

# Appendix 2. Indicators



## Human Resources

102-7 | 404-1

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
<b>Personnel indicators</b>						
<b>Staff listing</b>	<b>people</b>	<b>4,797</b>	<b>4,819</b>	<b>4,371</b>	<b>-448</b>	<b>-9.3</b>
<b>including:</b>						
Male employees	people	3,499 (72.9%)	3,502 (72.7%)	3,465 (73.2%)	-37	-1.1
Female employees	people	1,298 (27.1%)	1,317 (27.3%)	1,266 (26.8%)	-51	-3.9
Social stability rating	%	85	90	91	1	1.1
Employee engagement index	%	69	74	90	16	21.6
<b>Development and training</b>						
<b>Average annual hours for one employee</b>	<b>hours</b>	<b>37.9</b>	<b>25.2</b>	<b>23.0</b>	<b>-2.2</b>	<b>-8.7</b>
<b>including:</b>						
Male employees	hours	39.8	25.9	22.7	-3.2	-12.4
Female employees	hours	41.7	21.3	26.3	5	23.5
AMP	hours	48.0	18.9	23.7	4.8	25.4
OP	hours	36.2	26.3	22.9	-3.4	-12.9

**TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT  
CONTRACT AND GENDER, PEOPLE  
AS ON 31/12/2020**

102-8

Unit	Full-time employees, people			Rotational employees, people			Part-time employees, people			Total
	Total	including		Total	including		Total	including		
		male	female		male	female		male	female	
Akmolinskiye MES	571	462	109				3	3		574
Aktyubinskiye MES	253	202	51							253
Almatinskiye MES	469	390	79	5	5					474
Vostochnye MES	285	228	57				1	1		286
Zapadnye MES	190	142	48	39	39					229
Sarbaiksiye MES	414	343	71				1	1		415
Severnye MES	372	283	89				1	1		373
Tsentralnye MES	411	331	80	5	5					416
Yuzhnye MES	426	358	68				4	3	1	430
NDC SO	95	56	39							95
Executive Administration	371	185	186				1	1		372
Energoinform JSC	774	406	368	6	2	4				780
FSC RES	34	18	16							34
<b>Total</b>	<b>4,665</b>	<b>3,404</b>	<b>1,261</b>	<b>55</b>	<b>51</b>	<b>4</b>	<b>11</b>	<b>10</b>	<b>1</b>	<b>4,731</b>

**TOTAL NUMBER OF EMPLOYEES BY EMPLOYMENT  
AND GENDER, PEOPLE  
AS ON 31/12/2020**

102-8

Unit	Regular employees, people			Temporary employees*, people			Total
	Total	including		Total	including		
		male	female		male	female	
Akmolinskiye MES	554	456	98	20	9	11	574
Aktyubinskiye MES	249	202	47	4		4	253
Almatinskiye MES	462	391	71	12	4	8	474
Vostochnye MES	280	228	52	6	1	5	286
Zapadnye MES	226	180	46	3	1	2	229
Sarbaiskiye MES	415	344	71				415
Severnye MES	370	284	86	3		3	373
Tsentrálne MES	415	335	80	1	1		416
Yuzhnye MES	423	358	65	7	3	4	430
NDC SO	95	56	39				95
Executive Administration	367	185	182	5	1	4	372
Energoinform JSC	760	403	357	20	5	15	780
FSC RES	34	18	16				34
<b>Total</b>	<b>4,650</b>	<b>3,440</b>	<b>1,210</b>	<b>81</b>	<b>25</b>	<b>56</b>	<b>4,731</b>

\* Temporary employees are employees hired by the Company for temporarily vacant positions (other than internal movements)

**TOTAL WORKFORCE BY REGION  
AND GENDER, PEOPLE  
AS ON 31/12/2020**

102-8

All employees	where	
	Male employees	Female employees
Akmolinskiye MES	465	109
Aktyubinskiye MES	202	51
Almatinskiye MES	395	79
Vostochnye MES	229	57
Zapadnye MES	181	48
Sarbaiksiye MES	344	71
Severnye MES	284	89
Tsentrálne MES	336	80
Yuzhnye MES	361	69
NDC SO	56	39
Executive Administration	186	186
Energoinform JSC	408	372
FSC RES	18	16
<b>Total</b>	<b>3,465</b>	<b>1,266</b>

## PERSONNEL TURNOVER STRUCTURE, PEOPLE

401-1

Name of the branch	As on 01/01/2020			As on 31/12/2020			Turnover for period: 01/01/2020 – 31/12/2020		
	Total	including		Total	including		Total	including	
		male	female		male	female		male	female
Executive Administration	386	194	192	372	186	186	2.91	3.68	2.12
NDC SO	92	53	39	95	56	39	2.13	3.67	-
Akmolinskiye MES	582	472	110	574	465	109	3.97	3.63	5.48
Aktyubinskiye MES	254	204	50	253	202	51	3.53	3.94	1.98
Almatinskiye MES	477	394	83	474	395	79	4.20	3.80	6.17
Vostochnye MES	297	235	62	286	229	57	5.82	5.17	8.40
Zapadnye MES	227	178	49	229	181	48	8.48	9.47	4.12
Sarbaiksiye MES	427	350	77	415	344	71	2.85	2.02	6.76
Severnye MES	390	288	102	373	284	89	4.70	3.15	9.42
Tsentrálne MES	412	331	81	416	336	80	2.17	1.80	3.73
Yuzhnye MES	436	362	74	430	361	69	1.84	1.94	1.40
Energolnform JSC	802	421	381	780	408	372	8.61	9.92	7.15
FSC RES	37	20	17	34	18	16	28.17	36.84	18.18
<b>Total</b>	<b>4,819</b>	<b>3,502</b>	<b>1,317</b>	<b>4,731</b>	<b>3,465</b>	<b>1,266</b>	<b>4.71</b>	<b>4.42</b>	<b>5.50</b>

\* Turnover rate is estimated as per Samruk-Kazyna Methodology, according to which the estimate includes the number of employees released from the post on their own request only. The turnover estimate does not include employees: released from the post within the Samruk-Kazyna group of companies for reasons not attributable to the will of the parties, at the initiative of the employer, upon expiration of the employment contract, reduction in the number of employees, termination of the employment contract, cancellation of the employment contract due to transfer of an employee to another job (post) or assignment to a post.

## NUMBER OF HIRED AND QUITTED EMPLOYEES AT THE COMPANY, PEOPLE

401-1

Indicator	2018		2019		2020		2020/2019	
	people	%	people	%	people	%	people	%
<b>Total number of hired workers</b>	<b>523</b>	<b>10.9</b>	<b>590</b>	<b>12.24</b>	<b>343</b>	<b>7.25</b>	<b>-247</b>	<b>-41.9</b>
<b>by age</b>								
under 30	256	5.34	261	5.42	140	2.96	-121	-46.4
from 31 to 50	226	4.71	250	5.19	168	3.55	-82	-32.8
51 and over	41	0.85	79	1.64	35	0.74	-44	-55.7
<b>by gender</b>								
Male employees	361	7.53	404	8.38	263	5.56	-141	-34.9
Female employees	162	3.38	186	3.86	80	1.69	-106	-57.0
<b>by regions</b>								
Executive Administration	52	1.08	59	15.28	15	4.03	-44	-74.6
Akmolinskiye MES	61	1.27	83	14.26	46	8.01	-37	-44.6
Aktyubinskiye MES	20	0.42	21	8.27	15	5.93	-6	-28.6
Almatinskiye MES	63	1.31	49	10.27	29	6.12	-20	-40.8
Vostochnye MES	42	0.88	30	10.10	17	5.94	-13	-43.3
Zapadnye MES	31	0.65	31	13.66	28	12.23	-3	-9.7
Sarbaiskiye MES	25	0.52	35	8.20	17	4.10	-18	-51.4
Severnyye MES	32	0.67	36	9.23	16	4.29	-20	-55.6
Tsentralnye MES	49	1.02	27	6.55	26	6.25	-1	-3.7
Yuzhnye MES	19	0.4	29	6.65	24	5.58	-5	-17.2
NDC SO	8	0.17	10	10.87	6	6.32	-4	-40.0
EnergoInform JSC	109	2.27	153	19.08	92	11.79	-61	-39.9
FSC RES	12	0.25	27	72.97	12	35.29	-15	-55.6

## NUMBER OF HIRED AND QUITTED EMPLOYEES AT THE COMPANY, PEOPLE (continued)

401-1

Indicator	2018		2019		2020		2020/2019	
	people	%	people	%	people	%	people	%
<b>Total number of quitted employees</b>	<b>457</b>	<b>9.53</b>	<b>568</b>	<b>11.79</b>	<b>421</b>	<b>8.90</b>	<b>-147</b>	<b>-25.9</b>
<b>by age</b>								
under 30	111	2.31	168	3.49	82	1.73	-86	-51.2
from 31 to 50 years	203	4.23	223	4.63	170	3.59	-53	-23.8
51 and over	143	2.98	177	3.67	169	3.57	-8	-4.5
<b>by gender</b>								
Male employees	326	6.8	395	8.20	290	6.13	-105	-26.6
Female employees	131	2.73	173	3.59	131	2.77	-42	-24.3
<b>by regions</b>								
Executive Administration	44	0.92	54	13.99	29	7.80	-25	-46.3
Akmolinskiye MES	62	1.29	72	12.37	54	9.41	-18	-25.0
Aktyubinskiye MES	20	0.42	20	7.87	16	6.32	-4	-20.0
Almatinskiye MES	46	0.96	49	10.27	32	6.75	-17	-34.7
Vostochnye MES	28	0.58	32	10.77	28	9.79	-4	-12.5
Zapadnye MES	29	0.6	28	12.33	26	11.35	-2	-7.1
Sarbaijskiye MES	29	0.6	28	6.56	29	6.99	1	3.6
Severnyye MES	31	0.65	34	8.72	33	8.85	-1	-2.9
Tsentrálne MES	36	0.75	36	8.74	22	5.29	-14	-38.9
Yuzhnyye MES	14	0.29	27	6.19	30	6.98	3	11.1
NDC SO	8	0.17	10	10.87	3	3.16	-7	-70.0
EnergoInform JSC	104	2.17	162	20.20	104	13.33	-58	-35.8
FSC RES	6	0.13	16	43.24	15	44.12	-1	-6.3
<b>Total personnel turnover, %</b>	<b>-</b>	<b>5.2</b>	<b>-</b>	<b>7.4</b>	<b>-</b>	<b>4.7</b>	<b>-</b>	<b>-</b>

## NUMBER OF EMPLOYEES ELIGIBLE TO RETIRE, PEOPLE

EU15

Unit	Total, people	Number of employees who can retire in the period 2021-2025			Number of employees who can retire in the period 2021-2030			% of employees who can retire	
		Total	including		Total	including		in the period	
			AMP	OP		AMP	OP	2021- 2025	2021- 2030
Akmolinskiye MES	574	22	1	21	25	3	22	3.83	4.36
Aktyubinskiye MES	253	28	2	26	57	5	52	11.07	22.53
Almatinskiye MES	474	58	5	53	103	6	97	12.24	21.73
Vostochnye MES	286	31	5	26	59	7	52	10.84	20.63
Zapadnye MES	229	12		12	21	1	20	5.24	9.17
Sarbaiskiye MES	415	51	1	50	126	4	122	12.29	30.36
Severnye MES	373	56	1	55	105	2	103	15.01	28.15
Tsentralnye MES	416	93	5	88	136	7	129	22.36	32.69
Yuzhnye MES	430	70	2	68	125	3	122	16.28	29.07
NDC SO	95	3		3	6		6	3.16	6.32
Executive Administration	372	14	14		44	44		3.76	11.83
EnergolInform JSC	780	78	3	75	180	3	177	10.00	23.08
FSC RES	34	1	1		2	2		2.94	5.88
<b>Total</b>	<b>4,731</b>	<b>517</b>	<b>40</b>	<b>477</b>	<b>989</b>	<b>87</b>	<b>902</b>	<b>10.93</b>	<b>20.90</b>





## Performance Indicators

EU1 EU3 EU4 EU28 EU29 102-7

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
<b>Performance indicators</b>						
<b>Installed capacity by power sources and control mode</b>	<b>MVA</b>	<b>36,660.05</b>	<b>38,246.05</b>	<b>38,746.05</b>	<b>500.00</b>	<b>1.3</b>
<b>including:</b>						
1,150 kV SS	MVA	9,384.10	9,384.10	9,384.10	0	0.0
500 kV SS	MVA	16,111.50	17,447.5	17,447.5	0	0.0
220 kV SS	MVA	11,136.25	11,391.25	11,891.25	500.00	4.4
110 kV SS	MVA	5.00	-	-	-	0.0
35 kV SS	MVA	23.20	23.20	23.20	0	0.0
<b>Length of OHTLs and cable transmission lines by control mode (circuit)</b>	<b>km</b>	<b>26,775.27</b>	<b>26,900.91</b>	<b>26,997.92</b>	<b>97.01</b>	<b>0.4</b>
<b>including:</b>						
1,150 kV	km	1,421.23	1,421.23	1,421.23	0	0.0
500 kV	km	8,287.98	8,287.98	8,287.98	0	0.0
330 kV	km	1,864.09	1,863.28	1,863.28	0	0.0
220 kV	km	14,693.99	14,816.35	14,898.86	82.51	0.6
110 kV	km	352.84	352.84	352.84	0	0.0
35 kV	km	44.13	44.13	44.13	0	0.0
under 35 kV	km	111.01	115.10	129.61	14.51	12.6

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
Number of electricity consumers (number of contracts)	pcs.	656	797	861	+64	8.0
System average interruption frequency – SAIFI		0.03	0.03	0.07	+0.04	133.3
System average interruption duration – SAIDI	hours	0.18	0.01	0.16	+0.15	1,500
System Minutes Lost – SML	minutes	1.11	1.52	5.21	+3.69	242.8
Percentage of the system's operating time without failures – WWP	%	98.78	99.64	98.63	-1.01	-1.0
<b>Volumes of rendered services</b>						
Electricity transmission	billion kWh	42.71	43.97	46.16	+2.19	+5.0
Technical dispatch control	billion kWh	97.65	97.06	98.99	+1.93	+2.0
Management of electricity production and consumption balancing	billion kWh	183.36	188.77	192.86	+4.09	+2.2

## Economic Indicators

201-1 | 201-4

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
<b>Economic indicators</b>						
<b>Total capitalization</b>	<b>KZT million</b>	<b>634,752.89</b>	<b>632,163.54</b>	<b>663,590.50</b>	<b>31,426.96</b>	<b>5.0</b>
equity capital	KZT million	472,693.80	481,838.02	502,556.47	20,718.45	4.3
borrowed funds	KZT million	162,059.09	150,325.52	161,034.03	10,708.51	7.1
<b>Funds from the government</b>	<b>KZT million</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Economic value generated</b>	<b>KZT million</b>	<b>185,017.94</b>	<b>269,329.57</b>	<b>353,765.98</b>	<b>84,436.41</b>	<b>31.4</b>
operating revenues	KZT million	175,797.39	263,162.07	350,659.55	87,497.48	33.2
financial revenue	KZT million	4,951.34	4,171.53	7,146.01	2,974.48	71.3
other revenues	KZT million	4,269.22	1,995.96	-4,039.58	-6,035.54	-302.4
<b>Economic cost</b>	<b>KZT million</b>	<b>176,346.50</b>	<b>260,222.43</b>	<b>339,846.50</b>	<b>79,624.07</b>	<b>30.6</b>
payroll expenses	KZT million	21,048.03	22,699.12	23,586.87	887.75	3.9
expenses on taxes and duties to the national budget	KZT million	18,553.89	19,110.84	21,591.02	2,480.18	13.0
payments to capital providers	KZT million	35,233.94	40,842.53	50,751.77	9,909.24	24.3
charity and sponsor support	KZT million	-	-	-	-	-
other operating expenses	KZT million	92,442.60	177,185.20	242,835.79	65,650.59	37.1
other non-operating expenses	KZT million	9,068.04	384.74	1,081.05	696.31	181.0
<b>Economic value of distribution</b>	<b>KZT million</b>	<b>8,671.44</b>	<b>9,107.14</b>	<b>13,919.48</b>	<b>4,812.34</b>	<b>52.8</b>
<b>Proportion of senior management hired from the local community at significant locations of operation</b>	<b>%</b>	<b>69</b>	<b>83</b>	<b>90.9</b>	<b>7.9</b>	<b>-</b>

## Compliance with Laws and Regulations

Indicator	Unit of Measure	2018	2019	2020
<b>Confirmed incidents of corruption and actions taken*</b>	-	0	0	0
<b>Monetary amount of significant fines and total number of non-monetary sanctions for non-compliance with social-economic laws and regulations</b>	KZT million	0	0	0
<b>where:</b>				
Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	KZT million	0	0	0
Monetary value of significant fines and total number of non-monetary sanctions imposed for non-compliance with environmental laws and regulations	KZT million	0	0	0

\* No incidents were registered in 2020 where employees were dismissed or subject to disciplinary punishment for corruption, or contracts were terminated with business partners due to corruption-related violations, or corruption-related cases took place against the Company or its employees.



## Environmental Indicators

EU12 302-1 302-4

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
<b>Power consumption</b>						
Percentage of losses in electricity transmission and distribution	%	6.3	6.4	6.0	-0.4	-6.3
Effect of measures to reduce losses (energy saving)	GJ	16,560	17,222	15,340	-1,882	-10.9
Energy consumption within the organization	GJ	10,780,276	10,710,622	10,350,517	-360,105	-3.4
<b>including:</b>						
electricity	GJ	10,570,491	10,502,753	10,068,339	-434,414	-4.1
heat power	GJ	90,375	87,399	81,396	-6,003	-6.9
fuel	GJ	119,410	120,470	114,065	-6,405	-5.3
<b>including:</b>						
motor gasoline	GJ	53,680	53,935	44,767.94	-9,167.06	-17.0
diesel fuel	GJ	61,712	62,911	65,250.37	2,339.37	3.7
natural gas	GJ	3,716	3,314	3,911.25	597.25	18.0
liquefied gas	GJ	302	310	135.30	-174.7	-56.4

Indicator	Unit of Measure	2018	2019	2020	2020/2019	2020/2019, %
<b>Emissions</b>						
<b>Gross emissions of contaminants from stationary sources</b>	<b>tonne</b>	<b>11.41</b>	<b>9.45</b>	<b>9.34</b>	<b>-0.11</b>	<b>-1.2</b>
<b>Greenhouse gas emissions from stationary sources of KEGOC</b>	<b>tonne carbon dioxide equivalent</b>	<b>143.085</b>	<b>137.913</b>	<b>154.47</b>	<b>16.56</b>	<b>12.0</b>
<b>including:</b>						
CO <sub>2</sub>	tonne	125.451	137.860	154.40	16.54	12.0
CH <sub>4</sub>	tonne carbon dioxide equivalent	0.0019	0.0018	0.0022	0.0004	22.2
N <sub>2</sub> O	tonne carbon dioxide equivalent	0.0575	0.05161	0.06542	0.01381	26.8

\* Technical losses from electricity supplied to the grid during transmission

## Occupational Health Indicators

403-9 | EU DMA

Indicator	2018	2019	2020
<b>Occupational health and safety indicators</b>			
<b>Accident frequency rate</b>	<b>0.07</b>	<b>0</b>	<b>0</b>
<b>By regions:</b>			
Executive Administration	0	0	0
Akmolinskiye MES	0.20	0	0
Aktyubinskiye MES	0.45	0	0
Almatinskiye MES	0	0	0
Vostochnye MES	0	0	0
Zapadnye MES	0	0	0
Sarbaikiye MES	0	0	0
Severnye MES	0	0	0
Tsentralnye MES	0	0	0
Yuzhnye MES	0	0	0
NDC SO	0	0	0
<b>Occupational diseases rate</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Lost day rate</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Number of fatal accidents</b>	<b>1*</b>	<b>0</b>	<b>0</b>
<b>Civil defence and emergency situations trainings, exercises and drills</b>			
<b>National command-staff exercises</b>	<b>4</b>	<b>2</b>	<b>2</b>
<b>Staff exercises</b>	<b>11</b>	<b>12</b>	<b>4</b>
<b>Facility-based exercises</b>	<b>11</b>	<b>4</b>	<b>2</b>
<b>Special tactical exercises with civil defence divisions</b>	<b>11</b>	<b>1</b>	<b>2</b>
<b>Earthquake exercises</b>	<b>16</b>	<b>15</b>	<b>4</b>
<b>National and oblast emergencies and civil defence training course</b>	<b>42</b>	<b>14</b>	<b>32</b>

\* In 2018 there was one fatal accident in the Akmolinskiye MES branch.