**Action Plan**

**for sustainable development of “Damu” Entrepreneurship Development Fund” JSC for 2022-2023**

| **№** | **Action** | **Responsible executors** | **Completion form** | **Due dates** | **Effect** | **Status of execution** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. **Economic component**
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|  | Raising funds from international financial institutions to finance ESG projects | DBIC | Raising funds | 2022 | Growth of investments in sustainable development projects, including green projects | NOT EXECUTEDMarket conditions for raising funds from non-state sources during the reporting period are not attractive for both the Fund and STB/MFO/LC due to the high cost of liquidity against the background of an increase in the base rate. |
|  | Elaboration of the issue with UNDP on the possibility of implementing a financing scheme in which UNDP subsidizes the Fund's expenses for arranging funding from its own funds in order to reduce the rate of placement of the Fund's own funds | DBIC, PFD | UNDP response | 2023 | Growth of investments in the "green economy" | ON EXECUTIONThe deadline has not come |
|  | Elaboration of the issue with the international partner of the Fund on the allocation of a grant to support the training program on sustainable development. | DBIC | International Partner Response | 2023 | Effective and successful sustainable development policies | ON EXECUTIONThe deadline has not come |
|  | Study of international experience on sustainable development | DBIC | Benchmarking | Annually | The possibility of introducing new practices | EXECUTEDAnalysis of ESG's international experience in the practice of financial institutions in Singapore, Malaysia and Russia was carried out.Sent by official note No. 21/VN-5255 dated 28.02.2022. members of the Management Board.An analysis of international experience in providing support under the subsidy tool was carried out. UO extract No. 112/2022 dated 29.12.2022 |
|  | Procurement Management Procedures for Sustainable Development | AD | Publication of Procurement Plans | Annually | Provide free access to planned procurement information to all potential suppliers | EXECUTEDAnnual and long-term procurement plans are posted on the Fund's official website damu.kz. All procurement procedures are carried out on the Eurasian electronic portal eep.mitwork.kz |
|  | Improve process efficiency | BTD | Further automation of the services provided | During the year | Increased customer satisfaction from the quality and speed of the Fund's services | EXECUTEDAs of 01.01.2023, 84 of 84 main business processes were automated; continuous work is carried out to automate processes in accordance with the approved Automation Plan |
|  | Implementation of the UN Development Program "Sustainable Cities for Low-Carbon Development in Kazakhstan" | DS | Program Implementation Report | 2022 | Actual implementation of the Program | EXECUTEDIn 2022, reports were submitted on the grants paid for UNDP projects. There are no new projects under the program. |
|  | Ensure that contracts with partners/suppliers include mandatory sustainability policies | AD, PFD | Contracts with partners/suppliers | On an ongoing basis | Compliance with the principles of sustainable development | EXECUTEDBased on the statement of the Management Board No. 156/2019 dated 30.12.2019, the principles of sustainable development (Anti-corruption) are included in all standard forms of agreements. |
|  | Getting ESG Rating | DBIC | Obtaining ESG compliance opinion or rating/rating | 2023 | Confirmation of the Foundation's positioning of compliance with ESG principles by a third-party independent agency. Given that most investors pay great attention to ESG principles, having an opinion/rating/rating will give an advantage in raising funds | ON EXECUTIONThe deadline has not come |
|  | Participation in the competition of Annual Reports | DSACD | Application for participation | Annually | Public assessment of the level of information disclosure | EXECUTEDApplication for participation in the tender of Annual reports from KASE 06.12.2022 was sent.The results will be announced by the end of January 2023. |
|  | Information on the Fund's sustainable development activities | DSACD, MD, press secretary | Publication on the corporate website/social networks of the Fund/mass media | Annually | Effective and successful sustainable development policies | EXECUTED05.01.2022 of the year, the corporate website of the Fund posted the article "Zhasyl zher - landscaping for a comfortable life and rest"https://damu.kz/news/detail.php?ELEMENT\_ID=3460807.12.2022 of the year published an article: "Agreement with UNDP within the framework of the project" Nationally relevant mitigation measures for low-carbon urban development (sustainable cities for low-carbon development in Kazakhstan) "<https://damu.kz/news/detail.php?ELEMENT_ID=54135Также>5 materials in the media indicated the introduction of ESG principles. |
| 1. **Environmental component**
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|  | Familiarization of new employees of the Fund with the requirements of the Environmental Policy and the Policy of the Fund in the field of sustainable development | PDD | Familiarization of employees through EDMS | On an ongoing basis | Introduction of environmental values in the Fund | EXECUTEDPDD through EDMS sends a link to the document "Environmental Policy" to newly hired employees for review. |
|  | Application of energy-saving technologies and reduction of electricity consumption | AD | Efficient use of energy resources | Annually | Introduction of "green technologies," optimization of the Fund's expenses | EXECUTEDSince Q3 2021, energy-saving technologies have been used |
|  | As part of the implementation of the Green Office concept, continue monitoring of waste sorting in the offices of the Civil Defense and the RB | AD | Supplier Contract | On an ongoing basis | Promote reasonable waste consumption and disposal in offices | EXECUTEDAlmaty Services Procurement Agreement No. 970840000277EEP2202039/00 dated February 15, 2022For 2023, the vehicle is being developed. |
|  | Formation of a base of "green" projects of the Fund (including social) in accordance with the main directions of implementation of "green" projects defined in the Holding's Environmental and Social Policy and taxonomy of social projects, broken down by sector, amount of financing, environmental and social effects | DG, DS, PFD | Database of green projects on the Fund's website, broken down by sector, amount of financing, environmental and social effects | 1.3 quarters of 2023 | Creation of a single base of "green" projects of the Holding | ON EXECUTIONThe deadline has not come |
|  | Carrying out campaign measures to increase the environmental awareness of employees - competitions, teambuilding, business breakfasts, environmental actions (days without cars, days of reasonable consumption of resources )/publications in social networks | PDD, AD, MD | contests, teambuilding, business breakfasts, environmental campaigns/publications in social networks | Annually | Effective and successful sustainable development policies | EXECUTEDAs part of the celebration of the 25th anniversary of the Fund on June 18, the staff of the head office of the Fund held an environmental clean-up in the territory of the Ile-Alatau National Park of Almaty region.During the subbotnik, 8 km of the foothill area of the Almarasan gorge was cleaned and about 231 kg of garbage was collected, of which more than 107 kg is recyclable.Info leaflets on saving eco resources (water, electricity, waste sorting) have also been developed |
|  | Training "Green Office" | PDD | Training Supplier Contract | 2023 | Promote continuous improvements aimed at reducing the environmental impact of office work | ON EXECUTIONThe deadline has not come |
|  | Information on raising the environmental awareness of employees | AD | Newsletters in the SS on resource saving (Bitrix, E-mail, EDMS) | Annually | Contribute to solving the problem of environmental crisis in various spheres of life: environmental pollution, the disappearance of a number of animals and plants, the irrational use of natural resources. | EXECUTEDInfo sheet on saving eco resources (water, electricity, sorting waste) on the screensaver during "sleep" of the desktop |
|  | Public information in the field of energy and resource saving in the office and/or environmental education of employees of the Fund | MD, AD | Publication on the official website and/or internal resources of the Fund | Annually, in the 4th quarter of the year following the reporting year | Promote continuous improvements aimed at reducing the environmental impact of office work | EXECUTEDThe internal corporate resource of the team-damu.kz Fund and corporate e-mail inform employees about environmental education. For example, to hold an environmental clean-up in the territory of the Ile-Alatau National Park of Almaty region, to cut off electricity/water in regional branches and the head office of the Fund in connection with the repair or replacement of the necessary parts.At the same time, an info sheet has been developed to save eco resources (water, electricity, sorting waste) for a screensaver when "sleeping" the desktop |
| **3. Social component** |  |
| 3.1 | Selection of employees based on transparent competitive procedures | PDD | Automated process of personnel selection in EDMS | On an ongoing basis | Search and selection of highly qualified specialists | EXECUTEDThe selection of employees for vacant positions in the Fund is currently fully automated and transparent. |
| 3.2. | Training for employees of the Fund to promote a culture of safe behavior and increase responsibility for non-compliance with safety requirements | DB | Training of employees of the Fund | Annually | Personnel Development | EXECUTEDIn November 2022, with the involvement of the senior engineer of the Department of Emergency Situations of Almaly region A.Z. Turarov, training (lecture and practical training) of the Fund's employees was conducted. Based on the results of the exercise, the relevant Certificate (VN-1351 of 24.11.2022) was drawn up, approved by the management of the Fund. |
| 3.3. | Provision of employees with paid annual leave of at least 30 calendar days on the basis of relevant applications and orders in accordance with the Employment Contract | PDD | Provision of paid annual leave to employees | Annually | Observance of LC of the RK and rights of employees of Fund | EXECUTED.Employees of the Fund are annually granted labor leave, for 2022 the number of 834 was granted labor leave. |
| 3.4. | Provision of material assistance to employees for rehabilitation in the provision of paid annual labor leave in the amount of not more than 2 months of official salaries in accordance with the Rules for the provision of social support to employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Motivation of employees | EXECUTED.For 2022, the Fund's employees, upon entering the next labor leave, were provided with material assistance for rehabilitation, in accordance with the current Rules for the provision of social support to employees of “Damu” Entrepreneurship Development Fund” JSC, approved by the decision of the Board of Directors of 24.04.2018, Minutes 45/2018. |
| 3.5. | Provision of material assistance to employees in connection with the birth/adoption of a child - in the amount of 100 minimum calculated indicators (MCI) in accordance with the Rules for the provision of social support to employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Motivation of employees | EXECUTED.In 2022, 50 employees of the Head Office and regional branches received material assistance in connection with the birth of a child. |
| 3.6. | Provision of material assistance in connection with death:* an employee - in the amount of 400 MCI with a one-time payment to one of the family members or, in the absence of such, to the person who undertook the organization of the funeral;
* spouse, children, parents of the employee - in the amount of 300 MCI with a one-time payment to the employee

in accordance with the Rules for the Provision of Social Support to Employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Social support for employees of the Fund | EXECUTED.In 2022, 11 employees of the Head Office and regional branches received material assistance in connection with the death of relatives. |
| 3.7. | In connection with the treatment/operation of the employee or persons who are members of his family, in accordance with the list of severe forms of certain chronic diseases approved by Government Decision No. 1309 of 08 November 2011 and the list of diseases, for which a longer period of incapacity for work is established, approved by the authorized state body in the field of health care, if the cost of treatment/surgery exceeds the limit set by the company's health insurance program (reason: extract from the medical history, opinion of the attending physician, documents confirming expenses), in the amount of 100 MCI in accordance with the Rules for providing social support to employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Social support for employees of the Fund | EXECUTEDIn 2022, in the Development Plan of “Damu” Entrepreneurship Development Fund” JSC for 2019-2023, the budget item "Material assistance and social payments not included in wages" was approved to provide employees with co-advisory material assistance.In 2022, no applications for material assistance were received from the Fund's employees in accordance with the list of severe forms of certain chronic diseases approved by the Decree of the Government of the Republic of Kazakhstan |
| 3.8. | Provision of material assistance in connection with marriage in the amount of 50 MCI in accordance with the Rules for the provision of social support to employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Social support for employees of the Fund | EXECUTED.In 2022, 11 employees of the Head Office and regional branches received material assistance in connection with marriage. |
| 3.9. | Provision of additional leave and health benefits to employees, regardless of length of service, living in environmentally unfavorable zones defined by the current legislation in accordance with the Labor Code of the Republic of Kazakhstan, Act No. 1468-XII of 30 June 1992 on the social protection of citizens, victims of the environmental disaster in the Aral Sea, "Law of the Republic of Kazakhstan dated December 18, 1992 No. 1787-XII" On Social Protection of Citizens Affected by Nuclear Tests at the Semipalatinsk Test Site " | PDD | Provision of additional leave and health benefits to employees, regardless of length of service, living in environmentally unfavorable zones (employees of the RB in Kyzylorda region, Turkestan region and East Kazakhstan region (Semey) | Annually | Compliance with the Labour Code of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan of June 30, 1992 No. 1468-XII "On Social Protection of Citizens Affected by the Environmental Disaster in the Aral Sea Region," the Law of the Republic of Kazakhstan of December 18, 1992 No. 1787-XII "On Social Protection of Citizens Affected by Nuclear Tests at the Semipalatinsk Nuclear Test Site" and the rights of employees of the Fund | EXECUTED.Employees of the regional branches of Damu Fund JSC in the East Kazakhstan region, Turkestan region and Kyzylorda region are annually provided with appropriate monthly surcharges, annual additional days of leave and a health allowance for living in environmentally unfavorable zones. |
| 3.10. | Assistance to employees, depending on the financial condition of the Fund, in solving housing issues, by partially reimbursing him for the cost of paying rent (for a period not exceeding 3 years, or by decision of the Management Board not exceeding 4 years) when providing invited employees with a certificate of the authorized body about the absence of his or her own home at the place of work in accordance with the Rules for assisting in solving housing issues for employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Provision of material assistance to employees | Annually | Creating favorable conditions and increasing the loyalty of key employees | EXECUTEDIn 2022, 31 employees were assisted in solving housing issues by partially reimbursing the cost of paying for rental housing. |
| 3.11. | Provision of health insurance for full-time employees at the expense of funds provided for in the budget of the Fund, in accordance with the Rules for the provision of social support to employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Voluntary medical insurance contract for cases of illness | Annually | Preservation of health of employees and family members of employees of the Fund | EXECUTED.Employees of the Fund are annually provided with health insurance. In 2022, a voluntary health insurance contract was concluded with Eurasia Insurance Company JSC (medical assistant Medical Assistance Group LLP), contract No. 970840000277EEP2211014/00 dated 08.11.2022 |
| 3.12. | Improvement of material and technical working conditions for employees of the Fund | AD | Progress Report | Annually | Creation of favorable working conditions for employees of the Fund | EXECUTEDIn 2022, electric lighting equipment was purchased, which made it possible to provide lighting for the entire parking and pedestrian zone, replacement in san lighting units, provision and replacement of mixers, hoses and other HO. To maintain cleanliness, household equipment of brooms, hoses, watering equipment was purchased. Office supplies were purchased for regular daily work.For 2023, the services of the Football Field were purchased from non-material to maintain physical fitness. |
| 3.13. | Together with “Baiterek” NMH JSC, conduct an annual survey of staff engagement and satisfaction and take appropriate measures to improve the indicators "Degree of staff engagement" and "Degree of staff satisfaction" | PDD | Results of the study in the form of a report | Annually | Assessment of staff satisfaction in order to improve their working conditions and attract (retain) the best employees | NOT EXECUTEDbased on the letter of “Baiterek” NMH JSC (No. 03-2-26/3678 dated 13.07.2022) due to the supplier's failure to comply with contractual conditions.In the reporting year, there was no assessment of employee engagement and satisfaction across the Holding system as a whole. |
| 3.14. | Organization of corporate internal training for team building | PDD | Training activities, if funds are available in the Fund's budget | Annually | Improving corporate culture, creating a cohesive team | EXECUTED.In 2022, 2 team building trainings were organized and conducted:1. Sales Wizard. Rebot with expressions. Persuasion influence techniques for customer engagement managers.2. Building communications, behavior in stressful situations, leadership. |
| 3.15. | Development of the Training Plan for Employees of “Damu” Entrepreneurship Development Fund” JSC | PDD | Approved Training Plan for Employees of “Damu” Entrepreneurship Development Fund” JSC | Annually | Planning the professional development of personnel in accordance with the individual needs of each | EXECUTEDBy the decision of the HR Policy Committee of 25.11.2021, Protocol No. KKP 76-2021, the Training and Development Plan for Employees of “Damu” Entrepreneurship Development Fund” JSC for 2022 was approved. |
| 3.16. | Attracting young specialists, university students to internship, internship | PDD | Practice, internship of university students | Annually | Short-term vocational training of young specialists and students of universities | EXECUTED.In 2022, the number of young professionals who completed internships/internships at the Foundation was 15. |
| 3.17. | Familiarization of new employees of the Fund with the requirements of labor protection | SD/Executive Officers of the RB | Familiarization of employees (briefing) | Upon employment | Ensuring occupational safety | EXECUTED. According to the Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated 25.12. 2015 No. 1019 "On Approval of the Rules and Terms of Training, Briefing and Knowledge Checks on Labor Safety and Protection of Employees," internal regulatory documents of the Fund, the Safety Department systematically hold briefings on labor safety and protection: The results of the work done are noted in the Briefing Journal. |
| 3.18. | Attracting people with disabilities to the Fund | PDD, SP/RF | Conclusion of employment contracts, procurement contracts and services | Annually | Implementation of social programs | EXECUTED.In 2022, the Fund employed 6 employees with disabilities. |
| 3.19. | Targeted assistance to solve social problems and (or) support vulnerable social groups, as well as specific people who find themselves in difficult life circumstances (including treatment) | Employees of the Fund, PDD | Provision of targeted assistance in the presence of applications | As required | Provision of charity | EXECUTED.An organization was organized among the Fund's employees to participate in the annual Baiterek - Open Hearts Charity Fair, organized by “Baiterek” National Managing Holding” JSC with the participation of subsidiaries. The proceeds from the Fund's corner amounted to KZT180,400, the joint efforts of the Holding's employees and subsidiaries raised funds in the amount of KZT2,219,710, which will be used to organize a New Year tree and buy gifts for children with complex diseases undergoing long-term treatment. |
| 3.20. | Targeted assistance to WWII veterans in honor of Victory Day | Employees of the Fund, PDD | Provision of targeted assistance | Annually | Provision of charity | EXECUTED.Fundraising was organized on the eve of the Great Victory Day, employees of the Head Office of the Foundation congratulated veterans of the Great Patriotic War and home front workers with the proceeds, presented gifts (food baskets). |
| 3.21. | Voluntary campaign "Donor Day" held in the Fund | PDD | Blood donation | Annually | Provision of charity | EXECUTED.The "Donor Day" was organized and held in the Fund, in which employees of the Head Office and the regional branch in Almaty took part and donated blood. |
| 3.22. | Medical examination of employees | PDD | Honey. survey | Annually | Drawing attention to the topic of health | EXECUTED.In December 2022, a medical examination of employees was organized and conducted. |
| 3.23. | Professional development of employees in the field of sustainable development | DSACD | Organization of training for employees | 2022 | Raising awareness and corporate culture on sustainability issues. | EXECUTED.A seminar on the topic "Fundamentals of Sustainable Development" was organized for 30 employees of the Fund on December 14-15, 2022 (Zerde Training Center) |
| 3.24. | Workshops on anti-corruption and other illegal actions, including extortion and bribery | ACS | Employee Testing | Annually | Prevention of corruption and fraud | EXECUTEDIn the 4th quarter of 2022, all employees of the Fund were trained on the topic "Combating corruption and fraud."The average score on the results of training was 94.7% |
| 3.25. | Ensuring effective and prompt interaction with the public | MD, press secretary | Holding events, briefings. Placement of information in the public domain on the Fund's website and in the media | During the year | To implement an effective and successful sustainable development policy | EXECUTEDEvents "Open Day" and press tours in the RB and HO were heldInformation on sustainable development is publicly available on the corporate website of the Fund, at the following links: <https://damu.kz/programmi/subsidy/subsidii-PROON/><https://damu.kz/programmi/loans/proon-gef/> |

AD - Administrative Department

ACS - Anti-Corruption Compliance Service

BTD - Business Technology Department

SD - Subsidy Department

PFD - Program Finance Department

PDD - Personnel Development Department

DBIC - Department of Borrowing and International Cooperation

MD - Marketing Department

DSACD - Department of Strategic Analysis and Corporate Development

SD - Security Department

SS - structural subdivisions