



## **KPO Business Principles**

## **Executive Summary**

KPO conducts its business based on shared values and common principles.

These Business Principles set out the main business principles that govern how we conduct our business and set high standards of performance and ethical behaviour. We also expect all our stakeholders, including contractors and suppliers, to respect and adhere to these Business Principles.

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## **KPO BUSINESS PRINCIPLES**

KPO conducts its business based on shared values and common principles.

These Business Principles set out the main business principles that govern how we conduct our business and set high standards of performance and ethical behaviour. We expect all our stakeholders, including contractors and suppliers, to respect and adhere to these Business Principles.

### **PRINCIPLE 1: HEALTH, SAFETY AND THE ENVIRONMENT**

- We have a systematic approach to health, safety, security and environmental management in order to achieve continuous performance improvement.
- To this end, we manage these matters as critical business activities, set standards and targets for improvement, and measure, appraise and report performance externally.
- We continually look for ways to reduce the environmental impact of our operations.

### **PRINCIPLE 2: BUSINESS INTEGRITY**

- We insist on honesty, integrity and fairness in all aspects of our business and expect the same in our relationships with all those with whom we do business.
- The direct or indirect offer, payment, soliciting or acceptance of bribes in any form is unacceptable and we strongly reject any kind of associated behaviour.
- KPO staff must avoid conflicts of interest between their private activities and their part in the conduct of KPO's business, and any actual or potential conflict of interest must be declared to KPO.
- Facilitation payments are also bribes and must not be made.
- All business transactions on behalf of a KPO must be reflected accurately and fairly in the accounts of the company in accordance with established procedures and are subject to audit and disclosure.

### **PRINCIPLE 3: ECONOMIC**

- Long term profitability is essential to achieving our business goals and creating value for our shareholders and the Republic of Kazakhstan.
- We seek to compete fairly and ethically within the framework of applicable competition laws.
- Criteria for investment and divestment decisions include sustainable development considerations (economic, social and environmental) and an appraisal of the risks of the investment.

### **PRINCIPLE 4: PEOPLE**

- We treat each other with respect, fairness and decency.
- We respect and support the different cultures of our colleagues and the communities in which we work.
- We value the diversity of people, beliefs, skills, and experience.

## **PRINCIPLE 5: COMMUNITIES**

- We aim to be good neighbours by continuously improving the ways in which we contribute directly or indirectly to the general wellbeing of the communities within which we work.
- We build productive, collaborative and trusting relationships with government, our shareholders, our business partners, the local communities where we work and with each other.
- We strive to be open, straightforward, and transparent within the constraints of business confidentiality.
- We manage the social impacts of our business activities carefully and work with others to enhance the benefits to local communities, and to mitigate any negative impacts from our activities.

## **PRINCIPLE 6: COMMUNICATION AND ENGAGEMENT**

- We recognise that regular dialogue and engagement with our stakeholders is essential.
- We are committed to reporting of our performance by providing full relevant information to legitimately interested parties, subject to any overriding considerations of business confidentiality.
- In our interactions with employees, business partners and local communities, we seek to listen and respond to them honestly and responsibly.

## **PRINCIPLE 7: COMPLIANCE**

- We comply with all applicable laws and regulations of the countries in which we operate.

## **PRINCIPLE 8: POLITICAL ACTIVITIES**

### **Corporate conduct:**

- We do not make payments to political parties, organisations, or their representatives and do not participate in party politics.
- When interacting with government authorities, we have the right and responsibility to communicate our position on matters affecting the company, our employees, customers, shareholders, and local communities, in a manner consistent with our values, business principles, and ethical standards.

### **Employees' personal involvement:**

- KPO employees are free to engage in community or public activities, including standing for election to public office, provided that such involvement does not conflict with their responsibilities to the company and is appropriate in the local context.