalisation, paper consumption in Kazakhstan decreased by 5%, to 285.9 tonnes. We also continued implementing the Green Office concept, including separate waste collection, the promotion of environmentally friendly employee mobility, responsible consumption practices and environmental awareness among staff. As a result of these systematic efforts, we reduced water consumption by 34.3%, energy consumption by nearly 18.3%, and total waste generated by nearly 19.8% compared with the previous year.

Managing climate impact remains an important area of our work. In 2025, the Bank conducted an inventory of greenhouse gas emissions under Scopes 1 and 2, as well as the Scope 3 categories applicable to the Bank's operations, in accordance with the international GHG Protocol standard. Measures implemented to improve energy efficiency and optimise resource consumption enabled us to reduce combined Scope 1 and Scope 2 emissions by 16%. At the same time, we continue to improve our accounting for indirect emissions and strengthen the quality of climate data to support more informed management decisions.

Support for environmental initiatives is an integral part of the Bank's social impact agenda. In 2025, the Bank provided sponsorship funding to the Almaty Air



Initiative Foundation, which works to improve air quality in the country's largest metropolis, mitigate sources of air pollution, and promote environmental awareness among the public. Furthermore, the Bank financed the acquisition of a mobile environmental monitoring station for measuring air pollution levels in Oskemen.

We are also continuing to develop our climate risk management system, assessing the impact of both physical and transition climate factors on our business and our clients. Our aim is not only to increase the resilience of the Bank itself, but also to support the climate transformation of Kazakhstan's economy through the development of green finance, support for low-carbon projects and assistance to clients on their path towards more sustainable business models. We are convinced that a responsible approach to environmental matters is an essential condition for creating long-term value for our customers, shareholders and society.

People policy as the foundation of development

Behind every achievement of Halyk Bank are its people. It is the professionalism, engagement and commitment of our employees to continuous development that enable us to maintain leading market positions, implement innovations and provide a high standard of service to millions of customers.

As at 31 December 2025, the Group's actual headcount totalled 16,718 employees, including 14,107 employees of JSC Halyk Bank of Kazakhstan. We regard the development of human capital as one of the key conditions for the Bank's sustainable growth and consistently invest in creating a modern working environment, unlocking employee potential and building a culture of continuous learning.

Particular attention is paid to developing professional competencies and preparing employees to work

in conditions of rapid technological change. In 2025, the average number of training hours per employee was 70. Corporate training covered more than 10,000 employees. Educational programmes span a wide range of areas – from professional skills and leadership development to digital technologies, risk management and sustainable development.

One of the most important indicators of the effectiveness of our people policy remains the high level of employee engagement. At year-end, this figure stood at 91%, reflecting employees' strong trust in the Bank, their commitment to corporate values and their willingness to contribute to the organisation's strategic goals.

We strive to create an inclusive and fair working environment in which employees have equal opportunities for professional and career growth. At the end of 2025, women held 61% of middle management positions. We believe that diversity of experience, perspectives and professional expertise contributes to higher-quality management decisions and strengthens organisational resilience.

Caring for employee well-being remains an important part of our work. We continue to develop programmes supporting health, occupational safety, social protection and improvements in the working environment, seeking to create conditions in which every employee can fulfil their potential and contribute to the Bank's overall success. External recognition of the quality of our people management came when the Top Employers Institute awarded the Bank Top Employer Kazakhstan 2026 status – the second year in a row that the Bank has confirmed this status.

Sustainable development is impossible without investment in people. For that reason, the development of human capital will remain one of our strategic priorities in the future, providing the foundation for the Bank's further growth and the strengthening of its leading position.

Social investment and contribution to societal development

Supporting society and creating long-term social value remain an integral part of Halyk Bank's mission. Sustainable development is impossible without investment in human capital, education, health, culture and sport. In 2025, the Bank's total sponsorship and charitable assistance amounted to KZT 5.4 billion, enabling the implementation of a wide range of initiatives aimed at improving people's quality of life and supporting socially significant projects across the country.

We place particular emphasis on improving financial literacy among the population. The flagship "Qaryzsyz Qogam" project, implemented with the support of the Bank, has already become one of the largest educational initiatives in Kazakhstan. In 2025 alone, the project reached more than 612 thousand people, over 412 thousand citizens completed training, and experts provided around 97 thousand consultations on debt management and personal finance. We see financial literacy as an important factor in improving citizens' well-being and strengthening the resilience of the economy as a whole.

Supporting social initiatives and assisting vulnerable groups remains a key priority for the Bank. In the reporting period, 2,750 families received assistance through the "Road to School" programme. The Bank also continued its cooperation with the Ayala Foundation, supporting the provision of modern medical equipment to healthcare institutions, and implemented initiatives aimed at supporting veterans of the Great Patriotic War.

Furthermore, the Bank supported the implementation of the "Auyl Amanaty" programme, which has benefited more than 2.3 million rural households and contributes to entrepreneurship development and the strengthening of the economic potential of rural communities in Kazakhstan.

We also continue actively to support the development of sport and culture as essential elements of public well-being. In 2025, Halyk Bank acted as the general sponsor of the Astana Half Marathon and supported the People's League and Hope Cup projects, creating opportunities for thousands of children to take part in sport and realise their potential. In the cultural sphere, the Bank supported the tour of the Abai National Opera and Ballet Theatre in Uzbekistan and the Music of Summer in the Beloved City festival, which made cultural events accessible to residents of different regions of the country. We are convinced that such initiatives help strengthen human capital, promote social cohesion and create the foundation for Kazakhstan's sustainable development.

Further development

In summing up 2025, it can be said with confidence that Halyk Bank maintains a strong foundation for further growth and development. The year's results confirm the resilience of our business model and our ability to create long-term value for all stakeholders.

We are grateful to our customers, shareholders, employees and partners for their trust and support. Remaining a reliable financial partner for millions of citizens and thousands of businesses, Halyk Bank will continue to contribute to Kazakhstan's sustainable development, introduce innovation, support entrepreneurship and implement initiatives aimed at improving social well-being.

Sincerely,
Umut Shayakhmetova,
Chairperson of the Management Board,
JSC "Halyk Bank"



1.

BANK PROFILE

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halykbank.com





JSC Halyk Bank is the leading financial group in Kazakhstan and Central Asia, with a diversified presence across both the B2C and B2B segments and a well-developed digital services ecosystem.

Through the Halyk SuperApp and Onlinebank platforms, the Bank provides a broad range of financial and non-financial services, from banking, insurance and leasing to investment and lifestyle services. The Bank serves 11.5 million retail customers, around 500 thousand SME customers and approximately 3 thousand corporate clients. In addition to its digital platforms, services are delivered through an extensive branch network comprising 531 outlets across the country.

Halyk is one of the country’s systemically important financial institutions: the majority of the nation’s largest taxpayers are clients of the Bank, confirming its key role in financing the economy.



MOODY’S

Baa1

FitchRatings

BBB-

S&P Global
Ratings

BBB-

THE GROUP’S GEOGRAPHIC FOOTPRINT COVERS KAZAKHSTAN, UZBEKISTAN AND GEORGIA. HALYK GROUP SUBSIDIARIES PROVIDE PRESENCE ACROSS ALL KEY SEGMENTS OF THE FINANCIAL MARKET AND ECOSYSTEM SERVICES AND INCLUDE:

Halyk Finance

Halyk-Leasing

Halyk Global Markets

Halyk Lab

Tenge Bank
(Uzbekistan)

subsidiary banks

Halyk Insurance
Company

Halyk Inkassatsiya

Halyk Finservice

“Comrun”¹

Halyk Bank
Georgia

subsidiary banks

Halyk-Life

Kazteleport

Halyk Activ

¹From 03.06.2026

The Bank is a public company listed on the Kazakhstan Stock Exchange (KASE), the London Stock Exchange (LSE) and the Astana International Exchange (AIX). It also holds investment-grade credit ratings (Moody’s: Baa1, stable outlook; S&P and Fitch: BBB-, stable outlook), confirming the resilience of its business model and the high level of investor confidence.

The Bank’s principal shareholder is ALMEX Holding Group JSC, which holds a controlling stake, while a significant proportion of shares (37.6%) remains in free float through global depositary receipts and ordinary shares.

Halyk demonstrates sustainable positive financial dynamics and strong profitability. At the end of 2025,

net profit attributable to ordinary shareholders amounted to KZT 1,058.4 billion (up 14.9%), assets reached KZT 20.9 trillion (+12.7%), and equity stood at KZT 3.5 trillion (+14.1%). In recent years, the Bank has delivered sustained growth in net profit and capital while maintaining a high return on average equity (RoAE) and strong operational efficiency, reflecting the effectiveness of its diversified business model and strong market positions.

In the area of sustainable development, the Bank holds a leading position in Kazakhstan. Halyk was among the first commercial banks to place green bonds and introduce sustainable finance principles, consistently integrates ESG factors into strategic planning

and business processes, and has long supported a broad range of social and charitable projects.

The Bank has joined the UN Global Compact and discloses ESG information in accordance with GRI Standards and the recommendations of the TCFD.

International recognition confirms the Bank’s leadership: Halyk has repeatedly been named “Best Bank in Kazakhstan” (Euromoney, The Banker), recognised as a leader in digital banking, and has received several awards in the field of corporate social responsibility and sustainable development, including in people management.

KZT 1,058.4 billion 14.9%

Net profit attributable to ordinary shareholders

KZT 20.9 trillion 12.7%

Assets

KZT 3.5 trillion 14.1%

Equity

THE BANK'S STRATEGIC PRIORITIES IN 2025

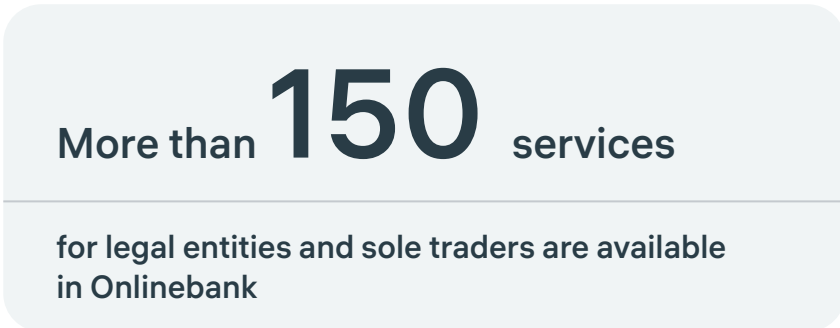
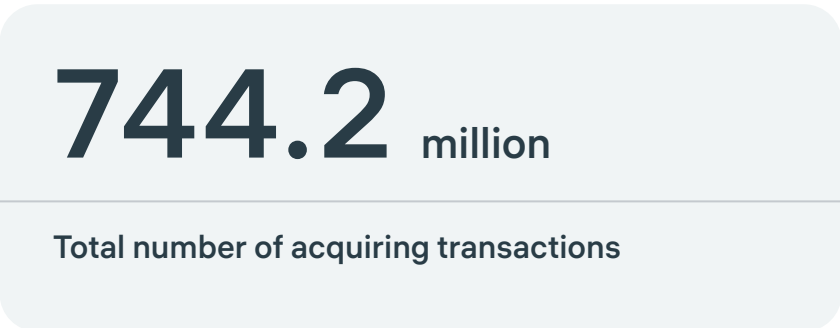
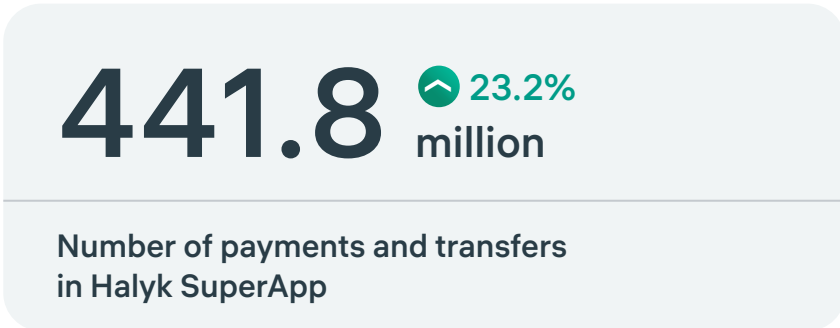
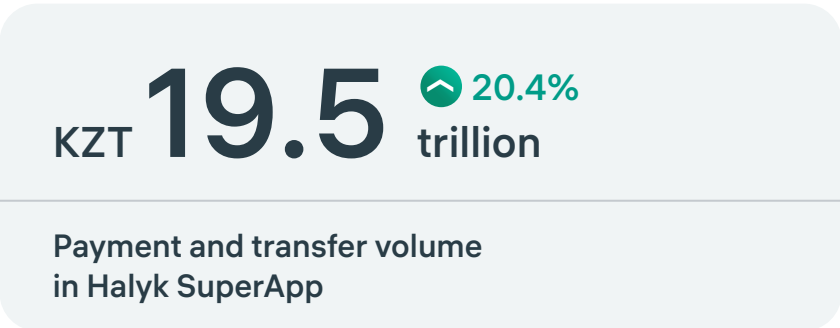
In 2025, Halyk Bank continued to implement strategic priorities aimed at strengthening its leadership in the domestic market and developing digital ecosystems, expanding its international presence and enhancing its technological capabilities. The key areas remained customer focus, improved operating efficiency, the introduction of innovative solutions, including artificial intelligence technologies, and the development of sustainable finance.

1

Strengthening leadership in the domestic market and developing the ecosystem

The Group continues to strengthen its position in the domestic market by combining the development of traditional financial services with the scaling of digital and ecosystem solutions for B2C and B2B customers. The main focus is on the development of the Halyk SuperApp, broadening the product offering and improving service accessibility within an omnichannel model.

2025 results:



Branch network modernisation with a focus on omnichannel customer experience

THE BANK'S STRATEGIC PRIORITIES IN 2025

2

Scaling up the business in Uzbekistan

The Halyk Group sees Uzbekistan as a key area for regional growth and continues to develop its business there through the introduction of digital solutions and the expansion of its product offering.

3

Technological leadership and AI-driven transformation

Technological development is one of the key strategic priorities for 2025–2027. The Bank continues to modernise its IT infrastructure, develop its technology platform and implement artificial intelligence-based solutions.

ESG and sustainable development

The Halyk Group consistently integrates ESG factors into its strategy and operating activities, develops sustainable finance practices and strengthens ESG risk management. ESG considerations are integrated across all areas of corporate strategy and form an integral part of strategic decision-making.





KEY PERFORMANCE HIGHLIGHTS IN 2025

In 2025, Halyk Bank continued to strengthen its status as one of Kazakhstan’s leading financial institutions, delivering strong results both in core business performance and in areas related to the implementation of its sustainable development agenda. These results reflect the effectiveness of the Bank’s current business model, the resilience of its financial position, a high level of operational maturity and consistent development.

Below is a brief overview of the results across the main areas of activity. More detailed information on the Bank’s financial and operating performance is disclosed in the Bank’s 2025 Annual Report.

Financial results

At the end of 2025, Halyk Bank demonstrated strong positive dynamic across its key financial indicators, maintaining a high level of resilience, an efficient operating model and strong capacity for further development.

By year-end, the Halyk Group’s assets had reached KZT 20.9 trillion, up 12.7% compared with the previous year, driven by growth in the loan portfolio and expansion of the customer base. The net loan portfolio increased by 14.3% to KZT 13.1 trillion, while maintaining a balanced approach to risk management and asset quality.

At the same time, the Bank continued to strengthen its funding base: customer funds grew by 10.4% to KZT 14.3 trillion, reflecting a high level of customer confidence and funding resilience. Equity increased by 14.1% to KZT 3.5 trillion, providing a substantial capital buffer and compliance with regulatory requirements.

Key profitability indicators also showed solid positive

momentum. Net profit attributable to ordinary shareholders amounted to KZT 1,058 billion, up 14.9% year on year. Profit growth was driven by the expansion of lending, increased transaction activity and the development of ecosystem services.

Net interest income before impairment provisions increased by 16.2% to KZT 1,288 billion, reflecting effective management of the net interest margin and the structure of assets and liabilities. Fee business also continued to grow, with net fee and commission income increasing by 11.9% to KZT 140 billion. Net non-interest income showed even stronger growth (+23.0%), reaching KZT 475 billion, reflecting successful diversification of income sources.

The Bank continues to maintain one of the highest levels of operational efficiency in the sector. The cost-to-income ratio stood at 17.5%, reflecting economies of scale and a high level of process digitalisation.

A further factor strengthening the Bank’s financial resilience was the successful secondary public offering (SPO) completed in 2025 for approximately USD 475 million, which contributed to improved share liquidity and a broader investor base.

The strong financial base that has been built provides the Bank with broad opportunities for the consistent implementation of its strategic priorities, including investment in customer services, digital infrastructure, human capital and sustainable development initiatives. Halyk Bank’s financial resilience also provides a foundation for active participation in the country’s economic development, expanding access to financial services and supporting long-term projects with a significant impact on society and the economy.

DEVELOPMENT OF BUSINESS SEGMENTS

Development of the B2C segment

In 2025, the development of Halyk Bank's B2C segment continued to be driven by the scaling of its digital ecosystem and the creation of an integrated customer experience. The central element of this strategy is the Halyk SuperApp – a single platform combining financial, public and lifestyle services and creating a comprehensive digital environment for customer interaction with the Bank.



HALYK SUPERAPP

Halyk SuperApp has become the key entry point to the Group's ecosystem, providing access to a broad range of services through a single interface. The integration of banking products, e-commerce services, public services and non-financial solutions significantly enhances ease of use.

Daily Banking forms the foundation of the ecosystem model. The Bank provides large-scale infrastructure for everyday financial transactions, including payments, transfers, card transactions, lending and deposit products. In 2025, customers made 441.8 million payments and transfers amounting to KZT 19.5 trillion, reflecting sustained growth in transaction activity and the depth of the Bank's integration into customers' daily economic lives.

441.8 million

customers made payments

KZT **19.5** trillion

customers transfers amounting

Retail lending showed steady growth during the reporting year while maintaining a balanced approach to risk management. The gross retail loan portfolio reached KZT 4,599 billion, up 10.8% year on year. The portfolio structure remained diversified, with consumer lending accounting for the largest share, allowing the Bank to maintain a balance between yield and risk. At the same time, the Bank served 1.87 million borrowers, securing a significant market presence with a 17.9% market share.

Particular attention was paid to the quality of the loan portfolio: a non-performing loan ratio of 7.2% and a high level of provision coverage confirm the effectiveness of the Bank's risk management.

Digitalisation is a significant growth factor: in 2025, 94% of retail loans were issued through digital channels, enabling the Bank to scale the business without a proportional increase in operating costs and improving speed of service for customers.

The deposit business also demonstrated strong momentum. Retail deposits reached KZT 7,976 billion (+10.8%), with a significant share of funds placed in the national currency (72.7%), reducing foreign exchange risk and strengthening funding resilience.

Development of the B2C segment



HALYK MARKET

The expansion of the B2C segment is complemented by the development of a non-financial services ecosystem integrated into the Halyk SuperApp. Halyk Market, for example, has shown dynamic growth and ranked 4th among the country's largest e-commerce platforms, strengthening the Bank's position in digital commerce. The platform provides a seamless customer journey and supports the development of cross-selling.



HALYK TRAVEL

The Halyk Travel platform also saw further development, offering comprehensive travel solutions and integrating with the Bank's financial services, including the option of lending and insurance within a single user journey.



KINO.KZ

The digital entertainment services segment is represented by the Kino.kz platform, which remains the leader in online ticket sales and demonstrates a high level of customer activity. Integration into the Halyk ecosystem makes it possible to expand the platform's functionality, including the use of the loyalty programme and a single user profile.



GOVTECH

Another important area remains the development of GovTech services, providing access to 74 public services through the Bank's application. The implementation of proactive service scenarios allows customers to access services in one click, significantly reducing barriers to use and improving the digital accessibility of public services.



Particular attention is also paid to socially significant digital solutions, including the integration of the Kundelik educational platform. This partnership makes it possible to create comprehensive user journeys combining education, financial services and elements of financial literacy, while also providing millions of users with access to the service.

Thus, in 2025, Halyk Bank's B2C segment continued its transformation towards an ecosystem model based on deep digitalisation, expansion of non-financial services and increased customer engagement. The combination of a large customer base, well-developed Daily Banking infrastructure and an integrated digital ecosystem creates a solid foundation for sustainable growth and long-term value creation for customers and society.



Development of the B2C segment

Key results for 2025

Ecosystem and digital channels



HALYK SUPERAPP

8.5

million MAU

3.2

million DAU

KZT

19.5

20.4%
trillion

Payment and transfer volume

441.8

23.2%
million

Number of payments and transfers

2.0

196 thousand
million

Halyk+ users

E-commerce



HALYK MARKET

3.7

million MAU

>5.5

million SKUs

Product range

146

localities

Delivery coverage

Entertainment and lifestyle



KINO.KZ

4

million MAU

4,000+

Events

8.8

million

Tickets sold

KZT

26.5

billion

Gross turnover

Daily Banking

KZT

4,599

10.8%
billion

Retail loan portfolio

KZT

7,976

10.8%
billion

Retail deposits



Development of the B2B segment

In 2025, the development of Halyk Bank’s B2B segment was focused on further strengthening its position in corporate and SME banking through the scaling of its digital ecosystem, the expansion of its product range and the integration of sustainable development principles into financing processes. This model is built on a combination of a technology platform, deep sector expertise and a comprehensive approach to customer service.



ONLINEBANK

The central element of the B2B segment’s digital transformation is the Onlinebank platform – an integrated digital environment providing a full business service cycle. The platform gives access to more than 150 digital services and covers all key stages of client interaction, from account opening to payments, lending, tax operations and international trade. Onlinebank provides a single customer journey and enables businesses to manage financial operations entirely remotely.

At the end of 2025, the platform demonstrated strong demand: monthly active users reached 343.8 thousand, while payment volumes grew by 29.9% to KZT 165.3 trillion across 60 million transactions. This momentum confirms the key role of digital channels as the primary means of interaction with corporate clients and entrepreneurs.

343.8 thousand

monthly active users reached

KZT 165.3 trillion

across 60 million transactions

Halyk Bank’s corporate business continues to play a strategic role in supporting Kazakhstan’s economy. The Bank is the largest lender to the real sector, providing financing in key industries including oil and gas, energy, mining, construction, transport infrastructure and the agro-industrial complex. Its client base includes the country’s leading companies, with around 86% of the largest taxpayers banking with Halyk. The Bank actively supports nationally significant investment projects and contributes to the development of cross-border business activity, including support for companies operating in the Uzbekistan market.

During the reporting year, the corporate loan portfolio demonstrated steady growth and reached KZT 6.8 trillion (+14.2%). Growth was driven by the development of infrastructure projects, increased investment lending and the expansion of working capital financing. At the same time, the Bank maintained a high level of asset quality through strict risk control, portfolio diversification and a well-developed corporate risk management system.

Digitalisation of the lending cycle became one of the key drivers of efficiency gains. More than 95% of tranches and guarantees to corporate clients are issued digitally, significantly reducing decision times and improving customer experience. The implementation of artificial intelligence and data-processing solutions made it possible to automate key stages of analysis, reduce the operational burden and improve process transparency.

Development of the B2B segment

In the small and medium-sized business segment, the Bank continued its transformation towards a digital ecosystem for entrepreneurs. The SME loan portfolio reached KZT 2,294 billion (+19.7%), while the number of loans issued increased to more than 102 thousand, reflecting improved access to financing. An important element of this development was the expansion of digital lending, with up to 93% of loans processed fully online and with minimal application review times.

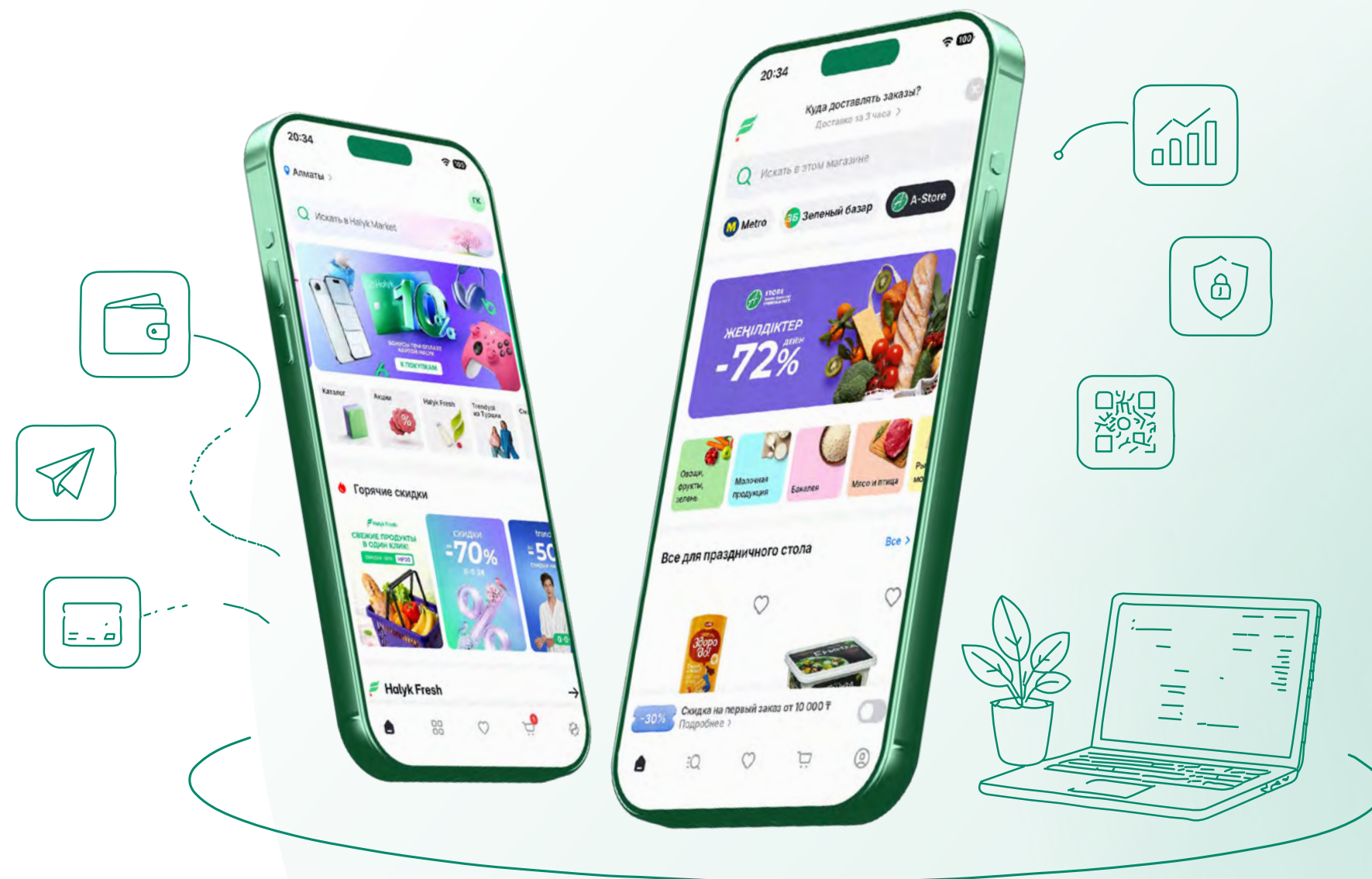
The development of digital products, including factoring and leasing, helps increase clients' financial flexibility. In 2025, factoring volumes reached KZT 54.2 billion, an increase of approximately 60%, confirming strong demand for liquidity and working capital management instruments. The introduction of digital factoring, including for suppliers under public procurement contracts, expanded access to financing for small businesses and reduced operational risks.

ONLINEDUKEN

The OnlineDuken B2B platform, aimed at the digitalisation of trade and interaction with distributors, is growing rapidly. By year-end, 14.7 thousand shops had joined the platform, and gross merchandise value (GMV) reached KZT 86.7 billion. Use of the platform increases the efficiency of clients' businesses by more than 40% and strengthens their integration into the Bank's ecosystem.

The ESG approach has become an integral part of corporate financing. In 2025, the Bank continued to integrate environmental, social and governance factors into credit analysis, making it possible to take long-term non-financial risks into account and build a more resilient portfolio. Financing for sustainable development-related projects reached KZT 507.2 billion and was directed to energy, infrastructure, industry and energy efficiency.

Thus, in 2025, Halyk Bank's B2B segment continued to evolve through technological, customer and ESG transformation. The combination of a digital platform, a large client base and comprehensive financial solutions create a sustainable growth model that supports business and the economy over the long term.



14.7 thousand

shops

KZT 86.7 billion

GMV



Development of the B2B segment

Key B2B indicators

Online platform



ONLINEBANK

343.8

thousand MAU

149.9

thousand DAU

KZT

165.3

29.9%
trillion

Payment volume

60

22%
million

Number of payments

150+

Services in the ecosystem

Corporate business

KZT

6.8

14.2%
trillion

Corporate loan portfolio

86%

Share of largest taxpayers

47.3%

Share of the economy supported
by the Bank

KZT

54.2

~60%
billion

Factoring volume

~3,000

Number of active clients

>95%

Digital issuance of tranches and guarantees



Development of the B2B segment

Key B2B indicators

Small and medium-sized business

KZT **2,294** 19.7%
billion

SME loan portfolio

102.2 +26%
thousand

Number of loans

KZT **2,720** billion

Loans issued

93%

Digital loan issuance

ONLINEDUKEN

14.7 thousand

shops

105

distributors

KZT **86.7** billion

GMV

Service Quality

Delivering high-quality customer service and systematically enhancing customer experience remain key priorities for Halyk Bank. During the reporting year, the Bank maintained consistently high levels of customer satisfaction and loyalty across various segments, supported by ongoing efforts to improve its service model and enhance the quality of customer interactions.

In 2025, the customer satisfaction index (CSI) amounted to 92% in the B2C segment, which is in line with the 2024 figure (92%). The customer satisfaction index (CSI) in the B2B segment stood at 97% (2024: 96%). The net promoter score (NPS) reached 65% in the retail segment and 71% in the corporate segment, reflecting a high level of trust in the Bank, a positive customer experience, and customers' sustained willingness to recommend Halyk Bank's services.

In 2025, a total of 7,499^(A) complaints were recorded, compared to 4,580^(A) in 2024. This included 1,768^(A) written complaints (893^(A) in 2024) and 5,731^(A) verbal complaints (3,687^(A) in 2024).

Throughout 2025, the Bank continued to improve customer processes and introduce additional tools aimed at increasing the transparency and convenience of service delivery. A feature enabling customers to track the status of their enquiries was introduced in the mobile application, improving customer awareness and simplifying communication regarding ongoing requests. In addition, an online satisfaction survey was launched, expanding opportunities for the prompt collection of feedback and further enhancement of service quality.

2.

THE BANK'S APPROACH TO SUSTAINABLE DEVELOPMENT

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halykbank.com

SUSTAINABLE DEVELOPMENT POLICY

Halyk Bank regards sustainable development as an integral part of its strategy and corporate culture. The Bank actively contributes to addressing pressing global and national sustainable development challenges by integrating ESG principles – environmental, social and governance – into its key business processes, corporate governance and customer services.

The Bank consistently applies modern business development approaches, integrating sustainable development principles and ensuring achievement of long-term economic, social and environmental outcomes. In its operations, the Bank proceeds from the understanding that stable development and high business efficiency are inseparably linked to a responsible approach to the interests of all stakeholders. In this context, the Bank seeks to generate a meaningful positive impact for a broad range of stakeholders, including shareholders, employees, customers, business partners, public institutions and local communities.

The Bank's Sustainable Development Policy is mandatory and applies to all structural divisions and to all employees without exception. Its provisions are integrated into the corporate governance system and serve as the foundation for the development and updating of internal regulatory documents, regulations and procedures. In addition, this Policy establishes common principles and approaches to the Bank's internal and external communications on sustainable development matters, ensuring consistency of action, transparency of management decisions, and alignment with current best practice in sustainability and corporate responsibility.

JSC Halyk Bank Sustainable Development Policy

Strategic Priorities in Sustainable Development

ENVIRONMENTAL RESPONSIBILITY

The Bank is committed to minimising its own environmental impact and actively participating in financing the transition to a low-carbon economy.

Key strategic priorities include:

- Reducing the Bank's own environmental impact,** including improving energy efficiency, waste and water resource management, and reducing greenhouse gas emissions from operating activities (Scope 1 and Scope 2);
- Reducing financed emissions,** by taking climate factors into account in lending and engaging with carbon-intensive borrowers;
- Financing positive environmental impact,** through the development of a green and transition finance portfolio, including projects supporting the national Carbon Neutrality Strategy 2060.

The Bank has set a long-term target for achieving net-zero greenhouse gas emissions from its operating activities by 2060 and is also implementing measures to improve the efficiency of resource management and reduce environmental risks.

SOCIAL RESPONSIBILITY

Within its social agenda, Halyk Bank focuses on creating sustainable value for society, ensuring equal career opportunities for employees, and providing equal access to finance.

Key strategic areas include:

- Contribution to socio-economic development,** through the implementation of socially significant projects aimed at infrastructure development, improving quality of life, enhancing financial literacy, and supporting the sustainable development of regions;
- Financial inclusion,** by expanding access to financial services for individuals and businesses, including in remote regions, and by developing digital channels and ecosystem solutions;
- Human capital development,** through creating an environment for employees' professional growth, developing skills and competencies, and introducing modern talent management practices.

In addition, the Bank is developing social finance initiatives, including projects in education, healthcare and entrepreneurship support, including support for women-led businesses.

CORPORATE GOVERNANCE

The Bank continues to strengthen its corporate governance framework by integrating ESG factors into all key processes.

Strategic priorities include:

- Enhancing corporate governance,** based on international standards (including the G20/OECD Principles), increasing transparency and developing non-financial reporting;
- Integrating ESG factors into the risk management system,** including stress testing using climate scenarios and developing ESG risk assessment methodologies;
- Advancing cybersecurity and fraud prevention,** using modern digital tools, data analytics technologies and artificial intelligence.

Particular attention is given to the digitalisation of management processes, risk management and reporting.

Alignment with the Group's Strategic Priorities

Halyk Bank regards sustainable development as an integral part of its corporate strategy and business. ESG principles are embedded across all key elements of the Group's 2025–2027 strategy, including the development of core business lines, risk management, the product offering, operating processes and corporate culture.

The Bank's approach is based on the understanding that sustainable development is not a standalone area, but a cross-cutting element shaping both strategic and operational decision-making. ESG

factors are considered in delivering priorities related to the development of traditional banking, the expansion of the ecosystem, as well as in shaping the people management system and corporate culture.

This integration supports more effective risk management, including climate-related and social risks, and enables the Bank to identify new growth opportunities, including in sustainable finance and in the development of products with positive environmental and social impact.

IMPLEMENTATION OF THE SUSTAINABLE DEVELOPMENT STRATEGY

The implementation of these strategic priorities is carried out through the Sustainable Development Action Plan, which is updated annually and serves as a practical tool for the systematic management of the Group's sustainable development agenda. The Plan is developed with due regard to strategic priorities, current regulatory requirements, stakeholder expectations, and market best practice in environmental, social and corporate responsibility.

The Plan includes detailed initiatives and projects across key sustainable development areas, as well as clearly defined performance indicators, targets, implementation timelines, and areas of responsibility at the level of structural divisions and designated

officers. This approach ensures consistency in the implementation of planned measures, a high level of cross-functional coordination, and transparency of the management process at all stages of execution.

Oversight of the implementation of the Plan is exercised at the level of the Board of Directors, underlining the high importance of the ESG agenda within the Bank's corporate governance framework. Regular monitoring of implementation progress, assessment of results achieved, and review of key indicators ensure appropriate management oversight, allow priorities to be adjusted in a timely manner, and support sustained progress towards the objectives set.

Support for the UN Sustainable Development Goals and the UN Global Compact

Halyk Bank supports and considers the UN Sustainable Development Goals (SDGs) in shaping its business approaches, operational management and strategic decision-making. This approach enables the Bank to ensure balanced development and contribute to positive changes in the economy and society.

As part of its 2025–2027 Strategy, the Bank is focused on supporting 12 of the 17 UN Sustainable Development Goals. This focus has been determined regarding the scale of the Bank's operations, its role in the financial system, sector expertise, investment capacity, and its potential to influence key economic

and social spheres. The selection of priority SDGs reflects those areas in which the Bank can make the most significant and measurable contribution through its financial and ecosystem products, internal management practices, social initiatives, and engagement with customers, partners and society.

In line with internationally recognised standards and global best practice, the Bank also adheres to the principles of the United Nations Global Compact and seeks to apply them in its operational, social and investment activities.



ESG PRINCIPLES

As part of the implementation of its sustainable development agenda, Halyk Bank is guided by seven core principles enshrined in its Sustainable Development Policy and integrated into its corporate governance, strategic planning and operations. These principles form a unified methodological and values-based framework for the Bank's ESG approach, establish common reference points for management decision-making, and ensure the consistent development of initiatives in the environmental, social and governance spheres. Their application contributes to the development of a coherent, structured and long-term ESG model aimed at creating sustainable value for the economy, society and the environment.

Each of these principles is aligned with the Bank's priority United Nations Sustainable Development Goals. This linkage enables the Bank to structure its ESG activities in line with the logic of the global sustainable development agenda, while adapting them to the national economic context, stakeholder expectations and the current priorities of the financial sector.

These principles form the foundation of Halyk Bank's sustainable development strategy, ensuring its conceptual coherence, practical relevance and strategic focus. Through this framework of principles, the Bank establishes a strong link between corporate priorities, national development objectives and global sustainable future benchmarks.

Nº	Principle	Description
1	Creation of long-term economic value	The Bank builds a business model in which the development of the financial sector contributes to public well-being and sustainable economic development.
2	Respect for human rights, inclusion and equality	The Bank ensures the protection of human rights in its own operations and throughout the supply chain, supports equal career opportunities, and improves access to financial services.
3	Environmental stewardship	The Bank consistently reduces its own environmental impact and improves resource efficiency, supports the green economy, finances projects aimed at reducing environmental impact, and manages climate risks.
4	Development of responsible finance and management of ESG risks	The Bank integrates ESG factors into its business model and decision-making processes, credit analysis and risk management, and finances projects with positive social and environmental impact.
5	Compliance with legislation and voluntary commitments	The Bank operates in accordance with the laws of the Republic of Kazakhstan and international legal standards and participates in the development of the regulation the area of sustainable development.
6	Ethical business conduct and corporate governance	The Bank adheres to the principles of honesty and integrity, ensures the protection of personal data, and implements anti-corruption and financial crime prevention measures.
7	Transparency and openness of information	The Bank discloses ESG information in accordance with international standards, ensuring the accessibility of reporting for all stakeholder groups.

Sustainable Development Governance System

To ensure the effective implementation of its ESG strategy, Halyk Bank has established a comprehensive multi-level sustainable development governance system integrated into the Bank's overall corporate governance architecture. This system covers all key elements of ESG agenda management and ensures its consistent implementation at the strategic, tactical and operational levels.

The sustainable development governance model in place includes strategic and operational planning processes, regular monitoring, internal control, evaluation of the effectiveness of implemented initiatives, as well as coordination and decision-making mechanisms in priority sustainable development areas. This approach ensures alignment of actions across different management levels and structural divisions, improves the quality of implementation, and maintains a high level of management discipline in relation to sustainable development.

Importance within this system is attached to the allocation of roles and responsibilities, the establishment of a transparent accountability framework, and the organisation of regular engagement with all key stakeholders. The governance perimeter includes shareholders, corporate governance bodies, employees, customers, partners, representatives of public institutions and local communities. This provides the basis for considering a broad range of expectations and interests in shaping ESG priorities and implementing relevant programmes and initiatives.

The comprehensive nature of the sustainable development governance system contributes to better management decision-making, stronger transparency, the timely identification of areas for improvement, and effective support for the Bank's ESG transformation.



GOVERNANCE STRUCTURE

- ✓ Board of Directors – approves the Sustainable Development Policy, determines strategic approaches to ESG integration, and oversees the implementation of the ESG agenda through relevant committees;
- ✓ Management Board – ensures approval and implementation of the Sustainable Development Action Plan and exercises operational control over its execution;
- ✓ Financial Institutions and International Relations Division – coordinates the implementation of sustainable development programmes, carries out monitoring, prepares reporting, and develops ESG capabilities within the Bank;
- ✓ Risk Management Function – develops approaches to the assessment and integration of ESG risks within the overall risk management system;
- ✓ Business units, branches and subsidiaries – implement sustainable development initiatives within their areas of responsibility and provide thematic support to customers, partners and regions.

DISCLOSURE

A material element of the sustainable development governance system is transparent and consistent reporting. Halyk Bank publishes its Sustainability Report annually in Kazakh, Russian and English, ensuring the accessibility of information to a broad range of internal and external stakeholders. The report is prepared in accordance with internationally recognised standards and recommendations, including GRI and TCFD, which supports the comparability of disclosed data and enhances transparency. The report discloses information on the impact of the Bank's activities on the economy, society and the environment, and presents key results, initiatives and indicators in sustainable development.

POLICY ADAPTATION

The Bank's sustainable development agenda is kept up to date on a continuous basis. Its development considers changes in the regulatory environment, the priorities of the national and international agenda, stakeholder feedback, as well as global trends in sustainable finance, corporate responsibility and climate regulation. This ensures the flexibility of the management model and enables the Bank to adapt its approaches in a timely manner to new requirements and opportunities.

EXTERNAL ASSESSMENT: ESG RISK RATING

Halyk Bank's approaches to sustainable development management have also received independent assessments from international rating agencies.

During the reporting year, the Bank received an ESG Risk Rating of 26.9 from Morningstar Sustainalytics¹, corresponding to the Medium Risk² category. This represents an improvement from 39.7 (High Risk) in 2024.

This assessment characterises the level of managed ESG risks in the Bank's activities and reflects the quality of the Bank's current approaches to identifying, assessing and managing environmental, social and governance risk factors.

26.9

"Medium risk" – 2025

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² In no event shall this information be construed as investment advice or expert opinion as defined by the applicable legislation.

STAKEHOLDER ENGAGEMENT

Halyk Bank views systematic and consistent stakeholder engagement as one of the key factors in the successful implementation of its sustainable development agenda and the creation of long-term value.

The Bank believes that effective partnership, constructive dialogue and careful consideration of the interests of different stakeholder groups contribute to strengthening the resilience of its business model, improving the quality of management decisions, and generating a positive contribution to the development of the economy and society.

Halyk Bank’s stakeholder engagement approach is based on the principles of openness and transparency, accountability, comprehensiveness, consistency, inclusiveness, mutual respect and readiness for meaningful dialogue. Adherence to these principles enables the Bank to build sustainable and trusted relationships with key stakeholders and to ensure a high standard of communication at all levels of engagement. This approach provides a basis for aligning interests, jointly seeking solutions, and developing long-term co-operation in areas relevant to sustainable development.

Within its current engagement model, the Bank has identified 12 key stakeholder groups, each of which plays a significant role in shaping the external and internal dimensions of sustainable development. For each group, the Bank has established a structured and regular dialogue, including appropriate communication formats, feedback channels, mechanisms for taking expectations into account, and tools for assessing material issues.

Looking ahead, Halyk Bank intends to continue developing and improving its existing stakeholder engagement formats, increasing their effectiveness, depth and practical relevance for strategic and operational management processes.

Particular attention will be paid to developing feedback mechanisms, improving the quality of dialogue with different stakeholder groups, and more deeply integrating their expectations, interests and priority issues into the strategic planning and corporate governance framework. This approach will enable the Bank to respond more accurately to changing market, social and regulatory conditions, adapt its initiatives in a timely manner, and maintain a high level of alignment with best practice in sustainable development.

Stakeholders	Key interests	Channels of engagement
Shareholders	Financial stability, transparent reporting, return on equity, effective risk management	General Meeting of Shareholders, annual reports, publications on KASE/LSE/AIX, conference calls
Investors	Transparent reporting, risk management, strategic development	Roadshows, conferences, conference calls, corporate website
Customers	Accessible products, high-quality service, safety of funds and data security	Contact centre, mobile application, branches, social media, SMS notifications
Employees	Employment stability, competitive remuneration, career growth, comfortable working conditions	Engagement surveys, internal corporate portal, hotline, corporate events
Suppliers and business partners	Transparent terms of co-operation, timely payments, long-term partnerships	Contracts, tenders, business negotiations, publications, reporting
Government authorities	Compliance with legislation, tax payments, financial stability, contribution to economic development	Regulatory reporting, working groups, inspections and audits
Regulatory bodies	Compliance with regulatory standards, financial system stability, transparent reporting	Electronic requests, meetings, regulatory reports
Financial market participants	The Bank’s financial stability, transparent reporting, compliance with prudential requirements	Interbank agreements, publication of reporting, industry forums
Subsidiaries and joint ventures	Financial stability, strategic development	Meetings, regular reports
Media	Access to up-to-date information on the Bank’s activities	Press releases, press conferences, news on the website
NGOs and other organisations	The Bank’s social responsibility, support for local initiatives	Participation in social and environmental projects
Rating agencies, auditors, analysts	Objective assessment of financial soundness, monitoring of changes	Financial statements, sustainability reports, publications on stock exchange platforms, conference calls

3.

SUSTAINABLE FINANCE

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- 33 — Expanding Access to Financial Services through Digital Channels
- 34 — Infrastructure Development: Access to Financial Services Across the Country
- 35 — Digital Ecosystem for Entrepreneurship Development
- 36 — Inclusive Products: Supporting Women's Entrepreneurship
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IMPROVING ACCESS TO FINANCIAL SERVICES

Halyk Bank regards expanding access to financial services for individuals and businesses as an important contribution to the sustainable socio-economic development of Kazakhstan. Ensuring the availability of financial products and services helps increase financial inclusion, support entrepreneurship, reduce barriers to economic activity, and strengthen the resilience of households and businesses.

The Bank's approach is based on creating an accessible and convenient financial infrastructure that combines an extensive physical service network with modern digital channels of interaction. This approach enables access to financial services for different customer groups regardless of their location, business size, needs, or preferred service format.

One of the Bank's key areas of focus is the development of digital financial services, which allows customers to access a wide range of banking services remotely. The development of digital solutions helps reduce time-related and organisational barriers to accessing financial services and expands customer reach across the country.

The Bank places particular emphasis on supporting micro, small and medium-sized enterprises as an important driver of economic growth and employment. To expand entrepreneurs' access to finance, the Bank is developing digital lending products, participating in state business support programmes, and introducing specialised digital solutions for running a business.

An important element of the Bank's approach is improving financial literacy among the population and promoting the responsible use of financial products. The educational and advisory initiatives implemented by the Bank are aimed at developing personal financial management skills, enhancing citizens' financial resilience, and fostering responsible financial behaviour.

The Bank sees improving access to financial services as an integral part of its social responsibility and seeks to contribute to the development of a more inclusive financial system that provides equal opportunities for individuals and entrepreneurs to participate in the country's economic life.



A Trusted Partner for Individuals and Businesses

11.5 million

active retail customers

around 500 thousand

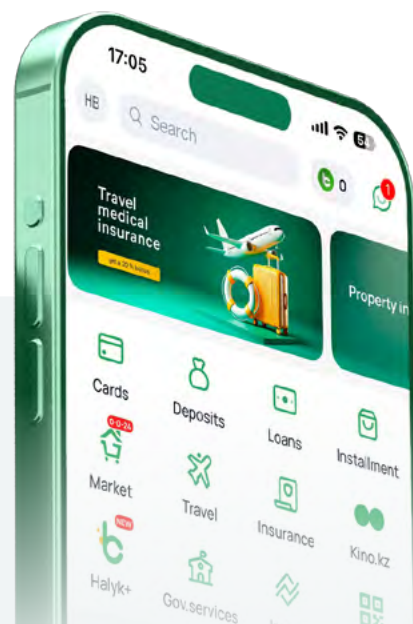
SME customers

around 3 thousand

corporate customers

Expanding Access to Financial Services through Digital Channels

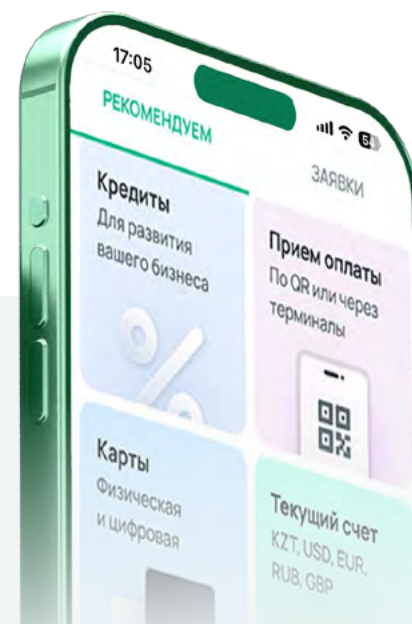
One of the key areas of Halyk Bank's strategic development remains the creation and scaling of a comprehensive digital ecosystem for individuals, entrepreneurs and corporate customers. The Bank continues to develop modern digital service channels, providing convenient, fast and technologically resilient access to financial and related services.



At the end of 2025, the monthly audience of Halyk SuperApp reached 8.5 million users (MAU), while the daily active audience (DAU) amounted to 3.2 million users. This makes the Bank's digital services a significant part of the everyday lives of millions of customers. The volume of payments and transfers made through the mobile application increased by 20.4% to KZT 19.5 trillion, driven by higher customer activity, broader user journeys, and the growing role of digital channels in everyday financial and non-financial interactions.

8.5 million

MAU of Halyk SuperApp



In 2025, in the business banking segment, the Onlinebank platform demonstrated a high level of engagement among corporate customers: monthly active users (MAU) totalled 343.8 thousand, while daily active users (DAU) reached 149.9 thousand. The platform also delivered significant growth in key operating indicators. The value of payments processed through Onlinebank increased by 29.9% to KZT 165.3 trillion. The number of payment transactions amounted to 59.8 million, representing year-on-year growth of 22%.

343.8 thousand

MAU of Onlinebank

Key results for 2025

94%

deposits opened online

94%

retail loans are issued online

The development of digital services contributes to greater financial accessibility, broader customer reach, optimisation of the customer journey, and improved service quality. Digitalisation helps reduce geographical and social barriers to access to banking products and ecosystem services and enhances the inclusiveness of financial services.



Infrastructure Development: Access to Financial Services Across the Country

The Bank's branch network continues to play a strategically important role within its omnichannel service model and remains a key element in ensuring broad geographic access to financial services across the country. A well-developed physical infrastructure enables the Bank to maintain a high level of customer reach, ensure a stable regional presence, and create comfortable conditions for serving both retail and corporate customers. In Kazakhstan, Halyk Bank is represented by 531 branches and service points and is one of the market leaders in terms of the scale and coverage of its branch network.

Particular attention is paid to inclusion: 100% of customer premises are fully or partially adapted for people with disabilities. The Bank provides specially trained advisers to support elderly customers, people with health limitations, and individuals who experience difficulties using digital devices.

An important area in the development of the physical network is improving service quality, optimising service formats, and creating a more convenient customer environment. To this end, the Bank is consistently developing service zones within branches aimed at increasing the accessibility of services and expanding opportunities for flexible service delivery. At present, 46% of branches are already equipped with service zones, enabling customers to access a range of banking services in an extended 24/7 format.

At the same time, the Bank is actively developing remote channels and self-service tools, giving customers the opportunity to choose the most convenient service format depending on their needs, habits and living conditions. The share of remote banking services has already reached 80%, reflecting the growing popularity of remote interaction channels. This trend also contributes to improving the efficiency of the Bank's overall service model through a more balanced distribution of workload across physical, digital and automated service channels.

The development of the Bank's physical infrastructure is supported by the large-scale expansion and modernisation of its self-service device network. In 2025, the Halyk network operated 4,495 ATMs, ensuring broad customer access to key banking

services on a round-the-clock basis. At the same time, 71% of the entire device fleet consisted of next-generation machines with enhanced functionality, higher performance and improved user features.

Taken together, the development of the branch network, digital channels, service zones and self-service devices creates a resilient, flexible and customer-oriented Halyk service ecosystem aligned with current market expectations and supporting the continued improvement of service quality and the accessibility of a wide range of solutions and services.

Key results for 2025

531 branches

and service points across Kazakhstan

46% branches

with a 24/7 service zone

4,495 ATMs

No. 1 in the country

80%

share of remote banking services

71%

of the entire self-service device fleet consists of next-generation machines



Digital Ecosystem for Entrepreneurship Development

Halyk Bank continues to expand entrepreneurs' access to financial infrastructure and digital business management tools by developing a comprehensive ecosystem of solutions for legal entities and sole traders. The Bank's approach is aimed at enabling customers to access the financial and related services they need within a single digital environment.

A key component of the digital ecosystem for business is the Onlinebank platform, which provides entrepreneurs with access to a wide range of banking and non-financial services. The use of digital channels allows customers to make payments and transfers remotely, obtain financing, manage accounts, and use additional business support tools.

One of the priority areas is the development of digital lending, which enables entrepreneurs to obtain financing through a fully remote process without the need to submit paper documents or provide additional collateral for certain products. This approach helps reduce application review times and lowers administrative barriers to accessing finance. At present, 93% of SME loans are issued in digital format. Since the launch of digital lending for sole traders, 67,504 unique business entities have received financing.

For certain categories of entrepreneurs, the Bank is developing specialised digital solutions that take account of industry-specific business needs. One such tool is the OnlineDuken platform, designed to support convenience stores and simplify interaction with suppliers and distributors. The platform helps improve the operational efficiency of small businesses and expands entrepreneurs' ability to use modern digital tools.

Additional opportunities for businesses are provided through Halyk Market, a marketplace that enables entrepreneurs to expand their sales channels and gain access to the broad customer base of the Bank's digital ecosystem. The integration of the marketplace with payment and financial services helps reduce barriers to entering e-commerce and supports the development of small and medium-sized enterprises.

The development of payment infrastructure remains an important area of support for entrepreneurship. The Bank provides businesses with modern acquiring solutions, enabling them to accept cashless payments through an extensive network of POS terminals and digital channels. The development of payment services helps improve the accessibility of financial services for entrepreneurs, reduce barriers to doing business, and expand opportunities for working with customers in the context of the growing digitalisation of the economy. During the reporting year, the Bank continued to expand the functionality of its payment infrastructure by introducing the ability to accept payments via the international WeChat Pay service through its own POS infrastructure. This solution enables entrepreneurs to serve a wider customer base and supports the growth of cashless payments.

During the reporting year, the Bank also continued to introduce innovative digital financial technology solutions. Halyk was among the first banks in Kazakhstan to implement the practical use of the digital tenge in lending processes, thereby supporting the development of modern financial instruments and improving access to innovative financial solutions for businesses.

The development of the digital ecosystem enables the Bank to create additional opportunities for entrepreneurs by providing access not only to finance, but also to modern business tools that support competitiveness and the sustainable development of the entrepreneurial sector.

Key results for 2025

744.2 million

Acquiring transactions

14.7 thousand

Shops had joined the platform

KZT 86.7 billion

Platform turnover exceeded

more than 150 services

Available to customers in Onlinebank

Functionality introduced to accept payments via WeChat Pay through the Bank's own POS infrastructure

The Bank was among the first in Kazakhstan to issue a loan using the digital tenge

Inclusive Products: Supporting Women's Entrepreneurship

Halyk Bank systematically develops its support for women's entrepreneurship, viewing it as an important element of promoting inclusive economic growth, expanding business activity, and strengthening the resilience of small and medium-sized enterprises.

Under its dedicated programme, the Bank provides financing to sole traders and legal entities in which women hold at least 50% of the share capital. The implementation of this programme reflects the Bank's commitment to the principles of equal access to financial resources, the development of entrepreneurial potential, and the creation of additional opportunities for women in business.

In March 2025, Halyk Bank resumed implementation of its women's business support programme, allocating KZT 1 billion for this purpose. The renewed phase of the programme was designed with due regard to the needs of the entrepreneurial community and aimed at improving access to financial resources for women developing their own businesses. By the end of 2025, 39 entrepreneurs had received support under the programme, with total financing amounting to KZT 970 million.

Halyk Bank also participates in supporting the global She's Next initiative, implemented jointly with the international payment technology company Visa. In October 2025, the Bank allocated a further KZT 600 million to finance participants in this initiative, thereby expanding the scale of support and strengthening its contribution to the promotion of women's entrepreneurship. Financing for participants in the Visa – She's Next initiative is provided on preferential terms.

The programme is being implemented in three consecutive stages, making it possible to provide targeted support to different categories of participants and expand the programme's reach as it develops. At the first stage, from 1 October to 31 December 2025, financing was provided to 30 finalists of the Visa – She's Next 2025 initiative. At the second stage, running from 1 January to 27 February 2026, all participants in the Visa – She's Next 2025 initiative will be eligible for financing. At the third stage, from 1 March to 1 May 2026, the programme will be extended to all women entrepreneurs in small business, including founders, regardless of their participation in the initiative.

Participation in State Programmes to Support Entrepreneurship

The Bank participates in the implementation of state entrepreneurship support programmes, regarding this area as an important component of its role in developing the national economy, stimulating business activity and expanding businesses' access to financial resources. Participation in such programmes enables the Bank to support the strengthening of the entrepreneurial sector, enhance the resilience of small and medium-sized businesses, and create additional growth opportunities in priority sectors of the economy.

In the micro and small business segment, with the Bank's participation in 2025, 365 projects received support, with total financing provided using subsidy mechanisms amounting to KZT 12.47 billion. Under other components of the subsidy programme, 427 projects received support totalling KZT 104.49 billion. The programme is implemented jointly with the Damu Entrepreneurship Development Fund.

The Bank also makes a significant contribution to supporting the agro-industrial complex, one

of Kazakhstan's strategically important economic sectors. Under the Ken Dala programme, 160 projects were financed in 2025 for a total amount of KZT 70 billion.

An additional step in expanding entrepreneurship support instruments was the signing in 2025 of an agreement with the Damu Entrepreneurship Development Fund under the Orleu conditional placement product, aimed at financing micro, small and medium-sized private enterprises. The amount of the loan raised totalled KZT 97 billion, creating a substantial funding base for further lending to the entrepreneurial sector.

Taken together, participation in state programmes, co-operation with development institutions, and the implementation of specialised financial products create a sustainable platform for supporting entrepreneurship, increasing economic activity, and generating long-term value for businesses, regions and the national economy as a whole.

Key results of programmes implemented with the Bank's participation in 2025



Subsidy programmes:



792 projects financed for a total of approximately **KZT 117 billion**;



Portfolio guarantees:



691 projects financed, with total financing of **KZT 159 billion**;



Ken Dala programme:



160 projects financed for a total of **KZT 70 billion**.

Improving Financial Literacy and the Responsible Use of Financial Services

Halyk Bank regards improving financial literacy among the population as an important element in ensuring the long-term financial resilience of its customers and fostering a responsible approach to the use of financial products. The Bank seeks to contribute to the development of financial knowledge and skills that help citizens make more informed financial decisions, manage their personal finances effectively, and reduce the risks of excessive debt burdens.

One of the Bank's key areas of focus is support for educational initiatives aimed at developing the financial culture of the population. Particular attention is paid to improving access to financial knowledge for broad groups of citizens, including those who experience difficulties in managing personal finances or require additional advisory support.

During the reporting year, the Bank continued its participation in the implementation of the national Qaryzsyz Qogam project, aimed at improving financial literacy and developing skills for the responsible management of personal finances. As part of the project, participants are given access to educational materials, financial and legal advice, and practical guidance on improving financial resilience.

➤ For further details on the outcomes of initiatives aimed at improving financial literacy, see the section "Social and Charitable Projects".

An additional customer support tool is the digital personal finance management services integrated into the Bank's ecosystem. The use of personal finance management (PFM) tools enables customers to gain a fuller understanding of the structure of their income and expenditure, analyse their financial behavior, and make better-informed decisions in relation to their personal finances.

Through the development of educational and digital customer support tools, the Bank seeks to contribute to a more resilient financial environment and to improving the level of financial literacy in Kazakhstan.

RESPONSIBLE APPROACH TO PRODUCTS AND SERVICES

Halyk Bank strives to ensure a responsible approach to the development and provision of products and services, taking into account their potential impact on customers and society. This approach is implemented through formalised risk assessment procedures, impact monitoring, staff training, continuous dialogue with customers, and corporate commitments in the field of sustainable development.

RISK ASSESSMENT AT THE DEVELOPMENT STAGE

As part of the Bank's internal product management procedures, an operational risk assessment practice (ORAP) has been introduced, covering all stages of the development and enhancement of banking products and services. All relevant divisions are involved in the process, including the risk management function, ensuring the timely identification and mitigation of potential adverse impacts on customers.

Following the launch of products to market, the Bank carries out regular monitoring of their quality and social impact. In the small and medium-sized business segment, which has particular social significance, such monitoring is conducted, among other things, through software-based analysis of the loan portfolio: the share of restructured loans, the level of non-performing loans (NPL 90+), the loss coverage ratio, and indicators relating to the intended use of loan proceeds are monitored.

CUSTOMER EXPERIENCE ASSESSMENT SYSTEM

The Bank has implemented a corporate customer experience assessment system (CSI) to ensure the systematic collection and analysis of customer feedback. As part of the CSI process, customers are contacted daily in order to assess the quality of the services provided.

All customer enquiries are recorded and analysed, and, where necessary, corrective actions are initiated based on the findings, including additional staff training and improvements to business processes. Consolidated reporting on the results of customer experience assessments is regularly submitted to the Bank's Management Board for consideration.



TRAINING AND AWARENESS-RAISING

The Bank's ESG Policy provides for the continuous improvement of customer awareness of sustainable development matters and the related risks. In this context, training initiatives are implemented for borrowers, including topics such as carbon footprint assessment and ensuring data quality in the area of sustainability.

Employees who interact with customers and are involved in the development and service of products undergo regular online training and testing. The training programmes cover responsible service delivery, the development of digital competencies and the fundamentals of sustainable development, helping to establish common standards for customer interaction.

RISK MANAGEMENT

In addition, the risk management function conducts a quarterly review of the quality of lending products aimed at the business segment. As part of routine monitoring procedures, analytical information is prepared on key risks, together with proposals for their mitigation.

Accordingly, the Bank's responsible approach to the development and provision of products and services is ensured through the systematic integration of risk management processes, customer focus and sustainable development principles throughout the product life cycle.

MANAGEMENT OF ESG RISKS IN LENDING

Halyk Bank applies a systematic and multi-level approach to the management of ESG risks in its lending activities. The foundation of this approach is the Responsible Financing Policy, approved by the Board of Directors, which establishes common principles and requirements for taking environmental, social and governance factors into account in credit analysis, deal structuring and financing decisions.

The implementation of this policy ensures the integration of ESG factors into the key elements of the lending process and contributes to a more balanced, comprehensive and higher-quality approach to borrower assessment. The inclusion of sustainability components in the risk assessment system enables the Bank to consider not only customers' financial indicators but also the characteristics of their impact on the environment, society, employees, business practices and corporate governance. This approach strengthens the Bank's ability to identify material non-financial risks in a timely manner, assess the resilience of borrowers' business models more accurately, and make decisions considering the long-term risk profile.

In 2025, the ESG risk assessment system was integrated into the information systems across all business lines within the Bank's lending portfolio, marking an important stage in the development of responsible lending practices. The Bank developed and implemented an automated ESG risk management system for the collection, storage and assessment of ESG risk data relating to small, medium-sized and corporate borrowers.

To ensure that the depth of analysis is commensurate with the scale of financing, the nature of the transaction and the client's risk profile, the Bank employs a four-tier ESG risk assessment framework. This model allows the depth of analysis to be tailored depending on the materiality of the potential impact and the level of credit risk, while ensuring consistency, transparency and uniformity of approach across the lending portfolio.

The application of a multi-step sustainable development assessment system enables Halyk Bank to consistently develop its responsible lending practices, improve the quality of its lending portfolio, and ensure a higher degree of sustainability in its decision-making. The integration of ESG factors into the lending process contributes to reducing potential risks, improving the quality of customer engagement, and building a sustainable financing model focused on long-term value for the economy, society and the environment.



Stage	Tool	Description
1	Exclusion List	Review of the customer's activities for compliance with the list of unacceptable types of activity. Applies to all customers without exception. If non-compliance is identified, financing is excluded.
2	Borrower self-declaration	A primary ESG assessment form for customers with financing of KZT 1 billion or more. Based on the results, one of four risk levels is assigned: low, medium, high or critical.
3	Customer ESG scoring (full ESG analysis)	Full ESG analysis for customers with financing of more than KZT 10 billion. Exposure to ESG risks is assessed considering sector-specific features, and a target ESG profile of the borrower is established.
4	Project / transaction scoring	Applied to large investment projects involving capital expenditure and financing exceeding KZT 25 billion. It includes an assessment of project-related ESG risks based on the location, nature and specific characteristics of the project.

ESG ANALYSIS OF THE LENDING PORTFOLIO AND PROCESS DIGITALISATION

Based on ESG scoring of the corporate and medium-sized business lending portfolio, the Bank classified sectors by ESG risk level, enabling it to develop a more detailed understanding of the structure of the portfolio from the perspective of environmental, social and governance factors. The segmentation carried out provides additional analytical depth in assessing portfolio quality, supports management decision-making, and helps define priorities in responsible finance more precisely.

As at 1 January 2026, ESG scoring covered 91%^(A) of all medium-sized and corporate business borrowers. The remaining share not covered by ESG scoring is largely not subject to ESG risk assessment in accordance with internal regulatory requirements.

Compared with 2024, the proportional distribution by ESG risk level changed only slightly and was as follows:

- ▶ Green – 1%^(A) (compared with 2%^(A) in the previous reporting period);
- ▶ Low – 47%^(A) (compared with 48%^(A));
- ▶ Moderate/medium – 17%^(A) (compared with 16%^(A));
- ▶ High – 35%^(A) (compared with 34%^(A));
- ▶ Critical – 0.6%^(A) (compared with 0.1%^(A)).

In relation to borrowers assigned to the high ESG risk categories, the Bank applies a targeted support and engagement approach. This work includes periodic monitoring, analysis of changes in customers' ESG profiles, and the development of advisory and educational support. An important part of this activity consists of business breakfasts, thematic meetings and targeted communication events, within which customers are provided with practical information on approaches to ESG risk management, current sustainable finance requirements, and mechanisms for improving internal processes. Training events are held in Kazakh and Russian, which supports broader customer outreach and enhances the effectiveness of engagement.

In 2025, the Bank introduced an automated ESG scoring calculation system, marking an important step in the digitalisation of ESG risk management. The new tool enables the automatic determination of a borrower's ESG rating and accelerates the review of credit applications, while ensuring consistency of approach and the accumulation of data for future non-financial reporting disclosures. This system has become the foundation for the further development of ESG risk analytics and the enhancement of decision-making processes.

GREEN FINANCE FRAMEWORK

During the reporting year, Halyk Bank continued to develop its green finance instruments as part of the implementation of its sustainable development strategy and in line with its approved Green Finance Framework. The Bank views this area as an important element of the development of responsible finance, the expansion of its range of sustainable financial products, and support for the transition to a more environmentally oriented model of economic growth. The establishment and development of green finance instruments enable the Bank to support projects with a measurable positive environmental impact and to strengthen its contribution to the achievement of national and international climate and environmental goals.

The Green Finance Framework, approved by the Board of Directors in 2024, established the institutional and methodological basis for the structured financing of environmentally significant projects through green loans and green bonds. The document sets out common principles, criteria and procedures governing the selection of eligible projects, the assessment of their environmental significance, the allocation of raised funds, the monitoring of the use of financing, and the disclosure of relevant information. The existence of an approved Framework ensures a systematic approach to green finance, strengthens the Bank's internal governance mechanisms in this area, and enhances the transparency of engagement with investors, customers and other stakeholders.

Priority categories of green finance	
▶ Renewable energy (solar, wind and bioenergy facilities)	▶ Reduction of air and soil pollution
▶ Energy efficiency (equipment modernisation, reduction in energy consumption)	▶ Clean transport
▶ Environmentally sustainable buildings and urban infrastructure	▶ Sustainable agriculture and forestry
▶ Sustainable water and wastewater management	▶ Climate change adaptation and circular economy projects

> [Green Finance Framework of Halyk Bank JSC](#)

MONITORING OF THE USE OF PROCEEDS

On a quarterly basis, the Bank prepares dedicated reporting confirming the intended use of raised funds and their allocation to the financing of projects delivering a measurable positive environmental impact. Such reporting is an important element of the transparency and accountability framework for green finance and supports a high level of control over the compliance of financed initiatives with the Bank's established criteria and internal requirements.

Funds are allocated to projects in priority environmental areas. These project categories make a meaningful contribution to improving energy efficiency, reducing the carbon intensity of the economy, and promoting more sustainable models of consumption and production.

As part of its monitoring process, the Bank tracks a broad range of key parameters that make it possible to assess both the volume of funds used and the environmental performance of financed projects. These indicators include total financing volume, project implementation region, installed capacity, expected reduction in CO₂ emissions, and other relevant environmental characteristics reflecting the specific nature of each initiative. The application of this monitoring system ensures data comparability, improves the quality of analytics, and enables an objective assessment of the environmental impact of financed projects.

In addition to the use of proceeds raised through the issuance of green bonds, Halyk Bank also finances environmentally oriented initiatives from its own resources. This model reflects the integration of environmental priorities into the Bank's broader financial and investment activities, strengthens the link between the ESG strategy and capital allocation, and confirms the Bank's commitment to developing sustainable financial solutions that create long-term value for the economy, society and the environment.

> [See the section
"Examples of Sustainable Financing Projects".](#)

REPORT ON THE ALLOCATION OF PROCEEDS FROM GREEN BONDS

Halyk Bank of Kazakhstan JSC placed a debut issue of green bonds on the Kazakhstan Stock Exchange (KASE) on 3 December 2024 in the amount of KZT 20 billion, with a three-year tenor and a floating coupon rate, becoming the first commercial bank in the Republic of Kazakhstan to issue green bonds. The issue was arranged and underwritten by Halyk Finance JSC, and an independent external review (Second Party Opinion) was provided by Green Investment Group.

The proceeds raised from the placement of the green bonds were allocated to finance and/or refinance eligible green projects in accordance with the Bank's Green Finance Framework and the Taxonomy of Green Projects of the Republic of Kazakhstan. Project selection was carried out in line with the recommendations of the International Capital Market Association's Green Bond Principles (ICMA Green Bond Principles). In order to preserve commercial confidentiality, the names of borrowers are not disclosed; the projects are presented at an aggregated category level. The data are presented as at 31 December 2025.

Allocation of proceeds

The proceeds from the green bond issue were fully allocated to eligible green projects, with no unallocated balance remaining. The aggregate volume of eligible projects financed, including through the Bank's own funds, exceeded the issue amount, thereby ensuring full coverage of the green bond obligations (paragraph 30 of the Green Finance Framework).

Volume of the issue placed	KZT 20 billion
Allocated proceeds	KZT 20 billion (100%)
Unallocated balance	0 (0%)

The allocation of proceeds across eligible project categories is presented on an aggregated basis. The proportional breakdown as at 31 December 2025 is shown below:

Category	Taxonomy Code of the Republic of Kazakhstan	Share, %
Renewable energy	1.1.1	51.43
Energy efficiency (street lighting)	2.2.1	26.62
Clean transport (electric vehicles)	7.1.1	21.95
TOTAL	–	100.00

Percentages are shown after rounding. The portfolio reflects directions financed both through green bond proceeds and through the Bank's own funds.

Environmental impact

The achieved (estimated) annual environmental impact of the financed projects is presented below.

Category	Key quantitative indicators	CO ₂ emissions reduction, t/year
Renewable energy	Installed capacity – 169.30 MW; electricity generation – 474,687.67 MWh/year	427,218.90
Energy efficiency (street lighting)	10,814 LED luminaires (150 W); relative energy savings – up to 60%	2,671
Clean transport (electric vehicles)	1,289 electric vehicles; reduction in fuel consumption – 200,380 litres/year	461.00
Total (for categories with disclosed indicators)	–	430,350.90

The financed categories contribute to the achievement of the following UN Sustainable Development Goals: SDGs 7, 9, 11, 12 and 13.

Management of proceeds and verification

The use of proceeds is accounted for and monitored separately; eligible projects are included in the Register of Eligible Projects and are subject to quarterly monitoring for compliance with the eligible green project categories. Decisions on financing are made by an authorised collegial body. The Green Finance Framework underwent an independent external review (Second Party Opinion), confirming its alignment with the Green Bond Principles.

EXAMPLES OF SUSTAINABLE FINANCING PROJECTS

Sustainable finance is becoming one of the key instruments for integrating ESG principles into the activities of financial institutions. As one of the largest financial institutions in Kazakhstan, Halyk Bank is actively developing its sustainable finance activities by supporting projects aligned with the principles of social and environmental responsibility. Set out below are examples of projects implemented and financed by the Bank.

1 Promoting Sustainable Transport through Financing the Distribution of Electric Vehicles

Project: Development of the distribution of Zeekr electric vehicles in the Republic of Kazakhstan

Client: Evolux Auto LLP

As part of supporting the transition to low-carbon transport, the Bank has for several years provided financing to Evolux Auto LLP, the official distributor of Zeekr electric vehicles in Kazakhstan. The partnership is aimed at expanding the presence of electric transport in the domestic market and fostering a more sustainable mobility model.

In 2025, the company significantly expanded its model range to include the Zeekr 001, Zeekr X, Zeekr 7X, Zeekr 009 and Zeekr 9X. By the end of the year, more than one thousand electric vehicles had been sold, demonstrating growing demand for cleaner modes of transport.

The financing provided by the Bank contributes to making electric vehicles more accessible to individuals and businesses and supports the development of transport solutions with lower greenhouse gas emissions than conventional vehicles.

2 Development of Wind Power in Atyrau Region

Project: Operation of a 52.8 MW wind power plant

Client: VetroEnergoTekhnologii LLP

As part of the implementation of its sustainable finance strategy, the Bank continues to support renewable energy projects aimed at reducing the carbon intensity of the economy and developing Kazakhstan's low-emission energy infrastructure.

One such project is the operation of a wind power plant in Atyrau Region with an installed capacity of 52.8 MW, providing a stable supply of electricity generated from a renewable source. The implementation of the project contributes to diversifying the region's energy mix and reducing dependence on traditional energy sources.

Support for wind power initiatives reflects the Bank's commitment to responsible finance and serves as an important instrument in facilitating the transition to a more sustainable, low-carbon economy.

3 Energy-Efficient Street Lighting in Atyrau

Project: Modernisation of the street lighting system in the city of Atyrau

Client: Batys Transit JSC

Halyk Bank consistently supports projects aimed at modernising urban infrastructure. In this context, the Bank continued to finance the upgrade of Atyrau's street lighting system, implemented under a public-private partnership mechanism.

The transition to LED technology has significantly improved the energy efficiency of the street lighting system. From an environmental perspective, this contributes to a reduction in indirect greenhouse gas emissions through lower electricity consumption.

In addition to its environmental benefits, modernisation also has a positive social impact: lighting quality has improved, contributing to better road safety and creating a more comfortable urban environment at night.

4 Energy Security in Kyzylorda Region

Project: Construction of a flexible combined-cycle gas turbine unit ensuring available electric capacity of 240 MW

Client: Aksa Energy Qyzylorda LLP

Against a backdrop of growing electricity demand and the need to increase the resilience of the power system in the Republic of Kazakhstan, modern and efficient generation technologies are becoming increasingly important.

As part of supporting the development of energy infrastructure, Halyk Bank financed a project to construct generation capacity with flexible operating capability in Kyzylorda Region. The use of combined-cycle gas technology ensures more efficient use of natural gas and reduces specific carbon dioxide emissions per unit of electricity generated.

The facility is scheduled to be commissioned in 2026 and is expected to improve the reliability of the regional power system, help meet growing electricity demand, and improve the environmental performance of power generation through more efficient fuel use.

5 Development of Educational Infrastructure in Atyrau

Project: Construction and operation of a comprehensive school with capacity for 2,000 students in Atyrau under a public-private partnership (PPP) mechanism

Client: Binom Barys LLP

In the context of overcrowded existing schools and a shortage of student places, projects aimed at expanding and modernising the secondary education system are of particular importance.

As part of its support for social infrastructure, Halyk Bank financed the construction of a modern comprehensive school in the city of Atyrau, implemented by Binom Barys LLP using a public-private partnership mechanism. The facility was commissioned in November 2025 and is currently in operation, providing education for around 2,000 students.

The project contributes to reducing the shortage of school places, improving access to quality education, and creating favourable conditions for the learning and development of the younger generation.

6 Development of Educational Infrastructure in Almaty

Project: Construction and equipping of a school with a physics and mathematics specialism

Client: PhysTech School Almaty LLP

Against the backdrop of growing demand for engineering and technical specialists and the increasing importance of science and mathematics disciplines, projects aimed at developing specialist education are of particular significance.

As part of its support for social infrastructure and human capital development, Halyk Bank financed the construction and equipping of a physics and mathematics school in Almaty. The educational institution is focused on the advanced study of mathematics, physics and computer science, creating a foundation for students' further development in engineering, IT, science and technology fields. The school's curriculum is designed for students from Year 5 to Year 11.

The implementation of the project contributes to improving access to high-quality specialist education and developing talent for priority sectors of the economy.

4.

ENVIRONMENT

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THE BANK'S ENVIRONMENTAL POLICY AND APPROACH

Halyk Bank regards environmental protection as one of the key components of its sustainable development strategy and an important element of responsible business conduct.

The Bank's environmental agenda is integrated into its corporate governance system, operating activities and long-term planning processes, ensuring a systematic approach to the responsible use of resources, the reduction of environmental impact and the promotion of an environmental culture.

The Bank's Environmental Policy has been developed with due regard to:

- ▶ the requirements of the environmental legislation of the Republic of Kazakhstan;
- ▶ the principles of the UN Global Compact;
- ▶ the UN Sustainable Development Goals.

This approach ensures that the Bank's environmental agenda is aligned both with national regulatory requirements and with international approaches in the field of sustainable development and corporate responsibility.

The Policy applies to all structural divisions of the Bank and provides a common foundation for the systematic management of both direct and indirect impacts on the environment arising during operational, administrative and business activities.

The Bank's Environmental Policy is based on several key principles that determine the substance and direction of its practical work in this area.

A central principle is that of sustainable development, which implies a high level of environmental responsibility in operating activities, a focus on pollution prevention, the reduction of environmental risks and the rational use of natural resources.

Another important principle is respect for stakeholder interests, under which the Bank maintains an open and constructive dialogue with stakeholders on environmental matters, ensures transparency of its approaches, and considers relevant expectations and initiatives in this area.

The principle of continuous improvement reflects the Bank's commitment to consistently enhancing the quality of its environmental management, developing internal procedures, increasing process transparency and strengthening accountability practices.

In 2025, implementation of the Environmental Policy was supported by a set of practical measures aimed at developing the environmental management system and strengthening the environmental component of the Bank's broader sustainable development agenda.

During the reporting period, particular attention was given to initiatives aimed at reducing resource consumption and decreasing waste volumes. The Bank continued to introduce energy-efficient solutions, develop responsible consumption practices, and raise internal environmental awareness.

A separate area of focus remained the monitoring and accounting of greenhouse gas emissions in accordance with international standards. This work enables the Bank to assess its climate impact on a systematic basis, develop a more accurate understanding of the structure of its carbon footprint, and identify priority measures for its management.

Environmental information was disclosed in this Report, prepared in accordance with GRI standards and TCFD recommendations, confirming the Bank's commitment to the principles of transparency, data comparability and high-quality non-financial reporting.

The Bank also conducts regular monitoring of key environmental indicators, including energy, water and paper consumption, as well as the volumes of waste generated and transferred for disposal. The collection, analysis and use of these data support more informed management decisions in the environmental sphere, help identify priority areas for improving efficiency, and enable the tracking of environmental performance trends.

Taken together, these measures form a consistent and systematic approach by Halyk Bank to environmental protection, within which environmental responsibility is viewed as an integral part of sustainable development, effective corporate governance and long-term value creation.



GREEN OFFICE CONCEPT

Since 2022, Halyk Bank has been implementing the Green Office concept – a set of organisational, technical and motivational measures aimed at reducing the environmental footprint of its operating activities, promoting the efficient use of resources, and fostering a culture of environmental responsibility among employees. The concept forms part of the Bank’s internal environmental agenda and serves as a practical tool for integrating sustainable development principles into day-to-day business processes.

One of the key areas of the programme remains the separate collection of waste and its transfer for recycling or disposal. During the reporting year, the Bank continued its systematic work on the environmentally responsible handling of paper and wastepaper, office and household equipment, rechargeable batteries, worn tyres, fluorescent lamps and plastic waste. This approach helps reduce environmental pressure and improve resource efficiency.

Considerable attention is given to promoting environmentally friendly practices among employees. In particular, the “My cup, please” initiative was continued, under which employees receive a discount in the corporate café when using reusable containers.

At the same time, the Bank continues to expand infrastructure supporting sustainable mobility. Dedicated bicycle and electric scooter parking facilities equipped with charging stations have been established at the head office premises. In addition, the Car-Free Day initiative is being implemented to promote public transport, walking and alternative modes of mobility.

Environmental education for employees remains an important component of the concept. In 2025,

the Bank continued its systematic efforts to improve the environmental and ESG competence of its staff. A mandatory annual remote course on sustainable development was delivered to all Bank employees (approximately 16,000 people). In addition, a number of training and awareness-raising activities were carried out during the year, including an eco-lecture on “Implementation of ESG principles and sustainable development in the activities of the Halyk Group”, a webinar on “ESG Risk Management” as part of the Functional Coaching project, and a series of training sessions on waste sorting rules and the proper use of containers for separate waste collection.

The Bank also continued to distribute training materials on environmental safety, energy saving and responsible water use, as well as using information boards and guidance notes to raise staff awareness. At the head office and other Bank sites, practical environmental initiatives were carried out aimed at building sustainable everyday habits among employees and strengthening environmental culture. These included the corporate Clean-Up Day campaign, which brought employees together to improve the surrounding environment and workplaces; an eco-lecture and off-site masterclass with leading ornithologists from the Institute of Zoology

of the Republic of Kazakhstan on the making and installation of birdhouses; a tree-planting campaign organised jointly with the Halyk Charitable Foundation; and an environmental clean-up event in the Kok-Tobe area. Additional attention in 2025 was paid to promoting responsible consumption and environmentally friendly behaviour patterns. As part of these efforts, a separate waste collection system was introduced at the Head Bank offices at 34 and 40 Al-Farabi Avenue. The implementation of these measures contributed to strengthening the corporate environmental culture, increasing employee engagement, and developing practical skills that support the Bank’s sustainable development goals.

As a result, the implementation of the Green Office concept helps reduce the Bank’s environmental impact at the level of its own operations and encourages sustainable patterns of environmentally responsible behaviour. The programme strengthens the internal environmental culture, supports sustainable development goals, and reflects Halyk Bank’s systematic approach to environmental responsibility.



RESPONSIBLE RESOURCE CONSUMPTION

Halyk Bank continues to reduce its environmental impact through the systematic management of the consumption of key resources, including paper, water, energy and plastic. In 2025, the Bank continued to implement a range of measures aimed at improving resource efficiency, developing digital solutions and fostering a culture of responsible consumption in its operating activities. This approach makes it possible to combine environmental priorities with greater efficiency of internal processes and the development of customer services.

Paper Consumption

Reducing paper consumption remains one of the priority areas, given its traditionally significant role in banking operations. Since 2021, the Bank has consistently expanded electronic document management, increased the use of digital formats for storing and processing information, and introduced remote channels for arranging products and services. Across the branch network, wastepaper is collected and subsequently sent for recycling.

At the end of 2025, paper consumption across the Bank's operations in Kazakhstan totalled 285.9^(A) tonnes, which was 5% lower than in the previous year. Paper consumption at JSC Halyk Bank Georgia and JSCB Tenge Bank amounted to 19.2 tonnes. The continued digitalisation of processes is creating a sustainable basis for further reductions in paper consumption.

Paper consumption, tonnes



285.9^(A) tonnes

the total paper consumption
of the bank in 2025

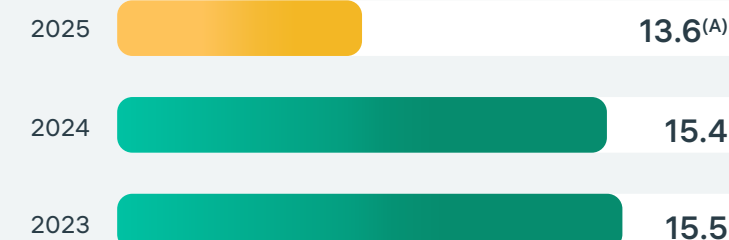
Plastic Cards and Plastic Consumption

The issuance of bank cards is an additional source of environmental impact, and the Bank therefore places particular emphasis on reducing plastic consumption. One of the key areas of this work is the development of digital alternatives to physical carriers, including virtual cards and payment services based on the mobile application.

In 2025, the Bank issued 2,472.6 thousand plastic cards (2024: 2,800.5 thousand), resulting in the consumption of 13.6^(A) tonnes of plastic (2024: 15.4 tonnes). The number of plastic cards issued declined by 11.7%, reflecting an increasing customer shift towards digital solutions.

In 2025, this trend continued to strengthen due to the expansion of the functionality of Halyk SuperApp and the increase in its monthly active audience to 8.5 million users, further supporting the shift from physical cards to digital services.

Plastic consumption for the Bank's plastic cards, tonnes



13.6^(A) tonnes

of plastic were consumed
by the bank in 2025

Water Consumption

Efficient water use is one of the priority areas of Halyk Bank's environmental management and is regarded as an important element of responsible operational management. The Bank consistently implements measures aimed at improving the efficiency of water resource use, reducing excessive consumption, and ensuring proper control of water use across its infrastructure.

Water meters are installed in all of the Bank's offices, enabling regular measurement of water consumption and providing a reliable analytical basis for monitoring and management decision-making. In addition, the technical condition of plumbing systems is monitored in order to ensure the timely identification of faults, prevent water losses, and maintain the efficient operation of engineering infrastructure. To support more efficient resource use, the irrigation of surrounding areas has also been automated, helping to optimise water consumption in the operation of facilities.

At the end of 2025, total water consumption across the head office and the entire regional network of Halyk Bank amounted to 164.74^(A) megalitres, which was 34.3% lower than the 2024 figure (250.87 megalitres).

The wastewater management system is organised in accordance with environmental safety requirements and the existing municipal infrastructure. Wastewater is discharged into municipal sewerage systems or removed by specialised service providers for further treatment and disposal, ensuring controlled and environmentally responsible wastewater management.

Water consumption, megalitres



164.74^(A) 34.3%
megalitres

the total water consumption for the head office
and entire regional network in 2025

ENERGY EFFICIENCY AND FUEL AND ENERGY RESOURCE CONSUMPTION

As an entity included in the State Energy Register of the Republic of Kazakhstan, Halyk Bank systematically implements its energy saving and energy efficiency policy, regarding this area as an important part of its environmental agenda and the responsible management of its own operations.

The Bank's approach in this area is aimed at the efficient use of fuel and energy resources, improving infrastructure performance, reducing energy intensity, and lowering the climate impact associated with day-to-day operations.

In 2025, the Bank continued to implement a set of measures focused on improving the energy efficiency of its facilities and enhancing its engineering infrastructure.

Priority areas included:

- ▶ the phased transition to LED lighting;
- ▶ the development of infrastructure for environmentally friendly transport, including parking spaces and charging stations;
- ▶ the optimisation of heat supply systems.

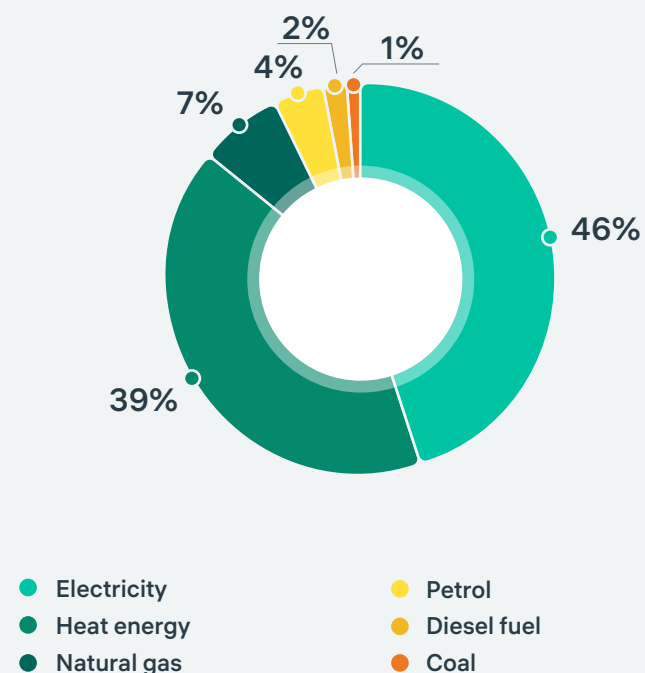
These measures contribute to the more efficient use of energy resources, improved operational efficiency, and the development of a more sustainable model for managing the Bank's facilities.

In 2025, the total consumption of fuel and energy resources by the Bank and its branch network amounted to 353,412^(A) GJ, which was 18.3% lower than in 2024 (432,371 GJ). The decrease reflects the results of the Bank's energy efficiency measures and its systematic approach to resource consumption management.

353,412^(A) 18.3%
GJ

total consumption of fuel and energy resources
by the Bank and its branch network in 2025

Fuel and energy resource consumption, GJ



The total energy consumption of JSC Halyk Bank Georgia and JSCB Tenge Bank in 2025 amounted to 10,610 GJ.

Energy consumption structure in 2025:

- ✓ **Electricity** – 163,919^(A) GJ (2024: 183,924.66 GJ);
- ✓ **Heat energy** – 138,989^(A) GJ (2024: 194,426.59 GJ);
- ✓ **Natural gas** – 26,257^(A) GJ (2024: 25,744 GJ);
- ✓ **Petrol** – 14,176^(A) GJ (2024: 15,599 GJ);
- ✓ **Diesel fuel** – 7,255^(A) GJ (2024: 9,312 GJ);
- ✓ **Coal** – 2,816^(A) GJ (2024: 3,364 GJ).

The measures implemented by the Bank provide a sustainable basis for maintaining stable energy consumption indicators amid growing operating activity and the development of service infrastructure.

GREENHOUSE GAS EMISSIONS

The Bank's approach to climate change is based on the timely identification of climate impact, the development of its environmental data system, and management decision-making aimed at reducing its carbon footprint and enhancing operational resilience. As part of the preparation of this Report, the Bank carried out an inventory of greenhouse gas emissions for 2025 across Scopes 1, 2 and 3 in accordance with the Greenhouse Gas Protocol (GHG Protocol).

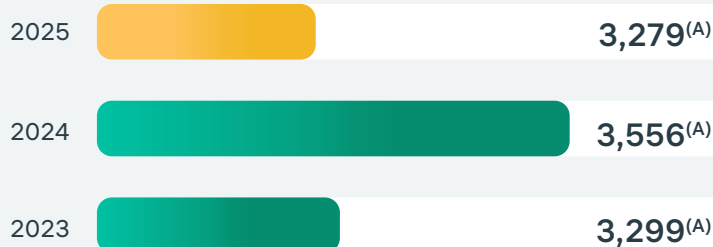
In 2025, direct GHG emissions (Scope 1), arising mainly from the use of motor vehicles, heating boilers and generators, amounted to 3,279^(A) tonnes of CO₂ equivalent, which was 7.8% lower than in 2024 (3,556 tonnes of CO₂ equivalent). The reduction in GHG emissions reflects trends in fuel consumption and improved operational efficiency.

Indirect energy emissions (Scope 2), resulting from the consumption of electricity and heat energy, amounted to 50,906^(A) tonnes of CO₂ equivalent, which was 16.9% lower than in 2024

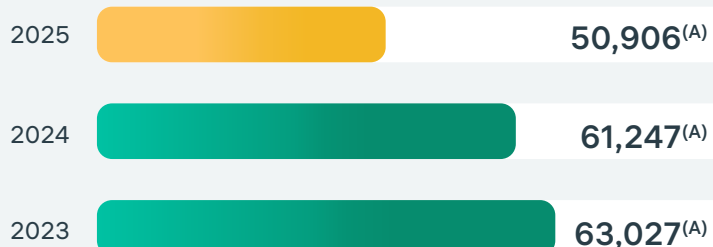
(61,247 tonnes of CO₂ equivalent). The decrease was driven by the implementation of energy-saving and energy efficiency measures in the Bank's operating activities.

Total emissions across Scopes 1 and 2 in 2025 amounted to 54,185^(A) tonnes of CO₂ equivalent, which was 16.4% lower than the 2024 level (64,803 tonnes of CO₂ equivalent). This confirms the Bank's continued progress in strengthening its approach to managing climate impact and improving environmental efficiency.

Direct emissions, tonnes of CO₂ equivalent
(Scope 1)



Indirect energy emissions, tonnes of CO₂
equivalent (Scope 2)



The Bank continues to develop its Scope 3 greenhouse gas emissions accounting system, gradually expanding the range of categories covered and refining its methodology for data collection and processing. This helps improve the quality of the analytical basis for assessing indirect climate impact and provides a more comprehensive view of the Bank's carbon footprint.

Scope 3 breakdown

- ✔ **Category 1.** Purchased goods and services – 1.995 thousand tonnes of CO₂ equivalent (2024: 1.8 thousand tonnes of CO₂ equivalent);
- ✔ **Category 3.** Fuel- and energy-related emissions not included in Scopes 1 and 2 (extraction, production and transportation of fuels and energy, and transmission and distribution (T&D) losses) – 6.4 thousand tonnes of CO₂ equivalent (2024: 7.8 thousand tonnes of CO₂ equivalent);
- ✔ **Category 5.** Waste generated in the Bank's operations – 3.04 thousand tonnes of CO₂ equivalent (2024: 3.0 thousand tonnes of CO₂ equivalent);
- ✔ **Category 7.** Employee commuting – 9.5 thousand tonnes of CO₂ equivalent (2024: 9.4 thousand tonnes of CO₂ equivalent).

Certain Scope 3 categories have been recognised as not applicable to the Bank (for example, logistics, processing and use of sold products, downstream leased assets and franchises) due to the specific nature of banking activities and the structure of the value chain.

The Bank's total greenhouse gas emissions across Scopes 1, 2 and 3 in 2025 amounted to 75 thousand tonnes of CO₂ equivalent, compared with 86.8 thousand tonnes of CO₂ equivalent in 2024.

WASTE MANAGEMENT

The responsible management of waste is an important part of Halyk Bank's environmental responsibility and is regarded by the Bank as one of the key elements of the sustainable management of its own operations.

In 2025, the Bank continued to implement a systematic approach to waste management in line with the principles of its Green Office concept, with a focus on separate collection, safe storage, record-keeping, and the transfer of waste to specialised organisations for subsequent recycling and disposal. This approach helps reduce environmental pressure,

improve the efficiency of resource use, and support the principles of environmental safety and the circular economy in day-to-day operations.

In 2025, the Bank's operations generated 6,783.6 tonnes of waste, which was 19.8% lower than in 2024 (8,457.7 tonnes).

Waste generated, tonnes

Indicator	2023	2024	2025
Total waste generated	7,595.44	8,457.74	6,783.62
Non-hazardous waste (total)	7,589.01	8,451.88	6,777.77
– Waste paper	214.71	297.38	269.34
– Municipal solid waste	7,374.30	8,154.50	6,508.43
Hazardous waste (total)	6.43	5.86	5.85
– Vehicle tyres	1.51	2.61	1.11
– Batteries	4.09	3.06	4.72
– Mercury-containing lamps	0.83	0.19	0.02

The reduction in waste generated in 2025 reflects the effectiveness of measures aimed at the more efficient use of materials, the improvement of internal processes, and the development of a culture of responsible consumption.

In accordance with internal standards and legislative requirements, the Bank arranges for all types of waste to be transferred to specialised organisations licensed to recycle and dispose of them:

- ▶ fluorescent lamps undergo demercurisation (removal of mercury vapours);

- ▶ vehicle tyres are shredded and recycled into surfacing for children's playgrounds;
- ▶ batteries undergo electrolyte neutralisation and recovery of non-ferrous metals;
- ▶ municipal solid waste is disposed of at licensed landfill sites;
- ▶ waste paper is transferred for recycling.

This approach helps minimise adverse environmental impact and contributes to the development of a closed-loop resource management model aligned with the principles of the circular economy.

CLIMATE RISK MANAGEMENT

Halyk Bank has integrated approaches to climate risk assessment and management into its corporate risk management system, drawing on international practices and recommendations. Climate risk management is regarded as an integral part of ensuring business resilience and long-term value creation.

Since 2022, the Bank has been consistently developing its system for identifying and assessing climate risks, including both physical and transition risks. As part of this approach, the Bank analyses Kazakhstan's climate risk profile and takes into account national and international regulatory requirements in the field of sustainable development and carbon regulation.

Physical climate risks: Kazakhstan's climate profile

Kazakhstan's climatic characteristics, including its highly continental climate, significant temperature fluctuations and uneven distribution of precipitation, create the conditions for a wide range of physical climate risks.

- ▶ floods and mudflow events;
- ▶ water scarcity;
- ▶ land and soil degradation;
- ▶ changes in coastal areas.

These factors affect the resilience of infrastructure and the operations of borrowers across various sectors of the economy, making it necessary to take them into account within the Bank's risk management system.

The key natural hazards include:

- ▶ extreme temperatures;
- ▶ droughts and desertification;

Extreme temperature increases

Observations confirm a steady warming trend in Kazakhstan. According to Kazhydromet, average annual temperatures have been increasing by approximately 0.33°C per decade since 1976, exceeding the global rate of warming.

Climate projections indicate that this trend is likely to intensify further, including an increase in the frequency and duration of periods of extreme heat. The number of days with temperatures above 35°C is expected to rise, particularly under high-emissions scenarios.

These changes create risks for public health, infrastructure resilience and business operations, including those of the Bank's borrowers. Rising temperatures may also lead to increased energy consumption and place additional pressure on key sectors of the economy.

In recent years, an increase in the number of abnormally warm years has been recorded, confirming the relevance of this risk.

The warmest years in Kazakhstan over the entire period of recorded observations

Rank	Year	Average annual temperature anomaly, averaged across the territory of Kazakhstan, °C
1	2023	2.58
2	2020	1.92
3	2013	1.89
4	2022	1.78
5	1983	1.76
6	2015	1.64
7	2021	1.58
8	2002	1.55
9	2004	1.53
10	2019	1.5

Drought and Desertification

Drought is one of the key climate risks for Kazakhstan and manifests itself in the form of shortages of precipitation and water resources, affecting agriculture, water supply and ecosystem resilience. According to current assessments, the probability of severe drought remains material, while climate scenarios indicate a further intensification of arid conditions, particularly in the southern and western regions of the country.

An increase in the frequency and intensity of droughts may lead to lower crop yields, deterioration of pasture conditions, and greater pressure on water resources, creating additional risks for the agricultural sector and related areas of the economy.

Desertification processes further exacerbate climate risks and represent a significant environmental and socio-economic challenge. Land degradation is driven by a combination of natural and anthropogenic factors, including climate change, unsustainable land use and the depletion of water resources.

Key factors contributing to desertification include:

- ▶ high climate aridity and uneven distribution of water resources;
- ▶ soil degradation and reduced ecosystem resilience;
- ▶ intensive land use and the impact of economic activity.

These processes have an adverse effect on the country's agricultural potential, ecosystem resilience and regional economic activity.

For Halyk Bank, drought and desertification create material risks in the agricultural and related sectors, including reduced borrower profitability, deterioration in the quality of collateral, and increased credit risk. Accordingly, these factors are considered in credit analysis, stress testing and the development of climate risk management approaches.

Floods and Mudflows

Flooding is one of the key physical climate risks for Kazakhstan, having a significant impact on infrastructure, communities and regional economic activity. Between 2000 and 2024, major flood events were regularly recorded across the country, accompanied by substantial economic damage.

The northern, central and western regions remain the most vulnerable, as rivers there are fed predominantly by snowmelt. In conditions of rapid warming and heavy spring precipitation, the risk of large-scale flooding increases. The southern and eastern regions are also exposed to climate risks, including mudflow events.

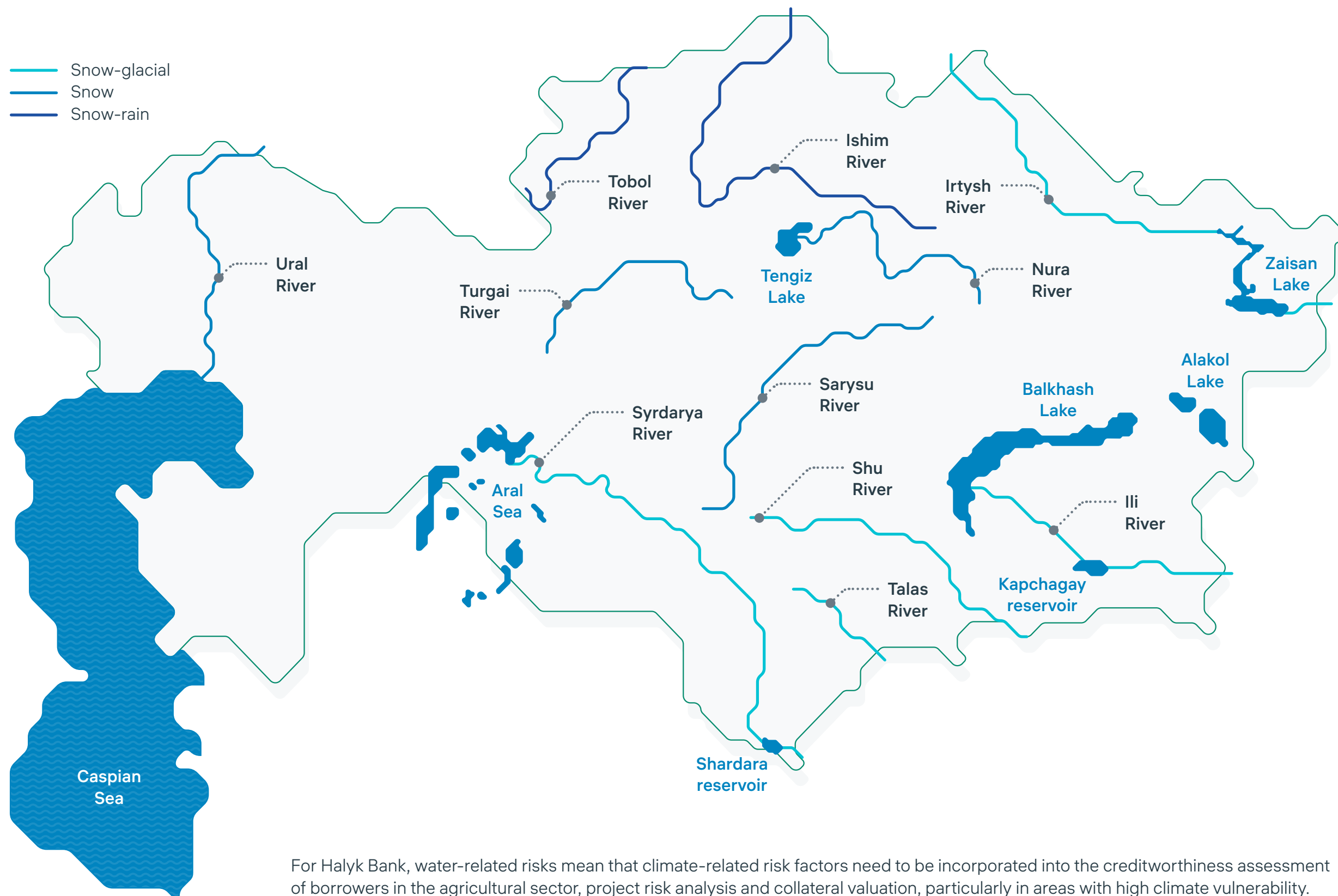
Climate change may intensify these risks through accelerated glacier melt, changes in river flow and an increase in the frequency of extreme weather events. In addition, around 26% of Kazakhstan's population lives in mudflow-prone areas, increasing the level of social and economic vulnerability.

Historical data confirm the significance of flood risk and its potential impact on the country's economy.

Taking climate projections into account, a further increase in flood-related risks is expected, including greater damage and a larger number of people affected.

For Halyk Bank, these factors create risks within the lending portfolio associated with deterioration in borrowers' financial condition, reduced collateral value and increased potential credit losses. Accordingly, climate risks related to floods and mudflows are taken into account in assessing the regional concentration of the portfolio, in credit analysis, and in the development of climate risk management approaches.

Types of river recharge in Kazakhstan



For Halyk Bank, water-related risks mean that climate-related risk factors need to be incorporated into the creditworthiness assessment of borrowers in the agricultural sector, project risk analysis and collateral valuation, particularly in areas with high climate vulnerability.

WATER: SCARCITY AND DEGRADATION OF WATER RESOURCES

Water scarcity is one of the key climate risks for Kazakhstan. Climate change is leading to a reduction in freshwater reserves, particularly in the southern, central and eastern regions, as a result of rising temperatures and lower levels of precipitation.

Reduced river flow and lower soil moisture levels have an adverse impact on agriculture and water supply. Given that around 90% of the country's water consumption is used for irrigation, these factors create substantial risks for the agricultural sector.

One of the most vulnerable elements of the natural environment is the glaciers of Central Asia, the area of which has declined by more than 30% over recent decades. These glaciers play a key role in forming river flow and securing the region's water resources.

COASTAL ZONE: DECLINE IN THE LEVEL OF THE CASPIAN SEA

The decline in the level of the Caspian Sea is a significant regional climate risk for Kazakhstan, affecting the environmental resilience, economic activity and infrastructure of coastal areas.

According to observational data, between 1996 and 2015 the sea level fell by an average of 6.7 cm per year, and since 1996 the total decline has amounted to around 2.1 metres. The main drivers are climate change, including rising temperatures and increased evaporation, as well as anthropogenic impacts. If current climate trends persist, a further decline in water levels is expected.

These changes create risks for coastal infrastructure, ecosystems and economic activity, including the fishing industry and employment. Degradation of the coastal zone may also lead to higher adaptation costs and to the transformation of the regional economy.

For Halyk Bank, these factors give rise to long-term risks associated with environmental constraints and climate-related scenarios applied in the assessment of projects located in the western regions of Kazakhstan, including those affecting transport and logistics infrastructure, the energy sector, and natural resource-based industries. Accordingly, these aspects are considered in the assessment of investment and credit risks, as well as in climate scenario analysis.

LAND DESERTIFICATION

Desertification and soil degradation represent significant environmental challenges for Kazakhstan and are being exacerbated by climate change, with implications for ecosystem resilience and agricultural productivity. Increasing temperatures, a more arid climate, uneven water resource availability, and unsustainable land-use practices contribute to declining soil quality and reduced productivity of agricultural land.

The economic losses associated with land degradation remain substantial: damage from pasture degradation is estimated at USD 963 million, from erosion of arable land at USD 779 million, and from soil salinisation at USD 375 million.

Given the economy's high dependence on natural resources, further deterioration in land conditions may increase pressure on agriculture, water resources and ecosystems.

For Halyk Bank, drought and desertification represent significant physical climate risks to the agricultural and related sectors. These risks may adversely affect borrowers' financial performance through reduced crop yields, deterioration in the quality and value of collateral, and an increased proportion of non-performing assets. Consequently, they require systematic integration into credit risk assessments, stress-testing processes and the development of adaptation strategies, particularly in the southern, central and eastern regions of Kazakhstan.

Impact of Climate Risks on the Bank's Lending Portfolio

Halyk Bank's lending portfolio is concentrated in key sectors of Kazakhstan's economy, including oil and gas extraction, electric power, agriculture and processing industries, which are among the most exposed to physical climate risks.

The direct impact of climate factors is manifested through extreme weather events, including floods, droughts, mudflows, wildfires and landslides, which may lead to damage of agricultural crops, reduced crop yields and the loss of agricultural land from productive use.

Indirect impacts of climate change affect infrastructure and supply chains, including:

- ▶ disruptions to energy supply during peak demand periods;
- ▶ changes in logistics routes and the functioning of transport infrastructure;
- ▶ rising costs and supply instability in climate-vulnerable regions.

Climate factors are already affecting regional economic activity. In particular, the decline in the level of the Caspian Sea is affecting port and transport infrastructure in the western regions, while large-scale flooding, as demonstrated by the events of 2024, has resulted in damage to transport networks and disruptions to logistics.

Climate risks are also reflected in the structure of the Bank's lending portfolio:

- ▶ arid conditions and water scarcity may affect around 6.3% of borrowers in the SME portfolio;
- ▶ issues associated with drought and insufficient water for irrigation may affect agricultural regions in which borrowers representing around 14% of the Bank's SME portfolio operate;

- ▶ approximately 8.4% of the SME portfolio, concentrated in the most vulnerable regions, is exposed to flood risk;
- ▶ Droughts and desertification processes create significant risks in agricultural and related sectors, affecting 3.6% of business loans in the overall business portfolio linked to the agricultural sector.

These factors may result in reduced borrower profitability, deterioration in the quality of collateral, and increased credit risk, particularly in climate-sensitive sectors and regions.

As part of its risk management framework, the Bank takes climate factors into account in assessing borrower creditworthiness, analysing investment projects and shaping portfolio policy, including consideration of sectoral and regional vulnerability.

Key risks for the Bank include:

- ▶ reduced borrower profitability, particularly in the agricultural sector;
- ▶ deterioration in the value and liquidity of collateral;
- ▶ increased credit risk in climate-vulnerable regions;
- ▶ rising long-term investment risks in infrastructure and natural resource projects.

Transition Climate Risks and the Bank's Response

Against the backdrop of the Republic of Kazakhstan's commitments to achieve carbon neutrality by 2060 and to reduce greenhouse gas emissions, the impact of transition climate risks on the economy and financial sector is intensifying.

Transition risks are associated with changes in regulation, market conditions and the adoption of low-carbon technologies, which affect carbon-intensive industries and create a need for the modernisation of production and infrastructure.

At the same time, the transition to a low-carbon economy opens up new opportunities, including the development of renewable energy sources and the creation of new areas of economic growth.

Key transition pathways for Kazakhstan include:

- ▶ development of renewable energy and low-carbon technologies;
- ▶ extraction and processing of minerals essential to the low-carbon transition;
- ▶ participation in green value chains.

Halyk Bank supports the development of a low-carbon economy and considers transition climate risks as part of its portfolio management and decision-making processes. The Bank finances renewable energy projects, including wind, solar and hydropower projects, in line with the Green Taxonomy.

Integration of Climate Risk Management

In 2025, Halyk Bank continued to develop its approaches to ESG risk assessment, including climate factors, which are integrated into the financing application review process. Under this approach, the Bank analyses borrowers' activities, their sector affiliation, and their ability to manage environmental, social and governance risks.

The Bank implements a Responsible Financing Policy, which provides for the consideration of ESG factors in decision-making. Under this policy:

- ▶ risk analysis is carried out at both sector and individual project level;
- ▶ potential environmental and social impacts are assessed;
- ▶ activities that do not comply with the principles of responsible financing are excluded.

Accordingly, climate risks are considered as part of the Bank's risk management system and are directly linked to its sustainable development objectives.

An important area for further development is the introduction of climate stress testing, including scenario analysis of physical and transition risks, in order to assess their impact on the Bank's financial resilience.

As part of this process, the Bank plans to:

- ▶ integrate climate factors into its existing risk management tools;
- ▶ ensure alignment of internal approaches with the principles of the Basel Committee;
- ▶ develop credit risk assessment methodologies taking climate scenarios into account.

The implementation of these measures is aimed at strengthening the resilience of the lending portfolio and adapting the business model to the conditions of the low-carbon transition.

Structure of the Lending Portfolio by Carbon-Intensive Sectors

For the purposes of climate risk management and carbon exposure assessment, Halyk Bank regularly analyses the structure of its lending portfolio by carbon-intensive sectors, taking into account the profile of borrowers' activities. The calculation of the indicators is based on the Bank's internal sector methodology, which provides classification by types of economic activity (GCEA / OKED).

At the end of 2025:

- the total volume of loans in carbon-intensive sectors increased by 27%, or KZT 584.66 billion;
- the share of carbon-intensive sectors accounted for 31% of the SME and corporate lending portfolio;
- 55% of the carbon-intensive portfolio consisted of short-term loans with maturities of up to three years.

The main increase was observed in the corporate business segment (+29%, or +KZT 567.36 billion) and was driven primarily by the following sectors:

- metallurgical industry** – increase of 54% (+KZT 481.52 billion);
- energy** – increase of 34% (+KZT 116.64 billion);
- chemical industry** – increase of 19% (+KZT 46.41 billion).

The growth in financing within the metals and mining sector was primarily driven by:

- financing and increases in existing credit limits for companies engaged in the extraction and processing of mineral ores, resulting in an increase of KZT 155.3 billion;
- financing and increases in existing credit limits for companies involved in gold ore mining, processing and production, resulting in an increase of KZT 202 billion.

The gold mining industry is a strategically important sector that contributes to the country's financial stability, supports the accumulation of gold and foreign exchange reserves, attracts significant investment and creates employment opportunities across the regions, thereby supporting sustainable economic growth.

The copper industry is one of the foundations of Kazakhstan's economy. The country ranks among the world's top nine copper producers and ranks sixth in terms of copper reserves, generating significant export revenues. Copper also plays a critical role in the global energy transition.

As a key material for the low-carbon economy, copper is widely used in electric vehicles, renewable energy technologies and modern power transmission and distribution networks. Growing global demand for copper supports economic stability, contributes to infrastructure development and sustains thousands of jobs.

The increase in financing within the energy sector by KZT 125.9 billion was mainly attributable to expanded credit limits for energy companies to support capital investments related to asset modernization and renewal.

Financing the energy sector remains important for the country, as it represents a fundamental pillar of the economy, supports domestic demand for electricity and heat, contributes significantly to public revenues and strengthens Kazakhstan's position in regional and international energy markets.

Financed projects in the chemicals sector, considering partial debt amortisation by borrower companies, included investment projects for the production of caustic soda and soda ash. Growth in financing was also driven by an investment project for polyethylene

production as part of the construction of a two-phase gas-chemical complex in the Atyrau Region.

The chemical industry represents an important strategic area for financing, supplying mineral fertilizers to the agricultural sector, supporting key industries through the production of chemical reagents, contributing to import substitution and meeting domestic demand for polymers, household chemicals, tyres and pharmaceutical products.

Accordingly, Halyk Bank continues to support strategically important sectors of the economy while facilitating their transition towards low-carbon development, including through the gradual reallocation of capital to projects that advance sustainable development objectives.

Structure of the lending portfolio by carbon-intensive sectors in accordance with the Bank's segmentation

Industry in billions KZT	Outstanding principal amount		Including by final tranche maturity period		
	31.12.2024	31.12.2025	up to 3 years	3-7 years	over 7 years
Agriculture, forestry and fishing	337.03 ^(A)	317.80 ^(A)	201.88	98.27	17.65
Mining of coal and lignite	16.68 ^(A)	17.00 ^(A)	15.08	1.92	0.00
Extraction of crude oil and natural gas	163.12 ^(A)	122.52 ^(A)	36.97	85.55	0.00
Manufacture of refined petroleum products	140.91 ^(A)	121.43 ^(A)	45.84	5.42	70.17
Manufacture of chemical products	241.93 ^(A)	288.34 ^(A)	199.51	48.34	40.49
Metallurgical industry	889.89 ^(A)	1,371.40 ^(A)	771.03	395.67	204.71
Manufacture of construction materials	52.70 ^(A)	71.81 ^(A)	33.04	32.95	5.82
Electricity, gas, steam and air conditioning supply	343.70 ^(A)	460.33 ^(A)	221.41	91.92	146.00
Total carbon-intensive sectors	2,185.98 ^(A)	2 770.63 ^(A)	1,524.75	760.04	484.84
Share of carbon-intensive sectors by loan maturity		100% ^(A)	55%	27%	18%
SME and corporate lending portfolio	7,737.70 ^(A)	8,927.82 ^(A)			
Share of carbon-intensive sectors in the SME and corporate lending portfolio	28% ^(A)	31% ^(A)			

Methodology for Allocating Exposure to Sectors in Segmenting the Lending Portfolio by Carbon-Intensive Industries

For the purpose of analysing the structure of its lending portfolio by carbon-intensive industries, Halyk Bank applies an internal methodology for classifying the exposure of small, medium-sized and corporate borrowers by sector.

The methodology is based on the use of data on borrowers' activities, including sector classification and codes of economic activity (OKED), which ensures a consistent and comparable approach to portfolio segmentation.

The segmentation procedure includes the following stages:

- classification of borrowers by main sectors in accordance with the Bank's internal reference guide;
- interpretation of OKED codes to refine the borrower's type of activity;
- selection of borrowers engaged in carbon-intensive activities in accordance with the established criteria;
- aggregation of exposure to determine the portfolio volume for each sector;
- allocation of exposure by maturity in order to assess the time structure of risks.

The approach applied ensures the transparency and reproducibility of lending portfolio segmentation and enables the Bank to assess the level of carbon exposure and the related climate risks.

The Bank's Climate Targets

Halyk Bank continues to pursue a strategic course towards the decarbonisation of its activities, based on ESG principles and the climate priorities defined in its 2025–2027 ESG Strategy, in which the climate agenda is identified as a standalone strategic area.

In its activities, the Bank is guided by the following principles:

- integration of climate factors into the risk management system and decision-making processes;
- ensuring transparency and regular disclosure of information on climate risks;
- monitoring and control of climate risks at portfolio level;
- development of ESG competencies among employees, customers and business partners.

The Bank's contribution to a sustainable transition to a low-carbon economy is implemented through the following areas:

- increasing the share of low-carbon sectors in the lending portfolio through the development of green finance;
- supporting the decarbonisation of customers through advisory support and engagement with borrowers in carbon-intensive sectors;
- financing projects that meet the requirements of the Green Taxonomy and are aimed at reducing emissions;
- developing internal ESG and climate risk capabilities and tools.

THE BANK'S CURRENT CLIMATE KPIS

As part of the implementation of its ESG Strategy, the Bank defined the following key performance indicators for 2025:

- Assessment of the share of the lending portfolio exposed to physical and transition climate risks;
- Development and updating measures to reduce the impact of climate risks on the portfolio.

These KPIs are integrated into the annual ESG action plan, the implementation of which is overseen by the Bank's Board of Directors.

Accordingly, Halyk Bank is focused on ensuring the resilience of its own business model and supporting the climate transformation of Kazakhstan's economy.



5.

HUMAN RESOURCE MANAGEMENT

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OVERALL APPROACH TO HUMAN RESOURCE MANAGEMENT AND HR POLICY

Human Resource management at Halyk Bank is an integral part of its sustainable development framework and is aimed at ensuring the Bank's effective operation and the achievement of its strategic objectives. Human capital is regarded as a key resource underpinning the stability of operating processes, the quality of customer service and the long-term sustainability of the business.

The Bank's human resource management system is structured in accordance with the requirements of the labour legislation of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan "On Banks and Banking Activities", and internal regulatory documents.

The Bank's approach to people management is based on the following principles:

- ✓ legality and respect for employees' rights;
- ✓ equal opportunities and non-discrimination;
- ✓ fairness and transparency in management decisions;
- ✓ responsibility and compliance with corporate standards.

The Bank's HR policy is aimed at maintaining a balance between business needs and employee development and is implemented through a set of interconnected human capital management tools.

The key elements of the people management system are:

- ✓ development and refinement of the organisational structure;
- ✓ recruitment, onboarding and development of employees;
- ✓ development of employees' professional and managerial competencies;
- ✓ talent pipeline development;
- ✓ performance and motivation management;
- ✓ development of employee social support programmes;
- ✓ strengthening of corporate culture.

A central element of the corporate culture is the Code of Ethics and Business Conduct, which defines the standards of professional conduct and interaction for employees both within the Bank and with external stakeholders.

In 2025 the Bank continued to enhance its people management system, focusing on improving the efficiency of HR processes and developing internal infrastructure for employees. Approaches aimed at strengthening human capital continue to be implemented, including the enhancement of training systems, the development of managerial capabilities and the strengthening of corporate culture. Particular attention is paid to sustainable development matters, including the creation of an inclusive working environment and the support of employee well-being.

➤ [Code of Ethics and Business Conduct of Halyk Bank of Kazakhstan JSC](#)

THE BANK'S APPROACH TO WORKERS' RIGHTS, DIVERSITY AND INCLUSION

Halyk Bank is committed to fostering a fair, safe and inclusive working environment based on respect for workers' rights, the promotion of diversity and equal opportunities.

The implementation of these principles is set out in the Policy on Freedom of Association, Collective Bargaining, Diversity and Inclusion, approved by the Board of Directors in 2021 and mandatory for application across all divisions of the Bank.

➤ JSC Halyk Bank Freedom of Association, Collective Bargaining, Diversity and Inclusion Policy

Diversity and an Inclusive Environment

The Bank regards diversity and inclusion as one of the key factors of sustainable development, contributing to the attraction and retention of talent, improving the quality of decision-making, and enhancing adaptability to a changing external environment.

The Bank applies the principle of equal opportunities for all employees regardless of gender, age, ethnicity, social or property status, beliefs or other characteristics. In furtherance of this approach, the Bank has approved an internal Diversity and Inclusion Regulation, aimed at fostering an inclusive corporate culture based on respect, openness and support for employees. This approach is integrated into the key HR processes, from recruitment and onboarding to training, assessment and career progression.

The key provisions of the Bank's Policy include:

- ▶ ensuring a safe, comfortable and respectful working environment free from discrimination and unequal treatment;
- ▶ providing equal opportunities to participate in work processes, training and career development;
- ▶ forming the talent pipeline based on employees' professional competencies, experience and achievements;

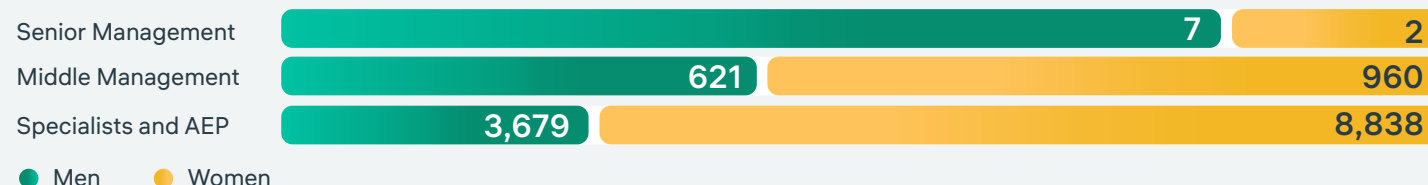
- ▶ supporting employees of retirement age through the extension of employment by mutual agreement;
- ▶ maintaining accessible and confidential communication channels (including the hotline, appeals to the Ombudsman, management and other responsible people) for submitting enquiries and reporting violations.

Attention is paid to fostering a culture of open dialogue and raising employees' awareness of the principles of diversity and inclusion, as well as ensuring that they can report potential violations safely.

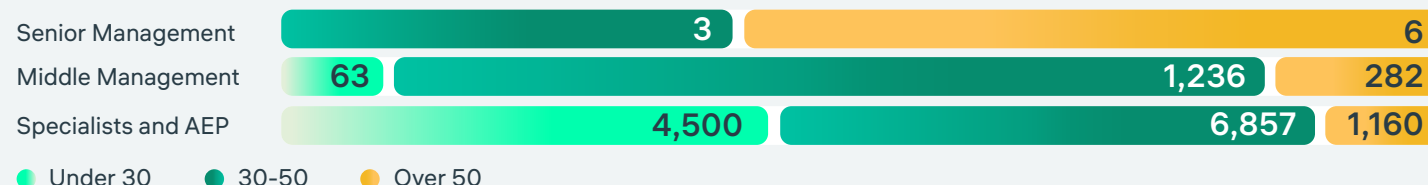
As at the end of 2025, employees with disabilities accounted for 4% of the average headcount (54% women and 46% men). The Bank continues to implement measures aimed at expanding accessibility and integrating such employees into working processes.

Separate attention is also paid to the development of inclusive learning practices, including support for self-development, ensuring language equality, and fostering a corporate culture that reflects the values of diversity.

Workforce structure by gender groups, persons^(A)



Workforce structure by age groups, persons^(A)



Approaches to Board of Directors Diversity

The Bank regards diversity of competencies, experience and perspectives within the Board of Directors as a key factor in sustainable strategic development and the quality of decision-making. In forming the Board, particular attention is paid to combining professional competencies, experience and independence, while also considering candidates' personal characteristics.

The key principles for the composition of the Board include:

- ✓ ensuring equal opportunities for all candidates in accordance with legal requirements and established qualification criteria;
- ✓ broadening the pool of candidates by attracting specialists with diverse professional, sectoral and managerial backgrounds;
- ✓ carrying out a comprehensive assessment of candidates, considering their competencies, management experience, level of education and business reputation;
- ✓ considering diversity of strategic approaches, sector expertise and international experience;
- ✓ conducting regular evaluations of the effectiveness of the Board's performance and composition considering the Bank's strategic development priorities.

The implementation of this approach helps to form a balanced and effective governing body capable of responding appropriately and in a timely manner to changes in the external environment and market challenges.

Preventing Gender-Based Violence and Sexual Harassment

The Bank adheres to a zero-tolerance principle towards any form of discrimination, violence or harassment in the workplace. The relevant requirements are set out in the Bank's internal regulations, including the Code of Ethics and Business Conduct and the Internal Labor Regulations of JSC Halyk Bank of Kazakhstan, and are binding on all employees.

The Bank provides employees with working conditions based on mutual respect, professionalism and respect for human rights. Any manifestations of unethical behavior, including psychological pressure, aggression or inappropriate treatment, are considered unacceptable.

To prevent and respond promptly to such cases:

- ✓ confidential channels are in place for employees to submit complaints or reports;
- ✓ protection against retaliation is guaranteed for those who raise concerns;
- ✓ all cases are reviewed within the established timeframes in accordance with the principles of objectivity;
- ✓ training programmes are delivered on business ethics and non-discriminatory behavior.

Managers at all levels are responsible for fostering a safe working environment and for responding promptly to such violations.

Support for Freedom of Association and Collective Bargaining

The Bank recognises and respects employees' rights to associate, participate in trade unions and engage in collective bargaining in accordance with the legislation of the Republic of Kazakhstan.

As part of the implementation of this principle:

- ✓ employees' rights to establish and participate in professional associations are ensured;
- ✓ employee representatives participate in discussions of internal regulations and working conditions;
- ✓ a labour dispute resolution mechanism operates on a parity basis;
- ✓ regular training is provided for employee representatives and Bank representatives on labour law and social dialogue practices.

The Bank provides the necessary conditions for the exercise of employees' rights and for the development of constructive engagement on employment matters.

WORKFORCE DYNAMICS AND STRUCTURE

Human capital is a key factor in Halyk Bank's sustainable development. In order to respond effectively to changes in the external environment and deliver on its strategic priorities, the Bank regularly reviews its organisational structure and workforce size to ensure the optimal allocation of resources.

As of the end of 2025, the Bank's total approved headcount was 12,872.5 FTE, slightly below the previous year's level (13,007), including:

9,014.3  3.1%
FTE

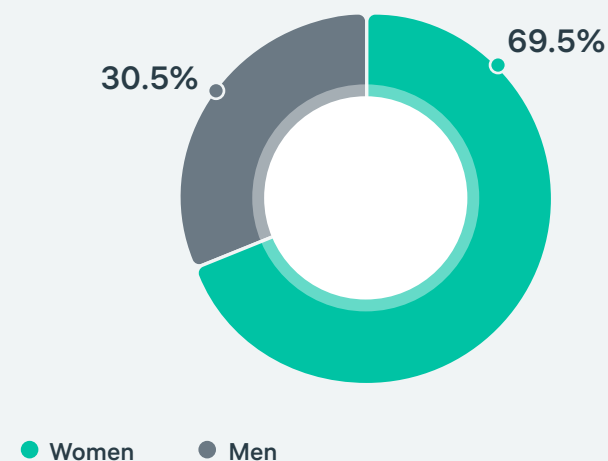
staff in the branch network

3,858.2  4.1%
FTE

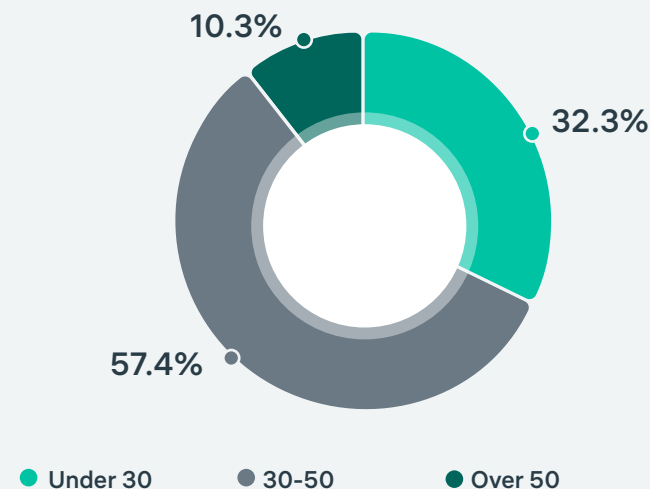
at the Head Office

The observed trend reflects the optimisation of certain functions within the branch network alongside the strengthening of key functions at the Head Bank. During 2025, the Bank continued to develop digital HR services and expand employee self-service tools, contributing to greater manageability and transparency of HR processes.

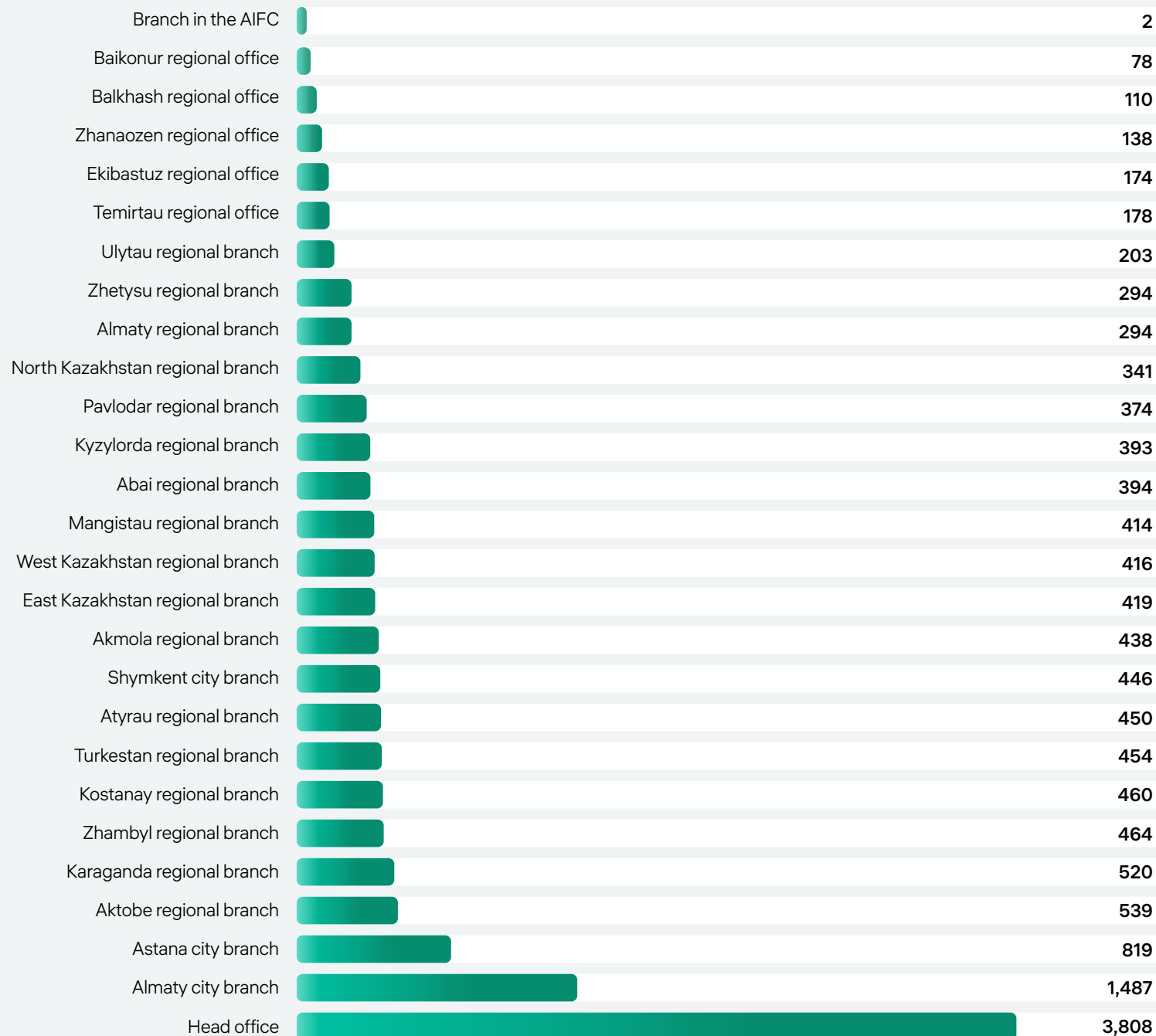
Workforce structure by gender groups
as of the end of 2025^(A)



Workforce structure by age groups as
of the end of 2025^(A)



Workforce structure by branch as of the end of 2025





In 2025, the Bank hired 2,569 employees, representing 18.3% of the average headcount.

Employment with the Bank was terminated at the employees' own initiative for 1,906^(A) employees. Staff turnover in 2025 amounted to 13.6%^(A), which was 2.6 percentage points lower than in 2024 (16.2%).

Hired employees, persons

2025		2,569
2024		2,723
2023		2,609

Terminated employment contracts, persons

2025		1,906 ^(A)
2024		2,302
2023		2,020

Employee turnover, %

2025		13.6% ^(A)
2024		16.2%
2023		14.0%

RECRUITMENT AND ONBOARDING

Halyk Bank regards human capital as a key factor in sustainable development and competitiveness. In 2025, the Bank focused its efforts on improving recruitment efficiency and developing its internal talent pool.

A priority during the reporting period was strengthening internal mobility. As a result of the implementation of talent pool and succession programmes, 60% of open vacancies were filled by internal candidates, while 40% were filled from the external market, with more than 900 new employees hired. This approach supports more effective use of expertise within the Bank and helps maintain workforce stability.

The Bank ensures equal access to career opportunities regardless of gender, age, region of residence or any other factors unrelated to professional suitability, thereby fostering an inclusive corporate environment.

During 2025, the Bank continued to develop its recruitment tools and improve process transparency:

- ▶ key stages of recruitment and interview planning were automated;
- ▶ the use of digital channels for engaging with candidates was expanded;
- ▶ tools were introduced to monitor recruitment stages and track efficiency;
- ▶ the use of HR analytics and metrics in personnel decision-making was strengthened.

The onboarding process for new employees is structured as a consistent system for integration into the corporate environment and working processes and includes:

- ✓ induction training and familiarisation with corporate standards;
- ✓ support from mentors and line managers;
- ✓ staged familiarisation with job responsibilities;
- ✓ development of an individual growth pathway.

A structured onboarding process helps reduce the time needed for employees to settle into their roles and increases engagement.

Accordingly, the Bank's recruitment and onboarding approaches ensure sustainable workforce coverage, improve workforce quality, and support the effective delivery of the Bank's strategic objectives.

Employer Brand

Halyk Bank views the development of its employer brand as an important element of attracting and retaining talent. In 2025, the Bank continued to implement systematic initiatives aimed at increasing its visibility and attractiveness in the labour market.

During the reporting period, Halyk Bank received international recognition as a Top Employer by the Top Employers Institute and was also recognised at the HR Brand Central Asia Awards, including first place for a project focused on developing a skills-based approach using artificial intelligence technologies and second place for the implementation of digital HR solutions.

As part of the development of its technology brand, the Bank implemented initiatives aimed at engagement with the professional community, which helped strengthen its positioning as a technology employer. As a result, the share of the IT audience associating Halyk with a modern technology ecosystem increased from less than 40% to 65–70%.

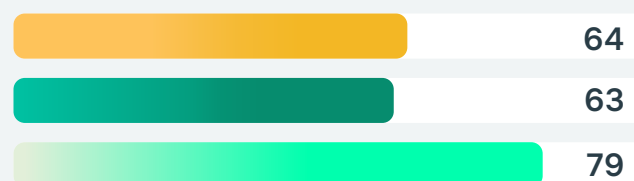
These initiatives help expand the candidate pool, improve the quality of responses to vacancies, and strengthen the Bank's competitive position in the labour market.

DEVELOPMENT OF EMPLOYEES' PROFESSIONAL AND PERSONAL COMPETENCIES

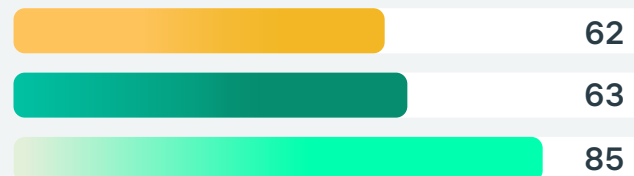
Halyk Bank continues to invest strategically in the development of human capital, recognising its key role in ensuring sustainable growth and competitiveness in the financial services market. In 2025, employee training and development were focused on strengthening digital competencies, improving the quality of customer service, and standardizing service processes with due regard to the specifics of different sales channels. Particular attention was paid to developing personal and team effectiveness, as well as expanding competencies in Agile.

Average number of training hours per employee

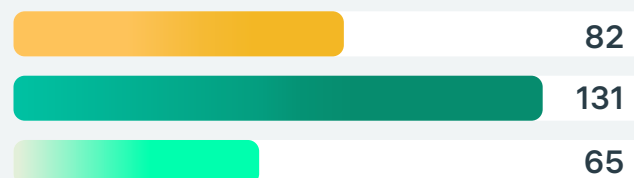
2025



2024



2023



● Specialists and AEP
● Middle Management
● Senior Management

MASS TRAINING AND ONLINE SCHOOLS

The Bank continues to develop its corporate learning system, combining online and offline formats. The key areas include:

- ▶ development of digital competencies;
- ▶ improving the effectiveness of customer interaction;
- ▶ implementation of service standards across digital and physical channels;
- ▶ development of team effectiveness and the shaping of career pathways.

To prepare front-line specialists, the Bank operates online schools combining theoretical training with practical skills development:

- ▶ Digital Service Managers School;
- ▶ Professional Cashier School;
- ▶ Manager School.

The systematic work of the internal front-office training schools enabled the Bank to train more than 1,200 trainees, of whom 84% were hired as employees of the Bank, thereby ensuring a sustainable talent pipeline for the business. As part of efforts to improve the quality of operational activities, more than 1,600 employees completed the “Learning from Mistakes” programme, while over 1,500 employees in the retail business and SME segments completed training in sales and design thinking.

MANAGEMENT DEVELOPMENT

In 2025, the Bank continued its systematic work to develop managerial and leadership competencies. Members of the Head Bank talent pool at the Head of Department level completed training based on the FLIGBY business simulator, which enables participants to practise effective team management skills. Similar programmes were implemented for the branch network as part of the modular Jana Leaders programme.

The Digital Leadership programme covered 45 managers, including branch directors. The Leaders Academy prepared around 200 employees, forming a talent pipeline for the retail business. For branch directors, a comprehensive secondment system was developed, involving sequential practical placements in both the Head Bank and the branch network.

To improve management quality, an assessment of managers' competencies was conducted using an international model and the OPQ (SHL) tool. All participants received personal recommendations, which formed the basis of their individual development plans.

During the year, the Bank held 2 directorates, 2 workshops for deputy directors of SME and retail business units, and 12 seminars for managers of branch network divisions.

DEVELOPMENT OF DIGITAL COMPETENCIES

Digital transformation remains one of the key priorities of the Bank's learning programmes. In 2025, the focus was placed on developing analytical skills, introducing data-driven approaches, and increasing the digital maturity of teams.

As part of the development of analytical competencies:

- ▶ more than 60 employees completed advanced Qlik training;
- ▶ internal schools for financial analysis, Qlik and SQL were delivered;
- ▶ practices for developing data analysis skills were established.

Considerable attention was also paid to the introduction of Agile approaches aimed at improving team effectiveness and project management:

- ▶ training was delivered for the roles of Scrum Master and Product Owner;
- ▶ a community of Agile ambassadors was established;
- ▶ an Agile Competence Centre was created to ensure the dissemination of common Agile practices across the Bank.

To increase employees' digital maturity, the Bank implemented a mentoring programme in IT, digital and data, aimed at developing priority skills and their practical application.

A strategic focus was the introduction of a skills-based approach to employee development. The Bank implemented a unified AI-based system for assessing IT competencies, enabling it to:

- ▶ build skills matrices and define levels (Junior / Middle / Senior);

- ▶ identify development areas and generate personalised recommendations;
- ▶ ensure comparability and transparency of assessment results.

The assessment results are used to shape individual development pathways and training plans. The use of this system supports a transition to data-driven competency development and improves the effectiveness of learning programmes.

CORPORATE TRAINING

In 2025, specialised training programmes were delivered for front-office employees:

- ▶ "Sales and Balance in the Digital Age" – more than 900 retail business managers trained;
- ▶ "ProSales and Design Thinking" – over 950 participants from the SME unit;
- ▶ training for call centre employees in three cities covered more than 500 people;
- ▶ the programme "Personal Effectiveness – Burnout Out of the Game" trained more than 1,600 employees in online and face-to-face formats;
- ▶ training for employees of the Collections Department in emotional intelligence and working with debtors.

Business trainers visited all 25 branches, ensuring high programme quality and supporting employee motivation. By the end of the year, satisfaction with internal training courses had reached 98%.

As part of the initiative for broad-based employee development, the Functional Coaching project was implemented, under which internal experts delivered around 30 training sessions reaching more than 3,000 participants on current topics such as ESG, Data Science, AI, cybersecurity, public speaking and others.

Particular attention was paid to training employees in sustainable development principles and ESG: both Bank-wide and specialised courses were delivered on environmental responsibility, carbon footprint and climate policy.

Work also continued to promote and develop the use of the Kazakh language in a business context. In 2025, around 11,000 employees completed language testing, representing 90% of the workforce. Over the past three years, the share of employees with fluent language proficiency increased by 11%, while the share of beginners declined.

LEARNING MANAGEMENT SYSTEM (LMS)

In 2025, the Learning Management System (LMS) continued to play a key role in the large-scale training and testing of employees. The total number of learning assignments reached 635,217, exceeding the previous year's figure by 35%.

The platform covers more than 10,000 employees and delivers programmes in key areas including:

- ▶ ethics and compliance;
- ▶ information security;
- ▶ operational and IT risk management;
- ▶ internal control;
- ▶ ESG initiatives;
- ▶ improvement of legal literacy.

The LMS is available not only to Bank employees, but also to staff of subsidiaries: Tenge Bank, Halyk Finance, Halyk Aktiv and Halyk Finservice.

In 2025, the library of learning materials was expanded with a specialised Agile section including four practical courses.

As part of soft skills development, employees were trained using a role matrix covering 18 areas, ranging from effective communication to leadership and the use of artificial intelligence.

Accordingly, the LMS remains a unified digital platform ensuring the standardisation, scalability and strong governance of learning processes across the Bank and its subsidiaries.

HALYK ACADEMY

Halyk Bank continues to systematically develop partnerships with Kazakhstan's leading universities under the Halyk Academy programme, which is aimed at supporting and developing the younger generation of talented professionals. In 2025, this co-operation covered such universities as KBTU, IITU, SDU, Satbayev University, Al-Farabi Kazakh National University and AlmaU.

Modern co-working spaces and multifunctional laboratories equipped with up-to-date equipment and digital technologies have been made available to students. This provides access to advanced educational resources and creates conditions for acquiring practical skills that are in demand in the labour market.

The Bank's experts regularly deliver lectures, masterclasses and practical sessions, which contribute to enhancing students' competencies and their readiness to work in the context of the digital transformation of the financial sector.

Through Halyk Academy, students gain a unique platform for integrating theoretical knowledge with practical experience, which contributes to the development of an innovative and sustainable talent pipeline and supports the Bank's strategic objectives.

EMPLOYEE MOTIVATION AND ENGAGEMENT

In the context of intensifying competition for human capital, the level of employee engagement and motivation remains a key factor in the Bank's sustainable development. Halyk Bank continues to develop its people management system aimed at creating a competitive and transparent working environment, unlocking employees' potential and strengthening corporate culture.

In 2025, the Bank focused on improving remuneration mechanisms, developing support programmes for high-potential employees, and expanding feedback tools.

REMUNERATION AND FAIR PAY

Halyk Bank ensures the competitiveness and transparency of its remuneration system, regarding it as an important element in attracting, retaining and motivating employees.

To maintain market-level pay, the Bank participates annually in salary surveys and regularly carries out salary indexation. In February 2025, an indexation exercise was carried out, as a result of which employee salaries were increased by an average of 13%. In addition, employees are paid annual bonuses and incentive payments, including payments in connection with Independence Day of the Republic of Kazakhstan.

During the reporting period, the Bank continued to develop its variable remuneration system based on key performance indicators (KPIs), ensuring a transparent link between performance and pay levels.

The Bank adheres to the principles of equality and non-discrimination in remuneration, applying a unified approach to pay regardless of employees' gender and other characteristics. The grading system based on the Hay Group methodology ensures that pay levels correspond to the complexity and significance of each role.

At the end of the reporting period, the average level of women's pay amounted to around 95% of men's pay within the same grades. At the same time, the share of the variable component of remuneration (bonuses) received by women averaged 106% of the equivalent figure for men, reflecting equal opportunities to participate in the incentive system.

Accordingly, the existing remuneration system ensures a balance of competitiveness, transparency and fairness, contributing to higher employee motivation and the achievement of business results.

LONG-TERM INCENTIVE PROGRAMME (LTIP)

In 2025, the Bank continued to implement its long-term incentive programme for employees and members of the Board of Directors using the Bank's shares, developed with due regard to international best practice in corporate governance.

The programme is aimed at increasing engagement and fostering employees' long-term interest in the Bank's sustainable development and growth in value. The implementation of the LTIP helps strengthen a sense of ownership of business results, increase loyalty and retain key specialists.

ENGAGEMENT AND FEEDBACK

The Bank continues to systematically develop tools for feedback and the assessment of employee satisfaction. According to the results of the annual survey, the engagement level reached 91% in 2025, confirming the effectiveness of the approaches implemented.

Various communication channels are used to maintain an open dialogue with employees:

- ▶ a hotline and trust line;
- ▶ corporate email;
- ▶ a feedback platform on the Bank's website.

The feedback received is used to analyse key satisfaction drivers, improve the effectiveness of interaction between divisions, and create a favorable working environment.

The range of initiatives implemented ensures sustained growth in engagement, strengthens team interaction, and creates an environment conducive to unlocking employees' potential and retaining talent.

ACHIEVEMENT RECOGNITION PROGRAMMES AND THE DEVELOPMENT OF A CULTURE OF RECOGNITION

The development of a culture of recognition and appreciation is one of the key factors in motivating and engaging Halyk Bank employees. In 2025, the achievement recognition programme underwent several important updates aimed at improving the transparency and effectiveness of employee recognition.

The popular “Quarterly Recognition of the Best Employees” initiative was retained, featuring open voting without the participation of managers, which contributes to a fair and objective assessment of employees’ contributions.

The result of this systematic work has been a high level of employee motivation and the strengthening of a corporate culture of respect and mutual recognition.

In 2025, several of the Bank’s employees and managers received significant industry and state awards, including the Merei Order, the title of Honoured Financier, and letters of appreciation from competent regulatory authorities, highlighting their contribution to the Bank’s sustainable development and to the banking system.

HIPRO PROGRAMME: DEVELOPING POTENTIAL

As part of the development of its talent management system, the Bank continued to implement the HiPRO programme aimed at identifying and developing high-potential employees.

Participants are selected based on a combination of professional and behavioural competencies, including:

- ▶ the achievement of consistent results in projects;
- ▶ a focus on business results;
- ▶ a high level of expertise and quality in task execution;
- ▶ initiative and a proactive approach to work.

The assessment is carried out with the participation of independent divisions, ensuring an objective and comprehensive approach. The implementation of the programme contributes to the formation of a talent pipeline and the targeted development of specialists.

CROSS-FUNCTIONAL INTERACTION: DEVELOPMENT OF TRIBES

The Bank continues to develop a model of cross-functional teams (tribes) that bring together employees from different divisions to work jointly on products and business objectives. This format makes it possible to accelerate decision-making, improve process agility, and make effective use of expertise within the organisation.

In 2025, the development of tribes received additional momentum, strengthening their role as platforms for the implementation of strategic initiatives. In particular, the Bank launched a number of new initiatives aimed at enhancing the lending process through the application of artificial intelligence, while also advancing customer services and developing additional value-added non-financial products.

The development of tribes contributes to more effective interaction between divisions, faster implementation of innovative solutions, and the delivery of the Bank’s key development priorities.

MENTORING SYSTEM AND KNOWLEDGE TRANSFER

The Bank is actively developing mentoring practices as one of the key tools for employee onboarding and professional development.

Each new employee is assigned a mentor from among experienced staff members, who supports them during the probation period, ensuring professional integration and the development of the necessary competencies. At the end of the mentoring period, the effectiveness of the interaction is assessed.

In addition, in 2025 the Bank continued to develop mentoring programmes in the IT area, aimed at systematising knowledge transfer and forming an internal expert community.

The Bank regards mentoring as an important element of a sustainable HR policy, contributing to knowledge retention, competency development and higher employee engagement.

WELL-BEING PROGRAMMES

Supporting employees' physical, emotional and psychological well-being is one of the priority areas of the Bank's HR policy. In 2025, the Bank continued to implement its comprehensive well-being programme, aimed at creating a comfortable working environment.

The programme's key initiatives include:

- ▶ provision of free psychological counselling for employees;
- ▶ organisation of mental health weeks with the participation of invited experts, including lectures, practical sessions and open discussions;
- ▶ introduction of practices aimed at supporting physical and emotional well-being, including yoga and tai chi sessions.

In addition, the Bank continues to develop an office environment conducive to the restoration of employees' resources and informal interaction, including the creation of relaxation areas and spaces for team communication.

The initiatives implemented contribute to reducing stress levels, increasing employee resilience, and fostering a culture of open dialogue and mutual support.

DEVELOPMENT OF CORPORATE CULTURE

The Bank continues to actively develop its corporate culture, aimed at strengthening internal interaction, increasing employee engagement and promoting key values.

Corporate culture development activities include:

- ▶ organising corporate, team-building and sporting events that support team interaction and informal communication;
- ▶ arranging themed quizzes, intellectual games and masterclasses aimed at developing creative thinking and sharing experience;
- ▶ holding lectures featuring external experts on a wide range of topics, including business, culture and personal development;
- ▶ implementing internal initiatives aimed at engaging employees and strengthening corporate identity;
- ▶ encouraging the use of the Bank's digital services and involving employees in their active use.

Particular attention is paid to developing the environmental component of corporate culture. As part of the Green Office concept, initiatives are being implemented to foster responsible employee behaviour and develop sustainable practices, including:

- ▶ support for the "My cup, please" movement;
- ▶ the Car-Free Day campaign;
- ▶ organisation of Clean-Up Day and employee participation in environmental initiatives;
- ▶ landscaping and tree-planting activities.

The implementation of these initiatives contributes to the formation of a sustainable corporate environment focused on collaboration, engagement and the achievement of common goals.

INTEREST GROUPS AND THE DEVELOPMENT OF INTERNAL COMMUNITIES

The Bank supports the development of internal employee communities formed on the basis of shared interests and values as an important element of corporate culture.

Within such initiatives, informal interest groups operate, including sports, environmental, charitable and language communities, as well as hobby clubs. These communities are formed on the initiative of employees themselves and are supported by the people management divisions, contributing to stronger team spirit, the development of horizontal links and the creation of an inclusive corporate environment.

The Bank's approach is based on preserving the flexible and organic nature of such initiatives without excessive regulation of their activities. This ensures high employee engagement and allows communities to develop in line with participants' interests.

SOCIAL ENGAGEMENT AND VOLUNTEERING

In 2025, Halyk Bank employees continued to take an active part in social and charitable initiatives aimed at supporting the public and promoting a culture of mutual assistance.

Throughout the year, numerous social initiatives were implemented, reflecting a culture of responsibility and mutual support:

- ▶ traditional participation in the New Year "Wish Tree" campaign – employees prepared gifts for children from low-income families;
- ▶ year-round support for the Bank's non-working pensioners (tea gatherings, the International Day of Older Persons, memorable dates and public holidays);
- ▶ organisation of cultural and leisure events for employees' children, including cinema visits and New Year gifts for the New Year;
- ▶ support for employees' participation in professional and educational initiatives, including forums and conferences;
- ▶ the raising of more than KZT 5.6 million by the Head Bank to support oncology centres, orphanages and families in difficult life circumstances (the campaign was held three times during the year);
- ▶ training in environmental literacy and raising employees' awareness of the ESG agenda.

The Bank's employees also take part in environmental and volunteering projects across the country, contributing to the development of a culture of social responsibility and engagement in socially significant initiatives.

The implementation of these initiatives contributes to strengthening corporate values, fostering a culture of mutual assistance, and increasing trust both within the organisation and beyond.

OCCUPATIONAL HEALTH AND SAFETY

Halyk Bank attaches paramount importance to occupational health and safety, seeking to provide safe and favourable working conditions for all employees. The Bank has in place a Health and Safety Policy, which sets out its commitments to comply with state regulatory requirements and voluntarily assumed obligations in the field of occupational health and safety.

The Policy is based on the following principles:

- ▶ the safety and health of employees and customers are unconditional priorities;
- ▶ the creation of safe working conditions is key to preserving the life and health of personnel;
- ▶ economic and other considerations must not conflict with occupational health and safety requirements;
- ▶ Each employee bears personal responsibility for complying with safety standards.

The Bank undertakes to comply with legislative requirements, improve its occupational health and safety management system, carry out regular risk assessments, and implement targeted programmes aimed at reducing accidents, injuries and occupational diseases. Mandatory elements of the system also include:

- ▶ access to reliable information on working conditions;
- ▶ regular training of employees in safe working methods;
- ▶ approval of occupational health and safety instructions in accordance with job profile and level of risk;
- ▶ carrying out briefings, work placements and knowledge testing;
- ▶ investigation and recording of all accidents.

In order to enhance the qualifications of personnel exposed to harmful and hazardous production factors, training is organised annually at specialised centres.

In 2025, 148 Bank employees completed external training in occupational health and safety, electrical safety and industrial safety. This included 86 employees who completed fire safety technical minimum training. In addition, 823 employees completed training and knowledge assessments via the corporate platform in 2025.

Particular attention is paid to the development of occupational health and safety instructions for occupations involving elevated risk, including electricians, drivers, warehouse employees and other personnel performing work at height or working with equipment. These instructions comply with legislative requirements and provide employees with a clear understanding of safe working procedures.

EMPLOYEE HEALTH

The Bank organises annual medical examinations in partnership with accredited medical institutions. Medical examinations make it possible to assess fitness for work, identify potential illnesses at an early stage, and offer the necessary recommendations for prevention and treatment.

For drivers, mandatory pre-shift examinations are carried out before the start of each shift to assess their fitness to perform their duties safely.

ACCIDENTS AND PREVENTIVE MEASURES

In the event of accidents, the Bank conducts an internal investigation, prepares a formal report and submits the relevant materials to the supervisory authorities in accordance with the law.

In 2025, four accidents related to road traffic incidents were recorded in the subsidiary Halyk Inkassatsiya.

To prevent accidents, an annual Occupational Health and Safety Action Plan is approved, including:

- ▶ induction and refresher briefings for new and existing employees;
- ▶ training in safe working methods and first aid;
- ▶ provision of employees with personal protective equipment (PPE);
- ▶ welfare and sanitary facilities;
- ▶ preventive medical examinations;
- ▶ ensuring electrical safety and compliance with safety measures on site.

Indicator	Unit of measurement	Reporting period		
		2023	2024	2025
Total number of work-related lost-time injuries:	number of injured employees	11	2	4
Halyk Bank		0	0	0
Subsidiary Halyk Inkassatsiya		10	2	4
Subsidiary Halyk Leasing		1	0	0
Number of lost days due to occupational accidents:	number of days	320	14	216
Halyk Bank		0	0	0
Subsidiary Halyk Inkassatsiya		309	14	216
Subsidiary Halyk Leasing		0	0	0
Lost Time Injury Frequency Rate (LTIFR)	rate per 1 million hours worked	0.42 ^(A)	0.08 ^(A)	0.15 ^(A)



6.

SOCIAL AND CHARITABLE PROJECTS

- 71 — Implementation of Social Initiatives
- 72 — Financial Literacy Enhancement
- 72 — Support for Kazakhstani Sport
- 73 — Support for Culture and the Arts
- 73 — Brand and Reputation Projects
- 74 — Sustainable Supply Chain

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Halyk Bank supports public initiatives and implements significant projects in the areas of charity, sport, culture, education and social support, thereby contributing to improving the quality of life of the population.

In 2025, the total amount of sponsorship and charitable assistance provided amounted to KZT 5.4 billion. Of this amount, KZT 2 billion was allocated to the Halyk Charitable Foundation, approximately KZT 1.3 billion to the Bank's planned social projects, and around KZT 2.1 billion to other initiatives under sponsorship and charitable activities.

IMPLEMENTATION OF SOCIAL INITIATIVES

Support for the Regional Policy Project Office under the “Auyl Amanaty” project

Thanks to the Bank's financial support, screening was carried out across 2,295 rural administrations, covering 2.3 million households. As part of the analysis, data were collected and systematised on economic activity, income structure, farm specialisation and the availability of a resource base at the level of rural districts. This made it possible to obtain a comprehensive picture of the current state of the rural economy and identify growth points for the development of entrepreneurship and co-operation. In addition, 12,742 forecast investment projects were developed with a total investment potential of KZT 601.3 billion.

Budget: KZT 100 million

Support for the Ayala Private Charitable Foundation

The Ayala Charitable Foundation supports seriously ill and premature children, helps reduce infant and child mortality, and assists children in adapting and gaining access to education.

In 2025, the Bank's funding was directed towards the purchase of medical equipment for the Yenbekshikazakh Multidisciplinary Central District Hospital.

Budget: KZT 26.5 million

Victory Marathon

Ahead of Victory Day, Halyk Bank traditionally implements initiatives in support of veterans of the Great Patriotic War. As part of the Victory Marathon, the Bank provides financial assistance, holds commemorative events and participates in projects aimed at improving veterans' quality of life. In 2025, financial assistance in connection with Victory Day was provided to 20 veterans.

Budget: KZT 2 million

Road to School

Halyk Bank regularly supports socially vulnerable groups by providing schoolchildren from low-income and large families, as well as orphans and children left without parental care, with sets of school supplies. In 2025, 2,750 families received support.

Budget: KZT 55 million

Financial Literacy Enhancement

Halyk Bank places particular importance on promoting financial literacy and helping individuals better understand financial products, make informed financial decisions and manage their resources more effectively. In 2025, the Bank continued to support key educational initiatives in this area.

“Qaryzsyz Qogam”

Halyk Bank continues to implement its large-scale project aimed at improving financial literacy among the population of Kazakhstan.

Project results:

- ✓ Since 2023, training has been completed by:
 - ▶ around 500 thousand school pupils and college students;
 - ▶ 100 thousand university students;
 - ▶ 245 thousand adult citizens.
- ✓ In 2025 (as at 10 December), the project reached 612,461 people.
- ✓ A total of 412,218 people completed the training, including:
 - ▶ 328,818 in the online format;
 - ▶ 83,400 offline.

- ✓ Experts and lawyers provided 97 thousand consultations on debt settlement and personal bankruptcy.
- ✓ The total number of services provided in 2025 amounted to around 900 thousand, reflecting support provided to participants in relation to multiple credit obligations.

As part of the project, a call centre is in operation, providing financial and legal advice as well as support for borrowers.

An online platform (qogamfin.kz) is also in operation, featuring more than 60 training videos, which has made it possible to broaden the project's reach for the employed population.

Budget: KZT 250 million

“Erkin Soz” Competition for Kazakh-Language Media

For the past 10 years, the Bank has supported the Erkin Soz competition, aimed at developing professional financial journalism and improving the level of financial literacy in the media environment.

In 2025, more than 1,000 journalists from Astana, Almaty, Atyrau, Semey and Kyzylorda took part. Winners were selected in the following categories: Best Article (print media), Best Article on a Website, Best Television Report.

Budget: KZT 8 million

Seminars and Webinars for Kazakh-Language Media

During the reporting period, the Bank continued to deliver educational activities for regional Kazakh-language media outlets.

Outreach seminars on financial literacy and fraud prevention were held in Ust-Kamenogorsk, Uralsk, Pavlodar, Semey, Kostanay and Taraz. Open-access online webinars were also conducted for all interested participants.

Budget: KZT 19.5 million

Support for Kazakhstani Sport

Astana Half Marathon

For the second consecutive year, Halyk Bank supported the Astana Half Marathon as general sponsor. Since 2024, the Bank's participation in this sporting event has been formalised through a five-year contract with the Courage to Be the First Corporate Foundation. In 2025, the marathon brought together 6,200 participants from 38 countries. The Bank's employees also took an active part in the race.

Budget: KZT 50 million

People's League

Halyk Bank implements the People's League social project aimed at developing basketball among children from orphanages and boarding schools. The project was active from 2005 to 2019 and resumed in 2023 after a break related to the pandemic. As part of the initiative, the Bank finances training activities and provides children with sports equipment and kit in various regions of the country. Over the full period of implementation, more than 4,000 children have taken part in the project, including 350 children in 2025.

Budget: KZT 95.2 million



Hope Cup

From 30 June to 6 July 2025, the Hope Cup 2025 championship for participants of the People’s League was held in Astana. The tournament brought together more than 300 children from 17 regions of Kazakhstan. Halyk Bank covered travel, accommodation and sports venue rental for all participants and coaches, and prepared gifts and awards.

Budget: KZT 104.9 million

Gymnastics Federation

Halyk Bank provides ongoing sponsorship support to the Kazakhstan Gymnastics Federation, contributing to the development of professional sport and the training of national-level athletes. As part of its co-operation with the Federation, the Bank finances remuneration for coaching staff, the purchase of sportswear and specialised equipment, and athletes’ participation in international competitions.

Budget: KZT 100 million

Halyk Arena

As part of its social policy, Halyk Bank continues its co-operation with the Halyk Arena ice palace, supporting the development of mass sport and the creation of accessible sports infrastructure. The initiative is aimed at expanding opportunities for regular participation in sport and promoting a healthy lifestyle among the population. In 2025, funding was allocated to equip the sports complex and hold sporting events. The complex is visited by more than 5,000 people every month, including more than 350 athletes from children's and youth sports schools.

Budget: KZT 200 million

Table Tennis Federation

For the second year running, the Bank has supported the Table Tennis Federation, making it possible to organise tournaments and promote and develop this sport.

Budget: KZT 50 million

Support for Culture and the Arts

Abai National Opera and Ballet Theatre

With financial support from Halyk Bank, the theatre held concert tour in Tashkent (Republic of Uzbekistan). During the days of the meeting between the Presidents of the two countries – Kazakhstan and Uzbekistan – the theatre company presented its large-scale production “Khan Sultan” to audiences.

Budget: KZT 80 million

“Music of Summer in the Beloved City” Festival

The traditional open-air summer festival “Music of Summer in the Beloved City”, organised by the Bank, was held in 2025 in Kostanay, Ust-Kamenogorsk, Shymkent and Almaty. This series of free open-air concerts filled ordinary evenings with vivid emotions and music.

Budget: KZT 170 million

Brand and Reputation Projects

Digital Almaty Forum

As part of its support for initiatives in the field of digital development, Halyk Bank supported the holding of Digital Almaty 2025, an international platform for dialogue between representatives of business, government bodies and the expert community of the digital industry. Over the course of three days, the forum was attended by around 15,000 participants from 30 countries. The key topics of the event included the application of artificial intelligence in industry, digital transformation, robotics and fintech.

Budget: KZT 30 million

Women in Business Forum

Halyk Bank continues to support the development of women’s entrepreneurship by acting as a partner of the Women in Business forum, organised by the Almaty Businesswomen’s Council. The initiative is aimed at expanding women’s professional and entrepreneurial opportunities.

Budget: KZT 15 million



SUSTAINABLE SUPPLY CHAIN

The Bank consistently pursues a policy of supporting domestic business, viewing the development of co-operation with Kazakhstani suppliers of goods, works and services as an important area of its procurement activity and a meaningful contribution to strengthening the national economy. Giving priority to suppliers resident in the Republic of Kazakhstan enables the Bank to support the development of local enterprise, sustain business activity in the country, build resilient partnerships, and create additional economic value in the domestic market.

This approach is aligned with the broader principles of responsible business conduct and sustainable development, under which the Bank seeks to consider not only the economic efficiency of procurement, but also its contribution to the development of the national business environment.

All the Bank's procurement procedures are carried out in strict accordance with the Rules on the Procedure and Terms for the Procurement of Goods, Works and Services, the requirements of the applicable legislation of the Republic of Kazakhstan, and the Bank's internal regulations and procedures. The application of uniform rules and procedures ensures a high degree of transparency in the procurement process, proper compliance with corporate governance requirements, and effective control at all stages of interaction with suppliers. This approach helps improve the quality of procurement activity, strengthen the confidence of market participants, and maintain consistent standards of business practice.

The Bank builds its relationships with suppliers on the principles of mutual respect, openness, equality and professional partnership. In selecting counterparties, objective, transparent and impartial criteria are applied, making it possible to create a competitive environment and ensure the fair selection of the best offers. Considerable attention is paid to creating conditions for fair competition, ensuring equal access for potential suppliers to procurement procedures, and consistently applying uniform approaches in the review of applications. Among the key principles of the Bank's procurement activity are minimising total costs, ensuring transparency at all stages of the procurement cycle, and providing equal opportunities to all potential participants.

In 2025, the Bank's procurement from companies resident in the Republic of Kazakhstan amounted to approximately KZT 136.9^(A) billion, representing 96%^(A) of total procurement (in 2024: KZT 114.5^(A) billion, or 94.3%^(A)). These figures reflect the Bank's established approach to procurement, under which significant importance is attached to co-operation with domestic suppliers.

By maintaining a high proportion of procurement from Kazakhstani companies, the Bank helps expand market opportunities for local suppliers, stimulates the development of national enterprise, and strengthens its contribution to the country's sustainable socio-economic development. In the long term, this approach helps strengthen local supply chains, develop sustainable business relationships, and support economic activity in priority sectors of the national economy.



7.

CORPORATE GOVERNANCE

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Against a backdrop of a rapidly changing financial environment, the Bank continues to strengthen its corporate governance system, drawing on international best practice and complying with the requirements of the legislation of the Republic of Kazakhstan and those of the regulators. The Bank’s key priorities remain the protection of shareholders’ rights, the strengthening of customer and investor confidence, and the maintenance of a high level of transparency, business ethics and accountability.

Corporate governance at the Bank is based on respect for the rights and interests of all stakeholders and is aimed at ensuring sustainable development and long-term growth in business value. The governance model applied supports balanced decision-making and the efficient use of resources in the interests of shareholders and society.

During the reporting period, the Bank continued to implement initiatives aimed at improving the effectiveness of its corporate governance system, developing internal control and risk management, and integrating sustainable development principles into decision-making processes. Particular attention was given to strengthening the oversight role of the Board of Directors and taking ESG factors into account at the strategic level.

The Bank operates in accordance with the Corporate Governance Code, which sets out the key governance standards and principles, including the procedures for interaction between governance bodies and stakeholders, as well as transparent decision-making procedures.

These principles form part of the Bank’s comprehensive approach to corporate governance and sustainable development and cover, among other things, the creation of long-term economic value, respect for human rights, the development of responsible finance, and the management of ESG risks.

In 2025, the Bank continued to develop its corporate governance system in line with advanced international practice, including strengthening the internal audit, risk management and compliance functions, as well as improving the effectiveness of the internal control system.

Corporate Governance Structure

Within this framework, corporate governance at the Bank is implemented through a clearly structured system of governance and control bodies.

The corporate governance structure of JSC Halyk Bank of Kazakhstan defines the allocation of powers among the governance bodies and ensures effective strategic leadership and operational management of the Bank's activities.

The corporate governance system includes the General Meeting of Shareholders, the Board of Directors and the Management Board, as well as a system of committees and control functions.

The clear division of powers among the governance bodies ensures an appropriate level of oversight and a balance of interests between shareholders and other stakeholders.



The Board of Directors provides overall leadership of the Bank's activities, determines the strategic directions of development and supervises the activities of the Management Board. The Board of Directors is also responsible for oversight of the risk management system, internal control, and the integration of sustainable development principles into the Bank's activities.

The Management Board is responsible for implementing the approved strategy, managing the Bank's day-to-day operations, and achieving financial and operational targets.

The committees' activities are aimed at the preliminary review of matters and the formulation of recommendations for the Board of Directors, including on strategy, risk management, internal control and sustainable development.

To ensure the effective functioning of corporate governance, the institution of the Corporate Secretary is in place, ensuring compliance with corporate governance procedures, interaction with shareholders, and proper disclosure of information.

The Bank also operates a system of internal control and independent oversight, including the functions of internal audit, risk management, compliance control and legal support. These functions provide for the independent assessment of processes, monitoring of compliance with regulatory requirements, and the timely identification and mitigation of risks.

The Bank's operating activities are carried out under the leadership of the Management Board, under which committees, directorates and working groups operate.

In order to enhance the effectiveness of the Board of Directors and ensure detailed consideration of key matters, advisory and consultative bodies operate under the Board of Directors, including:

- ✓ the Strategic Planning Committee;
- ✓ the Audit Committee;
- ✓ the Risk Committee;
- ✓ the Human Resources and Remuneration Committee;
- ✓ the Sustainable Development Committee.

This makes it possible to ensure detailed consideration of matters across key areas of activity and prompt decision-making.

In accordance with the established system of powers, certain decisions taken at the level of the Management Board are submitted to the Board of Directors for consideration and approval.

The allocation of functions between the Board of Directors and the Management Board is carried

out in accordance with the legislation of the Republic of Kazakhstan and the Bank's internal documents, ensuring consistency in the actions of the governance bodies and the resilience of the corporate model.

During the reporting period, the Bank continued to develop its corporate governance structure, with a focus on improving the effectiveness of interaction between governance bodies, enhancing the internal control system, and further integrating sustainable development principles into management processes.



COMPOSITION OF THE BOARD OF DIRECTORS

As at 1 January 2026, the composition of the Bank's Board of Directors was as follows:



Arman Dunayev

Chairman of the Board of Directors, Independent Director, Chairman of the Risk Committee, Chairman of the Audit Committee



Frank Kuijlaars

Chairman of the Human Resources and Remuneration Committee, Member of the Board of Directors – Independent Director



Zhaksybek Kulekeev

Member of the Board of Directors – Independent Director



Zhomart Nurabayev

Member of the Board of Directors, representative of ALMEX Holding Group JSC



Hermann Tischendorf

Chairman of the Sustainable Development Committee, Member of the Board of Directors – Independent Director



Piotr Romanowski

Chairman of the Strategic Planning Committee, Member of the Board of Directors – Independent Director



Umut Shayakhmetova

Member of the Board of Directors, Chairperson of the Management Board

In accordance with the legislation of the Republic of Kazakhstan, at least one-third of the members of the Bank's Board of Directors must be independent directors.

As at the reporting date, the Board of Directors was formed in compliance with the applicable requirements and includes a significant proportion of independent directors, ensuring the objectivity of decision-making and effective oversight of the executive body. In determining the independence of Board members, the Bank applies the criteria set out in the legislation of the Republic of Kazakhstan and in the Bank's internal documents.

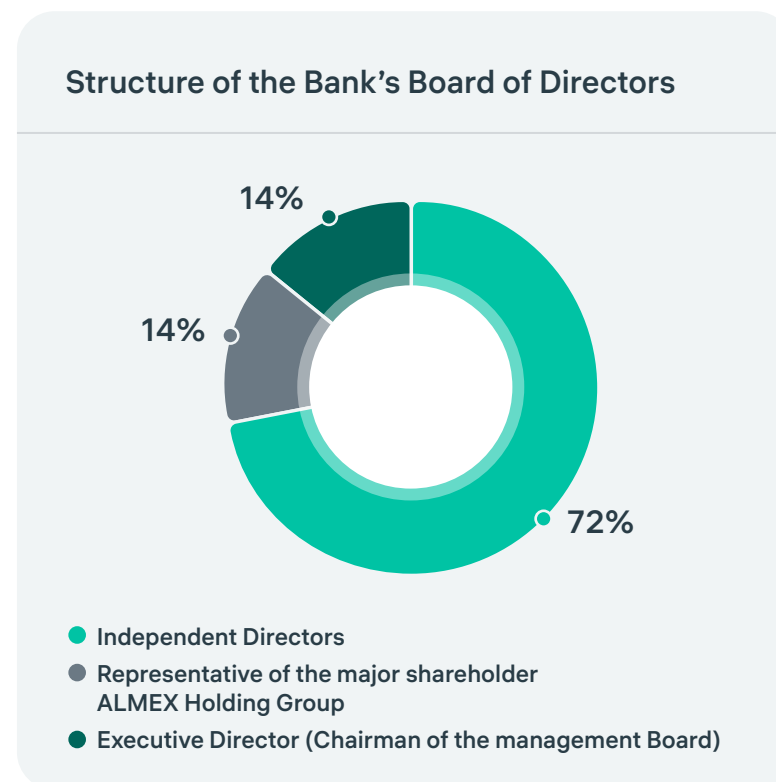
The balanced composition of the Board, including independent and non-executive directors, ensures an appropriate level of strategic leadership, as well as oversight of risk management and compliance with corporate governance principles.

The Bank places emphasis on forming a diversified Board composition with due regard to professional experience, key competencies and international expertise. This approach makes it possible to consider strategic matters from multiple perspectives and improves the quality of decision-making, including on matters of sustainable development and ESG risk management.

The gender, age and professional composition of the Board reflect the Bank's commitment to balance and diversity of competencies, while maintaining a focus on effective and independent governance.

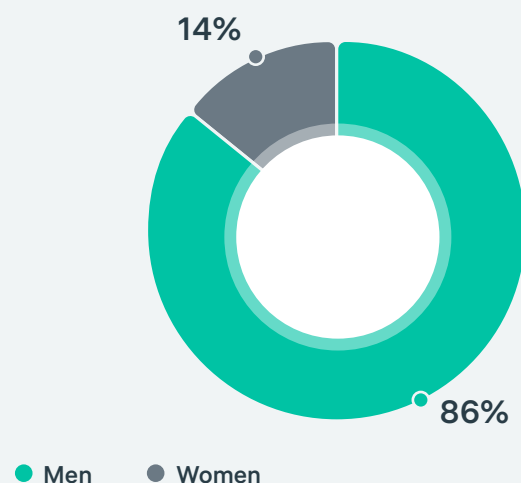
The structure of the Bank's Board of Directors is presented below and is characterised by the following features:

Structure of the Bank's Board of Directors:



Structure of the Bank's Board of Directors:

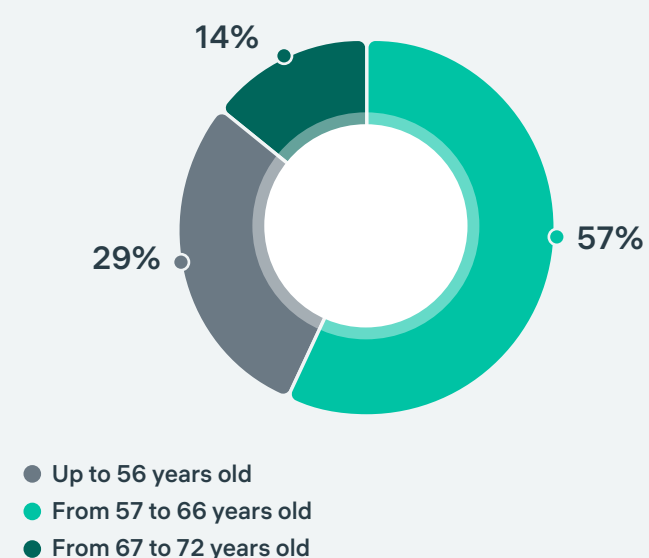
Gender composition of the Bank's Board of Directors



As at the reporting date, men accounted for 86% of the Bank's Board of Directors, while women accounted for 14%.

The resulting structure reflects the current composition of the Bank's governing bodies and is formed with due regard to the professional experience and competencies of the members of the Board of Directors.

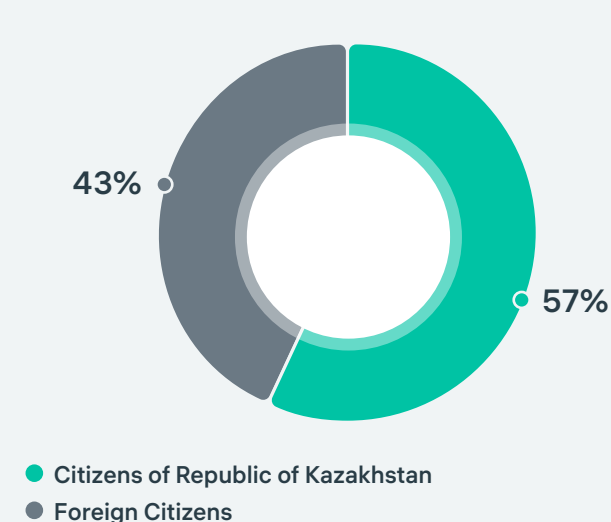
Structure of the Bank's Board of Directors by gender



In the age profile of the Board of Directors is predominantly represented by members aged between 57 and 66, who account for 57% of the Board. Directors aged up to 56 comprise 29%, while those aged between 67 and 72 represent the remaining 14%.

This distribution ensures a combination of management experience and modern approaches to decision-making.

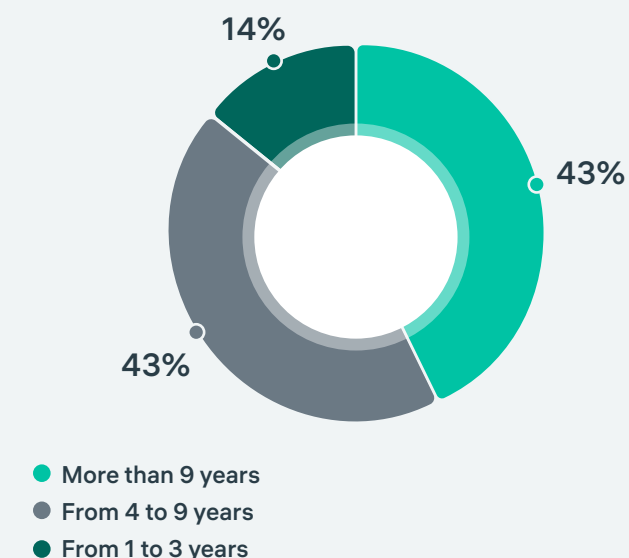
Share of citizens of Kazakhstan and foreign citizens in the composition of the Board of Directors



Citizens of the Republic of Kazakhstan account for 57% of the Board of Directors, while foreign nationals account for 43%.

The involvement of international experts supports the adoption of advanced corporate governance practices and broadens the expertise of the Board of Directors.

Structure of the Bank's Board of Directors by duration of service



In terms of tenure, 43% of the members of the Board of Directors have served for more than 9 years, 43% for 4 to 9 years, and 14% for 1 to 3 years.

This distribution provides a balance between continuity and renewal in the composition of the Board of Directors.

DIRECTORS' SKILLS AND EXPERIENCE

The Bank forms the composition of the Board of Directors in such a way as to ensure a combination of key competencies, professional experience and diverse management approaches. This enables effective consideration of strategic matters and supports balanced decision-making.

Members of the Board possess expertise in banking, finance, risk management, corporate governance and international business, and have experience across various sectors of the economy.

Independent directors play an important role in ensuring the objectivity of decision-making and strengthening the Board's oversight function, including in the areas of risk management and sustainable development.

The Bank also places emphasis on developing the competencies of the Board of Directors in response to changes in the market environment, including in the areas of digitalisation, ESG and modern management practices.

Below is a summary of information on the skills and experience of the members of the Board of Directors:

7 Directors

Banking

4 Directors

Oil and gas and mining industries

6 Directors

Other industries in the real economy

7 Directors

Finance

7 Directors

Leadership

4 Directors

Risk management

1 Director

Medicine and biotechnology

5 Directors

International experience

7 Directors

Strategic vision

7 Directors

Corporate governance

7 Directors

Human resources management

7 Directors

Sustainable Development

1 Director

Information technology
and telecommunications

APPOINTMENT OF DIRECTORS

The composition of the Bank's Board of Directors is determined by the General Meeting of Shareholders, considering the need to ensure a balanced combination of competencies, experience and independence.

The appointment of members of the Board of Directors is carried out in accordance with the legislation of the Republic of Kazakhstan and is subject to approval by the regulator.

In selecting candidates, the following are considered:

- ▶ impeccable business reputation;
- ▶ relevant professional experience and qualifications;

- ▶ ability to participate in strategic management and perform oversight functions;
- ▶ compliance with independence criteria (for independent directors).

The General Meeting of Shareholders determines the number of members of the Board of Directors and the term of their office in accordance with applicable legislation, ensuring the Board's stability and effectiveness.

REMUNERATION

Matters relating to the remuneration of members of the Board of Directors and the Management Board fall within the remit of the Human Resources and Remuneration Committee, which prepares the relevant proposals for consideration by the Board of Directors.

The remuneration system is designed to ensure a competitive level of pay and is aligned with the Bank's long-term objectives. It takes into account management's contribution to the achievement of strategic, financial and operational results, as well as the level of responsibility and impact on the Bank's sustainable development.

In determining the level of remuneration, the following are taken into consideration:

- ▶ the significance of the role and its degree of influence on the Bank's performance;
- ▶ the level of remuneration in the comparable labor market;
- ▶ individual and collective performance results.

The remuneration system in place supports the attraction and retention of qualified management personnel and ensures alignment between the interests of management and those of shareholders.

ASSESSMENT OF THE PERFORMANCE OF THE HIGHEST GOVERNANCE BODY

In 2025, in accordance with the requirements of the Bank's Corporate Governance Code, an annual self-assessment of the effectiveness of the Board of Directors was carried out. The assessment covered key aspects of the Board's activities, including its composition and structure, the organisation of its work, the effectiveness of corporate procedures and document management, as well as the main areas of its oversight function.

The assessment confirmed that the Board of Directors effectively oversees the Bank's activities within the existing corporate governance model, with a focus on compliance with legislative requirements, the protection of shareholders' interests, and the management of key risks. The constructive nature of the interaction between

the Board of Directors and the Management Board was also noted, as was the absence of factors capable of adversely affecting the independence and effectiveness of decision-making.

The assessment also showed that the composition of the Board of Directors is balanced in terms of professional experience and competencies. Priority areas of expertise include digital transformation, risk management, financial control, human capital development and ESG.

The areas identified for further development included strengthening the focus on digital development, IT infrastructure and cybersecurity, analysis of the competitive and regulatory environment, and the integration of sustainable development principles into the Bank's activities.

MANAGEMENT OF CONFLICTS OF INTEREST

Matters relating to the prevention and resolution of conflicts of interest are governed by the Bank's internal documents, including the relevant policy and the Code of Ethics and Business Conduct. The policy defines the concept of a conflict of interest and sets out the key principles, approaches and procedures aimed at the timely identification, prevention and resolution of conflicts of interest within the Bank's activities.

The Bank ensures the timely identification, disclosure and management of potential conflicts of interest in order to minimise risks and maintain the confidence of shareholders and stakeholders.

Members of the Board of Directors are required to:

- ▶ disclose information on potential conflicts of interest;
- ▶ refrain from participating in discussions and decision-making where a conflict exists;
- ▶ comply with the Bank's internal policies and procedures.

The approaches implemented are aimed at ensuring the objectivity of decision-making and maintaining a high standard of corporate governance.

In 2025, no cases of conflict of interest among members of the Board of Directors were recorded. Nor were any related complaints (appeals) falling within the remit of the Board of Directors received.





COMPOSITION OF THE MANAGEMENT BOARD

As at 1 January 2026, the composition of the Bank's Management Board was as follows:



Umut Shayakhmetova

Chair of the Management Board,
Member of the Board of Directors



Dauren Sartayev

First Deputy Chair of the Management Board
(Corporate Business, Small and Medium-
Sized Business, Marketing, PR, Acquiring)



Murat Koshenov, CFA, FRM

Deputy Chair of the Management Board
(International Operations, Finance,
Accounting, Subsidiaries, Compliance)



Yertay Salimov

Deputy Chair of the Management Board
(Operations, Contact Centre)



Olga Vuros

Deputy Chair of the Management Board
(Corporate Business)



Nariman Mukushev

Deputy Chair of the Management Board
(Digital Public Services and Ecosystems)



Roman Mashchyk

Deputy Chair of the Management Board,
Chief Risk Officer (Risk and Data Science)



Tlegen Matkenov

Deputy Chair of the Management Board
(Security Block)



Mikhail Khasin¹

Deputy Chair of the Management Board
(IT Block)



Kiril Bachvarov²

Deputy Chair of the Management Board
(Retail business)

¹Starting from January 26, 2026

²Starting from April 1, 2026



Sustainability Governance

The ESG approach is an integral part of the Bank’s corporate governance system and is embedded in strategic planning, risk management and key business processes. In 2025, the Bank began implementing its 2025–2027 ESG Strategy, ensuring the consistent introduction of sustainable development principles at all levels of governance.

The Board of Directors provides strategic leadership on sustainability matters and oversees the implementation of ESG initiatives. In order to strengthen oversight of the ESG agenda, the Board structure includes a Sustainable Development Committee, which reviews key matters and develops recommendations on the integration of ESG factors into the Bank’s activities.

The Management Board is responsible for implementing the ESG Strategy and embedding the relevant approaches in operating activities, including lending, risk management and product development.

The Bank has established a sustainability governance system that ensures coordination of ESG initiatives, monitoring of indicators and preparation of reporting, as well as the development of internal competencies.

Role	Key functions	Planned cascading of climate risks and opportunities
Board of Directors	▶ Determines approaches to integrating sustainability factors into the Bank’s strategy, establishes and promotes the implementation of relevant procedures and practices in the work of the Board of Directors, determines the responsibilities of Board committees for sustainability matters within their respective functional areas, and defines mechanisms for establishing and monitoring relevant key performance indicators of the Bank; ▶ Approves top-level documents, including the Sustainable Development Policy; ▶ Oversees the implementation of the Development Strategy, including matters relating to the ESG agenda.	▶ Oversees the integration of climate change matters into the Development Strategy; ▶ Determines the Bank’s key strategic objectives (KPIs) and monitors their achievement.
Management Board	▶ Implements the Bank’s strategy; ▶ Develops and approves the Sustainable Development Action Plan and exercises operational control over its implementation by the Bank’s structural divisions.	▶ Ensures the functioning of the climate change strategy and manages climate-related risks and opportunities.
Process owners – Corporate Business	▶ Development and maintenance of key business areas by portfolio categories.	▶ Integration of ESG and climate questionnaires into the system for collecting and assessing customer information; ▶ Assessment of customers and financed projects in accordance with the developed approaches to climate risk assessment; ▶ Development of products and financing instruments aimed at encouraging customers to follow sustainable development practices and ensure sustainable economic activity.
Credit Risk Department – Credit Analysis Department, Corporate Client Departments No. 1 and 2	▶ Implementation of ESG components in the assessment and monitoring process for financed projects.	▶ Integration of climate risk management into the Bank’s risk management system in respect of indirect impact.

Organisation of Sustainability Governance

During the reporting period, sustainability governance was carried out through the corporate governance system with a clear allocation of roles between the Bank's governance bodies and structural divisions.

The Board of Directors reviewed matters relating to the implementation of ESG initiatives and sustainable development on a regular basis, including the execution of the approved ESG Strategy, the achievement of key indicators, and the impact of the external environment on the Bank's activities.

ESG governance is carried out with the involvement of the relevant committees of the Board of Directors:

- ▶ the Strategic Planning Committee oversees sustainable development strategy matters and determines key performance indicators;
- ▶ the Sustainable Development Committee ensures the integration of ESG principles into the Bank's activities and reviews the results of the implementation of relevant initiatives;
- ▶ the Risk Committee ensures that ESG factors are considered within the risk management system, including in climate risk assessment processes.

The Management Board is responsible for implementing the ESG Strategy, developing and executing the action plan, and integrating ESG approaches into operating activities and business processes.

A dedicated structural division of the Bank responsible for sustainability performs the key coordinating role in delivering the ESG agenda. Its key responsibilities include:

- ▶ implementing a systematic approach to ESG and sustainability management;
- ▶ coordinating interaction between structural divisions;
- ▶ monitoring indicators and preparing reporting;
- ▶ providing methodological and expert support to business lines.

The Risk Management Service co-ordinates the ESG risk management process, develops approaches to ESG risk assessment and carries out monitoring within the Bank's overall risk management system.

The Bank's business divisions implement ESG initiatives within their respective areas of activity, including the development of sustainable finance products, customer engagement and the integration of ESG approaches into operating processes.

In addition, the Bank's branches and subsidiaries participate in the implementation of ESG initiatives at regional level, ensuring the adaptation of approaches to the characteristics of local markets.

CODE OF ETHICS AND BUSINESS CONDUCT

The Bank has in place a Code of Ethics and Business Conduct, approved by the Board of Directors, which defines standards of business ethics and is a key element of corporate culture.

The Code applies to members of the Board of Directors, members of the Management Board, Bank employees, as well as third parties engaged in the Bank's activities, and establishes uniform requirements for interaction with shareholders, customers, business partners and other stakeholders. Compliance with the provisions of the Code is mandatory and is regarded as an integral part of the performance of official duties.

The Code sets out the core principles of business conduct, including:

- ▶ honesty and integrity in carrying out activities;
- ▶ fair and non-discriminatory treatment of all stakeholders;
- ▶ openness and transparency in the Bank's activities;
- ▶ protection of customer assets and confidential information;
- ▶ prevention and resolution of conflicts of interest;
- ▶ responsibility and a focus on sustainable development;
- ▶ prevention of fraud and abuse;
- ▶ zero tolerance for corruption offences.

In addition, the Code establishes requirements for the accuracy and completeness of reporting, as well as for record-keeping.

The Bank's managers demonstrate their commitment to the principles of the Code through personal example, contribute to the development of a unified corporate culture, and support the development of human capital. Each Bank employee bears personal responsibility for complying with the established standards, which helps maintain the Bank's strong business reputation.

Compliance with the Code is monitored by the Bank's relevant divisions, including the people management functions. To raise employee awareness, training activities and explanatory work are carried out on a regular basis.

[▶ Code of Ethics and Business Conduct at Halyk Bank JSC](#)

REPORTING OF ACTUAL AND POTENTIAL VIOLATIONS

The Bank ensures the operation of mechanisms for reporting actual and potential breaches of legislation, the Code of Ethics and internal regulations.

Bank employees, as well as third parties, may report identified violations through established channels, including the helpline, email and other available means of communication. Reports may be submitted directly to management, as well as to specialised divisions, including security, compliance control and people management functions.

Information may be reported:

- ▶ via the helpline, the number of which is published on the Bank's intranet "Halyk Info": +7-727-259-68-78;
- ▶ via WhatsApp / Telegram;
- ▶ by telephone on +7-778-978-54-18;
- ▶ by email at helpline@halykbank.kz.

All incoming reports are reviewed in accordance with the established procedure and, where necessary, investigations are carried out followed by appropriate action.

The Bank guarantees the confidentiality of information and the protection of individuals who report violations in good faith from any form of pressure or retaliation. These approaches are set out in the Bank's internal documents and are aimed at strengthening a culture of openness and responsibility.

The use of effective feedback channels helps ensure the timely identification and prevention of violations, as well as maintaining a high standard of corporate culture and business ethics.

ANTI-CORRUPTION

The Bank adheres to a zero-tolerance principle towards any form of corruption and regards anti-corruption as an integral part of its corporate governance, risk management and business ethics framework.

The Bank has in place an Anti-Corruption Policy, approved by the Board of Directors, which sets out common principles, requirements and measures aimed at preventing, identifying and suppressing corruption offences. The Policy has been developed in accordance with the legislation of the Republic of Kazakhstan, as well as with due regard to international standards and the Bank's internal documents.

The Policy applies to the Bank's governance bodies, employees and other people acting on behalf of or in the interests of the Bank, and is also applied in subsidiaries, taking into account the legal requirements of the countries in which they operate.

To prevent corruption risks, the Bank implements a comprehensive approach that includes:

- ▶ assessment and analysis of factors contributing to corruption risks;
- ▶ control over interaction with counterparties, including procurement and contracting procedures;
- ▶ implementation of a system of training and awareness-raising for employees in anti-corruption requirements;
- ▶ development of a corporate culture rejecting corrupt practices;
- ▶ provision of accessible channels for reporting potential violations.

To improve the effectiveness of corruption risk management, the Bank applies the three lines of defence model, ensuring the allocation of responsibilities and independent control:

- ▶ first line – business divisions directly carrying out operations;
- ▶ second line – control and risk management functions;
- ▶ third line – the internal audit function.

The Bank provides employees and third parties with the opportunity to report actual or potential corruption offences through dedicated communication channels, including the helpline and electronic channels.

All reports are reviewed in accordance with the established procedure and, where necessary, investigations are carried out and appropriate measures are taken. The Bank guarantees the confidentiality of information and the protection of individuals who report violations in good faith.

The approach implemented contributes to the development of a sustainable corporate culture based on the principles of transparency, responsibility and intolerance of corruption.

[JSC Halyk Bank's Anti-Bribery and Corruption Policy](#)

ANTI-MONEY LAUNDERING AND COUNTER-TERRORIST FINANCING

The Group adheres to a zero-tolerance principle towards the legalisation (laundering) of proceeds of crime and the financing of terrorism (AML/CFT), regarding this area as an important element of its corporate governance and risk management system.

The Group's AML/CFT activities are carried out based on a risk-based approach in accordance with the legislation of the Republic of Kazakhstan, international standards (including the FATF Recommendations and the Wolfsberg Principles), and the Bank's internal regulations.

The Group has implemented an AML/CFT risk management system that ensures a consistent approach to the identification, assessment and monitoring of risks at all levels of activity, including subsidiaries and affiliated organisations.

The key elements of the system include:

- ▶ carrying out customer and beneficial owner due diligence;
- ▶ applying enhanced due diligence procedures for higher-risk customers;

- ▶ monitoring customer transactions, including the identification and analysis of suspicious transactions;
- ▶ complying with international sanctions regimes;
- ▶ regularly updating customer information and submitting reports to the authorised bodies;
- ▶ training employees and raising awareness in the area of AML/CFT.

The activities are coordinated by an independent compliance control function, which ensures the objectivity and effectiveness of internal control.

The approach implemented is aimed at ensuring transparency of operations, compliance with legal requirements, and maintaining a high level of confidence among customers, regulators and other stakeholders.

FRAUD PREVENTION

In 2025, the Bank continued to strengthen its fraud prevention system, completing implementation of the 2023–2025 strategy and ensuring cross-channel control across the entire Halyk ecosystem. The integration of anti-fraud solutions with all key business platforms made it possible to centralise risk management, standardise approaches and accelerate responses to suspicious transactions.

One of the year's priorities was work aimed at preventing the Bank's services from being misused for unlawful activities. In particular, the Bank worked to prevent drop schemes (fraudulent transactions involving "drops" – individuals whose accounts/cards are used by fraudsters to channel and withdraw funds), unlawful transactions, and abuse in the field of online gaming.

A separate area of focus was the development of interbank and industry-wide co-operation. The Bank engaged directly with second-tier banks on the exchange of information on suspicious activity and also established a stable interaction framework with the Anti-Fraud Centre of the National Bank of the Republic of Kazakhstan, ensuring compliance with the requirements of the regulator and payment systems. Work was also carried out on inter-agency platforms involving the Financial Monitoring Agency, the Agency for Regulation and Development

of the Financial Market, and the Ministry of Internal Affairs, which strengthened the co-ordination of anti-fraud measures at the level of the financial market.

The development of technical solutions has become an important driver of improved efficiency. In 2025, the Bank implemented solutions enabling end-to-end analysis of customer and employee actions and expanded the use of RPA and AI agents for the autonomous control of applications and transactions. The anti-fraud platform became a single centre for detecting suspicious events, capable of rapidly adapting to new fraud scenarios. This improved transparency and manageability, while helping to preserve the customer experience and at the same time reduce the level of fraud.

Attention was paid to employee training: financial security materials were regularly updated on the internal portal, mandatory e-learning courses and testing were conducted, and face-to-face training sessions were held. For customers, the Bank introduced multi-level transaction validation and risk-based authentication. The Bank also strengthened awareness-raising initiatives by organising lectures at universities jointly with the Ministry of Internal Affairs and conducting joint information campaigns on the news portals Zakon.kz and Tengrinews.kz.



INFORMATION SECURITY

Information security is one of the key factors underpinning the resilience of Halyk Bank, ensuring the continuity of service provision and a high level of customer trust. The Bank’s approach is comprehensive in nature and combines management practices, modern technological solutions and the systematic development of employee competencies aimed at protecting data and digital channels at all levels.

MANAGEMENT SYSTEM

The information security management system is structured in accordance with the legislation of the Republic of Kazakhstan and international standards, including ISO/IEC 27001. It covers all key information assets and is aimed at ensuring the confidentiality, integrity and availability of data and services. The Bank applies a risk-based approach using the principles of least privilege, Zero Trust, and need-to-know access.

PROTECTION OF PERSONAL DATA

Particular attention is paid to the protection of personal data. In 2025, the Bank updated its internal regulatory framework governing all stages of data processing – from collection and storage to anonymisation and deletion. To strengthen governance in this area, a Personal Data Committee operates under the Management Board. A comprehensive set of legal, organisational and technical measures is applied, including encryption, access control and monitoring of user activity.

In 2025, there were no leaks or losses of customer data (2024: 0). Overall, in recent years the Bank has maintained a stable level of protection of customer information, ensuring the reliability and security of its digital services.

CYBERSECURITY

The Bank maintains a high level of preparedness for cyber incidents through regular testing and cyber exercises, as well as by developing a culture of information security among employees. In 2025, control procedures were strengthened and the technological protection perimeter was upgraded, including through the updating of the SIEM platform, the implementation of XDR solutions, the development of the DevSecOps approach, and the expansion of access management automation. Considerable attention was paid to employee training, including specialised programmes and professional certification.

COMPLIANCE MONITORING AND INDEPENDENT ASSESSMENT

The effectiveness of the system is confirmed by the results of independent reviews and audits for compliance with international requirements, including PCI DSS, PCI 3DS, SWIFT CSP and ISO/IEC 27001. During the reporting year, the Bank successfully passed all key reviews and inspection audits.



8.

RISK MANAGEMENT

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RISK MANAGEMENT AND INTERNAL CONTROL SYSTEM

The Bank regards risk management and the internal control system as a key element of corporate governance and of ensuring the resilience of the Group's operations. The risk management policy is aimed at creating an integrated risk management system commensurate with the scale and complexity of operations and with the profile of risks assumed.

The risk management system is based on the three lines of defense principle, ensuring a clear allocation of responsibilities between operational divisions, the risk management functions and internal audit.

- The Board of Directors provides strategic leadership in the field of risk management, approves key policies and oversees compliance with the established risk profile;
- The Management Board ensures the implementation of the approved approaches and the management of risks at the operational level;
- Structural divisions carry out the primary identification and management of risks within the scope of their activities;
- Independent risk management and compliance functions provide methodological support and control;
- Internal audit conducts an independent assessment of the effectiveness of the risk management and internal control system.
- The Bank continues to strengthen its risk management system by introducing new assessment tools, automating processes, and adopting approaches aimed at the early identification of risks and enhancing resilience to external and internal changes.

Approach to Risk Management

The Bank's approach to risk management is focused on creating an adaptive and integrated system that ensures a balance between the implementation of the business strategy and the maintenance of financial resilience.

Given the dynamic macroeconomic environment and growing regulatory requirements, the Bank pays particular attention to:

- ▶ developing mechanisms for the early identification of risks;
- ▶ improving the accuracy of assessment models;
- ▶ strengthening control over key risks at all levels of governance;
- ▶ integrating ESG factors into risk management processes.

This approach enables the Bank to respond to changes in the external environment in a timely manner and maintain business resilience in conditions of heightened uncertainty.

RISK APPETITE MANAGEMENT

The risk appetite management system defines the acceptable level of risk that the Bank is prepared to assume in implementing its strategy.

The Risk Appetite Strategy, approved by the Board of Directors, establishes:

- ▶ principles for shaping the Bank's risk profile;
- ▶ quantitative parameters of acceptable risk levels;
- ▶ mechanisms for monitoring and controlling compliance with established limits.

Risk appetite is shaped regarding the business model, the scale of operations and the structure of assets, and covers key risk categories, including credit risk, market risk, operational risk and liquidity risk. Monitoring is carried out on a regular basis through the management reporting system.

CREDIT RISK MANAGEMENT

The credit risk management system is based on a combination of organisational, methodological and digital tools ensuring comprehensive risk assessment and control at all stages of the lending process.

The key elements of management include:

- ✓ application of the three lines of defense model;
- ✓ monitoring compliance with regulatory requirements and limits;
- ✓ monitoring the financial condition of borrowers and the quality of the portfolio;
- ✓ diversification of the portfolio by sector, region and borrower category;
- ✓ regular stress testing of the lending portfolio;
- ✓ creation of provisions for possible losses;
- ✓ integration of ESG factors into the lending process.

The credit decision-making system is based on delegated authority:

- ✓ for corporate clients, decisions are taken by collegiate bodies, with escalation to the Board of Directors where necessary;
- ✓ for the SME segment, a combination of collegiate review and digital processes is applied;
- ✓ in the retail segment, automated underwriting is used with the application of scoring models and risk-based pricing.

The Bank is actively developing digital lending, including the use of probability of default (PD) models and the modernisation of LGD methodology, which helps improve the accuracy of risk assessment and the soundness of decisions.

In 2025, the Bank continued to develop:

- ✓ credit risk assessment models and their validation;
- ✓ tools for the early identification of problem borrowers (Early Warning Signals);
- ✓ ESG scoring of borrowers, with broader coverage of the corporate segment;
- ✓ automation of the lending process using modern technologies, including elements of GenAI.

The stress tests conducted confirmed the resilience of the lending portfolio and the adequacy of capital even under adverse macroeconomic scenarios.



ASSET AND LIABILITY MANAGEMENT

The Bank pursues a balanced approach to asset and liability management aimed at optimising the risk/return ratio and maintaining a resilient balance sheet structure.

The Group’s assets are diversified by instrument type, currency and maturity, with the lending portfolio continuing to account for the largest share.

For liquidity management purposes, the Bank maintains a stable liability structure, the main part of which consists of customer funds, and carries out continuous monitoring of counterparty limits.

Flexible management of the funding structure and limits enables the Bank to respond promptly to changes in market conditions and maintain a resilient financial position.

MARKET RISK MANAGEMENT

The Bank follows a conservative approach to market risk management, including foreign exchange, interest rate and price risks.

The main risk management tools include:

- ▶ maintaining a balanced foreign exchange position;
- ▶ controlling interest rate risk through management of the structure of assets and liabilities;
- ▶ applying internal limits and monitoring compliance with them on a daily basis.

In 2025, the Bank enhanced its market risk assessment methodology by introducing VaR and ES models and confirmed their applicability through back-testing procedures.

Despite the increase in the base rate and stronger inflationary pressures, the level of interest rate risk remained within the established risk appetite, which ensured the stability of the net interest margin.

OPERATIONAL RISK MANAGEMENT

The Bank applies a comprehensive approach to operational risk management aimed at preventing losses associated with deficiencies in processes, systems, human factors or external events.

The management system includes:

- ▶ risk assessment when introducing new products and processes;
- ▶ use of the ORAP tool;
- ▶ collection and analysis of incidents in accordance with Basel standards;
- ▶ development of a system of key risk indicators;
- ▶ application of scenario analysis and risk self-assessment.

The approach is focused on the early identification of threats and the implementation of preventive measures, making it possible to reduce both financial and reputational risks.

IT RISK MANAGEMENT AND INFORMATION SECURITY

The Bank continues to develop its IT risk management system, ensuring the resilience of its technological infrastructure and the protection of data.

The main areas include:

- ▶ regular review of critical information assets;
- ▶ updating key risk indicators;
- ▶ strengthening controls over cyber threats and risks associated with technological development, including AI;
- ▶ implementation of measures to prevent fraud and unauthorised access.

This comprehensive approach to IT risk management helps minimise potential threats and maintain a high level of customer trust.

BUSINESS CONTINUITY MANAGEMENT

The business continuity management system is aimed at ensuring the stable functioning of the Bank in crisis situations.

It includes:

- ▶ developed response and recovery plans;
- ▶ a system for alerts and co-ordination of actions;
- ▶ staff preparation and regular training;
- ▶ testing and simulation exercises.

The measures applied strengthen the resilience of business processes and ensure preparedness for emergencies.

CAPITAL MANAGEMENT

The Bank pursues a prudent capital management policy, ensuring compliance with capital adequacy requirements in accordance with Basel III principles.

A key element is the Internal Capital Adequacy Assessment Process (ICAAP), which takes into account the aggregate impact of all material risks and serves as the basis for determining the target level of capitalisation.

The use of the internal economic capital model makes it possible to:

- ▶ assess risk positions more accurately;
- ▶ maintain financial resilience;
- ▶ adapt in a timely manner to changes in the external environment.



9.

APPENDICES

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APPENDIX 1. ABOUT THIS REPORT

This Sustainability Report has been prepared by JSC Halyk Bank of Kazakhstan (hereinafter, the “Bank”) in accordance with the GRI Standards and the TCFD recommendations. The Report covers the activities of the Bank and its subsidiaries (jointly referred to as the “Halyk Group” or the “Group”) for the reporting period from 1 January to 31 December 2025. Financial information is presented in accordance with the Group’s audited consolidated financial statements prepared under IFRS, unless otherwise stated in the text.

In preparing the Report, the Bank considered the requirements of the KASE Listing Rules and the London Stock Exchange Listing Rules, as well as the recommendations of the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market on ESG disclosure. The Report includes indicators contributing to the achievement of the UN Sustainable Development Goals (SDGs) relevant to the Group’s 2022–2025 Strategy.

The reporting boundary includes all legal entities within the scope of the Halyk Group’s consolidated financial statements. There are no material deviations between the boundary of financial and non-financial reporting. Information on subsidiaries is disclosed in the Group’s Annual Report (https://halykbank.kz/about/shareholders_investors/investoram).

The Report is prepared on an annual basis and is published simultaneously with the annual financial statements. The previous version of the Report for 2024 was issued in July 2025.

A limited assurance external review of key non-financial indicators, including greenhouse gas emissions data, was carried out by an independent practitioner. The assurance conclusion is presented in the relevant section of this Report.

Process for Determining Material Topics

In order to enhance transparency and accountability, and in accordance with the requirements of international sustainability standards, including GRI 3: Material Topics 2021, the Bank carried out an assessment of material topics. This assessment is necessary to identify the key areas in which our activities affect the economy, society and the environment, and to ensure the relevance and focus of the information disclosed.

Material topics are those that reflect the Bank’s most significant actual or potential impacts, including impacts on human rights, and that are of greatest importance to stakeholders. These topics form the basis of the content of this Report and underpin sustainability management at the Bank.

Approach to Determining Material Topics

In accordance with the requirements of GRI 3: Material Topics 2021, the Bank applied a systematic approach to determining material topics, comprising four key stages:

1

Step 1. Understanding the context of the organisation’s activities

The Bank carried out a comprehensive analysis of its operating, sectoral and regulatory context, including:

- ▶ the characteristics of its business model and types of activity;
- ▶ the geographical distribution of operations;
- ▶ the profile of customers and partners;
- ▶ institutional commitments, including commitment to the UN Sustainable Development Goals and the principles of the UN Global Compact;
- ▶ alignment with international standards, including the UK Corporate Governance Code and the listing requirements of KASE and the LSE.

2

Step 2. Identification of actual and potential impacts

Considering the results of internal analysis and the external context, both positive and negative impacts of the Bank on the economy, society and the environment were identified. The main sources of information included:

- ▶ ESG requests from investors and rating agencies;
- ▶ review of media publications;
- ▶ analysis of banking sector megatrends;
- ▶ analysis of the activities of peer banks (benchmark analysis);
- ▶ views of the Bank's management based on interviews.

To improve objectivity, a rating approach was applied, including a percentage-based assessment of the contribution of each source.

3

Step 3. Assessment of the significance of impacts

Each potential topic was assessed against two key criteria:

- ▶ Economic, environmental and social impact, including its scale, scope and irremediability.
- ▶ The influence of the topic on stakeholders, in particular on their decisions and expectations.

4

Step 4. Prioritisation of impacts and determination of material topics

At the final stage, the Bank grouped the identified impacts into thematic areas and determined the threshold of significance for including topics in the Report. The outcome was a materiality matrix covering 15 aspects across the economy, the environment, the social sphere and banking sector-specific issues. This list was tested taking into account the views of experts and key stakeholders (including customers, employees, shareholders and investors) through engagement channels such as surveys, hotlines, customer assessments and meetings.

List of Material Topics

Economic	Social	Environmental
Economic performance	Employment	Resource use and waste
Indirect economic impacts	Training and development	Climate change
Anti-corruption	Diversity and equal opportunities	
Accessibility and quality of financial services	Local communities	
Digitalisation and innovation	Personal data protection	
IT systems and resilience to cyber risks	Social projects	
Responsible finance		



Methodology for Data Collection, Consolidation and Calculation

HUMAN RESOURCE MANAGEMENT

The employee turnover rate for the Bank and its subsidiaries is calculated using the following formula:

$$ETR = A / B \times 100\%$$

Where: A = the number of employees who terminated their employment contract at their own initiative during the reporting period;

The following categories are excluded from the turnover calculation:

- ▶ termination of employment at the employee's own initiative due to transfer to outsourcing;
- ▶ transfer to the Bank's subsidiaries;
- ▶ retirement;
- ▶ termination of employment at the employee's own initiative where the employee held the position of stoker;
- ▶ termination of employment at the employee's own initiative where the employee held the position of specialist (intern);
- ▶ termination of employment at the employee's own initiative during the probation period (within 3 months of the date of hire);
- ▶ B = the average headcount of employees of the Bank and its subsidiaries during the reporting period.

ENVIRONMENT

Water consumption volumes were determined using a calculation-based method based on the ratio of total costs for water supply and wastewater services to the applicable tariffs. The calculations used data on total costs for water consumption and wastewater services, as well as the corresponding tariffs based on the two types of services.

In calculating water consumption, tariff values based on available internal sources were used, reflecting the specifics of local conditions. For the 2025 calculations, the average annual tariff for each branch was applied, which ensured comparability of indicators with previous periods and made it possible to take account of tariff-setting characteristics at the current stage, without detailed seasonal changes.

To improve accuracy and standardise calculations, further development of the accounting system is envisaged, with a gradual transition to recording consumption in physical volumes based on primary documentation, as well as the introduction of a unified methodology and control system at head office level.

Greenhouse gas emissions were calculated using up-to-date data on the distribution of electricity generation sources within the territory of the Republic of Kazakhstan. As part of the enhancement of the methodological approach, emissions associated with electricity generated from renewable energy sources (RES) were excluded from the calculations, as such electricity is treated as having zero greenhouse gas emissions. In addition, emissions calculations for subsidiaries were performed using updated emission factors, which made it possible to improve the accuracy of emissions assessment.

The calculation of indirect energy emissions (Scope 2) for JSC Halyk Bank Georgia and JSCB Tenge Bank was carried out using international CO₂ emission factors based on statistical data from the International Energy Agency (IEA).

OCCUPATIONAL HEALTH AND SAFETY

For the calculation of the Lost Time Injury Frequency Rate (LTIFR), the Bank applied the methodology set out in GRI 403: Occupational Health and Safety (2018). The Bank used a factor of 1 million hours worked in order to ensure an appropriate representation of the rate in relation to the number of employees of the Bank and its subsidiary. The calculation formula is presented below:

$$LTIFR = \text{Injuries} / \text{Hours worked} \times 1,000,000$$

The LTIFR for the Bank, Halyk Inkassatsiya LLP and Halyk Leasing LLP amounted to 0.15^(A). At the same time, the number of work-related lost-time injuries in 2025 was 4 for Halyk Inkassatsiya LLP. Hours worked in 2025 amounted to 24,139,488 for the Bank, 2,362,592 for Halyk Inkassatsiya LLP and 104,360 for Halyk Leasing LLP. In 2025, there were no work-related accidents across the Bank, excluding the subsidiary.



APPENDIX 2. KEY ESG INDICATORS

Economic indicators

GENERATED AND DISTRIBUTED ECONOMIC VALUE

Indicator, KZT billion	2023	2024	2025
Direct economic value generated	1,255.2 ^(A)	1,620.7 ^(A)	1,838.0 ^(A)
Net interest income	706.5	978.6	1,126.6
Net fee and commission income	113.7	125.3	140.1
Other non-interest income	435	516.8	571.3
Economic value distributed	943.1 ^(A)	1,252.1 ^(A)	1,108.1 ^(A)
Non-interest expenses	440.4	518.7	539.8
including operating expenses, of which:	216.9	264.5	308.0
salaries and bonuses paid to employees	126.9	160.1	189.2
social investments (charitable and social initiatives)	4.5	5.6	5.4
taxes other than income tax	9.8	14.6	15.3
Income tax expenses	121.3	180.9	239.8
Dividends paid for the reporting period ^[1]	381.4*	552.5**	328.5*
Economic value retained	312.1 ^(A)	368.5 ^(A)	729.9 ^(A)

* Paid in 2025 for the year ended 31 December 2024.

** Approved for payment by 22 July 2026.

SUSTAINABLE FINANCE (INDICATORS ACCORDING TO THE GUIDELINES OF THE AGENCY FOR REGULATION AND DEVELOPMENT OF THE FINANCIAL MARKET)

Sustainability Bonds		2025
Volume of sustainability bonds outstanding as of year-end, KZT billion		20
ESG Products		2025
Volume of financing provided through products aimed at supporting specific social groups (e.g. women), KZT million	State Programme “Ümit” (Women’s Entrepreneurship) *Financing volume in 2025 amounted to KZT 1,071.4 million. The Bank’s own programme to support women’s entrepreneurship *A total of 39 entrepreneurs were financed. *The total financing volume amounted to KZT 970 million.	
Loans for small businesses		2025
Number of loans to small businesses and entrepreneurs at the end of the period, units	The number of small business loans as at 1 January 2026 was 63,409. (based on the standard portfolio under management reporting)	
Outstanding loan portfolio for small businesses and entrepreneurs at the end of the period, KZT billion	In 2025, the small business loan portfolio increased by 24.2% and reached KZT 736.9 billion. (total portfolio) (Credit Bureau report)	
Volume of overdue loans to small businesses and entrepreneurs at the end of the period, KZT billion	The volume of standard small business loans with 0+ days past due amounted to KZT 33.0 billion, while the volume with 90+ days past due amounted to KZT 3.1 billion. (based on the standard portfolio under management reporting)	

^[1] The data is sourced from the audited consolidated financial statements of JSC Halyk Bank for the year ended 31 December 2025. In the audited consolidated financial statements of JSC Halyk Bank for the year ended 31 December 2025, a reclassification for the year 2024 was made in 2025; accordingly, the 2024 figures have been restated.



Social indicators

STAFF STRUCTURE AND HEADCOUNT

Indicator	2023	2024	2025
Total headcount	14,415 ^(A)	14,174 ^(A)	14,107 ^(A)
Men	4,173 ^(A)	4,226 ^(A)	4,307 ^(A)
Women	10,242 ^(A)	9,948 ^(A)	9,800 ^(A)
Under 30	4,742 ^(A)	4,581 ^(A)	4,563 ^(A)
30-50	8,265 ^(A)	8,150 ^(A)	8,096 ^(A)
Over 50	1,408 ^(A)	1,443 ^(A)	1,448 ^(A)

Indicator		Senior management	Middle management	Specialists	Administrative and Support Staff
Total	Unit of measurement	9 ^(A)	1,581 ^(A)	12,336 ^(A)	181 ^(A)
By gender					
Men	persons	7 ^(A)	621 ^(A)	3,500 ^(A)	179 ^(A)
	%	78% ^(A)	39% ^(A)	28% ^(A)	99% ^(A)
Women	persons	2 ^(A)	960 ^(A)	8,836 ^(A)	2 ^(A)
	%	22% ^(A)	61% ^(A)	72% ^(A)	1% ^(A)
By age group					
Under 30	persons	0 ^(A)	63 ^(A)	4,492 ^(A)	8 ^(A)
	%	0% ^(A)	4% ^(A)	36% ^(A)	4.4% ^(A)
30-50	persons	3 ^(A)	1,236 ^(A)	6,784 ^(A)	73 ^(A)
	%	33% ^(A)	78% ^(A)	55% ^(A)	40.3% ^(A)
Over 50	persons	6 ^(A)	282 ^(A)	1,060 ^(A)	100 ^(A)
	%	67% ^(A)	18% ^(A)	9% ^(A)	55.2% ^(A)

Indicator	Unit	Management Board	Board of Directors
Total	persons	9	8
By gender			
Men	persons	7	7
	%	78%	88%
Women	persons	2*	1*
	%	22%	13%
By age group			
Under 30	persons	0	0
	%	0	0
30-50	persons	3	0
	%	33%	0
Over 50	persons	6*	8*
	%	67%	100%

*The Chairperson of the Management Board is a member of both the Management Board and the Board of Directors.



STAFF STRUCTURE AND HEADCOUNT

Category	By contract type			By working type	
	Total	Permanent Employees	Temporary Employees	Full-Time	Part-Time
Total	14,107	12,927	1,180	14,048	59
By gender					
Men	4,307	4,070	237	4,283	24
Women	9,800	8,857	943	9,765	35
By region					
Head Office	3,808	3,632	175	3,792	15
Almaty City Branch	1,487	1,350	137	1,486	1
Astana City Branch	819	758	61	818	1
Aktobe Regional Branch	539	495	44	539	-
Karaganda Regional Branch	520	476	44	513	7
Zhambyl Regional Branch	464	409	55	462	2
Kostanay Regional Branch	460	425	35	460	-
Shymkent City Branch	446	431	15	446	-
Atyrau Regional Branch	450	380	70	445	5
Turkistan Regional Branch	454	422	32	449	5
Akmola Regional Branch	438	387	51	438	-
East Kazakhstan Regional Branch	419	392	27	418	1

Category	By contract type			By working type	
	Total	Permanent Employees	Temporary Employees	Full-Time	Part-Time
Mangystau Regional Branch	414	359	55	412	2
West Kazakhstan Regional Branch	416	367	49	413	3
Kyzylorda Regional Branch	393	348	45	389	4
Abai Regional Branch	394	360	34	394	-
Pavlodar Regional Branch	374	353	21	373	1
North Kazakhstan Regional Branch	341	309	32	339	2
Zhetysu Regional Branch	294	248	46	290	4
Almaty Regional Branch	294	263	31	290	4
Ulytau Regional Branch	203	159	44	203	-
Temirtau City Branch	178	164	14	178	-
Ekibastuz City Branch	174	162	12	173	1
Zhanaozen City Branch	138	102	36	138	-
Balkhash City Branch	110	100	10	109	1
Baikonur City Branch	78	73	5	78	-
AIFC Branch	2	2	-	2	-
Outside the Republic of Kazakhstan	1	1	-	1	-



HIRING AND TURNOVER INDICATORS

Category	Hired employees, persons	Share of hired employees, %	Employees who left, persons	Turnover rate, %
Total	2,569	15.2%	1,906 ^(A)	13.6% ^(A)
By age group				
Under 30	1,751	32.2%	894	19.7%
30-50	739	7.6%	315	3.9%
Over 50	79	3.7%	697	48.8%
By gender				
Men	1,552	13.5%	656	15.6%
Women	1,017	19.0%	1,250	12.7%
By region				
Head Office	981	26.6%	798	21.6%
Almaty City Branch	328	21.9%	278	18.6%
Astana City Branch	105	12.9%	96	11.8%
Aktobe Regional Branch	41	7.4%	39	7.0%
Karaganda Regional Branch	96	18.2%	75	14.2%
Zhambyl Regional Branch	51	10.9%	40	8.5%
Kostanay Regional Branch	99	21.7%	84	18.4%
Shymkent City Branch	52	11.6%	45	10.0%
Atyrau Regional Branch	52	11.4%	47	10.3%
Turkistan Regional Branch	54	11.9%	43	9.5%
Akmola Regional Branch	68	15.6%	59	13.5%
East Kazakhstan Regional Branch	72	17.2%	52	12.4%
Mangystau Regional Branch	25	5.9%	20	4.7%
West Kazakhstan Regional Branch	41	9.9%	39	9.4%
Kyzylorda Regional Branch	20	5.0%	19	4.8%
Abai Regional Branch	58	14.7%	50	12.7%
Pavlodar Regional Branch	74	19.4%	66	17.3%
North Kazakhstan Regional Branch	69	20.3%	58	17.1%
Zhetysu Regional Branch	61	21.0%	48	16.5%
Almaty Regional Branch	85	29.5%	65	22.5%
Ulytau Regional Branch	28	13.9%	19	9.5%
Temirtau City Branch	28	15.3%	24	13.1%

Category	Hired employees, persons	Share of hired employees, %	Employees who left, persons	Turnover rate, %
Ekibastuz City Branch	32	18.7%	28	16.4%
Zhanaozen City Branch	16	11.5%	13	9.3%
Balkhash City Branch	25	23.1%	19	17.6%
Baikonur City Branch	8	10.0%	4	5.0%
AIFC Branch				
Outside the Republic of Kazakhstan				

TRAINING AND DEVELOPMENT

Indicator	2023	2024	2025
Average number of training hours per employee	87	63	70
By gender			
Men	75	53	59
Women	93	68	75
By employee category			
Senior management	65	85	80
Middle management	131	63	63
Specialists	82	62	64

Indicator	2023	2024	2025
Share of employees who received a regular performance and career development review, %	71%	72%	76%
By gender			
Men	79%	79%	82%
Women	68%	69%	73%
By employee category			
Members of the Management Board	100%	100%	100%
Senior management	97%	100%	98%
Middle management	90%	91%	92%
Specialists	69%	70%	75%

SOCIAL INDICATORS IN HUMAN CAPITAL MANAGEMENT

Indicator	Men	Women	Total
Number of employees eligible for maternity or parental leave (under the Labour Code of the Republic of Kazakhstan)	100% of employees are entitled to parental leave. The provisions of the Labour Code of the Republic of Kazakhstan allow not only women but also men, grandparents, or other relatives who are actually raising a child left without parental care, as well as guardians or adoptive parents of a newborn, to exercise their right to parental leave.		
Number of employees who took maternity or parental leave	Parental leave – 3	Maternity – 200; Parental leave – 1,586	1,789
Number of employees who returned to work after maternity/paternity leave in 2025	1	853	854
Number of employees who returned to work after maternity/paternity leave in 2024 (for calculation)	5	933	938
Number of employees who returned to work in the previous year and remained employed 12 months later	0	446	446
Number of employees expected to return to work after maternity/paternity leave in the reporting year	0	119	119
Return rate, %	0	14	14
Retention rate, %	0	48	48

*Including those who took parental leave following maternity leave. In 2025, employees on parental leave were absent for an average of approximately 240 days.

Indicator	2023	2024	2025
Total number of employees who took maternity or parental leave	1,215	1,859	1,789
Men	Parental leave – 3	Parental leave – 2	Parental leave – 3
Women	Maternity – 266; Parental leave – 946	Maternity – 883; Parental leave – 974	Maternity – 200; Parental leave – 1,586

OCCUPATIONAL HEALTH AND SAFETY INDICATORS

Indicator	2023	2024	2025
Total number of work-related injuries resulting in lost time	11	2	4
Number of lost workdays due to occupational injuries	320	14	216
Lost Time Injury Frequency Rate (LTIFR)	0.42 ^(A)	0.08 ^(A)	0.15 ^(A)



SOCIAL INDICATORS ACROSS THE GROUP

Indicator			Halyk Bank and branches	Halyk Bank Georgia	Tenge Bank	Kazteleport	Halyk Inkassatsiya	Halyk Insurance Company	Halyk Activ	Halyk Finservice	Halyk Lab	Halyk Leasing	Halyk Finance	Halyk Global Markets	Halyk Life
Turnover rate, % ^(A)			13.59% ^(A)	13.97% ^(A)	23.85% ^(A)	16.30% ^(A)	12.01% ^(A)	33.11% ^(A)	18.46% ^(A)	4.25% ^(A)	10.71% ^(A)	1.68% ^(A)	1.17% ^(A)	0% ^(A)	18.22% ^(A)
Gender diversity, % ^(A)	Male		30.5% ^(A)	37.5% ^(A)	58.2% ^(A)	72.3% ^(A)	95.3% ^(A)	31.0% ^(A)	51.7% ^(A)	56.3% ^(A)	53.8% ^(A)	56.9% ^(A)	47.5% ^(A)		33.0% ^(A)
	Female		69.5% ^(A)	62.5% ^(A)	41.8% ^(A)	27.7% ^(A)	4.7% ^(A)	69.0% ^(A)	48.3% ^(A)	43.7% ^(A)	46.2% ^(A)	43.1% ^(A)	52.5% ^(A)		67.0% ^(A)
Age diversity, % ^(A)	Under 30		32.3% ^(A)	14.3% ^(A)	37.1% ^(A)	33.2% ^(A)	13.2% ^(A)	20.3% ^(A)	1.2% ^(A)	54.3% ^(A)	23.1% ^(A)	8.6% ^(A)	32.0% ^(A)		22.7% ^(A)
	30-50		57.4% ^(A)	59.1% ^(A)	54.7% ^(A)	54.1% ^(A)	49.2% ^(A)	64.2% ^(A)	66.7% ^(A)	42.2% ^(A)	61.5% ^(A)	62.1% ^(A)	59.1% ^(A)		64.8% ^(A)
	Over 50		10.3% ^(A)	26.5% ^(A)	8.2% ^(A)	12.7% ^(A)	37.6% ^(A)	15.5% ^(A)	32.2% ^(A)	3.5% ^(A)	15.4% ^(A)	29.3% ^(A)	8.8% ^(A)		12.6% ^(A)
Gender diversity by employee category	Male	Senior Management	7 ^(A)	5 ^(A)	3 ^(A)	4 ^(A)	2 ^(A)	3 ^(A)	1 ^(A)	1 ^(A)	0 ^(A)	1 ^(A)	3 ^(A)		0 ^(A)
		Middle Management	621 ^(A)	14 ^(A)	120 ^(A)	26 ^(A)	44 ^(A)	46 ^(A)	11 ^(A)	11 ^(A)	2 ^(A)	5 ^(A)	20 ^(A)		38 ^(A)
		Specialists	3,500 ^(A)	97 ^(A)	342 ^(A)	126 ^(A)	1,234 ^(A)	194 ^(A)	33 ^(A)	180 ^(A)	5 ^(A)	20 ^(A)	57 ^(A)		100 ^(A)
		Administrative Employees and Personnel	179 ^(A)	7 ^(A)	18 ^(A)	3 ^(A)	0 ^(A)	12 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	7 ^(A)	6 ^(A)		6 ^(A)
	Female	Senior Management	2 ^(A)	3 ^(A)	2 ^(A)	0 ^(A)	2 ^(A)	6 ^(A)	3 ^(A)	2 ^(A)	1 ^(A)	1 ^(A)	1 ^(A)		2 ^(A)
		Middle Management	960 ^(A)	25 ^(A)	44 ^(A)	11 ^(A)	2 ^(A)	63 ^(A)	8 ^(A)	5 ^(A)	0 ^(A)	1 ^(A)	25 ^(A)		52 ^(A)
		Specialists	8,836 ^(A)	164 ^(A)	295 ^(A)	50 ^(A)	59 ^(A)	496 ^(A)	31 ^(A)	142 ^(A)	5 ^(A)	19 ^(A)	69 ^(A)		239 ^(A)
		Administrative Employees and Personnel	2 ^(A)	13 ^(A)	6 ^(A)	0 ^(A)	0 ^(A)	2 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	4 ^(A)	0 ^(A)		0 ^(A)



SOCIAL INDICATORS ACROSS THE GROUP

Indicator				Halyk Bank and branches	Halyk Bank Georgia	Tenge Bank	Kazteleport	Halyk Collection	Halyk Insurance Company	Halyk Activ	Halyk Finservice	Halyk Lab	Halyk Leasing	Halyk Finance & Halyk Global Markets	Halyk Life
Gender diversity by age group by employee category	Male	Senior management	Under 30	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)
			30-50	2 ^(A)	1 ^(A)	1 ^(A)	2 ^(A)	0 ^(A)	3 ^(A)	1 ^(A)	1 ^(A)	0 ^(A)	1 ^(A)	3 ^(A)	0 ^(A)
			Over 50	5 ^(A)	4 ^(A)	2 ^(A)	2 ^(A)	2 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)
		Middle Management	Under 30	33 ^(A)	0 ^(A)	13 ^(A)	3 ^(A)	0 ^(A)	2 ^(A)	0 ^(A)	2 ^(A)	0 ^(A)	1 ^(A)	3 ^(A)	1 ^(A)
			30-50	512 ^(A)	11 ^(A)	91 ^(A)	17 ^(A)	19 ^(A)	35 ^(A)	10 ^(A)	9 ^(A)	2 ^(A)	2 ^(A)	16 ^(A)	34 ^(A)
			Over 50	76 ^(A)	3 ^(A)	16 ^(A)	6 ^(A)	25 ^(A)	9 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	2 ^(A)	1 ^(A)	3 ^(A)
		Specialists	Under 30	1,579 ^(A)	14 ^(A)	188 ^(A)	53 ^(A)	172 ^(A)	62 ^(A)	0 ^(A)	106 ^(A)	2 ^(A)	3 ^(A)	29 ^(A)	44 ^(A)
			30-50	1,712 ^(A)	67 ^(A)	136 ^(A)	60 ^(A)	605 ^(A)	118 ^(A)	23 ^(A)	71 ^(A)	2 ^(A)	15 ^(A)	27 ^(A)	52 ^(A)
			Over 50	209 ^(A)	16 ^(A)	18 ^(A)	13 ^(A)	457 ^(A)	14 ^(A)	10 ^(A)	3 ^(A)	1 ^(A)	2 ^(A)	1 ^(A)	4 ^(A)
		Administrative Employees and Personnel	Under 30	8 ^(A)	1 ^(A)	2 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	1 ^(A)
			30-50	73 ^(A)	0 ^(A)	10 ^(A)	2 ^(A)	0 ^(A)	9 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	1 ^(A)	5 ^(A)	5 ^(A)
			Over 50	98 ^(A)	6 ^(A)	6 ^(A)	1 ^(A)	0 ^(A)	3 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	6 ^(A)	1 ^(A)	0 ^(A)
	Female	Senior management	Under 30	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)
			30-50	1 ^(A)	1 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	4 ^(A)	2 ^(A)	2 ^(A)	1 ^(A)	1 ^(A)	1 ^(A)	2 ^(A)
			Over 50	1 ^(A)	2 ^(A)	1 ^(A)	0 ^(A)	2 ^(A)	2 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)
		Middle Management	Under 30	30 ^(A)	0 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	1 ^(A)	1 ^(A)
			30-50	724 ^(A)	14 ^(A)	37 ^(A)	7 ^(A)	1 ^(A)	44 ^(A)	5 ^(A)	3 ^(A)	0 ^(A)	0 ^(A)	17 ^(A)	30 ^(A)
			Over 50	206 ^(A)	11 ^(A)	6 ^(A)	4 ^(A)	1 ^(A)	18 ^(A)	3 ^(A)	2 ^(A)	0 ^(A)	1 ^(A)	7 ^(A)	21 ^(A)
		Specialists	Under 30	2,913 ^(A)	32 ^(A)	104 ^(A)	17 ^(A)	5 ^(A)	102 ^(A)	1 ^(A)	77 ^(A)	1 ^(A)	1 ^(A)	25 ^(A)	52 ^(A)
			30-50	5,072 ^(A)	99 ^(A)	173 ^(A)	31 ^(A)	36 ^(A)	313 ^(A)	17 ^(A)	58 ^(A)	3 ^(A)	15 ^(A)	38 ^(A)	160 ^(A)
			Over 50	851 ^(A)	33 ^(A)	18 ^(A)	2 ^(A)	18 ^(A)	81 ^(A)	13 ^(A)	7 ^(A)	1 ^(A)	3 ^(A)	6 ^(A)	27 ^(A)
		Administrative Employees and Personnel	Under 30	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)
			30-50	0 ^(A)	1 ^(A)	5 ^(A)	0 ^(A)	0 ^(A)	2 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)
			Over 50	2 ^(A)	12 ^(A)	1 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	0 ^(A)	3 ^(A)	0 ^(A)	0 ^(A)



Environmental indicators

GREENHOUSE GAS EMISSIONS

GHG emissions in Kazakhstan, CO ₂ equivalent tonnes	2023	2024	2025
Direct emissions (Scope 1)	3,299 ^(A)	3,556 ^(A)	3,279^(A)
CO ₂	3,282 ^(A)	3,539 ^(A)	3,264^(A)
CH ₄	0.4 ^(A)	0.41 ^(A)	0.4^(A)
N ₂ O	0.02 ^(A)	0.02 ^(A)	0.02^(A)
Indirect energy emissions (Scope 2)	63,027 ^(A)	61,247 ^(A)	50,906^(A)
Other indirect emissions (Scope 3) (by applicable categories)			
Category 1	1,802 ^(A)	1,824 ^(A)	1,995^(A)
Category 3	7,950 ^(A)	7,756 ^(A)	6,394^(A)
Category 5	2,755 ^(A)	3,047 ^(A)	3,040^(A)
Category 7	9,366 ^(A)	9,356 ^(A)	9,466^(A)

ENERGY AND FUEL RESOURCE CONSUMPTION

Indicator	2023	2024	2025
Fuel consumption, GJ			
Natural gas	20,347 ^(A)	25,744 ^(A)	26,257^(A)
Petrol	15,400 ^(A)	15,599 ^(A)	14,176^(A)
Diesel fuel	10,119 ^(A)	9,312 ^(A)	7,255^(A)
Coal	3,364 ^(A)	3,364 ^(A)	2,816^(A)
Energy consumption, GJ			
Electricity	175,606 ^(A)	183,925 ^(A)	163,919^(A)
Thermal energy	206,403 ^(A)	194,427 ^(A)	138,989^(A)
Total fuel and energy consumption, GJ	431,239 ^(A)	432,371 ^(A)	353,412^(A)

RESOURCE USE AND WASTE

Indicator	2023	2024	2025
Paper consumption, tonnes	342.5 ^(A)	300.3 ^(A)	285.9^(A)
Plastic consumption in payment cards, tonnes	15.5 ^(A)	15.4 ^(A)	13.6^(A)
Water consumption, megalitres	260.9 ^(A)	250.9 ^(A)	164.7^(A)

Volume of generated waste, tonnes	2023	2024	2025
Non-hazardous waste	7,589	8,451.9	6,777.8
Hazardous waste	6.4	5.9	5.85
Total	7,595.4	8,457.8	6,783.7

ENVIRONMENTAL INDICATORS ACROSS THE GROUP

Entity	Electricity, GJ	Water, megalitres	Thermal Energy, GJ	Paper, tonnes	Scope 1, tonnes CO ₂ -eq.	Scope 2 tonnes CO ₂ -eq.
Halyk Bank Georgia JSC	1,851 ^(A)	3.38 ^(A)	912.02 ^(A)	3.52 ^(A)	63.54 ^(A)	84.06 ^(A)
Tenge Bank JSCB	7,847 ^(A)	9.36 ^(A)	–	15.64 ^(A)	325 ^(A)	1,021 ^(A)
Halyk Insurance Company JSC	2,520 ^(A)	6 ^(A)	3,267 ^(A)	3 ^(A)	103 ^(A)	7,230 ^(A)
Halyk-Life JSC	2,230 ^(A)	1 ^(A)	2,230 ^(A)	12 ^(A)	54 ^(A)	734 ^(A)
Halyk Finance JSC	292 ^(A)	1 ^(A)	24,993 ^(A)	–	6,846 ^(A)	479 ^(A)
Halyk Global Markets JSC	2 ^(A)	0.008 ^(A)	444 ^(A)	–	–	17 ^(A)
Halyk Leasing JSC	3,172 ^(A)	0.49 ^(A)	669 ^(A)	1 ^(A)	1,109 ^(A)	768 ^(A)
Halyk Inkassatsiya LLP	323 ^(A)	1.322 ^(A)	17,533 ^(A)	5 ^(A)	6,937 ^(A)	7,986 ^(A)
Kazteleport JSC	37,849 ^(A)	4.387 ^(A)	1,457 ^(A)	1 ^(A)	26 ^(A)	9,682 ^(A)
Stress Asset Management Companies – Halyk Activ LLP	210 ^(A)	0.023 ^(A)	103 ^(A)	2 ^(A)	23 ^(A)	–
Halyk FinService LLP	684 ^(A)	5 ^(A)	107 ^(A)	1 ^(A)	6 ^(A)	198 ^(A)
Halyk Lab LLP ^[1]	0.37 ^(A)	–	–	–	–	0.09 ^(A)

^[1] The company was founded in November 2024.



APPENDIX 3. GRI INDEX

Statement of Use	Halyk Bank JSC has prepared the Sustainability Report for the year 2025 in accordance with the GRI Standards					
GRI 1	GRI 1: Foundation 2021					
Applicable GRI Sector Standard	Not applicable					
GRI standard	Disclosure number and title	Page	Omissions		Comment	External assurance (A)
			Omitted	Reason		
GRI 2 General disclosures 2021	1. The organisation and its reporting practices					
	2-1 Organisational details	13				
	2-2 Entities included in the organisation's sustainability reporting	13				
	2-3 Reporting period, frequency and contact point	96, 114				
	2-4 Restatements of information	96				
	2-5 External assurance	112				
	2. Activities and employees					
	2-6 Activities, value chain and other business relationships	13				
	2-7 Employees	62, 100-101				
	2-8 Workers who are not employees	62				
	3. Corporate governance					
	2-9 Governance structure and composition	77, 79-82				
	2-10 Nomination and selection of the highest governance body	83				
	2-11 Chair of the highest governance body	79				
	2-12 Role of the highest governance body in overseeing the management of impacts	86-87				
	2-13 Delegation of responsibility for managing impacts	86				
	2-14 Role of the highest governance body in sustainability reporting	86				
	2-15 Conflicts of interest	84				
	2-16 Communication of critical concerns	88				
	2-17 Collective knowledge of the highest governance body	82				
	2-18 Evaluation of the performance of the highest governance body	83				
	2-19 Remuneration policies	83				
	2-20 Process to determine remuneration	83				
	2-21 Annual total compensation ratio	83	Disclosure is excluded	The information is confidential		



GRI standard	Disclosure number and title	Page	Omissions			
			Omitted	Reason	Comment	External assurance (A)
GRI 2 General disclosures 2021	4. Strategy, policies and practices					
	2-22 Statement on sustainable development strategy	26				
	2-23 Policy commitments	26, 28-29				
	2-24 Embedding policy commitments	26, 28-29				
	2-25 Processes to remediate negative impacts	28-29				
	2-26 Mechanisms for seeking advice and raising concerns	88				
	2-27 Compliance with laws and regulations	28	Disclosure is excluded	The information is not available. The Bank is working on collecting it		
	2-28 Membership associations	13				
	5. Stakeholder engagement					
	2-29 Approach to stakeholder engagement	30				
	2-30 Collective bargaining agreements	61	Disclosure is excluded	At the moment, the Bank does not have collective agreements. However, the Bank grants employees the right to conclude them		
GRI 3 Material topics 2021	3-1 Process to determine material topics	96-97				
	3-2 List of material topics	97				
Economic performance						
GRI 3 Material Topics 2021	3-3 Management of material topics	14-15				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	99				A
Indirect economic impacts						
GRI 3 Material Topics 2021	3-3 Management of material topics	32				
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	70-73				
	203-2 Significant indirect economic impacts	32-39				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	74				A



GRI standard	Disclosure number and title	Page	Omissions			
			Omitted	Reason	Comment	External assurance (A)
Anti-corruption						
GRI 3 Material Topics 2021	3-3 Management of material topics	88				
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	88				
	205-2 Communication and training about anti-corruption policies and procedures	88				
	205-3 Confirmed incidents of corruption and actions taken	88				
Resource Use						
GRI 3 Material Topics 2021	3-3 Management of material topics	45				
GRI 301: Materials 2016	301-1 Materials used by weight or volume	47, 106				A
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	48, 106				A
GRI 306: Waste 2020	306-3 Waste generated	50				
	306-4 Waste diverted from disposal	50				
Climate change						
GRI 3 Material Topics 2021	3-3 Management of material topics	51				
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	5, 48-49, 106				A
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	5, 49-50, 106				A
	305-2 Energy indirect (Scope 2) GHG emissions	5, 49-50, 106				A
	305-3 Other indirect (Scope 3) GHG emissions	49-50, 106				A
Employment						
GRI 3 Material Topics 2021	3-3 Management of material topics	59				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	63, 102, 104				A
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	66				
	401-3 Parental leave	103				
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	69, 98, 103				A



GRI standard	Disclosure number and title	Page	Omissions			External assurance (A)
			Omitted	Reason	Comment	
Training and education						
GRI 3 Material Topics 2021	3-3 Management of material topics	64				
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	102				
	404-2 Programs for upgrading employee skills and transition assistance programs	64-65				
	404-3 Percentage of employees receiving regular performance and career development reviews	102				
Diversity and equal opportunity						
GRI 3 Material Topics 2021	3-3 Management of material topics	60				
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	60, 62, 100, 104, 105				A
	405-2 Ratio of basic salary and remuneration of women to men	66				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	61				
Local communities						
GRI 3 Material Topics 2021	3-3 Management of material topics	26				
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	71-73				
Customer Privacy						
GRI 3 Material Topics 2021	3-3 Management of material topics	90				
GRI 418: Personal data protection	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	90				



APPENDIX 4. TCFD CONTENT INDEX

Topic	Recommended disclosures	Section
Governance	Describe the board's oversight of climate-related risks and opportunities	ESG Management
Governance	Describe management's role in assessing and managing climate-related risks and opportunities	ESG Management
Strategy	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	Climate Risk management
Strategy	Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning	Impact of Climate Risks on the Bank's Loan Portfolio
Strategy	Describe the resilience of the strategy under a range of climate scenarios.	Integration of Climate Risk Management
Risk management	Describe the organisation's processes for identifying and assessing climate-related risks	Climate Risk management
Risk management	Describe the organisation's processes for managing climate-related risks	ESG Risk Management in lending
Risk management	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management	Risk Management
Metrics and targets	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process	Greenhouse Gas Emissions
Metrics and targets	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	Greenhouse Gas Emissions
Metrics and targets	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets	The Bank's Climate Objectives

INDEPENDENT ASSURANCE REPORT



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Independent practitioner's assurance report

To the Shareholders and Management of Halyk Bank JSC

Scope

We have been engaged by Halyk Bank JSC (the “Bank”) to perform a ‘limited assurance engagement,’ as defined by International Standards on Assurance Engagements, (hereinafter “Engagement”), to report on the selected indicators (hereinafter “Subject Matter” or “Indicators”) of sustainability report (hereinafter referred to as the “Report”) in which sustainability information for the Bank and its subsidiary organizations (jointly named “Halyk Group” or the “Group”) is disclosed for the period from January 1 to December 31, 2025 (hereinafter “the Reporting Period”).

Subject Matter with relevant GRI-indexes (if applicable) includes following disclosures:

- 201-1 Economic performance (Direct economic value generated and distributed), page 99;
- 204-1 Proportion of spending on local suppliers, page 74;
- 301-1 Materials used by weight or volume (paper), pp. 47, 106;
- 301-1 Materials used by weight or volume (plastic (cards)), pp. 47, 106;
- 302-1 Energy consumption within the organization, pp. 5, 48-49, 106;
- 303-5 Water consumption, pp. 48, 106;
- 305-1 Direct (Scope 1) GHG emissions, pp. 5, 49-50, 106;
- 305-2 Energy indirect (Scope 2) GHG emissions, pp. 5, 49-50, 106;
- 305-3 Other indirect (Scope 3) GHG emissions, pp. 49-50, 106;
- 401-1 Employee turnover rate, pp. 63, 102, 104;
- 403-9 Work-related injuries (Lost Time Incident Rate (LTIFR)), pp. 69, 98, 103;
- 405-1 Diversity of employees by gender, pp. 60, 62, 100, 104;
- 405-1 Diversity of employees by age, pp. 60, 62, 100, 104;
- 405-1 Gender diversity of employees by employee category, pp. 60, 104;
- 405-1 Gender diversity of employees by age by employee categories, page 105;
- The structure of the loan portfolio of CB, MB, SB by Industry, page 56;
- Indicator of work with appeals, including complaints, page 24.

The Subject Matter also is disclosed in the following sections of the Report:

- Appendix 2. Key ESG Indicators, page 99;
- Appendix 3. GRI Index and relevant sections of the Report which the GRI Index refers to, page 107.

The Subject Matter is marked in the Report with the symbol “(CA)”.



Other than as described in the preceding paragraph, which sets out the scope of our Engagement, we did not perform assurance procedures on the remaining information included in the Report, and accordingly, we do not express a conclusion on this information.

Criteria applied by the Group

In preparing the Subject Matter the Group applied:

- Global Reporting Initiative Sustainability Reporting Standards 2021 (hereinafter “the GRI Standards”),
- Reporting methodologies in the field of sustainable development, described in the sections “The Bank’s Approach to Sustainable Development” on the page 25, “Climate Risk management” on the page 51,

as set forth in section “Appendix 1. About this Report” on the page 96 of the Report (hereinafter “the Criteria”).

Group's responsibilities

The Group’s management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our limited assurance engagement in accordance with the *International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* (‘ISAE 3000 (Revised)’), and the terms of reference for this engagement as agreed with the Group. ISAE 3000 requires that we plan and perform our engagement to obtain limited assurance about whether we are aware of any material modifications that need to be made to the Subject Matter in order for it to be in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusion.

INDEPENDENT ASSURANCE REPORT



Our independence and quality management

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Management 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services engagements*, which requires that we design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information and applying analytical and other appropriate procedures.

Our procedures included the following:

- We interviewed representatives of the Group's divisions involved in the preparation of the Subject Matter;
- We conducted analytical procedures of the quantitative information related to Subject Matter;
- We examined sustainability-related internal corporate documents of the Group;
- On a sample basis, we compared the Subject Matter with source information;
- We evaluated the presentation of the Subject Matter in the layout of the Report.

We also performed other procedures that we considered necessary in the circumstances.



Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter as at December 31, 2025, in order for it to be in accordance with the Criteria.

Ernst & Young Advisory LLP

September 15, 2026
Almaty, Kazakhstan



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