



SUSTAINABILITY REPORT
2024



Eurasian Bank

FROM BOLD PLANS TO A
SUSTAINABLE FUTURE



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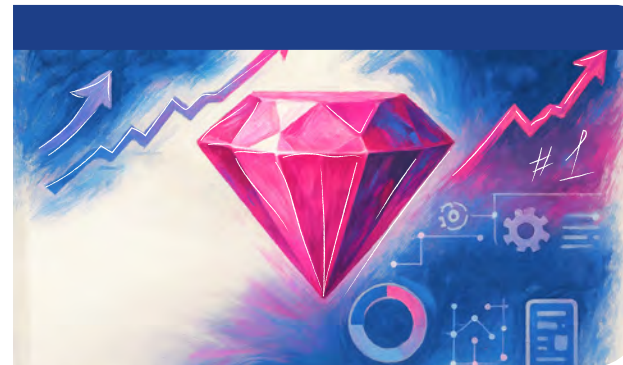


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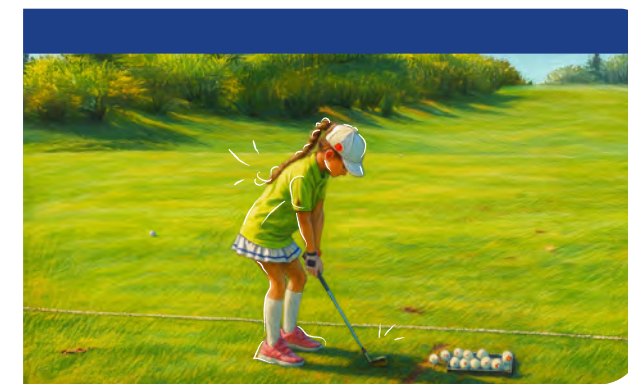
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CEO letter GRI 2-22

Dear partners, clients, and colleagues!

The 2024 year marked a significant milestone for Eurasian Bank, as we celebrated the 30th anniversary of our founding, a testament to our reputation as a reliable financial institution capable of setting ambitious goals and consistently achieving them. The anniversary year served not only as an occasion to reflect on our accomplishments, but also as a starting point for a new stage of strategic development.



One of the key milestones of this stage was the successful completion of a four-year strategic cycle, during which the Bank confidently advanced toward its goals, strengthening its market position and implementing technological solutions aligned with the demands of the time. Throughout this period, priority was given to the development of digital services for retail clients. We had been consistently building an ecosystem capable of meeting modern expectations by offering convenience, accessibility, and a high level of personalization. This approach enabled us to significantly expand our retail portfolio and reinforce the Bank's standing among the country's largest financial institutions. By the end of the strategic period, the Bank ranked 7th by assets while maintaining its position as one of the leaders in net interest margin.

An equally important focus of our work was the expansion of opportunities for corporate clients. We concentrated our efforts on developing efficient and user-friendly solutions tailored to the needs of businesses of all sizes, while preserving our traditionally high level of personalized service and complementing it with modern remote interaction formats. As a result, over the past four years the corporate loan portfolio has grown more than fivefold, and the range of available digital services has expanded significantly. Among the most in-demand innovations are digital tender guarantees, remote business registration, and integration with GovTech platforms, initiatives that enabled the Bank to firmly establish itself as a trusted financial partner for the business community.

Another important area of focus was enhancing the internal efficiency of our business processes with the aim of further improving the client experience. We gradually introduced the automated solutions, refined internal procedures, and increased the employee engagement in the implementation of the strategic objectives. These measures strengthened operational resilience and ensured a consistently high level of service at every stage of the client journey.

In parallel with the achievement of the strategic goals, the Bank reinforced its commitment to the principles of sustainable development. We are convinced that long-term success is impossible without a responsible approach to society and the environment, which is why we view sustainability not as a formal component of the strategy, but as a deliberate management stance that defines the logic behind our decisions.

Within the framework of the sustainability agenda, the Bank continues to expand its range of Environmental, Social, and Governance (ESG) products, offering clients financial solutions that support environmentally and socially significant initiatives. A key priority in the reporting year was the development of "green" auto lending, which demonstrated steady growth amid rising interest in environmentally friendly transport. At the same time, particular attention is devoted to supporting small and medium-sized enterprises, including through programs implemented with government backing.



30

Ms. Lyazzat Satiyeva

Eurasian Bank CEO

Key results for the reporting period include:

3.1 trillion tenge

Bank assets

2.3 trillion tenge

total of customer deposits and accounts

1.5 trillion tenge

Bank loan portfolio

Over **5** million customers

total customer base

Over **4,500** people

are employed by the Bank across Kazakhstan



The Bank also continues to actively implement ESG risk assessment mechanisms within its lending activities, refining internal procedures and tools that allow for the consideration of environmental and social factors in decision-making and enhancing the long-term resilience of its loan portfolio. We recognize that we are only at the beginning of our journey to integrate sustainable development principles into our operations. Despite the scale of the tasks ahead, we already rely on best practices and standards and are gradually embedding them into our internal processes.

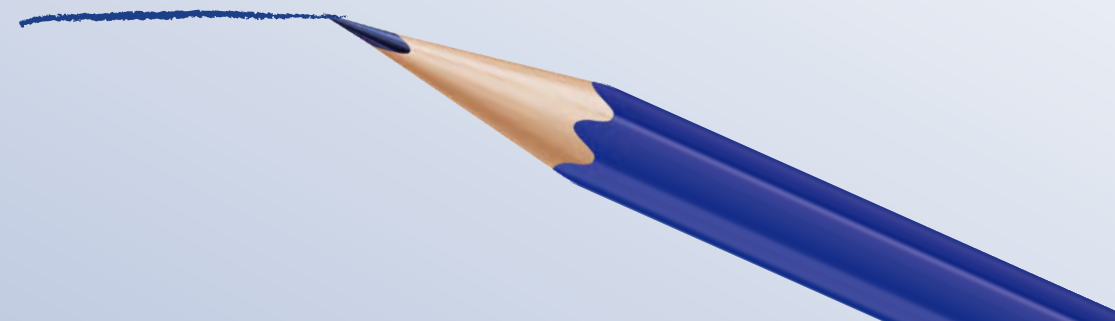
Additionally, during the reporting year, special attention was given to the social agenda, which remains a priority area of the Bank activities. In 2024, more than 10.6 billion tenge were allocated to charitable aid for organizations involved in mitigating the consequences of floods in several regions of Kazakhstan. These funds were used to meet the immediate needs of affected communities and restore critical infrastructure, representing a significant contribution to overcoming the emergency's impact. At the same time, the Bank provided targeted support to educational and medical institutions, supplying equipment, performing repairs,

and assisting organizations working with children with disabilities. The Bank aims not only to provide assistance but also to engage the employees in implementing the social initiatives, encouraging their active civic involvement. In the anniversary year, a volunteer project competition was organized, during which employees presented their own ideas aimed at addressing specific social challenges. We are convinced that contributing to sustainable development begins with concrete actions, and we are proud that an increasing number of our employees share this conviction.

Within its internal operations, the Bank seeks to minimize its environmental impact. We continue to implement energy-efficient and resource-saving solutions, modernizing engineering systems and optimizing energy and water consumption. In 2024, we succeeded in reducing total energy consumption by 3.9% compared to the previous year, including through the transition to energy-efficient lighting, upgrading climate control equipment, and improving operational efficiency. The Bank places particular emphasis on climate change, consistently developing practices for carbon footprint assessment and climate risk analysis. To strengthen its contribution to addressing climate challenges,

in 2024 the Bank joined the Priceless Planet international coalition, which unites financial institutions committed to supporting environmental conservation projects. Participation in this initiative opens new opportunities for implementing environmental measures and reinforces our contribution to global efforts to mitigate the impacts of climate change. We understand that environmental stewardship begins with everyday decisions, and we are proud that the sustainable approach became an integral part of the Bank corporate culture.

We express our gratitude to all those who share our commitment to sustainable development. We will continue to work with full dedication, guided by the principles of responsibility, transparency, and partnership, to make a significant contribution to a sustainable future!

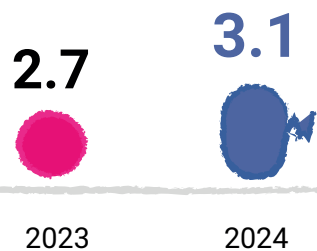


2024 within the sustainable development context

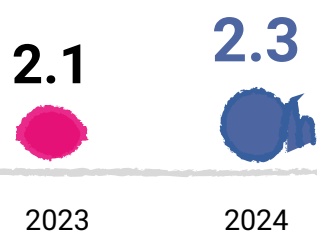
Financial indicators

416.6 billion tenge
generated direct economic value

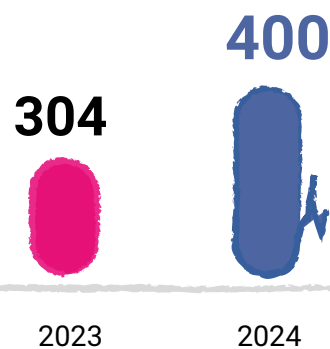
Assets, trln tenge



Customer deposits and accounts, trln tenge

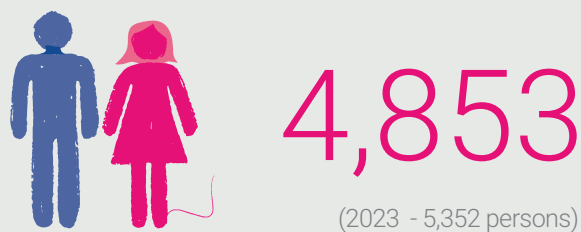


Capital, bln tenge



Social indicators

Actual headcount, persons

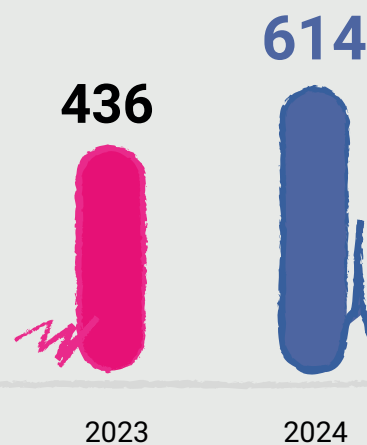


Women's representation in senior positions, %



10.5
average number of training hours per employee per year

Employees who received financial aid, persons

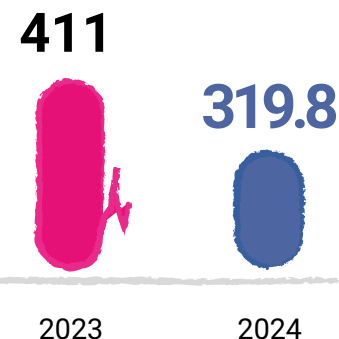


Environmental indicators

Fuel and energy consumption, GJ



Paper usage, tons



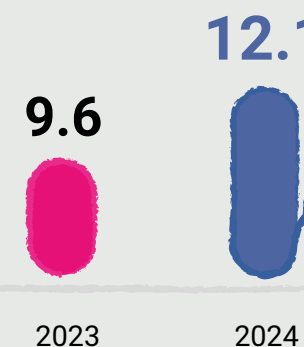
Total water withdrawal, ML



537,353.3
tons of CO₂ equivalent
the Bank's loan portfolio carbon footprint

Responsible business

Total social loans granted to SMEs, bln tenge



94.4%
the share of purchases from local suppliers

Total electric vehicle auto loans issued, mln tenge



ATMs accessible for individuals with disabilities, %



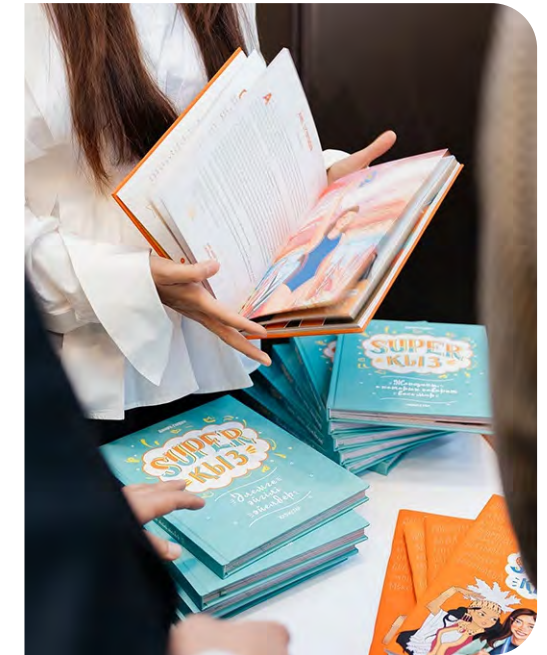
Key events of the reporting year



March

With the support of the Bank, a book about the Kazakhstan women was released on the eve of International Women's Day

The Super Qyz. Women the Whole World Talks About book tells, in an artistic form, the stories of outstanding women of Kazakhstan. The author of the book is Dinara Gaplan, a coach, entrepreneur, and the Chairperson of the Board of Trustees of the Bolashaq Foundation.



April

Eurasian Bank became the general partner of the Bolashak Bright project of the Bolashak Corporate Foundation

Anyone who donates 1,000 tenge or more at the bolashakbright.kz website becomes a participant in the raffle for valuable prizes and gifts, including the opportunity to appear in a movie. The goal of the project is to encourage charitable giving within the community, and the funds gathered are used to develop the charity foundations' projects in Kazakhstan.



The Bank joined the Priceless Planet global initiative to fight climate change

Eurasian Bank became the first Kazakhstani Company to join MasterCard's Priceless Planet global initiative, created in partnership with the Conservation International Foundation and the World Resources Institute. The Program brings together international banks and financial organizations with the goal of planting 100 million trees globally. To mark the occasion, the Bank employees planted an alley of 30 pink chestnut trees in a park near the Kazakh-British Technical University.



Global Finance recognized Eurasian Bank as the leading institution in trade finance in 2024

According to the results of the World's Best Trade Finance Providers 2024 regular rating of the Global Finance international financial edition, Eurasian Bank was distinguished as the best trade finance provider in Kazakhstan in 2024. The selection criteria included such factors as transaction volume, global reach, customer service quality, competitive pricing, and the incorporation of innovative technologies.

May

Technology for the good: Eurasian Bank donates 90 units of equipment to charity

Eurasian Bank made a significant contribution by donating ninety items of computer equipment to the administration of the Bostandyk District in Almaty. This equipment is intended to enhance technical support for public associations working with children with special needs.

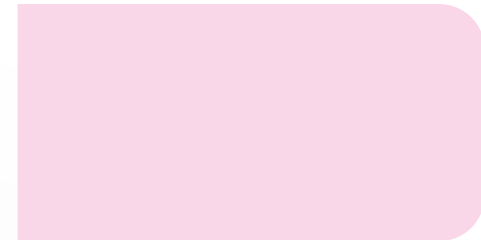


Eurasian Bank's annual calendar won a prize in the Silver Threads Corporate Calendar National Competition

Eurasian Bank took the third place in the IX Silver Threads Corporate Calendar National Competition in the High-Level Branding Task Solutions category. The competition evaluated the With Love, Eurasian, corporate calendar, dedicated to the Bank's 30th anniversary. The author of the illustrations is a young artist Zhanar Sagidolla @Suretwi. The organizer of the Silver Threads Corporate Calendar Competition is the Academy of Communication and Information (Moscow). Nearly forty companies from eight regions of Russia, Belarus, Kazakhstan, and Transnistria participated in the creative contest.

Global Finance recognized Eurasian Bank's artificial intelligence-driven financial innovation among the best ones

The Global Finance authoritative international publication, as part of its 2024 Innovators Awards, recognized Eurasian Bank in the Best Use of AI to Monitor Funds category. The digital solution developed by the Bank, in partnership with the Kazakhstan Housing Company, ensures the security and targeted use of shareholders' funds, enabling monitoring of every phase of housing construction in real time and detecting any deviations from the planned project schedule.



June

Eurasian Bank opens a new format outlet in Karaganda

The new flagship outlet, designed for comfort, offers customers access to a comprehensive range of banking products and services tailored for both individuals and businesses. A standout feature of this innovative service model is the integration of a closed credit cycle, which enables a seamless process for small and medium-sized enterprises to handle loan applications, from initial submission to approval and issuance.



August

Eurasian Bank organized a large-scale music festival in honor of its 30th anniversary

On August 4, with the support of Eurasian Bank, the first Pavlodar Music Fest, a contemporary music festival, was held in Pavlodar, attracting over 10,000 people. Popular Kazakhstani performers such as Miras Zhugunusov, Shiza, Akha, abdr., Ayau, Yenlik, 6ellucci, and Irina Kairatovna Band performed on stage at the Central Stadium.



In celebration of Miner's Day, the Bank held special events

Eurasian Bank extended its congratulations to the prominent enterprises in Karaganda, particularly Shubarkol Komir JSC and Nova Zinc LLP, honoring them on this special occasion and expressing appreciation for their work. On this day, anyone could enjoy the ice cream at a symbolic price of only one tenge. Additionally, the Bank recognized its most engaged card users, rewarding them with sweet gifts and branded products.

September

The Social Health Insurance Fund and Eurasian Bank began cooperation

The Bank customers will now receive information about the compulsory social health insurance contributions (CSHIC). As part of its efforts to expand communication channels with the public, the Fund signed a Memorandum of Mutual Cooperation with Eurasian Bank to build services for obtaining information about the CSHIC in the Bank's mobile app. Each Eurasian Bank customer will be able to view their status in the CSHIC system and information about the regularity of payments.



Moody's Ratings upgraded Eurasian Bank's long-term deposit ratings

Moody's Ratings upgraded Eurasian Bank's long-term deposit ratings from Ba3 to Ba2, as well as its BCA (Baseline Credit Rating) rating from b1 to ba3. The outlook for long-term deposit ratings is stable. According to the credit agency's official press release, such improvement in ratings reflects the growth in asset quality, profitability, and solvency of Eurasian Bank against the backdrop of a favorable operating environment and macroeconomic situation in Kazakhstan.

Eurasian Bank helped Karaganda Polyclinic No. 1 to upgrade its diagnostic equipment

Polyclinic No. 1 in Karaganda is considered one of the oldest and most respected medical institutions in the city, serving over 35,000 people. The Center for Best Practices (CBP) opened at the polyclinic in 2024, marking a significant milestone in its development. The Bank's support will help improve preventive healthcare for the city's residents.

October

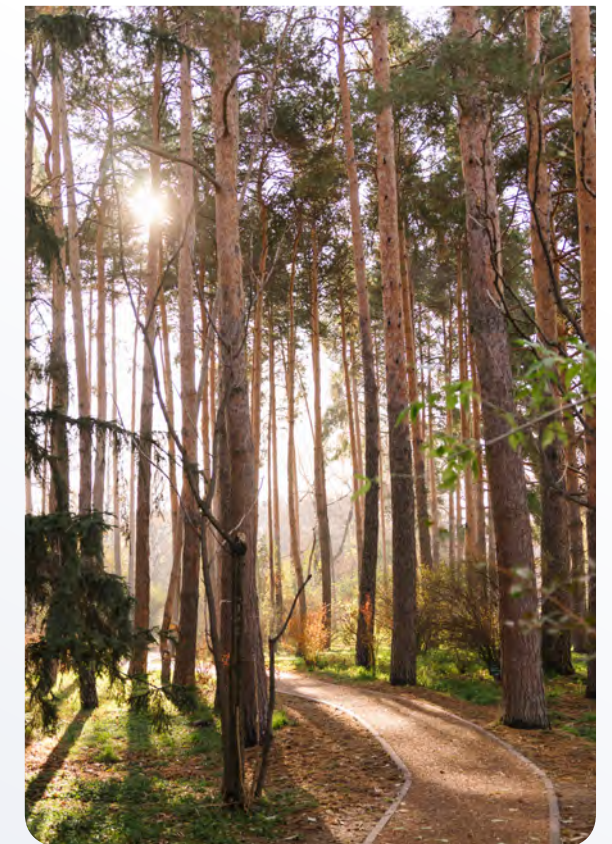
Eurasian Bank made a gift to the Zhylyoy Central District Hospital

Eurasian Bank helped to equip the Zhylyoy Central District Hospital in the Atyrau region and installed air conditioners in the hospital departments. One of the oldest medical institutions in Kazakhstan, the Zhylyoy Central District Hospital was founded in 1928.



Eco-card with a new design will add new alleys to the cities of Kazakhstan

Eurasian Bank, together with Mastercard, released a new design for the Eco-card, created specifically for people who support nature conservation. The Eco-card has the usual payment functions and an additional value as 1% of the bonus from each transaction goes to greening and waste recycling projects, making Kazakhstani cities cleaner and greener. To mark the launch of the Eco-card with a new design, the Bank employees planted an almond tree in the Herbs and Flowers Garden at the Almaty Botanical Garden.





November

Eurasian Bank rewarded students of the Multidisciplinary College at Sh. Ualikhanov Kokshetau University

Eurasian Bank supported the case championship among students of the Multidisciplinary College at Shokan Ualikhanov Kokshetau University and awarded cash prizes for the best business solutions. The Business, Region, Innovation theme of the championship, allowed the participants not only to demonstrate their knowledge but also to offer original solutions to current business challenges in the region. Ten teams specializing in Accounting and Auditing, Software, and Computer Science took part in the competition.

Eurasian Bank made a gift to Secondary School No. 10 in Semey

Meeting the request of Secondary School No. 10 in Semey, Eurasian Bank allocated funds to repair the school's sound equipment. More than 1,000 children study there, and the teaching staff consists of 95 people. The school pays great attention to the comprehensive development of its students. The institution offers a variety of clubs, as well as sports sections for football, volleyball, and chess.

The Arqalan Petroglyph Natural Park opened with the support of Eurasian Bank

On November 15, 2024, the Arqalan Petroglyph Natural Park opened in the Main Botanical Garden of Almaty. This landmark event was the result of the work of the Institute of Botany and Phytointroduction and the Petroglyph Hunters public organization, with the support of Eurasian Bank, the DNA Payments payment company, the FUNK creative agency, and the DDA communications agency. The Park recreates a unique ecosystem that combines steppe flora and an original interpretation of Turkic petroglyphs created by a renowned artist Sanzhar Zhubanov and a sculptor Said Aynekov.

December

The Banker named Eurasian Bank the Bank of the Year in Kazakhstan

The annual program of the The Banker authoritative international magazine recognized Eurasian Bank as the Bank of the Year in Kazakhstan. Experts noted a significant growth in financial indicators in 2023, including growth in loan and deposit portfolios, leading positions in the auto loan market, and an expansion of the digital product line, as well as the Bank's innovative steps in developing the National Bank's digital currency.



Eurasian Bank supported its employees' social projects with grants

On the eve of its 30th anniversary, Eurasian Bank completed its first volunteer project competition among its employees. The Bank awarded the contest participants with the opportunity to propose and implement ideas aimed at helping those in need, sharing the necessary financial and expert support. The project was operated by the I AM PART OF KAZAKHSTAN charitable foundation. The competition was the first such practice in the banking sector, with charity organized through corporate volunteering.





30 years of sustainable growth

The year 2024 marked a significant milestone for Eurasian Bank, celebrating three decades of progress in Kazakhstan's financial market. From its first operations to a comprehensive digital transformation, business expansion, and consistent growth, the Bank has continually strengthened its position. Today, its profile reflects stability, resilience, and the trust it has earned from clients, the business community, and international partners.

Bank profile

General information and structure of the Bank

GRI 2-1

Eurasian Bank JSC (referred to in the report as Eurasian Bank or the Bank) is a socially responsible commercial bank in the Republic of Kazakhstan, standing among the top ten banks in the country by asset size.

With a 30-year history and customer trust, the Bank is recognized as a reliable financial institution with a solid reputation. In recent years, the Bank strengthened its market position by expanding its corporate loan offerings, increasing its auto loan volumes, and ramping up its efforts in the retail sector. The enhancement of digital services, including a mobile app, alongside streamlined business processes, significantly improved the quality of customer service and strengthened its competitive edge.

Furthermore, the Bank is actively collaborating with businesses to make banking services more accessible while also implementing social initiatives and corporate responsibility programs.

2024 Achievements of the Bank

TOP-5

in terms of deposits in Kazakhstan

The Bank surpassed the mark of 1 trillion tenge in terms of retail customer deposits

7,600

auto loans

The Bank reached its highest monthly volume of auto loans in October

22,000

operations

The number of transactions conducted by individuals on the Bank's new Forex Platform

+35

integrations

with government and information systems in the Smartbank mobile app

18%

growth in the corporate loan portfolio by the end of 2024

More than 10.6

billion tenge

delivered to public funds for flood relief and victims' support

14.3

billion tenge

306 loans issued within the framework of the DAMU and DBK state programs to support entrepreneurship



2024 Awards and Ratings

Kazakhstan's Bank of the Year award by the The Banker international publication

THE BANKER



BANK OF THE YEAR AWARDS 2024

Best Trade Finance Provider in Kazakhstan by Global Finance as a part of the World's Best Trade Finance Providers 2024 rating

The Best Use of AI to Monitor Funds by the Global Finance international publication as part of the 2024 Innovators Awards category



Moody's Ratings upgraded Eurasian Bank's long-term deposit ratings from Ba3 to Ba2, as well as its BCA (Baseline Credit Rating) rating from b1 to ba3. This upgrade highlights the Bank's consistent enhancement in asset quality, profitability, and solvency, bolstered by a favorable macroeconomic climate in Kazakhstan

MOODY'S

Geographical presence

GRI 2-1, 2-6

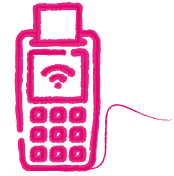
18
branches



122
outlets



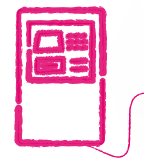
1,088
POS-terminals



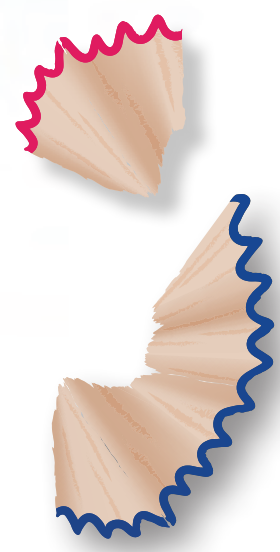
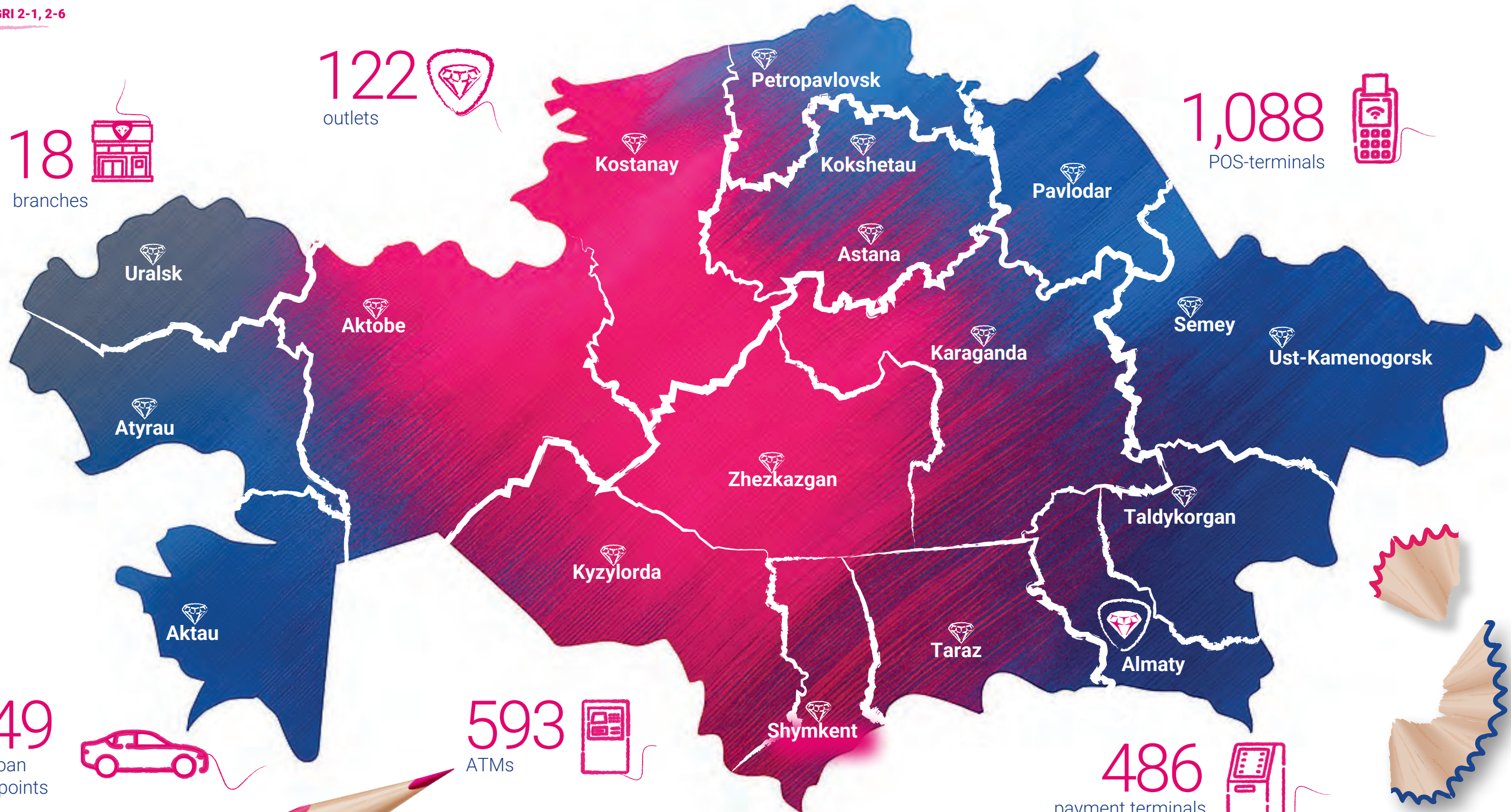
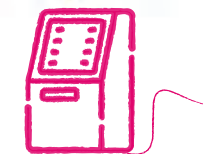
249
auto loan sales points



593
ATMs

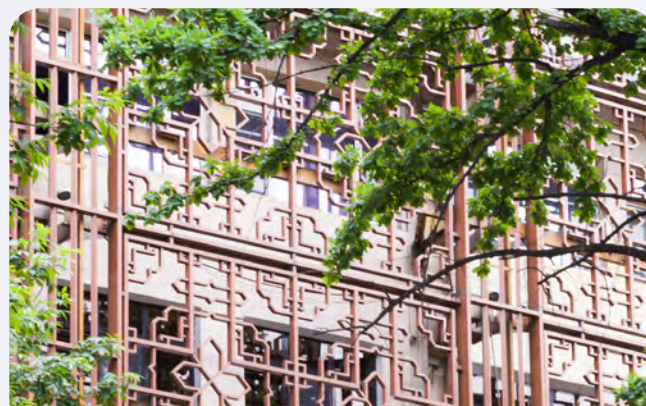


486
payment terminals






Development strategy

In 2024, Eurasian Bank continued to implement its 2021-2024 Development Strategy, aiming to strengthen its position as one of the leading technology-driven retail banks in Kazakhstan. The Bank's strategic vision within the framework of the Strategy for 2021-2024 is to develop a universal banking model with a focus on the retail segment, aimed at providing high-quality services to all categories of customers and achieving maximum financial efficiency.



The main priorities of the Strategy for 2021-2024:

-  Improving the quality of digital experience for retail customers, providing them with personalized products, and strengthening the value offer.
-  Developing and offering efficient solutions for corporate clients while maintaining a high level of personal service and developing remote interaction channels.
-  Improving the internal efficiency of the Bank's business processes to develop staff engagement and enhance the customer experience.

During the reporting period, the Bank continued its digital transformation and modernization of business processes, product lines, and customer service, searching for new functional and required solutions to meet customer expectations. The Bank focused its efforts on digitalization and improving the quality of customer experience. It upgraded its IT infrastructure and updated its mobile apps for both individuals and businesses (Smartbank and SmartBusiness), enabling a significant part of its products and services to be offered online. By the end of the reporting period, about 80% of all loan applications had been processed remotely.

Strategic results and achievements confirm the successful implementation of the Bank initiatives as part of its digital transformation. Upon completion of the 2021-2024 Development Strategy, the Bank achieved the following key results:

- The introduction of digital products and services, combined with high portfolio growth rates, enabled the Bank to strengthen its market position and maintain high strategic KPIs: at the end of the period, the Bank improved its position in terms of assets from ninth to seventh place and ranked second in terms of net interest margin (NIM) among the top ten banks.



- According to international business publications, the Bank's auto lending was recognized as the best in Kazakhstan. With over 40% market share in the new car segment, the Bank holds its position as a leader in the auto lending market.
- The Bank achieved remarkable growth in its deposit portfolio, with total deposits surpassing 2 trillion tenge. With retail customer deposits exceeding 1 trillion tenge, it ranks among the five largest banks in Kazakhstan.
- The Bank launched the fastest credit solution in the commodity lending market - the Broker 2.0 project, enabling consumer loan approvals within just four seconds. The initiative was recognized by international business publications, specifically International Business Magazine and Global Finance.
- The Bank improved the stability of the Smartbank mobile app and expanded its functionality.
- The Bank's corporate loan portfolio experienced over fivefold growth in line with the 2021-2024 Strategy.
- The range of digital solutions for corporate clients was significantly broadened, including digital tender guarantees, individual entrepreneur registration, and integration with GovTech services.
- As part of its 2022 initiative, the Bank implemented a project on crypto and digital assets, becoming the first in the region to issue a payment card based on the Central Bank's digital currency (CBDC).
- Moreover, the Bank's long-term foreign currency rating was upgraded multiple times from B2/Negative to Ba2/Stable.

In the second half of 2024, the Bank began crafting a new Development Strategy for 2025-2027, which the Board of Directors approved on March 3, 2025. This strategy leverages an updated business model to enhance operational stability, adapt to shifting market conditions, and embrace modern management practices. It is built on the principles of balanced development, efficient risk management, increased digital maturity, process optimization, and reinforcing the Bank position within the financial system.

Membership in associations

GRI 2-28

Eurasian Bank participates in the activities of professional associations, contributing to constructive interaction with representatives of the financial sector, participating in the improvement of the regulatory environment, and expanding business cooperation.

The Association of Financiers of Kazakhstan

The Bank is a member of the Association of Financiers of Kazakhstan (AFK). Its primary mission is to protect the interests of its members in dialogue with government authorities, including through participation in the process of improving the financial legislation of the Republic of Kazakhstan. In the reporting year, the Bank was actively involved in AFK's work on the development and discussion of draft laws, international treaties, and normative legal acts regulating the financial sector and the activities of financial organizations



The Atameken National Chamber of Entrepreneurs (Atameken NCE)

The Bank had been collaborating with the Atameken NCE within the framework of initiatives aimed at safeguarding the rights and interests of businesses and participating in the development of legislative and regulatory terms for conducting business activities. During the reporting period, the Bank participated in meetings hosted by the Atameken NCE, aimed at discussing current issues in the development of the financial sector and the regulation of the business environment.



Banking ombudsman

The Bank is also a member of the Board of Representatives of the Banking Ombudsman, which is an advisory body established to facilitate efficient dispute resolution between banks and individual borrowers. The Bank involvement in this Board contributes to the development of balanced approaches to dispute resolution and to strengthening trust among clients.





A new format – new opportunities for the regions

Eurasian Bank is expanding its presence in key regions of Kazakhstan, making modern financial services more accessible to both individuals and businesses. A core priority is the development of new-format branches designed to provide a full range of services combined with a personalized approach to every client.



Corporate governance

Corporate governance structure

According to the Charter, the corporate governance structure of Eurasian Bank includes:

- **The superior body - the General Meeting of Shareholders**
- **The management body - the Board of Directors**
- **The executive body - the Management Board**

General Meeting of Shareholders

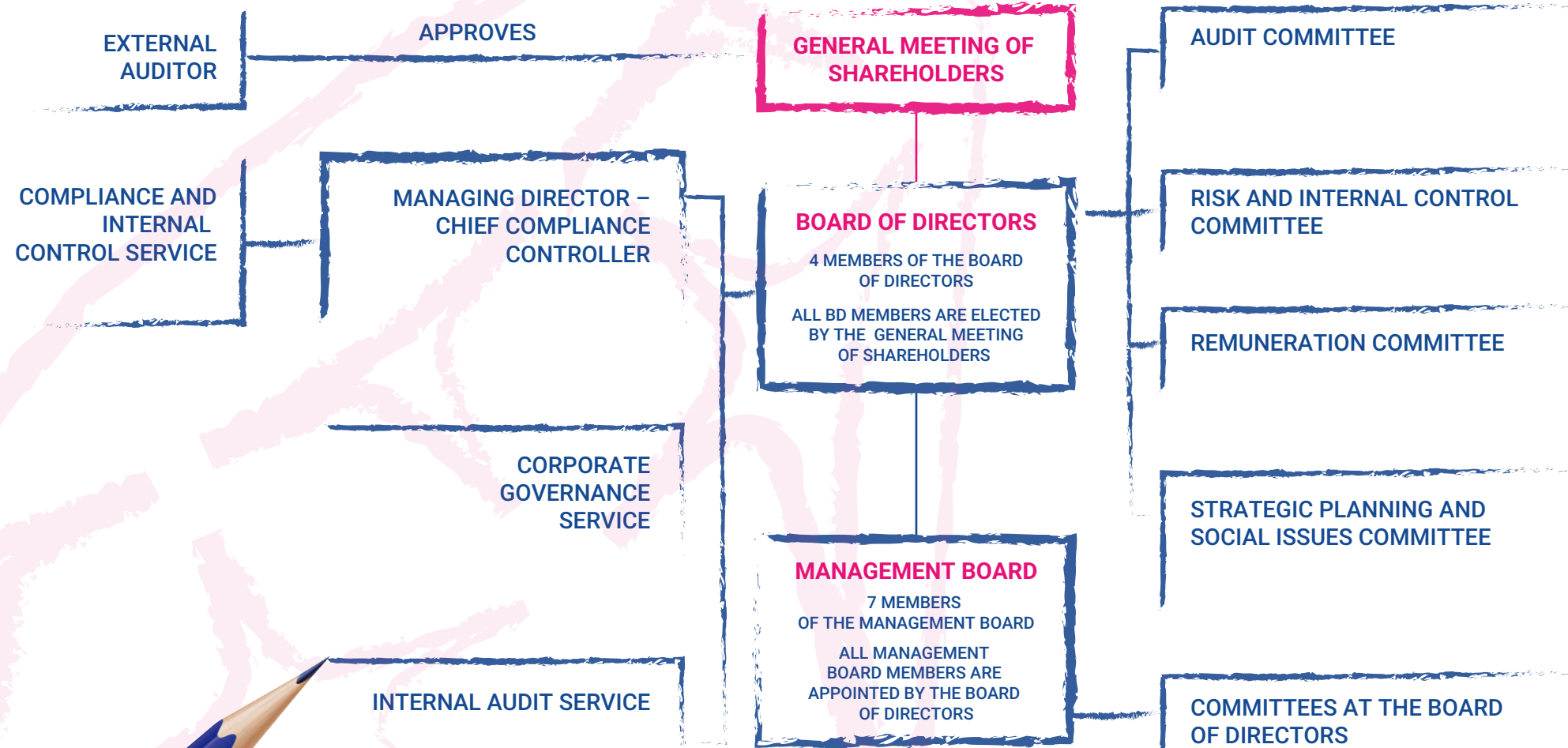
The Eurasian Bank's sole shareholder is the Eurasian Financial Company JSC with 100% participation. The ultimate beneficiaries, in equal shares, are Mukadaskhan Ibragimov, Patokh Shodiev, and Aleksandr Mashkevich, each owning 33.3% of the shares of the holding company.

The General Meeting of Shareholders is the supreme body of corporate governance, controlling the critical issues of the Bank activities. The General Meeting of Shareholders makes decisions of strategic importance that have a direct impact on the organization's development. These decisions are made through voting, with each shareholder having one vote, unless otherwise specified by the law and the Bank's

internal documents. The powers of the General Meeting of Shareholders are defined by legislation and the Bank Charter and cannot be transferred to other governing bodies.

The Bank is a subsidiary of the Eurasian Financial Group, which is headed by Eurasian Financial Company JSC, and operates as an independent legal entity under its umbrella. As of December 31, 2024, the Bank holds 100% ownership in two subsidiaries that are engaged in the management of distressed assets, as well as Eurasian Bank in the Republic of Uzbekistan.

The Bank's corporate governance structure



Board of Directors

The Board of Directors of the Bank is the governing body responsible for overall management of the Bank operations, ensuring oversight over the executive body's work, and monitoring the implementation of key management decisions.

In 2024, the Board of Directors held 110 meetings, considering issues related to the establishment of credit lines for the Bank customers, related-party transactions, and the Bank's management and regulatory reporting.

Some of the key issues the Board of Directors considered and approved during the reporting period include:

- approval of the Bank's Retail Business Strategy for 2024-26;
- approval of the Bank as a sponsor for the Uly Dala Association Republican Public Association for the development of rural businesses under the Memorandum of Cooperation for the project of the AMANAT Party "Qaryzsyz Qogam";
- approval of charitable assistance for those citizens of Kazakhstan affected by flooding in populated areas of the country;
- approval of a temporary procedure for reviewing and deciding on retail loan restructurings;
- Full Online Auto Loan in the New MVP Workflow pilot project.

Composition of the Board of Directors

GRI 2-9

In 2024, the Bank's Board of Directors experienced several changes. Effective 2 October 2024, Arman Nurushev was elected as an Independent Director, and Munisa Shodiyeva was elected as a Board Member. On the same day, the mandate of Zhanbota Bekenov, who had previously served as an Independent Director, was terminated ahead of schedule. Subsequently, on 26 December 2024, Munisa Shodiyeva voluntarily resigned from the Board of Directors.

As of the end of the reporting period, the Board of Directors consisted of four members¹.

ALEKSANDR MASHKEVICH CHAIRPERSON OF THE BOARD OF DIRECTORS

Date of election: September 14, 1998

Date of re-election: October 3, 2024

Work experience:

- 2021–December 2024 – Chairperson of the Supervisory Board of Eurasian Production Company LLP;
- 2013–2024 – Chairperson of the Board of Directors of Eurasian Resources Group S.a.r.l.;
- 2009–December 2024 – Member of the Board of Directors, Chairperson of the Board of Directors of Eurasian Industrial Company JSC;
- 2008–current – Chairperson of the Board of Directors of Eurasian Financial Company JSC;
- 2002–current – President of the Eurasian Industrial Association, Chairperson of the Board of Directors of the Eurasian Natural Resources Corporation Limited Company (ENRC Ltd);
- 1998–August 2025 – Chairperson of the Board of Directors of Eurasian Bank.

Membership in the Bank Committees: Chairman of the Risks and Internal Control Committee, member of the Remuneration Committee of the Board of Directors of Eurasian Bank JSC.

SHUKHRAT IBRAGIMOV MEMBER OF THE BOARD OF DIRECTORS

Election date: January 20, 2017

Re-election date: October 3, 2024

Work experience:

- 2024–current – Chairperson of the Board of Directors of Eurasian Resources Group S.a.r.l.; Chief Executive Officer of Eurasian Resources Group S.a.r.l.;
- 2023–current – Chairperson of the Board of Directors of Eurasia Insurance Company JSC;
- 2022–current – Chairperson of the Supervisory Board of Eurasian Group LLP;
- 2021–current – member of the Audit Committee, Remuneration Committee, and Committee on Sustainable Development, Mergers, and Acquisitions at the Board of Directors of Eurasian Resources Group S.a.r.l., member of the Supervisory Board of Eurasian Production Company LLP;
- 2019–current – Member of the Board of Directors of Eurasian Financial Company JSC, Chairperson of the International Asian Film Festival (USA);
- 2017–current – Member of the Board of Directors of Eurasian Bank JSC.

Membership in the Bank Committees: Audit Committee, Remuneration Committee, and Risks and Internal Control Committee.

VITALIY REPEY MEMBER OF THE BOARD OF DIRECTORS, INDEPENDENT DIRECTOR

Election date: March 1, 2019

Re-election date: October 3, 2024

Work experience:

- 2023–current – Deputy Director of SR Investments LLP;
- 2020–2023 – Head of the Representative Office of Trenetoe B.V. LLC;
- 2019–current – Member of the Board of Directors, Independent Director of Eurasian Bank JSC;
- 2007–2019 – Director of Economics at Investigations, Investments, and Development LLP;
- 2003–2006 – Corporate Finance Director at Brinkford CJSC;
- 2000–2003 – Auditor at the international auditing firms Arthur Andersen and Ernst & Young.

Membership in the Bank Committees: Chairperson of the Audit Committee, the Remuneration Committee, and the Strategic Planning and Social Issues Committee of the Board of Directors.

ARMAN NURUSHEV MEMBER OF THE BOARD OF DIRECTORS, INDEPENDENT DIRECTOR

Election date: October 3, 2024

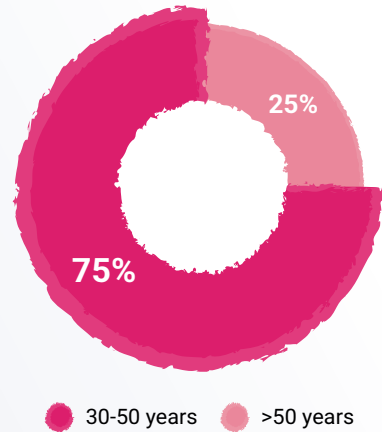
Work experience

- 2024–current – Member of the Board of Directors, Independent Director of Eurasian Bank JSC;
- 2022–current – Director of VK Tech Kazakhstan LLP;
- 2021–current – member of the Board of Directors, Independent Director of Eurasian Capital JSC;
- 2020–current – member of the Board of Directors, Independent Director of Astana Innovations JSC;
- 2019–2024 – Member of the Board of Directors, Independent Director of JSC Eurasian Financial Company;
- 2017–2019 – Deputy Chairperson of the Management Board for Information Technology of Kazakhstan Temir Zholy NC JSC;
- 2016–2024 – Member of the Board of Directors, Independent Director of JSC National Information Technologies;
- 2014–2017 – Director of Corporate Sales Division of Samsung Electronics KZ and Central Asia LLP;
- 2007–2014 – Sales Director of SAP Kazakhstan LLP;
- 2004–2007 – Project Manager at the Representative Office of Oracle Netherlands B.V.;
- 2001–2004 – Deputy Chairman of the Management Board for Economics and Finance of Astana Gas Service OJSC.

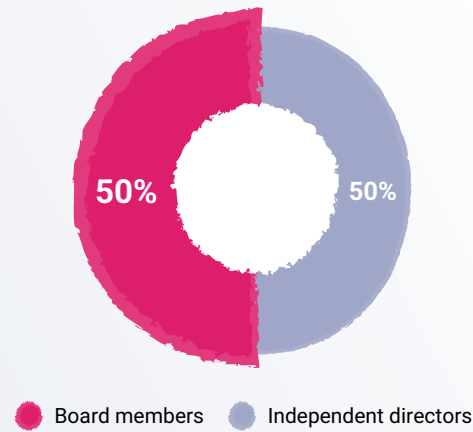
Membership in the Bank Committees: none

¹For detailed information on the biographical details of the members of the Board of Directors, please see the 2024 Annual Report of Eurasian Bank JSC.

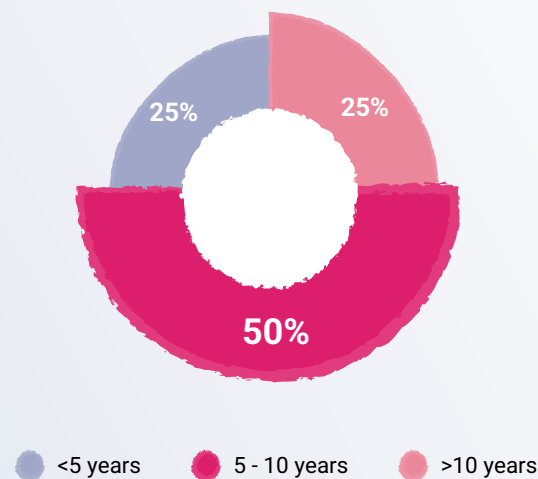
The structure of the Board of Directors, by age, %



The structure of the Board of Directors, by independence status, %



The structure of the Board of Directors, by tenure, %



Opening of the flagship outlet in Karaganda

Eurasian Bank has opened its first flagship outlet in Karaganda, offering a full range of banking services for both individuals and businesses. The new outlet combines advanced service technologies with a personalized approach, creating a comfortable environment for clients and providing solutions that cover everything from daily transactions to long-term investments.

A distinctive feature of the outlet is its closed-loop lending process, which enables small and medium-sized enterprises to complete the entire financing procedure – from submitting an application to receiving funds – all in one place. This model makes banking services more convenient and transparent, supports the growth of entrepreneurship in the region, and ensures broader access to modern financial instruments for local residents.



Board of Directors election procedure

GRI 2-10, 2-11

The sole shareholder of the Bank shall nominate candidates for the Board of Directors, determine the number of members of the Board of Directors, set the terms of office for its members, and approve the remuneration conditions.

Before submitting candidates for voting, the Bank shall conduct an internal review. During this process, relevant Bank structural subdivisions assess the candidates for compliance with the requirements of Kazakhstan’s legislation and internal regulations of the Bank. Special attention shall be paid to the candidates’ impeccable business reputation, high level of professionalism, and absence of conflicts of interest in their professional conduct. In addition, competencies relevant to the Bank’s specific activities, such as experience in the financial sector and knowledge of the regional context, shall be considered.

The General Meeting of Shareholders elects the members to the Board of Directors through a cumulative voting process, in which each shareholder may allocate all their votes to one candidate or distribute them among several. Those candidates with the highest number of votes are elected to the Board; in the event of a tie, a new round of voting is held among the tied candidates.

According to the internal regulations, the Board of Directors shall consist of at least three members, and at least 30% of its members must be independent directors. Member of the Management Board, except for the chairperson, are not eligible to serve on the Board of Directors. The chairperson of the Bank’s Management Board shall not serve as the chairperson of the Board of Directors.

Board of Directors performance evaluation

GRI 2-18

The Bank regularly evaluates the performance of its Board of Directors following the Bank’s internal regulations. The evaluation shall take place at least once per year and cover both the overall performance of the Board as a collective entity and the individual contributions of each member.

All the Board members participate in the evaluation process, which takes into account their professional experience, preparation for meetings, level of engagement in discussions, and timeliness in decision-making. The assessment shall follow the confidentiality requirements.

Later, annual evaluation results shall be presented for approval at the General Meeting of Shareholders to contribute to improving the Board of Directors performance progress along with the Bank’s overall corporate governance.

Committees of the Board of Directors

GRI 2-9, 2-10

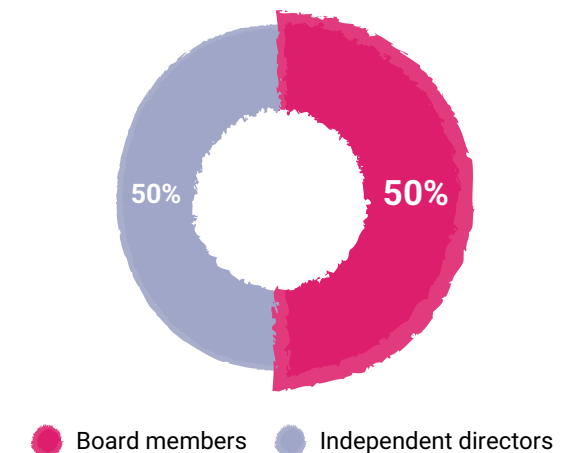


1. The Audit Committee

The Audit Committee supports the Board of Directors in monitoring the quality of information disclosed on the Bank operations. The Committee reviews key issues related to the completeness and accuracy of financial statements, contributes to enhancing the efficiency of internal auditing activities, and coordinates interaction with external auditors as part of the mandatory audit of financial statements.

Members: Repey V. (chair), Ibragimov Sh.

Independent directors within the Audit Committee composition, %



In 2024, the Audit Committee made 22 decisions during its meetings. The key issues considered included:

- decision on the audit firm to conduct the audit of the Bank's 2024 financial statements;
- consideration of the external auditor's independence and approval of the terms of the audit engagement;
- analysis of the audit results of the financial statements and approval of an action plan to implement the recommendations of the audit firm;
- preliminary approval of issues to be presented at the Annual General Meeting of Shareholders.

2. The Risks and Internal Control Committee

The Risks and Internal Control Committee is responsible for overseeing the development and functioning of the Bank's risk management and internal control systems. As part of this responsibility, the Committee provides guidance on managing key types of risks and ensures compliance with the established risk appetite levels. Additionally, it assesses the sustainability of these mechanisms and monitors their efficiency.

Members: Mashkevich A. (chair), Ibragimov Sh. The committee does not have any independent directors.

In 2024, the Risks and Internal Control Committee made 78 decisions, among other things, addressing the following issues:

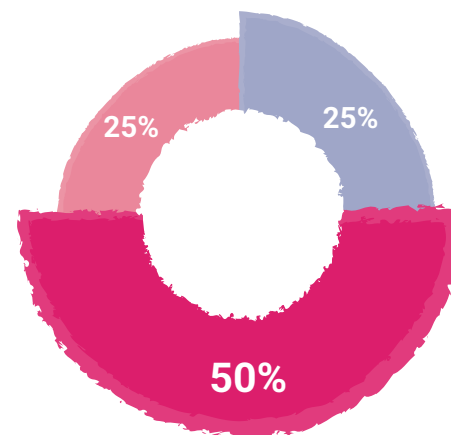
- reviewing the risk appetite report and operational risk management reporting;
- monitoring the internal capital adequacy assessment process;
- analyzing the results of stress testing of key risks and their impact on the capital position;
- establishing and reviewing sector-specific limits for credit risks;
- adjusting the capital financing plan in the event of unforeseen circumstances.

3. The Remuneration Committee

The Remuneration Committee is responsible for establishing an efficient remuneration system. The Committee reviews remuneration issues for members of the Management Board and employees of the Bank, and facilitates improvements in the organizational structure to ensure proper management of conflicts of interest, in accordance with the legislation of the Republic of Kazakhstan.

Members: Repey V. (chair), Mashkevich A., Ibragimov Sh., Gazyamova S.

Independent directors within the Remuneration Committee composition, %



● Independent directors ● Board members ● Experts

In 2024, the Remuneration Committee reviewed 17 issues in the following areas:

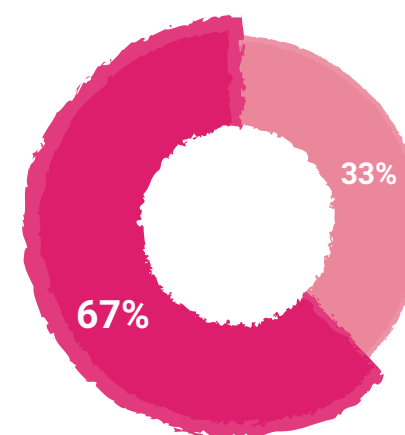
- making changes to the Bank's organizational structure;
- reviewing fixed and variable remuneration for senior staff;
- considering remuneration matters for employees accountable to the Board of Directors;
- updating the Remuneration Policy.

4. The Strategic Planning and Social Issues Committee

The Strategic Planning and Social Issues Committee coordinates the development and implementation of the Bank strategy, ensuring its consistency with market conditions, accepted risk levels, and financial stability indicators. The Committee also reviews internal documents to verify their compliance with strategic priorities and participates in the formulation and development of the Bank's Social Policy.

Members: Repey V. (chair), Satiyeva L., Khamidullin A.

Independent directors within the Strategic Planning and Social Issues Committee composition, %



● Management Board members ● Independent directors

The key issues addressed in 20 decisions, the Strategic Planning and Social Issues Committee made in 2024, covered the following topics:

- review of the Bank's performance results;
- report on the actual implementation of the Bank Budget;
- approval of the Retail Business Strategy for 2024-26;
- monitoring of the Bank's Development strategy implementation;
- approval of the 2023 Sustainability Report.

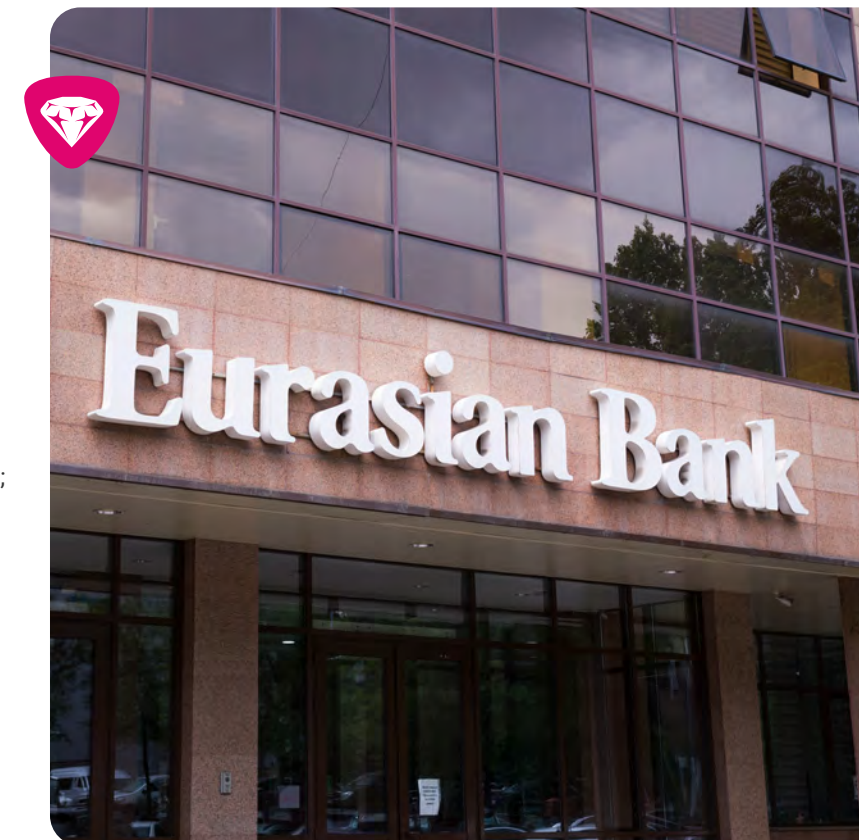
The Board of Directors forms the committees, composed of members of the Board and, if required, external professionals with relevant expertise. Each committee must include at least one member with experience in IT, banking, risk management, or budgeting.

The Audit Committee, Remuneration Committee, and Strategic Planning and Social Issues Committee are chaired by independent directors. The Risks and Internal Control Committee is chaired by an independent director or the Chairperson of the Board of Directors.


The Board of Directors determines the terms of office and procedures for forming and rotating committee membership. To maintain independence and diversity of opinion, members of the Board of Directors periodically rotate through the committees.


Management Board


The Bank's Management Board is a collegial executive body responsible for overseeing the daily operations of the Bank. The Management Board ensures implementation of the decisions made by the General Meeting of Shareholders and the Board of Directors and is accountable for sustainable management of the Bank's operational and financial activities.




Members of the Management Board:

 **Lyazzat Satiyeva**
Chairperson

 **Sabyrzhan Bekbosunov**
Deputy Chairperson

 **Yerlanbek Kappar**
Deputy Chairperson

 **Gaziz Yermekov**
Deputy Chairperson

 **Ibragim Altamirov**
Deputy Chairperson

 **Askar Khamidullin**
Deputy Chairperson

 **Ainagul Dauletbayeva**
Deputy Chairperson

Remuneration of the Board of Directors and Management Board

GRI 2-19, 2-20

The remuneration system for members of the Bank's governing bodies is designed to incentivize efficient performance of senior management and ensure achievement of the Bank's strategic objectives. Remuneration consists of fixed and variable components. The fixed component is determined based on competencies, market benchmarks, and the employee's contribution to achieving strategic goals and managing key business processes. The variable component is paid at the end of the year contingent on meeting pre-established targets (KPIs), approved by the Board of Directors following the approval of the annual financial statements. The bonus amount reflects the level of risk assumed and the contribution to the Bank's financial stability. Currently, the Bank does not directly incorporate sustainability-related KPIs into the remuneration structure for governing bodies and senior management.

The amount of remuneration is set according to position level. The General Meeting of Shareholders approves the remuneration for members of the Board of Directors. Based on the recommendations of the Remuneration Committee, the Board of Directors approves the remuneration for the Management Board members. The Board of Directors also determines the remuneration for employees providing direct subordinate services. The Chairperson of the Management Board sets remuneration for other employees in accordance with the current salary management system.

As of the end of 2024, total remuneration paid to the members of the Board of Directors amounted to

662.5 million tenge

and remuneration paid to Management Board members amounted to

1,082.2 million tenge

Business ethics

GRI 2-23

The Bank places particular importance on business ethics, considering it a key element of corporate culture and a foundation for sustainable relationships with all stakeholders.

The Bank approach to business ethics is codified in the Code of Ethics and Business Conduct, approved by the Board of Directors. The Code applies to all employees, regardless of position, and governs behavior in performing official duties as well as interactions with clients, partners, government authorities, colleagues, and competitors.

Key values embedded in the Code, forming the ethical foundation of the Bank operations, are as follows:



Healthy ambition

Setting clear goals, pursuing excellence, and continuously improving customer service.



Creativity and innovation

Actively seeking solutions to enhance the internal processes, adopting new approaches, and fostering a professional development culture.



Power of gratitude

Recognition for the contributions of customers, partners, and employees, fostering a culture of appreciation and constructive feedback.



Trust

Adherence to the principles of transparency, integrity, and mutual respect in relations with colleagues, clients, and external partners.



Responsibility

Readiness to assume the consequences of decisions made, fulfillment of commitments, and a strong focus on achieving results in day-to-day operations.

In addition, the Bank adheres to the principle of respecting human rights, viewing it as a fundamental guideline for business conduct. Respecting the rights and dignity of individuals is considered essential for promoting a healthy work environment and building ethical relationships with internal and external stakeholders.

Anti-corruption

GRI 3-3, 205-3

The Bank consistently implements a zero-tolerance policy toward corruption, fraud, and other forms of unethical behavior. Compliance with business ethics is considered a key component of sustainable corporate governance and an essential condition for maintaining the trust of shareholders, clients, and partners.

The principles of anti-corruption are enshrined in the Bank's Internal Policy on Anti-Fraud, Official Misconduct, and Corruption. At its core is a categorical prohibition on employees participating in any unlawful activities, including abuse of authority, conflicts of interest, and obtaining personal gain while performing official duties.

A special role in shaping the ethical climate is assigned to senior management, which must demonstrate a personal example of zero tolerance toward violations and actively contribute to strengthening the Bank's corporate culture. An important component of the Bank policy is systematic monitoring of compliance with regulatory requirements. Continuous monitoring is conducted of adherence to the legislation of the Republic of Kazakhstan and internal regulations, along with an analysis of risks associated with unethical behavior by both employees and counterparties.

Before employment, candidates undergo a thorough background check to assess reliability, potential conflicts of interest, and propensity for unlawful behavior. The Bank partners and counterparties are also evaluated in terms of their commitment to ethical standards.

To ensure timely detection of violations, the Bank maintains a confidential reporting mechanism. Employees who have information on possible corruption incidents are required to notify their immediate supervisor or use the communication channels outlined in the Code of Ethics:

The communication channels



- phone: +7 (727) 244 54 00;
- extension number: 00911 (during opening hours);
- e-mail: Natalya.Gudimova@eubank.kz.

Alternative communication channels include:

- Mobile number of the Internal Audit Service: +7 701 035 32 64 (during opening hours)
- Special form for submitting complaints to the Compliance Service is available on the [website](#).

Anonymous drop boxes are also installed in all main branches and Head Office locations, and the responsible staff check them regularly. Failure to disclose information promptly may be considered a violation of the policy and could result in disciplinary action.

The efficiency of the current assessment and response mechanisms is regularly reviewed. Each year, the Security Department prepares a consolidated report on the performance of the internal control system, which is coordinated with the Chairperson of the Management Board. The conclusions and recommendations are presented to the Board of Directors at least once a year.

During the reporting period, no confirmed cases of corruption were identified within the Bank.

Conflict of interest

GRI 2-15

In implementing the policy on preventing and resolving conflicts of interest, the Bank follows the Corporate Governance Code, the Code of Ethics and Business Conduct, and the Conflict of Interest Regulation Rules approved by the Board of Directors. The Rules define general approaches to preventing, identifying, and managing potential conflicts of interest, including proper management mechanisms at all organizational levels.

The Board of Directors is responsible for strategic oversight of conflicts of interest, including consideration of potential conflicts when establishing the organizational structure and approving personnel policies. Preliminary evaluation of such issues involves the Management Board and an authorized advisory body, which may be a committee of the Board of Directors, a committee of the Management Board, or a designated group appointed according to the internal Bank documents.

At the operational level, conflict-of-interest prevention and resolution is ensured through a set of internal procedures and mechanisms designed to minimize the risk of personal bias in business operations.

The internal control framework includes the following measures:

- **Dual control of transactions**
Implementation of a mutual control system that ensures the independence of critical decisions and prevents collusion at the operational level.

- **Restriction on participation in decision-making**
Exclusion of employees whose personal interests may influence the outcome from reviewing and approving relevant transactions.
- **Accounting and disclosure of information on related parties**
Keeping registers of individuals connected to the Bank through special relationships, affiliated companies and transactions with them to ensure transparency and facilitate subsequent monitoring.
- **Automation of processes**
Digitalization of the key business functions to reduce human errors and enhance transparency.
- **Controls over information use**
Restrictions on the use of confidential information for personal purposes or transfer to third parties.
- **Personal gain prohibition**
Personal gain in the course of performing official duties is prohibited.

In the event of a conflict of interest, employees must prepare a confidential internal memo and submit it to the relevant subdivisions, the Chairperson of the Management Board, and, if required, the Board of Directors. Public disclosure of such cases to external stakeholders is not stipulated.

Compliance with laws

GRI 2-27

The Bank places the highest priority on compliance with the laws of the Republic of Kazakhstan and the regulatory requirements of the authorized bodies. Maintaining a high level of legal discipline is regarded by the Bank as an integral part of responsible business conduct and a key condition for the stability of corporate governance.

Cases of legal violations

Indicator	2022	2023	2024
Number of non-monetary penalties imposed for violations of the law	25	23	25
Number of fines issued for violations of the law ²	13	15	5
Total amount of fines settled for violations of the law, tenge	9,005,130	46,193,750	12,738,320

²The Bank paid all fines in full.

In 2024, the Bank was subject to supervisory actions, including administrative fines imposed by the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market (ARDFM). During the reporting period, the Bank incurred five fines totaling 12,738,320 tenge.

These actions were related to identified violations of specific legal provisions during both scheduled and unscheduled inspections conducted by the authorized bodies within their regulatory authority.

The identified violations were not systemic and did not pose significant risks to the Bank's financial stability. However, corrective measures were taken in each case to address the root causes of the violations and minimize the risk of recurrence.

The Bank is committed to continuously improving its internal control procedures and enhancing regulatory compliance monitoring to mitigate potential regulatory risks.



Feedback mechanisms

GRI 2-12, 2-25, 2-26

The Bank provides mechanisms that allow stakeholders to seek guidance on responsible business practices and to raise concerns about the Bank's actions or decisions. These mechanisms play a vital role in building trust among clients, partners, and other stakeholders.

The Bank employees can report violations through designated subdivisions, including HR Help, the Recruitment and Adaptation Unit, and the Security Department. Additionally, as stated in the Code of Ethics and Business Conduct, employees are expected to report such issues to their immediate supervisors. If required, the following confidential channels can be used:

- phone: +7 (727) 244 54 00;
- extension number: 00911.

The Bank's Contact Center is open to external stakeholders and can be reached via the following channels:

- mobile numbers: +7 (771) 000-77-22, +7 (700) 000-77-22, +7 (702) 010-77-22;
- e-mail: contactcenter@eubank.kz.

The process for reviewing applications, complaints, and appeals (hereinafter referred to as "appeals") received by the Bank is governed by the internal Guidelines for Handling Appeals and Complaints. According to these guidelines, all appeals, regardless of the method of submission (oral, written, or electronic), must be registered and processed in the Bank's information system, and refusal to accept appeals is prohibited.

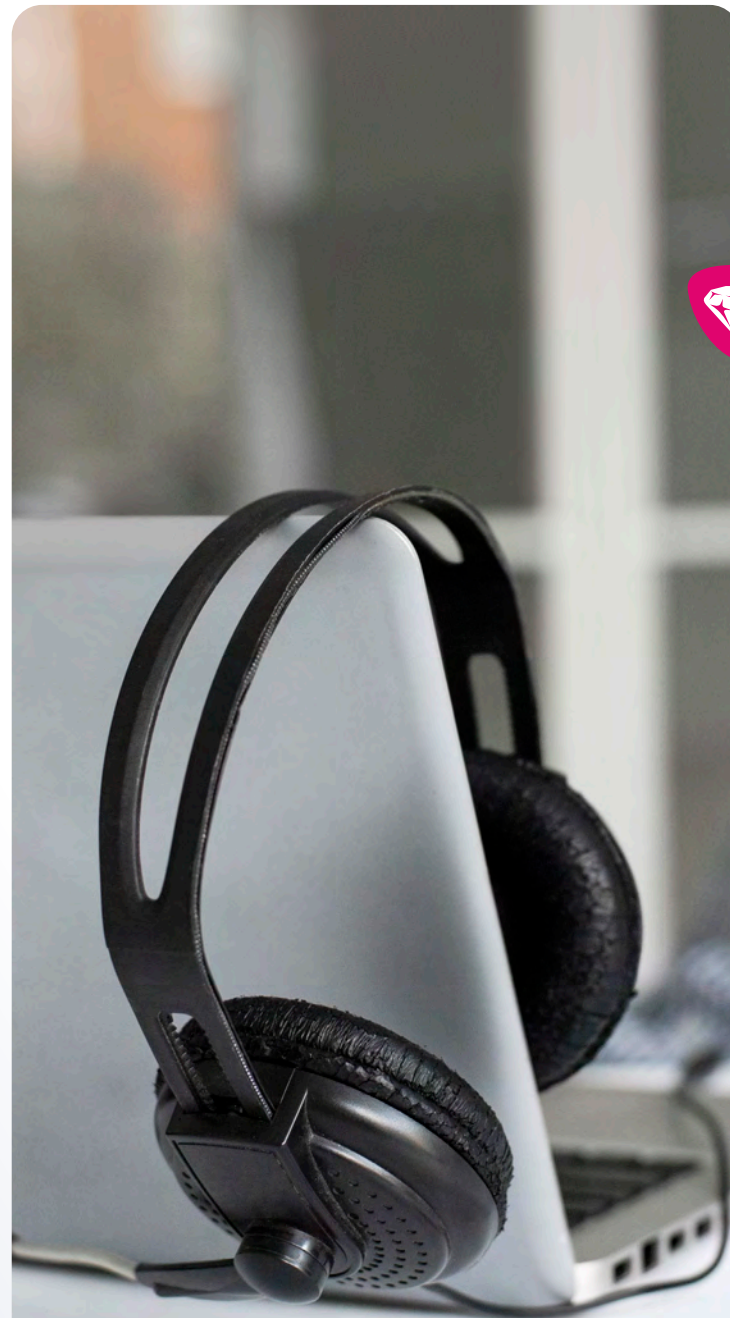
Once registered, the appeal is forwarded to the appropriate subdivision authorized to prepare an official response. If the content of the appeal covers several areas of the Bank operations, the primary subdivision responsible for coordinating and preparing a consolidated response is determined.

The response is formulated based on an analysis of the submitted materials. Bank employees may request additional information from the applicant if necessary. The finalized response is then sent to the applicant through their preferred communication channel, which may include mail, email, or any other method specified in the agreement.

The timeframe for considering an appeal varies depending on its nature, typically ranging from three to fifteen working or calendar days, with the possibility of extension in exceptional cases. Complaints containing information about potential employee misconduct or signs of fraud are

promptly forwarded to the Security Department for internal review and evaluation.

The Customer Experience Block oversees compliance with the established procedures and timelines for processing appeals. All stages of processing are logged in the information system to ensure transparency and accountability. At the end of each year, a report summarizing the volume and nature of received appeals is prepared, approved by the Management Board, and submitted for review by the Bank's Board of Directors.



Sustainable development management

Eurasian Bank is committed to building an efficient business model based on the principles of environmental, social, and corporate responsibility, serving the interests of both current and future generations. The Bank approach to sustainable development is integrated into the core aspects of corporate governance, operational activities, and stakeholder engagement, reflecting its commitment to responsible growth.



The Bank relies on key provisions in the field of sustainable development, following the principles of the UN Global Compact:

- The Bank adheres to the principles of fairness and equality for all stakeholders, without infringing on the rights of shareholders, customers, employees, or partners in the process of achieving corporate goals.
- The Bank makes every effort to protect the environment and actively participates in addressing environmental issues.
- As a responsible participant in the financial market, the Bank complies with applicable laws, respects human rights, maintains zero tolerance for corruption, and prevents conflicts of interest.
- The Bank consistently promotes ethical behavior and upholds high standards of corporate governance.
- The Bank adheres to principles of openness and transparency towards all stakeholders.

Sustainable development management system

GRI 2-9, 2-12, 2-13, 2-14

The Board of Directors defines the Bank's strategic priorities in the field of sustainable development. During the preparation of the annual non-financial statements, the Board of Directors reviews a list of material topics and approves the final version of the Sustainability Report, ensuring that the information disclosed is consistent with the Bank's long-term objectives.

The management and coordination of ESG activities within the organization are entrusted to the Strategic Planning and Sustainable Development Division. This Division is responsible for developing and maintaining the Bank's sustainable development system, integrating ESG principles into corporate policies and internal regulations, and preparing the annual Sustainability Report. The Strategic Planning and Sustainable Development Division also facilitates interaction among subdivisions on sustainable development matters and supports the implementation of ESG initiatives in daily operations.

The improvement of sustainable development management processes is carried out in phases, with a focus on embedding ESG principles into the Bank's everyday operations. Special attention is given to incorporating ESG factors into strategic planning, developing internal policies and procedures, and the management decision-making system. This approach allows the Bank to establish a sustainable corporate practice oriented toward long-term goals and balanced engagement with stakeholders.



Corporate documents in the sustainable development field

GRI 2-23, 2-24

Sustainable development issues are managed within the Bank through an internal regulatory framework, which establishes a unified approach to the ESG agenda and will be further complemented by targeted policies covering specific areas of sustainable development. Currently, the implementation of related initiatives is supported by the following key corporate documents:

- The Bank's Development Strategy;
- The Code of Ethics and Business Conduct;
- Policy on Anti-Fraud, Official Misconduct, and Corruption;
- Guidelines for Providing Financial, Charitable, and Sponsorship Assistance.

The principles outlined in these documents are mandatory for all Bank employees and are taken into account in activities that involve stakeholders or affect their interests.

Stakeholder engagement

GRI 2-29

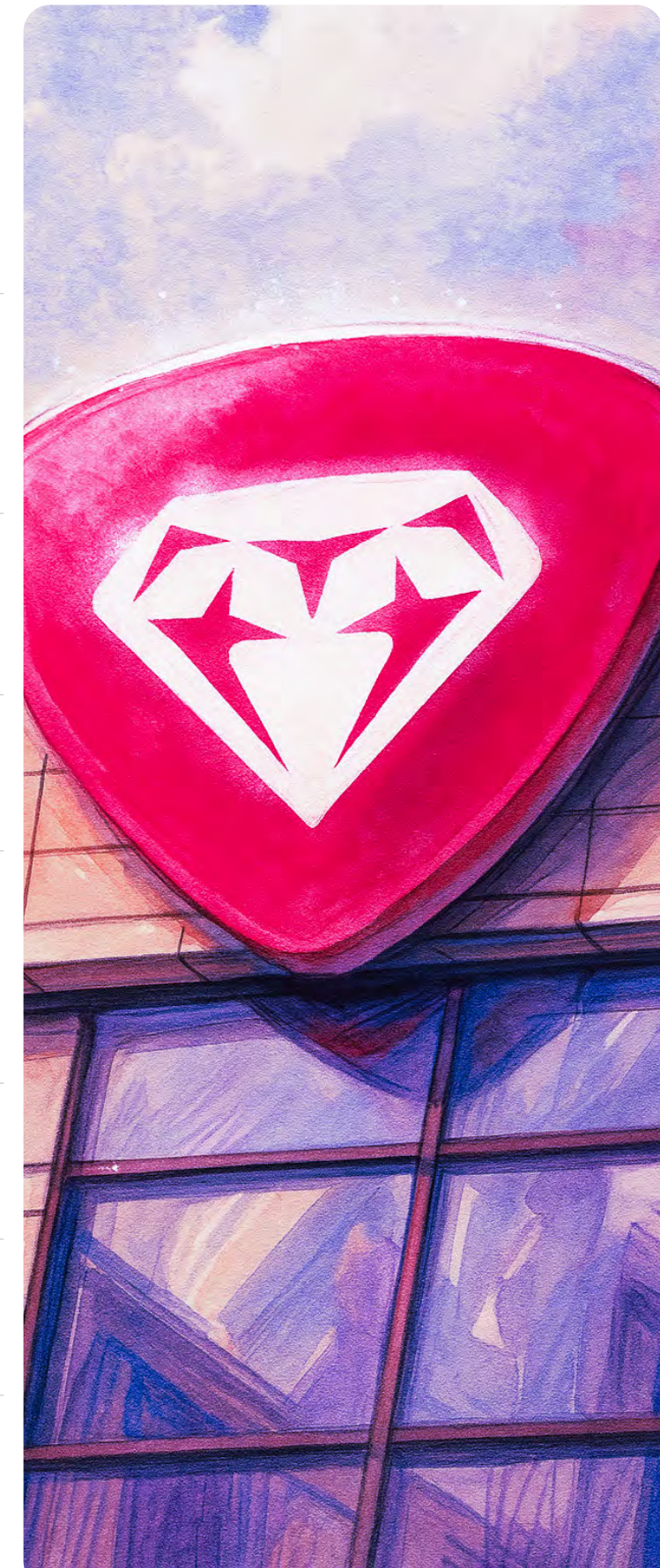
The Bank considers stakeholder engagement an integral part of its sustainable development management system. Continuous work in this area promotes active stakeholder involvement in discussions and ensures their interests are properly considered in managerial decisions.

To maintain an open dialogue, the Bank provides access to up-to-date information and supports various feedback channels. This approach helps form a more accurate understanding of stakeholder expectations and strengthens the trust that underpins sustainable business relationships.

The table below presents the objectives and mechanisms of the Bank engagement with the main groups of stakeholders:

Stakeholder engagement

Stakeholders	The purpose of interaction	The mechanism of interaction
Shareholders and investors	<ul style="list-style-type: none"> • Ensuring corporate governance transparency • Providing reliable and timely information on financial and operational performance • Strengthening the trust and investment attractiveness of the Bank 	<ul style="list-style-type: none"> • General Meeting of Shareholders • Written information requests • Quarterly and annual reports, including financial statements • Press releases and information materials for investors
Employees	<ul style="list-style-type: none"> • Ensuring awareness of the goals, objectives, and changes in the Bank activities • Maintaining an open dialogue on working conditions and professional development • Increasing staff satisfaction and motivation • Timely response to employees' suggestions and feedback 	<ul style="list-style-type: none"> • Personal consultations with top management • Corporate website • Contact Center • Quarterly and annual reports, including financial statements • Press releases • Social networks • Employee engagement and other surveys
Clients	<ul style="list-style-type: none"> • Building satisfaction with the quality of service • Timely notification of new products, changes, and risks • Taking into account customer needs when developing financial solutions • Receiving feedback to improve services 	<ul style="list-style-type: none"> • Contact Center • Corporate website • Social networks • Press releases • Customer satisfaction surveys • Quarterly and annual reports • Consultations in Bank outlets
Suppliers and partners	<ul style="list-style-type: none"> • Maintaining stable and mutually beneficial business relationships • Compliance with contractual obligations and standards of business ethics • Alignment of delivery expectations on quality, timing, and terms 	<ul style="list-style-type: none"> • Meetings and conference calls • Corporate website • Press releases
Society	<ul style="list-style-type: none"> • Strengthening public confidence in the Bank activities • Improving the financial literacy of the population • Support for socially significant initiatives and charitable projects • Promoting the sustainable development of the presence regions • Building a positive image and reputation as a responsible institution 	<ul style="list-style-type: none"> • Charitable programs and social initiatives • Corporate website • Press releases • Contact Center • E-mail
Government agencies, regulators	<ul style="list-style-type: none"> • Contributing to the industry regulation and financial policy improvement • Timely provision of mandatory reporting and disclosure of information • Facilitating the implementation of government programs and initiatives 	<ul style="list-style-type: none"> • Regular reporting (from daily to annual), including financial reporting • Specialized meetings and forums • Legally established channels of fiscal interaction (payments and taxes)
Mass media	<ul style="list-style-type: none"> • Increase the Bank brand recognition and reputation • Timely reporting on key events, initiatives, and performance results • Prevention of the dissemination of false information and reputational risk management 	<ul style="list-style-type: none"> • Corporate website • Press releases • Press conferences and briefings • Social networks



The Bank's contribution to the SDGs

The UN Sustainable Development Goals (SDGs) serve as a guideline for defining the Bank's strategic priorities in the sustainable development field. Within the framework of its core activities and ongoing initiatives, the Bank identifies six priority goals:

The Bank's contribution to the SDGs

Goal	Objective	The Bank approach to achieving the SDGs	The Bank contribution to the SDGs in 2024
<p>Good health and well-being</p>	<p>3.d. Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction, and management of national and global health risks.</p>	<p>The Bank offers its employees access to medical services and actively encourages participation in sports and wellness programs, fostering a corporate culture centered on the values of a healthy lifestyle.</p>	<ul style="list-style-type: none"> A total of 53 runners and 18 enthusiastic fans from the Bank employees participated in the Almaty Marathon 2024. Additionally, a charity run was held in Astana, organized in partnership with the Heart Center Foundation, where 45 Bank employees took part.
<p>Quality education</p>	<p>4.4. By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship.</p>	<p>The Bank offers a diverse array of training and development initiatives that significantly contribute to the professional growth and potential advancement of its employees.</p>	<ul style="list-style-type: none"> Various training programs were launched to enhance both the professional skills and personal competencies of the workforce.
<p>Gender equality</p>	<p>5.1. Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.</p> <p>5.5. Ensure women's full and efficient participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.</p>	<p>The Bank is committed to upholding the principles of gender equality in areas such as hiring, remuneration, and career advancement. It actively works to eliminate discrimination and promote initiatives that challenge gender stereotypes.</p>	<ul style="list-style-type: none"> Support for the publication of The Super Qyz. Women the Entire World is Talking About book that highlights the remarkable achievements of women from Kazakhstan, in recognition of International Women's Day, Additionally, the Bank backed the hosting of the Women in Tech Kazakhstan 2024 Conference, aiming to enhance the participation and influence of women in the technology sector.
<p>Decent work and economic growth</p>	<p>8.5. By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p>8.10. Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance, and financial services for all.</p>	<p>The Bank is dedicated to offering competitive pay and creating a comfortable work environment while promoting a corporate culture grounded in equality and engagement. Work is simultaneously underway to expand access to financial services for various segments of the population, including through the development of digital channels and product solutions.</p>	<ul style="list-style-type: none"> A new outlet at the Khorgos International Center will further expand access to financial services for both retail and corporate clients.

Goal	Objective	The Bank approach to achieving the SDGs	The Bank contribution to the SDGs in 2024
<p>Climate action</p>	<p>13.1. Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>13.2. Integrate climate change measures into national policies, strategies, and planning.</p>	<p>The Bank incorporates climate considerations into its risk management processes, focusing on vulnerability assessment and reducing environmental impacts.</p>	<p>In preparing this Report, the Bank:</p> <ul style="list-style-type: none"> Conducted climate stress testing to evaluate how vulnerable the loan portfolio is to climate risks. Assessed greenhouse gas emissions, which included calculating the emissions associated with funded projects.
<p>Peace, justice and strong institutions</p>	<p>16.5. Substantially reduce corruption and bribery in all their forms.</p>	<p>The Bank is committed to upholding the rule of law and maintaining high standards of corporate governance. It actively takes steps to combat corruption and financial fraud.</p>	<ul style="list-style-type: none"> A hotline and anonymous communication channels are in place to promptly report cases of extortion and fraud by employees.



Risk management

Internal control system

The internal control system at Eurasian Bank is an ongoing component of corporate governance that focuses on monitoring and controlling key processes. Its primary aim is to prevent and quickly identify any violations or deviations from established procedures. Additionally, it seeks to implement corrective actions to address these issues and prevent their recurrence.

This internal control system is based on several guiding principles:

- Engagement of all Bank employees, subdivisions, and branches in internal control processes as part of their functional activities and fulfillment of job responsibilities.
- Application of control measures to all types of operations and business processes, with mandatory compliance with internal regulations and procedures.
- Continuity of internal control operations to ensure the timely identification and prompt mitigation of risks and deviations.

Risk management

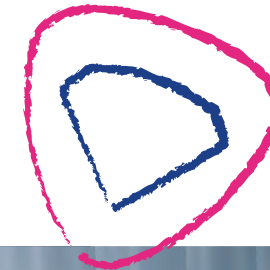
The Bank's risk management and internal control system covers all levels of corporate governance and the entire range of the Bank activities.

The Board of Directors is responsible for establishing and upholding an efficient internal control framework that ensures sound risk management practices. Within its designated authority, the Board of Directors approves the Bank's risk appetite strategy, defines acceptable limits for each major type of risk, and reviews and approves the methodology used to quantify these risks.

To support these functions, the Board of Directors founded the Risks and Internal Control Committee. The Committee is responsible for conducting risk assessments, formulating appropriate management policies, and ensuring adherence to the established risk appetite levels. Additionally, the Committee regularly monitors key risks to keep the risk profile relevant and to enhance the efficiency of risk management across the organization.

The Bank's Management Board presents the acceptable levels of risk appetite for each significant type of risk to the Board of Directors for their approval, ensuring alignment with the approved strategy. They also oversee compliance with these levels in day-to-day operations.

At the executive level, the Risk Management Block plays a crucial role in the risk management system. This subdivision is tasked with creating internal regulatory documents, ensuring compliance with the established procedures, and providing methodological support to help organize risk management processes at the operational level.



Three lines of defense

The Bank employs a three-line defense model to establish a robust risk management and internal control system.

- The first line of defense is performed by the Bank's structural subdivisions, which are responsible for identifying and managing risks within their operational activities.
- The second line of defense is implemented by subdivisions performing control functions. They provide methodological support for the practical application of approved policies and procedures, as well as monitor and control the efficiency of existing risk management mechanisms.
- Finally, the third line of defense is represented by the Internal Audit Service, which conducts an independent assessment of the efficiency of control and risk management mechanisms and reports to the Board of Directors.

Key documents regulating the risk management and internal control system:

1. Internal Control Policy;
2. Risk Appetite Strategy;
3. Credit Risk Management Policy;
4. Market Risk Management Policy;
5. Liquidity Risk Management Policy;
6. Operational Risk Management Policy;
7. Business Continuity Management Policy;
8. Information Security Risk Management Policy;
9. Information Technology Risk Management Policy.

In 2024, the Risks and Internal Control Committee considered the following key issues:

- report on risk appetite levels;
- report on compliance with the requirements of internal regulatory documents of the Risk Management Block;
- management reporting of the Compliance and Internal Control Service;
- management report on operational risks;
- report on the risks of the credit portfolio;
- report on the results of back-testing of market risk models;
- IT Risk Management Policy compliance report;
- report on compliance with the IT Risk Management Policy;
- the results of stress testing of key types of risk and their impact on capital adequacy;
- setting and reviewing limits on credit risks by economic sector;
- adjusted funding plan for 2024, as well as the funding plan for 2025.



Risk management stages

The Bank implements a step-by-step approach to risk management, as reflected in regulatory documents for each significant type of risk. This sequence of stages is aimed at the timely identification, objective assessment, and efficient response to risks, taking into account the approved risk appetite.

The core processes of the risk management system include:

1. Risk Identification

Identification of internal and external factors that may impact the achievement of the Bank's strategic and operational objectives. At this stage, a list of relevant risks is compiled and the nature of their impact is determined.

2. Risk Assessment and Measurement

Analysis of the probability of each risk materializing and the potential magnitude of its consequences. Both quantitative and qualitative methods are applied to provide an objective view of the scope and significance of identified risks.

3. Risk Management

Selection and application of appropriate tools and measures aimed at keeping risks within acceptable levels. Strategies may include risk mitigation, transfer, acceptance, or limitation of exposure.

4. Monitoring and Control

Regular tracking of risk levels, assessment of the efficiency of applied measures, and compliance with established limits. The results of monitoring are used to adjust risk management approaches and to enhance internal controls.

The risk management stages at the Bank are supported by a system of practical measures aimed at reducing the impact of key risk groups. The table below presents the main categories of significant risks and their corresponding mitigation mechanisms.

Key risks identification and management

Risk group	Definition	Risk mitigation measures
Credit risks	The probability of losses arising from a borrower's or counterparty's failure to fulfill contractual obligations under a bank loan.	<ul style="list-style-type: none"> Establishing internal limits on credit risk concentration, along with procedures for their regular reviews and monitoring. Implementing internal regulations that ensure consistent risk management at every stage of the credit process. Distributing responsibilities among relevant structural units, set out in job descriptions.
Market risks	The probability of losses on balance sheet and off-balance sheet items caused by adverse dynamics of market factors, including changes in interest rates, foreign exchange rates, the value of financial instruments, and commodities.	<ul style="list-style-type: none"> Setting limits on portfolio sizes for individual financial instruments and currency positions, loss amounts, and timelines for interest rate adjustments. Conducting stress tests to assess the impact of extreme market scenarios on trading portfolios and overall market position. Utilizing the Value at Risk (VaR) method to monitor and manage market risk in trading operations.
Liquidity risks	The probability of financial losses resulting from the Bank's inability to meet its obligations in full and on time without the need to sell assets under unfavorable conditions.	<ul style="list-style-type: none"> Maintaining a sufficient volume of highly liquid assets to ensure timely fulfillment. Building a diversified and stable funding structure, which includes deposits from individuals and corporate clients, loans from financial institutions, and issuance of debt securities. Daily liquidity monitoring by the Asset and Liability Management (ALM) Division. Conducting regular stress tests under various market scenarios to assess the Bank's resilience to liquidity reductions.
Operational risks	The probability of losses associated with the inadequacy or failure of internal processes, human resources, information systems, as well as the impact of external events.	<ul style="list-style-type: none"> Regulating processes for the identification, assessment and control of operational risks through internal regulatory documents. Coordinating actions among relevant subdivisions and integrating operational risk management into the Bank's business processes. Implementing procedures to minimize the consequences of operational incidents to ensure business continuity.
Compliance risks	The probability of losses arising from non-compliance by the Bank or its employees with the laws of the Republic of Kazakhstan, the Bank's internal regulations governing the provision of services and execution of transactions in the financial market, as well as the legislation of foreign jurisdictions affecting the Bank operations.	<ul style="list-style-type: none"> Coordinating the compliance risk management system through the relevant subdivision. Developing and implementing preventive measures to prevent violations of legislation in Kazakhstan and internal regulations. Monitoring and evaluating compliance with legal and regulatory requirements in the Bank operations regarding compliance risk management. Enhancing employee awareness through training and information support on compliance risk management.
Information security and technology risks	The probability of losses resulting from incidents related to failures or disruptions in information and communication technologies, as well as from conditions that create the risk of compromising the confidentiality, integrity, and availability of the Bank's information and IT infrastructure.	<ul style="list-style-type: none"> Implementing technical, administrative, and organizational measures to prevent both internal and external threats. Conducting regular monitoring and internal audits of information security systems to ensure their efficiency. Providing employees with training on safe handling of information and compliance with information security requirements.

Sustainability risk management

The Bank views risks in the field of sustainable development as factors that may affect its financial stability and, therefore, as an integral part of its overall risk profile. To enhance adaptability to such challenges, the Bank consistently develops approaches to identifying, assessing, and accounting for these risks, ensuring their integration into the existing risk management system.

As part of this work, the Bank's traditional risk categories were reconsidered to take into account sustainability factors, which allowed their scope to be updated from the perspective of potential environmental, social, and governance impacts.

Incorporating ESG factors into the risk management framework

Risk group	ESG-factor	Potential examples of manifestation
Credit risks	The risk that a borrower may fail to meet their obligations due to environmental, social, or governance factors that adversely impact their financial position.	<ul style="list-style-type: none"> The suspension of a borrower's operations by a regulatory decision due to breaches of environmental regulations. The criminal prosecution of a borrower's management on charges of corruption and abuse of power.
Market risks	The risk of losses on both balance sheet and off-balance sheet items stemming from shifts in market conditions influenced by environmental, social, or governance factors.	<ul style="list-style-type: none"> Decrease in asset values due to physical damage caused by natural disasters. A decline in the company's market value amid public allegations of infringing the rights of socially vulnerable groups.
Liquidity risks	The risk of losses due to the inability to meet obligations on time because of diminished access to sources of liquidity, influenced by environmental, social, or governance factors.	<ul style="list-style-type: none"> Mass closure of accounts by clients as a result of the discovery of non-transparent transactions involving their funds.
Operational risks	The risk of losses stemming from disruptions within internal processes, systems, or personnel actions resulting from environmental, social, or governance factors.	<ul style="list-style-type: none"> Disruptions in the Bank outlets' operations due to floods, high waters or extreme heat. Suspension of the Bank offices' operations due to a staff strike.
Compliance risks	Risk of losses arising from violations of legislation in the Republic of Kazakhstan, regulatory requirements, or internal bank policies concerning environmental, social, or governance aspects of the Bank activities.	<ul style="list-style-type: none"> Supervisory actions taken for the untimely disclosure of non-financial information. The regulator's concerns on the Bank's lack of procedures for assessing social and environmental risks in lending decisions.
Information security and technology risks	Risk of losses resulting from failures in IT systems or breaches of information security, related to environmental, social, or governance factors.	<ul style="list-style-type: none"> Disruptions in access to digital systems due to power outages resulting from climatic events. Leakage of personal data due to insufficient efficiency of internal controls in the field of information security.

In 2025, the Bank will continue developing its system for assessing and managing sustainability risks. A key priority will be to develop a comprehensive set of internal policies and procedures governing the management of environmental and social risks in lending activities. As these essential tools are rolled out, training sessions for employees responsible for utilizing them will be organized to ensure a consistent and efficient approach across all relevant business units.

Internal audit

GRI 2-12, 2-16

The Bank's internal audit is an independent function that provides an unbiased evaluation of the efficiency of the internal control and risk management systems.

The Board of Directors oversees the general management of the Internal Audit Service (IAS), holding the authority to approve essential documents that govern its operations, including the annual audit plan. The Board of Directors also reviews quarterly reports on internal audit results and ensures control over the resolution of identified issues.

The Audit Committee, reporting to the Board of Directors, supervises the IAS's activities, ensuring the quality of the financial statements. This committee also coordinates the external audit process and provides the Board of Directors with recommendations on selecting and engaging with external auditors.

The Internal Audit Service is committed to providing an independent evaluation of the efficiency of internal controls, risk management practices, and corporate governance systems. Operating with a risk-based approach, the IAS aims to deliver objective conclusions, recommendations, and forecasts that contribute to strengthening the Bank's resilience and improving its efficiency.

The Internal Audit Service adheres to key principles that ensure its impartiality:

- **Independence**

The IAS functions as an autonomous unit directly accountable to the Board of Directors. This organizational structure excludes influence from executive management and ensures unbiased audits.

- **Objectivity**

Auditors conduct assessments based on professional judgment, ensuring high quality without compromise, and are careful to avoid any actions that could undermine their objectivity.



Eurasian Bank

In 2024, the Audit Committee, assisting the Bank's Board of Directors, considered several key issues, including:

- approving and revising the IAS work plan;
- reviewing the IAS activity reports;
- introducing changes to the structure and staffing of the IAS;
- admitting new candidates and terminating employment contracts with IAS employees;
- approving internal regulatory documents owned by the IAS.

- **Functional Separation**

Auditors do not take on responsibilities related to tasks scheduled for future verification to avoid conflicts of interest and to uphold the integrity of the control system.

- **Professionalism and Competence**

The IAS is grounded in the qualifications, experience, and ongoing professional development of its auditors. The IAS employees meet established qualifications and continually enhance their skills relevant to their roles.

- **Ethical Compliance**

The auditors adhere to international standards set forth by the Institute of Internal Auditors, the Code of Ethics for Internal Auditors, the legislation of the Republic of Kazakhstan, and the Bank's internal regulations.



Expanding the horizons of green solutions

Eurasian Bank is consistently advancing its line of environmentally oriented products and services, aiming to provide clients with solutions that encourage responsible consumption. An important step in this area has been the development of green banking products that enable customers to contribute to environmental protection through their everyday financial operations.



Sustainable business development

Generating economic value

GRI 3-3, 201-1, 201-4

Eurasian Bank strives to ensure stable financial results and create long-term value for the country's economy. The Bank activities, which encompass a wide range of financial services, facilitate the movement of capital, support entrepreneurial activity, and strengthen the commercial system. The sustainability of business processes enables the Bank to fulfill its obligations to clients, employees, and partners, while contributing to the socio-economic development of the state.

The indicators of generated and distributed economic value for 2024 remained at a comparable level with the previous period. Minor fluctuations in individual items are associated with changes in the structure of income and expenses while maintaining stable operating activities. For example, the decrease in other income in the reporting year was due to a drop in net profit from operations with forward contracts, which affected the total revenue.

Direct economic value generated and distributed, bln tenge³

Indicators	2022	2023	2024
Generated direct economic value	292.3	428.7	416.6
Interest income	190.2	326.1	329.4
Commission income	47.4	44.9	38.3
Other income	54.8	57.7	48.8
Distributed economic value	209.1	331.8	331.6
Operational costs	74.1	89	83.1
- including salaries and employee benefits	33.1	43.4	49.2
- including tax expenses	25.8	27.2	12.3
Interest expenses	84.6	153.7	171.7
Social expenses	0	0	11
Other costs	50.5	89.1	65.9
Retained economic value⁴	83.2	96.9	84.9

At the same time, there was a reduction in operating expenses, including a 55% decrease in the tax burden.

During the reporting year, the Bank incurred income tax expenses, which include both current and deferred taxes, totaling 12.3 billion tenge. Additionally, the Bank made use of tax benefits provided for under Article 288 of the Tax Code of the Republic of Kazakhstan⁵. The total amount of government aid received in the form of tax benefits reached 38.2 billion tenge for the reporting year.

The total amount of government aid the Bank received from the state, bln tenge

Indicator	2022	2023	2024
Tax benefits	16.9	36.5	38.2

Starting from 2024, the Bank's economic value structure included a separate social expenses category, which reflects funding allocated to charitable and sponsorship initiatives. In past periods, these costs were grouped under other expenses due to their intangible nature.



In the current reporting year, the Bank allocated over

10.6

 billion tenge

to support public and private organizations engaged in flood relief efforts across several regions of Kazakhstan.

This financial assistance aimed to address the damage caused by the death of farm animals, the acquisition of specialized equipment, and the execution of blasting operations to eliminate blockages congestion and restore the flow capacity of watercourses. Additionally, funds were directed toward restoring infrastructure and providing food and temporary shelter for evacuated residents. The Bank also continued its support for initiatives in education, social assistance, and sports.

Procurement and supply chain management

GRI 2-6

The Bank works to develop sustainable supply chains by collaborating with local counterparties⁶ to enhance operational stability and support national entrepreneurship.

The Bank's procurement activities are carried out in accordance with the Instructions for the Procurement of Goods, Works, and Services, as well as other internal regulations and the current legislation of the Republic of Kazakhstan.

When working with suppliers, the Bank adheres to the principles of business integrity, open competition, and the fulfillment of mutual obligations. Preference is given to partners who follow high standards of business ethics and build long-term relationships based on responsibility and mutual trust.

Below are the key principles the Bank follows in its procurement activities:

- rational procurement of essential goods, works, and services;
- respecting the Bank's interests in dealings with suppliers and contractors;
- ensuring openness and transparency at all stages of the procurement process;
- providing easy access to procurement information for all interested suppliers;
- preventing discrimination and ensuring equal opportunities for all participants in the procurement process;
- maintaining independence and sound judgment in decision-making;
- acquiring high-quality goods, works, and services;
- adhering to the operating budget and capital expenditure limits;
- strict compliance with the laws of the Republic of Kazakhstan and relevant international legal standards.

³ The differences in the indicators presented in the Sustainability Report for 2023 stem from the transition from consolidated to non-consolidated financial statements of the bank when calculating economic value.

⁴ It is calculated as the difference between the generated direct economic value and the distributed economic value.

⁵ Paragraphs 2, subparagraphs 2), 3), and 4) of Article 288 of the Tax Code of the Republic of Kazakhstan, dated December 25, 2017, No. 120-VI, apply.

⁶ Legal entities registered and operating within the Republic of Kazakhstan.

Number of local suppliers⁷

Indicator	2022	2023	2024
Number of local suppliers	663	771	677
Total number of suppliers	712	824	726
Proportion of local suppliers	93.1%	93.4%	93.3%

The total value of purchases made from local suppliers, bln tenge⁸

Indicator	2022	2023	2024
Purchases from local suppliers	9.9	16.9	14.5
Total purchases	11.3	18.6	15.4
Proportion of purchases sourced from local suppliers	88.2%	90.9%	94.4%

In 2024, the share of local suppliers among the Bank's total counterparties was 93.3%, remaining at the same level as in the previous period. At the same time, the share of purchases from local suppliers in the total procurement amount increased to 94.4%, reflecting the Bank's commitment to strengthening cooperation with domestic manufacturers of goods and services.

Taxes

GRI 3-3, 207-1, 207-2, 207-3

The Bank takes a responsible approach to tax regulation, ensuring compliance with relevant laws, maintaining transparency in tax practices, and managing tax risks.

The Bank's tax system is regulated by the internal Tax Accounting Policy, which defines the principles of tax accounting, the procedure for fulfilling obligations to government authorities, and approaches to tax planning. The policy is approved by the Bank's Board of Directors after prior agreement with the relevant control units. It applies to all subdivisions within the Bank, ensuring consistency in the application of current legislation across all key business processes.

The Bank's approach to regulatory compliance is based on establishing a sustainable management system that ensures full adherence to the Tax Code of the Republic of Kazakhstan and other regulatory acts. Within this approach, internal procedures are developed and implemented to

prevent potential violations and to correct any identified non-compliance. Key elements of the system include tax risk analysis, preparation of relevant policies, and regular monitoring of changes in the regulatory environment. The efficiency of these measures is evaluated through external audits conducted by authorized government bodies, contributing to a high standard of tax discipline.

An important aspect of the Bank's tax practice is active engagement with tax authorities, based on openness and professional dialogue. This interaction primarily occurs through the Bank's participation in the Association of Financiers of Kazakhstan and the Atameken National Chamber of Entrepreneurs, where issues related to law enforcement practices and tax administration are discussed.

Participation in professional associations also enables the Bank to contribute to the development of state tax policy. Through these engagements, the Bank discusses the objectives, principles, and expected outcomes of tax regulation, as well as proposals for improving it while taking into account the specific needs of the banking sector.



Tax risk management

GRI 3-3, 207-2

The Bank considers tax risk management a critical part of responsible corporate governance and organizes its processes based on the principles of mandatory, certain, and fair taxation.

Tax matters are overseen by the Deputy Chairperson of the Management Board, responsible for the financial unit. Operational implementation of the tax strategy is handled by the Tax Accounting and Reporting Division, which includes a dedicated tax manager. This subdivision is responsible for developing and implementing the Tax Policy, conducting strategic tax planning, and ensuring compliance with applicable regulations.

The Bank applies a systematic approach to managing tax risks, covering their identification, assessment, mitigation, and ongoing monitoring. Risks are identified through analysis of business operations, verification of compliance with tax regulations, and continuous monitoring of legislative changes. This approach enables timely responses to potential deviations and reduces the likelihood of claims from regulatory authorities.

The Bank provides channels for stakeholders to express concerns regarding its tax obligations and overall business conduct. Feedback can be submitted through official appeals to authorized tax authorities, inquiries to the Bank's support service, or consultations with relevant specialists. Additionally, issues can be publicly discussed at forums organized by the Association of Financiers of Kazakhstan or through engagement with public organizations representing taxpayers' interests.

⁷ The data on the number of local suppliers is presented for the Bank's Head Office and does not include information on the branch network.

⁸ The data on the number of purchases from suppliers is presented for the Bank's Head Office and does not include information on the branch network.

Sustainable finance development

Banking products overview

GRI 2-6

Eurasian Bank offers a wide range of banking products for both retail and corporate clients, providing access to modern financial solutions. The products are developed considering customer needs, market trends, and sustainable development priorities, which helps the Bank maintain high competitiveness and demand for its services.



Retail products

In the retail sector, the Bank provides flexible and affordable solutions that cater to essential financing, savings management, and everyday banking needs.

In the consumer lending sector, the Bank provides unsecured loans with terms of up to 72 months. These loans give borrowers full flexibility in managing their debts: partial and full early repayments are allowed without penalties, and interest is charged only for the actual period of fund usage. Additional benefits are available to regular customers. Borrowers receiving their salaries through the Bank accounts are eligible for preferential loan terms. Clients who have previously repaid loans successfully may receive subsequent loans on more favorable conditions. Special offers are also available for depositors who place their funds with the Bank.

The Bank is also actively developing the auto loan sector, offering financing for the purchase of both new and used cars. The Bank is present in almost all car dealerships across Kazakhstan, allowing customers to apply in person with the assistance of a Bank representative or through a digital aggregator platform. To enhance sales efficiency and improve customer experience, an updated loan processing system was implemented. This modern solution, developed with current technological capabilities in mind, integrates with external services, streamlining the application process and simplifying customer interactions.

In retail savings products, the Bank focuses on offers that balance flexible terms with maximum profitability for clients. Turbo Deposit is a fixed-term deposit with daily interest payments, allowing free replenishment and partial withdrawal. The product is available in both national and foreign currencies, with a maximum interest rate in tenge ranging from 7.5% to 14.58% per annum and an annual effective interest rate of up to 15.7%. A special bonus was introduced last year for customers receiving their salaries through the Bank's payment cards.

In addition to flexible savings options, the Bank also provides more conventional products designed to maximize returns within fixed deposit terms. Turbo Deposit Saving

is a savings deposit that does not allow top-ups or early withdrawals. Depending on the term and the deposited amount, the interest rate ranges from 7.6% to 17.64% per annum, with an annual effective interest rate from 7.9% to 19%. This product showed the largest growth in deposited funds among the Bank offerings, indicating strong customer interest despite the restrictions on access to funds.

Maximum annual effective interest rate on the Turbo Deposit Savings.

19%

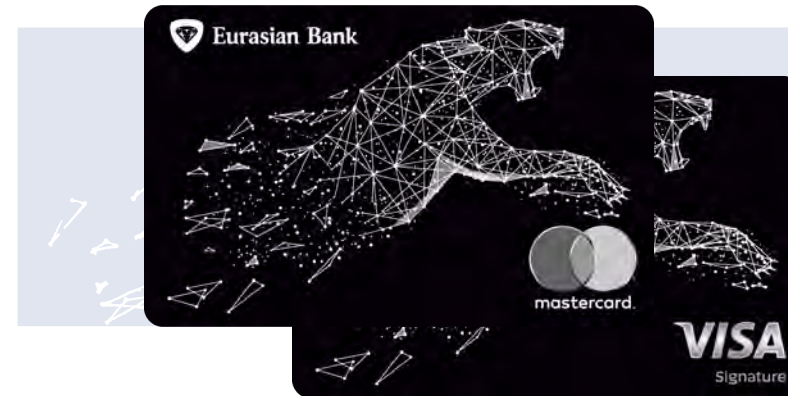
Cards

Mastercard World Elite/Visa Infinite



Luxury cards with unlimited access to business lounges, travel insurance up to **\$2.5 million**, and an enhanced **5%** bonus on purchases in the Travel category. Additionally, bonuses of up to **35%** are provided for other transactions. Free maintenance is available with a deposit of 5 million tenge or equivalent in foreign currency, or with a cashless turnover of **300,000 tenge** per month.

Mastercard Black Edition/Visa Signature



Premium travel cards with access to business lounges, insurance coverage up to **\$1.5 million**, and a **5%** bonus on purchases in the Travel category. Bonuses of up to **35%** are also provided for other transactions. Free maintenance is provided with a deposit of **5 million tenge** or equivalent in foreign currency, or with a cashless turnover of **150,000 tenge** per month.

Visa Gold/Mastercard World



Cards for everyday purchases with bonuses of up to **35%** on cashless transactions. Clients are offered free issuance, delivery, and maintenance of the cards.

Auto Card



A card for car enthusiasts with enhanced **5%** bonuses in the Auto category and total bonuses of up to **35%** on cashless purchases. Card maintenance is free during the first year.

SMARTcard



A smart installment card with a credit limit of up to **3 million tenge**, allowing purchases in installments for up to 4 months without extra charges. Bonuses of up to **35%** are awarded for cashless transactions. Card issuance and delivery are free.



Corporate products

The Bank offers its corporate clients a comprehensive range of financial solutions designed to support operational activities, develop investment projects, and enhance business sustainability.

In terms of business lending, the Bank offers a diverse product line, which includes both classic collateral-based loans and products based on simplified financial analysis with accelerated decision-making for various business purposes: replenishing working capital, including receivables from the ERG Group, and investment purposes,

including a separate product with simplified decision-making for the purchase of vehicles and special equipment – SME Business Auto.

It is also worth noting that a significant share of loans uses government programs to assist businesses through funding, guarantees, and subsidies.

ESG products and services

The Bank is committed to offering a diverse range of products and services that support environmental and social initiatives. It aims to broaden access to financial solutions that foster sustainable development, while also creating proposals tailored to meet the needs of clients eager to undertake projects with a positive impact on both the environment and society.

Retail ESG products

The Bank is committed to promoting environmentally responsible consumer behavior by developing retail products that support sustainable solutions. Specifically, it offers car loans for the purchase of electric vehicles, actively contributing to the development of the low-carbon transport market.

In 2024, the total amount of auto loans issued for electric vehicles reached



representing a remarkable 70% increase compared to the previous year.

Retail green loans, million tenge

Indicator	2022	2023	2024
Issued auto loans for electric vehicles	0	160	272
Auto loans for electric vehicles in circulation	0	130	350

The Bank is also developing retail products aimed at expanding access to financial services for socially significant segments of the population. As part of this initiative, it offers an unsecured lending program with attractive terms for pensioners.

In addition, the Bank provides a special VISA Electron card for the crediting of pensions, benefits, and other social payments carried out through the Government for Citizens State Corporation. Funds are credited to the account without any commission, while cardholders can safely make purchases and pay for services, as well as withdraw cash in tenge at the Bank Outlets and ATMs at no additional cost.

As of the end of 2024, the total amount of loans issued to pensioners reached



Retail social loans, million tenge⁹

Indicator	2022	2023	2024
Volume of loans granted to pensioners	4,210	5,080	4,133
Share of total loans issued	0.7%	0.8%	0.8%
Volume of loans to pensioners in circulation	4,180	5,640	5,327
Share of total number of loans in circulation	0.9%	0.8%	0.8%

⁹ The discrepancy with the indicators presented in the 2023 Sustainability Report stem from a change in the methodology employed for calculating the proportion of loans granted to pensioners.



Additionally, the Bank offers corporate clients the convenient solutions for managing day-to-day operations, including the issuance of debit cards for individual entrepreneurs and legal entities. The Business card is designed to provide fast access to the company's account and simplify payments without the need to visit the outlet. It ensures 24/7 worldwide access to funds and helps optimize accounting, including expenses for business trips and representation costs. Cardholders also gain access to Visa promotional offers and can connect to the Visa Concierge service. The card is issued free of charge for both individual entrepreneurs and legal entities, with no maintenance fees. Issued in tenge, the card serves as a practical tool for efficient business financial management. In addition, the Bank launched premium corporate Visa Signature for Business cards and implemented tokenization for all business cards, enabling them to be added to digital wallets.



30

years of turning our plans into real projects

Eco-card

The Bank is actively involved in supporting environmental initiatives and offers its clients a unique opportunity to engage in urban greening through the specialized Eco-card.

It proudly became the first organization in Central Asia to join Mastercard's Priceless Planet global initiative, which aims to plant 100 million trees by 2030. Through this partnership, the Bank pledged to plant 5,500 trees across Kazakhstan. Tree planting initiatives are performed in collaboration with local governments, the Alma-Qala environmental movement, and the Earth Foundation for Sustainable Development. **In 2024, the Bank employees and clients came together to plant 500 trees in Almaty, Astana, and other cities across the country.**

To bolster this initiative, the Bank introduced the Eco-card, allowing customers to automatically support environmental projects with every purchase they make. One percent of the bonuses from each transaction goes toward funding tree planting and sustainable waste management programs. Additionally, cardholders enjoy receiving 5% bonuses on purchases of gardening supplies, veterinary services, and pet store products.



БІР ЖАНАСТЫРЫП, АФАШ ОТЫРҒЫЗ
ПОСАДИ ДЕРЕВО ОДНИМ КАСАНИЕМ

Corporate ESG products

The Bank is committed to developing products for small and medium-sized enterprises (SMEs) that foster entrepreneurial activity and strengthen the economic stability of various regions.

In the reporting year, the Bank continued to roll out loan programs specifically designed to support SMEs, including financing through government support initiatives. By the end of the year, 2,722 loans had been granted, totaling 215.1 billion tenge. Furthermore, 170 projects, totaling 8.4 billion tenge, were funded through government programs, representing a 24.5% increase compared to 2023.

Credit programs to develop small businesses and local communities¹⁰

Indicator	2022	2023	2024
Number of credit loans, including State Programs	2,537	2,742	2,722
Loan amount, mln tenge including State Programs	198,398.9	253,853.2	215,055.8
Number of overdue and unpaid loans, units including State Programs	147	152	177
Overdue and unpaid loans amount, mln tenge including State Programs	3,464.7	881.6	1,497.6

One of the initiatives currently supporting socially oriented entrepreneurship is the Umit Loan Program for Businesswomen. This program offers financing to both individual entrepreneurs and legal entities led by women operating in micro, small, and medium-sized businesses. Beyond financial assistance, the program also features training modules aimed at enhancing managerial skills and strengthening entrepreneurial capabilities.

In 2024, the Bank expanded access to entrepreneurial financing, providing loans totaling 12.1 million tenge to individual entrepreneurs and farms. These funds were directed toward expanding economic activities, including purchasing agricultural machinery, developing infrastructure, and replenishing working capital. The increase in lending

compared to the previous year was made possible through additional funding from the Damu Entrepreneurship Development Fund JSC.

Furthermore, the Bank allocated 789 million tenge to finance healthcare projects, including acquiring premises for medical centers, equipping them with specialized tools, and developing essential infrastructure.

The volume of social loans issued to SMEs, million tenge¹¹

Indicator	2022	2023	2024
Individual entrepreneurs/Farms loans	9,499	9,609	12,138
Health sector development loans	3,012	3,661	789
Share in total lending volume	2.3%	1.9%	2.1%

¹⁰ Some indicators in the table may differ from those disclosed in the 2023 Report due to recalculation of data for 2022 and 2023.

¹¹ The differences in the data presented in 2023 Sustainability Report stem from a change in the methodology used to calculate the proportion of social loans within the total loan portfolio.



Enhancing the accessibility and quality of financial services

Accessibility of financial services

GRI 3-3

As part of its commitment to providing equal service conditions for all customer categories, Eurasian Bank places a high priority on improving the accessibility of its financial services. To enhance financial accessibility, the Bank takes measures to create a comfortable and accessible environment that ensures unobstructed access to financial services for customers with disabilities.

One of the priority areas of this work is the modernization of branch infrastructure. Over the past few years, the Bank has been gradually adapting its service offices, creating conditions that take into account the mobility and information perception needs of different customer groups. Adapted outlets are equipped with widened entrances and sanitary facilities, ample space for wheelchair movement, as well as special navigation elements such as tactile indicators, mnemonic schemes, and audio beacons. Additionally, solutions are being implemented to facilitate communication, including sign language interpretation and adapted video materials on information screens.

By the end of 2024, inclusive outlets accounted for 52% of the total network.

The number and proportion of outlets adapted for people with disabilities

Indicator	2023	2024
The number of outlets adapted for people with disabilities	16	63
Share within the total number of outlets	14%	52%

The number and proportion of ATMs accessible to people with disabilities

Indicator	2023	2024
The number of ATMs adapted for individuals with disabilities	100	593
The share of the total number of ATMs available	20%	100%

As part of enhancing its service offices to meet the needs of its customers with disabilities, the Bank also works to modernize its ATM network starting in 2023. All devices are equipped with tactile elements, including Braille, provided by the manufacturer or additionally installed by the Bank. Work is currently underway to introduce voice support for basic operations, including cash withdrawals and balance checks, to improve ATM services for individuals with visual impairments.

For the latest updates on accessible outlets and self-service machines, please visit the Bank official website.

The Bank also supports the availability of digital channels, including the eubank.kz corporate website, which is adapted to meet the needs of users with visual impairments. The site interface enables text scaling and content voice-over, providing convenient access to information about products and services for visually impaired clients.

Financial literacy

GRI 3-3

The Bank prioritizes protecting its clients from fraudulent activities and actively promotes the development of a financially literate environment.

To enhance public awareness, the Bank publishes articles on its official website addressing current threats in financial fraud and digital security. These materials cover a wide range of topics aimed at risk prevention and helping clients develop skills for the safe use of banking and online services:

- common fraud schemes involving fake calls, counterfeit websites, social networks, and messaging platforms;
- digital threats, including malware, account hacking, phishing, vishing, and quishing;
- ways to recognize financial pyramids, fake investment offers, and other forms of fraud;
- practical advice on protecting personal data, preventing cyberattacks, and behaving safely online;
- informational materials specifically aimed at vulnerable groups, including the elderly, teenagers, and new users of digital services.

Furthermore, the Bank conducts active educational outreach through publications in the media and social networks, informing the public about thwarted fraud cases and disseminating recommendations to protect against emerging threats.

During the reporting year, the Bank also developed the concept for the “My Answer is the Word No” awareness campaign, aimed at raising public awareness of fraud risks. A series of videos prepared as part of this initiative was launched in March 2025.

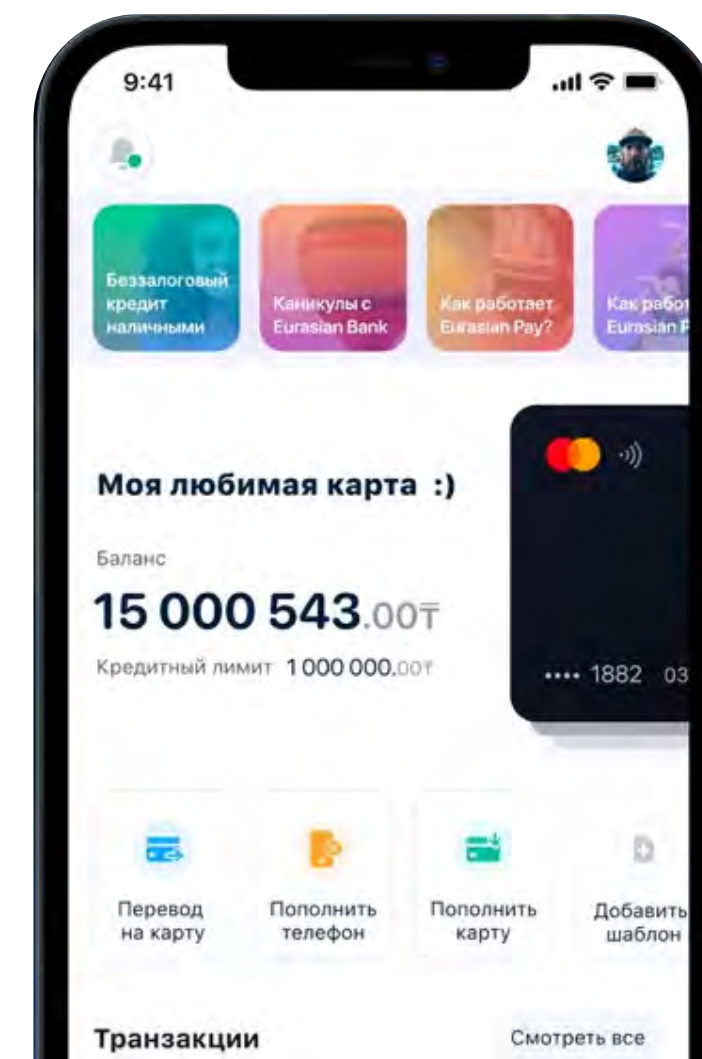
In addition to publishing informational materials, the Bank participates in regional events organized with the support of akimats and maslikhats. Representatives of the branch network speak at thematic platforms, including round tables and public discussions, helping to disseminate knowledge about digital security and methods of fraud prevention.

Digitalization

GRI 3-3

To facilitate digitalization, the Bank is continuously enhancing its service channels, expanding their functionality, and integrating innovative technological solutions into everyday operations. Digital tools serve as the backbone of customer interactions, offering convenient access to services and quick responses to inquiries.

A key focus of the Bank’s digital transformation is the Smartbank mobile app, designed specifically for individual customers. This app enables users to access a comprehensive range of remote banking services, such as online registration, opening current and savings accounts, and issuing digital cards, without a need to visit the outlet.



Smartbank’s functionality covers a wide range of operations. Clients can make transfers both within the Bank and to third-party financial organizations, including international transfers via the SWIFT system. Clients can also pay for a wide range of services, including utilities, taxes, fines, and other mandatory contributions, with the option to save frequently performed transaction parameters for quick reuse.

Additionally, the app supports online currency exchange, allowing users to select the execution date or lock in the exchange rate, providing more flexibility in managing financial operations. Other advantages include personalized offers and a rewards system that refunds up to 34% of spending in bonuses for card transactions, fostering greater customer loyalty.

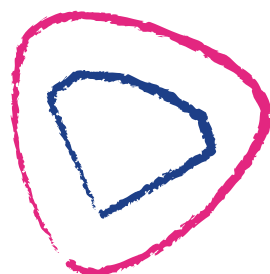
The Smartbank interface is designed with an emphasis on intuitive navigation and ease of use, which enhances customer engagement with the Bank’s digital service channels.

Alongside the development of retail digital services, the Bank is actively implementing digital solutions for corporate clients through the Smart Business mobile app. This app enables remote management of financial operations in real time, ensuring access to essential banking services regardless of the user’s location.

Smart Business provides users with the tools necessary for efficient business operations. Clients can make transfers and payments, including mandatory budgetary contributions such as taxes, pensions, social contributions, and compulsory social insurance payments (CSMS).

The app also provides tools for operational control over funds: users can generate account statements, track payment statuses, and download documents for completed operations. Additional accounts can be opened without leaving the office, if necessary.

For clients engaged in foreign trade, access is provided to information on foreign exchange contracts, as well as convenient tools for international transfers and currency conversion at current exchange rates.



Customer satisfaction

GRI 3-3

At the Bank, activities aimed at enhancing service quality are a key aspect of building sustainable customer relationships. The main focus is on strengthening trust, ensuring consistent interactions, and expanding the accessibility of banking products and services for various customer groups.

For efficient client engagement, the Bank uses both direct and remote communication channels. Services are provided at outlets, points of sale, and car dealerships with the involvement of dedicated relationship managers. At the same time, remote interaction formats are actively being developed, including the contact center and online support chat. Requests submitted through digital channels are processed using specialized tools, such as the Complaint Platform¹² and the Incident Management System. These mechanisms enable prompt responses to client inquiries and contribute to the formation of a systematic approach to capturing and addressing customer feedback.

The level of customer satisfaction and loyalty is assessed using the Net Promoter Score (NPS) index, which reflects customers’ willingness to recommend banking products to third parties.



The NPS index is applied not only to individual product lines but also to the entire retail segment and is calculated based on quarterly surveys. The results allow the Bank to evaluate customers’ experiences with products and identify priority areas for further improvement. The table below shows NPS values for retail segment products.

NPS indicators for the retail block products:

Product	2023	2024
DEPOSIT	46%	63%
CASH	54%	56%
POS	55%	57%
AUTO	42%	67%
CREDIT CARD	44%	54%
DEBIT CARD	29%	38%
Smartbank	28%	36%
RB NPS	32%	38%

The NPS indicators for retail products show a positive trend, due to the initiatives aimed at making banking services more appealing:

• Deposits:



key benefits include attractive interest rates, daily income accrual, and the convenience of managing funds through the mobile app.

• Cash loans:



positive feedback stems from the product’s availability, simple registration process, and competitive interest rates.

• Customer experience improvement (CJM¹³):



analyzing two years’ worth of customer feedback led to functional enhancements, including flexible credit terms (like grace periods), online options for partial and full early repayment of loans, bonus offers, and improved reliability of payment transactions.

• Auto loans:



growth in this area can be attributed to exclusive promotions with partners and the streamlining of the car registration and delivery process.

• Currency operations (FX):



customers responded positively to the launch of a platform with favorable rates and user-friendly features in the first study of 2024.

• Smartbank:



During the reporting year, technical and functional improvements were implemented in the mobile app aimed at enhancing stability, performance, and usability of key services, which directly contributed to increased customer loyalty.

¹² Platform for registering and processing customer inquiries.

¹³ Customer Journey Mapping is a method of analyzing the customer’s interaction with a product or service throughout all stages of the service process.

Additionally, the Bank applies the Customer Satisfaction Score (CSAT), which reflects the level of client satisfaction with the quality of services delivered through both in-branch and remote channels. The survey covers interactions with the branch managers as well as the performance of the Contact Center operators in providing service support. The assessment is conducted among active retail clients as well as corporate partners using the Bank's remote banking services.

Since early 2024, the Bank implemented regular CSAT measurements across the branch network for both retail and corporate sectors, aiming to elevate service quality.

The positive trends in the Customer Satisfaction indicators across the Bank's retail branches can be attributed to a series of measures taken to enhance service quality. These include:

- The Bank implemented a system for monitoring customer feedback from open sources. Inquiries recorded on external platforms are regularly tracked and processed to maintain a high level of service.
- In the branch network, individual sessions on key service processes are held to reduce the number of complaints and improve the quality of customer interactions.

- The Bank outlets are equipped to meet the needs of people with disabilities. Staff receive training to ensure proper and attentive service for customers with disabilities.
- A simplified procedure was introduced for reviewing inquiries from customers who have overdue debts due to difficult life circumstances. Such inquiries are considered on a priority basis, with the possibility of restructuring, interest rate reduction, or mediation.
- Control is ensured over compliance with deadlines for processing written customer inquiries. All applications are closed on time, and execution status is monitored daily.

- Up-to-date address information about the Bank outlets is maintained in search and navigation services, including in cases of relocations or new openings, to provide customers with accurate data on locations and operating hours.
- Interaction between the branch network and the Head Office was strengthened to ensure prompt resolution of non-standard customer situations.

CSAT indicators in the retail sector by branches

Branches	2023	2024
Aktobe	85%	94%
Karaganda	84%	90%
Astana	82%	91%
Almaty	77%	90%
Kostanay	81%	92%
Atyrau	84%	93%
Ust-Kamenogorsk	88%	95%
Taraz	87%	92%
Aktau	83%	91%
Pavlodar	85%	93%
Uralsk	85%	94%
Petropavlovsk	84%	91%
Shymkent	81%	89%
Kokshetau	88%	93%
Taldykorgan	90%	94%
Kyzylorda	85%	94%
Turkestan	79%	92%
Zhezkazgan	80%	98%
Semey	85%	92%

CSAT indicators in the corporate sector by branches¹⁴

Branches	2023	2024
Aktobe	63%	92%
Karaganda	68%	86%
Astana	54%	91%
Almaty	52%	66%
Kostanay	74%	89%
Atyrau	56%	94%
Ust-Kamenogorsk	63%	67%
Taraz	70%	89%
Aktau	64%	56%
Pavlodar	48%	100%
Uralsk	52%	80%
Petropavlovsk	75%	92%
Shymkent	69%	90%
Kokshetau	77%	83%
Taldykorgan	84%	83%
Kyzylorda	95%	93%
Semey	-	88%

¹⁴ The data from the Zhezkazgan Branch has been taken into consideration in the evaluation of the Karaganda Branch. The Semey Branch participated in the assessment since the first quarter of 2024.



Measures also were taken in the corporate segment of the branch network to improve the level of customer service. In particular, the Bank approved Service Quality Standards that establish uniform principles for interacting with customers. Additionally, a new communication channel via WhatsApp messenger was launched, enabling a reduction in response times to inquiries and simplifying the process of receiving consultations.



Contact Center

The Bank's Contact Center continues to play a key role within the customer service system, providing high-quality support on a wide range of issues. As part of internal process development, greater attention is paid to the professional training of team leaders, for whom targeted training programs are organized to develop skills for efficiently managing operator teams. The Bank also continues the practice of individual mentoring, which includes reviewing customer requests, analyzing common errors, and conducting targeted work to address identified shortcomings.

In order to improve the efficiency of customer interaction in the contact center, the FCR (First Contact Resolution) metric was implemented, reflecting the proportion of inquiries successfully resolved at the first contact. This metric is included in the internal quality control system and is used within the framework of the incentive program for both operators and team leaders.

Ensuring information security

Data privacy and cybersecurity

GRI 3-3

In the context of digitalization of financial services, ensuring information security and protecting clients' personal data are priority areas of activity for Eurasian Bank.

Responsibility for the operation of the information security system is distributed between corporate governance bodies and the Bank's specialized subdivisions. The Board of Directors approves the list of protected information, including data constituting official, commercial, or other legally protected secrets, and establishes the procedures for handling such information. The Chairman of the Management Board provides overall strategic leadership in the field of information security, including coordination of the activities of all involved subdivisions, while the Bank's Management Board is responsible for approving internal regulatory documents governing these processes.

The Information Security Committee, which includes representatives from information security, risk management, and IT subdivisions, oversees cybersecurity activities. The committee regularly assesses current threats, analyzes incidents, and monitors the implementation of corrective actions. Its members prepare reports detailing identified breaches, the impact of incidents, and strategies for risk mitigation.

At the operational level, specialized subdivisions perform the practical implementation of these tasks. The information security subdivision focuses on identifying, analyzing, and managing information security incidents, including determining their causes and assessing potential consequences. The information technology subdivision ensures the continuity of IT systems, adheres to confidentiality, integrity, and availability requirements, and incorporates information security standards into new technological solutions.

The organization of processes in the field of information and technology security at the Bank is governed by the Information Security Policy. This document defines

the objectives and tasks of the management system and establishes requirements for ensuring information protection at all stages of its lifecycle.

Key principles include:

- compliance with the legislation of the Republic of Kazakhstan and internal regulatory documents;
- continuous implementation of protective measures;
- reliable data protection throughout its lifecycle;
- providing minimum necessary levels of access;
- conducting security functions by qualified personnel;
- personal accountability of employees for upholding established requirements;
- coordination between subdivisions and collaboration with external organizations;
- maintenance and storage of documentation confirming compliance with requirements.

The Bank implements the provisions of the Information Security Policy through the introduction of a range of technical and organizational measures. Priority is given to ensuring the resilience of the IT infrastructure by protecting the network perimeter, controlling endpoint devices, and managing access to information systems. A set of solutions is also applied to secure internet resources, reducing the risk of unauthorized external interference. Additionally, to prevent internal and external threats, the Bank uses antivirus and cryptographic tools that ensure information protection during storage and transmission.

Personal data processing

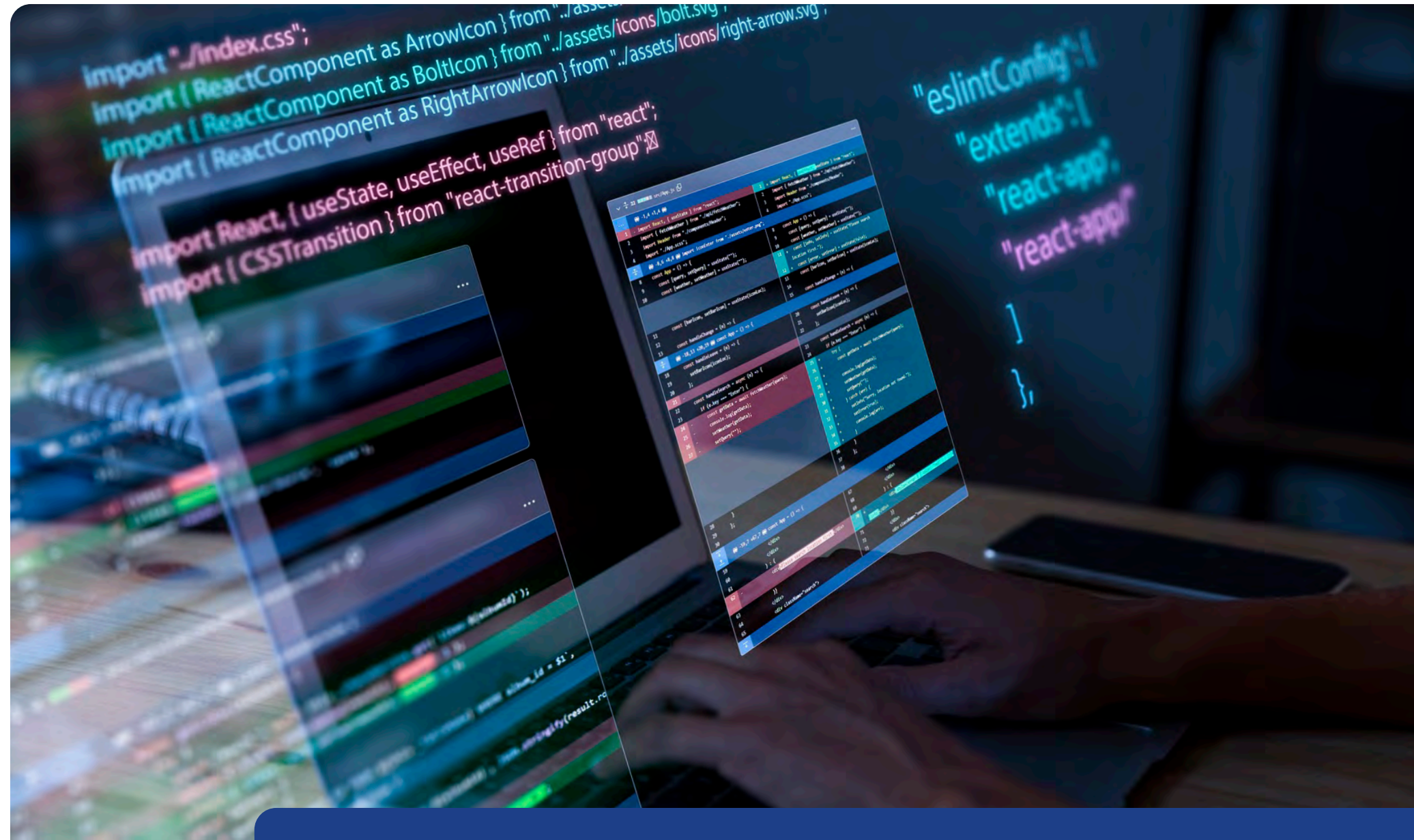
GRI 3-3, 418-1

The Bank is committed to processing personal data in line with applicable laws and internal regulations, ensuring adequate protection of such data. The Personal Data Policy clearly defines the purposes for processing, guiding principles for data management, and the roles and responsibilities of all participants in the management system, ensuring a unified approach to safeguarding personal information.

The Board of Directors oversees the approval of this policy, while the Management Board is responsible for developing internal guidelines that support its implementation at the operational level. The Data Management Division plays a key role in coordinating activities related to collecting, storing, and utilizing personal information.

The Bank's approach to handling personal data is based on a set of principles aimed at ensuring the rights of data subjects and the legality of all operations. Data processing is carried out strictly within predefined and justified purposes, and their use is limited to the tasks specified at the stage of collection. Personal data is stored only for the period necessary to achieve the purposes of processing, after which it is subject to destruction or anonymization, except as provided by law.

The principles of personal data processing are implemented through established procedures and control mechanisms that ensure the required level of information protection. Internal regulations provide for the classification of personal data according to accessibility levels, allowing differentiated protection mechanisms to be applied depending on the sensitivity of the information. Access to personal data is granted only to employees whose job functions require working with such information. The list of these individuals is formed based on the principle of least necessary access and is regularly updated as part of internal control procedures.



The application of these principles and procedures ensured an adequate level of personal data protection. During the reporting period, no cases of leakage, loss, or unlawful dissemination of personal information were recorded.



Uniting efforts for good causes

Eurasian Bank continues to strengthen its commitment to social responsibility by creating opportunities for employees to engage in charitable initiatives and providing them with the necessary support. Joint efforts of the team and the Bank are already enabling the implementation of projects that bring tangible benefits to communities across the country.



Responsible labor practice

HR management

GRI 3-3

Eurasian Bank continuously improves its personnel management approaches to create comfortable and safe working conditions that contribute to a positive workplace environment.

The Bank's approach to personnel management is established in the HR Policy, which sets uniform standards for human resource management with the goal of building a sustainable workforce. Its core principles are:

- aligning personnel decisions with the Bank's strategic goals;
- creating conditions for efficient employee performance;
- providing fair and competitive remuneration;
- preventing conflicts of interest;
- reducing the risk of losing key employees.

The implementation of these principles is entrusted to the relevant structural divisions. The HR Department is responsible for recruiting and onboarding employees, ensuring their professional development, and conducting performance evaluations. Administrative support for HR processes, including the registration, maintenance, and accounting of employee records, is carried out by the Bank's HR Service.



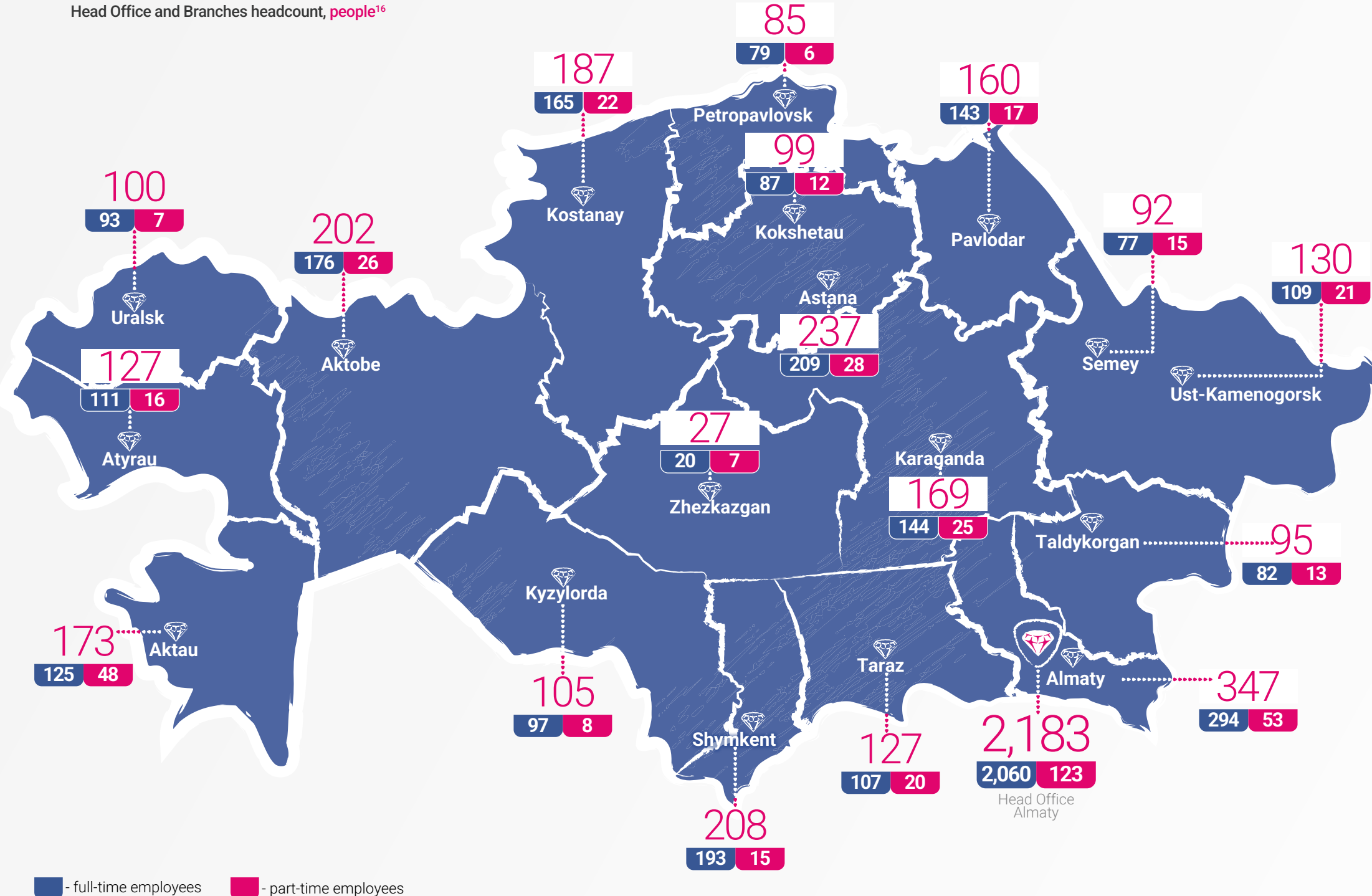
The key internal documents governing personnel management at the Bank include:

- HR Policy
- Rules for Recruitment, Hiring, and Employee Onboarding
- Rules for Organizing and Conducting Employee Evaluations
- Rules for Intern Recruitment, Organizing Internships, Traineeships, and Orientation Visits
- Policy on Appointments, Remuneration, and Rewards for Managerial Staff
- Employee Remuneration Policy
- Guidelines on Employee Benefits
- Guidelines on Inter-Subdivisional Coordination for Changes in Organizational Structure and Staffing Schedule
- Guidelines for Employee Training and Professional Development
- Rules on Maintaining the Central Knowledge Base and Developing/Updating Informational and Training Materials by the Bank Subdivisions
- Internal Labor Regulations
- Rules for Talent Pool Formation
- Guidelines for Evaluation and Rewarding of Business Support Staff

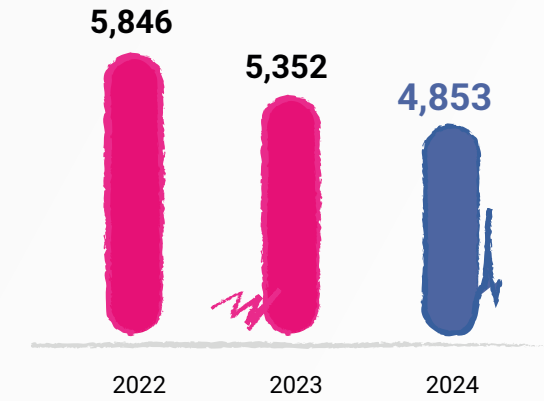
Staff headcount GRI 2-7, 2-8

By the end of 2024, the actual headcount in the Bank stood at 4,853, representing a decrease of 9.3% compared to the previous year¹⁵.

Head Office and Branches headcount, people¹⁶



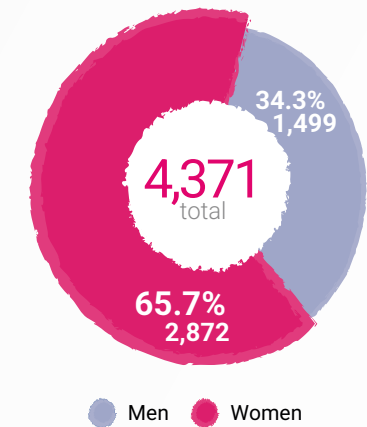
Actual headcount, people



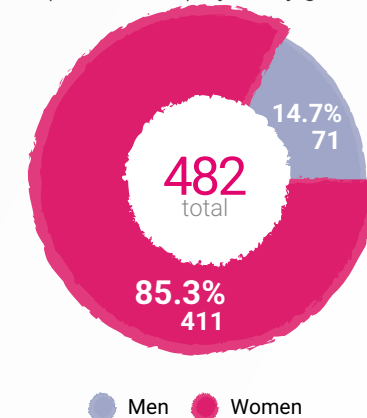
As of the end of 2024, the actual headcount at the Bank's Head Office totaled 2,183 employees, while the branch network employed 2,670 people. The largest number of employees is concentrated in the Almaty and Astana Branches, reflecting both the high population density and the concentration of business activity in these cities.

Number of full-time and part-time employees

The structure of full-time employees by gender, % and headcount



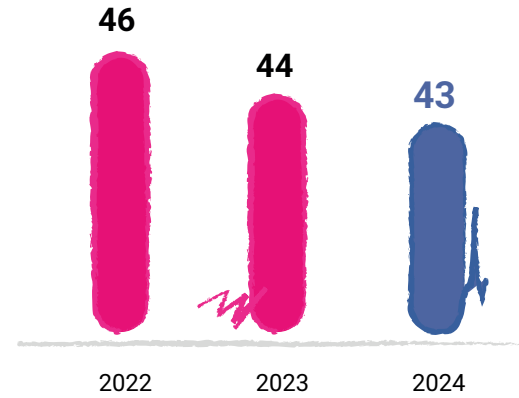
The structure of part-time employees by gender, % and headcount



¹⁵ In the previous Sustainability Report, the number of employees was reported as payroll headcount, but in substance it reflected the actual headcount as of December 31, 2023.

¹⁶ The branch in Turkestan was removed from the Bank's organizational structure as of November 30, 2024.

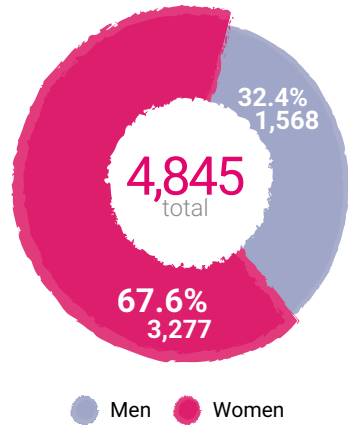
Number of workers who are not employees, people



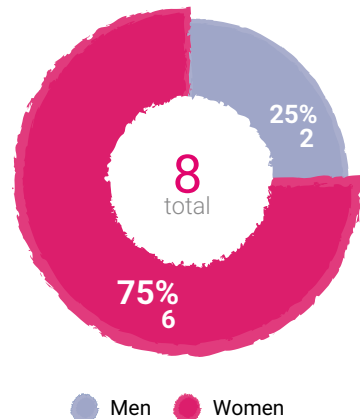
As of the end of 2024, the Bank engaged 43 non-staff workers, most of whom were involved in overdue debt collection under civil law contracts.

Headcount by working hours

The structure of full-time employees by gender, % and headcount



The structure of part-time employees by gender, % and headcount



Personnel recruitment

GRI 401-1

The recruitment process is aimed at attracting qualified professionals who align with the Bank's corporate values and the requirements of the position. Recruitment is carried out in accordance with the internal Rules for Recruitment, Hiring, and Employee Onboarding, which establish a unified approach to hiring and ensure the following principles:

- Equal Opportunities**
 The Bank eliminates discrimination based on gender, age, nationality, race, language, religious beliefs, or social status.
- Independence and Objectivity**
 Admission decisions are made based solely on the professional and personal attributes of candidates, in accordance with the requirements of the position.
- Confidentiality**
 Candidates' personal data are kept confidential and are not shared with third parties without their consent.

In 2024, the Bank welcomed 1,600 new employees, including 581 men (36.3%) and 1,019 women (63.7%). Young professionals under the age of 30 accounted for the largest share, representing 63% of all new hires. Employees aged 30 to 50 made up 33.3%, while those over 50 comprised 3.7%. The number of employees in the 50+ age group grew by 11.3% compared with the previous year, reflecting a steady increase in age diversity across the workforce.

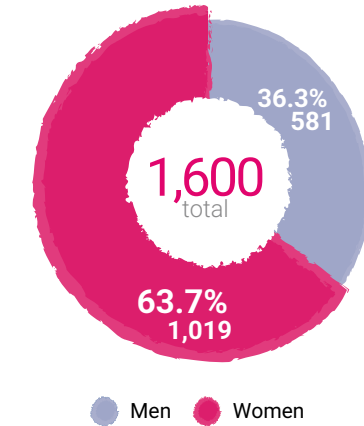
Number and share of newly hired employees at the Head Office and by Branches¹⁷

Indicator	Number, people	Share, %
Head Office	748	36.2%
Petropavlovsk Branch	39	46.3%
Kostanay Branch	62	38.9%
Kokshetau Branch	43	50.1%
Pavlodar Branch	42	32.2%
Astana Branch	112	57.8%
Uralsk Branch	20	22.6%
Aktobe Branch	49	29.6%
Atyrau Branch	31	30.3%
Karaganda Branch	52	40%
Ust-Kamenogorsk Branch	53	49.9%
Taldykorgan Branch	30	41.9%
Aktau Branch	51	46.2%
Kyzylorda Branch	18	19.2%
Turkestan Branch	17	39.3%
Taraz Branch	31	29.1%
Almaty Branch	110	41.9%
Shymkent Branch	38	26.2%
Zhezkazgan Branch	2	14.6%
Semey Branch	52	74.3%

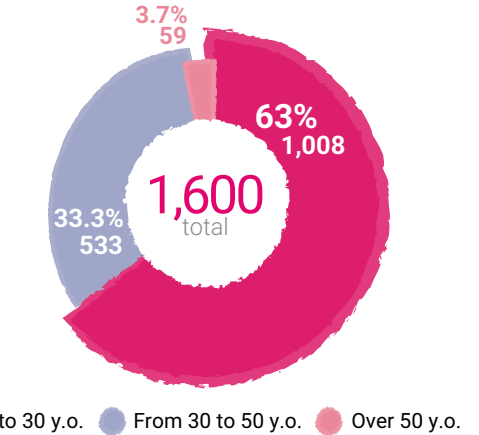
¹⁷ The share of newly hired employees is calculated as the ratio of the total number of new employees hired during a given period to the average number of staff during that same period.

Number of new employees by gender and age

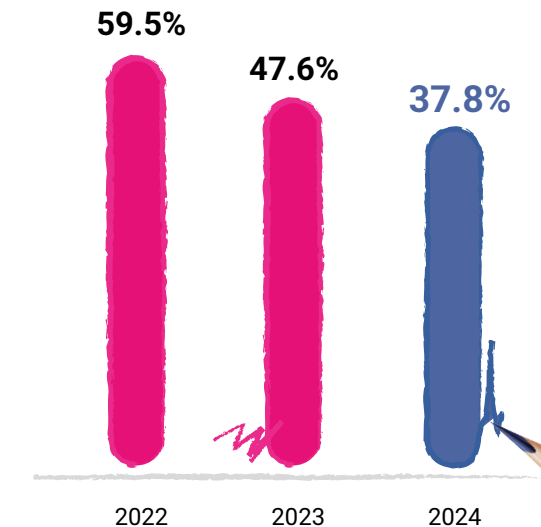
The structure of new employees by gender, % and headcount



The structure of new employees by age, % and headcount



New hires rate from 2022 to 2024, %

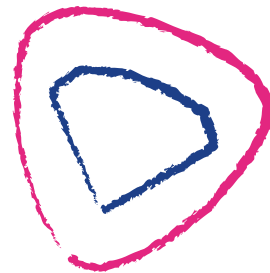


Employee turnover

GRI 401-1

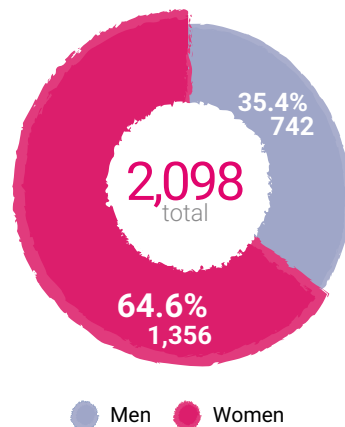
In 2024, the Bank terminated employment with 2,098 employees, representing a 20.5% decrease compared with the previous reporting period. Women accounted for the majority of departures, with 1,356 individuals (64.6%), while men comprised 742 (35.4%). By age group, employees under 30 years old represented the largest share, totaling 1,190 individuals (56.7%). A further 856 employees (40.8%) were aged between 30 and 50, while 52 employees (2.5%) were over 50.

At the end of 2024, the employee turnover rate stood at 49.6%, reflecting a 17.7% decrease compared with the previous reporting period. This improvement was driven by a comprehensive set of retention measures, including the introduction of a feedback system, the expansion of training and development programs, and the launch of a referral program.

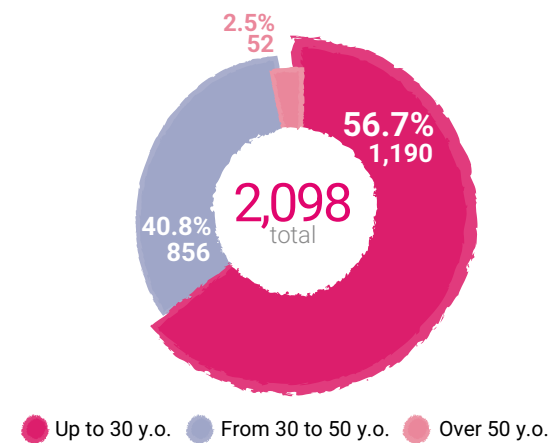


Number of employees who left by gender and age

The structure of departed employees by gender, % and headcount



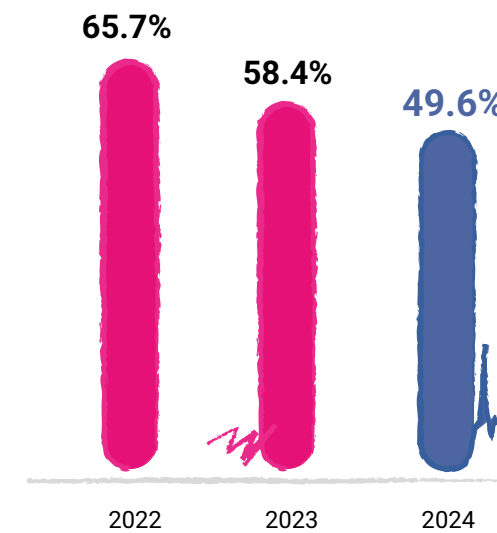
The structure of departed employees by age, % and headcount



Number of departed employees and employee turnover¹⁸ at the Head Office and by Branches

Indicator	Number, people	Employee turnover, %
Head Office	830	40.2%
Petropavlovsk Branch	57	67.7%
Kostanay Branch	79	49.6%
Kokshetau Branch	78	91%
Pavlodar Branch	62	47.6%
Astana Branch	157	81.1%
Uralsk Branch	49	55.4%
Aktobe Branch	69	41.7%
Atyrau Branch	50	48.9%
Karaganda Branch	68	52.3%
Ust-Kamenogorsk Branch	60	56.5%
Taldykorgan Branch	43	60.1%
Aktau Branch	64	58%
Kyzylorda Branch	44	46.9%
Turkestan Branch	37	85.5%
Taraz Branch	52	48.8%
Almaty Branch	178	67.9%
Shymkent Branch	58	40%
Zhezkazgan Branch	11	80.5%
Semey Branch	51	72.9%

Employee turnover rate from 2022 to 2024, %¹⁹



¹⁸ The employee turnover rate is calculated as the number of employees who terminated their employment during the reporting period, divided by the average number of employees employed during that same period.

¹⁹ The employee turnover figures for 2022 and 2023 vary from those published in the 2023 Sustainability Report due to the adjustment to the calculation methodology and recalculation.



Building an inclusive work environment

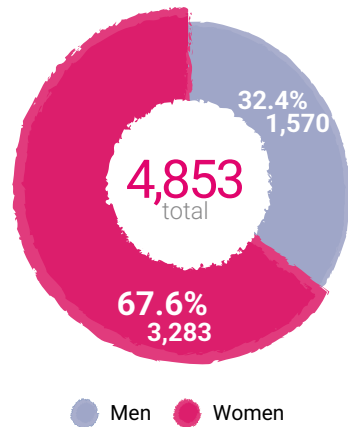
GRI 3-3, 405-1

Eurasian Bank is committed to ensuring equal opportunities for all employees in terms of professional development and career advancement, while consistently opposing any form of discrimination.

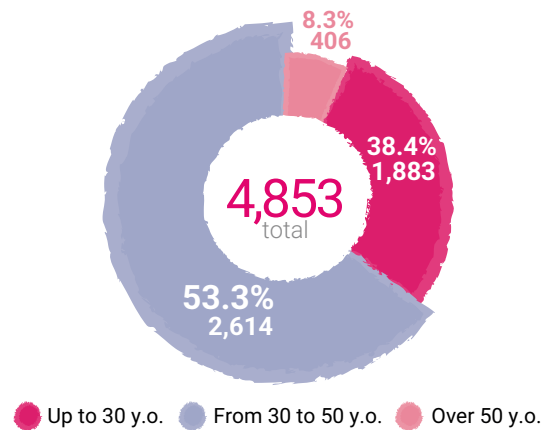
As of the end of 2024, women accounted for 67.6% of the Bank workforce, while men represented 32.4%. In terms of age distribution, the largest share of employees falls within the 30 to 50 age group (53.3%), followed by employees under 30 (38.4%) and those over 50 (8.3%). Compared to the previous reporting period, the number of employees over 50 years old increased by 14%, underscoring a positive trend toward a more age-diverse workforce.

Number of employees by gender and age

Employee demographics by gender, % and headcount



Employee demographics by age group, % and headcount



Women hold 46% of managerial positions and 68.1% of non-managerial roles. In terms of age distribution, employees aged 30 to 50 represent the overwhelming majority among managers (80%). This age group also constitutes the largest share of staff in non-managerial positions (54.3%).

Actual headcount by gender and age from 2022 to 2024, people

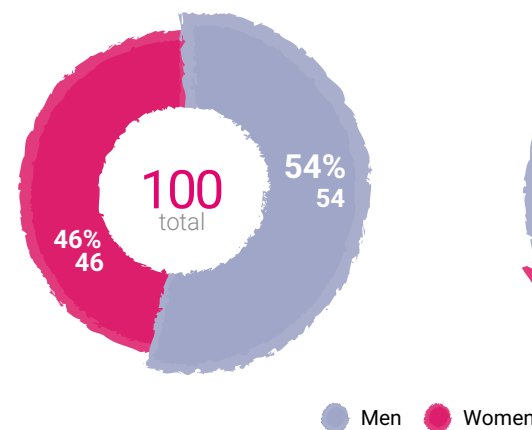
Indicator	2022	2023	2024
By gender groups:			
Men	1,823	1,732	1,570
Women	4,023	3,620	3,283
By age group:			
aged 30 and below	2,684	2,242	1,833
aged between 30 and 50 years old	2,867	2,779	2,614
over the age of 50	295	331	406
Total	5,846	5,352	4,853

Structure of the governing bodies by gender and age, people

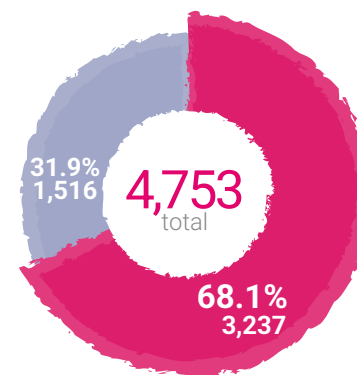
Indicator	Total	Board of Directors		Management Board	
		Number	Share	Number	Share
By gender groups:					
Men	9	4	100%	5	71.4%
Women	2	0	0%	2	28.6%
By age group:					
aged 30 and below	0	0	0%	0	0%
aged between 30 and 50	7	2	50%	5	71.4%
over the age of 50	4	2	50%	2	28.6%

The structure of staff by gender and job category

Senior positions²⁰, % and headcount

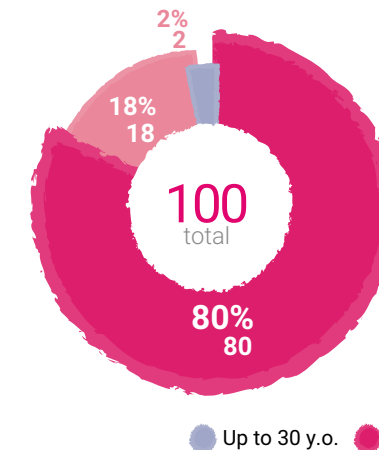


Line positions, % and headcount

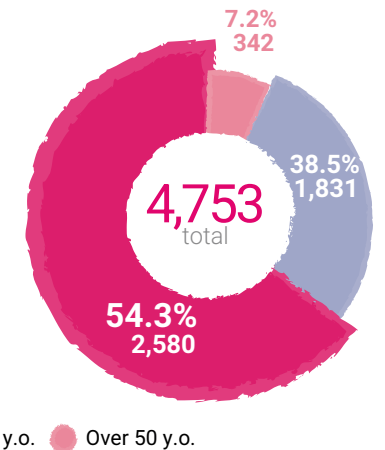


The structure of staff by age and job category

Senior positions, % and headcount



Line positions, % and headcount



The Board of Directors is composed entirely of men, and men represent 71.4% of the Management Board. The age distribution among the governing bodies is well balanced; the Board of Directors has equal representation from individuals aged 30 to 50 and those over 50. Whereas a significant majority of the Management Board members (71.4%) are within the 30 to 50 age range.

The Bank is committed to fostering an inclusive workplace and providing employment opportunities for people with disabilities. As of the end of 2024, the Bank employed 38 individuals with disabilities, including one in a managerial position. The decrease compared to the previous year is partly attributable to the natural level of staff turnover.

Employees with disabilities, number of people

Indicator	2022	2023	2024
Senior positions	4	5	1
Line positions	59	72	37
Total	63	77	38

²⁰ Senior positions include the following positions: Chairperson of the Board of Directors, members of the Board of Directors; Chairperson of the Management Board, members of the Management Board; Chief Accountant; Deputy Chief Accountants; managing and executive directors of structural subdivisions; and branch network directors.

Support for professional growth

Employee training and development GRI 3-3, 405-1

Eurasian Bank actively develops the professional competencies of its employees, building a strong team of experts and reinforcing its competitive advantages.

The implementation of external and internal training programs is performed in accordance with the Guidelines on Employee Training and Professional Development. Training needs are identified in line with the requirements of the legislation of the Republic of Kazakhstan, as well as the Bank's strategic goals and priorities.

In 2024, the total number of training hours amounted to 51,090, representing an increase of 9.5% compared to the previous period. On average, each employee completed 10.5 training hours.

Across gender groups, male employees completed an average of 10 training hours, while female employees averaged 11 hours, representing a 37.5% increase compared to the previous year. By job category, employees in managerial positions completed an average of 7 training hours, which is 2.3 times higher than in 2023. The average number of training hours among non-managerial staff also increased, rising from 9 to 11 hours.

The Bank implements internal and external training programs in both in-person and distance formats, fostering the comprehensive development of employees' professional competencies.

Overall and average study dynamics, hours

Indicator	2022	2023	2024
Total training hours	125,852	46,670	51,090
Average training hours	21.5	8.7	10.5

Average number of training hours by gender and job categories, hours

Indicator	The average number of training hours
By gender groups:	
Men	10
Women	11
By position category:	
Senior positions	7
Line positions	11

Internal training is conducted through the Bank's Training Center, which provides systematic development of both hard and soft skills. In 2024, the soft skills training portfolio was expanded with 10 new programs. A total of 32 soft skills development sessions were held during the reporting period, with 1,578 employees participating. In addition to in-person training, the Bank started developing distance learning courses for soft skills, available for self-paced study by all the employees.

To ensure centralized access to up-to-date information on the Bank's internal processes and products, the Central Knowledge Base was established. The platform serves as a reliable source of current information provided by various business units.

The main focus of internal programs is on developing applied knowledge to enhance customer service and soft skills essential for the personal and professional growth of employees at all levels. Training modules on compliance are also implemented, equipping employees with the skills necessary to comply with regulatory requirements and internal regulations. Information security training is provided to increase awareness of cyber risks and ensure safe handling of data.

For external training, the Bank collaborates with specialized educational institutions, selecting programs according to the specific activities and needs of particular structural subdivisions. In 2024, priority topics for external training included information technology and specialized software solutions. A significant portion of training focused on

accounting, taxation, auditing, and financial analysis. Additionally, kaizen programs focused on continuous process improvement through active employee involvement were implemented.



Training programs conducted in 2024 covered the following topics:

- **Information technology:** Machine Learning, Data Analytics, Python Programming, IT Management, and others.
- **Customer experience:** Customer Orientation, Customer Satisfaction Assessment, Working with Customers with Disabilities, among others.
- **Bank products and services:** Card Products, Bank Guarantees and Letters of Credit, Auto Loans, Tariff Process, and Interaction with Crypto Exchanges, and others.
- **Finance:** Financial Analysis, Practical Accounting, Budgets and Forecasts, Taxation and Tax Planning, and Salary Obligations, and others.
- **Compliance:** Compliance Management and Internal Control System Tailored for Various Employee Levels.
- **Kaizen:** Quality Management, Logistics Management, Principles of Flow Creation, and Information Flow Management, and others.
- **Occupational health and safety:** Fire Safety Basics, Gas Safety Training, Emergency Response Protocols, and others.
- **Anti-fraud and IT security:** Compliance Analysis, Performance Monitoring, and IT Audits, Fraud Management and Dispute Resolution, along with Information Security Management System: ISO 27001 and Information Security Audits, and others.

Onboarding program

GRI 404-2

The Bank operates an onboarding program to support new employees as they learn their job responsibilities, familiarize themselves with internal procedures, and establish efficient interactions within the Bank. The program is active throughout the probation period and ensures consistent support from both management and team members.

The primary objectives of the program are to minimize employee turnover during the first months of employment, reduce recruitment and training costs, and help employees reach the required performance levels.

During the adaptation period, the immediate supervisor guides the new employee through key responsibilities, sets probation objectives, and evaluates performance at the end of this period. An assigned mentor assists with organizational issues and helps the employee integrate into the team. Additionally, to create a positive first impression, new employees receive a welcome box containing basic information about the Bank and branded materials. Completion of all onboarding elements is mandatory for every new hire, ensuring a standardized approach to integration into the Bank's corporate culture.

Motivation and remuneration

GRI 405-2

The Bank's motivation and remuneration system is designed to recognize employee performance and encourage professional growth.

At the core of this system is the Employee Remuneration Policy, which establishes mandatory requirements and standards for salary implementation, including the calculation of bonuses for achieving set objectives. This policy applies to all employees across the Bank subdivisions and branches and governs the remuneration of senior staff in cases not covered by the separate Policy on Appointments, Remuneration, and Rewards for Senior Roles.

The Bank uses various financial incentive mechanisms to ensure a clear link between performance and individual pay levels. The bonus system considers both the achievement of key performance indicators and progress in individual development plans. Depending on the role and responsibilities, remuneration may be paid annually, monthly, or quarterly.

To promote pay transparency, the Bank monitors aggregated salary data, focusing on pay ratios between men and women in comparable positions. In 2024, the ratio of women's base salary to men's base salary at managerial positions was 0.75, and total remuneration was 0.74. Compared to the previous period, the total remuneration ratio for managerial positions increased by 7.2%, from 0.69 to 0.74.

For line positions, the ratio of women's base salary to men's was 0.58 in 2024, showing a slight increase from the previous reporting period. However, the total remuneration ratio decreased from 0.60 to 0.55.

Alongside financial incentives, the Bank also employs non-monetary methods to enhance staff motivation and engagement. These initiatives are implemented within the approved budget and in accordance with the Regulations on Employee Motivation Programs. As outlined in these Regulations, the Bank provides four types of non-monetary incentives: social support, moral encouragement, socio-psychological assistance, and various social benefits. All employees, regardless of their position, have access to these programs.

Base salary and overall remuneration dynamics, tenge

	2022			2023			2024		
	Men	Women	Ratio	Men	Women	Ratio	Men	Women	Ratio
Average base salary:									
Senior positions	597,830	463,616	0.78	683,167	558,413	0.82	814,081	612,171	0.75
Line positions	276,812	156,838	0.57	355,811	204,158	0.57	413,879	240,215	0.58
Average remuneration:									
Senior positions	914,969	581,494	0.64	1,132,232	783,402	0.69	1,305,200	959,801	0.74
Line positions	328,378	198,042	0.60	447,941	269,140	0.60	577,262	317,382	0.55

Employee social support

GRI 201-3, 401-2, 401-3, 403-6

The Bank is committed to ensuring the social protection of its employees while prioritizing their overall well-being. This commitment is fulfilled both through compliance with the labor legislation of the Republic of Kazakhstan and through voluntary corporate initiatives.

In accordance with legal requirements, the Bank guarantees the timely payment of mandatory pension and social contributions. In 2024, the total employer contributions amounted to 1,781.9 million tenge, representing a 52.4% increase compared to 2023. This significant growth is explained by the inclusion of occupational pension contributions alongside mandatory social contributions and compulsory health insurance payments.

Employee contributions in 2024 totaled 3,594.2 million tenge, marking a 13.6% increase from the previous year.



30

years of turning our plans into real projects

Bank employees implement socially significant projects

On the eve of its 30th anniversary, Eurasian Bank held its first competition of volunteer projects among employees, with the charitable foundation I AM PART OF KAZAKHSTAN acting as the operator. The initiative gave staff the opportunity to propose their own ideas aimed at addressing social and environmental challenges and to receive the Bank's support for their implementation. More than ten applications were submitted from different regions of the country, reflecting a wide range of employee interests – from environmental protection to the development of social infrastructure.

As a result of an independent selection process, four initiatives received funding: a project providing psychological support for parents of children with autism, two projects supporting animal shelters, and a project to improve a children's playground. All of these were carried out with the active participation of Bank employees and demonstrated how corporate volunteering can deliver meaningful benefits to society.



Total pension obligations and social contributions, mln tenge

Indicator	2022	2023	2024
Funded by the employer	1,041.9	1,169.1	1,781.9
Funded by the employees	2,621.2	3,165.2	3,594.2

Moreover, in line with labor legislation, the Bank offers its employees parental leave. In 2024, a total of 740 employees took maternity leave, which included 739 women and 1 man. Upon completion of the leave, 509 women returned to work, and out of these, 201 continued their employment for the next 12 months.

Total number of employees who took parental leave, people

Indicator	2022	2023	2024
Men	3	1	1
Women	1,105	935	739

Number of employees who returned to work upon completion of their parental leave, people

Indicator	2022	2023	2024
Men	1	1	0
Women	415	508	509

Number of employees who returned to work upon completion of their parental leave and remained employed for an additional 12 months after their return, people

Indicator	2022	2023	2024
Men	1	1	0
Women	115	175	201

To standardize the approach to providing additional support, the Guidelines on Employee Benefits were established. These Guidelines cover both compensations related to the performance of job functions and social benefits.

A key component of social support for the Bank employees is medical insurance. In 2024, a total of 1,905 employees participated in the health insurance program, representing a 12.7% increase compared to the previous year. The program's funding amounted to 474,588 thousand tenge, which is 10.6% lower than in 2023.

Number of participants in health insurance programs and the amount of funding

Indicator	2022	2023	2024
Number of participants, people	1,513	1,691	1,905
Volume of financing, thousand tenge	360,043	530,796	474,588

The Bank also offers financial assistance to employees through cash payments to support them during special life circumstances, as part of its social benefits program.

In 2024, a total of 614 employees benefited from this financial support, marking a significant increase of 40.8% compared to 2023. The funding for this program also saw a substantial rise of 67.3%, amounting to 86,777 thousand tenge. This growth demonstrates the Bank's commitment to standing by its employees during challenging times.

Number of participants of the financial support programs and the amount of funding

Indicator	2022	2023	2024
Number of participants, people	273	436	614
Volume of financing, thousand tenge	30,239	51,858	86,777

The Bank offers several types of benefits to its employees, including:



Compensatory benefits related to work duties:

- reimbursement for fuel and lubricants costs;
- payment for corporate mobile phone services;
- provision of a transfer service;



Social benefits:

- organization of medical insurance;
- provision of emergency pre-medical care;
- provision of financial assistance;
- access to gym facilities.



Financial aid can be granted in the following situations:

- childbirth;
- the death of close family members (such as parents, children, or a spouse);
- serious illness requiring costly medical treatment;
- health issues resulting from an accident;
- loss or damage to housing due to natural disasters;
- and other exceptional circumstances as determined by the Chairperson of the Management Board.

Ensuring safe working conditions GRI 3-3, 403-1, 403-3

Eurasian Bank is committed to ensuring safe working conditions through a robust occupational health and safety management system. This system adheres to established safety standards and fosters a secure environment for all employees, regardless of their role, work location, or duties. Responsibility for implementing these functions rest with the Unit of Labor Protection, Fire Safety, Mobilization Work, and Civil Defense and Emergency Situations (referred to as the Occupational Safety Unit), which is part of the Security Department.

The key functions of the Occupational Safety Unit include:

- preparing internal regulatory documents on occupational and fire safety;
- conducting introductory briefings, training, and knowledge assessments for employees on occupational and fire safety;
- informing and alerting employees about potential risks and threats, as well as coordinating actions during emergencies;
- participating in the investigation of workplace injuries and developing measures for their prevention;
- cooperating with authorized authorities during inspections, fire investigations, and emergency situations;
- developing proposals for financing civil protection measures and creating appropriate reserves.

The implementation of the occupational health and safety management system complies with the current legislation of the Republic of Kazakhstan including:

- The Labor Code of the Republic of Kazakhstan, adopted on November 23, 2015, No. 414-V;
- The Civil Protection Law of the Republic of Kazakhstan, adopted on April 11, 2014, No. 188-V;
- The Fire Safety Rules for the Republic of Kazakhstan established by the Ministry of Emergency Situations, effective February 21, 2022, No. 55;
- The Technical Regulation No. 405, approved on August 17, 2021, by the Minister of Emergency Situations of the Republic of Kazakhstan, outlining the general fire safety requirements.

Beyond legal mandates, the Bank also has internal regulations, including Instruction on Safety and Occupational Health, Rules for Fire Safety and Civil Protection, as well as measures for preventing unauthorized activities within the Bank premises.

Occupational health and safety risk management GRI 403-2, 403-4

To identify potential occupational risks and minimize hazards, the Bank established systematic risk assessment and management processes in occupational safety. Regular evaluations objectively analyze working conditions and ensure compliance with legal requirements and internal regulations.

The quality of these processes is ensured through internal and external audits, as well as the engagement of independent experts. The involvement of qualified specialists ensures reliable assessments and the correct application of the risk management hierarchy.

Evaluation results serve as the basis for improving the occupational health and safety management system. Following inspections, the Occupational Safety Unit, in collaboration with the responsible structural units, initiates the development and implementation of corrective measures aimed at addressing identified non-conformities and enhancing the overall efficiency of the system.

In addition to existing measures to minimize occupational risks, the Bank implemented a hazard reporting mechanism to increase employee engagement in occupational safety matters. Each employee has the opportunity to report identified hazards or potential incidents related to their job duties, either to their immediate supervisor or directly to the Occupational Safety Unit. All reports are recorded and undergo mandatory verification according to established response procedures. Internal practices ensure that no disciplinary actions are taken against employees who report violations or threats in good faith, promoting a culture of trust and ensuring timely mitigation of identified risks.

In the event of incidents or workplace accidents at the Bank, a special investigation is conducted in accordance with labor law requirements. The investigation is organized by the Occupational Safety Unit, and representatives of authorized government bodies may be involved if necessary. The investigation identifies both direct and contributing causes of the incident, evaluates associated risks, and develops corrective measures. Findings are used to update occupational health and safety management approaches and enhance the system's resilience to similar incidents in the future.

Occupational safety training activities GRI 403-5, 403-8

The Bank organizes regular training sessions and briefings aimed at increasing employees' awareness of Occupational health and safety, as well as developing skills necessary for safe behavior in work environments.

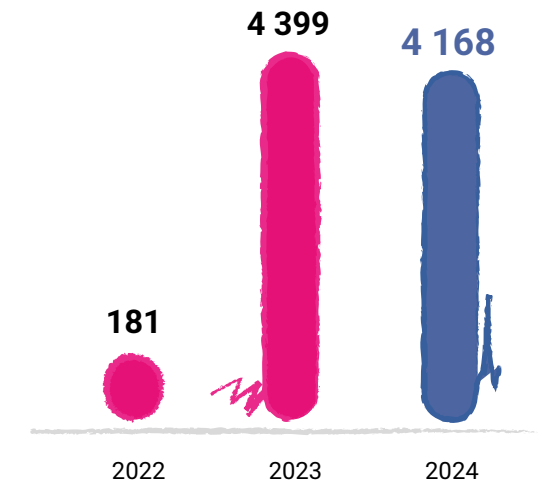
During the reporting year, the Occupational Safety Unit conducted an introductory electronic briefing for 725 newly hired employees, which is a mandatory part of the adaptation process designed to impart basic knowledge on occupational health and safety.

Additionally, with support from the HR subdivision, the Occupational Safety Unit organized external training at specialized training centers on occupational and fire safety. During these sessions, 159 responsible employees from both the Head Office and branch network completed courses, including the fire-technical minimum, and received certificates valid for three years.

To ensure practical readiness for emergencies, the Bank conducts staff evacuation drills. These drills are organized in phases at both the Head Office and branch network during simulated fire alarms, allowing the organization to assess employees' readiness for rapid response. Evacuations are conducted according to an approved schedule and monitored by the responsible subdivisions.

Moreover, during the reporting period, the Occupational Safety Unit continued its distance learning course titled Safety Requirements and Actions in Case of Threats or Emergencies at the Bank facilities. In the first cycle, 1,856 employees completed the training and subsequent testing, and in the second cycle, 1,806 employees did the same. The second cycle accommodated participants in both the state and Russian languages. In addition, the course was automatically assigned to all newly hired employees, resulting in 347 participants completing the training.

The number of employees who received training in occupational health and safety at the workplace, **people**





Green vector of development

Eurasian Bank regards the environmental agenda as one of its key priorities, taking measures to reduce its environmental impact. The Bank pursues this goal by developing products that encourage responsible consumption and by supporting initiatives aimed at greening and improving the environment.

Environmental impact management

Efficient use of resources

GRI 3-3

In its activities, Eurasian Bank is guided by the principles of responsible consumption of natural resources and implements measures to minimize the negative impact on the environment by enhancing operational process efficiency and increasing employee environmental awareness. The Bank implements several practical measures to achieve positive changes in the management of energy consumption, water supply, and waste management.

Energy efficiency

GRI 3-3, 302-1, 302-2, 302-3

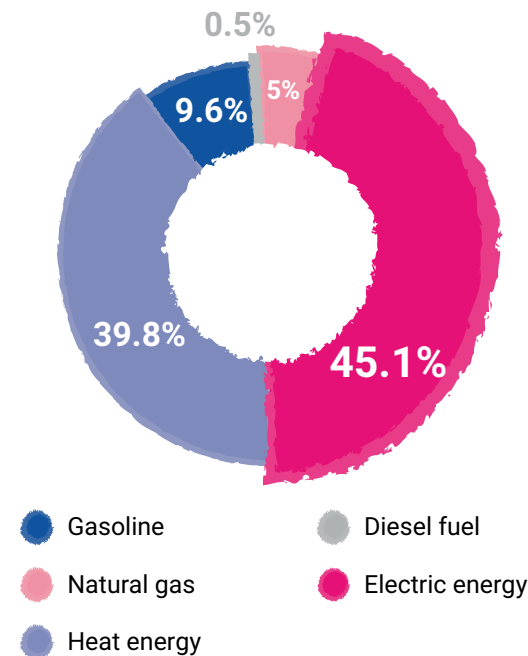
In 2024, the Bank continued to implement resource-saving solutions aimed at reducing energy consumption. As part of scheduled maintenance at the Head Office, the thermal unit was upgraded with the replacement of certain components, and the valves of the heating system were replaced, which enhanced the reliability of the engineering systems and ensured a more efficient distribution of thermal energy. To improve energy efficiency, the air conditioning system was also replaced with an inverter system, which features lower electricity consumption. In addition, during the reporting period, the Bank offices continued the phased replacement of discharge lamps with LED fixtures, contributing to reduced energy costs and extending the service life of the lighting equipment.

In 2024, the total volume of energy consumption reached 83,838.6 GJ, which is 3.9% lower than in 2023. In the energy consumption structure, electricity accounted for the largest share at 45.1%, followed by thermal energy at 39.8%; gasoline consumption amounted to 9.6%, natural gas to 5%, and diesel fuel to 0.5%. The Bank does not consume energy from renewable sources (RES).

Energy and fuel resources (EFR) consumption, GJ^{21, 22, 23}

Energy resource	2022	2023	2024
Liquid fuel, including:	12,410.8	12,296.0	8,462.7
• Gasoline	12,218.5	11,995.2	8,047.1
• Diesel oil fuel	192.4	300.8	415.6
Natural gas	4,436.9	3,653.5	4,154.1
Electric energy	37,942.3	37,941.7	37,814.2
Heat energy	31,766.6	33,364	33,407.6
Total	86,556.6	87,255.1	83,838.6

Bank's energy consumption in 2024, %



In 2024, the total EFR consumption reached 26,909.8 GJ, with 32% attributed to energy use in the Bank's leased facilities, including both premises and transportation.

The Bank's energy intensity relative to revenue²⁴ was recorded at 0.201 GJ per million tenge, reflecting a 1.5% decrease compared to the prior reporting period.

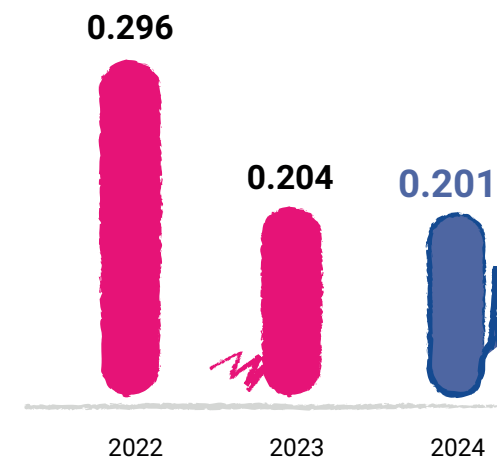


total energy consumption in 2024



reduction in energy consumption in 2024 compared to 2023

Energy intensity of the Bank, GJ/mIn tenge



the Bank's energy intensity in 2024

²¹ The consumption of energy and fuel for 2022-23 was recalculated due to a change in the assessment methodology.

²² The following density values were used to convert fuel from volume to mass measurements: diesel fuel - 0.769 kg/L, gasoline - 0.73 kg/L, natural gas - 0.6728 kg/m³.

²³ The conversion of EFR consumption into GJ was performed as follows:

- For fuels: using the lower heating value (LHV), according to the 2006 IPCC Guidelines (Volume 2, Chapter 1)
- For electric and thermal energy: through conversion factors for energy units, according to the Methodology for forming the fuel and energy balance and calculating individual statistical indicators characterizing the energy sector (approved by the Order of the Chairman of the Statistics Committee of the Ministry of National Economy of Kazakhstan, No. 160, dated August 11, 2016).

²⁴ Includes interest income, Commission income, and other income (see GRI 201-1 disclosure).

Water consumption

GRI 3-3, 303-3

The Bank facilities receive their water supply from municipal utilities. The Bank does not draw water from any surface or underground natural sources. All of the Bank locations are equipped with water meters, enabling regular accounting of consumption volumes. The Bank consistently monitors plumbing systems, including timely troubleshooting and preventive maintenance aimed at preventing leaks, which contributes to reducing water consumption.

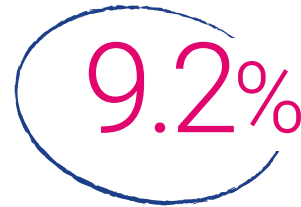
The Bank’s main water consumption consists of hot and cold water used for domestic and utility purposes. In certain facilities, such as the Bank branch in Karaganda, technical water is additionally used during the heating season to operate the heating system. A separate category of consumption is hot chemically treated water (HCTW), free of impurities and salts. This type of water is used to prevent scale formation and corrosion in water supply and heating systems, ensuring their stable and safe operation.

During the reporting period, the Bank consumed a total of 35.6 million liters of water, including 34.6 million liters of cold water, 0.96 million liters of hot water (including HCTW), and 0.04 million liters of technical water. Compared to 2023, total water withdrawal decreased by 9.2%.

In 2024, the Bank consumed 5.4 ML of water in regions with high and extremely high water scarcity (branches in Aktobe, Atyrau, Karaganda, Aktau, Taraz, and Shymkent), which is 15% of its total water consumption.

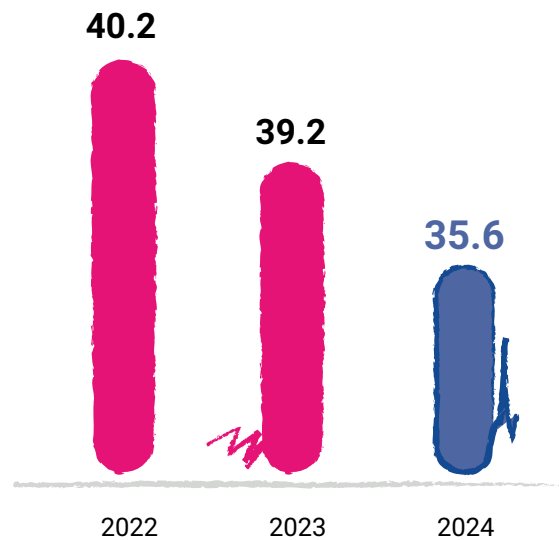


total water consumption in 2024

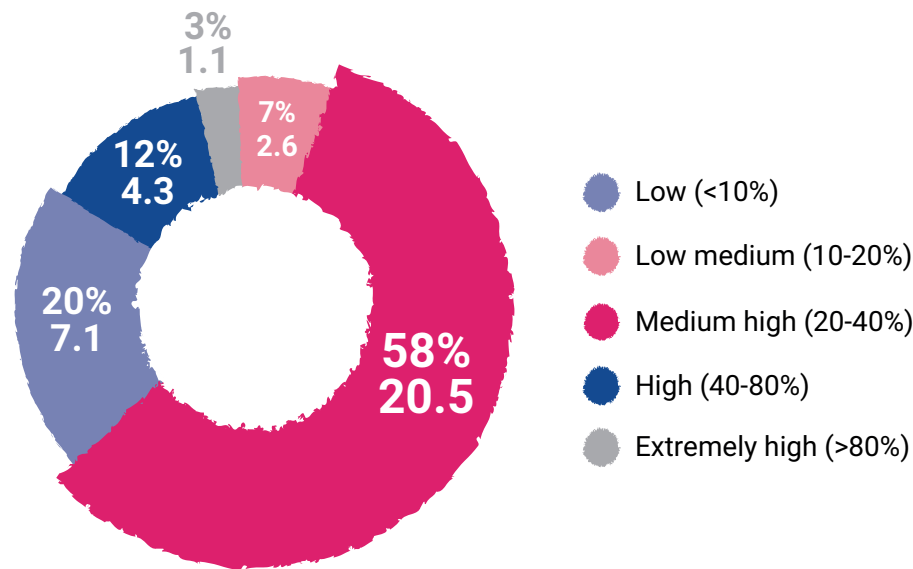


reduction in water withdrawal in 2024 compared to 2023

Water withdrawal, in million liters (ML)²⁵



The volume of water withdrawal categorized by the levels of water scarcity within the Bank’s regional network, ML²⁶



²⁵ 1 ML = 1000 m³

²⁶ The assessment of water scarcity levels in various regions of Kazakhstan was conducted based on the Aqueduct Country Ranking. Baseline water stress is defined as the ratio of total water demands to available renewable water resources.

Waste management

GRI 3-3, 306-3, 306-4, 306-5

As part of its ongoing operations, the Bank generates both non-hazardous and hazardous waste, which requires a consistent and structured approach to waste management. The bulk of non-hazardous waste consists of solid household waste (SHW), arising from the daily operations of the Bank offices. Hazardous waste includes used fluorescent lamps, car tires, laptop batteries, and car batteries, the handling of which is regulated in accordance with current environmental legislation.

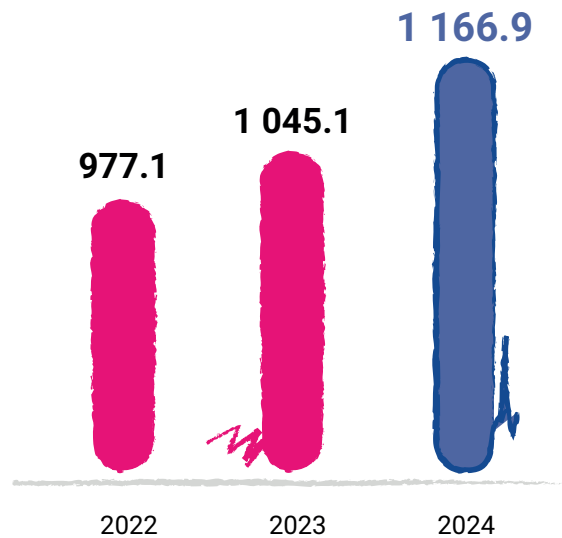
In 2024, the Bank generated a total of 1,170.9 tons of waste, of which 1.4 tons were hazardous and 1,169.5 tons were non-hazardous. All generated waste is carefully managed through contracts with specialized organizations: hazardous waste is properly disposed of, non-hazardous solid waste (NHW) is sent to landfills, and certain sorted materials are directed for recycling.

Amount of hazardous waste generated, tons

Waste type	2022	2023	2024
Luminescent lamps	0.03	0.03	0.07
Vehicle tires and tubes	0.94	0.96	0.96
Batteries and accumulators	0.35	0.35	0.36
Total	1.32	1.34	1.39



Amount of solid household waste generated, tons²⁷



During the reporting period, the Bank carried out systematic work in its offices to inform employees about waste sorting principles, including online training aimed at raising awareness and fostering sustainable daily habits.

The Bank also continued the implementation of the “Green Office” project in collaboration with Eco Network, which regularly collects waste for recycling from offices in Almaty, Atyrau, Kokshetau, Astana, and Aktobe.

In 2024, a total of 2.6 tons of waste, including paper, glass, plastic, and aluminum, was sent for recycling.

The Bank places special emphasis on optimizing resource use, such as paper and plastic, to reduce waste generation. To this end, the Bank is advancing the digitalization of services and transitioning to a paperless office, including the implementation of an electronic document management system and the conversion of paper credit files into digital format. In 2024, the total paper consumption amounted to 319.8 tons, representing a 22.2% decrease compared to 2023.

Paper and plastic consumption, tons

Material	2022	2023	2024
Paper	439.5	411	319.8
Plastic	3	1.6	1

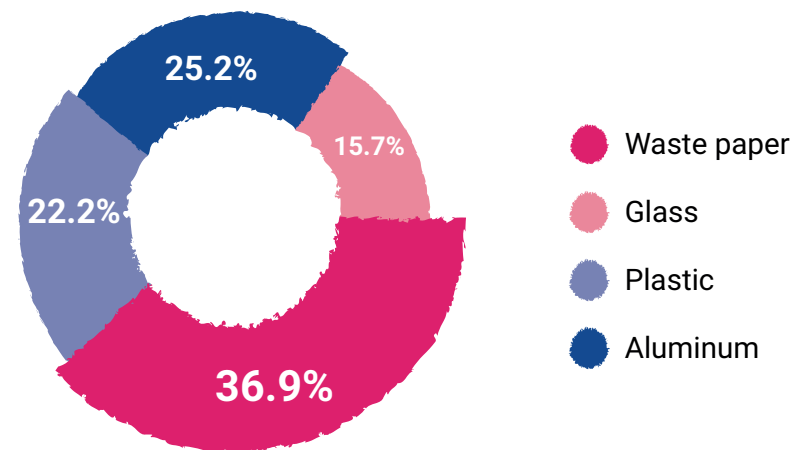
In 2024, 202,160 payment cards were issued, amounting to 1 ton of plastic. Plastic consumption decreased by 37.5% compared to the previous period, due to the increased use of digital cards.

Amount of waste diverted from disposal, tons

Type of waste	2022	2023	2024
Waste paper	1	1.8	1
Glass	0.3	0.9	0.4
Plastic	0.2	0.8	0.6
Aluminum	0.3	0.5	0.7
Total	1.8	4	2.6

Within the recyclable waste structure, the largest portions consist of waste paper (36.9%) and aluminum (25.2%). Meanwhile, plastic and glass contribute 22.2% and 15.7%, respectively.

Recyclable waste structure, %



reduction in paper consumption in 2024



reduction in plastic consumption in 2024

Bank employees planted trees in the Almaty Botanical Garden

In 2024, Eurasian Bank joined the international Mastercard Priceless Planet Coalition, which brings together companies and organizations worldwide to plant 100 million trees and mitigate the negative effects of climate change. The Bank became the first participant from Kazakhstan, reaffirming its commitment to the environmental agenda and declaring its ambition to achieve carbon neutrality by 2060.

In October, Bank employees made a personal contribution to greening Almaty by planting an almond garden composition in the Garden of Herbs and Flowers of the city’s Botanical Garden. The initiative formed part of a series of activities aimed at improving the urban ecosystem and raising public awareness of the importance of environmental responsibility.



²⁷ To convert the volume of solid waste generated (m³) into mass (t), a density indicator of 0.2 t/m³ for household mixed waste is used, following Appendix 3 of the methodology for calculating tariffs for the collection, transportation, sorting, and disposal of waste for the population, as outlined in the Order of the Minister of Ecology, Geology, and Natural Resources of the Republic of Kazakhstan No. 377 dated September 14, 2021.

Climate change

GRI 3-3

Climate change has a multifaceted impact on the economy, society, and the financial sector, presenting both risks and new opportunities. Potentially adverse effects of climate change include physical risks associated with changes in weather conditions and natural disasters, as well as transitional risks driven by stricter regulatory requirements, shifting market preferences, and the development of carbon regulations. At the same time, the climate agenda opens up new financing avenues for the Bank through support for sustainable projects and the development of green banking products.

Eurasian Bank is actively working to systematically integrate climate considerations into its operations. In preparing this Report, the Bank carried out a comprehensive assessment of its carbon footprint (covering scope 1, scope 2, and scope 3), including emissions associated with credit and investment activities (financed emissions). Additionally, the Bank identified and evaluated key categories of climate risks that could affect its business model and financial resilience. For the first time, the Bank also conducted pilot stress testing of its loan portfolio to assess the impact of transitional climate risks on credit risk indicators.

Greenhouse gas emissions GRI 3-3, 305-1, 305-2, 305-3, 305-4

The Bank’s approach to assessing its carbon footprint is based on the application of best international practices for calculating greenhouse gas emissions – the GHG Protocol, the guidelines of the Intergovernmental Panel on Climate Change (IPCC), and the Partnership for Carbon Accounting Financials (PCAF) Standard.

2024 is the first year for which the Bank assessed scope 3 emissions, including financed emissions. Accordingly, 2024 was established as the baseline year against which the Bank will evaluate the efficiency of its carbon management activities in the future.

The organizational boundaries for greenhouse gas emissions assessment include all Bank facilities under its operational control²⁸. Operational boundaries include:

- Direct emissions (scope 1): these are emissions from the operation of the Bank’s vehicles and stationary power equipment (such as boilers and generators).
- Indirect energy emissions (scope 2): these emissions occur during the production of electricity and thermal energy purchased by the Bank from external sources.

- Indirect emissions (scope 3): this category covers emissions associated with the purchase of goods and services (category 1), waste generation (category 5), energy used in the Bank’s leased offices (category 8), and emissions from lending and investment activities (category 15).

The Bank’s greenhouse gas emissions are quantified in tons of carbon dioxide equivalent (tCO₂-eq.) and include key greenhouse gases such as carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O)²⁹. Global warming potential (GWP) values from the IPCC Fifth Assessment Report were used to convert these emissions into tCO₂-eq.³⁰.

In 2024, the Bank reported scope 1 emissions totaling 835.7 tCO₂-eq., with 571.9 tCO₂-eq. arising from mobile sources (vehicles) and 263.8 tCO₂-eq. from stationary sources (gas boilers and diesel generators).

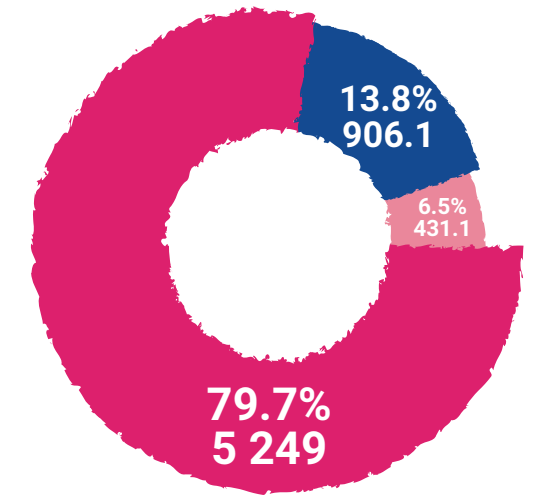


During the reporting period, the Bank’s scope 2 emissions totaled 8,021.3 tCO₂-eq., with electricity consumption accounting for 65% of this total. To estimate these emissions, the Bank applies the geographical location method, which uses average coefficients reflecting the intensity of greenhouse gas emissions from electricity and heat production in the Republic of Kazakhstan³¹. Notably, the Bank did not purchase any renewable electricity certificates (I-REC)³² during the reporting period; therefore, emissions were not assessed using the market-based method.

Scope 3 emissions occur within the Bank’s value chain and, according to the Greenhouse Gas Protocol methodology, include both upstream and downstream emissions. The upstream segment covers emissions related to the procurement of resources necessary for the Bank operations. The downstream segment refers to emissions associated with the delivery of the Bank products and services. For the Bank, the most significant category in the downstream segment is category 15, which corresponds to financed emissions.

In 2024, the Bank’s scope 3 (upstream) emissions amounted to 6,586.3 tCO₂-eq., with the largest share (79.7%) arising from greenhouse gas emissions related to the Bank’s leased office spaces (category 8). Additionally, 13.8% of emissions were associated with waste management generated during the Bank operations (category 5). Within scope 3 category 1, emissions from the purchase of office paper and plastics used for bankcards contributed 6.5% to the overall carbon footprint in the upstream segment.

Scope 3 emissions (upstream) categories, tCO₂-eq.



- Category 1: purchased goods and services
- Category 5: wastes generated in operations
- Category 8: upstream leased asset

The intensity of scope 1 and scope 2 emissions per unit of revenue in 2024 amounted to 0.021 tCO₂-eq. per million tenge, while the intensity of scope 3 (upstream) emissions was 0.016 tCO₂-eq. per million tenge.

Emissions of scope 1 and scope 2 for 2024, by type of greenhouse gas, tCO₂-eq.

Emissions category	CO ₂	CH ₄	N ₂ O	CO ₂ -eq.
Scope 1	821.1	7.6	7	835.7
Scope 2	7,991.7	2.8	26.8	8,021.3

²⁸ Operational control means that the company accounts for 100% of emissions from facilities over which it has full control over operating activities, regardless of its equity share. Operational control is understood as the company’s ability or right to introduce and implement its operating policies with respect to the facility.

²⁹ Except for emissions resulting from investments in government bonds (sovereign debt), which include CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃.

³⁰ GWP CH₄ = 28, N₂O=265

³¹ The average greenhouse gas emission factors for energy production were calculated based on the 2023 energy balance of the Republic of Kazakhstan.

³² The I-REC certificate is a market-based instrument that certifies that a certain amount of electricity has been generated from renewable energy sources.

Financed emissions

GRI 305-3, 305-4

Greenhouse gas emissions resulting from lending and investment activities (financed emissions) represent the Bank's most significant impact on climate change. The Bank conducted an assessment of financed emissions to obtain a baseline understanding of the carbon footprint of its loan and investment portfolios and to identify climate-sensitive sectors. The financed emissions assessment was carried out in accordance with the PCAF standard and included the following asset classes:

- Real estate lending (including mortgages and commercial real estate);
- Auto loans;
- Business loans;
- Securities (corporate stocks and bonds);
- Sovereign debt (government bonds).

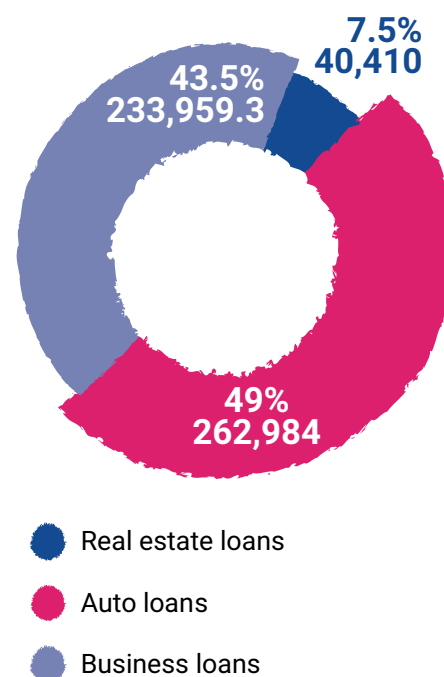
As of the end of 2024, the Bank's loan portfolio totaled 1.4 trillion tenge, and its investment portfolio amounted to 0.8 trillion tenge. The assessment of the financed emissions covered 95.3% of the loan portfolio and 98.5% of the investment portfolio.

The Bank's financed emissions as of December 31, 2024:

Asset class	Emissions, tCO ₂ -eq. ³³
Loan portfolio, including	537,353.3
Real estate lending	40,410
Auto loans	262,984
Business loans	233,959.3
Investment portfolio, including	
Securities	45,214.6
Sovereign debt (without LULUCF)	483,771.2
Sovereign debt (with LULUCF)	485,368.4

As of December 31, 2024, the absolute financed emissions attributed to the Bank's loan portfolio amounted to 537,353.3 tCO₂-eq., consisting of 262,984 tCO₂-eq. from auto loans (49%), 233,959.3 tCO₂-eq. from business loans (43.5%), and 40,410 tCO₂-eq. from real estate lending (7.5%).

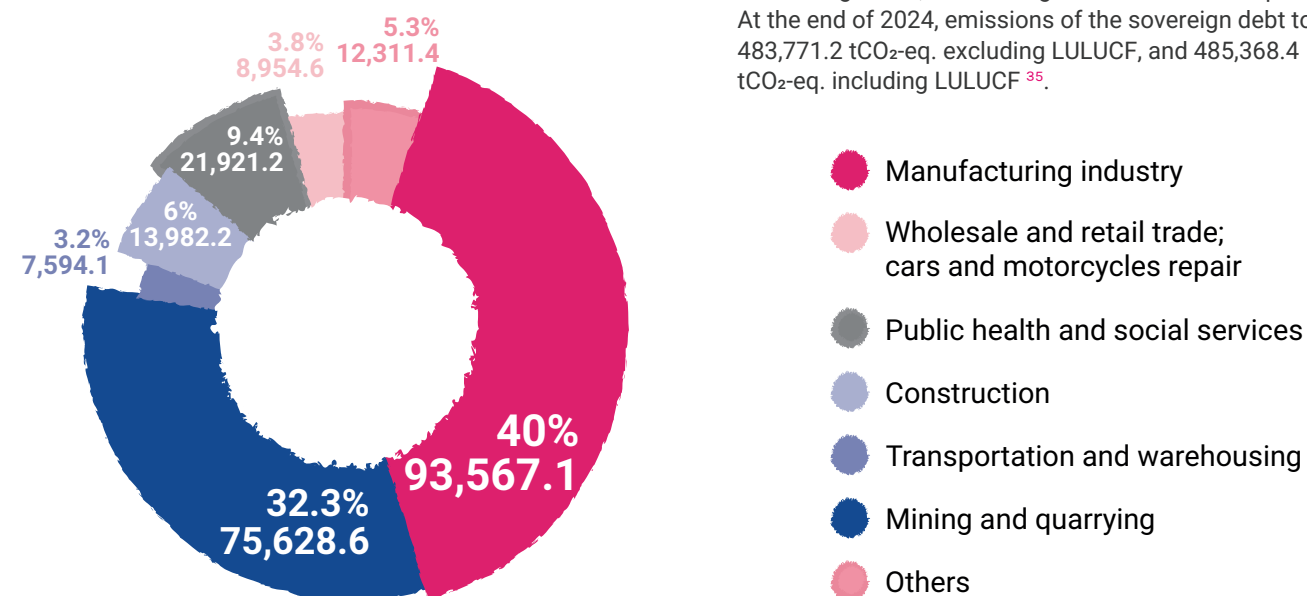
Loan portfolio carbon footprint, tCO₂-eq.



The total CO₂ equivalent emissions of the auto loans amount to 262,984 tons, with gasoline-powered cars contributing 262,477.8 tons, and diesel cars and electric vehicles contributing 455.6 and 50.6 tons, respectively.

In the sectoral composition of business loans, three industries account for the largest share of GHG emissions: manufacturing (40%, or 93,567.1 tCO₂-eq.), mining (32.3%, or 75,628.6 tCO₂-eq.), and health and social services (9.4%, or 21,921.2 tCO₂-eq.).

Sector-specific emissions of business lending, tCO₂-eq. (%)



Financed emissions intensity

Asset class	tCO ₂ -eq./million tenge	kg CO ₂ -eq./\$ ³⁶
Real estate lending	1.21	0.63
Auto loans	0.4	0.21
Business loans	0.37	0.19
Securities	0.52	0.27
Sovereign debt (with LULUCF)	0.7	0.36

By the end of 2024, the total CO₂ equivalent emissions of the real estate loans amount to 40,410 tCO₂-eq., of which the emissions from lending to real estate in the retail block (mortgage) contribute 3,460 tCO₂-eq., and real estate lent by corporate and SME blocks³⁴ contribute 36,950 tCO₂-eq.

The Bank's investment portfolio is represented by corporate securities (shares, bonds of Kazakhstani and international companies) and government bonds. GHG emissions associated with securities total 45,214.6 tCO₂-eq., of which corporate bonds make up 98%.

The Bank's most significant category of financed emissions is sovereign debt, which the government bonds represent. At the end of 2024, emissions of the sovereign debt totaled 483,771.2 tCO₂-eq. excluding LULUCF, and 485,368.4 tCO₂-eq. including LULUCF³⁵.

³³ The assessment of funded emissions takes into account scope 1, 2, and 3 emissions from borrowers and investments. For the Securities asset class, the calculation process covered scope 3 emissions.

³⁴ Including both residential and commercial properties.

³⁵ Following the PCAF standard, emissions from the sovereign state must be reported with and without LULUCF to ensure transparency for stakeholders in decision-making.

³⁶ GHG emission intensity was calculated in US dollars based on the official exchange rate set by the National Bank of Kazakhstan as of December 31, 2024 (1 USD = 523.54 KZT).

Climate risks

GRI 3-3

Risks related to climate change represent a significant factor capable of affecting the sustainability of financial institutions. In the long term, the Bank may be influenced by climatic factors both through its own operations and through its interactions with customers and partners.

The Bank's approach to identifying and classifying climate risks is aligned with the recommendations of the TCFD and the requirements of the IFRS S2 standard:

- Extreme physical risks relate to direct losses from extreme weather events, such as the destruction of assets (real estate, industrial infrastructure) or reduced economic activity in the affected regions. For Kazakhstan, these include floods, droughts, sudden temperature fluctuations, as well as forest and steppe fires.
- Chronic physical risk refers to the long-term climate changes (including rising average temperatures, changes in precipitation patterns, and the disappearance of some natural resources) that can affect the Bank's own operations or multiple sectors of the economy and regions where the Bank customers operate.
- Transition risks arise from a shift towards a low-carbon economy and include the effects of changes in government regulation, market preferences, and consumption patterns. These risks can be seen in both the reduced attractiveness of carbon-based assets and the increased business requirements, as well as the growing demand for sustainable technologies, innovations, and environmentally friendly solutions.

At present, the Bank does not register a significant short-term impact of climate risks on its operations. At the same time, the Bank recognizes the growing importance of these factors over the medium- and long-term. As part of building a resilient risk management system, work is being carried out to integrate climate-related aspects into key business processes.

Climate risks and their potential impact on the Bank's operations

Climate risk category	Subcategory	Risk driver	Impact on the Bank operations	Related banking risks	Impact level	Impact horizon
Physical risks	Extreme	Increase in frequency and intensity of extreme weather events, such as heavy rains, floods, hurricanes, and fires within the areas of the Bank's operation	<ul style="list-style-type: none"> • Potential destruction of offices, outlets, and data centers • Disruptions to operations • Reduction in the customers' solvency within the affected regions 	Operational risk Liquidity risk Credit risk	Average	Short-term (up to 2 years)
	Systematic	Long-term effects of climate change, including droughts, desertification, and water scarcity	<ul style="list-style-type: none"> • Increase in delinquency and lower profitability for customers in the agriculture, energy, and infrastructure sectors • Possible impairment of the Bank's collateral due to climate change within the affected regions 	Credit risk Market risk	High	Long-term (over 5 years)
	Regulatory	Tightening of national regulations in the decarbonization, accountability, and sustainable finance fields	<ul style="list-style-type: none"> • Increasing operational costs in carbon-intensive industries • Additional expenses for the Bank to comply with the reporting requirements 	Credit risk Operational risk	Average	Mid-term (2–5 years)
	Technology	The growing impact of new decarbonization technologies and sustainable finance requirements	<ul style="list-style-type: none"> • Growth of the capital costs for the Bank customers on the introduction of green technologies • Necessity to update internal expertise and assessment systems to integrate climate risks into credit analysis processes 	Credit risk Operational risk	Average	Mid-term (2–5 years)
Transition risks	Reputation	Growing public demand for environmental responsibility and transparency by the financial institutions	<ul style="list-style-type: none"> • Loss of reputation due to insufficient integration of climate aspects into the Bank activities (lack of action plans, emission reduction goals) • Reducing the investment attractiveness of the Bank and limiting access to international capital in case of non-fulfillment of the obligation on the ESG information disclosure • Loss of customers and partners due to financing projects with a high carbon footprint 	Market risk	High	Long-term (from 5 years)
	Market	Changing market trends and preferences, a reduction in demand for certain assets and services, and not meeting the climate agenda	<ul style="list-style-type: none"> • Decrease in demand for banking products not meeting ESG principles • Increase in the volatility of hydrocarbon resources prices, which can reduce the creditworthiness of customers in energy-intensive industries and increase the Bank's operating costs due to higher energy expenses • Decrease in the market value of securities within the Bank's investment portfolio as a result of the reduced attractiveness of carbon-intensive companies 	Market risk Credit risk	Average	Mid-term (2–5 years)

Climate stress testing

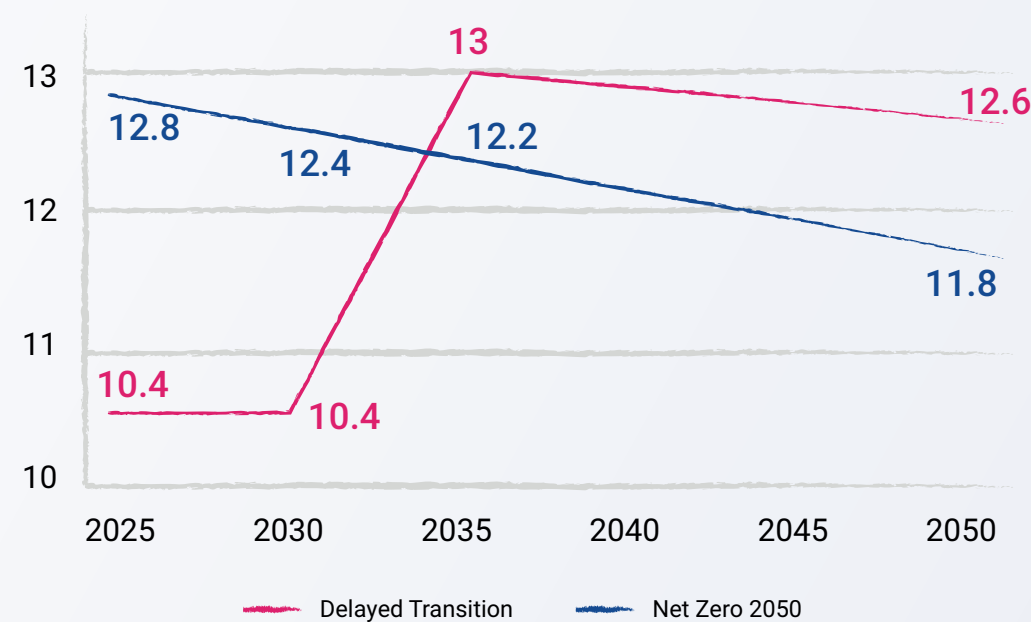
The Bank conducted a pilot stress test aimed at assessing the resilience of its corporate loan portfolio to climate risks. This analysis allows the Bank to better understand the vulnerability of its portfolio to changes in climate policy and to integrate climate factors into its risk management strategy.

The purpose of the climate stress testing was to assess the impact of changes in carbon prices on borrowers' probability of default (PD). The analysis was based on climate scenarios developed by the Network for Greening the Financial System (NGFS) and considered both the direct impact of changes in carbon prices and the ability of companies to adapt to new conditions through technological solutions and changes in business models.

The data of the Bank's loan portfolio for corporate and small and medium-sized enterprise segments, as of December 31, 2024, served as the basis for the modeling. The total volume of the portfolio included in the estimation amounted to 497.7 billion tenge³⁷, with a weighted average probability of default of 10.4%.

The results of the climate stress testing showed an increase of borrowers under both scenarios. However, in the case of the Net Zero 2050 scenario, the risks peak earlier and start to decrease after 2035 due to businesses' more active adaptation. In contrast, the Delayed Transition scenario suggests a delayed transition leading to a sharp increase in PD by 2035 and continues at a high level until 2050, as enterprises have less time for adaptation.

Dynamics of the probability of default for the Bank's corporate portfolio, %



The most adverse scenario of the "Delayed Transition" scenario projects that by 2050, the total amount of additional reserves required to cover climate risks will reach 2,614 million tenge, which is less than 0.5% of the current corporate portfolio and represents a manageable level of risk for the Bank.

Additional reserves on the climate risks: 2030 versus 2050, mln tenge

Scenario	2030	2050
Delayed Transition	28	2,614
Net Zero 2050	2,387	1,636

The scenario analysis allows drawing conclusions about the benefits of early adaptation: the Net Zero 2050 scenario demonstrates a more stable trajectory of credit risk, lower reserve requirements, and reduced vulnerability through borrowers' adaptation.

These results emphasize the importance of the Bank's proactive engagement with clients, supporting their transition to low-carbon development, and strengthening internal analytical tools for climate risk assessment. Recognizing the increasing significance of climate issues, the Bank plans to continue developing its scenario analysis approaches and gradually integrate climate factors into its risk management system.

³⁷ Analysis did not cover industries with a baseline probability of default of 100%.



To assess the potential risks, the Bank used two scenarios for the transition to a low-carbon economy:

- The Net Zero 2050** scenario is based on the early and consistent implementation of climate policies starting from 2025. It implies the advance and gradual implementation of such economic measures as the introduction of a carbon tax, an increase in the price of CO₂ emissions, and large-scale investments in clean technologies, allowing the economy to adapt with fewer shocks. This approach ensures achieving climate neutrality by 2050, including limiting global warming to 1.5°C. Despite moderate short-term economic costs, this scenario reduces both physical and transitional climate risks in the long term, making it more predictable in terms of financial sustainability.
- The Delayed Transition** scenario assumes that until 2030, countries will take little or no active measures to reduce greenhouse gas emissions, maintaining the current structure of energy use and level of regulatory enforcement. Climate Policy implementation shall start later and require much more substantial and costly actions to meet the Paris Agreement objectives. The scenario suggests dramatic growth of the carbon costs, acceleration of infrastructure upgrades, and rapid transformation of carbon-intensive sectors, all after 2030, leading to significant short-term economic setbacks, inflationary pressure, and heightened risks to the financial sector. Though achieving the target of keeping the temperature increase below 2°C, it may provoke increased volatility and uncertainty in the markets, particularly in sectors with a significant carbon footprint.





Sport unites – we support

Eurasian Bank provides financial support to the Golf Federation of Kazakhstan and the Children's Golf Academy, contributing to the development of this sport in the country. In the reporting year, the Bank also strengthened cooperation with the golf federations of Turkey, Azerbaijan, Pakistan, Tatarstan, Uzbekistan and Kyrgyzstan as part of the Great Silk Road initiatives.



Appendices

Appendix 1: About the Report

GRI 2-2, 2-3, 2-5

Eurasian Bank JSC is committed to ensuring a high level of transparency in its operations and is consistently expanding the scope of information disclosed to all interested parties. The Sustainability Report (hereinafter – the Report), which is the Bank’s second non-financial report, focuses on key environmental, social, and governance aspects that reflect the Bank’s contribution to implementing sustainable development principles.

The Report covers the Bank operations for the period from January 1 to December 31, 2024, which corresponds to the reporting period used in the Bank’s financial statements.

The Report was prepared in accordance with the international Global Reporting Initiative (GRI Standards). In its preparation, the provisions of IFRS S2 “Climate-Related Disclosures” and the recommendations of the Agency of the Republic of Kazakhstan for Regulation and Development of Financial Market were also taken into account.

This Report has not undergone an external assurance procedure. However, the Bank recognizes the importance of an independent assessment of non-financial information and is considering the possibility of conducting external verification in the future.



Material topics

GRI 3-1, 3-2

In preparing this Report, the Bank applied the concept of double materiality. The approach entails a parallel assessment of issues in terms of both the impact of the Bank operations on the environment, society, and economy, and the influence of environmental, social, and managerial factors on the Bank's financial stability.

The process of determining significant topics involved several stages:

1. **At the initial stage**, an extended list of potential material topics was compiled. This list was based on the material topics disclosed in the Bank’s 2023 Report. The list was then supplemented by analyzing the reports of comparable financial institutions, which allowed consideration of the most common approaches to disclosing sustainability topics in the banking sector. Additionally, topics recommended by the ARDFM were included. As a result of this stage, a list of 26 topics was formed for further evaluation.
2. **For each of the 26 topics**, actual and potential impacts, as well as associated financial risks and opportunities, were identified. Based on this data, a materiality assessment was carried out with the participation of key stakeholders, whose opinions were collected through a survey. Simultaneously, sustainability experts conducted an in-depth analysis, evaluating the significance of potential impacts, as well as the probability and magnitude of associated risks and opportunities.
3. **Finally**, the Bank developed a double materiality matrix to visually present the assessment results. Topics that received high scores in terms of both impact significance and financial importance were included in the final list.

Double materiality matrix



● Material topic ● Non-material topic

List of material topics

The assessment resulted in a list of 18 material topics. Several of them with similar content were consolidated into broader thematic blocks. In particular, GHG emissions, Financed GHG emissions, and Climate risks and opportunities were combined into the Climate change block, while Energy efficiency, Water resources management, and Waste were grouped under the Resource efficiency block.

As a result, the final list of significant topics to be disclosed in this Report comprises 14 items. Compared to the previous reporting period, it now also includes new topics such as Taxes, Digitalization, and Customer Satisfaction. At the same time, the topics Interaction with local communities and Interaction with suppliers were excluded from the final list following the updated relevance assessment.

Nº

Subject

Environmental aspects

- | | |
|---|---------------------|
| 1 | Climate change |
| 2 | Resource efficiency |

Nº

Subject

Social aspects

- | | |
|---|--|
| 3 | Accessibility of financial services and support for financial literacy |
| 4 | HR management and responsible labor practices |
| 5 | Employee training and development |
| 6 | Diversity, equality and inclusivity |
| 7 | Occupational health and safety |

Nº

Subject

Managerial aspects

- | | |
|----|--------------------------------|
| 8 | Generating economic value |
| 9 | Taxes |
| 10 | Sustainable finance |
| 11 | Digitalization |
| 12 | Data privacy and cybersecurity |
| 13 | Customer satisfaction |
| 14 | Anti-corruption |



Appendix 2: GRI content index

Conformance Statement	Eurasian Bank prepared the 2024 Sustainability Report, covering the period from January 1 to December 31, 2024, in accordance with the Global Reporting Initiative (GRI) standards.
GRI 1	GRI 1: Foundation 2021
Industry standard GRI	Not applicable

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
General Disclosures					
GRI 2: General Disclosures 2021	2-1 Company information	General information Geographical presence			
	2-2 Entities included in the organization's sustainability reporting	Appendix 1: About the Report			
	2-3 Reporting period, frequency and contact point	Appendix 1: About the Report			
	2-4 Restatements of information	Generating economic value Retail ESG Products Corporate ESG products Motivation and remuneration Energy efficiency Waste management			2-4. Due to the change in the assessment approach, the Bank reviewed the information on the following indicators for the previous reporting period: <ul style="list-style-type: none"> • Direct economic value generated and distributed • Retail social loans • Credit programs aimed to develop small businesses and local communities • Social loans granted to SMEs • Average base salary and remuneration of men and women • Consumption of fuel and energy resources, energy intensity • Waste generation
	2-5 External assurance	Appendix 1: About the Report			
	2-6 Activities, value chain and other business relationships	Geographical presence Procurement and supply chain management Banking products overview			
	2-7 Employees	Staff headcount			2-7 b.iii. The Bank does not employ staff with a non-guaranteed number of working hours. 2-7 b.iv. Information on full-time staff by region can be found in the ESG Databook . 2-7 b.v. Information on part-time staff by region can be found in the ESG Databook .
	2-8 Workers who are not employees	Staff headcount			

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	Composition of the Board of Directors Committees of the Board of Directors Sustainable development management system			2-9 c.vi. The top management body of the Bank and its committees do not include members representing underrepresented social groups.
	2-10 Nomination and selection to the highest governance body	Board of Directors election procedure Committees of the Board of Directors			2-10 b.ii. The diversity factor is not considered when selecting or nominating members to the supreme governing body.
	2-11 Chair of the highest governance body	Board of Directors election procedure			
	2-12 Role of the highest governance body in overseeing the management of impacts	Sustainable development management system Feedback mechanisms Internal audit			
	2-13 Delegation of responsibility for managing impacts	Sustainable development management system			2-13 a.i. The Board of Directors delegates responsibility for managing the impact on the economy, the environment, and society to the Managing Director for Strategic Planning and Sustainable Development, who reports to the Chairperson of the Bank's Management Board.
	2-14 Role of the highest governance body in sustainability reporting	Sustainable development management system			
	2-15 Conflicts of interest	Conflict of interest			2-15 b.i. The laws of the Republic of Kazakhstan and internal policies of the Bank restrict the possibility of a single individual simultaneously serving on the executive boards of several banks, except for cases of affiliation. As part of the process of appointing individuals to positions, potential conflicts of interest, including those resulting from overlapping roles, are identified and addressed to prevent them from arising. 2-15 b.ii. The acquisition of shares by the Bank is subject to the restrictions set out in the Law on Banks and Banking Activities in the Republic of Kazakhstan. Cross-shareholding with suppliers or other contracting parties is not permitted. 2-15 b.iii. Eurasian Financial Company JSC is the single shareholder of the Bank, holding 100% of the voting shares. Given the absence of any other shareholders, there is no issue of controlling shareholders.
	2-16 Communication of critical concerns	Internal audit			2-16 b. No critical issues that required consideration by the Board of Directors were identified during the reporting period
2-17 Collective knowledge of the highest governance body				2-17 a. During the reporting period, the members of the Board of Directors did not have any training on the issues related to sustainable development.	

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 2: General Disclosures 2021	2-18 Evaluation of the performance of the highest governance body	Board of Directors performance evaluation			
	2-19 Remuneration policies	Remuneration of the Board of Directors and Management Board			2-19 a.ii. No sign-on bonuses or recruitment incentive payments are provided when applying for a position. 2-19 a.iii. No termination payments are provided in case of termination beyond those established by the Labor Code of Kazakhstan. 2-19 a.v. No claw-backs are applied. 2-19 a.v. Retirement benefits are provided only in the form of mandatory contributions to UAPF. 2-19 b. KPIs in sustainable development were not used to determine remuneration at the end of the reporting period.
	2-20 Process to determine remuneration	Remuneration of the Board of Directors and Management Board			2-20 e.ii. The stakeholders are not consulted or involved in the process of determining the level of remuneration for members of the Board of Directors and the Management Board. 2-20 e.iii. The external consultants are not consulted or involved in the process of determining the level of remuneration for members of the Board of Directors and the Management Board.
	2-21 Annual total remuneration ratio		2-21	Information is confidential	
	2-22 Statement on sustainable development strategy	CEO letter			
	2-23 Policy commitments	Business ethics Corporate documents in the sustainable development field			2-23 a.i. The Bank has no obligations on responsible business conduct, as defined in intergovernmental documents. 2-23 a.ii. The Bank's responsibility to conduct business does not include due diligence procedures. 2-23 a.iii. The Bank's responsibilities do not include the implementation of the precautionary principle in business operations. 2-23 b.i. The Bank is not obligated to respect human rights as defined by internationally recognized instruments. 2-23 b.ii. The Bank did not identify specific categories of stakeholders or vulnerable groups that require special attention concerning human rights obligations. 2-23 c. Values related to responsible business conduct and respect for human rights can be found on the Bank official website at: https://eubank.kz/about/
	2-24 Embedding policy commitments	Corporate documents in the sustainable development field			2-24 a.iv. When applying for employment, the Bank employees are required to be familiar with policies related to sustainable development
	2-25 Processes to remediate negative impacts	Feedback mechanisms			2-25 d. The Bank does not involve stakeholders in the process of developing, revising, and improving its complaint mechanisms.

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 2: General Disclosures 2021	2-26 Mechanisms for seeking advice and raising concerns	Feedback mechanisms			
	2-27 Compliance with laws	Compliance with laws			
	2-28 Membership associations	Membership in associations			
	2-29 Approach to stakeholder engagement	Interaction with stakeholders			
	2-30 Collective bargaining agreements				2-30 a-b. The Bank does not have a practice of concluding collective agreements.
Material topics					
GRI 3: Material topics 2021	3-1 Process to determine material topics	Appendix 1: About the Report			
	3-2 List of material topics	Appendix 1: About the Report			
Economic value					
GRI 3: Material topics 2021	3-3 Management of material topics	Generating economic value			3-3 c. Activities related to charity are governed by internal rules for providing financial, charitable, and sponsorship assistance. 3-3 f. There is no involvement of stakeholders in managing the economic performance issues.
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Generating economic value			
	201-3 Defined benefit plan obligations and other retirement plans	Employee social support			
	201-4 Financial assistance received from government	Generating economic value			201-4 b. Financial support during the reporting period was exclusively received in the territory of Kazakhstan. 201-4 c. The state does not participate in the Bank's share capital.
Anti-corruption					
GRI 3: Material topics 2021	3-3 Management of material topics	Anti-corruption			3-3 e.ii. Quantitative goals and indicators are not currently used to assess the efficiency of anti-corruption measures. 3-3 e.iv. The policy is regularly reviewed, taking into account analysis of its relevance and need for changes.
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Anti-corruption			

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
Taxes					
GRI 3: Material topics 2021	3-3 Management of material topics	Taxes Tax risk management			3-3 e.ii. Quantitative goals and indicators are not currently used to evaluate the efficiency of tax policies or tax risk management.
GRI 207: Taxes 2019	207-1 Approach to taxation	Taxes			
	207-2 Tax governance, control, and risk management	Taxes Tax risk management			207-2 c. Information on tax deductions is presented in the Bank's unconsolidated financial statements, which are certified by an independent auditor as part of the external audit process.
	207-3 Stakeholder engagement and management of concerns related to taxation	Taxes			207-3 a.iii. To collect and review stakeholders' opinions and concerns, the Bank follows a process that includes identification, analysis, collection, evaluation, response, and monitoring steps.
Resource efficiency					
GRI 3: Material topics 2021	3-3 Management of material topics	Efficient use of resources			3-3 a. The Bank's negative impact on the environment through the consumption of resources, including energy, water, and materials, and waste generation, is minor. 3-4 b. The main impact on the natural environment occurs as a result of the Bank operations. 3-3 c. The Bank does not have a specific policy in place to address the resource efficiency issues. The implementation of the initiatives is a part of the Bank's overall business practices and follows the requirements of the Kazakhstani legislation. 3-3 e.ii. At present, there are no specific targets or indicators in place for evaluating the Bank's performance in terms of the efficient use of resources such as energy, water, and waste. 3-3 e.iv. The practice of formally analyzing lessons learned and adjusting resource management processes based on these findings is not currently in place. 3-3 f. At present, the practice of systematic involvement of stakeholders in the development and assessment of approaches to the management of the sustainable use of natural resources was not formalized.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy efficiency			302-1 c.iii-iv. In the course of its operations, the Bank does not utilize such energy as cooling and steam. 302-1 c. The Bank does not perform the sale of energy.
	302-2 Energy consumption outside of the organization	Energy efficiency			
	302-3 Energy intensity	Energy efficiency			302-3 c. The specific indicator for the Bank's energy efficiency takes into account the consumption of fuels, electrical, and thermal energy within the organization 302-3 c. The energy intensity index accounts for the Bank's internal and external energy consumption.

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Water consumption			303-3 c. All water consumed by the Bank is fresh water, including cold, hot, and industrial water sources.
GRI 306: Waste 2020	306-3 Waste generated	Waste management			
	306-4 Waste diverted from disposal	Waste management			306-4 b. The Bank employs no other methods for hazardous waste management other than disposal by specialized entities. 306-4 c. The Bank utilizes no methods for non-hazardous waste except for recycling operations. 306-4 d. All waste management processes are carried out by external specialized organizations.
	306-5 Waste directed to disposal	Waste management			306-5 b. The Bank does not employ methods of hazardous waste disposal (incineration, disposal in landfills, etc.). 306-5 c. The Bank does not utilize other methods of non-hazardous waste disposal, except for disposal in a landfill. 306-5 d. All waste management activities are conducted by specialized external entities outside the Bank territories.
Climate change					
GRI 3: Material topics 2021	3-3 Management of material topics	Climate change			3-3 a. The Bank's negative impact on climate change relates to greenhouse gas emissions generated in the course of its operations and because of financing customers' activities and investments 3-3 c. The Bank does not have a specific policy on climate change issues. 3-3 e.ii. The Bank has not yet established goals and key performance indicators related to climate change. 3-3 e.iv. The practice of formally analyzing lessons learned and adjusting resource management processes based on these findings is not currently in place. 3-3 f. Stakeholder involvement in the development and assessment of climate management approaches has not been systematically applied at this time.
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Greenhouse gas emissions			305-1 c. The Bank has no biogenic sources of carbon dioxide emissions.
	305-2 Energy indirect (Scope 2) GHG emissions	Greenhouse gas emissions			
	305-3 GHG emissions	Greenhouse gas emissions Financed emissions			305-3 c. The scope 3 of the Bank's emissions do not take into account biogenic carbon dioxide emissions.
	305-4 GHG emissions intensity	Greenhouse gas emissions Financed emissions			

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
HR management and responsible labor practices					
GRI 3: Material topics 2021	3-3 Management of material topics	HR management			3-3 f. The Bank has a system in place to receive complaints and suggestions from its employees to identify and address any violations of internal policies. The relevant subdivisions are in charge of such requests processing. If necessary, internal investigations are initiated and appropriate measures are taken to correct any issues.
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Personnel recruitment Employee turnover			
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee social support			401-2 a.ii. In case of an accident, occupational disease, or other disability or loss of working capacity, employees are entitled to compensation for damages. 401-2 a.iv. There are no equity participation programs in place for either permanent or temporary employees.
	401-3 Parental leave	Employee social support			401-3 a. All full-time Bank employees, regardless of their gender, are eligible for parental leave. 401-3 e. For the gender split on the rate of returning to work and the retention rate after parental leave, one may see the ESG Databook .
Occupational health and safety					
GRI 3: Material topics 2021	3-3 Management of material topics	Ensuring safe working conditions			
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Ensuring safe working conditions			
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational health and safety risk management			403-2 c. The Bank provides for the right of employees to refuse to carry out their work duties in cases where conditions may pose a risk to their life or health. Therefore, during the period of quarantine measures related to the risk of infectious disease transmission, some categories of employees were transferred to remote working arrangements.
	403-3 Occupational health services	Ensuring safe working conditions			
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational health and safety risk management			403-4 b. There were no formal joint occupational health and safety committees established between the Bank's management and employees.

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 403: Occupational health and safety 2018	403-5 Worker training on occupational health and safety	Occupational safety training activities			
	403-6 Promotion of worker health	Employee social support			403-6 b. As part of its commitment to promoting a healthy lifestyle among its employees, the Bank offers additional health insurance coverage and access to a gym.
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				403-7 a. On the Bank's information portal, the Occupational Safety Unit posts recommendations for compliance with sanitary and epidemiological standards, as well as instructional materials for the safe use of personal computers and office equipment. The Bank implements measures aimed at minimizing potential risks associated with the nature of work in the banking industry.
	403-8 Workers covered by the occupational health and safety management system	Ensuring safe working conditions Occupational safety training activities			403-8 a.ii. No comprehensive review of the occupational health and safety management system was conducted by the internal audit unit during the reporting period.
Training and education					
GRI 3: Material topics 2021	3-3 Management of material topics	Employee training and development			
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee, split by gender and categories	Employee training and development			
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee training and development			
	404-3 Percentage of employees receiving regular performance and career development reviews				404-3 a. No measures were taken to assess employee performance and career development in the reporting year.
Diversity, equality and inclusivity					
GRI 3: Material topics 2021					3-3 e.ii. At present, targets and indicators for evaluating the efficiency of gender and age diversity policies and inclusion have not been established. 3-3 e.iv. The practice of formally analyzing lessons learned and making adjustments to gender and age diversity and inclusion processes based on these findings is not currently in place. 3-3 f. Currently, the Bank does not practice the systematic involvement of stakeholders in the development and assessment of approaches to gender and age diversity management and inclusion.
	3-3 Management of material topics	Building an inclusive work environment			

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Building an inclusive work environment			
	405-2 Ratio of basic salary and remuneration of women to men	Motivation and remuneration			405-2 b. Significant locations for the Bank operations include the Head Office in Almaty and regional branches in major cities in Kazakhstan.
Data privacy and cybersecurity					
GRI 3: Material topics 2021	3-3 Management of material topics	Data privacy and cybersecurity			3-3 e.i. The Bank assesses the efficiency of the measures taken to protect personal data by monitoring the achievement of objectives and targets within the annual plan framework. 3-3 e.ii. Personal data security does not involve quantitative goals and indicators to evaluate the initiatives' efficiency. 3-3 e.iv. The Information Security Policy is revised at least once per year to update its provisions. 3-3 f. Stakeholders participate through responding to client requests, regulatory demands, and the outcomes of internal audits, resulting in the corrective actions.
		Personal data processing			
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Personal data processing			
Access to financial services and financial literacy					
GRI 3: Material topics 2021	3-3 Management of material topics	Accessibility of financial services			3-3 c. The Bank does not have a specific policy governing the provision of financial services or financial literacy. Instead, it implements special initiatives as a part of the organization's overall strategy and priorities for sustainable development. 3-3 d.ii. Valid communication channels enable inquiries regarding the availability of financial services. If needed, the Bank will take appropriate measures to address any issues. 3-3 e.i. The Bank does not implement systematic efficiency monitoring of programs related to financial accessibility and financial literacy. 3-3 e.iv. During the reporting period, the Bank did not undertake any analysis of the impact of implemented measures or revision of approaches based on such analysis.
		Financial literacy			

GRI Standard	Disclosure	Report section	Omission		Comments
			Reason	Explanation	
Customer satisfaction					
GRI 3: Material topics 2021	3-3 Management of material topics	Customer satisfaction			3-3 c. The Bank's development strategy for 2021-2024 prioritizes improving business process efficiency to enhance customer experience.
Sustainable finance					
GRI 3: Material topics 2021	3-3 Management of material topics	ESG products			<p>3-3 d.i. The Bank is in the process of developing approaches for assessing environmental and social risks associated with lending to mitigate potential negative impacts on the environment and society.</p> <p>3-3 d.ii. In the event of delays on social loans, the Bank applies the standard restructuring procedures and works with borrowers individually.</p> <p>3-3 c. The Bank's development strategy includes the goal of developing ESG (environmental, social, and governance) products that take into account social responsibility and stakeholder interests. There is no specific policy adopted in this regard.</p> <p>3-3 e.iv. There has been no review of product lines, credit terms, or implementation methods for ESG products based on performance analysis or customer feedback during the reporting period.</p>
Digitalization					
GRI 3: Material topics 2021	3-3 Management of material topics	Digitalization			<p>3-3 c. The Bank's strategic plan for 2021-2024 envisions enhancing the quality of digital customer services and developing personalized offerings.</p> <p>3-3 d. If any problems arise related to digital services, clients may submit requests via the built-in online assistance chat or contact center.</p> <p>3-3 e. The Bank applies the NPS (Net Promoter Score) index to assess the performance of the SmartBank mobile app. For further details, see the Customer Satisfaction section.</p> <p>3-3 f. Customer feedback serves as a basis for swift response, resolution of identified issues, and enhancement of digital service capabilities.</p>

Appendix 3: Information disclosure index according to ARDFM guidelines³⁸

ARDFM disclosure	Report section	Comments
A The disclosure of essential environmental, social, and governance (ESG) information by banks and other financial institutions		
1 Materiality concept within the sustainable development		
Double and dynamic materiality	Appendix 1: About the Report	
2 ESG factors that may be relevant in the financial market		
Environment and Climate	Efficient use of resources Climate change	
Employees	HR management Building an inclusive work environment Employee training and development Motivation and remuneration Ensuring safe working conditions	
Responsible lending and financial products	ESG products	
Expanding access to financial services (products and consumers)	Accessibility of financial services Financial literacy	
Ethical principles	Anti-corruption Compliance with laws Taxes Personal data processing	
Managing ESG factors in credit and investment activities	Sustainability risk management	
B ESG-factors management		
1 Strategy		
Assessment of risks and opportunities related to sustainable development	Sustainability risk management	
Sustainable development management	Sustainable development management system Corporate documents in the sustainable development	
2 ESG-risks management		
The process of identifying ESG risks	Sustainability risk management	
ESG Risk Management		At present, the Bank has not yet established a formalized system for managing risks in the area of sustainable development. However, in 2025, the plan is to continue working in this direction, which includes the development of internal policies and procedures for managing environmental and social risks within the framework of its lending activities.
Key ESG risks and ESG opportunities	Sustainability risk management	

³⁸ The ARDFM Guidelines on Environmental, Social, and Corporate Governance (ESG) Disclosure for Banks and Other Financial Institutions (Order of the Chair of the Agency of the Republic of Kazakhstan for Regulation and Development of the Financial Market dated April 28, 2023, No. 291).

ARDFM disclosure	Report section	Comments
Significant financial risks related to climate change	Climate risks	
3 Quantitative and target performance indicators		
Results of quantitative and target indicators in the field of sustainable development	2024 within the Sustainable development context	
Impact on financial results	Climate stress testing	
C Corporate governance		
1 Commitment to ESG principles		
2 The Board of Directors		
Election of the Board of Directors	Board of Directors Election Procedure	
Composition and qualifications of the Board of Directors	Composition of the Board of Directors	
Independence of the Board of Directors	Composition of the Board of Directors	
Committees of the Board of Directors	Committees at the Board of Directors	
Evaluation of the activities of the Board of Directors	Board of Directors Performance Evaluation	
Remuneration	Remuneration of the Board of Directors and Management Board	
The role of the Board of Directors, responsibilities and relations with the executive body	Board of Directors Sustainable development management system	
3 Control environment		
Internal control system	Internal control system	
Internal audit	Internal audit	
External audit	Committees of the Board of Directors	
Organizational and institutional foundations of the risk management system	Risk management Risk management stages Sustainability risk management	
Compliance	Anti-corruption Risk management stages Sustainability risk management	
4 Shareholders' rights		
Ownership and control	General Meeting of Shareholders	
Minority shareholders' rights		The Bank's sole shareholder is Eurasian Financial Company JSC, which owns 100% of the shares.
Transactions with related parties	Board of Directors	
Ownership of shares and dividends		For information on the number of shares issued and shares in free circulation, please, see the Bank's unconsolidated financial statements for 2024.
5 Interaction with stakeholders		
Interaction with stakeholders	Interaction with stakeholders Feedback mechanisms	

Appendix 4: Information disclosure according to IFRS guidelines (IFRS S2)³⁹

The reporting element	The Report section / Comments
Corporate governance	
6 (a) Corporate governance bodies responsible for oversight of climate risk and opportunity management.	The Board of Directors reviews the issues related to climate change annually, at least once a year, as part of the process of approving the Sustainability Report. The Bank also plans to incorporate responsibility for managing climate-related issues into the regulations and authorities of its governing bodies (the Board of Directors and the Committee at the Board of Directors).
6 (b) Role of executive management in processes and procedures for managing and overseeing climate risks and opportunities.	As of 2024, no specific official or body was designated with responsibility for managing climate risks or opportunities. For the future reporting periods, the Bank intends to establish a climate governance structure at the executive level.
Strategy	
9 (a), 10 (a)-(d) Climate risks and opportunities that could reasonably be expected to affect the company's prospects.	Climate risks
22 (a) Assessment of climate sustainability of strategy and business model 22 (b) Scenario analysis of climate risks: (i) Information on baseline data used, including climate scenarios, time horizons, and scope of operations; (ii) Reporting period for scenario analysis.	Climate stress testing
Risk management	
25 (a) Process for identifying, assessing, and prioritizing climate-change risks, including: (i) input data and parameters utilized by the company; (ii) checking if the company utilize climate scenario analysis in the identification of climate risks and, if so, how	Climate risks Climate stress testing
Metrics and Objectives	
29 (a) Information regarding cross-industry indicators, including: (i) absolute gross emissions of scopes 1, 2, and 3 for the reporting period in metric tCO2-eq. (ii) assessment of greenhouse gas emissions following the Protocol on Greenhouse Gas. (v) disclosure of scope 2 emissions using the geographical location method and information on the availability of contractual instruments (vi) (1) categories included in scope 3 emission calculation (vi) (2) information on funded emissions (Category 15, Scope 3)	Greenhouse gas emissions Financed emissions

³⁹ The table shows only those requirements of the standard that have been disclosed in this Report. The Bank continues improving its climate management system to be able to disclose additional elements of the standard in future reporting periods.

Appendix 5: Glossary

AI	Artificial intelligence	DAMU	DAMU Entrepreneurship Development Fund JSC
ALM	Asset-Liability Management	CJSC	Closed Joint-Stock Company
CBDC	Central Bank Digital Currency	LULUCF	Land use, land use change, and forestry
CJM	Customer Journey Mapping	ISO	International Organization for Standardization
CSAT	Customer Satisfaction Score	IPCC	Intergovernmental Panel on Climate Change
ERG	Eurasian Resources Group	ML	Megaliter
ESG	Environmental, Social and Governance	SME	Small and medium-sized enterprise
FCR	First Contact Resolution	NC	National company
FX	Foreign Exchange	NCE	National Chamber of Entrepreneurs
GRI	Global Reporting Initiative	UN	United Nations
HR	Human Resources	LLC	Limited liability company
IFRS	International Financial Reporting Standards	CSHIC	Compulsory social health insurance contributions
IT	Information Technology	GHG	Greenhouse gases
KPI	Key Performance Indicator	GWP	Global warming potential
LED	Light-emitting diode	RK	The Republic of Kazakhstan
NGFS	Network for Greening the Financial System	IAS	Internal Audit Service
NPS	Net Promoter Score	BD	Board of Directors
PCAF	Partnership for Carbon Accounting Financials	USA	The United States of America
PD	Probability of default	SHW	Solid household waste
POS	Point of Sale	LLP	Limited Liability Partnership
SWIFT	Society for Worldwide Interbank Financial Telecommunication	FER	Fuel and energy resources
TCFD	Task Force on Climate-related Financial Disclosures	CPW	Chemically purified water
JSC	Joint-Stock Company	BPC	Best Practices Center
ARDFM	Agency of the Republic of Kazakhstan on Regulation and Development of the Financial Market	SDG	UN Sustainable Development Goals
AFK	Association of Financiers of Kazakhstan		
DBK	Development Bank of Kazakhstan		
RES	Renewable energy sources		
GJ	Gigajoule		
Group	Group of Companies		

Appendix 6: Contact Details

GRI 2-3

Eurasian Bank appreciates the feedback information; thus, should You have any questions or comments regarding the 2024 Sustainability Report, please do not hesitate to contact us via the following communication channels:

Eurasian Bank JSC

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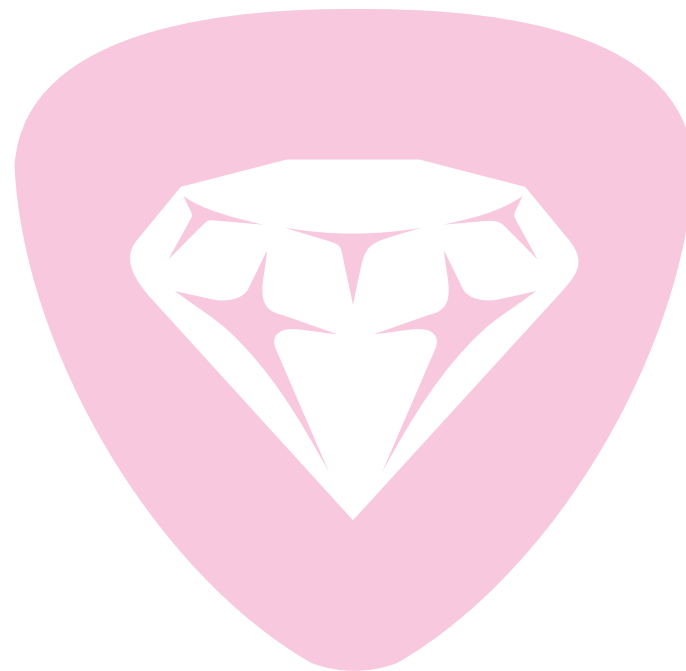
Feedback email: strategy@eubank.kz

Corporate website: <https://eubank.kz/>

Telegram channel: <https://t.me/bankeurasian>

Youtube: <https://www.youtube.com/c/eurasianbankofficial>

Instagram: <https://www.instagram.com/eurasianbank/>



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