



ANNUAL REPORT

National Information Technologies
JSC

for 2021

2021



Dear shareholders, colleagues, clients and partners!

I am glad to welcome you on behalf of the Board of Directors of National Information Technologies JSC.

NIT JSC has been making its contribution to building the digital future of Kazakhstan every day for more than 20 years. The Company invests all information and human resources to introduce digital technologies in all spheres of activity and meet the needs of citizens and businesses in obtaining affordable, fast and proactive public services.

The year 2021 continued to bring new challenges and trials into our work. All patterns of interaction between businesses, citizens and the state have changed due to the pandemic and restrictive measures. In such realities, we all had to adapt to new changes in the business environment. However, the Company reinforced its operation, thanks to digital transformation and remote work mechanisms.

Thus, in 2021, new services were added to the e-Government portal and eGov Mobile application, due to which the automation of public services reached 92%. Also, the capability of obtaining a cloud digital signature remotely has expanded. All these has significantly reduced the risk of the coronavirus infection spread.

As the Head of State Kassym-Jomart Tokayev said in his Address to the People of Kazakhstan "The unity of the people and systemic reforms are a solid foundation for the prosperity of the country" and in nowadays world one of the main factors of competitiveness is advanced digitalization.

The transfer of modern digital technologies and introduction of Industry 4.0 elements are extremely important for Kazakhstan. To achieve this task, the Company constantly optimizes internal business processes with the help of new digital solutions, thereby deepening digital transformation and favorably contributing to entering new markets, creating new sales channels and solutions that will lead to income growth and financial stability.

Our employees are the main value of the Company. The results of the activity and significance of the products and services created by the Company depend on the level of professionalism of each employee.

To conclude, I would like to thank all the employees of the Company for their effective work, which allowed us to get fruitful results in 2021 and look to the future with optimism. The Company can and should become an indispensable reliable partner to the state, population and businesses thanks to a professional team of like-minded people, advanced digital products and technologies.

Yours faithfully,
Chairman of the Board of Directors, NIT JSC
Askhat Orazbek

Dear users of National Information Technologies JSC services!



We would like to bring to your attention the Annual Report of National Information Technologies JSC for 2021.

Every year NIT JSC improves the quality of its services, 2021 was no exception, thanks to the well-coordinated work of our team, which is a goal-oriented and professional team that closely interacts with each other.

During the reporting period, more than 52 million electronic services were provided to citizens on the eGov portal. The capability was added to sign services using a QR code, a cloud-based digital signature and a one-time password. The number of issued registration certificates amounts to 14,514,470, of which individuals obtained 8 388 824 and legal entities 343 007. Also, 59 new services were automated in the eGov application, over 19.1 million were delivered. On the Open Government portal, the version for visually impaired people has been updated (open.egov.kz, data.egov.kz, budget.egov.kz, dialog.egov.kz, legalacts.egov.kz) with the capability to voice settings.

During the quarantine, the Ashyq platform was implemented, which gave businesses the opportunity to continue operating during quarantine restrictions, allowing to minimize the risks of COVID-19 spread and reduce the number of contacts leading to infection. More than 135,000 business entities participated in the project, with 5 million of active users and about 1 million daily scans, while the Ashyq application identified more than 110,000 violators of quarantine restrictions.

The following was introduced on “Smart Bridge” portal: 961 published services, 1232 integrations, 1908 authorized legal entities, 6212 applications submitted.

An uninterrupted operation of e-Gov information and communication infrastructure was also ensured and availability of public services was increased.

The Company has organized about 2,800 videoconference sessions and online broadcasts for central and local government agencies of the Republic of Kazakhstan.

A system for issuance of electronic vehicle passports for manufactured and imported vehicles for the domestic market of the Republic of Kazakhstan and within the EAEU was launched in pilot mode along with the information system for crude oil accounting.

NIT JSC strives to create close partnerships with all market participants. To achieve this goal, in 2021, the Company registered as a participant in the Park of Innovative Technologies, which not only allowed to receive tax preferences, but also to become a valuable player in the IT ecosystem.

We respect, value and strive to maintain the trust of our customers. Our task is to make every effort to improve the quality of services, so we listen to all categories of our users, consider their ideas and wishes in order to improve our products and services.

We firmly adhere to the direction chosen by the Company and build a digital future by developing electronic services and introducing new technologies.

Yours faithfully,
Chairman of the Board, NIT JSC
Rostislav Konyashkin

NATIONAL INFORMATION TECHNOLOGIES JSC

e-Gov ICT Operator

KEY ACTIVITIES:

- ✓ ensuring operation of government agencies` communication channels
- ✓ operating data centers
- ✓ supporting information systems (e-Gov Portal, E-licensing, IIS CSC, Intranet Portal of Government Agencies, etc.)
- ✓ Information Security (SOC, NCA, RCA, CA GA, TTP)



Single Intranet of Government Agencies

Accessibility – **99.95%**

- Total speed of GAs` communication channels – **263 Gb/s**
- Length of own FOCL – **738 km**
- Total communication channels – **9 094**
- among them: own – **1 330**, rented – **7 764**

** Exclusive of Regional IT Center contracts*



Information Systems

Accessibility – **99,90%**

- Support of GAs` ISs – **more than 30**
- Support of State Databases – **7**
- Websites of GAs transferred to EPIR GO – **1175**
- NIT JSC investment projects – **19**
- Support of SPP- **10**



Data centers

accessibility – **99,99%**

Server Center of GAs

Fill rate – **95.1 %**

• Filled – **138**

Total racks – **144**

• Free – **6**

Regional Data Centers

Fill rates – **50.9 %**

• Filled – **73.8**

Total racks– **145**

• Free – **71.2**



22 YEARS in the ICT market of RK



100% regional coverage



1860 staff units including branches

COMPANY MISSION

Enable government agencies and other organizations implementing their plans through ICT services to promote competitiveness and prosperity of Kazakhstan.

COMPANY VISION

National Information Technologies JSC is a professional team, resilient ICT infrastructure, safety and new solutions.

NIT JSC HAS STATUSES ASSIGNED BY THE GOVERNMENT:

- **Operator of e-Government ICT Infrastructure** (pursuant to the Government Decree of RK as of January 29, 2016, No.40)
- **Operator for Data from Accounting Devices in the field of Ethyl Alcohol and Alcoholic Products Production, and also Production and Turnover of Oil Products** (pursuant to the Government Decree of RK as of December 31, 2015, No. 1177)
- **Operator of Single Information System of Compulsory Technical Inspection of Vehicles and Trailers Thereto** (pursuant to the Government Decree of RK as of August 22, 2019, No. 621)
- **National Operator (National Administrator) of Electronic Vehicle Passport System** (pursuant to the Government Decree of RK as of May 13, 2019 No. 270)

FULFILLMENT OF STRATEGIC EFFICIENCY COEFFICIENTS

in 2021

99.94 / 99.75 / 99.95

Accessibility index of GAs` Intranet, %

100 / 99.75 / 99.99

Accessibility index of Data Centers (SC of GAs and RDC), %

99.94 / 99.75 / 99.90

Accessibility index of information systems supported by the Company, %

4.49 / 4.4 / 4.4

Customer satisfaction index, score

16.4 / 10 / 15.5

Profitability, %

27 166 / 26 042 / 27 193

Labour productivity per 1 production employee, thous. KZT

17.9 / 20 / 25.9

Turnover of employees, %

* fact 2020 / plan 2021 / fact 2021

CORPORATE GOVERNANCE

BOARD OF DIRECTORS OF THE COMPANY

The Board of Directors carries out general management of the Company's activities except issues attributed by the legislation of the Republic of Kazakhstan and the Charter of the Company to the exclusive competence of the Sole Shareholder, i.e. "Zerde" National ICT Holding JSC.

The number of members of the Board of Directors of the Company is at least four people. At least half of the members of the Board of Directors should be independent directors.

The sole shareholder, "Zerde" National ICT Holding JSC, determines the number of members, term of authorities of the Board of Directors of the Company, elects its members and early terminates their authorities, determines the amount and conditions for payment of remuneration to members of the Board of Directors, and also approves the regulation on the Board of Directors of the Company.

COMPOSITION OF THE BOARD OF DIRECTORS OF THE COMPANY as of December 31, 2021



Arman Abdrasilov

Chairman of the
Board of Directors



Dmitriy Goloburda

Member of the Board of
Directors



Rostislav Konyashkin

Member of the Board of
Directors



Arman Nurushev

Member of the Board of
Directors, Independent
Director of the Company



Kanat Ayapbergenov

Member of the Board of
Directors, Independent
Director of the Company



Olzhas Ordabayev

Member of the Board of
Directors, Independent
Director of the Company



Stephen Drake

Member of the Board of
Directors, Independent
Director of the Company

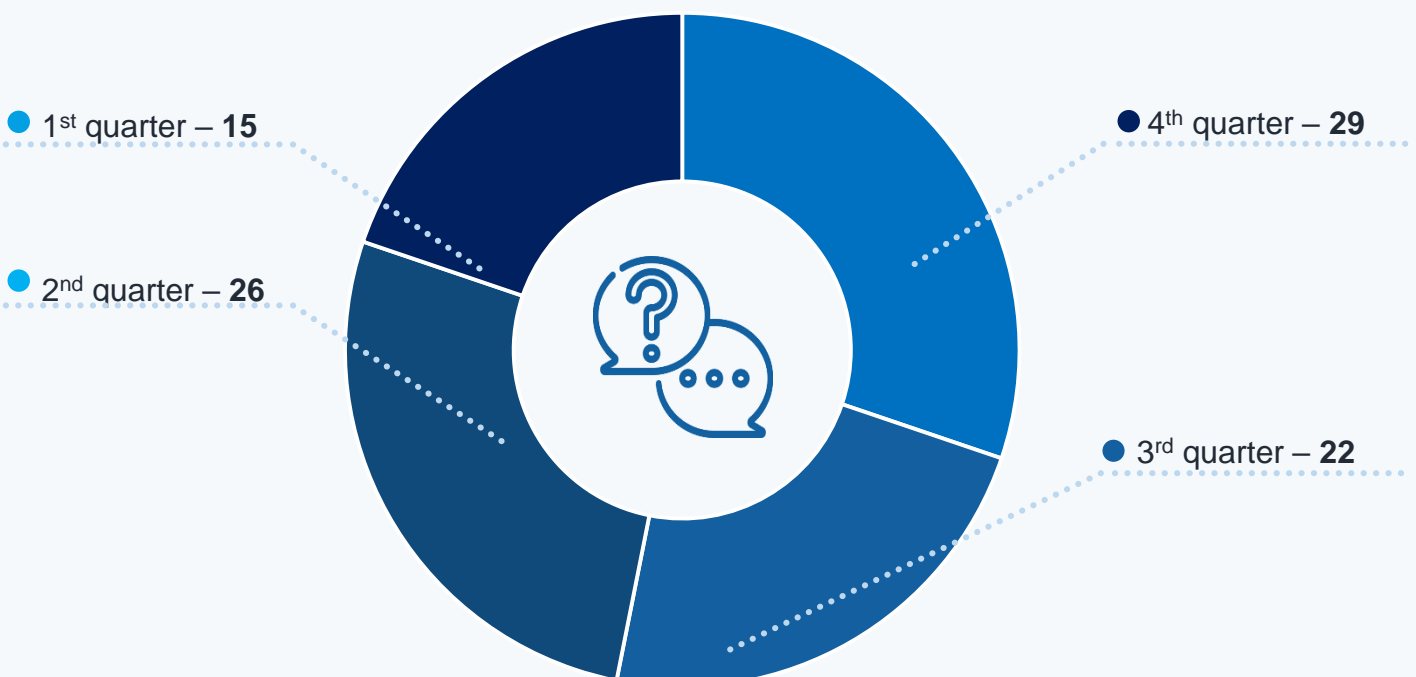
CORPORATE GOVERNANCE

REPORT ON ACTIVITIES OF THE BOARD OF DIRECTORS OF THE COMPANY

Chairman of the Board of Directors approved the Action Plan of the Board of Directors of the Company for 2021.

In 2021, 16 meetings were held, 14 face-to-face meetings and 2 meetings in absentia. Following the results of 2021, the Board of Directors of the Company considered and made decisions for 92 issues, including those stipulated by Action Plan of the Board of Directors - 67 issues, beyond the Plan – 25 issues:

ISSUES



COMMITTEES UNDER THE BOARD OF DIRECTORS



STRATEGIC PLANNING COMMITTEE UNDER THE BOARD OF DIRECTORS

In 2021, the Committee held **9 meetings and considered 19 issues**.

Composition of the Committee as of January 1, 2021:

- Chairman **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Bolat Basheev** (member of the Board of Directors, Independent Director of the Company).

Composition of the Committee as of December 31, 2021:

- Chairman **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Olzhas Ordabayev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Dmitriy Goloburda** (member of the Board of Directors, Independent Director of the Company).



COMPENSATION AND NOMINATING COMMITTEE UNDER THE BOARD OF DIRECTORS

In 2021, the Committee held **9 meetings and considered 35 issues**.

Composition of the Committee as of January 1, 2021:

- Chairman **Bolat Basheev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company).

Composition of the Committee as of December 31, 2021:

- Chairman **Olzhas Ordabayev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Dmitriy Goloburda** (member of the Board of Directors, Independent Director of the Company).



AUDIT COMMITTEE UNDER THE BOARD OF DIRECTORS

In 2021, the Committee held **9 meetings and considered 54 issues**.

Composition of the Committee as of January 1, 2021:

- Chairman **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Bolat Basheev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company).

Composition of the Committee as of December 31, 2021:

- Chairman **Kanat Ayapbergenov** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Olzhas Ordabayev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Arman Nurushev** (member of the Board of Directors, Independent Director of the Company);
- Member of the Committee **Dmitriy Goloburda** (member of the Board of Directors, Independent Director of the Company).

CORPORATE RISK MANAGEMENT SYSTEM

The main goal of the current corporate risk management system of National Information Technologies JSC (hereinafter: Company) is to achieve an optimal balance between the growth of the Company, its profitability and risks, as well as to ensure sustainable development within the framework of strategic plans implementation and achievement of the established objectives.

Risk management in the Company is regulated by the Risk Management Policy, Rules for Risk Identification, Assessment and Management as well as in-house rules and methods developed based on the best practices in the field of risk management such as ISO 31000 "Principles and Guidelines on Risk Management", ISO 9001: 2015 "Quality Management Systems. Requirements", ISO/IEC 27001: 2013 "ISMS. Requirements" and ISO/IEC 20000-1: 2018 "Information technology (IT). Service Management".

Risk management is a control process integrated into all business processes of the Company through implementing and applying risk management models and tools, fixing the responsibility of participants of the corporate risk management system in the relevant regulatory documents of the Company, and also procedure for carrying out work within the system.

CORPORATE RISK MANAGEMENT SYSTEM OF THE COMPANY IS A MULTI-LEVEL STRUCTURE:



First level – Sole Shareholder (makes strategic decisions to manage risks).

Second level – Board of Directors (determines the risk management policy). Audit Committee is established under the Board of Directors, responsibilities of which include the control over the risk management system of the Company.

Third level – Management (responsible for arrangement of efficient risk management system to ensure implementation and observance of corporate policies).

Fourth level – Risk Management Service (responsible for arrangement and coordination of risk identification and evaluation process).

Fifth level – Structural units represented by each employee manage risks on the level of business processes owners. Internal Audit Service executes regular assessment of risk management system efficiency.

Internal Audit Service executes regular assessment of risk management system efficiency.

CORPORATE RISK MANAGEMENT SYSTEM

In order to effectively manage risk factors and stimulate communication process, the Company has introduced a **single classification of risks** in the context of functional groups and subgroups of risks and their components with indication of the level of risk appetite:

Risk group	Description	Risk appetite level in 2020	Clarification
Strategic	The risk of losses due to changes or errors (drawbacks) when determining and implementing the strategy of the Company's activity and development, changes in the political environment, regional conjuncture, industry recession, and other external factors of systemic nature	Average	The Company cannot afford to disrupt strategic objectives, since these objectives are of national importance.
Financial	Risks related to the capital structure and decrease in financial profitability: market risks (fluctuations in prices for goods, works and services), liquidity risks, counterparty risks (fulfillment of contractual obligations)	Average	The Company faces such financial risks as price risk and liquidity risk. The Company can accept minor financial risks, since it has sufficient resources to respond to the identified financial risks.
Project	The risk of deterioration in the final indicators of investment projects/system software products arising under the influence of external and internal factors	High	A number of project risks should be taken in order to implement state programs. Many programs are determined by strategic decisions of the Sole Shareholder, while some of the programs carry significant project risks.
Operational	The risk of losses in the result of drawbacks or errors in the implementation of internal processes made by employees (including personnel risks), functioning of information systems and technologies (technological risks), information security, as well as due to external events	High	The Company has sufficient resources to respond to the identified operational risks. There are sufficient own funds to take minor operational risks.
Legal	The risk of expenses (losses) in the result of violation of requirements of the legislation of the Republic of Kazakhstan or inconsistency of practice to in-house documents, and in relations with non-residents of the Republic of Kazakhstan - with the legislation of other states	Average	The Company does not accept non-compliance with the established legal and regulatory requirements.

CORPORATE GOVERNANCE

COMPOSITION OF MANAGEMENT BOARD OF NATIONAL INFORMATION TECHNOLOGIES JSC

as of December 31, 2021

The Management Board carries out overall management of the Company's activities and is responsible for implementation of the development strategy and/or development plan as well as decisions made by the Board of Directors and the Sole Shareholder.

In 2021, **38 meetings** of the Management Board took place and decisions were made for 135 issues.



Rostislav Konyashkin

Chairman of the
Board



Nurlan Kurmalayev

Deputy Chairman of the
Board



Rustem Zhanaliyev

Deputy Chairman of the
Board

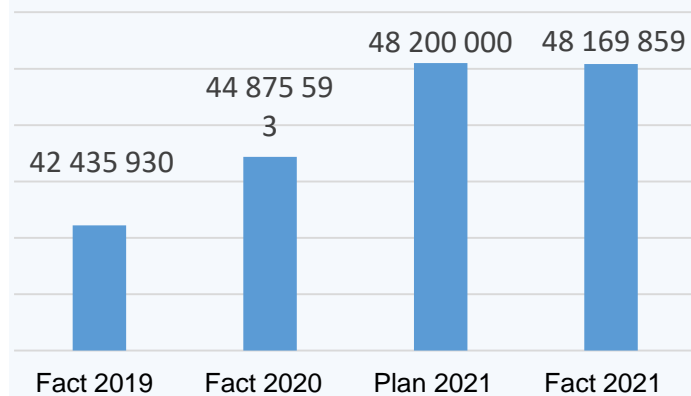


Aray Urazova

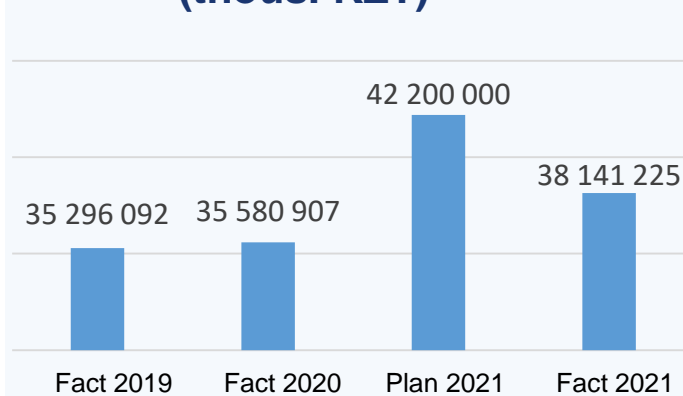
Deputy Chairman of the
Board

FULFILMENT OF FINANCIAL INDICATORS in 2021

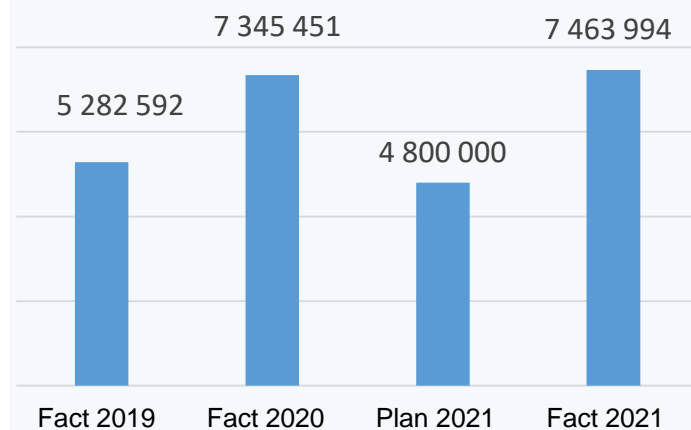
Revenues (thous. KZT.)



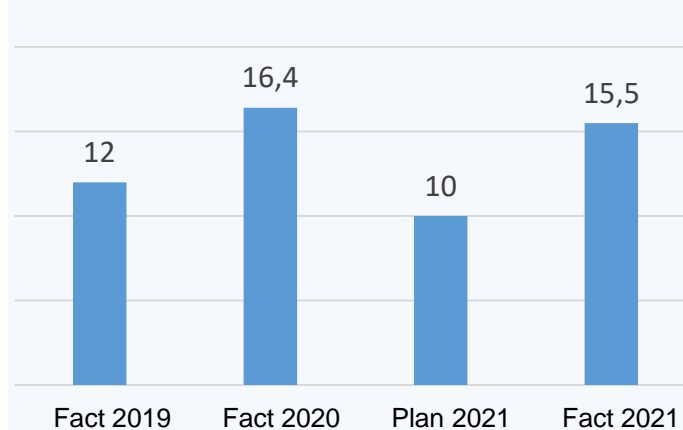
Expenses (thous. KZT)



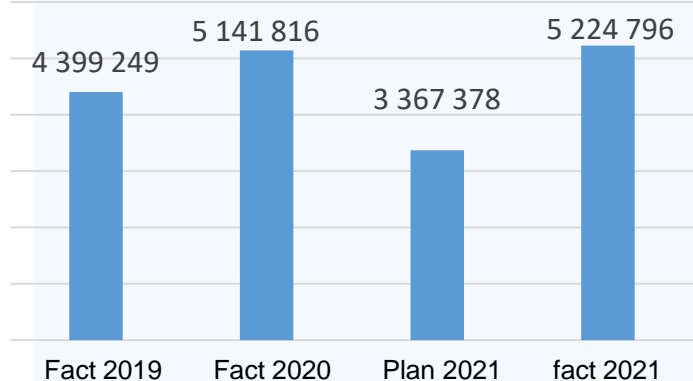
Net profit (thous. KZT)



Profitability (%)



Paid dividends (thous. KZT)



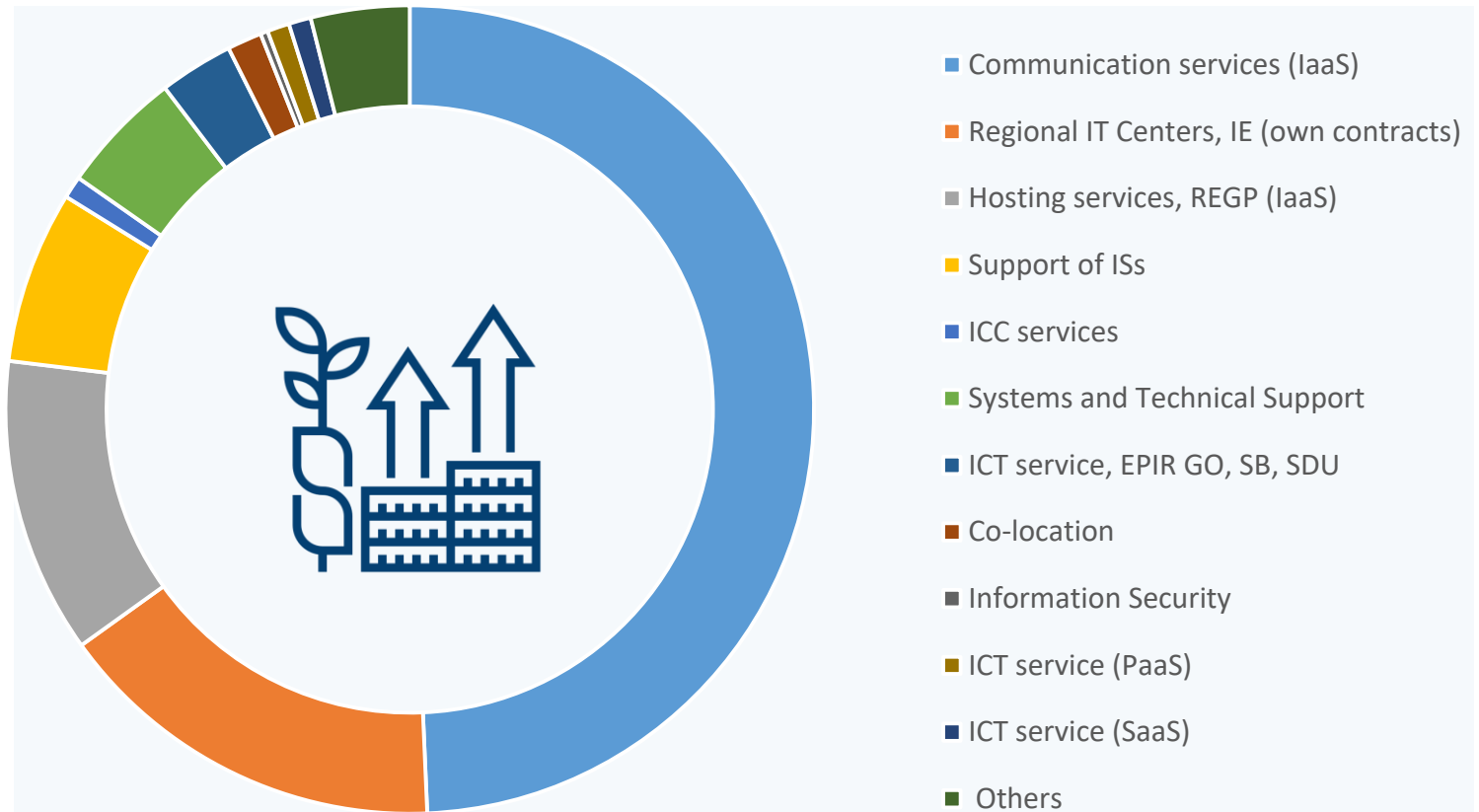
Number of shares, total

	Authorized	Outstanding
Common	10 006 294	10 006 294
Preferred	-	-

Nominal value of one share, KZT

- 5 093 423 pieces of common shares worth KZT 1,000 per 1 common share
- 4 904 871 pieces of common shares worth KZT 1,713.46 per 1 common share
- 8000 pieces of common shares worth 1205.35 tenge per 1 common share

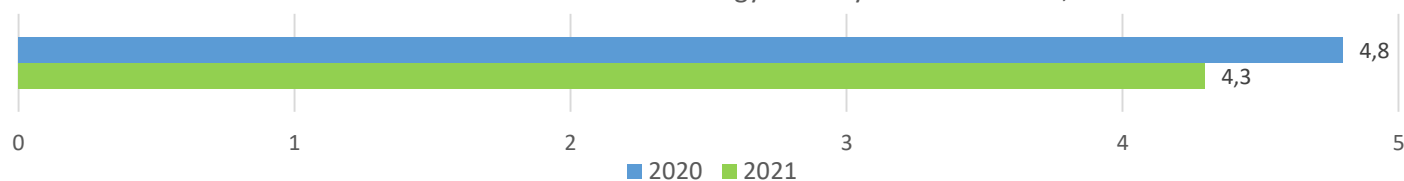
NIT JSC REVENUES IN 2021 BROKEN DOWN BY SERVICES



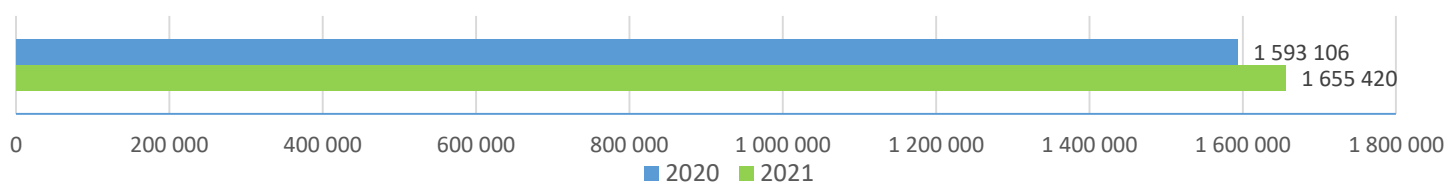
Services	thous. KZT, VAT inclusive	Percentage, %
Communication services	25 826 882	50%
Regional IT Centers, IE (own contracts)	8 286 946	16%
Hosting services, REGP (IaaS)	6 177 637	12%
Support of ISs	3 733 050	7%
ICC services	448 559	0,9%
Systems and Technical Support	2 471 823	5%
ICT service, EPIR GO, SB, SDU	1 390 565	3%
Co-location	704 210	1,4%
Information Security	160 881	0,3%
ICT service (PaaS)	465 803	0,9%
ICT service (SaaS)	484 619	0,9%
Others	1 893 768	4%
Total	52 044 749	100%

MARKET OVERVIEW AND REVENUE SHARE OF NIT JSC

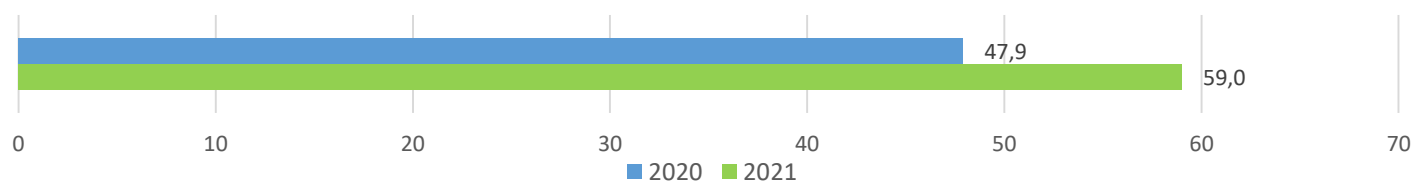
The share of production volume and sale of goods (services) in the field of information and communication technology industry in the total GDP, in %



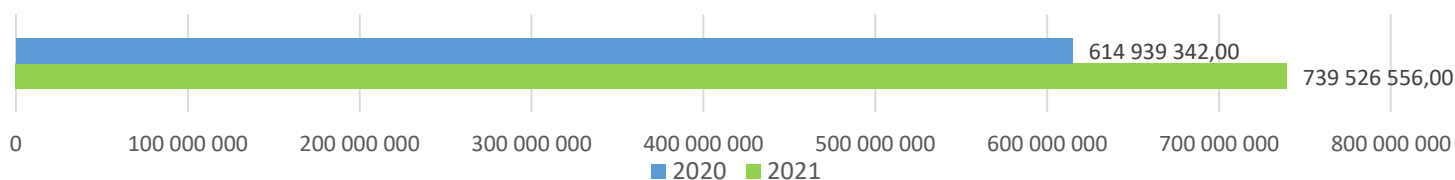
The volume of IT market in the ICT industry, mln KZT



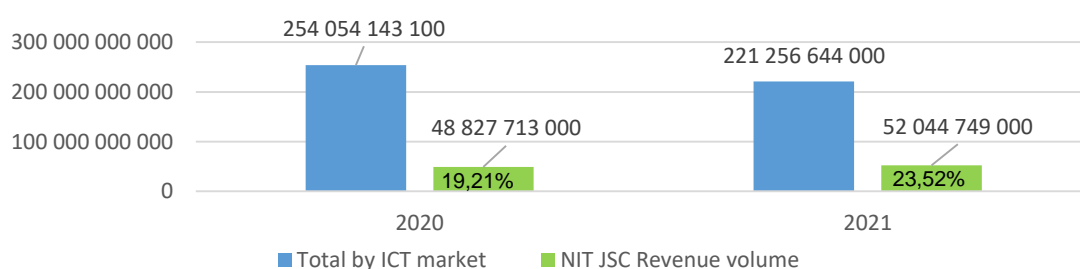
The share of IT services in the total volume of IT market, %



The volume of IT services sector, thous. KZT



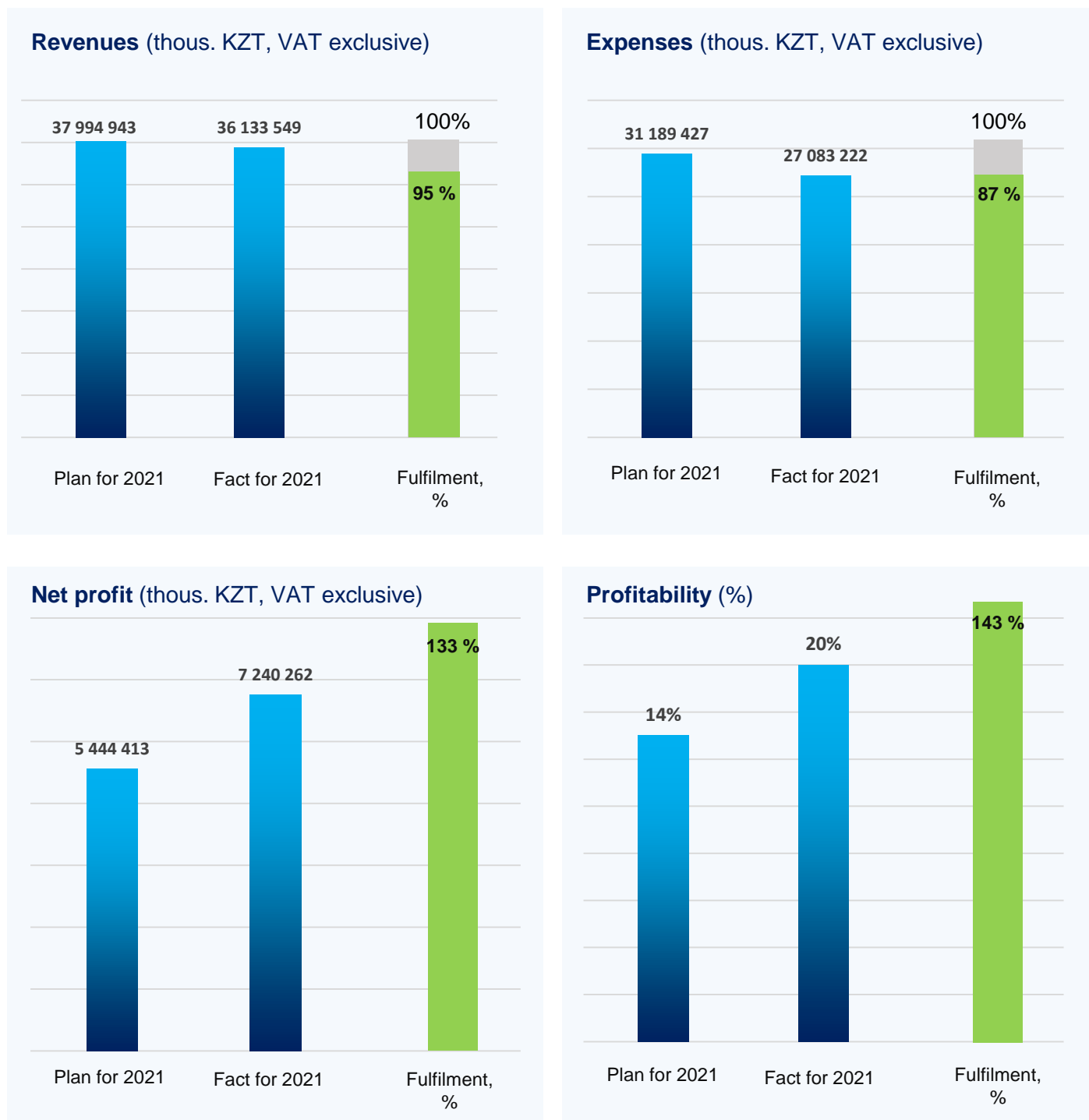
Volume and share of information services rendered, KZT and %



*Source of statistical data: website of the National Statistics Bureau under the Agency for Strategic Planning and Reforms of the Republic of Kazakhstan

OVERALL INDICATORS

FOR 19 INVESTMENT PROJECTS IN 2021 (fact)



Note: Plan data is presented based on the approved financial and economic models for investment projects
Fulfillment data is presented based on internal income and expenses

AUDIT AND FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION AS OF December 31, 2021

	(thous. KZT)	December 31, 2021	December 31, 2020
SHORT-TERM ASSETS			
Cash and cash equivalents		30 267 003	22 604 397
Funds in loan institutions			
Other current financial assets		72 912	19 651
Trade receivables		348 657	220 800
Inventories		205 534	210 624
Advances paid		1 610	2 884
VAT reclaimed		-	1 324 886
Advanced payment for other taxes		21 619	24 674
Advanced payment for income tax		212 099	1
Other current assets		559 199	560 686
Financial assets measured at amortised cost		90 197	-
Total short-term assets		31 778 830	24 968 603
LONG-TERM ASSETS			
Financial assets measured at amortized cost		-	81 260
Fixed assets		10 232 954	11 998 918
Right-of-use asset		5 607 723	4 768 627
Intangible assets		2 005 931	2 424 373
Other long-term assets		-	51 642
Total long-term assets		17 846 608	19 324 820
TOTAL ASSETS		49 625 438	44 293 423
SHORT-TERM LIABILITIES			
Trade accounts payable		10 242 461	11 217 910
Employee benefit		852 676	804 822
Short-term lease liabilities		2 500 709	1 537 563
Contract liabilities		19 108	14 614
Estimated liabilities		2 113 721	31 753
Corporate income tax due for payment		-	54 589
Other current liabilities		678 241	245 155
Total short-term liabilities		16 406 916	13 906 406
LONG-TERM LIABILITIES			
Long-term lease liabilities		3 778 991	3 503 602
Deferred tax liabilities		505 823	281 528
Total liabilities		4 284 814	3 785 130
CAPITAL			
Authorized capital		13 507 365	13 497 723
Retained profits		15 426 343	13 104 164
Total capital		28 933 708	26 601 887
TOTAL CAPITAL AND LIABILITIES		49 625 438	44 293 423

PROFIT AND LOSS STATEMENT

PER YEAR, the year finished on December 31, 2021

(thous. KZT)	12 months of 2021		12 months of 2020
Income from sales of goods and services	46 689 885		43 568 665
Cost of goods and services sold	(36 002 834)		(33 560 882)
Gross profit	10 687 051		10 007 783
Distribution costs	(1 433)		(19 885)
Administrative costs	(1 169 578)		(1 296 844)
Other profits	170 154		324 406
Other expenses	(198 487)		(113 315)
Operating profit	9 487 707		8 902 145
Exchange rate differences, net	(599)		5 849
Financial profits	1 309 819		976 673
Financial expenses	(768 294)		(589 981)
Pre-tax profit (loss)	10 028 633		9 294 686
Income tax expenses	(2 564 639)		(1 949 235)
Profit/(loss) per year	7 463 994		7 345 451
Other consolidated income	-		-
Total consolidated income	7 463 994		7 345 451

2021 RESULTS

KEY ACHIEVEMENTS

92%

automated public services.

More than **52 million** electronic services have been provided
1,317,389 new users have been registered



145

services are available

Number of users **6,613,750**

Number of issued DS via eGov Mobile **5,431,629**



19

Mln.

More than **19 million** electronic services have been provided

Number of service users "Digital documents" are **5,742,567**



20
certificates

The requirement of more than **20 certificates** was excluded,
which contributed to the reduction of the annual document
flow by **52 million** documents on paper



14 514 470

NCA DS keys issued, among which were remotely received:
individuals – **8 388 824**, legal entities – **343 007**



48 089

GA CA DS keys issued

5 mln
users

The project is scaled to all regions of the Republic of
Kazakhstan. **About 1 million** scans were recorded daily
More than 110,000 quarantine restrictions violators have
been identified



192

Mln.

issued accounting and control stamps through
the "Control, accounting and issuance of control counting labels,
tax labels and other printed products of the RSE BF NB RK« IS



434

services automated (86 – licenses, 296 – permits,
51 – notifications, 1- SPP certificate)



The Public Council of NIT JSC has been established and operates (Order of the Chairman of the Board of the Company No. 334 as of August 10, 2021)



NIT JSC is registered as a participant of the **SEZ "Park of Innovative Technologies"** (certificate No. 03-356 as of December 13, 2021). In 2022, tax preferences of **1.3 billion KZT** are expected for CPN



Employees of **29** central government agencies, **44** committees, Bureau of National Statistics, **2** departments of the Property Management Directorate and **322** territorial divisions of the governmental bodies have been transferred to Cloud Workflow



961 service published
@SmartBridge Telegram bot has been developed



3 income-producing contracts for the provision of SOC services have been concluded with governmental agencies of the Republic of Kazakhstan. More **than 11 million** different types of attacks were prevented (DOS attacks, unauthorized access, SQL injections, etc.)



More than **2784 videoconference sessions and online broadcasts** were held for central and local government bodies of the Republic of Kazakhstan



170 indicators of SED in the CGA were visualized
35 people have been trained
The SOC of the Ministry of Agriculture has been implemented
DDD case: Social benefits to deceased by **1.5 billion**



16 oil producing organizations, **4** oil transportation organizations, **4** processing plants are connected



ИСУН

Electronic Passport System IS for issuance of electronic passports to manufactured and imported vehicles to the domestic market of RK was launched in pilot mode



PERSONNEL POLICY OF THE COMPANY

In 2021, staff size of the Company, including regional structural units amounted to 1860 employees

THE COMPANY WORKS ON IMPROVING ITS PERSONNEL POLICY ON A REGULAR BASIS:

IN 2021

✓ **advanced training was organized for 902 employees (29 employees received certificates that comply with the international standards)**

✓ **320 employees were awarded under non-material encouragement:**



“Uzdik Bailanisshi” : 5 employees



“Certificate of Merit” MDDIAI of RK : 52 employees



“Recognition Letter” MDDIAI of RK: 17 employees



Certificates of merit of NIT JSC: 187 employees



Letter of gratitude of NIT JSC: 10 employees



Letter of gratitude from partners of NIT JSC: 48 employees

✓ **financial assistance was provided to 272 employees**

✓ **within cooperation with universities of the country, 41 memorandums with educational institutions are available**

✓ **56 students successfully undergone internship in the Company**

SUSTAINABLE DEVELOPMENT OF THE COMPANY

Pursuant to the decision of the Board of Directors of the Company as of December 19, 2019 No. 13, Sustainable Development Policy and Action Plan for the Sustainable Development of the Company as of June 30, 2021 No. 8 were approved. Sustainable development basic principles involve achieving of the strategic goals of the Company without compromising its sustainability in the long term, taking into account the interests of various stakeholders. The Company's Sustainable Development Policy takes into account all aspects of the Company's activities, including economic, social and environmental ones.

THE FOLLOWING WORK IS DONE BY THE COMPANY UNDER IMPLEMENTATION OF SUSTAINABLE DEVELOPMENT POLICY AND ACTION PLAN:

In terms of economic aspects implementation:

- The level of customer satisfaction with the Company's services was monitored at the central and regional levels;
- The Action Plan to improve the quality of services provided by the Company was approved by the Order of the Chairman of the Board of the Company as of June 30, 2021 No. 276;
- The Company's Risk Register and Risk Map for 2021 were approved by the decision of the Company's Board of Directors No. 12 as of September 22, 2021;
- The Action Plan for the introduction of separate accounting was approved (by order of the Chairman of the Board of the Company as of November 29, 2021) and executed;
- Dividends were paid to the Sole Shareholder at the end of 2021 in the amount of 5.2 billion KZT.

In terms of social aspects:

- The Action Plan for the introduction of grading and differentiated remuneration system was approved (by Order of the Chairman of the Board of the Company No. 411 as of September 30, 2021). Within the framework of the Plan, a Qualification Reference Book was formed and the Grading Method of positions was approved;
- The Plan to improve the corporate culture of NIT JSC was approved (by Order of the Chairman of the Board of the Company No. 288 as of July 7, 2021);
- Seminars/trainings were held for employees of the Company to prevent corruption, for central and local executive bodies, quasi-public sector entities to explain the methodology for conducting internal analysis of corruption risks;
- 44 young specialists were employed on the basis of postgraduate education, of which 42 employees with a master's degree, 2 employees with a doctoral degree.

In terms of environmental aspects:

- Participation in the environmental campaign for the collection of used batteries "Hand over the battery - save the Earth". The total number of batteries collected is 300.

GOALS AND PLANS FOR THE FUTURE

AREAS AND GOALS

EFFECTIVE IMPLEMENTATION OF OPERATOR FUNCTIONS



Infrastructure development



Improving the quality of services provided

DEVELOPMENT OF NEW ACTIVITY AREAS AND PARTNERSHIP RELATIONS WITH BUSINESS



Customer base development and export



Increase the market capitalization of NIT JSC

INCREASE OF PERFORMANCE EFFICIENCY AND LABOUR PRODUCTIVITY TO ENSURE CAPITALIZATION GROWTH



Create and increase awareness of the HR brand of NIT JSC



Increase profits and ensure financial sustainability



THANK YOU!

«National Information
Technologies» JSC

2021