



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## Export-Credit Agency of Kazakhstan JSC

# MEMORANDUM ON SUSTAINABLE DEVELOPMENT FOR SUPPLIERS

[www.kazhexport.kz](http://www.kazhexport.kz)





BAITEREK

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## TABLE OF CONTENTS

1. Introduction
2. Business Ethics
3. Respect for Human Rights and Labor Conditions
4. Health and Safety
5. Environmental Protection and Contribution to Sustainable Development



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## Introduction

Sustainable Development Goals (SDGs) are globally accepted goals aimed at eliminating poverty and destitution, combating inequality and injustice, as well as protecting the planet and ensuring peace and prosperity for the entire population. Until 2030, 17 key areas were selected, the implementation of which can potentially lead the country to the sustainable development of all major spheres of life and the resolution of global problems affecting every person in this world.

In 2017, Export-Credit Agency of Kazakhstan JSC became a participant in the UN Global Compact (UNGC) - the world's largest initiative of leaders for the development, implementation, and communication of best business practices in the field of sustainable development.

The Company strives to observe, implement, and promote the fundamental principles:

- 1) on the protection of human rights;
- 2) ensuring decent working conditions;
- 3) environmental protection;
- 4) anti-corruption activities.

The ten principles of the UNGC are based on the idea that corporate sustainability begins with a principle-based approach to doing business - this is "how" a business operates in society. This means conducting activities in a way that meets fundamental responsibilities in each of the 4 areas.

The contribution of Export-Credit Agency of Kazakhstan JSC to the achievement of sustainable development principles is manifested through the support of exporters by providing a wide range of insurance products, the provision of non-financial support measures, the phased application of digital technologies for remote customer service, the automation of internal business processes, and the development of human capital.



ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## Business Ethics

**BAITEREK** Business or corporate ethics represents a complex of values, norms, and laws adopted in the field of business relations. The foundation of corporate ethics is compliance with ethical norms of respect for people, society, and the environment. Export-Credit Agency of Kazakhstan JSC carries out its activities in accordance with the norms and principles of business ethics and expects from counterparties conscientious, open, and responsible business conduct.

We expect from our suppliers:

- 1) compliance with the legislation of the Republic of Kazakhstan;
- 2) conducting business in accordance with the norms of fair competition;
- 3) application of a human resource management and health protection (preservation) system for employees, which must be based on respect for workers' rights, including freedom of association and the right to conclude collective agreements; this system must ensure fair treatment of employees, the creation of safe and healthy working conditions for them, and the implementation of warnings and prevention of adverse impacts on the health and safety of population groups and consumers;
- 4) application of a system of conscientious corporate governance based on the principles of fairness, honesty, responsibility, transparency, professionalism, and competence; conscientious corporate governance involves respect for the rights and interests of all persons interested in the organization's activities and contributes to its successful performance, including the growth of its market value, and the maintenance of financial stability and profitability;
- 5) protection and prevention of unlawful use, disclosure, or alteration of information in accordance with all applicable personal data protection laws when collecting, storing, processing, or transferring personal data;
- 6) prevention of any form of extortion or theft, and compliance with the Anti-Corruption Policy;
- 7) provision of information regarding any situations representing a conflict of interest (a situation in which there is a risk that the personal interests of an employee or counterparty will negatively affect legitimate business interests);
- 8) compliance with high standards of business reputation; exclusion of the possibility of publishing official statements on behalf of the company or with reference to the company without the written permission of authorized persons;
- 9) compliance with the requirements of agreements and contracts concluded with the company regarding the protection of confidential information.



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

### Respect for Human Rights and Labor Conditions

Export-Credit Agency of Kazakhstan JSC pays special attention to personnel policy issues and the creation of favorable working conditions for employees, adhering to the principles of equality, justice, and respect for fundamental human rights. It is important to us that our suppliers provide their employees with decent working conditions in accordance with legislative requirements and industry standards, as well as take necessary measures to expand social support, training, and personnel development.

We expect from our suppliers:

- 1) compliance with internationally recognized human rights and freedoms;
- 2) prevention of the use of any forms of child labor in their business activities in accordance with core international labor standards;
- 3) provision of equal opportunities and favorable working conditions to their employees based on their individual characteristics;
- 4) prevention of the use of forced labor;
- 5) provision to all their employees of a written employment contract regulating labor conditions: working hours for employees must not exceed the maximum limit established by current national legislation;
- 6) provision of necessary rest time to employees in accordance with legislation, including additional rest days for overtime work, as well as annual leave, sick leave, parental leave, and other applicable forms of leave;
- 7) provision of comfortable working conditions at the workplace for employees;
- 8) ensuring payment of wages to employees in accordance with the requirements of current national legislation in an amount that ensures a decent standard of living for employees and their families.



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## Health and Safety

Export-Credit Agency of Kazakhstan JSC creates the most comfortable working conditions for its employees and pays great attention to the health and well-being of workers. Caring for the health of employees is one of the main goals of the personnel policy and includes the creation of safe workplaces, social support, and the provision of occupational health and safety. Our suppliers also need to take appropriate measures to ensure the safety and well-being of their employees at the workplace and beyond, in accordance with the occupational health and safety policies and procedures approved in the company.

We expect from our suppliers:

- 1) the creation of safe and healthy working conditions for their employees in accordance with all applicable laws, regulatory requirements, and best practices;
- 2) the provision of information to their employees regarding safety measures adopted at workplaces with identified risk factors. They must undergo appropriate training to ensure their proper protection on an ongoing basis;
- 3) in accordance with industrial safety requirements, the provision of all necessary personal protective equipment to employees, the provision of full technical maintenance and necessary technical protection measures, including the availability of first aid, in order to minimize risks to health and safety at the workplace and prevent accidents and occupational diseases;
- 4) the organization of fire safety briefings to bring basic fire safety requirements to the attention of employees;
- 5) the organization and conduct of periodic medical examinations for employees.



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

## Environmental Protection and Contribution to Sustainable Development

Export-Credit Agency of Kazakhstan JSC, as a participant in the UN Global Compact, is guided by the principles of sustainable development and strives to contribute to the field of environmental protection. Despite the fact that Export-Credit Agency of Kazakhstan JSC does not have a significant impact on the environment through its activities, reducing its own impact is one of our company's strategic goals.

Our suppliers must strive to minimize the negative impact of their activities on the environment and apply accepted international standards and practices in the field of ecology and sustainable development in their work.

We expect from our suppliers:

- 1) striving to minimize the volume of greenhouse gas emissions and reduce their impact on air quality as much as possible;
- 2) striving to use electronic document management systems in order to reduce environmental pollution, protect forests, and preserve biodiversity;
- 3) conducting training and providing information regarding environmental risks, as well as monitoring the knowledge of all competent employees;
- 4) implementing appropriate measures to minimize energy consumption, as well as implementing an energy-saving strategy;
- 5) promoting the reuse or recycling of packaging;
- 6) a responsible approach to water consumption and wastewater disposal: striving to take appropriate measures to minimize their impact on water by reducing its consumption;
- 7) implementing appropriate measures to minimize waste production, striving to implement practices for waste control and disposal, and ensuring safe and lawful processing, storage, transportation, disposal, recycling, and reuse of waste.



БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

We draw your attention to the fact that in formulating this memorandum, we have based it on best practices and international experience, and we do not limit you solely to the recommendations provided.

We encourage our counterparties to actively apply these rules and principles in their activities.

This memorandum will be reviewed on a regular basis and, if necessary, adjusted to reflect current trends or changes in international standards.





БАЙТЕРЕК

ҚАЗАҚСТАННЫҢ  
ЭКСПОРТТЫҚ-КРЕДИТТІК АГЕНТТІГІ

**Joint-Stock Company "Export-Credit Agency of  
Kazakhstan«**

Republic of Kazakhstan,  
Astana city  
55A Mangilik El Avenue, Block B  
"Baiterek" Business Center, 11th floor,  
Tel.: +7 (7172) 95-56-56  
Chancery:  
Tel.: + 7(7172) 95-56-56, ext. 300E-mail:  
info@kazakhexport.kz

[www.kazakhexport.kz](http://www.kazakhexport.kz)

