

FIRST HEARTLAND
JUSAN BANK
SUSTAINABILITY REPORT



FROM THE
HEIGHT OF
ACHIEVEMENTS

2021

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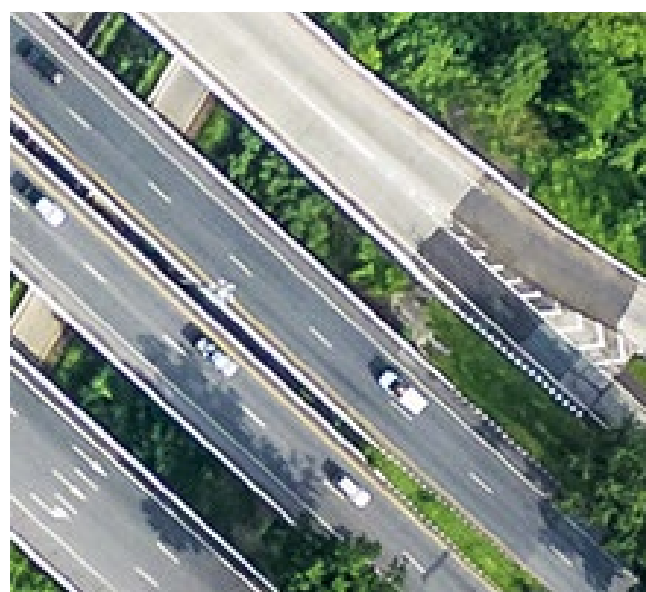
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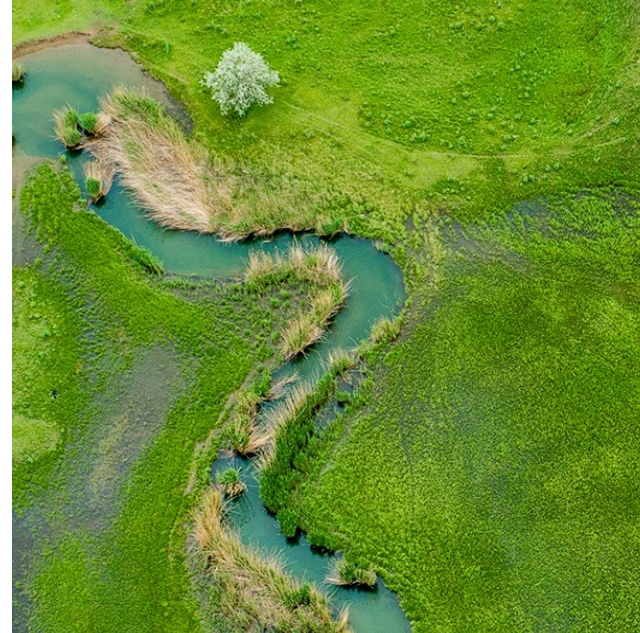
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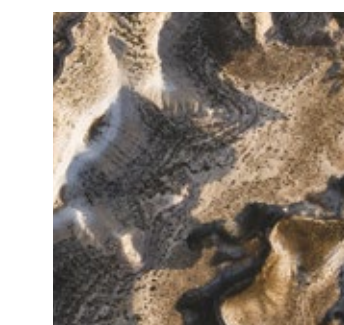
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ADDRESS BY THE CHAIRMAN OF THE MANAGEMENT BOARD

Dear shareholders, clients, partners and colleagues!

Jusan Bank presents its pilot Sustainability Report that reflects our commitment to openness and transparency in line with leading international standards. This Report is an integral part of our ongoing dialogue with stakeholders and we are pleased to share with you the details of our responsible business activities for 2021.

We are determined to move towards sustainability through corporate ESG transformation to enhance long-term business stability, generate new points of growth and create additional value for our stakeholders. Financial institutions such as our bank play an important role in society, whether providing capital, facilitating business and infrastructure development, or engaging with broad categories of corporate and retail clients. With the UN Sustainable Development Goals in mind, Jusan Group aims to lead the Republic of Kazakhstan in responsible banking and investment.

2021 has been a successful year for Jusan Bank. The financial and operational results demonstrate that we are developing in the right direction. The merger with ATFBank JSC was completed and the branch network expanded. We continued to develop our financial and digital ecosystem, and we have cleaned up our loan portfolio. Going forward, we will intensify our efforts, focusing on corporate and retail banking, digitalisation, sustainability and strict compliance with legal requirements. We constantly strive to improve profitability and effectively create long-term shareholder value.

As the national banking industry transforms, we are constantly developing our capabilities and competencies to meet changing client needs and improve service quality. The Bank has introduced a number of new in-demand and innovative solutions to the market. As a result of our thoughtful development strategy, the number of retail and corporate clients exceeded 2.7 million. Jusan Bank is working hard on

lending and financial support to small and medium-sized businesses and supporting entrepreneurship.

Corporate success starts with our colleagues. It is a firm belief that respect for human rights, a diverse team and an inclusive culture strengthen the bank's ability to create best-in-class sustainable solutions. We pay close attention to human capital development, creating a comfortable and safe working environment for employees, providing regular training and competitive pay. This has enabled us to build a close-knit and motivated team that ensures the effective achievement of corporate goals.

Philanthropy is an integral part of our corporate culture. Jusan Bank focuses on supporting the educational sector in Kazakhstan. We intend to continue to be active in this area, contributing to the development of local communities and educational projects.

Jusan Bank takes a responsible approach to the environment and focuses on careful use of resources. In particular, I would like to note that the Bank has assessed greenhouse gas emissions, which has enabled us to better understand the impact of our activities on the climate as part of Kazakhstan's transition to a low-carbon economy. We intend to introduce new initiatives and measures that will enable us to effectively manage our corporate environment impact.

I would like to thank the entire Jusan Bank team and stakeholders for the dedication, time and effort they have put in to strengthen the bank's business and sustainability position.

The ESG agenda will continue to occupy an important place in Jusan Bank. I am confident that this will help our bank to develop successfully and bring long-term benefits to the stakeholders and the Kazakh society we are working for.



Nurdaulet Aidossov,
Chairman of the Management Board
Jusan Bank

chapter 01

THE BANK TODAY

Standards

- GRI 102-1
- GRI 102-2
- GRI 102-3
- GRI 102-5
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THE BANK TODAY

First Heartland Jusan Bank JSC (hereinafter referred to as the Bank, Jusan, us) publishes its first Sustainability Report (hereinafter referred to as the Report).

Jusan is a universal bank providing a wide range of financial services and products to legal entities and individuals. It operates under the license No. 1.2.35/225/37 dated 07.04.2021 issued by the Agency of the Republic of Kazakhstan on Regulation and Development of Financial Market. The Bank's issued securities are listed on Kazakhstan Stock Exchange and Astana International Exchange.

The Bank is one of the largest financial institutions in the Republic of Kazakhstan and plays a significant role in lending to the national economy. Share of Jusan in the total assets of second-tier banks in the Republic of Kazakhstan is approximately 7%. Jusan has been identified by the National Bank of Kazakhstan as a potential systemically important bank.

The bank is part of the Jusan Group which includes its subsidiaries.

The Bank's primary business consists of commercial banking activities, lending and issuing guarantees, attracting deposits, opening and maintaining client accounts, cash and settlement operations and transactions in securities and foreign currencies.

The Bank is focused on supporting the development of the Republic of Kazakhstan through responsible banking and incremental improvement in managing its own socio-environmental impacts.

Jusan assumes that ESG transformation of business processes and integration of sustainability principles into strategic planning based on advanced international competencies is critical to create long-term value for stakeholders.

The head office is located in Almaty, Republic of Kazakhstan. As of 30 June 2022, the regional network is represented by 19 branches and 121 outlets, including 5 private banking outlets, in 41 cities, 2 settlements and 3 villages in the Republic of Kazakhstan.

As of 31 December 2021, the Bank's largest shareholder is a Kazakhstan brokerage company First Heartland Securities JSC. The ultimate controlling party of the Bank and its subsidiaries is NU Generation Foundation, Inc., a non-profit organisation established exclusively to provide finance for the activities of the autonomous educational organisations Nazarbayev University and Nazarbayev Intellectual Schools and their organisations.

There were no significant changes in the ownership structure during the reporting period. Up-to-date information on the ownership structure is available on the official website of Kazakhstan Stock Exchange.

In September 2021, the voluntary reorganisation of ATFBank JSC, a major Kazakhstan bank which was acquired by Jusan in December 2020, was completed through a merger with the Bank. This allowed us to scale our business significantly.



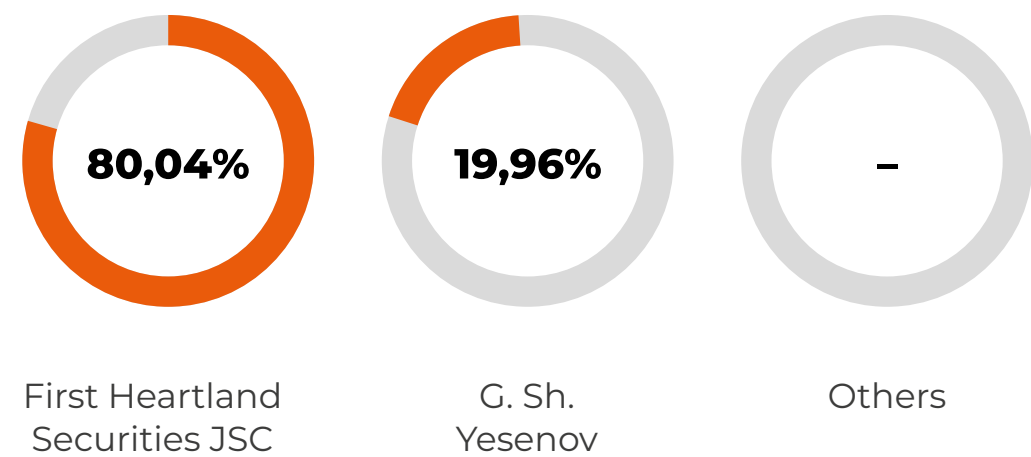
approximately
7%

Share of Jusan in the total assets of second-tier banks in the Republic of Kazakhstan

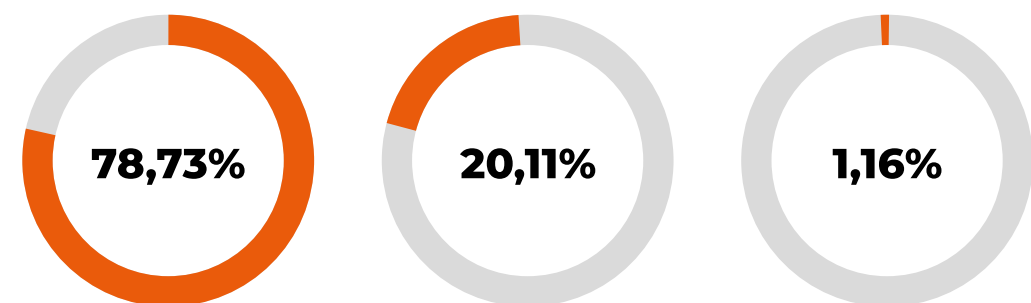
THE BANK TODAY

Jusan shareholder structure, %

2020



2021



Subsidiaries of Jusan (Jusan Group)

Title	Activities	Share of participation (as of 31 December 2021)	Country of registration
Insurance Company Jusan Garant JSC	Insurance, reinsurance	100	Republic of Kazakhstan
First Heartland Jusan Invest JSC	Brokerage and dealing in the securities market with the right to maintain clients' accounts as a nominee, investment portfolio management	95,0	Republic of Kazakhstan
First Heartland Capital JSC	Investment portfolio management without the right to raise voluntary pension contributions	100	Republic of Kazakhstan
Jusan Inkassatsiya LLP	Collection of banknotes, coins, valuables	100	Republic of Kazakhstan
OUSA Yug LLP	Management of doubtful and uncollectible assets	100	Republic of Kazakhstan
Jusan Development LLP	Management of doubtful and uncollectible assets	100	Republic of Kazakhstan
Jusan Property LLP	Management of doubtful and uncollectible assets	100	Republic of Kazakhstan
Optima Bank OJSC	Providing commercial banking services	97,1	Kyrgyz Republic

STRONG UNIVERSAL BANK

OUR KEY BENEFITS

CLIENT-CENTRED
APPROACH

LEADERSHIP IN THE DIGITAL
MARKETPLACE

ETHICAL CORPORATE
CULTURE

STRONG AND RECOGNISABLE
BRAND

STRONG UNIVERSAL BANK

Standards

GRI 102-7,

103

Key indicators for 2021

as of 31 December 2021

5827 –
Number of employees

69%
Women in the workforce

24,8 billion tenge
Staff costs

2 728,4 thousand
Clients

1 million
Active digital users

893 thousand
Bank cards issued*

2 603 billion tenge
Assets

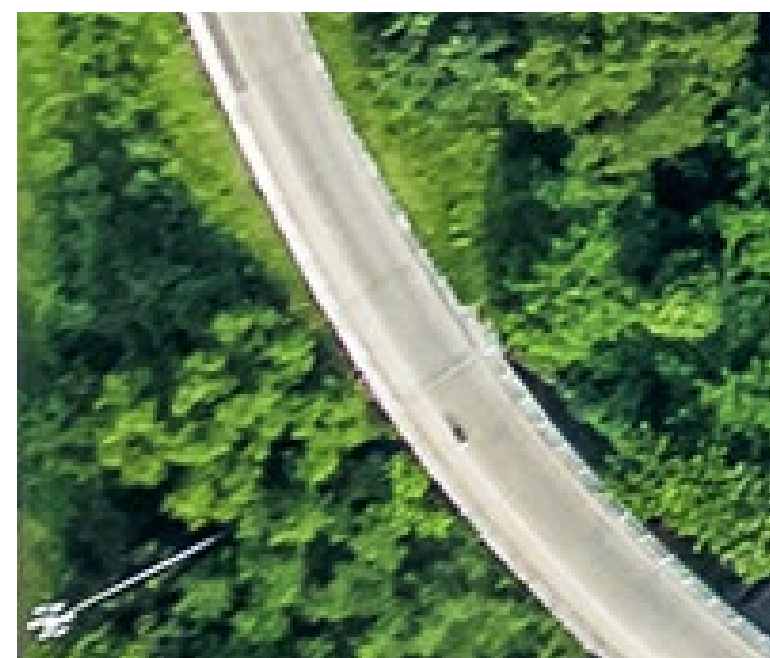
957,8 billion tenge
Loans to clients**

1 507,6 billion tenge
Current accounts and client deposits

442,6 billion tenge
Equity

10,1 billion tenge
Profit for the year

287,84 tenge
Profit per ordinary share



* digital and plastic cards in the retail and private banking segment

** without deducting the allowance for expected credit losses

STRONG UNIVERSAL BANK

Key indicators for 2021

Corporate business

149,4 thousand
Corporate clients

910,3 billion tenge
Current accounts and deposits from corporate clients

685,3 billion tenge
Loans to corporate clients

Retail business

2 579 thousand
Retail clients

597,3 billion tenge
Current accounts and deposits from retail clients

272,6 billion tenge
Loans to retail clients

Credit ratings

Moody's Investor Services

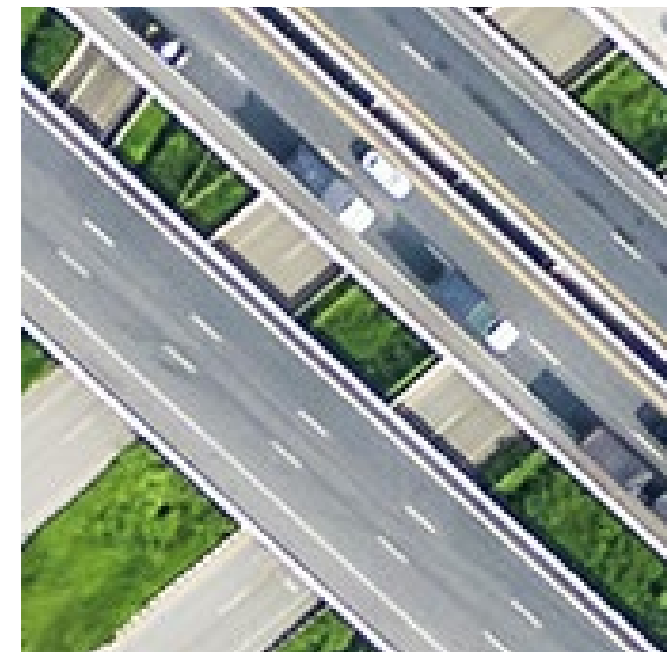
B1
(stable, June 2021)

Awards

Jusan has won the International Finance Banking Awards in two categories: Most Innovative New Corporate Internet Banking - Kazakhstan 2021 and Best New Mobile Banking Application - Kazakhstan 2021.

Jusan won the international Asian Banking & Finance Retail Banking Awards in two categories: Digital Banking Initiative of the Year - Kazakhstan and Online Banking Initiative of the Year - Kazakhstan.

Jusan has been named the Best Bank - Kazakhstan 2021 in the Banking Awards - 2021 international competition by CFI.co.



DIRECT ECONOMIC VALUE CREATED AND DISTRIBUTED

as of 31 December 2021,
KZT million

In the course of its operations, the Bank generates additional value for its stakeholders, including shareholders, employees, and society. The direct economic value created and distributed demonstrates the value we create as a result of our activities and its subsequent distribution to key stakeholders.

Note 1.

The initial financial data is predominantly taken from the Bank's audited separate financial statements for the year ended 31 December 2021.

Note 2.

The Bank's largest shareholder is NU Generation Foundation, Inc., a non-profit organisation established solely to provide funding for the activities of autonomous educational organisations Nazarbayev University and Nazarbayev Intellectual Schools, and their organisations. As a consequence, the dividends accruing to this ultimate beneficiary can reasonably be regarded as a socially oriented contribution to social development.

Direct economic value generated	61 141
Net interest income after credit losses	33 250
Net fee income	7 884
Other operating income	20 007
Distributed economic value	164 918
Operating expenses	(52 984)
– Including employee compensation, including social security contributions and payroll taxes	(24 839)
– including expenditure on charity social projects	(20)
– including tax expenses other than corporate income tax	(2 221)
Savings on corporate income tax	1 917
Dividend payments to shareholders of the Bank	(113 851)
Unallocated economic value <small>(direct economic value generated minus distributed economic value)</small>	-103 777
Retained earnings	171 406

GEOGRAPHY OF ACTIVITIES

Standards

GRI 102-3

GRI 102-4

GRI 102-6

As of June 30, 2022:

★ **46** settlements

🏢 **19** branches

💻 **121** outlets

👤 **1 054** ATMs



MATERIALITY ANALYSIS

GRI 102-44,
102-46,
102-47

The term “Material topics” is one of the key terms in sustainability reports based on GRI standards. Every organisation’s activities and decisions affect stakeholders, e.g. employees, clients, suppliers but also partner or competing organisations, the environment and social and economic systems.

The impact can be both positive and negative, and depending on the organisation, the impact can be minor in some areas but significant in others.

In terms of GRI standards, material topics are those that have the most significant social, economic and environmental impact, whether positive or negative. Topics that are important to stakeholders and may have a significant impact on their opinions or decisions are also considered material.

In accordance with GRI standards, the Jusan report is structured around material topics.

Jusan assesses the strategic importance of environmental, social and governance factors along two dimensions: their relative importance to stakeholders and their impact on business success taking into account long-term global megatrends - urbanisation, digital revolution, climate change, demand for openness.

The long-term sustainability of a business depends on its ability to adapt to stakeholder expectations, to identify negative impacts and to mitigate them.

To conduct the materiality analysis and determine the content of the Report, Jusan focused on international standards and best practices,

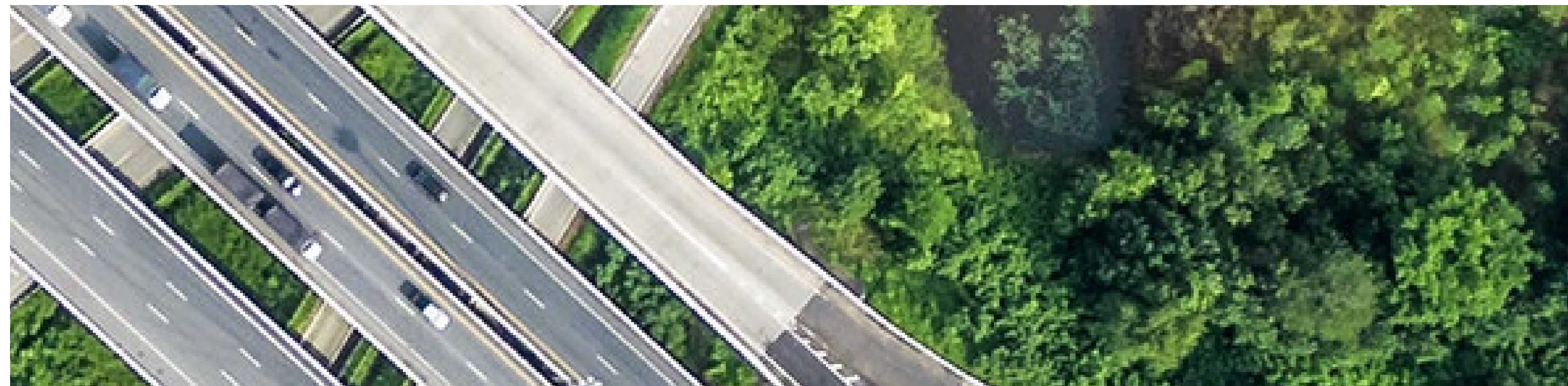
benchmarking against reference banks, as well as stakeholder views. The Bank has developed a survey process for external and internal stakeholders to examine the impact of its activities on assessments and decisions, broken down by topic.

We have grouped the material sustainability topics according to the main environmental impacts of our activities in a materiality matrix.

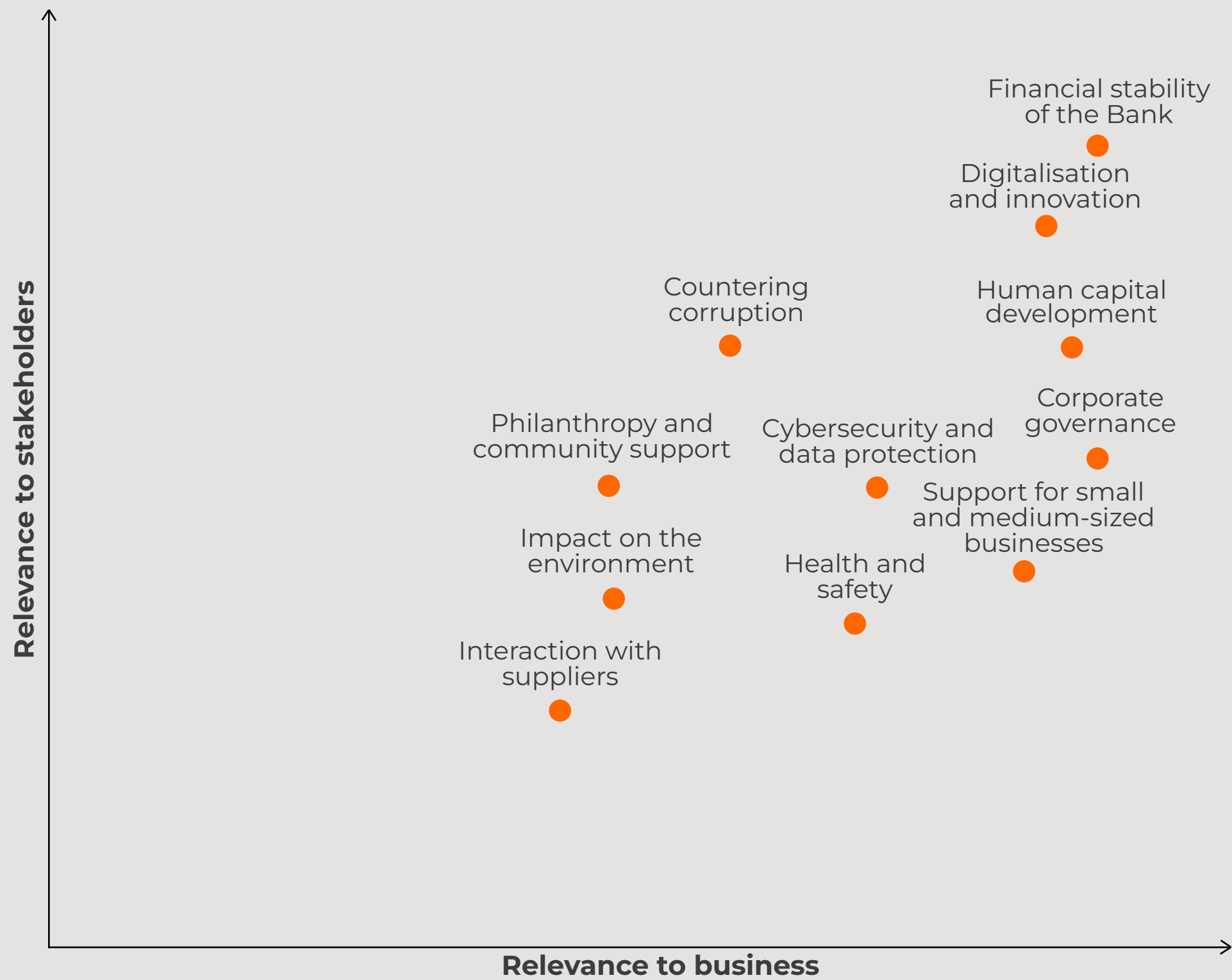
The following materiality matrix, showing ESG factors that have maximum impact on Jusan and stakeholders, helps focus corporate priorities, initiatives and programs.

ESG

factors



Materiality matrix



Material topics

1. Financial stability of the Bank
2. Corporate governance
3. Anti-corruption
4. Cybersecurity and data protection
5. Digitalisation and innovation
6. Support for small and medium-sized businesses
7. Supplier interaction
8. Human capital development
9. Health and safety
10. Environment impact
11. Philanthropy and community support

CONTRIBUTION TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Standards

GRI 102-12,

203-2

Adopted by the Republic of Kazakhstan and other United Nations Member States in 2015, the 2030 Agenda for Sustainable Development is an unprecedented global plan for sustainable growth and prosperity.

It is based on 17 interlinked Sustainable Development Goals, consisting of 169 targets and 231 indicators to tackle the most pressing social and environmental challenges.

Jusan recognises the United Nations (UN) Sustainable Development Goals as unconditional global priorities and emphasises the key role of financial institutions in mobilising capital for the transition to a socially inclusive, low-carbon, resource-efficient economy.

We believe it is important that business, society and other stakeholders work together to make all the UN Sustainable Development Goals 2030 a reality. Jusan aims to contribute to their achievement through partnership and dialogue with stakeholders.

- 1** No poverty
- 2** Zero Hunger
- 3** Good Health and well-being
- 4** Quality education
- 5** Gender equality
- 6** Clean water and sanitation

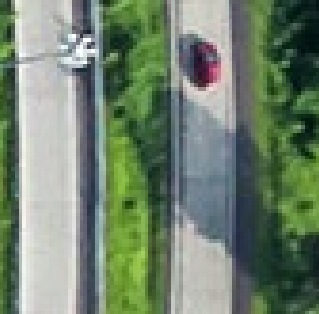
- 7** Affordable and clean energy
- 8** Decent work and economic growth
- 9** Industry, innovation and infrastructure
- 10** Reduced inequalities
- 11** Sustainable cities and communities
- 12** Responsible consumption and production

- 13** Climate action
- 14** Life below water
- 15** Life on land
- 16** Peace, justice and strong institutions
- 17** Partnerships for the goals

17
goals

169
targets

231
indicators



Priority Sustainable Development Goals on which the Bank has the greatest impact



GOAL 4

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.



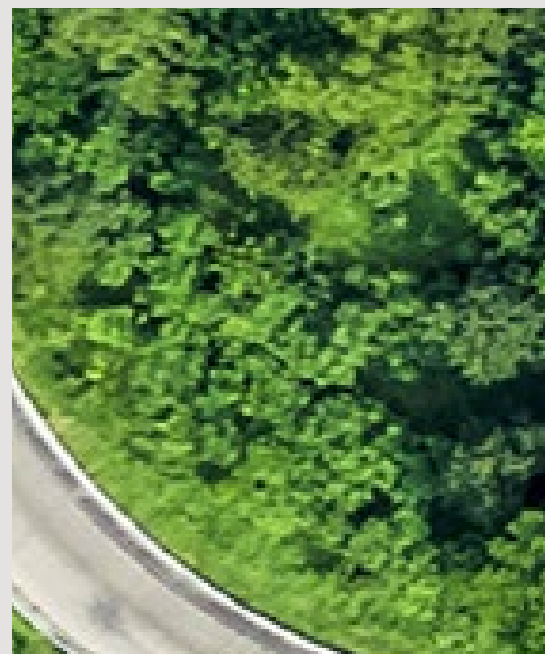
GOAL 8

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



GOAL 9

Build resilient infrastructure, promote inclusive and sustainable industrialization and innovation.



CONFORMITY OF ACTIVITIES OF JUSAN WITH THE PRIORITY SUSTAINABLE DEVELOPMENT GOALS

Priority Goals

Practical contribution



- Support for educational institutions, projects and initiatives in the Republic of Kazakhstan
- Training and professional development of the Bank's employees
- Improving financial literacy for external stakeholders
- Increased number of people with marketable skills for employment, decent work and entrepreneurship



- The Bank is a responsible and large taxpayer
- Services and products for small and medium-sized businesses
- Creation of the Bank's own jobs and geographical expansion
- Creating a comfortable and digital workplace for workers
- Training and employment opportunities for young professionals and talented young people
- Socio-cultural diversity and equal opportunities
- Business ethics and human rights
- Focus on local suppliers in the supply chain



- Support for entrepreneurship and start-ups
- Services and products for small and medium-sized businesses
- Investing in innovation, digitalisation
- Modernisation of industrial infrastructure facilities
- Development of remote mobile and internet banking
- Promoting employment growth in industry and infrastructure



COOPERATION OF JUSAN WITH STAKEHOLDERS

Standards

GRI 102-40,
102-42,
102-43,
102-44

Constructive cooperation with stakeholders, creating value for them, and being transparent is the foundation of responsible business. Jusan considers it important to maintain a regular dialogue with the various stakeholders. This allows for better management of risks arising from business activities and enhances competitiveness.

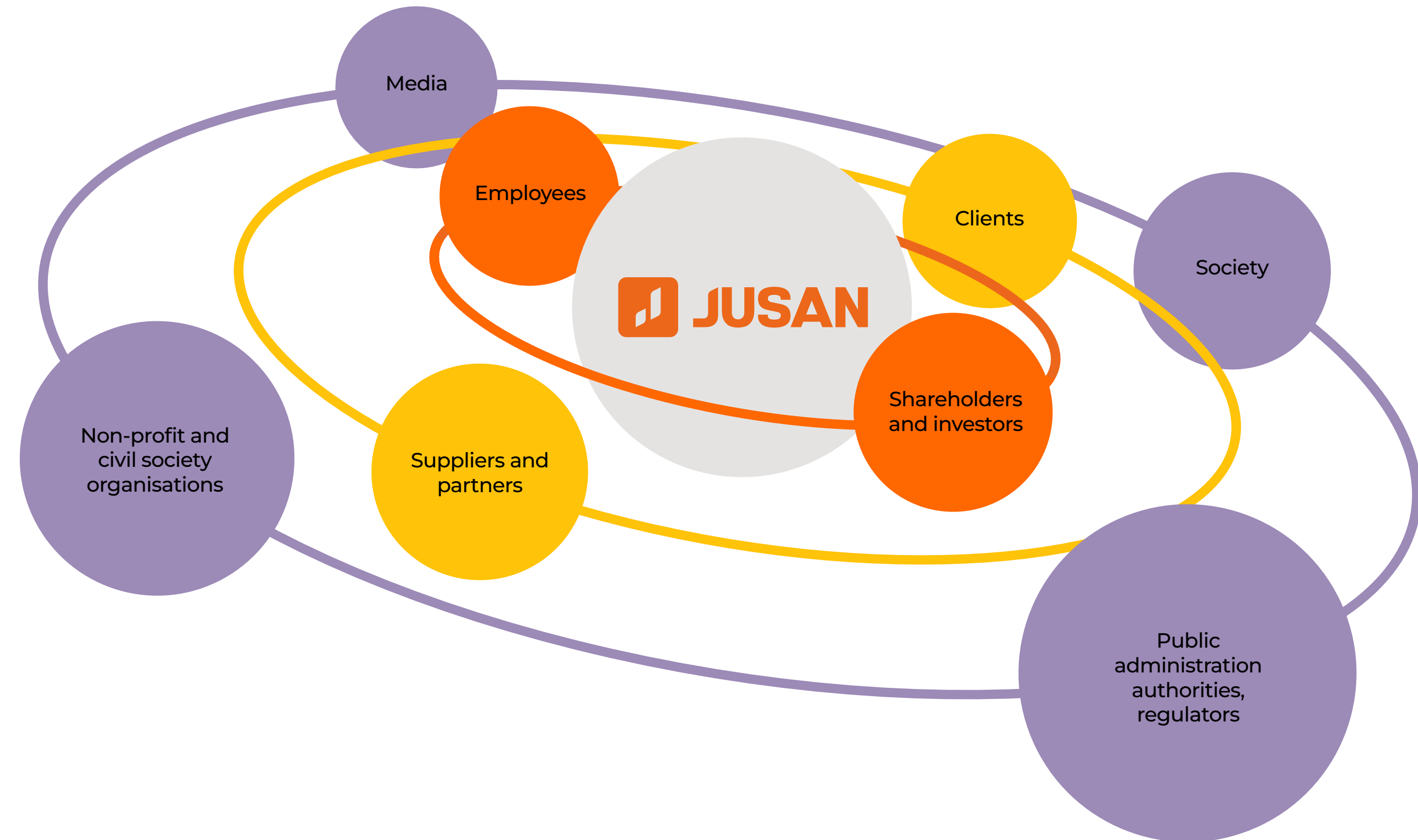
Our vision for credible leadership: to develop with our stakeholders, to understand the broad impact of the Bank's decisions on them, and to act responsibly to increase their satisfaction and trust in our brand. We place great importance on conducting business and operations with integrity.

Jusan welcomes transparent communication and open dialogue with stakeholders.

We regularly engage with our stakeholders aiming to promote a culture of responsible and ethical behaviour among them.

Jusan takes into account the interests, needs and expectations of stakeholders in its decision-making, implementation of its sustainability policy and disclosure process by improving feedback and channels of both internal and external communication. Jusan regularly updates its list of stakeholders by assessing the Bank's impact on stakeholders and their impact on its operations.

Jusan Stakeholder Universe



THE WAY JUSAN INTERACTS WITH ITS STAKEHOLDERS

Stakeholders



Clients

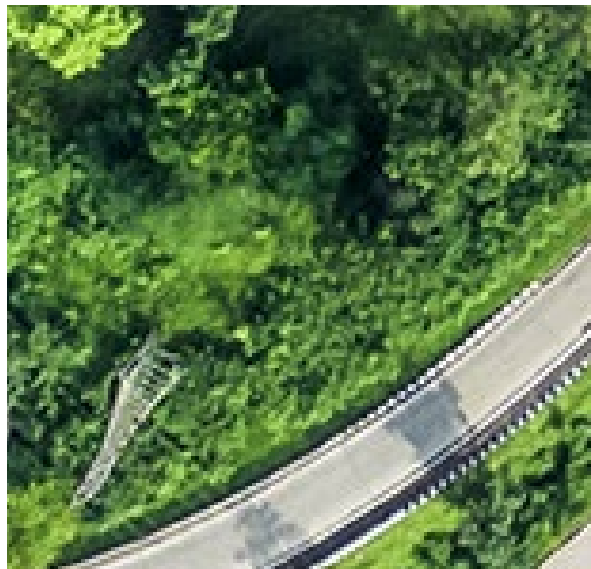
The most important ways of interacting

- Branch network, branch network specialists (personal banking services, business consultants, etc.)
- Client service, provision of services and products, including those provided remotely
- Disclosure of the Bank's financial services and products to different categories of clients
- Measuring client satisfaction and expectations
- Communication via call centre, digital channels and social media
- Corporate announcements (press releases, website)
- Receiving and promptly responding to client complaints
- Improving financial literacy
- Disclosure of financial results and material non-financial information



Employees

- Face-to-face meetings with senior management, as well as online communication via email, intranet on business and HR matters
- Employee surveys
- Training, professional development and continuing education
- Shaping corporate culture and values
- Volunteer, sports, cultural and other activities involving employees
- Implementing human resources and social policies
- Disclosure of financial results and material non-financial information



THE WAY JUSAN INTERACTS WITH ITS STAKEHOLDERS

Stakeholders



Shareholders and investors

The most important ways of interacting

- General meetings of shareholders
- Communication through various channels of communication (meetings, presentations, emails, etc.)
- IR and corporate announcements (press releases, website)
- Posting information on the Kazakhstan Stock Exchange website
- Participation of the Bank’s management and representatives in investment events and conferences
- Implementation of corporate governance systems in line with international best practice
- Disclosure of financial results and material non-financial information



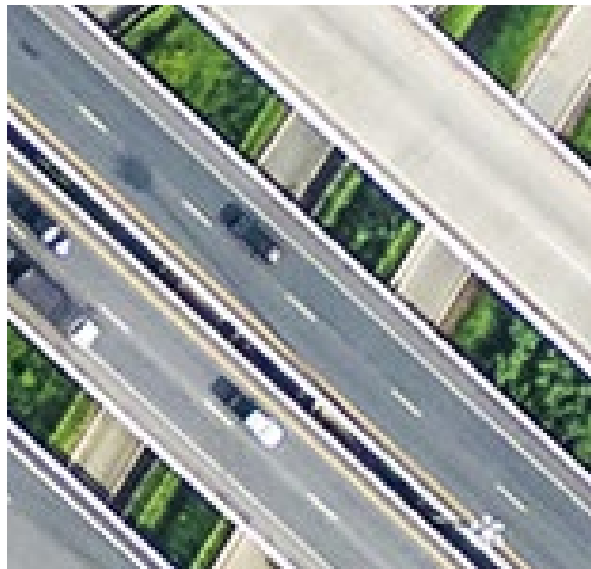
Society

- Volunteer, social and charity projects
- Educational programs, interaction with educational institutions
- Communication via call centre and social media
- Corporate announcements (press releases, website), press conferences, interviews
- Disclosure of financial results and material non-financial information



Suppliers and partners

- Interaction on procurement procedures, information on tenders and procurement plans
- Contractual relations, interaction in the course of carrying out work or providing services
- Holding meetings, meetings, conference calls
- Corporate announcements (press releases, website), notification mailings
- Disclosure of financial results and material non-financial information



THE WAY JUSAN INTERACTS WITH ITS STAKEHOLDERS

Stakeholders

The most important ways of interacting



Public administration authorities, regulators

- Full and timely disclosure of banking, environmental and social compliance requirements and regulations
- Participation in meetings and meetings on financial sector development and legislative improvement
- Notification by means of communication
- Making all legally required payments and taxes
- Obtaining the necessary licences, permits, opinions, compliance with the law
- Disclosure of financial results and material non-financial information



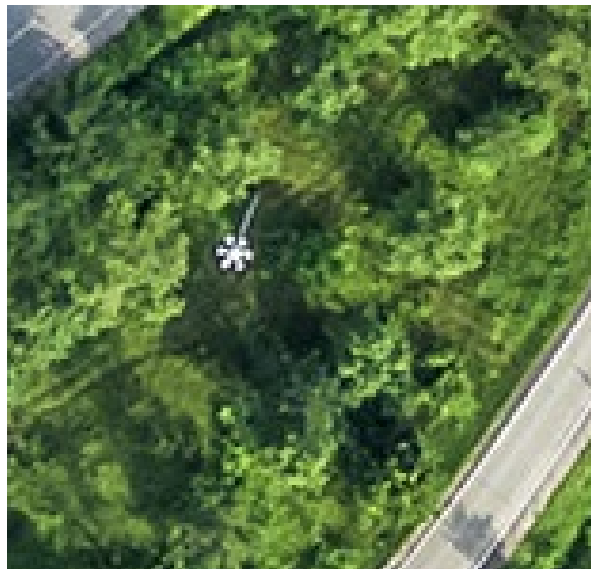
Non-profit and civil society organisations

- Participation of Bank representatives in conferences, forums and other events
- Providing support and sponsorship for community initiatives and projects
- Surveys and studies on the financial sector
- Charitable contributions and donations
- Responding to requests and enquiries from non-profit and civil society organisations



Media

- Publication and proper updating of content on the Bank's website, social media and in the media
- Distribution of press releases
- Participation of Bank representatives in conferences, forums and other events
- Conducting press conferences, briefings and other media events
- Disclosure of financial results and material non-financial information



chapter 02

CORPORATE GOVERNANCE AND ETHICS

CORPORATE GOVERNANCE

GRI 102-18,
102-19,
102-20,
102-23,
103-1,
103-2,
103-3,
405-1

As a public company, Jusan believes that advanced standards of corporate governance and business ethics ensure sustainable business development, competitive advantage and minimise exposure to long-term ESG risks.

Jusan continues to develop and implement a compliance culture that sets clear expectations for the behaviour of employees and the Bank as a whole.

The Bank's operations are based on an efficient, compliant and transparent system of corporate governance as set out in the Corporate Governance Code. Jusan adheres to the practice of consistent improvement of the corporate governance system and compliance procedures to achieve its strategic goals and further enhance operational and financial efficiency.

We expect our employees to act professionally, in good faith and in accordance with applicable laws, due diligence requirements and industry standards.

Important elements include respect for human rights, diversity and inclusion; combating all forms of discrimination, child labour and forced labour; effective anti-corruption management; the creation of comfortable and decent working conditions for employees; and a working complaints and grievance system. The Bank is working to implement best practice social and environmental standards and client service principles, as well as an environmental and social management system.

The composition of the Board of Directors takes into account a wide range of factors that enable it to organise its activities in the most efficient way, including qualifications, experience, business and other qualities; there are no restrictions on membership of the Board of Directors and the Management Board based on ethnicity, race, gender or other grounds of diversity.

As of 1 June 2022, the Board of Directors that determines the Bank's priorities and development strategy has 5 directors, including two independent directors.

Members of the Board of Directors are elected by the General Meeting of Shareholders according to the procedure stipulated by the legislation of the Republic of Kazakhstan and the Charter of the Bank. They have in-depth knowledge and experience in various aspects of banking and the international financial system.

All members of the Board of Directors are men over the age of 30. Three of them are citizens of the Republic of Kazakhstan, one is a citizen of Japan, one is a citizen of Italy.

Meetings of the Board of Directors and its Committees are held as necessary on a weekly basis. During 2021, 61 meetings of the Board of Directors were held where 397 issues were considered.

The Board of Directors is responsible for the general management of the bank's activities, with the exception of matters reserved by its Charter to the exclusive competence of the General Meeting of Shareholders, and determines, among other things, the quantitative composition and term of office of the Management Board, the election of its head and members, and the early termination of their powers. The Chairman of the Management Board cannot simultaneously be the Chairman of the Board of Directors.

The Management Board manages the day-to-day operations of the Bank in accordance with the chosen business model and risk profile. The Management Board is responsible for managing the Bank in accordance with the law, the Charter and its powers, taking into account the interests of shareholders, employees and other stakeholders.



5

directors

including two independent directors.

KEY CORPORATE SUSTAINABILITY DOCUMENTS OF JUSAN



Corporate Culture Code



Corporate Governance Code



Policy on prevention and counteraction to corrupt practices



Human resources policy



Information security incident management regulations, as well as other policies and internal documents

VALUES AND PRINCIPLES OF CORPORATE GOVERNANCE

KEY VALUES OF CORPORATE GOVERNANCE

TRANSPARENCY

RESPONSIBILITY

JUSTICE

PROFESSIONALISM

The principles of corporate governance are the basic principles underlying the formation, operation and improvement of the Bank's corporate governance system.

- Ensuring that shareholders have a realistic opportunity to exercise their rights related to participation in the Bank's activities;
- Ensuring that the Board of Directors provides strategic management of the Bank's operations and effectively oversees the activities of the Management Board, and that Board members are accountable to the General Meeting of Shareholders;
- Ensuring that the Management Board is able to manage the Bank's day-to-day operations effectively, in good faith and solely in the interests of the Bank, and that the Management Board is accountable to the Board of Directors and its shareholder;
- Ensuring timely disclosure of complete and accurate information about the Bank, including its financial position, economic performance, ownership

structure and governance to enable informed decision-making by the Bank's shareholder and investors;

- Taking into account the rights of stakeholders, including the Bank's employees, as stipulated by the legislation of the Republic of Kazakhstan, and encouraging active cooperation between the Bank and stakeholders in order to increase the Bank's assets, the value of the Bank's shares and other securities, and to create new jobs;
- Ensuring effective control over the Bank's financial and economic activities in order to protect the rights and legitimate interests of the shareholder.

SUSTAINABILITY MANAGEMENT APPROACH

Jusan positions high quality and effective corporate governance in the area of ESG as an important element of business success. Sustainability management is being gradually integrated into the Bank's existing corporate governance system at all organisational levels.

As part of the ESG business transformation launched in 2021, the Bank embarked on a phased implementation of actions aimed at adapting best corporate sustainability management practices, including but not limited to improving the internal ESG regulatory framework; enhancing employee competencies; working through the establishment of new management bodies specialised in ESG issues; and establishing an environmental and social risk management system.

Transition to international sustainability reporting standards has been initiated.

Sustainable development management model:

- Board of Directors – control over strategic planning for sustainability issues, determining the strategic direction for the Bank's sustainability activities and approval of key internal documents.
- Advisory Committee of the Board of Directors – development of recommendations and detailed elaboration on issues within the competence of the Board of Directors, such as strategic planning, human resources and remuneration, social aspects and other areas.
- Chairman of the Management Board - supervising the Bank's activities and the process of implementing the sustainability decisions of Management Board at the executive level, supervising the structural units involved in the corporate ESG agenda, allocating sustainability responsibilities among the relevant units.

The Board of Directors and the Management Board seek to strengthen engagement in managing, coordinating and overseeing issues across various ESG themes and areas, focusing on an effective and balanced ESG transformation of Jusan to create long-term value for stakeholders.

In this context, further improvements in corporate governance in the area of sustainable development are envisaged.

The establishment of the ESG Working Group, a permanent group comprising members of the Board and heads of leading structural units of the Bank, is seen as a key step in cross-functional cooperation, building and developing the Bank's collective knowledge base on economic, environmental and social topics as part of the ESG transformation of the Bank.

Jusan will continue to monitor and implement best practices in managing environmental performance of work processes, including energy and resource efficiency.

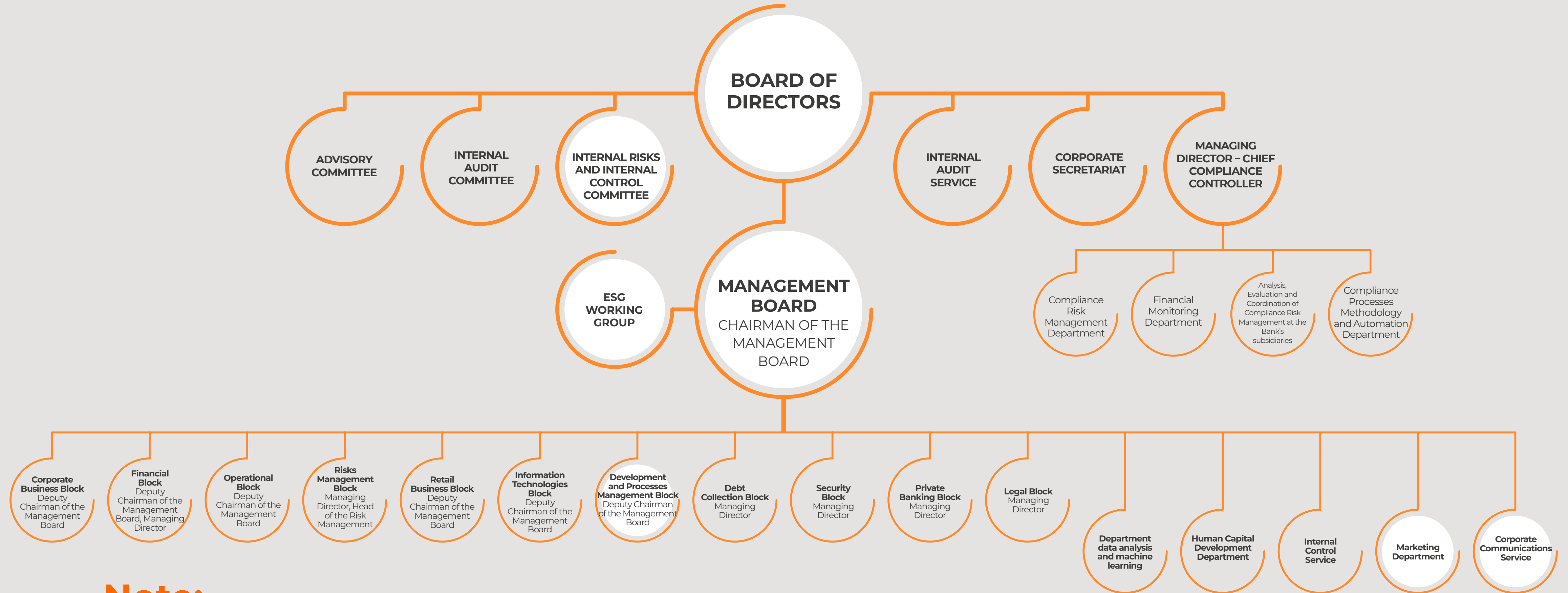
- ESG Working Group with participation of all Management Board members, led by the Chairman of the Management Board (established in 2022) - development and facilitation of key sustainability solutions and initiatives, activities and action plans, coordination of key business units of Jusan on the corporate ESG agenda.
- The Corporate Communications Service is the structural unit responsible for the Bank's day-to-day work on the ESG agenda and for facilitating the implementation of the Bank's ESG Transformation.
- Other structural units - performance of duties related to the core areas of sustainable development, compliance with the requirements of local regulations of the Republic of Kazakhstan and internal documents of the Bank in the field of sustainable development.



ORGANISATIONAL STRUCTURE OF JUSAN

Standards

GRI 102-18



Note:

The Bank's governing bodies and structural units are highlighted in grey, that play a leading role in managing sustainable development.

COMPOSITION OF THE BOARD OF DIRECTORS

AS OF 1 JUNE 2022



SHIGEO KATSU
Chairman of the Board of Directors



NURDAULET AIDOSSOV
Member of the Board of Directors, Chairman of the Management Board



SANZHAR ZHAMALOV
Member of the Board of Directors, Independent Director



GIOVANNI CAPPANELLI
Member of the Board of Directors, Independent Director



EVGENIY PAN
Member of the Board of Directors

BUSINESS ETHICS AND CORPORATE CULTURE

GRI 102-16

To earn the trust of our stakeholders, the Bank must continually ensure that its actions and the behaviour of its employees meet the highest standards of ethics. Every decision we make has an impact on clients, shareholders, employees, other stakeholders and society at large.

Jusan is committed to fair and responsible business conduct based on respect for and compliance with applicable laws and its corporate values, and encourages a culture of openness and transparency where the views of every employee and all stakeholders are valued.

Jusan recognises that having an effective corporate culture is one of the key factors to the success of the Bank.

The Bank builds a corporate culture based on the guidelines and attitudes in the behaviour and actions of our employees, which are necessary both for the successful implementation of the business strategy and for bringing together a diverse team to achieve common corporate objectives.

We are committed to zero tolerance of any form of fraud, corruption, violation of competition rules, discrimination or harassment.

The Corporate Culture Code and its underlying Policies reflect the Bank's values and act as a consolidator for employees and business partners.

We believe that the Corporate Culture Code helps us to act responsibly and successfully for the benefit of the Bank, our stakeholders and the communities in which we live and work.

The Corporate Culture Code is the leading corporate document articulating the principles of ethics and conduct that apply to all employees of the Bank.

The Code is considered an integral part of the corporate governance system and is designed to enhance the effectiveness of each employee, improve communication and understanding and provide guidance in complex, ambiguous situations related to work ethics and a culture of business conduct.

The Corporate Culture Code contains generally binding rules of conduct that apply to all employees of the Bank, regardless of the level of their position. The Code is also designed to foster an open, diverse and inclusive environment in which our employees understand what is expected of them by the Bank.

In order to implement the Corporate Culture Code effectively, the Bank is taking steps to raise employees' awareness of its principles and provisions. It is important that all employees receive comprehensive information about the Corporate Culture Code.



JUSAN RECOGNISES THAT HAVING AN EFFECTIVE CORPORATE CULTURE IS ONE OF THE KEY FACTORS TO THE SUCCESS OF THE BANK

HUMAN RIGHTS

Jusan emphasises its commitment to the strict observance of human rights pursuant to the legislation of the Republic of Kazakhstan and international standards.

The Bank relies on the following key human rights instruments:

International

- The UN Global Compact.
- Universal Declaration of Human Rights.
- International Covenant on Civil and Political Rights.
- International Covenant on Economic, Social and Cultural Rights.
- The UN Guiding Principles on Business and Human Rights.
- International Labour Organisation Declaration on Fundamental Principles and Rights at Work.

National

- Constitution of the Republic of Kazakhstan.
- Labour Code of the Republic of Kazakhstan.

корпоративные

- Corporate Culture Code.
- Policy on prevention and counteraction to corrupt practices.
- Other internal documents.

Jusan intends to improve corporate practices in support of human rights through open dialogue with stakeholders, risk monitoring and implementation of best practices.

Our basic approach is that all people are free and equal in dignity and rights, regardless of gender, religion, ethnicity, race, social origin, wealth or other attributes and characteristics.

Jusan does not tolerate any form of discrimination or infringement of human dignity on the above grounds and characteristics, and does not tolerate any form of disrespect and non-compliance with human rights, any form of child labour, forced labour, human trafficking, including by its partners. All employees shall be treated with respect, irrespective of their political views, lifestyle and outlook.

Workers who feel they are not protected from discrimination are entitled to apply through available channels of communication.

During the reporting period, there were no confirmed incidents of discrimination on the grounds of gender, religion, ethnicity, race, social origin, property, or other forms of discrimination at the Bank.

The Bank complies with labour law - working hours and rest periods for employees, consequently respecting the right to privacy and maintaining a balance between work and personal time.

The Bank seeks to identify and prevent any adverse human rights incidents and impacts within the scope of its activities by exercising due diligence.

To demonstrate its commitment to human rights, Jusan is exploring the possibility of adopting, in addition to existing internal documents, a corporate human rights policy and a diversity and equal opportunities policy.



JUSAN DOES NOT TOLERATE ANY FORM OF DISCRIMINATION OR INFRINGEMENT OF HUMAN DIGNITY

- GRI 103-1,
- 103-2,
- 103-3,
- 102-16,
- 102-21,
- 205-1,
- 205-2,
- 205-3

ANTI-CORRUPTION

Any form of corruption is unacceptable to Jusan. By adhering to the principle of zero tolerance, we strive to implement all possible measures to exercise strict control and prevent corruption risks.

The Bank strictly complies with the Constitution of the Republic of Kazakhstan, national legislation, international and other legal and regulatory acts.

During the reporting period, the Bank did not identify any confirmed corrupt practices.

In 2021, the Board of Directors approved the Policy on prevention and counteraction to corrupt practices, which is the main internal document regulating anti-corruption approaches at the Bank.

The Policy is designed to identify, prevent and minimise unlawful, unethical and corrupt behaviour of the Bank's employees. It aims to provide all employees with a uniform understanding of the essence of corrupt practices, their forms and manifestations to prevent and suppress situations and actions that, including potentially, may violate the requirements of the legislation of the Republic of Kazakhstan and applicable international law.

In countering corrupt practices, the Bank shall be guided by the following principles:

- lawfulness and ethics;
- non-acceptance of corruption and corrupt practices in all forms and manifestations;
- intolerant attitude towards corruption and corrupt practices at all levels of corporate governance;
- inadmissibility of corrupt practices, including conflicts of interest at the Bank;
- active involvement in anti-corruption efforts by the Bank's officers and employees.

The Management Board of the Bank is responsible for compliance of the Bank's activities with the requirements of the legislation of the Republic of Kazakhstan, ensuring compliance with the legislation requirements in the field of combating corruption, exercises general control over compliance of the Bank's employees with the requirements of the Policy. Heads of units and branches of the Bank are obliged to control and monitor corruption prevention and counteraction on an ongoing basis.

Compliance Control Block, in accordance with its authority and competence, has the right to initiate as well as participate in internal audits and investigations in the field of anti-corruption.

The requirements of the Policy are observed when the Bank establishes contractual and other business relationships with individuals and legal entities. Anti-corruption clauses are included in contracts with contractors and suppliers.



**ANY FORM OF
CORRUPTION IS
UNACCEPTABLE
TO JUSAN**



ANTI-CORRUPTION

The Bank makes reasonable and available efforts in the circumstances to minimise the risk of violation of applicable anti-corruption legislation of the Republic of Kazakhstan when establishing business relationships with clients, counterparties and other persons who have been or may be involved in corrupt practices. In this regard, the Bank:

- analysesthebusinessreputationofpotentialclients,counterparties and other persons, their shareholders (participants) and beneficial owners in accordance with the Bank’s established procedures, including the existence of negative information in publicly available sources;
- inform potential clients, counterparties or other persons of the Bank’s anti-corruption principles and requirements set out in the Policy, including by including relevant anti-corruption clauses in agreements (contracts) concluded by the Bank with such persons;
- takesintoaccounttheirwillingnesstocomplywithanti-corruption principles and requirements, as well as their mutual assistance in preventing corrupt practices.

The Bank provides training to its employees on the key provisions of the Policy on Preventing and Combating Corrupt Practices.

Information and training on anti-corruption policies and methods

Informing about the organisation’s anti-corruption policies and practices	
	2021, person
Total number of key management body members informed	12
Total number of employees informed	5815
Training in anti-corruption policies and techniques	
	2021 person
Total number of members of key management bodies trained	1
Total number of employees trained	4869

COUNTERING FINANCIAL CRIME

Jusan has zero tolerance for financial crime, regulatory violations, and any attempt to circumvent the Bank’s financial crime policies and controls.

Continuous improvement of financial crime capabilities remains a top priority for protecting the Bank’s integrity and reputation. It is essential for us to remain as resilient as possible to financial crime risks.

Preventing, detecting and reporting of financial crimes is an integral part of the Bank’s activities. Jusan coordinates and cooperates with regulators and authorities in the combat against financial crime.

Effective control and knowledge of our clients are essential components of the combat against financial crime. Control through “Know Your Client” procedures ensures that all clients are subject to proper identification, risk assessment and periodic review. Transaction controls prevent or detect risky transactions and generate alerts that are analysed and investigated.

All employees, regardless of position, are required to adhere to the highest standards of conduct in combating financial crimes. Given the focus on enhancing the risk management culture, ongoing efforts to raise employee awareness enable early risks identification, related to money laundering, terrorist financing and circumvention

of international sanctions, and take prompt and proactive action to mitigate them.

Jusan actions are aimed at ensuring that employees understand the Bank’s regulatory obligations, as well as the underlying mechanisms of specific financial crimes, such as money laundering, and could identify and manage financial crime risks.

IT IS ESSENTIAL FOR US TO REMAIN AS RESILIENT AS POSSIBLE TO FINANCIAL CRIME RISKS.



MANAGING CONFLICTS OF INTEREST

In its activities, Jusan strives to avoid conflict between the personal interests of the Bank's officials and employees and their professional duties.

For the reporting period, no real cases and incidents related to a conflict of interest were identified in the Bank.

Jusan takes comprehensive measures for identifying and managing conflicts of interest that may arise for employees in the course of their professional duties.

Among the key measures for managing conflicts of interest are the following:

- Strict observance by employees of duties pursuant to the laws of the Republic of Kazakhstan, internal documents of the Bank and job descriptions.
- Having a balanced organisational structure, where the areas of responsibility of units, the powers and responsibilities of each employee are clearly delineated.
- Restriction of relatives employment in positions involving subordination to another relative or the possibility of influencing the setting of tasks and assessing the effectiveness of their implementation.

- Exclusion of actions that could lead to a conflict of interest, in particular, employees shall refrain from participating in operations or transactions, involving individuals with whom they or their family members have personal ties or financial interests.

- Prohibition of disclosing confidential information to third parties that can be used by them to promote and conclude commercial transactions conflicting with the interests of Jusan.

- Prohibition of offering, transferring or receiving any incentives or gifts, implying hidden remuneration or capable of capable of damaging the Bank's business reputation.

No activity of officials and employees of Jusan shall violate obligations to the Bank or damage its reputation. Misuse of the Bank's resources is prohibited. Officials and employees of the Bank shall consider the nature of their actions and avoid situations that may be perceived as a conflict of interest.

The Bank implements control procedures that are focused on identifying signs of a conflict of interest. Controlling and monitoring of conflicts of interest is the responsibility of the Compliance Control Block.

FOR THE REPORTING PERIOD, NO REAL CASES AND INCIDENTS RELATED TO A CONFLICT OF INTEREST WERE IDENTIFIED IN THE BANK.



INTERNAL CONTROL AND COMPLIANCE CONTROL

An effective Internal Control System is a key factor in the long-term stable development of Jusan.

For the reporting period, the Bank did not violate the provisions and requirements of the laws of the Republic of Kazakhstan in the social, labour and economic spheres. There were no forms of restrictions from the financial regulator.

The Bank's Internal Control System ensures an appropriate level of reliability. Implementing compliance control is one of the main objectives of the Internal Control System. Developing internal control procedures and compliance procedures in Jusan is conducted in a comprehensive manner, subject to the requirements of the regulator and international best practices.

The Internal Control Policy establishes the procedure for the Internal Control System formation, corresponding current market situation, strategy, volume of assets, level of complexity of the Bank's operations. The Policy is binding on all authorities, structural units and branches, officials and employees of the Bank and also recommended for compliance in subsidiaries. The Management Board exercises general control over the implementation of the Internal Control Policy.

The basis of the functioning of the Jusan Internal Control System are the following interrelated components: managerial control and control culture (control environment); risk management control; control actions and power-sharing (control procedures); information and interaction; monitoring and correcting deficiencies.

The Internal Control System includes, but is not limited to, the following members:

- Board of Directors;
- Committees under the Board of Directors;
- Management Board and Committees under the Management Board;
- first line of defence for internal control;
- second line of defence for internal control;
- third line of defence for internal control.

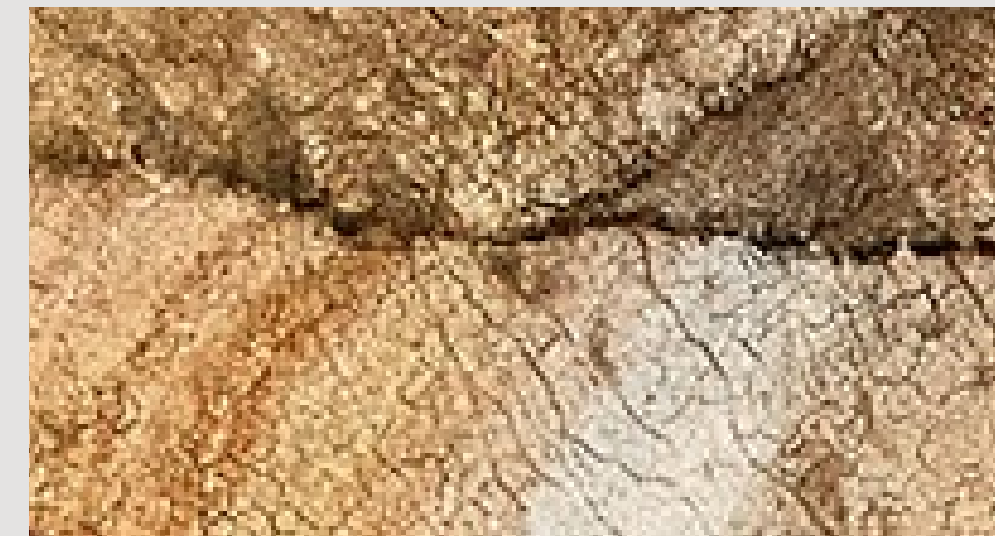
Internal control is exercised by the Board of Directors, as well as risk management units and other structural units, employees of Jusan. Assessing the effectiveness of internal control is exercised by the Internal Audit Unit.

With a view to ensuring the proper level of control, the Bank has an Internal Control Service, which is responsible for assisting the Management Board and the Board of Directors in implementing an effective Internal Control System, and coordinating the forming of a proper system in the Bank.

Compliance control functions are assigned to the Managing Director - Chief Compliance Officer and reporting units. Managing Director - Chief Compliance Officer regularly reports to the Board of Directors on the work done.

Assessing the effectiveness of compliance risk management processes and procedures is exercised by the internal audit unit.

The interaction of members in the internal control system in the Bank is based on a risk-based approach. Interaction of members in the internal control system is inextricably linked with risk management processes, as a result of which the timely and effective application of risk management methods is ensured using effective internal control mechanisms.



AN EFFECTIVE INTERNAL CONTROL SYSTEM IS A KEY FACTOR IN THE LONG-TERM STABLE DEVELOPMENT OF JUSAN.

SUSTAINABILITY RISK MANAGEMENT, DUE DILIGENCE

Jusan focuses on strict compliance with the requirements and norms of the social and environmental laws of the Republic of Kazakhstan, and also takes into account the provisions and principles of international agreements, including human rights.

In 2021, the Bank had no fines for non-compliance with labour and environmental laws and regulations.

The Bank has a multi-stage risk management and internal control system that contributes to improving corporate sustainability. The Bank regularly monitors compliance of its activities with the requirements and norms of the laws of the Republic of Kazakhstan through compliance procedures.

The Bank highlights the following as significant risks: capital adequacy risk; credit risk; market risk (currency, percentage, price); liquidity risk; operational risk; IT and information security risks. In the lending, in addition to these risks, the Bank intends to consider social and environmental risks.

ESG risks are managed by integrating such risks into the overall risk management system of the Bank. Jusan strives to improve its methods of assessing its environmental and human impacts.

In the medium term, sustainability risk management focuses on two priority areas:

- Assessing risks of direct impact on the environment as a result of the Bank's activities. Due to the specifics of the activity, as well as considering the developed measures to reduce the adverse impact, the risks of the Bank's direct impact on the environment are assessed as insignificant.

- Including ESG risks into the Internal Capital Adequacy Assessment Process (ICAAP), integration with credit, operational, market and liquidity

risk management strategies. Jusan intends to move to the assessment and monitoring of ESG risk factors on a regular basis as part of a comprehensive risk analysis and management system.

Pursuant to applicable law, Jusan activities are not subject to environmental impact assessment. However, we are developing measures to properly assess our direct and indirect impacts on the environment and society for managing it responsibly through preventive and mitigating measures and initiatives.

Jusan adheres to the precautionary principle and due diligence in relation to social and environmental issues.

The Bank shall strive to ensure compliance with best practices and standards, that are applied in the global banking sector and do not contradict the laws of the Republic of Kazakhstan, including considering:

- United Nations Environment Program Finance Initiative Principles for Responsible Banking.
- Global Reporting Initiative Standards for Sustainability Reporting (GRI).
- Risk-oriented supervision based on the European Central Bank's SREP (Supervisory Review and Evaluation Process) model.
- ISO 14001, ISO 45001, ISO 50001 Standards.
- Guidelines for National Greenhouse Gas Inventories, IPCC.
- Greenhouse Gas Protocol.



TAXATION

Jusan recognizes the important role that taxes play for public finances and the ability of society to achieve long-term priorities, including in line with the UN Sustainable Development Goals and the Paris Climate Agreement.

The Bank is a major taxpayer maintaining transparent tax records and applying a balanced tax accounting policy, ensuring the maximum balance of interests of the state budget and the Bank.

The Bank demonstrates strict commitment to comply with the requirements of the laws of the Republic of Kazakhstan in taxation. In particular, we focus on the strict and timely fulfilment of all obligations related to the filing of tax returns and other documents, payment of taxes in the proper amount and terms pursuant to applicable law.

The Tax Policy is determined by an internal document - the Tax Accounting Policy (the "TAP"), approved by decision of the Board of Directors of Jusan. It was developed in pursuant to the Tax Code and laws and statutory instruments of the Republic of Kazakhstan, international financial reporting standards, Accounting Policy of the

Bank and internal documents regulating certain business processes of the Bank, also accounting for banking and business transactions.

TAP determines Jusan approaches in fulfilling tax obligations, establishes methods and ways used by the Bank for tax accounting and disclosures for tax reporting in compliance with the requirements of the tax legislation of the Republic of Kazakhstan.

Decision-making on recognition of taxation entities, income and expenses for the purposes of calculating tax amounts is carried out using the consolidated judgment of the Bank's employees, whose job responsibilities include monitoring the fulfilment of Jusan tax obligations. The professional judgment of these employees is always based on the principles of reasonable care and includes conclusions on the position of state bodies, on the results of tax control and the practice of tax accounting of other taxpayers and other factors that can affect the decision-making process.

The Bank uses a conservative approach to the decision-making process for uncertain tax positions. Using this approach means recognizing the priority of the tax authorities position in relation to

THE BANK DEMONSTRATES STRICT COMMITMENT TO COMPLY WITH THE REQUIREMENTS OF THE LAWS OF THE REPUBLIC OF KAZAKHSTAN IN TAXATION.



TAXATION

the norm of tax legislation, the procedural arrangements of which is given ambiguous.

Jusan does not use aggressive tax planning and evasion of taxes including discourages using tax havens or jurisdictions for tax purposes that do not cooperate with the authorized tax authorities. The Bank does not provide tax advice to clients, and does not promote services, products or transactions related to tax evasion.

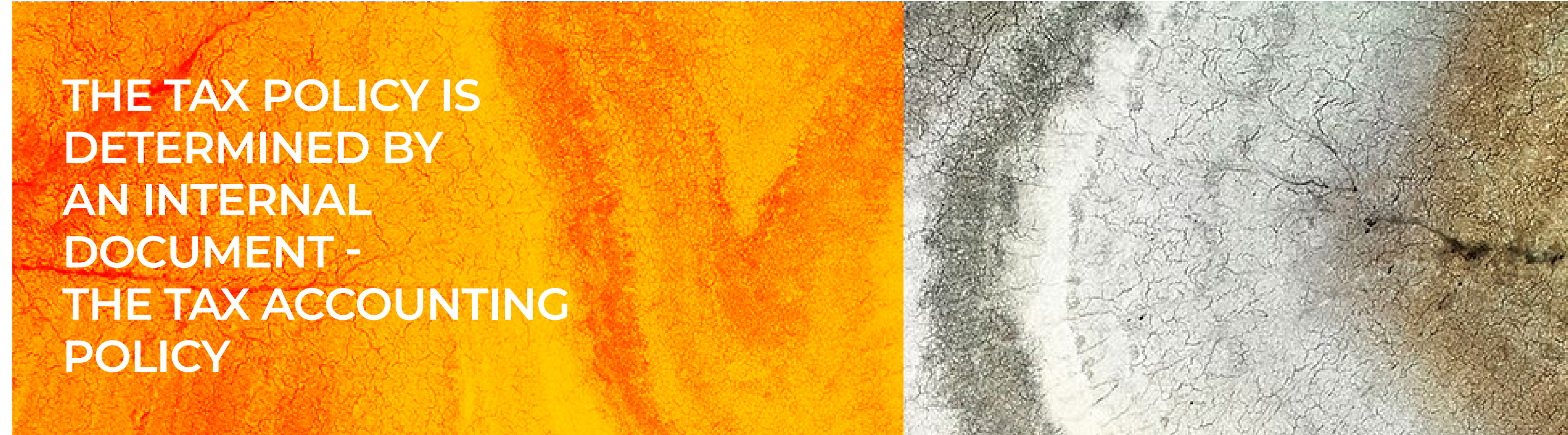
The structure of tax administration and tax control system in the Bank are determined pursuant to the TAP and the Regulations on the Tax Administration. Compliance with tax obligations and the corresponding control system is ensured at several levels.

Responsibility for compliance with the TAP lies with the Chairman of the Management Board and the Chief Accountant of the Bank.

The Tax Administration Division that is organisationally part of the Financial Block headed by the Deputy Chairman of the Management Board - Financial Director, is responsible for the area of taxation, including tax accounting, calculation and reporting to the tax authorities. The Tax Administration Division, as a member in the first line of defence of the Bank's Internal Control System, exercises general control over the implementation of TAP on an ongoing basis.

Monitoring of relevant issues is enhanced through internal control measures and the external audit organisation. Tax risks are identified, managed and controlled in accordance with internal processes.

Incidents or suspicions of tax offences can be reported both within the Bank and to third parties, using the established communication channels of the compliance service.



INCIDENT RESPONSE AND WHISTLEBLOWING

One of the tools for introducing ethical principles and anti-corruption policies into the daily activities of Jusan is incident response and whistleblowing, which allow to effectively identify cases of violation of the Corporate Culture Code, the Preventing and Combating Corruption Policy and other corporate documents and values.

Jusan expects employees to report violations, suspected wrongdoing and suspicious incidents promptly and in good faith. The Bank is

guided by the inadmissibility of disciplinary, discriminatory or any other adverse retaliatory measures, also threats of their use against the whistle-blower who responsibly reported the violation.

The Bank seeks to improve procedures for reporting suspected violations, which regulate the principles for reporting any violations relating to the Bank, alleged illegal activities and suspicious incidents, including facts of inappropriate behaviour leading to unethical business practices.



THE BANK PROVIDES THE FOLLOWING INFORMATION CHANNELS:

- An anonymous channel via which the Bank's employees can send information on violations, including on possible violations of the requirements of the laws of the Republic of Kazakhstan and internal documents of the Bank, on corruption violations and conflicts of interest.
- Address to the Chairman of the Management Board, members of the Management Board, Chief Compliance Officer, Compliance Control Block.

PARTICIPATING IN ASSOCIATIONS

GRI 102-13

THE BANK PARTICIPATES IN OR INTERACTS WITH A NUMBER OF LARGE ASSOCIATIONS, ORGANISATIONS AND UNIONS.

AMONG THEM:

- FINANCIAL INSTITUTIONS' ASSOCIATION OF KAZAKHSTAN.
- KAZAKHSTAN DEPOSIT INSURANCE FUND.
- KAZAKHSTAN STOCK EXCHANGE.
- NATIONAL CHAMBER OF ENTREPRENEURS OF THE REPUBLIC OF KAZAKHSTAN "ATAMEKEN".
- INTERNATIONAL INTERBANK SYSTEM SOCIETY FOR WORLD-WIDE INTERBANK FINANCIAL TELECOMMUNICATIONS (S.W.I.F.T.).

The Bank intends to intensify cooperation with international initiatives, public and professional associations for promoting the principles and agenda of the ESG.

chapter 03

RESPONSIBLE AND CLIENT-ORIENTED BUSINESS

RESPONSIBLE ATTITUDE TO CLIENTS

Impeccable client service is the core of the Jusan brand. We treat clients with respect and professionalism, building trusting and long-term relationships.

The Bank offers high quality solutions, constantly striving to anticipate the changing needs of clients.

Our priority is to develop an ecosystem based on three platforms – Jusan Retail, Jusan Business and Jusan Private Banking, via which each client can easily meet their financial needs.

The Bank’s approach:

- Widespread accessibility of financial products and services.
- Responsible marketing communications.
- Thorough study of situations and client requirements.
- Responsible selling and product offerings.
- Expanding digital and online services.
- Personal client service options.

By responsible attitude to clients, the Bank means, inter alia, that:

- Clients are offered high-quality financial products and services.
- Advertised and sold financial products, services are designed for meeting the needs of certain groups of clients and have an appropriate focus.
- Clients are provided with clear and reliable information in a timely manner – we do not encourage clients to purchase financial products and services they do not need for fulfilling financial plans.
- Clients are informed about the significant risks, restrictions and limits related to specific financial products and services.
- Clients are provided with contracts and contract terms drawn up in pursuant to the requirements of the laws of the Republic of Kazakhstan.

Jusan is a member of the Kazakhstan Deposit Insurance Fund, the main objective of which is protecting the interests of depositors in case of forced liquidation of a bank-member of the said fund. As of December 31, 2021, the maximum amount of insurance coverage for savings deposits in the national currency is 15 million tenge, for bank cards, accounts and other deposits in national currency - up to 10 million tenge and in foreign currency - up to 5 million tenge.

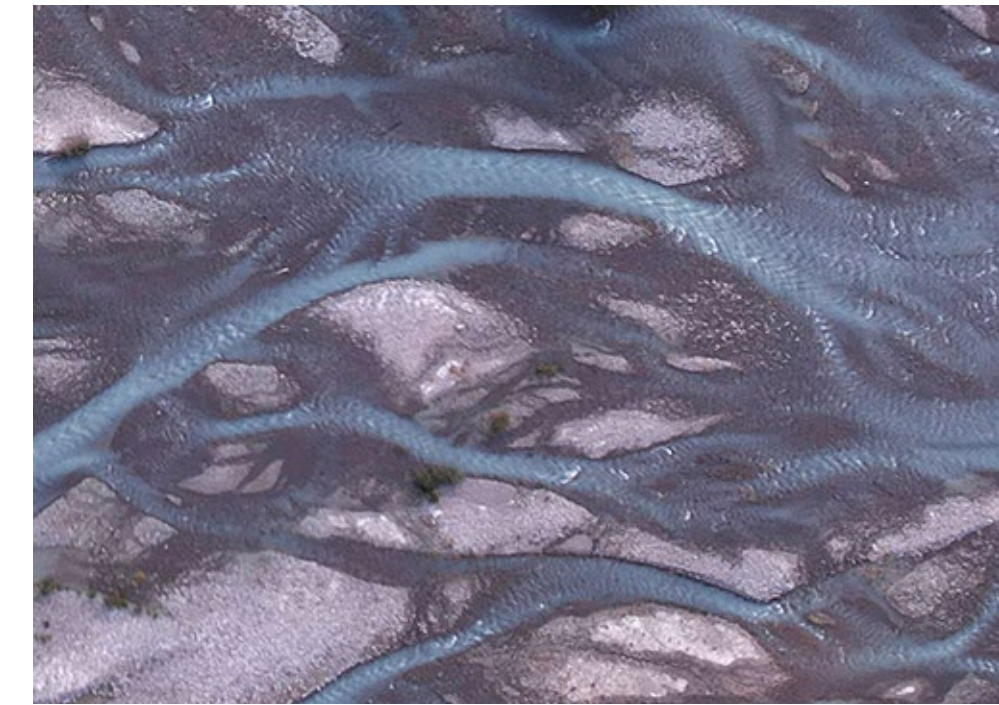
The practice of “Know your client” is also a required element in the process of accompanying new clients, which helps not only understanding each client well, but also counteracting illegal money transactions.

The Bank shall strive for implementing social and environmental principles into its operations, services and products, also developing a responsible product offering to support clients in the transition to sustainability.

Jusan shall work on a phased implementation of social and environmental standards and criteria in the process of assessing and monitoring borrowers and financed projects for minimizing the risks and consequences of negative impacts, also enhancing own contribution to the global sustainability agenda.

Number of clients

	2021
Retail clients	2 579 025
Corporate clients, including SMEs	149 395



THE BANK OFFERS HIGH QUALITY SOLUTIONS, CONSTANTLY STRIVING TO ANTICIPATE THE CHANGING NEEDS OF CLIENTS.

ACCESSIBILITY OF PRODUCTS AND SERVICES

For ensuring maximum accessibility of financial products and services, the bank implements digital business transformation and implements innovative solutions for clients.

By continuing to develop and deliver new digital solutions, we strive to ensure that they can be used by everyone. We believe that being a Jusan client shall be comfortable, including for clients with disabilities or living in remote areas.

Our approach allows people with disabilities, people with limited mobility, pensioners, residents of all regions of the country to be served in Jusan considering their special needs, without visiting the branch.

Digital and remote services of the Bank, including providing operational client support, are available via the official website or mobile application. For example, Jusan digital card provides the distribution of financial services to remote areas without a banking presence – it is enough to have an Internet connection to issue and use it.

Our efforts on improving digital accessibility shall focus on meeting the different preferences and contexts of clients — not just those with low vision or other disabilities, but also clients who use small screens such as mobile phones and smart watches.

Modernized offices and new servicing point are equipped with infrastructure for unhindered access for people with disabilities, people with limited mobility and the elderly, including external call bells, convenient arrangement of cash desks, tactile paths, special ramps.

Bank employees are instructed on the rules for interacting and supporting for clients with disabilities.

The Bank has socially oriented financial products, for example:

- “Social card”, intended for payment of pensions, alimony and benefits for the population.
- Multi-currency “Junior card” for clients aged 6 to 16 which includes parental control of operations, also the opportunity for children to manage their money and learn the basics of investing via Jusan Junior mobile application.
- “Co-brand card” for higher education institutions – we issue bank cards combining both a payment instrument functions and a student identification system (student card), access control system for university campuses and dormitories.
- «Aqyl» Educational Savings Deposit with an additional premium of up to 7% on the basic rate from the government is a unique solution for paying tuition fees for technical and vocational, higher and postgraduate (master’s) education programs.

In June 2021, a new Bonus program was launched for payment card holders, who are provided with 3 levels (Silver, Gold and Premium) depending on the activity of clients and the use of the Bank’s ecosystem products. At each level, clients are provided with different amounts of bonuses from non-cash purchases (up to 2%) and the opportunity to choose their favourite categories of purchases with bonuses from 5 to 15%. More than 175 thousand clients of Jusan participate in the Bonus Program.

about
175 thousand
clients of Jusan participate in the Bonus Program

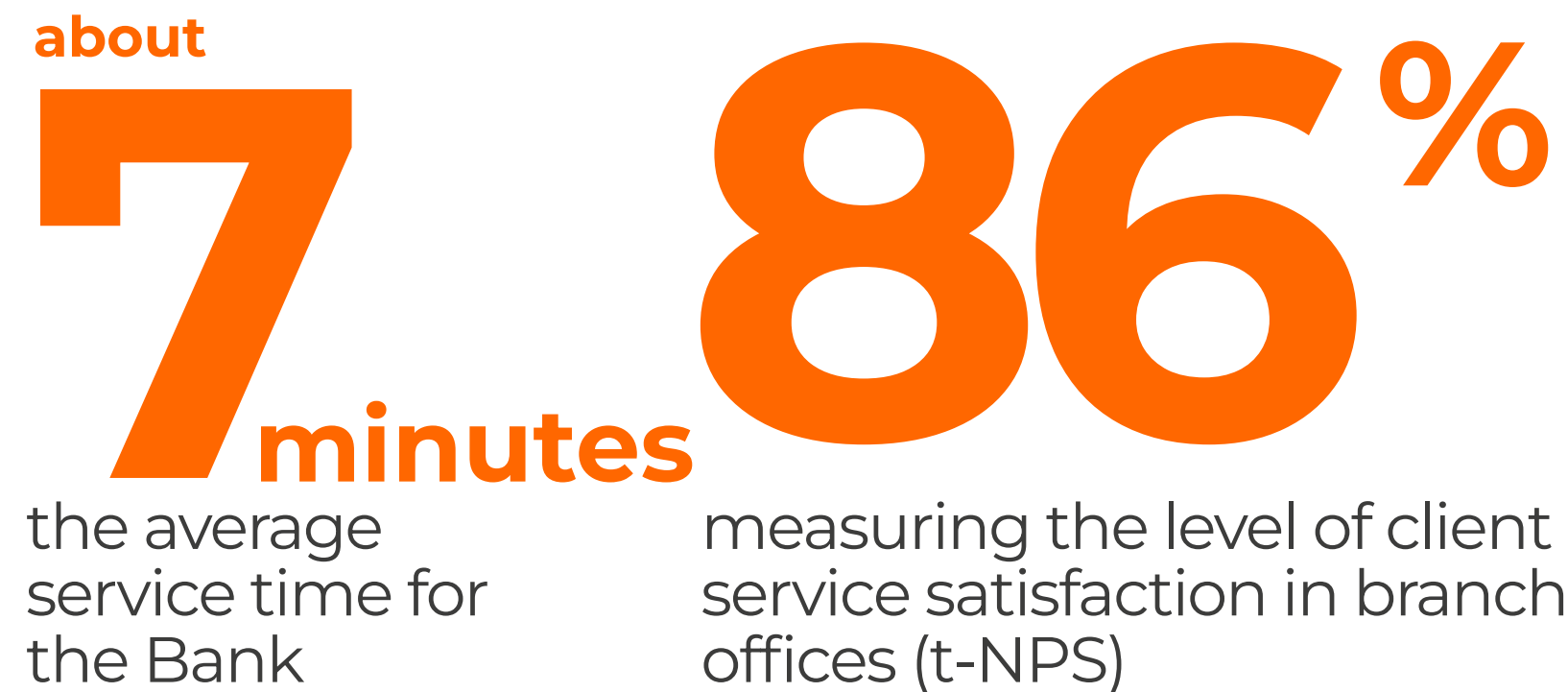


CLIENTS SATISFACTION

Ensuring high client loyalty, the Bank is focused on improving client experience and constantly working on improving the quality of solutions provided to client. A wide range of financial products and services, continuous innovation are important prerequisites for a positive client experience and client satisfaction.

Client service quality management system includes such elements as regular measuring client satisfaction and quality control of employees work; collecting client opinions on the service quality provided by the Bank; conducting regular training for front office employees.

For effectively managing the service quality in the Retail Business Block in client service including work with the front office personnel in increasing the competence and motivation of branch employees, the following types of service quality monitoring and key performance indicators are defined:



- **monthly:** measuring the level of client service satisfaction in branch offices (t-NPS). Target value – not less than 80%. June 2022 result – 86%.
- **monthly:** control testing to measure the level of competence of front office employees (remote testing). Target value – not less than 80%. June 2022 result – 93%.
- **monthly:** measuring the client flow, service time and waiting in line at branch offices (electronic queue). Target value – average waiting/service time no more than 20 minutes. June 2022 result – average service time for the Bank 7 minutes, average waiting time for the Bank 17 minutes.
- **quarterly:** monitoring compliance with service standards using the Mystery Shopper method by selling one of the target products (instant loans, debit cards). Target value – not less than 80%. Q2 2022 result – 85,58%.

For optimizing the time for trips to branches in offline mode and continuous monitoring of the branch network in a remote format, the following types of monitoring are carried out on a monthly basis without reference to target values:

- Monthly monitoring of compliance with the standards of appearance and behaviour of front office employees by viewing video recordings from surveillance cameras (Branch Monitor).
- Monitoring the standards of the internal and external appearance of the branch (“Exemplary Branch Model Branch”).

CLIENTS SATISFACTION

Based on the monitoring and analysing key indicators of service quality, corrective measures are taken with the staff (training, cancellation of bonus) and changing the service process organisation in the branches of the Bank. A distance learning plan has been approved for employees of the branch network of the Retail Business Block, on a weekly basis, training is conducted on changes, innovations, instructions, etc., followed by assessing knowledge.

We regularly request feedback from clients and use the information received to carefully analyse their needs and interests. The Bank is attentive to client feedback that helps increasing their loyalty, improving the quality of products and services provided.

Jusan has a system for processing and responding to complaints, claims and requests from clients - both individuals and legal entities/ persons including procedures for dealing with oral complaints and electronic complaints (for example, complaints received via social networks or e-mail Info@jusan.kz).

There is a control over the speed and quality of responses to complaints, claims and client requests, as well as the satisfaction degree after receiving answers.

For controlling the service level and identifying fraudulent or incorrect provision of information, daily monitoring of incoming and outgoing calls, processed by employees of the Client Service Department is also carried out.

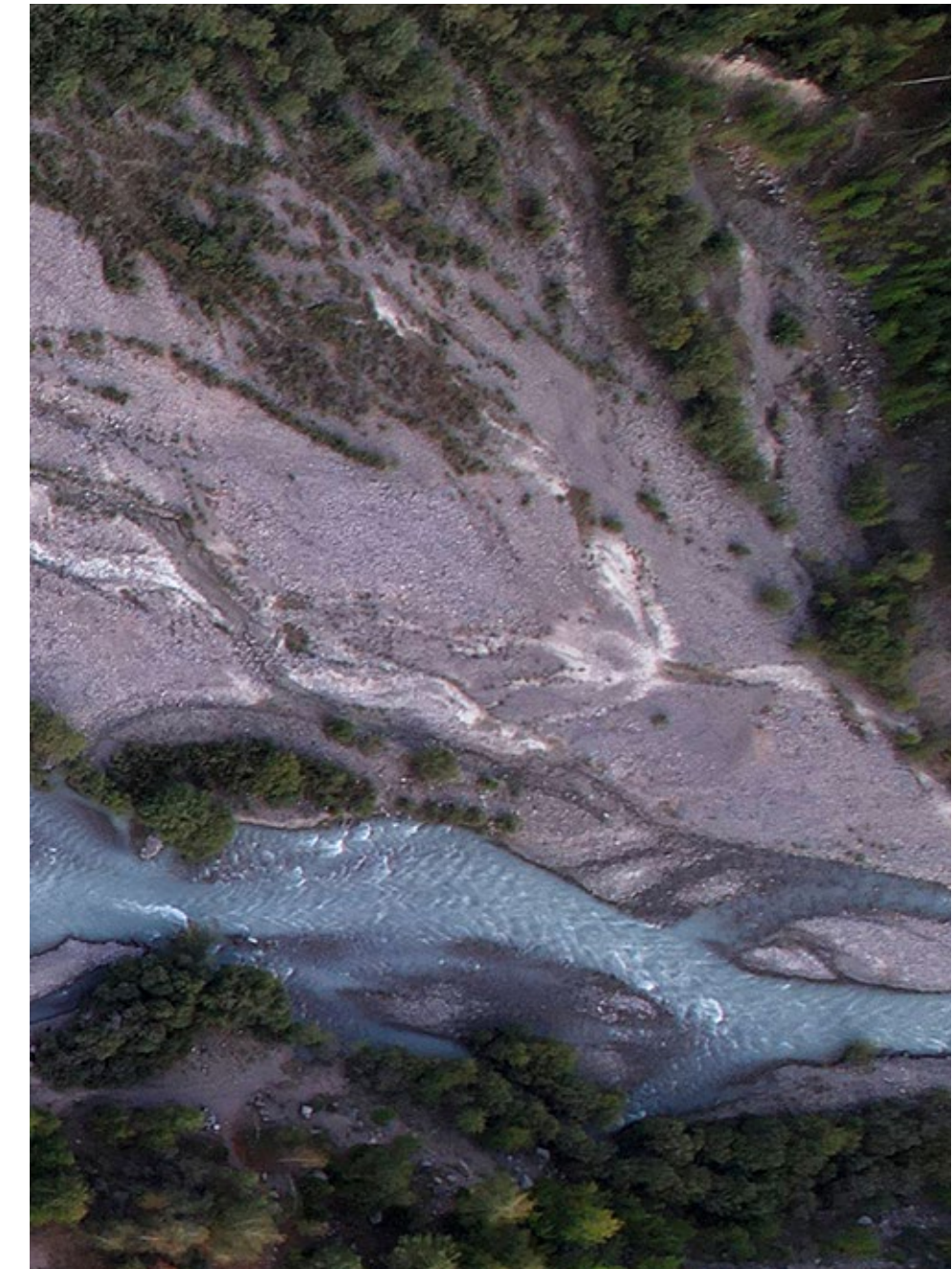
The Bank also offers Private Banking services to its clients, which are focused on working with retail clients on the basis of an individual approach.

To date, Private Banking in the Bank is an independent business vertical with its own brand, philosophy, financial instruments, development strategy, with a formed stable client base.

A wide branch network makes it possible for ensuring personal managers in each region where local service areas are allocated for Private Banking Clients – in 27 VIP zones and 5 VIP centres in Kazakhstan.

As part of the medium-term development strategy, the Bank focuses its efforts on the following products for Private Banking Clients:

- Deposits.
- Payment cards.
- Safe services.
- Investment product advising.
- Insurance products.
- Lifestyle services.
- Legal and tax support.



DIGITALISATION AND INNOVATION

Digitisation and development of high-tech platforms is a key priority for Jusan.

Due to a constant focus on innovation, we have managed to consolidate significant expertise in this area and successfully position ourselves as a financial technology company.

In 2021, investments in the IT business amounted to more than 2.8 billion tenge. The number of monthly active users (MAU) of the Bank's digital services exceeds 1 million users at the time of the Report preparation. For the reporting period, 442.5 thousand digital cards were issued.

Jusan is committed for innovating our core business in areas where clients expect new solutions and where we can most effectively and profitably position ourselves in the market.

Jusan digitalization keynote is client-centric innovation. We note that the digital platforms Jusan and Jusan Business are recognized as the best innovative developments in Kazakhstan according to the International Finance Awards-2021.

The bank focuses on creating flexible, customizable, convenient, in-demand and client-oriented digital ecosystems, closely integrated with payment and financial offers based on a high level of security and

protection of personal data. In turn, internal processes digitalization creates a comfortable environment for employees and increases the efficiency of the Bank.

We recognize that digital solutions reduce the environmental impact of Jusan and its clients and reduce climate emissions.

Jusan provides a full cycle of product and service development, as well as big data analysis, which are aimed at creating solutions that improve the client service quality and provide new opportunities for clients.

At the same time, we are open to partnerships with other companies for developing high-tech platforms and developing financial inclusion based on them.

Thus, the Bank initiated a joint project with Kcell mobile operator and the MasterCard international payment system for launching OGO banking products in the Kcell/Activ mobile applications. The product line includes the OGO Card digital multicurrency payment card, the OGO Deposit bank deposit system and the OGO Credit unsecured loan. In this project, Jusan acts as a technology partner and financial operator.

Jusan systematically works on creating high-tech work environment that, among other things, encourages employees to contribute to the digital transformation of the Bank. We organize discussions about the latest technology trends so that employees can understand how the Bank is responding to the latest technology trends.



In 2021, investments in the IT business amounted to more than

2,8
billion tenge

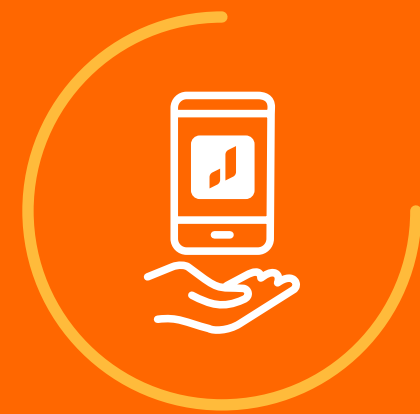
JUSAN MOBILE APPLICATION

46

The number of monthly active users of the application is

1067 thousand

APPLICATION WITH A WIDE RANGE OF SERVICES. IN ONE APPLICATION, CLIENTS HAVE ACCESS TO ALL THE PRODUCTS OF THE JUSAN ECOSYSTEM.



Jusan Store

- 0-0-24 Installment plan for goods and services
- Installment purchase bonuses
- Credit purchases up to 24 months
- Free grocery delivery from supermarkets
- Payment by card of any bank
- Over 1 million goods, services and food products



Jusan Investments

- Free opening of a brokerage account and its replenishment
- Buying and selling shares
- Analytics and investment ideas



Jusan multicurrency card

- Instant and free issue online
- Increased bonuses up to 15%
- 10 favourite bonus categories to choose from



Jusan Insurance

- Auto insurance online in three clicks without visiting the office and calls from the manager
- Compulsory insurance of civil liability of vehicle owners with a 10% discount and 25% Jusan bonuses as a gift
- KASKO car insurance
- Accident insurance
- Travel insurance



Jusan Mobile

- Free SIM card at any branch
- Free calls and mobile internet for the first month
- Free communication when buying from 50 thousand tenge per month with Jusan card from the second month
- Self-configured resources (calls, SMS or internet)
- Digital operator with no hidden subscriptions



Jusan Junior

- Issuing a card for a child online
- Junior application for investing



Other features

- Online registration, account and card opening
- Online loan formalization up to 6 million tenge for up to 5 years
- Services payment without commissions (TV, Internet, utilities, mobile communications, transport, etc.)
- Instant money transfers between own accounts, to a Jusan Client or to cards of other banks
- Card limit managing and blocking
- Changing the card PIN in the application
- Controlling balances and moving funds on all cards, accounts and deposits

DIGITAL SOLUTIONS FOR RETAIL CLIENTS

DIGITAL SOLUTIONS FOR RETAIL CLIENTS INCLUDE:

- “DIGITAL CARD” PRODUCT - PROVIDES AN OPPORTUNITY FOR OPENING A CARD AND CONDUCTING A FULL RANGE OF OPERATIONS AVAILABLE FOR A PLASTIC CARD WITHOUT VISITING THE BANK BRANCH: FOR PURCHASES PAYMENT USING NFC TECHNOLOGY, CASH WITHDRAWALS FROM ATMS BY CODE, PAYMENT BY QR, PAYMENTS AND TRANSFERS BY CARD NUMBER, PHONE NUMBER, ACCOUNT NUMBER.
- ONLINE LOANS - OBTAINING A LOAN VIA THE JUSAN APPLICATION AND THE KCELL /ACTIV MOBILE APPLICATION IN THE AMOUNT OF UP TO 6 MILLION TENGE FOR A PERIOD OF UP TO 60 MONTHS, ONLINE APPROVAL IN A MINUTE. THE CLIENT DOES NOT NEED TO PHYSICALLY VISIT THE BANK FOR SUBMITTING A LOAN APPLICATION AND RECEIVING A LOAN.
- RECEIVING A CARD VIA A CARD VENDING MACHINE, ALSO INSTANT PRINTING OF A CARD IN A BRANCH USING A MINI-EMBOSSER .
- CONTACTLESS PAYMENTS APPLE PAY / SAMSUNG PAY/GOOGLE PAY.
- BIOMETRIC IDENTIFICATION OF THE CLIENT WHEN ISSUING A PAYMENT CARD IN A MOBILE APPLICATION.
- CASH WITHDRAWAL FROM AN ATM BY SMS CODE.

JUSAN BUSINESS MOBILE APPLICATION

MOBILE APPLICATION FOR BUSINESS:

online account opening, payments, conversion, transfers, savings on commissions, taxes in one click. The mobile application allows reducing operating costs and conducting business without being tied to an office or city.



Main features

- Online account opening
- Payments and transfers
- Scanning invoices and sending payments to contractors
- Online payment of taxes and social payments, as well as customs payments
- P2P transfers
- Formation of statements and references
- Cards for business (corporate and for individual entrepreneurs)
- Foreign currency conversion
- Push notifications for transactions
- Archive and quick search of any transaction
- Export of statements to the accounting systems of the company
- Creating and saving payment templates
- Ability to set the access level for employees
- Exchange rates, reference and financial information
- Application availability in roaming



Jusan Tole

- Selling goods, accepting payments for goods and services using a QR code
- Minimum fee
- Instant receipt of funds to the account
- Bonuses for clients, installment purchases and credit



Individual package – Tariff constructor

- Creating a package of required banking services, saving on fees for payments and transfers

The number of monthly active users of the application is

46,5
thousand.

48

CYBERSECURITY AND DATA PROTECTION

Focusing on the development of digital financial services and products, Jusan considers cybersecurity and data protection of clients, employees, suppliers as a long-term corporate priority, including in terms of the practical implementation of advanced tools and methods of preventing attacks on information systems and malicious activity.

The rapid pace of technological change requires a continuous process of improving and adjusting security measures from both a technical and an organisational point of view. We operate in an environment of ever-increasing levels of digitalisation and an ever-changing landscape of cybersecurity and data protection risks.

The Bank strictly complies with the laws of the Republic of Kazakhstan in processing and protecting personal data, including the obligatory obtaining of the consent of clients, employees, suppliers of the Bank for receiving and processing their data.

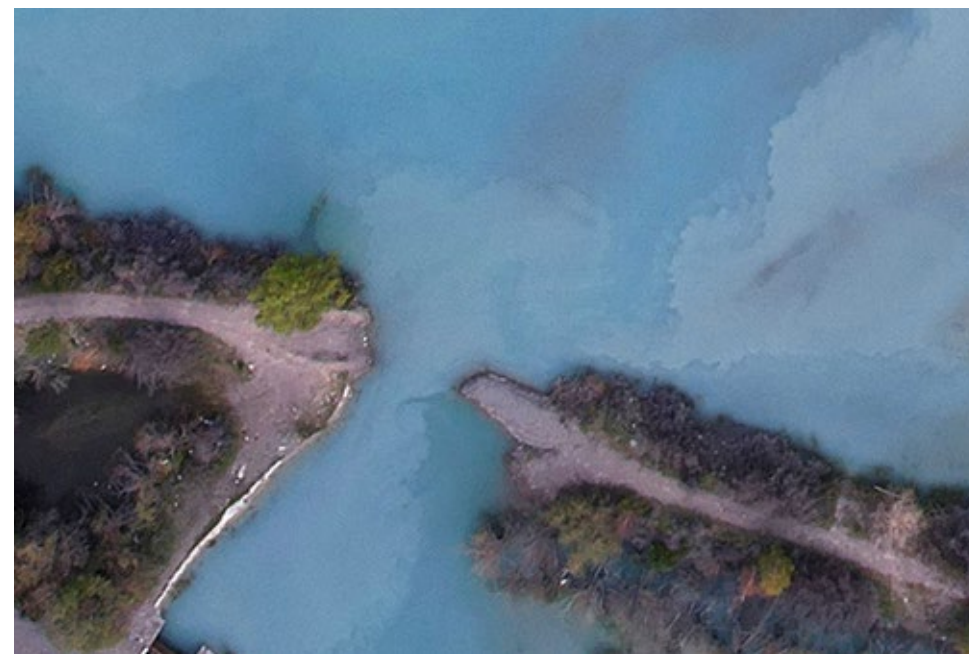
The main internal documents regulating activities and operations in the processing and protecting personal data of clients and employees are the Information Regulations, constituting confidential information,

and the main measures for organizing its protection in Jusan Bank JSC and Information Security Incident Management Regulations. They are developed pursuant to the regulations in force in the Republic of Kazakhstan.

A key element of our strategy is forming and maintaining a corporate culture of safety, characterized by close cooperation between units and active awareness of the Bank's employees of their important role in ensuring cybersecurity and data protection at all levels.

The Cybersecurity and Data Protection Corporate System of the Bank complies with international practices and allows to predict, detect, prevent attacks and promptly respond to them.

To counter evolving risks, we strive to build cybersecurity and data protection controls into every technology layer, including identity, data, infrastructure, devices and applications. The objective of Jusan layered approach is providing end-to-end protection, also wide opportunities for detecting, preventing, responding to possible risks.



THE BANK STRICTLY COMPLIES WITH THE LAWS OF THE REPUBLIC OF KAZAKHSTAN IN PROCESSING AND PROTECTING PERSONAL DATA

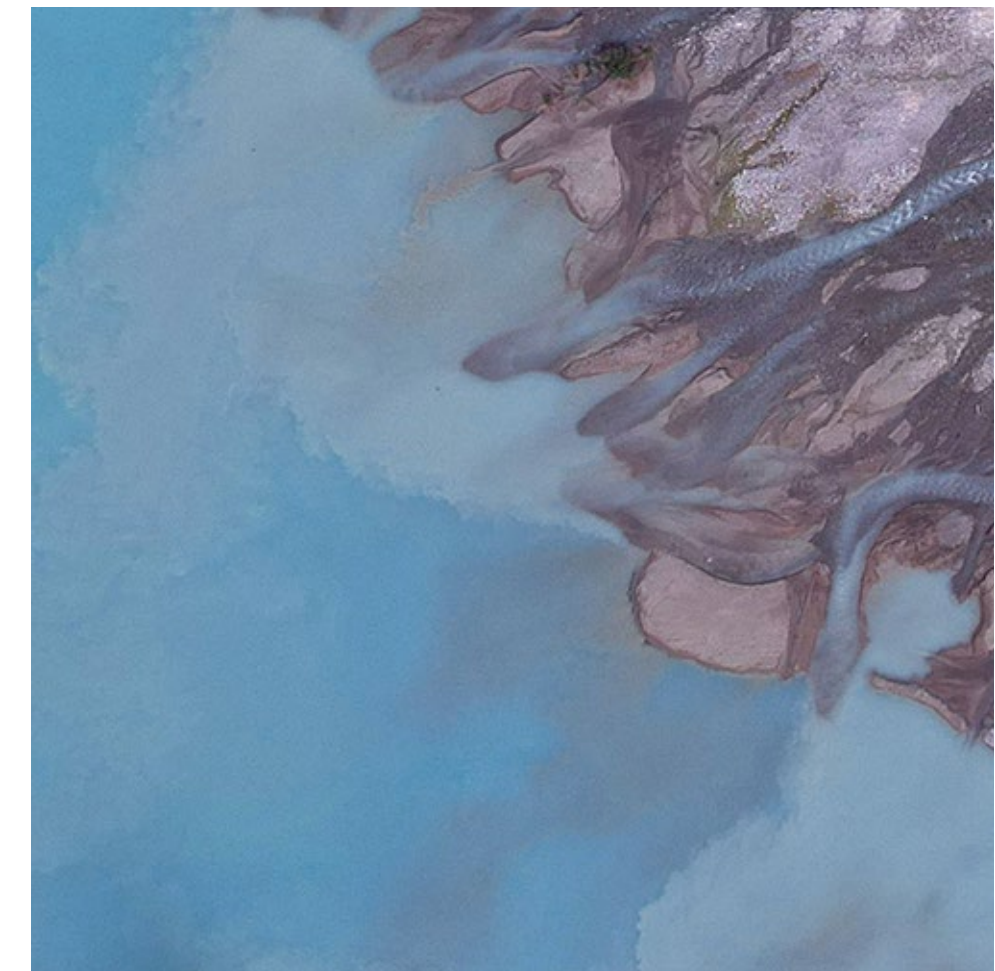
Standards

GRI 103-1,

103-2,

103-3,

418-1



CYBERSECURITY AND DATA PROTECTION

Used information security systems are regularly tested for identifying and subsequently eliminating vulnerabilities in protection and weaknesses analysis. The Bank has a plan for ensuring its uninterrupted functioning and a procedure for dealing with information and cyber incidents. Our systems are constantly updated to effectively counter any emerging threats.

Response to potential incidents is carried out 24/7.

For the reporting period, Jusan did not record any confirmed incidents related to the loss, leakage or theft of data of clients, employees, suppliers.

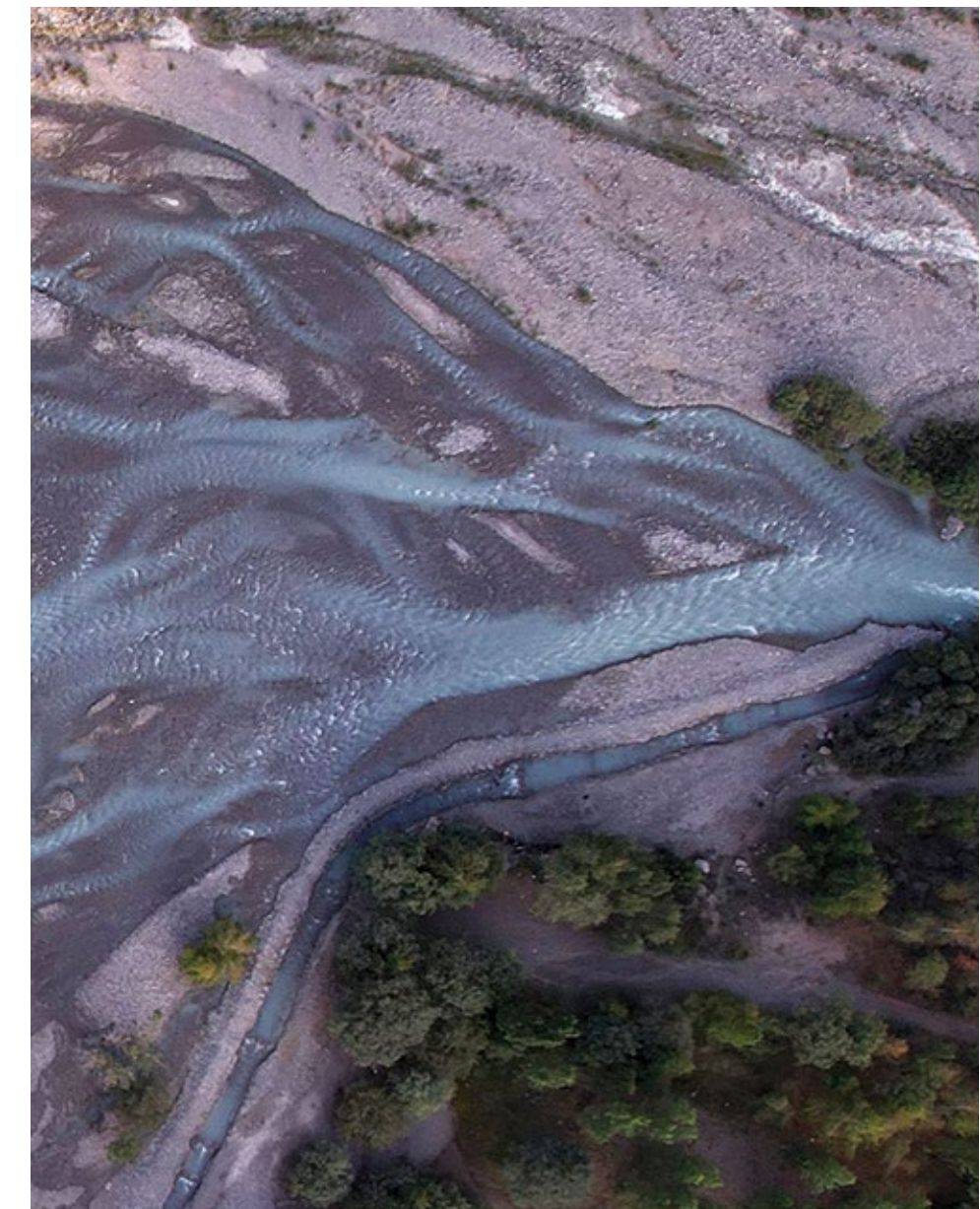
For the reporting period, no substantiated complaints about the violation of the confidentiality of client data were received.

We welcome the activity of clients and other interested parties to assist in identifying and preventing possible incidents, related to information security and data privacy violations.

The Bank's employees are trained on issues related to information security, the Bank's policy in this direction, data protection methods, phishing prevention measures, reporting tools.

For this, among other things, a regulation on increasing the employees' knowledge level in information security has been developed. Regular mailings are carried out via internal corporate channels for raising the awareness of employees in information security.

The Information Systems Protection Department, organisationally part of the Bank's Security Block headed by the Managing Director, is the responsible unit for ensuring information security and data confidentiality.



RESPONSE TO POTENTIAL INCIDENTS IS CARRIED OUT 24/7.

SUPPORTING SMALL AND MEDIUM BUSINESSES

Small and medium businesses play an important role in the economy of the Republic of Kazakhstan, as it contributes to job creation and sustainable economic development.

Jusan positions itself as a bank for small and medium businesses, offering convenient and affordable solutions based on the Jusan Business mobile application. This creates new opportunities and growth points for small and medium businesses that directly affect the prosperity and sustainability of the Republic of Kazakhstan and local communities.

As of December 31, 2021, the Bank's loans to small and medium businesses amounted to 463.3 billion tenge.

Products and services for small and medium businesses:

- Deposits for different terms and purposes.
- Standard, simplified and unsecured lending programs.
- Cards for business.
- Bank guarantees online.
- Settlement and cash services.
- Payments, transfers and acquiring.
- Remote banking and online services (online accounting, online consulting and others).

The Bank continues expanding the range of financial products and services based on the Jusan Business Internet banking system.

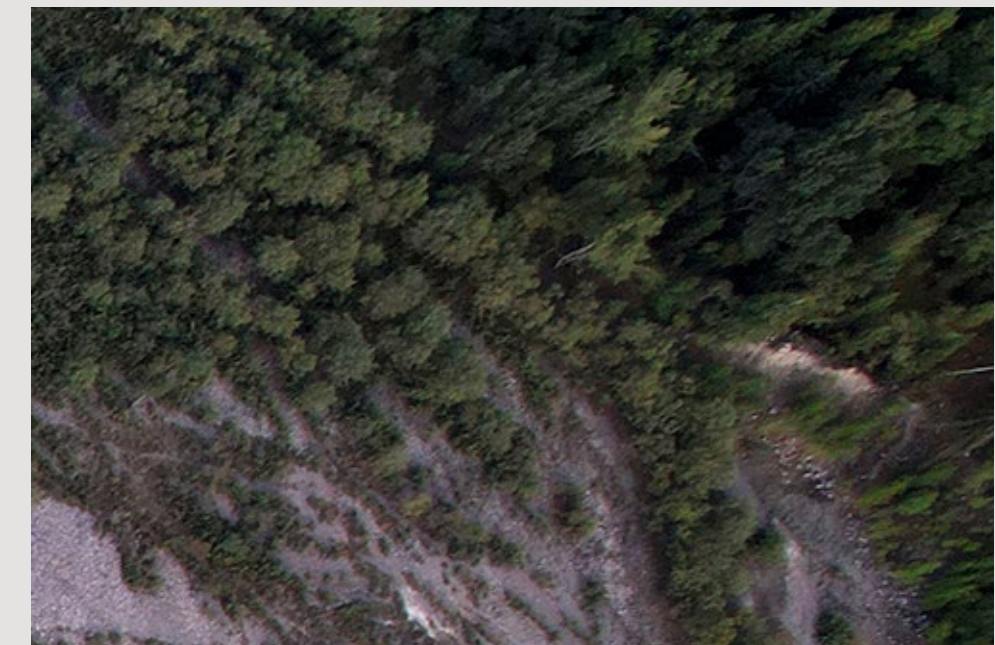
Among others, the Jusan Tole payment acceptance application was launched in 2021, allowing to accept payments and sell goods using QR in installment and credit. At the same time, at the end of the reporting period, a network of 26.2 thousand Jusan POS-terminals also operated.

Small and medium entrepreneurs can efficiently develop an online business based on the Jusan Marketplace Store.

The Bank provides its clients with the opportunity to receive concessional financing, both in the form of loans and subsidizing part of interest rates at the expense of the state, also obtaining access to financing for entrepreneurs who do not have sufficient security for the fulfilment of loan obligations in the form of guarantees and loan insurance.

These programs include:

- Support Program for Small and Medium Businesses in the Manufacturing Industry.
- Program of Financing Regional Projects of Small and Medium Enterprises "Damu Regions III".
- Program of Developing Productive Employment and Mass Entrepreneurship "Enbek".
- Subsidizing program "Sustainable Cities for Low-Carbon Development" launched by Damu Entrepreneurship Development Fund and UNDP.
- Concessional Lending to Small and Medium Businesses Program, and others.



The Bank's loans to small and medium businesses amounted to

463,3
billion tenge.

SUPPORTING SMALL AND MEDIUM BUSINESSES

In 2021, Jusan clients participated in the State Business Support and Development Program «Business Roadmap-2025», and received state support in the form of subsidies and partial guarantees. The Bank has been an active participant of the program since its launch.

The Bank intends to continue participating in government programs for obtaining client support in the form of concessional loans, subsidies, and partial guarantees, including the Program for Subsidizing a Part of the Interest Rate under the National Project for the Development of Entrepreneurship for 2021-2025 in the “Support for Micro and Small Businesses” and “Support for Entrepreneurs/ Subjects of Industrial and Innovative Activity”.

The Small and Medium Business Department in lending and the Development and Sales Support Department in transactional business are the main structural units responsible for the area under consideration.



SUPPLIER INTERACTION

Jusan considers honestly and responsibly interacting with suppliers as an essential element for successfully achieving strategic objectives and improving the service quality to its clients and strives to build relationships with them based on trust, also generally accepted ethical, social and environmental values and principles.

The number of Jusan suppliers reaches 3406 as of December 31, 2021, of which SMEs account for 88%. Supply chains of Jusan cover various business lines, including administrative support, marketing, PR and other.

The share of local suppliers in the total purchasing budget of the Bank is 94%. By local suppliers, we include legal entities and individuals who are subject to taxation in the territory of the Republic of Kazakhstan.

The Bank complies with all requirements of the laws of the Republic of Kazakhstan and its internal documents regulating supplier interaction and the procurement process.

The Bank cooperates with conscientious suppliers with a high reputation and pays special attention to the transparency of procurement and supply procedures. Jusan focuses on ensuring fair competition among suppliers, equality, fairness, non-discrimination and unreasonable restriction of competition in relation to suppliers; preventing possible abuses by their employees involved in procurement.

The interaction process with suppliers and procurement procedures are regulated by the Procurement Rules for goods, works and services, approved by Minutes of the Management Board of the Bank. On the procurement subject, the Procurement Division, their initiator and cost centres are responsible for supplier interaction.

New suppliers undergo mandatory due diligence, including to avoid conflicts of interest.

For the foreseeable future, for achieving supply chain sustainability, the Bank is exploring the implementation of minimum values and principles of ethical, social and environmental behaviour that suppliers are expected to meet.

The number of Jusan suppliers as of December 31, 2021

3406

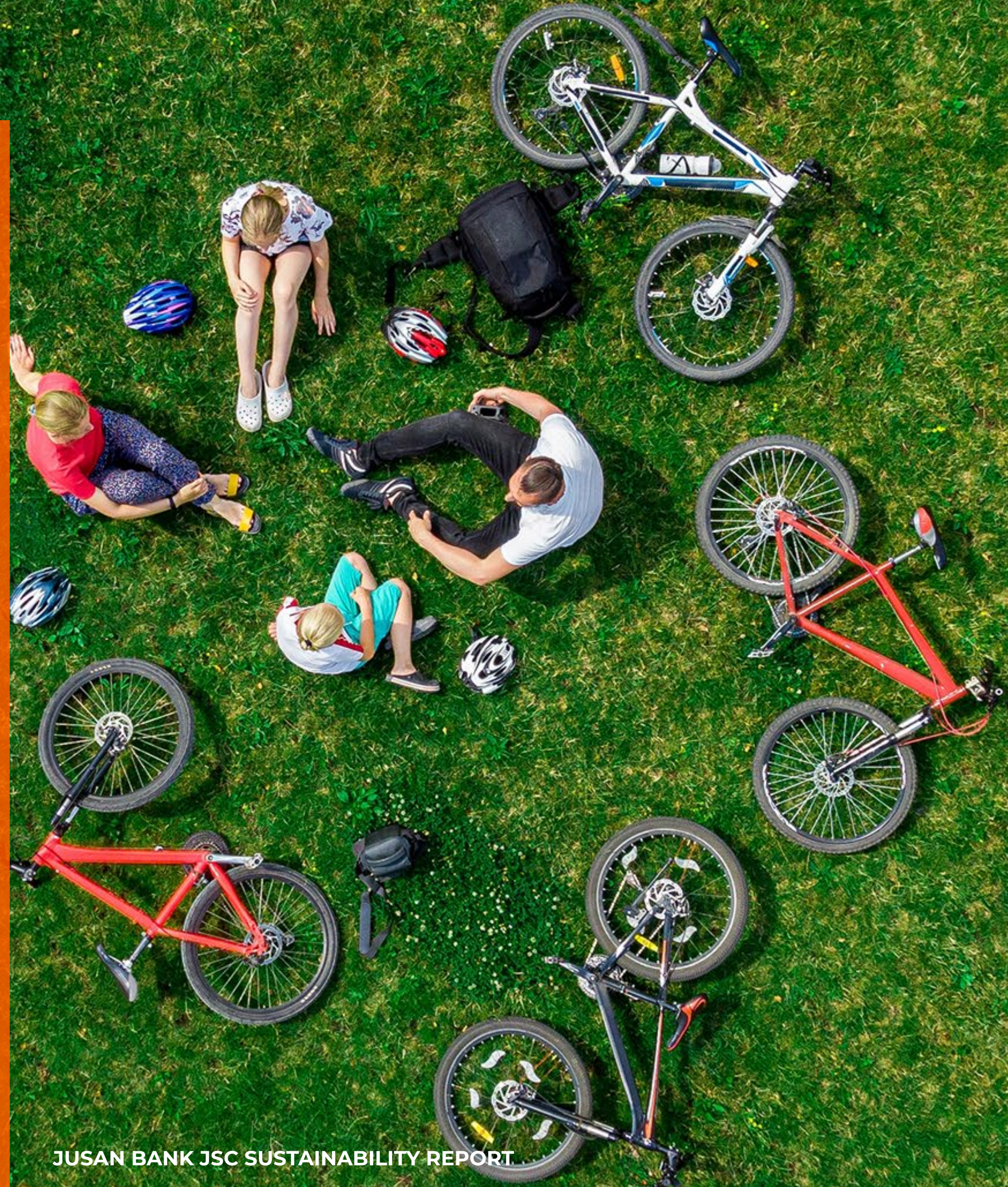
of which SMEs account for 88%

The share of local suppliers in the total purchasing budget of the Bank is

94%

chapter 04

HUMAN CAPITAL



HUMAN CAPITAL DEVELOPMENT

Human capital is the main asset of Jusan, on which depends the long-term success and stability of our activities. Therefore, the Bank pays special attention to development of human capital.

As a major employer, the Bank creates a decent and comfortable working environment in which every employee feels accepted, respected and heard. The Bank's social policy is aimed at maintaining the health of employees and creating a favourable environment that increases their loyalty and motivates them for long-term and efficient work. New, agile ways of working accelerate innovation and drive greater client focus.

The working conditions created in the Bank comply with the legal requirements in health and safety, also relevant internal policies and procedures.

Equality of opportunity in recruitment and wage determination is respected. The process of interacting with external candidates interested in working for Jusan ensures a transparent and fair approach, no discrimination of any kind against candidates.

The Bank respects human rights and adheres to the zero tolerance principle for any form of harassment and discrimination against employees, which is enshrined in corporate documents. In 2021, there were no incidents of harassment and discrimination at the Bank, employees and job candidates did not send any complaints and claims on this topic.

Note that, each employee of the Bank can leave an appeal or complaint on any issues of concern to him pursuant to the established procedure for filing appeals and complaints.

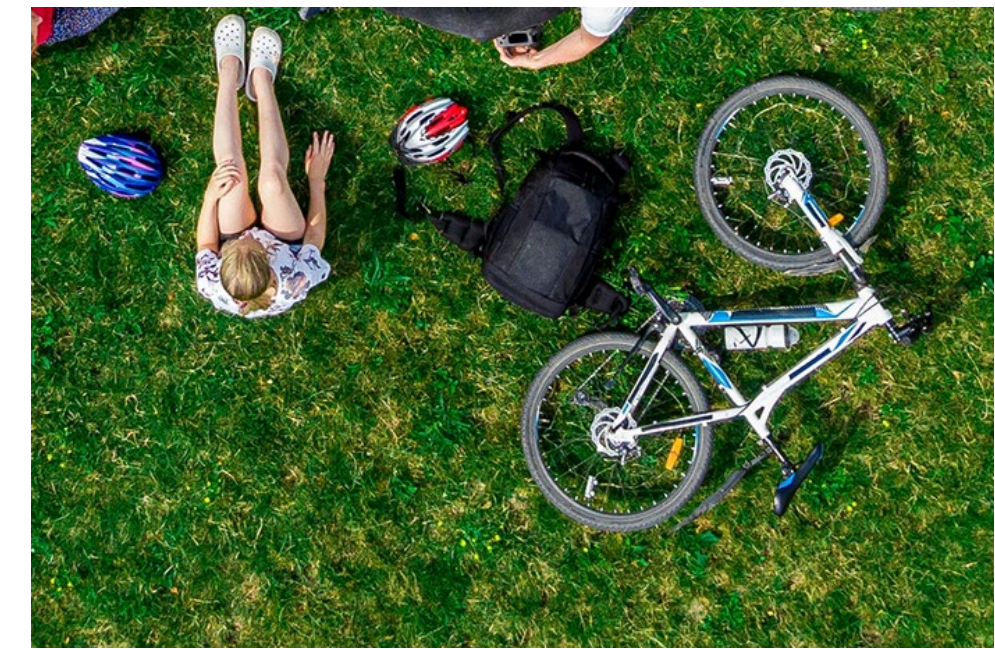
Preliminary notifying employees on the implementation of significant changes in economic activity, which may affect them in a significant way, is carried out pursuant to the laws of the Republic of Kazakhstan.

Jusan is committed to attracting and retaining talent and the best professionals, ensuring that they in turn provide the best client service possible.

Since 2022, as part of implementing advanced human capital management practices, the Bank has initiated regular measurements of the level of involvement, loyalty and satisfaction of employees.

The Bank is committed to promoting gender equality and supporting diversity among employees, including by making efforts to increase the proportion of women in leadership positions. The number of female employees in the team is higher than the number of male employees.

The Bank's team is characterized by a significant proportion of young employees under 30 years old (almost 40%). Jusan creates favourable conditions for recruiting young professionals. The Bank adheres to an open policy on the employment of specialists with special needs.



The Bank's team is characterized by a significant proportion of young employees under

30 years old
almost 40%

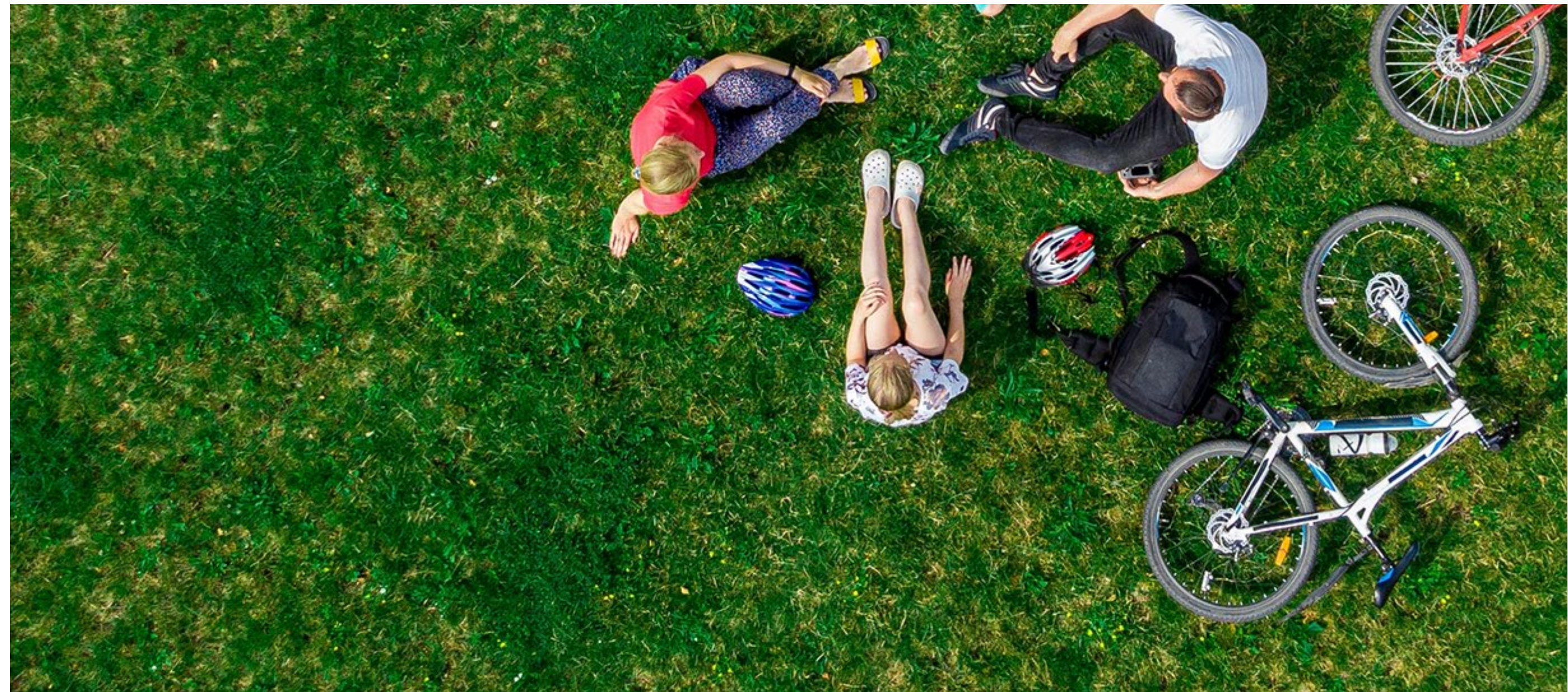
HUMAN CAPITAL DEVELOPMENT

As of June 1, 2022, of the top managers (members of the Board of Directors and the Management Board of the Bank), 75% represent the local population – they are citizens of the Republic of Kazakhstan.

The main internal documents of Jusan in the field of human capital and personnel management:

- Personnel policy;
- Corporate Culture Code;
- Labour Procedures for Employees;
- Employee Compensation Policy;
- Recruitment Regulations, and others.

Issues related to human capital are prioritized by the Human Capital Development Department of the Bank.



APPROACHES TO HUMAN CAPITAL DEVELOPMENT

JUSAN SUPPORTS ITS EMPLOYEES THROUGHOUT THEIR CAREERS

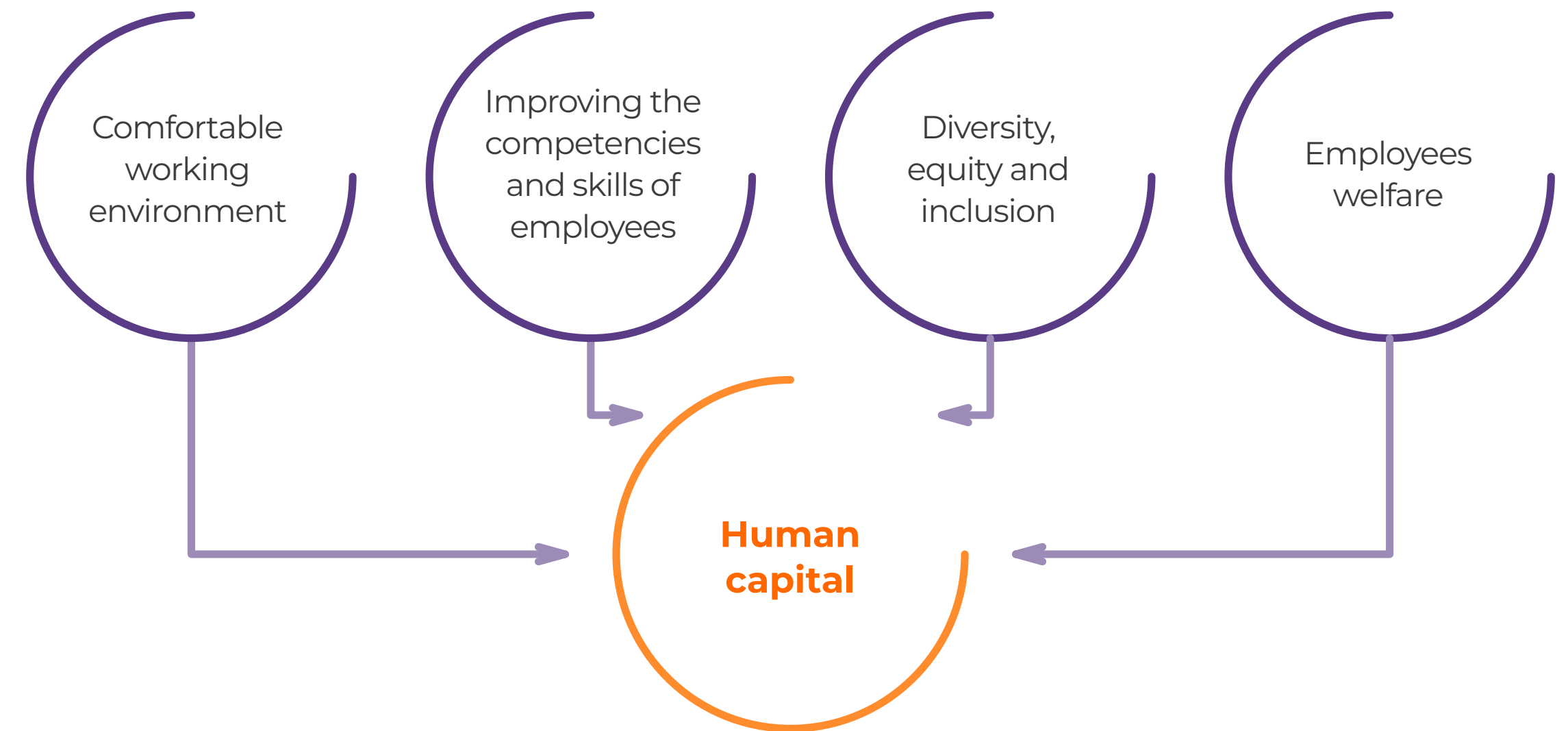
- LISTENING TO THE NEEDS OF THE EMPLOYEES
- VALUING THEIR SKILLS AND IMPLEMENTING TRAINING AND PERSONAL DEVELOPMENT PROGRAMS
- PROMOTING DIVERSITY, EQUITY, INCLUSION AND PROSPERITY

ESG impact:

- Personal empowerment and employee skills development
- Strengthening diversity, equity and inclusion in society
- Improving the quality of life for employees

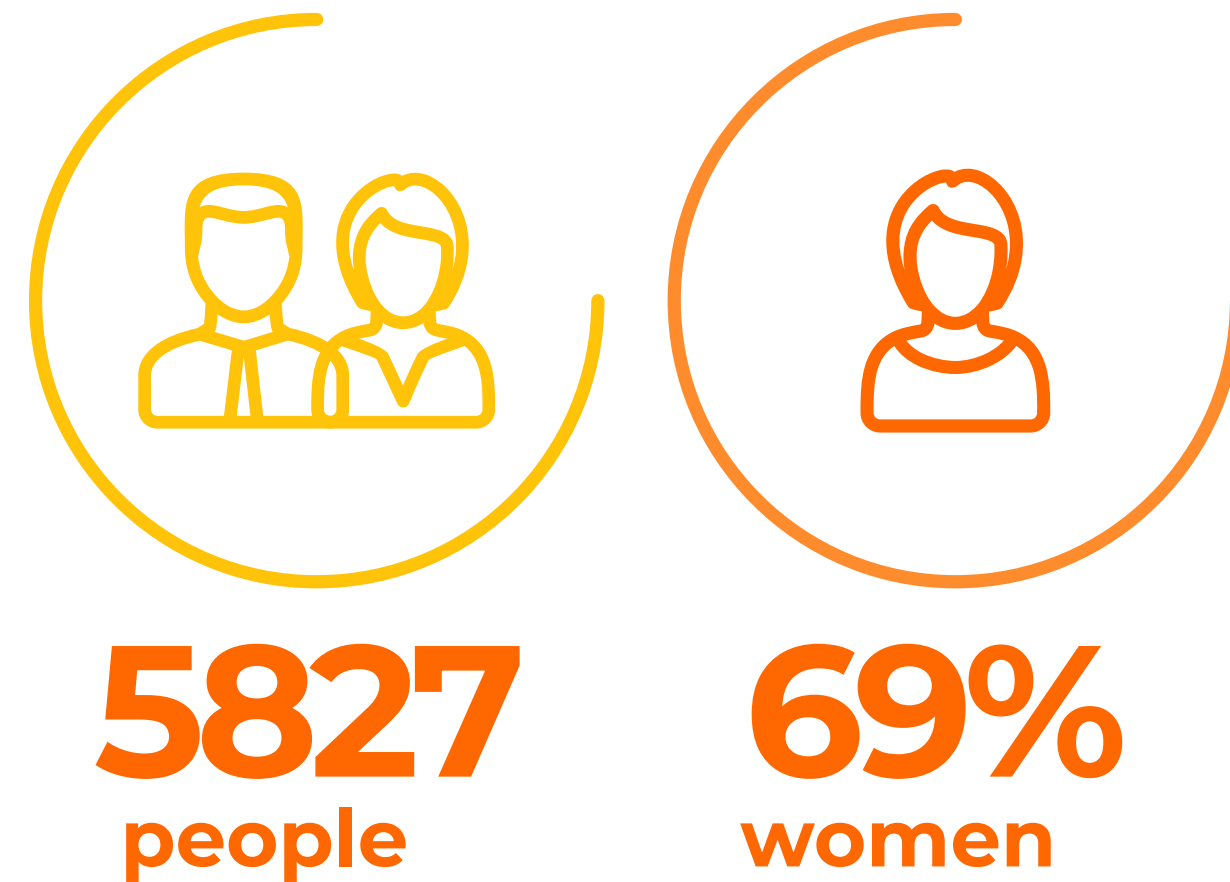
Our resources:

- Interested employees
- Competent and qualified professionals
- Diverse and tightly-welded team



PERSONNEL STRUCTURE

The total number of employees of the Bank at the end of the reporting period was



The ongoing transformation of the organisational structure in connection with the acquisition of ATFBank JSC temporarily led to a high employee turnover rate of 39% in 2021. The number of employees hired in the reporting period amounted to 4,130 people.

The total number of employees who took maternity/paternity leave in 2021 is 797 employees, of which 795 are women, 2 are men. Number of employees who returned from maternity/paternity leave in the reporting period – 404 employees, including 399 women, 5 men.

General statistics on employees

as of December 31, 2021

Payroll number of employees	5 827
Full-time employees	5 813
Part-time employees	14
Fixed-term employment contract	3 591
Open-term employment contract	2 236
Number of employees by gender	
Men	1 788
Women	4 039
Proportion of women in the total number of employees	69%
Number of employees by age	
Employees under 30	2 153
Employees aged 30-50	3 327
Employees over 50	347
Number of employees by position	
Board of Directors, Management Board	12 (Board of Directors - 5 persons; Board - 7 persons)
Other positions	5 815

PERSONNEL STRUCTURE

Employees by regions of operation

as of December 31, 2021

Region	Number of employees
Head office (Almaty)	2280
Akmola branch	166
Aktobe branch	146
Almaty regional branch	105
Almaty branch	558
Atyrau branch	152
East Kazakhstan branch	169
Zhambyl branch	136
West Kazakhstan branch	132
Karaganda branch	161
Kostanay branch	153
Kyzylorda branch	108
Mangystau branch	139
Pavlodar branch	179
North Kazakhstan branch	108
Stepnogorsk branch	82
Capital branch (Astana)	529
Temirtau branch	59
Turkestan branch	98
Semey branch	138
South Kazakhstan branch	229



EMPLOYEE TRAINING AND DEVELOPMENT

GRI 404-1,
404-2

Jusan creates a level playing field for training, professional development and strives for continuous improvement and development of human capital. The bank aims to enhance the competencies, knowledge and skills of its employees.

To this end, Jusan uses technological online and offline solutions for individual and corporate training and applies various methods and forms of training:

- conducts training sessions and online meetings in a systematic manner, in accordance with the training plan;
- sends the Bank's employees to participate in various training Programs, seminars, master classes and courses, both within and outside the Republic of Kazakhstan, in accordance with the external training plan.

This approach strengthens the professional performance of employees and helps to build a loyal, motivated and cohesive workforce that is able to adapt effectively to market conditions and client needs. The competitive environment and the ever-changing external environment also make employee training and development processes and the assessment of competencies and personality traits important.

In 2021, Jusan spent 49.7 million tenge on employee training and development.

More than 100 internal training events were held for Bank employees in 2021 through various online and offline programs to improve their skills.

86 in-house trainings, e-courses and tests were developed and implemented in the areas of new employee adaptation, courses on electronic bank systems, cash discipline, information security, client service, personal growth, products and services of the Bank, as well as

mandatory training in accordance with the legislation of the Republic of Kazakhstan.

Significant attention is paid to training of the Bank's employees on prevention of corrupt activities, money laundering and terrorist financing. Occupational safety training and testing of knowledge on occupational safety requirements is carried out.

New employees of the Bank receive adaptation training, are introduced to the business processes of Bank, approaches and culture through mentors, receive regular feedback at each stage of adaptation, and are provided with a clear, consistent and understandable action plan for the probation period.

During the reporting period, almost 370 Bank employees received external training in areas such as information technology and security, accounting and taxation, anti-corruption compliance, policies and procedures on human rights aspects; IFRS changes, financial analysis, and development of management competencies.

With the involvement of external experts, a workshop on ESG issues and a workshop on climate and low-carbon development was organised for Bank staff in 2021, increasing competence and knowledge in these areas.



Number of hours of employee training

	2021
Training hours, total	49 420
including senior and middle managers	9 687
including employees of structural units	39 733
Average value per employee, hours	8,5

EMPLOYEE MOTIVATION AND REMUNERATION

The Bank believes that the welfare and social security of employees directly affects their motivation, performance and commitment. Jusan is therefore committed to maintaining a competitive, fair, transparent and decent level of employee remuneration.

In 2021, employee remuneration expenses amounted to 24.8 billion tenge, including social contributions and payroll taxes.

The remuneration and motivation system for Jusan employees is based on the principles of fair remuneration, efficiency and productivity growth, and competitive salaries.

The remuneration system applied is aimed at increasing the personal interest of employees in achieving the Bank's plans and business goals. The remuneration of members of management bodies and employees is based on objective factors related solely to the efficiency of job performance, employee qualifications, the type and scope of work performed, and quantitative and qualitative assessments of work performance.

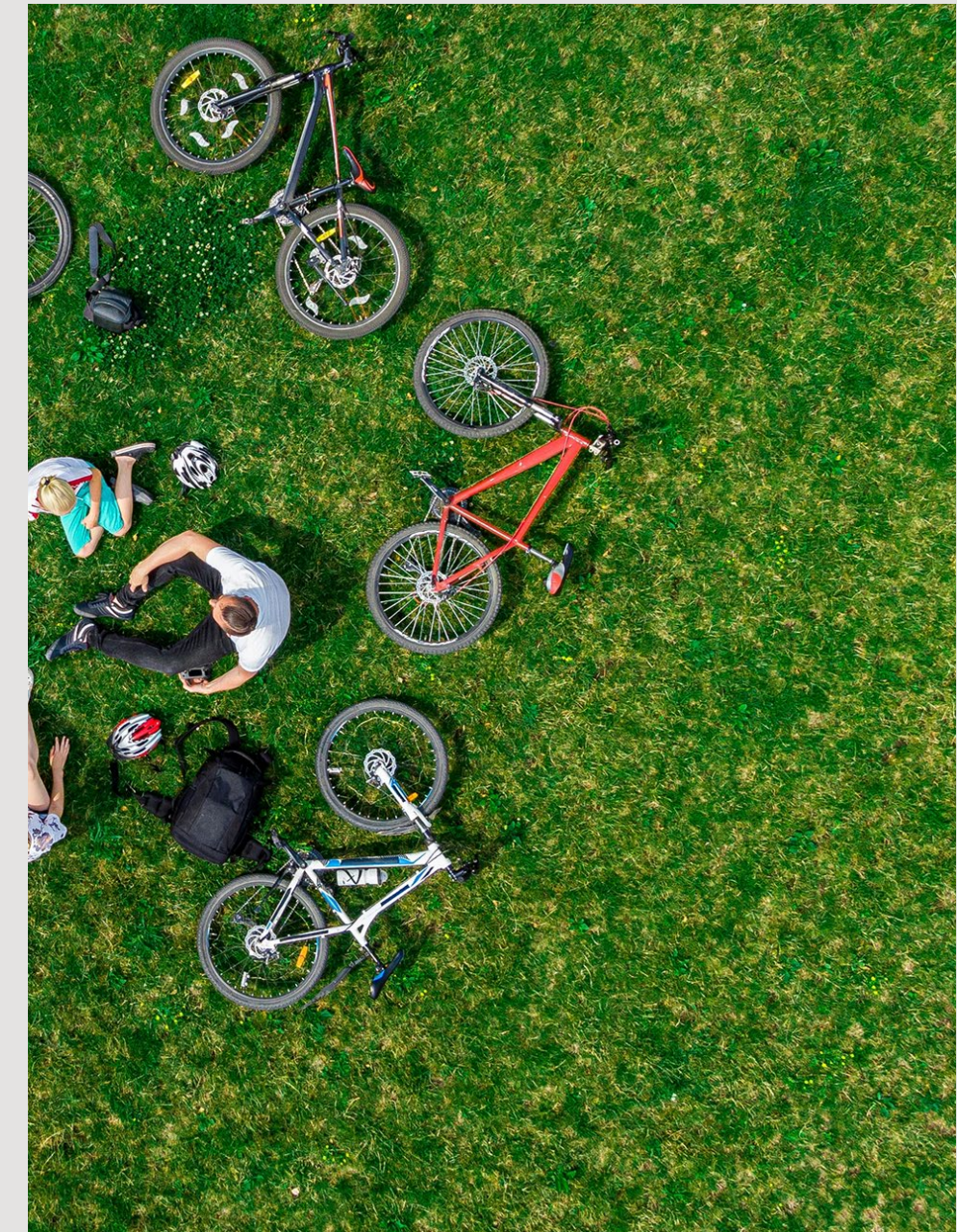
Remuneration of the Bank's employees is based on the salaries and guarantees stipulated by the current legislation of the Republic of Kazakhstan and the employment contract.

The Bank provides for a system of non-fixed (motivational) remuneration in order to stimulate employees' interest in successful achievement of target individual and team results.

For example, the Bank implemented an incentive Program for branch network employees with an opportunity to receive bonuses upon achievement of key performance indicators exceeding 100%. A quarterly remuneration system was developed for employees of the Head Office based on the results of achieving key performance indicators with an opportunity to receive additional remuneration.

For members of the Board of Directors and the Management Board incentive Programs are used, under which the amount of non-fixed remuneration depends on the results of the Bank's financial and business activities. The Bank conducts regular reviews of salaries for all positions to identify gender and other pay gaps unrelated to performance. In accordance with the requirements of Kazakhstan law, Jusan provides all employees with social guarantees.

Jusan seeks to increase employees' pay on a regular basis through salary gradings as well as in relation to changes in position. At the end of 2021, 37% of Jusan employees received a salary increase.



EMPLOYEE MOTIVATION AND REMUNERATION

We have initiated a grading process to minimise the gender pay gap for the employees of the Bank.

In accordance with the legislation of the Republic of Kazakhstan and in order to implement an effective social policy, Jusan provides financial support, mandatory benefits and guarantees to certain categories of employees, including child care, temporarily incapacitated persons and other categories. There is annual compulsory insurance for employees based on occupational risk class.

In addition, the Bank has a system of additional support measures for employees, such as material aid (for funeral expenses when a close relative of an employee dies, for funeral expenses when an employee dies). These support measures apply to all Jusan employees, including regardless of whether they belong to the Head Office or branch network.

Employees of the Head Office and the Almaty Branch also benefit from access to the Royal Club chain of fitness clubs.



At the end of 2021, received a salary increase

37%
of Jusan employees



SAFETY AND HEALTH MANAGEMENT

Standards

- GRI 103-1,
- 103-2,
- 103-3,
- 403-1,
- 403-2,
- 403-4,
- 403-5,
- 403-7,
- 403-9,
- 403-10

Jusan is committed to providing the best possible safety and health management for employees, guided by the laws of the Republic of Kazakhstan.

Providing employees with a safe working environment is an essential element of a comfortable working environment and effective professional performance. Protecting the lives and health of employees, including taking preventative measures to ensure safety, is a long-term priority for the Bank.

Continuous improvement of the safety and health management system is envisaged through the implementation of appropriate measures.

The Bank conducts regular special assessments of working conditions to capture occupational hazards and monitor the working conditions of employees at their workplaces, including with the involvement of an organisation accredited in accordance with the laws of the Republic of Kazakhstan. The fire-fighting system is regularly inspected.

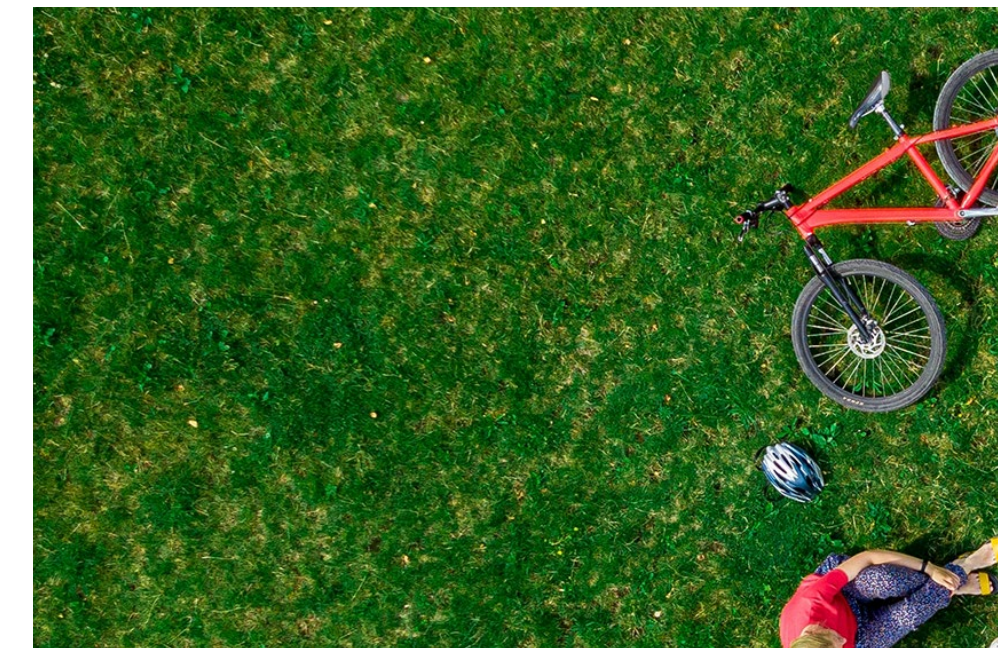
Initiatives are welcomed to inform employees about hazardous and harmful production factors that can lead to injury or health deterioration.

Jusan employees are informed about safety and health management at work through briefings and various types of training, corporate electronic information resources, and posting information in publicly accessible places, including the internal information portal of the Bank.

Employees undergo health and safety training and testing in accordance with applicable laws of Kazakhstan and the internal regulations of the Bank. New employees at Jusan undergo induction training on safety and health management at work.

Employees ensure the safety of clients and visitors to the branches of the Bank on a daily basis, including the prevention of incidents involving risks to health and life. Jusan has procedures in place to deal with occupational accidents, emergencies and incidents. Regular newsletters about safety and employee behaviour in case of emergencies are issued.

Annual compulsory occupational risk insurance for employees is carried out in accordance with the operations of the Bank and statutory requirements. Work on COVID-19 vaccination of the Bank's employees has been carried out, including collection of volunteers



NEW EMPLOYEES AT JUSAN UNDERGO INDUCTION TRAINING ON SAFETY AND HEALTH MANAGEMENT AT WORK.

SAFETY AND HEALTH MANAGEMENT

and organisation of vaccine receipt. The Bank does not have any agreements with trade unions covering health and safety aspects.

In 2021, the Bank did not record any accidents related to employee injuries during the course of their employment. Among other things, there were no fatal accidents. The Lost Time Injury Rate (LTIR, ratio per million man-hours worked) is 0.

There are no hazards at Jusan as a financial institution. No cases of occupational diseases have been reported in the Bank.

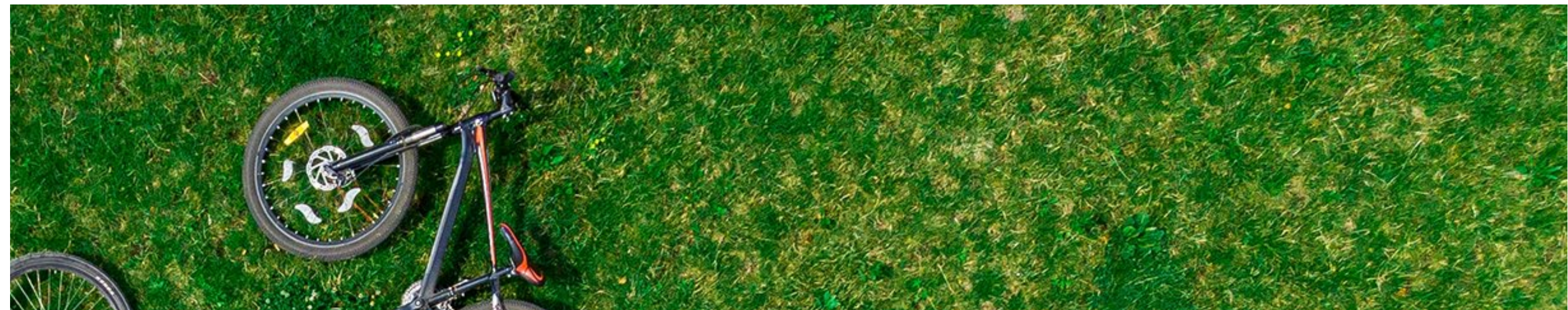
When such cases occur, they are investigated in accordance with established procedures. In particular, in case of an accident, the personnel responsible with the participation of the insurer's representative and the authorised state body investigate the circumstances of the insured event, organise medical and social expert assessment and examination of the employee to determine the degree of loss of ability to work.

The Bank has implemented enhanced cleaning and disinfection in its offices, the use of sanitizers, physical separation of space to ensure social distance, and provision of conditions for performing job duties

remotely, i.e. online from home, in order to minimise health risks to employees, including prevention from COVID-19.

The Bank actively supports employees in engaging in sports, including organising and hosting corporate sporting events and team building activities.

IN 2021, THE BANK DID NOT RECORD ANY ACCIDENTS



CORPORATE EVENTS AND VOLUNTEERING

Standards

GRI 403-6

Corporate events and volunteering are an important tool for enhancing team cohesion, ensuring employee loyalty and building strong team spirit. More than 300 Bank employees took part in various volunteering and sports projects and initiatives during the reporting period.

Among the volunteer initiatives of the Bank in 2021, we would like to highlight the following:

- From May to November 2021, a corporate contest «The Best Social Project» was held among the branches of the Bank.
- In May 2021, employees of the Bank congratulated veterans of the Great Patriotic War and labour heroes of Medeu district of Almaty.
- In December 2021, more than 100 employees of the Bank participated in «New Year Miracle» event. 32 children with cerebral palsy from «Shapagat» medical and social institution for day care children and 17 children from «Nadezhda» family orphanage received desired presents for the New Year, which they wrote to Father Christmas in their letters.

Jusan thanks its employees for their willingness to help as volunteers. We are delighted to be able to inspire them to do good deeds.



The Bank focuses on supporting healthy lifestyles for employees and, where possible, clients and communities in the areas where the Bank operates. By assisting the development of sport, Jusan welcomes employees to participate in various sports activities, both team and individual.

In 2021, sporting events such as:

- April 2021: a football tournament in Shymkent among financial institutions, where the team of the South Kazakhstan branch of Jusan took first place.
- August 2021: table tennis tournament among employees of the Bank, number of participants - 70 people.
- September 2021: employees of the Bank participated in Almaty Marathon 2021, the Bank sponsored participation of 64 employees (ekiden team, 21 km and 42 km distances).
- November 2021: participation of the Bank's team in a volleyball tournament among financial institutions.
- December 2021: a football tournament for the Kokshetau Akim Cup, where the team of Akmola branch of Jusan took first place.



JUSAN THANKS ITS EMPLOYEES FOR THEIR WILLINGNESS TO HELP AS VOLUNTEERS.

chapter 05

ECOLOGY

ENVIRONMENTAL FOOTPRINT

The principled position of Jusan is to effectively manage the environmental impact of its operations including the intention of the Bank to consider and assess the impact of its assets, internal operations, lending and financing activities in a phased manner.

Key areas of focus for the long term:

- Reducing direct negative impacts through the efficient use of resources, controlling greenhouse gas emissions and waste generation.
- Reducing indirect impacts through improved loan portfolio management by taking ESG factors fully into account as part of borrower outreach.

The management of environmental issues is based on strict compliance with environmental legislation which is monitored and updated on an ongoing basis by the responsible employees of the

Bank. Jusan is implementing responsible waste management, resource efficiency and energy efficiency management practices.

As a fast-growing financial institution, Jusan has a long-term vision to enhance its contribution to low-carbon development including through digitalisation, ESG assessment of borrowers, development of sustainable financial solutions and responsible product offerings.

Given the Bank’s focus on SMEs and the retail segment, the Bank’s loan portfolio is not ‘brownfield’ - there are no major environmental polluters among its core clients.

Jusan intends to support its corporate clients in their transition to low-carbon development.

In particular, we are participating in Subsidizing program “Sustainable Cities for Low-Carbon Development” launched by Damu

JUSAN IS IMPLEMENTING RESPONSIBLE WASTE MANAGEMENT, RESOURCE EFFICIENCY AND ENERGY EFFICIENCY MANAGEMENT PRACTICES.



ENVIRONMENTAL FOOTPRINT

Entrepreneurship Development Fund and UNDP, which supports projects with the potential to save energy and reduce greenhouse gas emissions. The maximum loan amount under this Program is 350 million tenge.

An ESG diagnostic of the Bank was carried out in 2021 to identify key opportunities and recommendations to improve environmental performance. Jusan also organised, through external consultants, training for selected categories of employees on international best practices related to environmentally responsible activities and low-carbon development.

Focusing on best practice in sustainable business management, it was decided in 2022 to establish an ESG Working Group led by the Chairman of the Management Board to coordinate the Bank's ESG transformation. Jusan has embarked on building elements of an environmental management system, gradually integrating

environmental risk assessment into the current risk management system and identifying areas that could potentially mitigate the negative impact of the Bank on the environment.

Responsibility for environmental management is assigned to individual functional units as well as to the Management Board of the Bank.

In 2021, the Bank did not violate environmental legislation of the Republic of Kazakhstan and was not fined by environmental regulators due to the specific nature of its business and the proper prevention of violations.



JUSAN HAS EMBARKED ON BUILDING ELEMENTS OF AN ENVIRONMENTAL MANAGEMENT SYSTEM

CARBON FOOTPRINT ASSESSMENT

Standards

GRI 305-1,

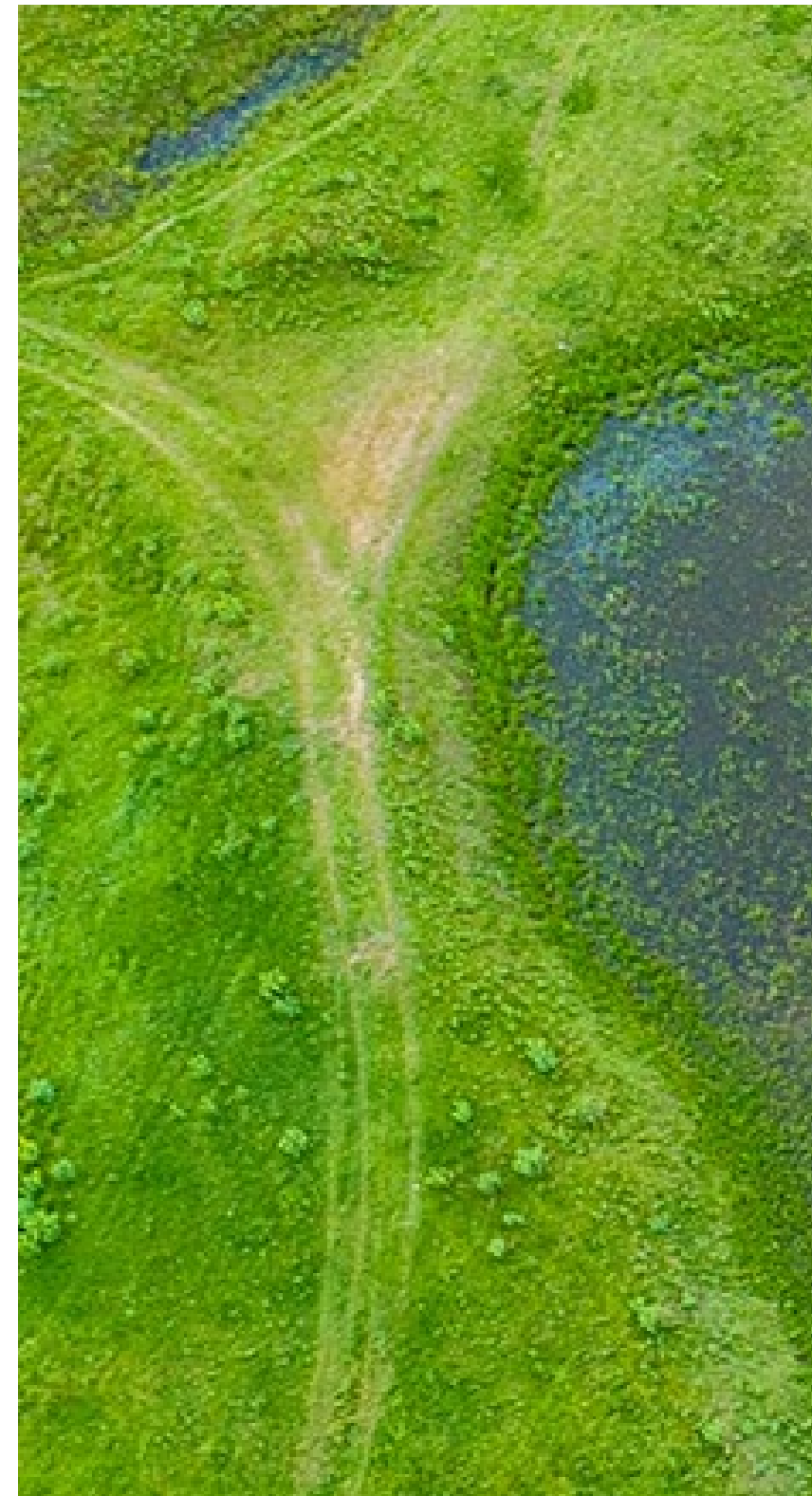
305-2,

305-4

The Bank is mindful of the importance of combating climate change and is committed to achieving the goals of the Paris Agreement. As a first step, greenhouse gas emissions from the Bank's internal operations have been estimated (Scope 1 and Scope 2).

Verified quantitative assessment of greenhouse gas emissions by 2021: direct emissions (Scope 1) - 2,595.2 tonnes CO₂-eq., indirect energy emissions (Scope 2) - 17,709.3 tonnes CO₂-eq. The specific value of greenhouse gas emissions (Scope 1 and 2) adjusted to the personnel unit was 3.48 tonnes CO₂-eq. /person.

Emissions were calculated using the 2006 IPCC Guidelines for National Greenhouse Gas Inventories and the GHG Protocol.



Greenhouse gas emissions, tonnes

direct emissions
(Scope 1)

2 595,2 tonnes
CO₂-eq.

indirect energy emissions
(Scope 2)

17 709,3 tonnes
CO₂-eq.

- GRI 303-2,
- 303-3,
- 303-4,
- 303-5

WATER CONSUMPTION AND WASTEWATER

During the reporting period, cold water consumption by the own offices of the Bank amounted to 29.9 million litres. Due to accounting specifics the data on heating and hot water supply is consolidated at the individual branches of the Bank. For this reason, it is not possible to provide reliable data on the volume of hot water consumption at the time of preparing the report. The volume of wastewater is 36.4 million litres.

Cold water for domestic needs in the regions where we operate comes from centralised water supply systems. Hot water, depending on the region where we operate, is either drawn from centralised systems or produced locally using local water heaters, including for office heating.

The Bank monitors the condition of water networks and uses meters to measure hot and cold water consumption in order to improve water efficiency.

Domestic wastewater from the operations of the Bank is sent to third party wastewater treatment companies under appropriate contracts.

Only state standards and norms are used for the quality of wastewater discharges. During the reporting period, there have been no violations of water legislation or regulatory prescriptions for properties owned by the Group.



WASTE MANAGEMENT

During the reporting period, the Bank's own offices generated 5,613 cubic metres of solid waste.

Mainly non-hazardous solid domestic waste is generated in the course of the Bank's operations. All generated waste is transferred under contractual relations to third-party organisations engaged in waste management activities under licences for waste collection, transportation, treatment, recycling, and disposal.

In order to reduce waste generation, the Bank is switching to electronic document management, eliminating the use of mercury-containing lamps, and reusing office equipment, such as re-filling print cartridges with toner.

The Bank is exploring additional measures to reduce waste generation.

The Bank organises centralised primary collection of batteries, plastic and paper at a number of its large offices for subsequent transfer for recycling and disposal. We are also working on phasing out the use of disposable plastic utensils in food outlets and vending machines located in our offices.



Waste generation volume, cbm

generated solid waste

5 613 cubic metres

Head office

971,5 cubic metres

Branch network

4 641,6 cubic metres

CONSUMPTION OF FUEL AND ENERGY RESOURCES

Consumption of fuel and energy resources by own offices and vehicles of Jusan

2021	
Electricity	
kWh	9 693 775
Gigajoule	34 897
Heat energy	
Gcal	11 141
Gigajoule	46 649
Diesel	
thousand litres	25,4
Gigajoule	941
Petrol	
thousand litres	207,3
Gigajoule	6 778
Gas	
thousand m ³	159,7
Gigajoule	6 229
Total final energy consumption, Gigajoule	95 494



Note. For the calculations the relevant coefficients and data are mainly used from:
 - Methodology for the formation of the fuel and energy balance and the calculation of selected statistical indicators characterising the energy sector (approved by Order No. 160 of the Chairman of the Committee on Statistics of the Ministry of National Economy of the Republic of Kazakhstan dated 11 August 2016).
 - IPCC Guidelines for National Greenhouse Gas Inventories, 2006.

RESPONSIBLE RESOURCE CONSUMPTION

Rational consumption of resources is an important area of focus for the Bank, including through the implementation of resource-efficient business principles and methods, the development of environmental competencies and employee awareness.

By switching to new technological solutions we are constantly working to use less paper, the consumption of which amounted to 147.5 tonnes during the reporting period.

The Bank is introducing a paperless document management system through digitalisation of internal processes and conversion of paperwork into electronic format. For example, desktop-on-demand technology allows participants in meetings and negotiations to view files on screen, thereby eliminating the need to distribute printed versions.

Jusan is a consumer of plastic. During the reporting period, the retail and private banking segments issued 450.5 thousand plastic cards, which consumed approximately 2.3 tonnes of plastic.

Focusing on promoting digital cards allows the Bank to drastically reduce the need to use and further recycle plastic and, as a result, reduce the associated negative impact on the environment.

To illustrate, 442.5 thousand digital cards were issued in 2021. This resulted in savings of up to 2.3 tonnes of plastic (assuming a similar amount of plastic cards were produced instead of digital cards).

To improve energy efficiency only low-energy fluorescent and LED lamps are used for indoor and façade lighting, which at the end of their useful life are collected and handed over to specialised organisations for further safe recycling. Air conditioning and ventilation systems are being automated in large offices to reduce energy consumption.

The Bank is focused on introducing modern methods of controlling and accounting for energy consumption and carrying out timely reconstruction and modernisation of engineering systems.

The Bank complies with all technical requirements for its vehicle fleet with periodic vehicle inspections. This ensures optimum use of fuel and monitors the content of harmful substances in exhaust gases. Jusan encourages employees to use environmentally friendly vehicles, including electric cars, bicycles and electric scooters.

The Bank does not use renewable energy or steam and cooling energy, consuming only grid electricity. However, we will seek opportunities to harness renewable energy including to reduce Scope 2 corporate greenhouse gas emissions.



442,5
digital cards
thousand were
issued in 2021

GREEN OFFICE PROJECT

In 2021, Jusan initiated preparations for the corporate-level implementation of the Green Office project which is an initiative of the ECO Network environmental community.

The goal of the Green Office project is to establish sustainable practices at the corporate level to consume, reduce and recycle waste in a sustainable manner.

In 2022, Jusan decided to join the ECO Network ecosystem.

As an initial step the Bank participated in the first Eco-Marathon organised through the ECO Network app.

The Eco-Marathon is an online event focused on fostering sustainable smart consumption practices among participants, both in the office and at home. About 100 participants from 6 organisations participated in the eco-marathon. Jusan took first place in the team competition.

The participation of the Bank's employees in the Eco-Marathon was an important step before the launch of the Green Office project. In particular, it enabled the Bank to form a group of eco-activists within the Bank, who took on the pilot responsibility of launching the project,

raising awareness among colleagues and monitoring the quality of the project.

The full corporate launch of the Green Office project at the Bank took place in mid-2022.

The first phase lasts for three months, during which training is provided to employees of all Jusan offices and banking centres in Almaty and Nur-Sultan. Infrastructure for separate waste collection is being provided, including boxes made by the Society for the Blind from sturdy cardboard (which is also a social task), as well as stickers on the boxes, posters and awareness-raising videos.

As of July 2022, the Green Office project:

- training has been provided to the employees of the Bank;
- 225 boxes for separate waste collection were installed for further recycling;
- more than 50 monitoring of separate waste collection was carried out at the offices and banking service centres.

The project covered a total of about 3.5 thousand Jusan employees.



chapter 06
**SOCIAL
IMPACT**

PHILANTHROPY AND COMMUNITY SUPPORT

Standards

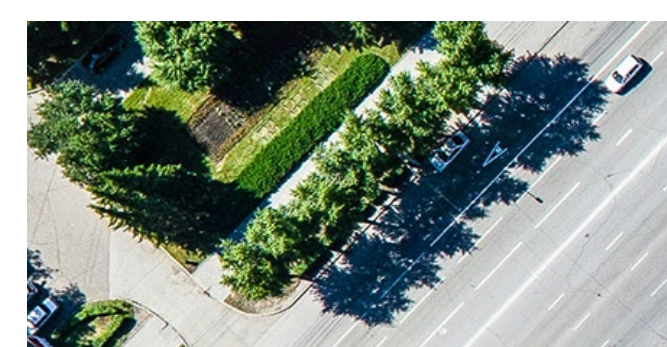
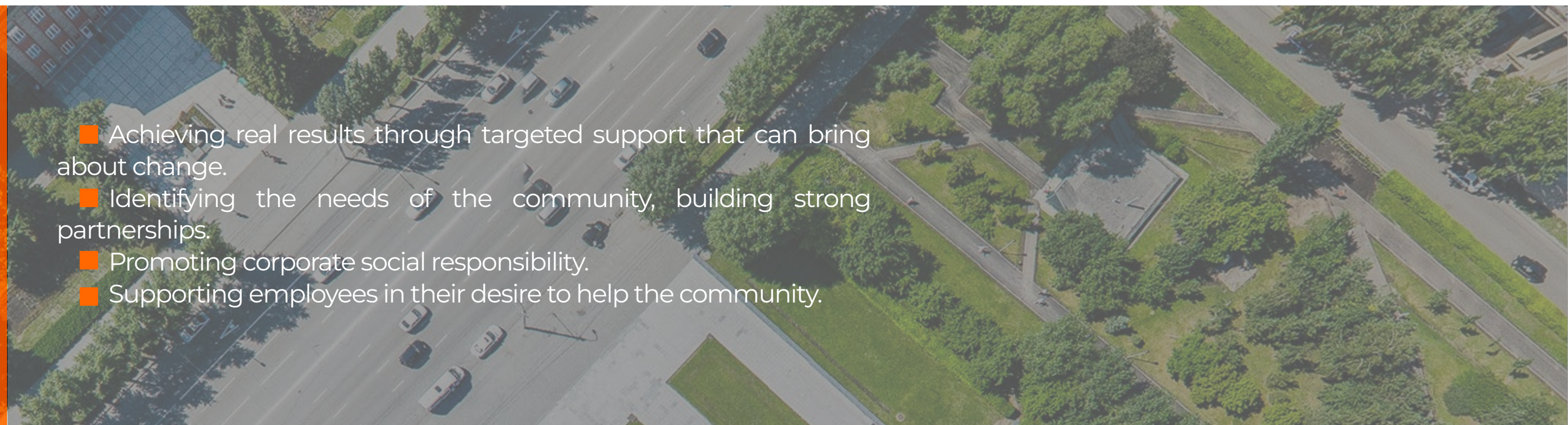
GRI 103,
203-1

As a major financial institution, we believe we have an important role to play in supporting communities, and Jusan is therefore committed to contributing to society beyond our core business.

Since our inception, Jusan has been actively involved in community and charitable projects and initiatives to support the communities in which we operate. Implementing the principles of sustainable development, we seek to engage in dialogue with the communities in the regions where we operate.

The Bank positions each social project and initiative as an important element that contributes to strengthening its image and reputation, as well as strengthening social partnerships with the community. In 2021, direct spending on social projects in the regions where we operate amounted to 20 million tenge.

The Bank's selection and implementation of social and charitable projects is guided by the strategic priorities of its core business and the values of its corporate culture, based on such key principles as targeting, effectiveness, transparency and consistency.



The activities of Jusan in this area are implemented in accordance with the Procedure for accounting for charitable assistance which was approved by the Management Board of the Bank in September 2021.

SUPPORT FOR EDUCATION

A social priority for Jusan is to support education that is an integral part of the corporate DNA.

The Bank is firmly committed to promoting an inclusive and sustainable society through improving the quality and accessibility of education at all levels. Education is key to fostering innovation and reducing social inequalities. Our commitment to supporting education is an investment in the future of society and in the young generation of the Republic of Kazakhstan.

A distinctive feature of the Bank is that the ultimate beneficiary is an investment holding of Nazarbayev University and Nazarbayev Intellectual Schools autonomous educational organisations, united by an educational endowment fund. Thus, revenues from the activities of the Bank as a social enterprise are channeled to the development of these leading educational institutions of the Republic of Kazakhstan.

In addition, in early 2021, the Bank sponsored «Nazarbayev Intellectual School of Chemical and Biological Sciences» in Aktau to organize international contest of innovative startups Caspian Startup-2021 among pupils of 9-12 grades and students of 1-2 courses on «Renewable Energy Sources».

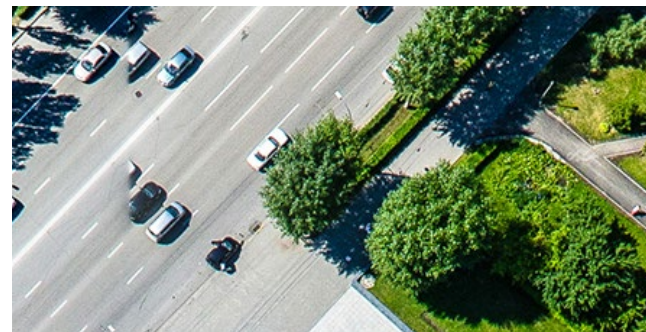
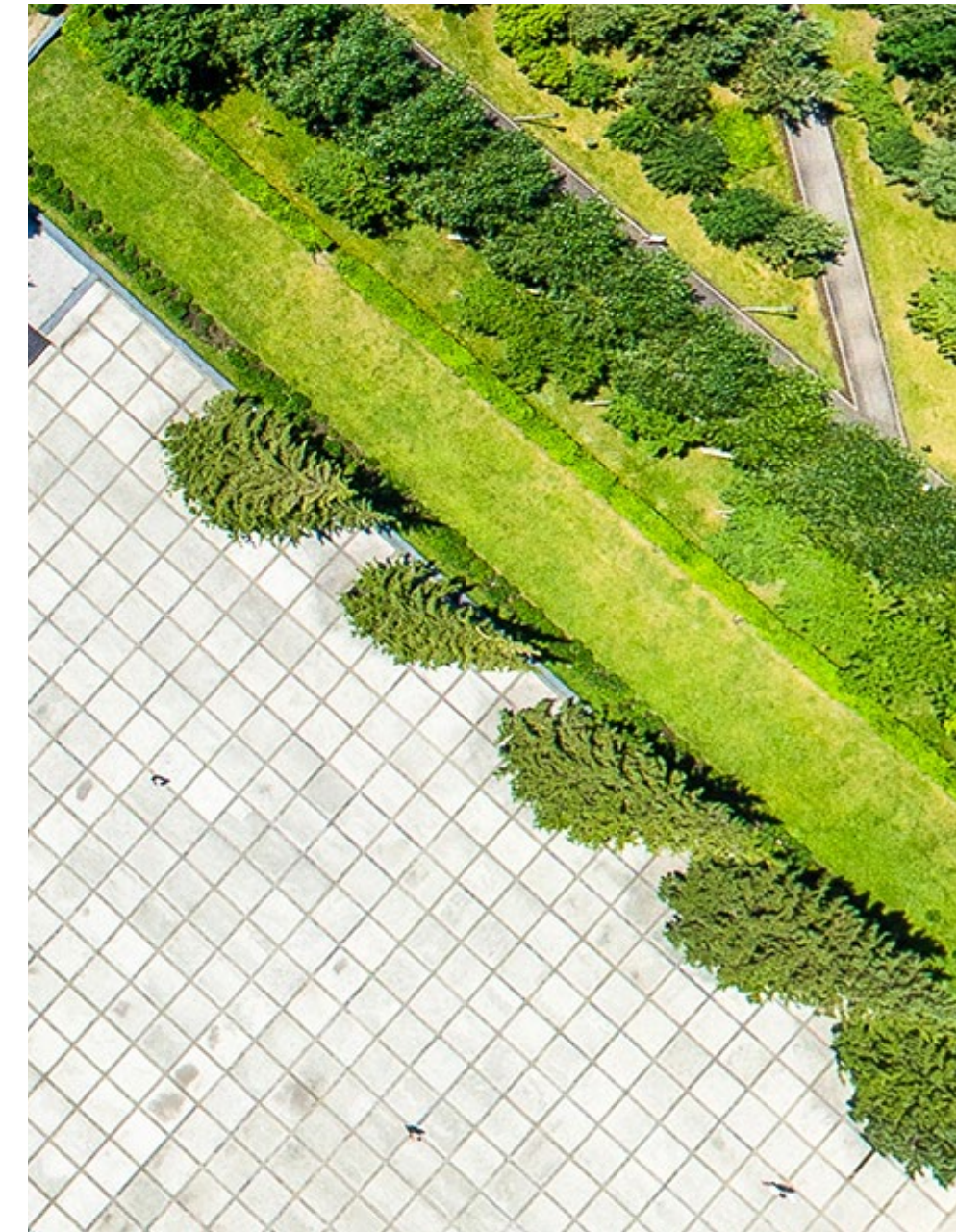
In October 2021, the Bank sponsored robotics kits for 10 secondary schools in Turkestan to celebrate the opening of the new Nazarbayev Intellectual School with a chemical-biological focus.

In December 2021, the Bank sponsored “Nazarbayev University Research and Innovation System” Private Institution to hold an online digital marketing competition, Markethon 5.0.

In 2021, the Bank initiated preparations for the practical implementation of the Jusan Singularity educational initiative, a free IT school to train programmers and development specialists in areas such as Java Backend, DevOps development, Front End, iOS and Android. Internships take place in Nur-Sultan and Almaty. Graduates of the IT school can find employment in Jusan Group.

This unique project has been successfully launched in the first quarter of 2022. The first group of graduates, that is 150 IT professionals, have already secured employment with Jusan Group.

In partnership with its subsidiaries, the bank is involved in enhancing financial literacy that is a driver of economic empowerment and social mobility for clients and society at large. Financial literacy strengthens



Education is key to fostering innovation and reducing social inequalities.

SUPPORT FOR EDUCATION

people's competencies in aspects such as managing their own finances, interacting properly with financial institutions, helping to build understanding of the basics of investing, doing business and entrepreneurship.

In particular, First Heartland Jusan Invest JSC has successfully implemented Jusan Academy, a free financial literacy educational project for general public with a convenient online learning format in Kazakh and Russian that provides 24/7 access to courses. In addition, more than 15 thousand students from 21 schools in 11 regions of Kazakhstan have access to free financial literacy courses.

In 2022, the Bank was one of the first in the world to launch an application for children aged 10 to 16 years old to learn and invest in real securities.

The Jusan Junior app allows them to trade any shares from the KASE Global list as well as shares of Kazakhstani companies on the KASE stock exchange. The Junior account is linked to the account of the parent who can check the transactions of the child at any time, set limits and top up the account via the mobile app. Video training in Jusan Academy, adapted for teenagers, will be required beforehand.

Jusan also promotes knowledge of the financial market, financial products and services as part of its day-to-day counselling activities when interacting with clients.



SOCIAL INITIATIVES



IN MARCH 2021

the Bank provided charitable sponsorship to Prof. H. J. Makazhanov Multiprofile Hospital in the form of car purchase.

MAY 9, 2021

the Bank provided charitable assistance to veterans of the Great Patriotic War of Medeu district of Almaty and branch network. A total of 124 veterans received charitable assistance.

IN JUNE 2021

in the context of ongoing struggle with the spread of coronavirus infection in Kazakhstan, the Bank allocated funds in favour of the State Enterprise «Stepnogorsk Multiprofile City Hospital» in the form of charitable assistance for purchase of personal protective equipment for employees of the medical institution.

IN AUTUMN 2021

the Bank provided financial support to families of victims of explosions at a military unit in Bayzak district of Zhambyl region. Monetary assistance was transferred to the Senim-Baizak Public Fund, which was specifically established to collect funds for the benefit of the affected families.

ABOUT THE REPORT

The Sustainability Report of First Heartland Jusan Bank JSC for 2021 is a stand-alone public document designed to disclose non-financial information about the activities of the Bank.

The Report is published on an annual basis, is positioned as an integral part of the Jusan general annual reporting and should be considered in conjunction with the financial reporting documents of the Bank.

The Report discloses the most important sustainability events and processes for the Bank during the period from 1 January 2021 to 31 December 2021. Where appropriate and relevant, the Report includes information, indicators and data for the year 2022 as well as for the future development of the Bank in both the medium and long term.

The Report covers the Head Office and the branch network of Jusan. The economic and financial data contained in the Report is based

primarily on information from the separate financial statements of the Bank for 2021 that have been prepared in accordance with International Financial Reporting Standards (IFRS) and audited by an external auditor.

The financial data are presented in tenge. The Report discloses the strategy and approaches of the Bank to responsible banking, corporate values, ESG business transformation priorities, information, indicators and data on key sustainability-related topics for the Bank and, where relevant, the United Nations Sustainable Development Goals. The Report also includes selected indicators relating to economic and financial performance. Information, indicators and data for the Report are consolidated and verified at the Head Office level.

Our stakeholders expect that the Bank will continue to comply with international standards and principles of sustainable development including in terms of the quality and extent of public disclosure.



ABOUT THE REPORT

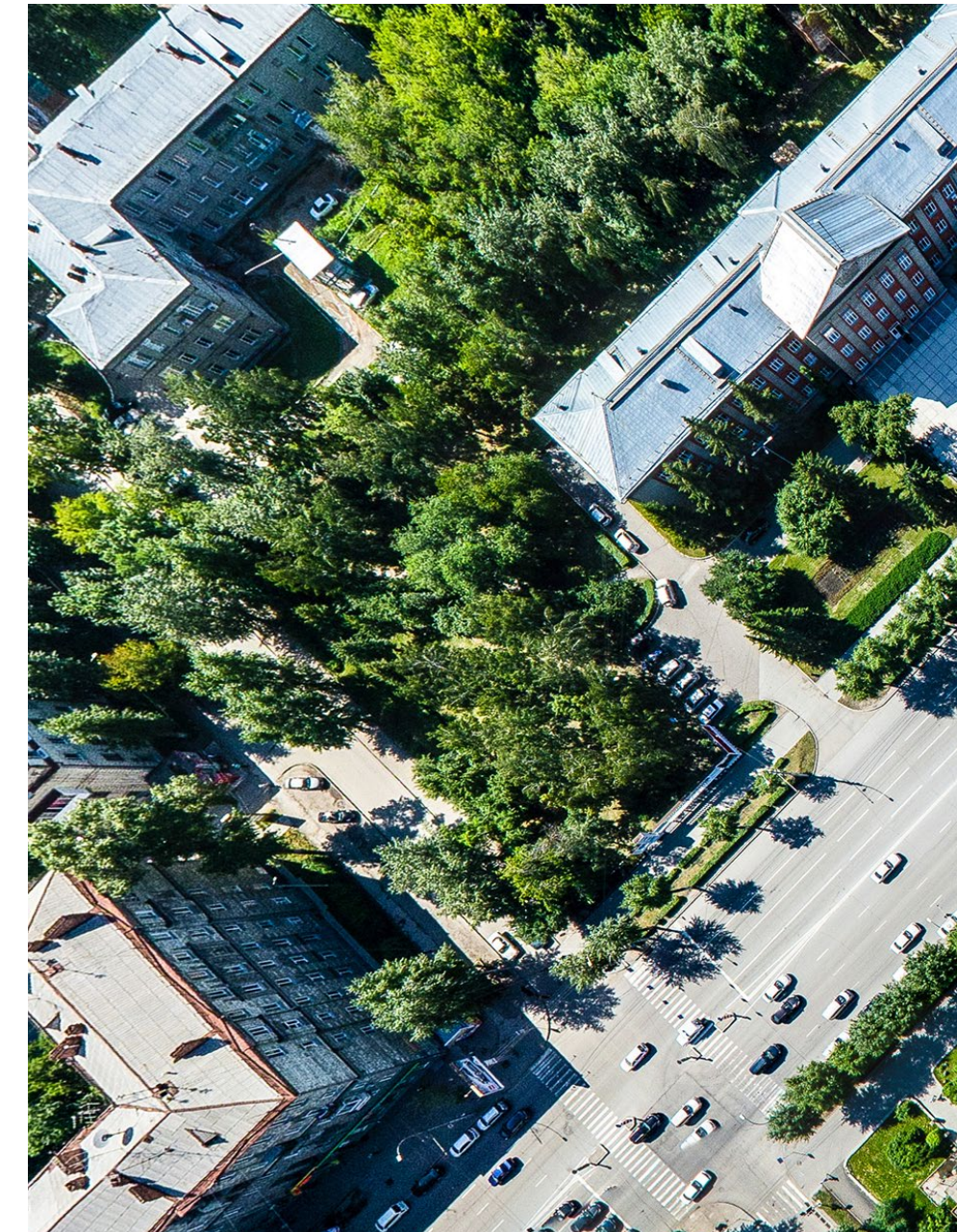
As such, the Report is designed for all of the Bank's stakeholders in terms of providing them with clear, succinct, fact-based information about the economic, environmental and social impact of our activities in 2021. The Report reflects the efforts of Jusan to create value for employees, clients, shareholders, investors, suppliers and society as a whole. The Report includes information that, from the perspective of the Bank, is of interest to most stakeholders.

The information in the Report relates to topics that have been identified as material, and related indicators that reflect the key economic, environmental and social impacts of the Bank, or that could have a material impact on the views and decisions of its stakeholders. The materiality analysis has been fundamental in determining the priority areas of disclosure for the Report, in line with stakeholder needs.

This Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. The GRI Standards are internationally recognised sustainability reporting standards. The list of GRI standards can be found in the Report in the GRI Standards Index section, page 83.

The Report is approved by the Management Board of the Bank and is published on the corporate website of Jusan in Kazakh, Russian and English.

Jusan intends to further progressively improve the quality and extent of disclosure in its non-financial reporting in accordance with international sustainability reporting standards. The Bank will seek to conduct regular activities and surveys to monitor stakeholder perceptions and reactions, and to improve the quality of the Bank's services, operations and products.



CONTACT US

The Bank is interested in feedback from stakeholders on the completeness and relevance of the information disclosed in the Report.

The date of issue of the Report is September 2022.

Full name	«First Heartland Jusan Bank» Joint Stock Company
Short name	«Jusan Bank» JSC
Legal address of the Head Office	242 Nazarbayev Avenue, Medeu District, Almaty, Republic of Kazakhstan
SWIFT code	TSESKZKA
Telephone	+7 (717) 258-77-11
Corporate website	https://jusan.kz/
Email address for feedback on the Report	info@jusan.kz

GRI STANDARDS INDEX

GRI 102-55

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 102: General disclosures				
Organizational profile				
102-1	Name of organisation	About the Bank	05	
102-2	Activities, brands, products, and services	About the Bank	05	
102-3	Location of headquarters	About the Bank Footprint Contact details	05, 11, 82	
102-4	Location of operations	Footprint	11	
102-5	Ownership and legal form	About the Bank	05	
102-6	Markets served	About the Bank Footprint	05, 11	
102-7	Scale of the organisation	About the Bank A strong universal bank Staff structure	05, 07, 58	
102-8	Information on employees and other workers	Human capital development Staff structure	55, 58	
102-9	Supply chain	Supplier interaction	53	
102-10	Significant changes to the organisation and its supply chain	About the Bank	05	
102-11	Precautionary Principle or approach	Sustainability risk management, due diligence	35	
102-12	External initiatives	Contribution to the United Nations Sustainable Development Goals	14	
102-13	Membership of associations	Participation in associations	39	

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
Strategy				
102-14	Statement from senior decision-maker	Address by the Chairman of the Management Board	03	
Ethics and integrity				
102-16	Values, principles, standards, and norms of behavior	Business ethics and corporate culture; Anti-corruption; Countering financial crime; Sustainability risk management, due diligence.	28, 30, 32, 35	
102-17	Mechanisms for advice and concerns about ethics	Responding to incidents and reporting violations	38	
Governance				
102-18	Governance structure	Corporate governance; Jusan organisational structure.	22, 26	
102-19	Delegating authority	Corporate governance; Sustainability management approach.	22, 25	
102-20	Executive-level responsibility for economic, environmental, and social topics	Corporate governance; Sustainability management approach.	22, 25	
102-21	Consulting stakeholders on economic, environmental, and social topics	Anti-corruption; Countering financial crime.	30, 32	
102-22	Composition of the highest governance body and its committees	Composition of the Board of Directors.	27	
102-23	Chair of the highest governance body	Corporate governance.	22	
102-25	Conflicts of interest			
102-26	Role of highest governance body in setting purpose, values, and strategy	Sustainability management approach.	25	
102-27	Collective knowledge of highest governance body	Sustainability management approach.	25	
102-32	Highest governance body's role in sustainability reporting	About the report.	80	Report is approved by the Management Board of the Bank.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
Ethics and integrity				
102-16	Values, principles, standards, and norms of behavior	Business ethics and corporate culture; Anti-corruption; Countering financial crime; Sustainability risk management, due diligence.	28, 30, 32, 35	
102-17	Mechanisms for advice and concerns about ethics	Responding to incidents and reporting violations.	38	
Governance				
102-18	Governance structure	Corporate governance; Jusan organisational structure.	22, 26	
102-19	Delegating authority	Corporate governance; Sustainability management approach.	22, 25	
102-20	Executive-level responsibility for economic, environmental, and social topics	Corporate governance; Sustainability management approach.	22, 25	
102-21	Consulting stakeholders on economic, environmental, and social topics	Anti-corruption; Countering financial crime.	30, 32	
102-22	Composition of the highest governance body and its committees	Composition of the Board of Directors.	27	
102-23	Chair of the highest governance body	Corporate governance.	22	
102-25	Conflicts of interest	Managing conflicts of interest.	33	
102-26	Role of highest governance body in setting purpose, values, and strategy	Sustainability management approach.	25	
102-27	Collective knowledge of highest governance body	Sustainability management approach.	25	
102-32	Highest governance body's role in sustainability reporting	About the report.	80	Report is approved by the Management Board of the Bank.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
Stakeholder engagement				
102-40	List of stakeholder groups	Interaction of Jusan with stakeholders.	17	
102-41	Collective bargaining agreements			The practice of collective bargaining has not been implemented in the Bank. None of the parties has expressed a desire to engage in collective bargaining in accordance with clause 2 of Article 156 of the Labour Code of the Republic of Kazakhstan.
102-42	Identifying and selecting stakeholders	Interaction of Jusan with stakeholders.	17	
102-43	Approach to stakeholder engagement	Interaction of Jusan with stakeholders; Client satisfaction.	17, 43	
102-44	Key topics and concerns raised	Materiality analysis; Interaction of Jusan with stakeholders.	12, 17	
Reporting practice				
102-45	Entities included in the consolidated financial statements	About the report.	80	The IFRS financial statements cover the financial data and information for Jusan Bank JSC (Head Office and branches), without its subsidiaries.
102-46	Defining report content and topic Boundaries	Materiality analysis; About the report.	12, 80	
102-47	List of material topics	Materiality analysis.	12	The Sustainability Report is prepared for the first time.
102-48	Restatements of information			

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
102-49	Changes in reporting			The Sustainability Report is prepared for the first time.
102-50	Reporting period	About the report.	80	
102-51	Date of most recent report	About the report.	80	The Sustainability Report is prepared for the first time.
102-52	Reporting cycle	About the report.	80	
102-53	Contact point for questions regarding the report	Contact details.	82	
102-54	Claims of reporting in accordance with the GRI Standards	About the report.	80	
102-55	GRI content index	GRI Standards Index	83	
GRI 103: Management approach				
103-1	Explanation of the material topic and its Boundaries			Presented in the Report as part of the disclosure for each material topic.
103-2	The management approach and its components			Presented in the Report as part of the disclosure for each material topic.
103-3	Evaluation of the management approach			Presented in the Report as part of the disclosure for each material topic.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 200: Economic				
GRI-201: Economic performance				
201-1	Direct economic value generated and distributed	Direct economic value created and distributed.	10	
GRI 202: Market presence				
202-2	Proportion of senior management hired from the local community	Human capital development.	55	
GRI 203: Indirect economic impacts				
203-1	Infrastructure investments and services supported	Philanthropy and community support.	76	
203-2	Significant indirect economic impacts	Contribution to the United Nations Sustainable Development Goals.	14	
GRI 204: Procurement practices				
204-1	Proportion of spending on local suppliers	Supplier interaction.	53	
GRI 205: Anti-corruption				
205-1	Operations assessed for risks related to corruption	Anti-corruption.	30	
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption.	30	
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption.	30	
GRI 206: Anti-competitive behavior				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Internal control and compliance control.	34	No relevant cases were recorded during the reporting period.
GRI 207: Tax				
207-1	Approach to tax	Taxification.	36	
207-2	Tax governance, control, and risk management	Taxification.	36	

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 300: Environmental GRI 302: Energy				
302-1	Energy consumption within the organization	Consumption of fuel and energy resources.	72	
GRI 303: Water and effluents				
303-2	Management of water discharge-related impacts	Water and wastewater consumption.	70	
303-3	Water withdrawal	Water and wastewater consumption.	70	
303-4	Water discharge	Water and wastewater consumption.	70	
303-5	Water consumption	Water and wastewater consumption.	70	Due to accounting specifics, data on heat and hot water supply are consolidated in some of the branches of the Bank. Given the reorganisation of the Bank in 2021, water consumption statistics for some branches are incomplete.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 305: Emissions				
305-1	Direct (Scope 1) GHG emissions	Carbon footprint assessment.	69	
305-2	Energy indirect (Scope 2) GHG emissions	Carbon footprint assessment.	69	
305-4	GHG emissions intensity	Carbon footprint assessment.		
GRI 306: Waste				
306-2	Management of significant waste-related impacts	Waste management.	71	
306-3	Waste generated	Waste management.	71	Waste figures are presented in cubic metres due to specific accounting considerations. Given the reorganisation of the Bank in 2021, information on waste generation for some branches is incomplete.
GRI 307: Environmental compliance				
307-1	Non-compliance with environmental laws and regulations	Environmental impact.	67	

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 400: Social GRI 401: Employment				
401-1	New employee hires and employee turnover	Staff structure.		A breakdown of the number of newly hired employees by region of operation is not presented in the Report due to specific accounting considerations.
401-3	Parental leave	Staff structure.	58	
GRI 402 Labour/Management relations				
402-1	Minimum notice periods regarding operational changes	Human capital development.	55	Advance notice to employees of material changes in business activities that are likely to affect them materially shall be given in accordance with the laws of the Republic of Kazakhstan.
GRI 403: Occupational health and safety				
403-1	Occupational health and safety management system	Occupational health and safety.	63	
403-2	Hazard identification, risk assessment, and incident investigation	Occupational health and safety.	63	
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational health and safety.	63	There are no joint worker-employer HSE committees in Jusan.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
403-5	Worker training on occupational health and safety	Occupational health and safety.	63	
403-6	Promotion of worker health	Employee motivation and remuneration; Corporate events and volunteering.	61, 65	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee motivation and remuneration; Occupational health and safety.	61, 63	
403-9	Work-related injuries	Occupational health and safety.	63	
403-10	Work-related ill health	OCCUPATIONAL HEALTH AND SAFETY.	63	
GRI 404: Training and education				

404-1	Average hours of training per year per employee	Employee training and development.	60	Due to the specific accounting of training hours used at the Bank, it is not possible to provide data in a gender cross-section.
404-2	Programs for upgrading employee skills and transition assistance programs	Employee training and development.	60	Jusan does not have assistance programs provided to employees to ensure their continued employability, programs for pre-retirement age workers, or support programs upon retirement or termination of employment.
404-3	Percentage of employees receiving regular performance and career development reviews			No periodic performance evaluations of employees were carried out in 2021. The implementation of such practices is being studied.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 405: Diversity and equal opportunity				
405-1	Diversity of governance bodies and employees	Corporate governance; Staff structure.	22, 58	
405-2	Ratio of basic salary and remuneration of women to men	Employee motivation and remuneration.	61	Taking into account the acquisition of ATFBank JSC and organisational changes, no consolidated data on the gender pay gap for the employees of the Bank was generated in 2021.
GRI 406: Non-discrimination				
406-1	Incidents of discrimination and corrective actions taken	Human rights; Human capital development.	29, 55	
GRI 408: Child labor				
408-1	Operations and suppliers at significant risk for incidents of child labor			There are no units in the Bank that have a significant risk of child labour.
GRI 409: Forced or compulsory labor				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor			There are no units in the Bank that have a significant risk of using forced or compulsory labour.
GRI 410 Security practices				
410-1	Security personnel trained in human rights policies or procedures			There was no compulsory human rights training in 2021.

GRI STANDARDS INDEX

INDICATOR	INDICATOR DECODING	LOCATION IN THE REPORT	REPORT PAGE	COMMENTS
GRI 412: Human rights assessment				
412-1	Operations that have been subject to human rights reviews or impact assessments			Jusan did not carry out a human rights evaluation during the reporting period.
GRI 416: Client health and safety				
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services			During the reporting period, there were no incidents of non-compliance with requirements on the impact of the Bank's products and services on the health and safety of clients.
GRI 418: Client privacy				
418-1	Substantiated complaints concerning breaches of client privacy and losses of client data	Cybersecurity and data protection.	49	
GRI 419: SOCIOECONOMIC COMPLIANCE				
419-1	Non-compliance with laws and regulations in the social and economic area	Internal control and compliance control.	34	



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