

## **JSC NC “KazMunayGas” Quality Policy**

*As a vertically integrated national oil and gas company, JSC NC “KazMunayGas” (KMG) plays an important role in implementing the unified state policy in the industry through corporate governance of subsidiaries, dependent and jointly controlled entities that carry out operations in exploring, producing, transporting, storing, recycling and marketing hydrocarbons and refined products, as well as in managing the service infrastructure and assets.*

KMG represents the State’s interests in the oil and gas industry and reaffirms its commitment to the strategic directions of the shareholders’ activities aimed at creating value, improving the competitiveness and transiting to a green economy.

**Vision** — A national vertically integrated oil and gas company meeting high safety and sustainability standards and focused on maximising the financial performance.

**Mission** — We develop natural resources in an effective and efficient manner to ensure the energy safety, development and prosperity of Kazakhstan while caring about future generations.

### **Strategic goals:**

- 1) A sufficient resource base to support the Company’s growth
- 2) Enhancing the efficiency of the Company’s value chain
- 3) Business diversification and product portfolio expansion
- 4) Sustainable development and progressive decrease in the carbon intensity of the operations.

KMG strives to comply with the international corporate governance requirements and leading management techniques by maintaining and developing the integrated quality, environment, health and safety management system (IMS) in accordance with ISO 9001, ISO 14001 and ISO 45001.

KMG works to improve the IMS in alignment with the best global practices by means of well-arranged business processes, monitoring and control of current operations, strict adherence to the legislative requirements, allocation of responsibilities and authorities among its personnel at all levels for the efficient process management.

### **The central principles of management are:**

- Continuous improvement of performance by analysing the business processes, permanent monitoring, implementing automation of processes and their re-engineering. Continuous studying and use of the best practices in management technology and involvement of the subsidiary entities in the procedures of their application.

- Making management decisions based on the analysis of objective findings on the current operations, consistence of the decisions taken by KMG and its production operations

with both the interests of the shareholders and Kazakh society as a whole and the goals of sustainable and economic development of KMG.

- Commitment to preventing emerging challenges and their root causes by perfecting the internal control and risk management system.

- Undertaking well-targeted marketing research to determine the current and perspective market situation and the needs of major consumers as well as to evaluate their satisfaction.

- Implementing a system for free exchange of information and innovative ideas among the employees, encouraging and stimulating the personnel's efforts to improve quality, providing the opportunities to suggest and develop new ideas as well as developing the KMG employees' commitment to the quality management principles.

- Requiring the organisations that supply goods, works and services to ensure compliance with the quality standards approved by KMG and stipulated by the legislation of the Republic of Kazakhstan.

- Regular upgrading of quality related skills, competence and awareness of KMG's employees, promoting their active involvement in improving the operations, corporate governance system, sustainable development and asset protection.

- Information transparency of KMG to government authorities, shareholders, partners, employees, community and other stakeholders with regard to its operations.

**KMG's management team** declares that this Policy is an expression of KMG's quality values and principles and undertakes to adhere to its provisions when making management decisions.

**KMG's management team** is responsible for the Quality Policy implementation and undertakes to create the conditions required for the IMS operation and improvement, as well as to allocate, and ensure the effective use of appropriate resources for this purpose.

KMG's Quality Policy is available for all stakeholders.

