

**Approved with the resolution of the
Management Board of EIC
“KazakhExport”
Minutes #387 dated December 26,2017
/stamp is present/**

Table of interests and interaction with stakeholders

No.	List of stakeholders (group)	Measure of support/ counteraction	Interests/motives	Power of influence	Parameters of importance	Instruments of influence	Methods of interaction
Inner circle							
1.	Sole Shareholder	+5	Growth of profit and annual dividends, increase in cost of the Company, performance efficiency of the Company	5	10	The Company's Charter, Corporate Governance Code	<ul style="list-style-type: none"> • Coordination of the main areas of activity, as well as issues related to the general management of the Company. • Ensuring the implementation of the rights of the Sole Shareholder within the framework of corporate governance principles aimed at effective adoption of key resolutions in accordance with the Legislation of the Republic of Kazakhstan and the Company's Charter. • Providing reliable information on the results of financial and economic activities in accordance with the requirements of the Legislation of the Republic of Kazakhstan, the Charter, internal documents of the Company. • Provision of information about the Company's plans, achievements, and problems. • Resolutions of the Sole Shareholder.
2.	Board of Directors	+5	General management of activities of the Company	5	10	Charter of the Company, internal documents of the Company	<ul style="list-style-type: none"> • General management of the Company's activities, with the exception of resolving issues referred to the exclusive competence of the Sole Shareholder of the Company by the Legislation of the Republic of Kazakhstan and/or the Charter.

/signatures are present/

3.	Management	+5	Salary, bonuses, benefits, status, areas of responsibility	5	10	Charter of the Company, internal documents of the Company	<ul style="list-style-type: none"> • Execution of resolutions of the Sole Shareholder and the Board of Directors of the Company. • Preparation, implementation and monitoring of the Company's Development Plan and Strategy, as well as the Company's Critical Risk Management Plan. • Preparation and implementation of other issues stipulated by the Legislation of the Republic of Kazakhstan, the Charter, as well as those related to the competence of the Board of Directors and the Management Board of the Company (in accordance with the Company's Charter). • Meetings of the Company's Management Board and Committees under the Management Board. • Working groups, briefing sessions.
4.	Personnel	+5	Salary, bonuses, career growth, professional growth, terms of employment contract, social guarantees (including health insurance), level of authority and responsibility, level of satisfaction with work	3	8	Labor code, labor contracts, contracts law contracts	<ul style="list-style-type: none"> • Execution of official powers aimed at the implementation of the Company's tasks and functions. • Maintaining an open, transparent personnel policy aimed at creating qualified and motivated personnel. • Ensuring equal opportunities for all employees to realize their potential in the course of their work, an impartial and fair assessment of their results, selection and career development of employees solely on the basis of professional abilities, knowledge and skills. • Questionnaires and surveys.
5.	Consumers	+4	Commercial interests, getting high-quality services at reasonable rates	5	9	Contracts	<ul style="list-style-type: none"> • Ensuring compliance with the expectations of consumers of the Company's products and services. • Conclusion of contracts, control over the execution of contractual relations. • Customer satisfaction analysis. • Negotiations, consultations.
External circle							

/signatures are present/

6.	State bodies	+5	Legislative and executive functions, tax revenues, economic growth, employment of population	5	10	Laws, State programs of social and economic development	<ul style="list-style-type: none"> • Invitation to participate in working groups, forums, and conferences arranged by the Company. • Preparation and implementation of all necessary procedures stipulated by the Legislation of the Republic of Kazakhstan for the Company's participation in public procurements. • Coordination of the Company's main activities. • Participation in the development and implementation of state programs. • Providing reliable information on issues of interest in accordance with the requirements of the Legislation of the Republic of Kazakhstan, the Charter, internal documents of the Company. • Participation in government working groups; • Consultations with authorized state bodies. • Checks and inspections. • Meetings and sessions.
7.	Subsidiaries of the Holding	+2	Joint activity, commercial interests	1	3	Contracts, the Charter of the Company, internal documents of the Holding, Company and subsidiaries	<ul style="list-style-type: none"> • Mutually beneficial cooperation, improvement of business and technological processes and their automation. • Conclusion of contracts, control over the execution of contractual relations.
8.	Competitors	-3	Increasing the market share of insurance and reinsurance activities	4	1	Application of more favorable conditions for insurance/reinsurance, growth of assets, tariff competition, active advertising policy, marketing researches	<ul style="list-style-type: none"> • Show respect, avoid applying unjustified advantages and distorting competition, follow the principles of the Corporate Governance Code, and the Company's Code of Business Ethics. • Monitoring, analysis and marketing researches.

/signatures are present/

9.	Partners	+3	Joint activities, commercial interests,	3	5	Memorandums, contracts	<ul style="list-style-type: none"> • Conclusion of contracts and agreements on mutually beneficial cooperation and mutual understanding. • Control over the execution of contractual relations.
10.	Export credit agencies	+3	Discussion, development of conditions and coordination of actions for the development of financial and insurance support between countries, exchange of experience and information on financial and insurance support for exports, implementation of joint projects, commercial interests	1	4	Memorandums, contracts	<ul style="list-style-type: none"> • Conclusion of contracts and agreements on mutually beneficial cooperation and mutual understanding. • Control over the execution of contractual relations.
11.	International financial institutions	+3	Implementation of joint international projects, commercial interests, risk reinsurance	3	6	Memorandums, contracts	<ul style="list-style-type: none"> • Conclusion of contracts and agreements on mutually beneficial cooperation and mutual understanding. • Improvement of business processes and their automation. • Control over the execution of contractual relations.
12.	Financial institutions	+4	Placement of free funds on deposit accounts, participation in the implementation of the Company's programs, insurance of the Company's risks (including medical insurance), reinsurance of risks, maintenance and accounting of special accounts of the Company, transactions with equity securities and other financial instruments	4	8	Contracts	<ul style="list-style-type: none"> • Conclusion of contracts, control over the execution of contractual relations. • Improving the terms of agreement.

/signatures are present/

13.	Suppliers	+3	Commercial interests, compliance with contractual obligations	4	7	Rules for procurement of goods, works and services of the Company, contracts	<ul style="list-style-type: none"> • Conclusion of contracts, control over the execution of contractual relations. • Business correspondence, requests. • Ensuring procurement of goods, works, and services based on the following principles: <ul style="list-style-type: none"> - openness and transparency of the procurement process; - optimal and efficient spending of money used for procurements; - procurements of high-quality goods, works, and services; - providing all potential suppliers with equal opportunities to participate in the procurement process, provided that organizations with disabilities (individuals with disabilities engaged in business activities) are supported; - increasing the share of local content in goods, works, and services; - fair competition among potential suppliers; - control and responsibility for decisions made; - minimize the involvement of intermediaries in the procurement process. • Interaction based on mutual benefit, respect, trust, honesty and fairness. • Publication of information for potential suppliers on an Internet website.
-----	-----------	----	---	---	---	--	---

/signatures are present/

14.	Population	+3	Employment opportunities, ⁴ solving social problems, transparency of the Company's activities, environmental protection	4	7	Public opinion. Appeals to higher-level and regulatory state bodies, mass media.	<ul style="list-style-type: none"> • Public opinion polls, implementation of the communication strategy. • Publication of the Company's financial and non-financial statements. • Demonstration of practical commitment to the principles of social responsibility, transparency and sustainable development. • Commitment to observe fair competition, generally accepted moral and ethical standards. • Acceptance of additional social obligations, resolution of actual social problems. • Charitable activity.
15.	Public associations	+3	Implementation of goals and objectives of public associations, obtaining sponsorship	1	4	Charter of the Company, contractual relations under concluded contracts, holding forums, conferences, etc.	<ul style="list-style-type: none"> • Compliance with the law. • Conclusion of agreements on cooperation and mutual understanding. • Implementation of charity and sponsorship. • Conducting joint events (meetings, forums, conferences, etc.).
16.	Mass media	+3	Publications and information about the Company's activities, commercial interests	3	6	Publications and creation of awareness about the Company's activities, interviews, press releases, etc.	<p>Organization of information activities through:</p> <ul style="list-style-type: none"> - Holding of PR events (press releases, press conferences); - Communicating the strengths and opportunities of the Company to the target audience; - Creating a positive public opinion; - Ensuring transparency of the Company's activities through reliable, regular, continuous and timely disclosure of information; - Maintaining the Company's brand recognition; - Presentation of the Company's performance results to the public.

/signatures are present/